

## From Our Offices

This month we at HEMOCARE Management Corporation celebrate our history of providing high quality services for 13 years. We were incorporated on **November 15, 1993**, in Lenoir, and the doors opened for business in January 1994. Rankin Whittington, MSW and his wife Sandy founded the corporation, and Rankin serves as CEO, President and Treasurer, while Sandy is Vice-President and Secretary.

Rankin grew up on a farm in Amelia, Va., where he learned about hard work and the importance of helping others in the community. At Guilford College in Greensboro he volunteered as a tutor for developmentally delayed children who lived in public housing; he also met and later married a fellow student, Sandy Shansky.

Rankin became a social worker for Guilford County. He and Sandy lived for two years in a friend's rent-free log cabin with only a wood stove for heat. Five years later, Rankin left his job to obtain his MSW from UNC-CH. Rankin's career of services to people with disabilities continued with his first job out of school, serving as Director of the Anson County DSS for 12 years; there he set up and administered the Community Alternatives Program for Disabled Adults. During this time Sandy was the Director of the Anson Developmental Center for Handicapped Children.

The Whittingtons and daughters Molly and Danielle moved to Caldwell County in 1989. Rankin was the Assistant Director of Social Services, and oversaw the change from public to private providers for the Community Alternatives Program. When former county in-home aides complained that their new private employer did not show them respect, it occurred to Rankin that the job could be done better. After much deliberation, he took out his retirement savings and founded HEMOCARE Management Corporation.

The first professional employee that cold January in 1994 was Sheila Stevens, formerly the Director of the Program for the Aging in Caldwell County. While Sheila moved on in a couple of years, other early employees are still with HEMOCARE. Marla Younce, Finance Officer, and Mary Ellen Moore, Program Supervisor, both began in 1994. Sara Grode Nolan, Division Director, and Kathy Barnes, Financial Assistant, began in 1995. Many in-home aides and behavioral technicians from those earliest months are still with the corporation, and we celebrate their anniversaries each month.

Success and steady growth came as a result of excellent services from excellent staff. Hundreds more great people have joined HEMOCARE over the years, part-time and full-time. Thanks to **YOU, HEMOCARE Management Corporation** continues to carry out its mission . . . *to provide the services necessary for people to be as independent as possible in their own homes and communities, rather than having to live in institutions.*

## Management Corporation

*News from the Mental Health Division*

## Employee Spotlight

**Dwight Byrd** has been an asset to HEMOCARE Management Corporation since he began working with us in December 2004. Dwight has a BS from Cumberland College in Williamsburg, Kentucky and has a variety of work experiences, including being a substitute teacher and a summer camp counselor working with blind consumers.



Dwight cares very much about the people with whom he works, and it shows! He has been with his current client for more than a year and has helped him achieve many of his goals. Dwight demonstrates tremendous patience and consistency. Prior to Dwight's starting to work with his current client, this young man was being sent home from school almost daily. Since then, most problems are solved before

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## Client Spotlight

**Tanya Johnson** receives CAP/DA services. She is married and has two boys, Quentin, age 7 and Darrion, age 11. She graduated from North Pitt High School and then attended NCCU, majoring in



pre-law, but she was unable to finish due to undiagnosed medical problems. Then, in 2001, Tanya was diagnosed with Multiple Sclerosis. However, she does not let her condition stop her from doing anything that she wants to do, and she always has a positive attitude. She is currently taking Tai Chi to regain strength and feelings in her legs. She is very involved in the Salvation and Deliverance Church in Tarboro and feels that one day God will heal her. Tanya enjoys spending time with her family, cooking, singing and reading.

# What is Psychosis?

Psychosis is a generic term for a mental state in which thought and perception are severely impaired. Persons experiencing a psychotic episode may have hallucinations, hold delusional beliefs (e.g., grandiose or paranoid delusions), demonstrate personality changes and exhibit disorganized thinking. This is often accompanied by lack of insight into the unusual or bizarre nature of such behavior, difficulties with social interaction and impairments in carrying out activities of daily living.

A psychotic episode is often described as involving a loss of contact with reality. Psychosis is a symptom of severe mental illness but is not a diagnosis in itself. Psychosis is particularly associated with schizophrenia, bipolar disorder and severe depression. Psychosis can be brought on by drug intoxication or withdrawal (especially alcohol, barbiturates and benzodiazepines). It can also be brought on by lupus, electrolyte disorders and other medical conditions.

Hallucinations are defined as sensory perceptions in the absence of external stimuli. Hallucinations may occur in any of the five senses. Auditory hallucinations, particularly the experience of hearing voices, are a common and often prominent feature of psychosis. Hallucinated voices may talk about the person or to the person. They may involve several speakers with distinct personas. They can be derogatory or commanding.

Psychosis may involve delusional or paranoid beliefs.

Types of delusions include:

**Erotomaniac type:** I believe Brad Pitt is in love with me. (He never met me.)

**Grandiose type:** I believe that I am the new Joan of Arc.

**Persecutory type:** The CIA is watching me.

**Somatic type:** I believe I have worms crawling all over me. (No one else can see them.)

“Thought disorder” describes an underlying disturbance to the conscious thought and is classified largely by its effects on speech and writing. Affected persons may show pressure of speech (speaking incessantly and rapidly), flight of ideas (switching topic mid-sentence or inappropriately), thought blocking, and rhyming or punning.

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## Anniversaries

This January we celebrate the service of nine behavioral technicians who are reaching milestone anniversaries with HOMECARE. **Lucille Washington** of the Statesville office has been an outstanding employee for 7 years, while **Cynthia Clark** of Statesville; **Jean Gore, Joe Lowery, and Doris Skipper** of Wilmington; and **Julie Schroeder** of Charlotte have been with us 6 years each; **Julie Burgess** of Forest City, **Delaine Deal** of Statesville, and **Monica Erdman** of Boone are all celebrating their 4<sup>th</sup> anniversary with us this month.

Usually we focus on technician anniversaries, but this month another milestone is too important to leave out: **Margaret Mason**, currently Director of Training and Quality Improvement, has now been an important part of our team for 10 years. She has served in a variety of roles but has always helped us maintain our focus on providing quality service to our consumers.

Thanks to each of you for all you have done for HOMECARE and those we serve.

# Opportunities For Learning

## IN-SERVICE TRAININGS

- **Drug Prevention**, Whiteville office, Jan. 23, 5 pm
- **Diabetes**, McDowell County, Bruce’s Fabulous Foods, Jan. 25, 4:30-6:30 pm
- **Bundle up to Educational Activities**, Statesville, Resource Room, Jan. 25, 9am-8pm; drop in to learn to use new tools and develop strategies for your consumers.
- **Mental Health Diagnoses**, Charlotte office, Jan. 28, 1-4 pm
- **Adult Mental Health Interventions**, Wilmington office, Feb. 6, 9-11 am
- **Insider Asperger’s**, Statesville office, Feb. 6, 4-6 pm
- **Advocating for Your Client’s Rights**, Alleghany, The Pines, Feb. 13, 3:30-5:30 pm
- **I’ll Show You Mad!!!**, Hickory, Feb. 21, 10 am-12 pm
- **Gang Prevention**, Charlotte office, Feb. 21, 9-11 am

*Please contact your supervisor for more information on these valuable training sessions, for required re-certification trainings, and for information on additional opportunities for you to obtain required CS training.*

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## Employee Spotlight *continued from page 1*

they escalate out of control, so he has been able to remain in the classroom. When asked what the best thing about working with clients was, Dwight replied, “It must be the 10 percent of the time that you see results that makes the 90 percent of the work worthwhile. I like to call them the ‘light bulb’ moments when you see the client grasp and use what you have been working weeks or maybe months on.”

Dwight’s paperwork is almost always excellent. Even with all the state changes, Dwight has been able to adjust to the new definitions and terminology needed to keep quality documentation. In fact, his notes are so well written that they are being used as examples for other technicians in training.

Dwight lives in Conover with his wife, **Emily** (also an excellent HOMECARE Management Corporation employee), two sons and a daughter. In his spare time, Dwight plays drums in a band. In fact, for the past two summers, Dwight has had his band play for our clients during the Lenoir office Summer Activities. All the clients and technicians agree that is one of the best days of the summer.

Dwight said that besides the clients, the best thing about working for HOMECARE is “the support that I feel is there by the supervisors. You can actually talk to the management and feel as if you are having a professional discussion rather than being ‘talked down’ to.” We look forward to working with Dwight for many more years!

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## PaySchedule

### Services Delivered

January 1-15

January 16-31

### Checks Mailed

February 6

February 22

**Community Support (CS) documentation must be postmarked or delivered** the 9<sup>th</sup> for services delivered the 1<sup>st</sup> through the 8<sup>th</sup>, the 16<sup>th</sup> for the 9<sup>th</sup> through the 15<sup>th</sup>, the 24<sup>th</sup> for the 16<sup>th</sup> through the 23<sup>rd</sup>, and the 1<sup>st</sup> for the 24<sup>th</sup> through the end of the month. **CAP/MR-DD, CAP/DA, and Personal Care documentation must be postmarked or delivered** the 16<sup>th</sup> for services delivered the 1<sup>st</sup> through the 15<sup>th</sup> and the 1<sup>st</sup> for the 16<sup>th</sup> through the end of the month.