

From Our Offices

Recently Mental Health has been getting bad press. The papers and newscasts have been full of news about the failure of mental health reform in North Carolina. Amidst all of this, it is sometimes easy to overlook the fact that with all of the problems in the system, many consumers continue to receive excellent services. These services help them to live more fulfilling lives and reach their potential. At HEMOCARE Management Corporation our technicians are truly the heart of the company. You are the ones who fulfill our mission: to provide the services necessary for people to be as independent as possible in their own homes, rather than having to live in institutions. **You make a difference** in the life of a consumer every day.

Each month in this newsletter we spotlight one of you who has done an outstanding job, and we recognize some of you who have been with us for a long time. Without good employees such as you who are dedicated to providing the best possible service, our consumers would not benefit as greatly from services, and the company would not continue to grow. We are proud that many of you have chosen to remain with us for many years, which is unusual in a field known for high turn-over.

Recently we had the opportunity to give special recognition to two employees from the Boone office who have provided services for more than 10 straight years. **Lisa Bryan** and **Tom Wilkins** have each done an outstanding job of meeting the needs of our clients and helping them reach their goals. Whenever Clinical Supervisor **Patty Barker** and other members of our Boone staff get together and talk about special employees, the names of these two come up. Earlier this month they were recognized at a special in-service session; each was awarded a certificate of appreciation and will receive an extra gift in their next check. Unfortunately Tom was unable to attend, but his certificate was accepted by his wife **Grace Wilkins**, also an outstanding HEMOCARE Behavioral Technician.

We all appreciate the dedication of Tom and Lisa, but nothing we can do can match the appreciation of their clients and their families.



Mental Health Division Director Sara Nolan and Regional Manager Adolph Gordon present certificates of appreciation to Lisa Bryan and Grace Wilkins, who accepted on behalf of her husband Tom.

Employee Spotlight

Charlotte Shristi began working with HEMOCARE Management Corporation in September 2005. She has since become an integral part of our Early Intervention program in the Boone office. During her time with HEMOCARE, Charlotte has served many children with developmental disabilities and delays.

Charlotte graduated from Goshen College in Indiana with a BA in Psychology and in Fine Arts. She aspires to further her education and perhaps obtain a masters degree in counseling. Charlotte pursued her passion for working with children and families in a variety of settings before coming to HEMOCARE Management. After camp counseling and being a craft director in high school and college, she went on to teach elementary art education on the Hopi Reservation in Arizona for a year. She worked with children at a fine arts Montessori pre-school in a "make your own" pottery studio. Charlotte also taught English and helped lead healing workshops for displaced children in Colombia, South America, using art and drama as tools to help them deal with war-related trauma. Before moving to Boone, she and her husband had worked in Colombia for two more years.

Charlotte had this to say about her position at HEMOCARE, "I love the flexibility, and being able to work one-on-one with clients in the settings most familiar and comfortable for them instead of in a clinical-feeling environment. A special interest of mine that HEMOCARE has helped plug

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Client Spotlight

Dominic is a 13-year-old student who has received Community Support services from HEMOCARE Management Corporation since November 2006. He lives in Tarboro with his mother and his 15-year-old brother. Dominic enjoys playing football, flipping and drawing; he also enjoys playing checkers and chess.

According to **Leon Johnson**, Dominic's Community Support worker, Dominic has shown great improvement in communication, education and social skills. Dominic also has shown improvements in completing tasks, including school assignments. His teachers have stated that he is doing much better with his classroom work. He is not exhibiting negative or impulsive behaviors in school and he's focusing more on completing his chores at home.

Dominic has shown great social skills and has learned to express his feelings and emotions through participation in a theatre production. He is currently playing the part of Travis in "A Raisin in the Sun" at The Imperial Centre in Rocky Mount, N.C.

Oppositional Defiant Disorder

Oppositional Defiant Disorder (ODD) is defined as an ongoing pattern of uncooperative, hostile, and defiant behavior toward authority figures that seriously interferes with a youth's everyday functioning. It is estimated that five to 15 percent of children have the disorder. Frequent temper tantrums, refusal to comply with adult requests or rules, blaming others for mistakes or misbehavior, deliberate annoyance of other people, and spiteful and vindictive behavior are among the symptoms of ODD. This disorder often occurs along with other behavioral or mental problems such as ADHD, anxiety, or depression. Symptoms are usually observed in a variety of settings

It is hard to pinpoint all risk factors for ODD, as it is a complex disorder involving a variety of circumstances, influences, and genetic factors. However, we do know that lack of supervision, peer rejection, parents with a history of ADHD, exposure to violence, and harsh or inconsistent discipline increase a child's risk of demonstrating symptoms of ODD.

Techniques for helping youth with ODD include:

- ▶ Build on the positives.
- ▶ Take a time out if you are about to make the conflict worse.
- ▶ Pick your battles.
- ▶ Set up age appropriate limits with consequences that can be enforced consistently.

Anyone concerned about a child's behavior needs to seek help from a doctor, a child psychiatrist, or child behavioral expert. The earlier the disorder can be managed, the better the chances are for reversing its effects. Screening and diagnosis is usually done through information given by parents and teachers.

EMPLOYEE SPOTLIGHT (Continued from page 1)

me into is serving the Spanish-speaking population in the area and forming relationships with individual families.”

Charlotte is an invaluable Early Intervention Specialist. Her ability to communicate with our Spanish speaking clients is vital to the quality of services they receive. She demonstrates a high level of respect and understanding to all of her families. She is an asset to HOMECARE Management Corp and the Early Intervention Program. We are very appreciative of all of her hard work and dedication to improving the lives of young children.

We value your opinion

If you want to provide feedback or make requests, feel free to contact:

Rankin Whittington, CEO; 800-223-2841
RankinWhittington@HomeCareMgmt.org

or

Sara Nolan, Mental Health Division Director; 800-718-4599;
SaraGrodeNolan@HomeCareMgmt.org.

As always, you can also contact your Clinical Supervisor or Regional Manager.

Opportunities For Learning

IN-SERVICE TRAININGS

- **Gossip! One Person's Chit Chat is Another's Slander**, Tarboro, May 22, 4-5 pm
- **Community Support Documentation**, Wilmington, May 22, 6-8 pm
- **Autism In-Service**, Statesville, May 23, 7-9 pm
- **Skill Building Interventions**, Whiteville, May 29, 5-7 pm
- **Where Can We Go? What Can We Do?**, Hickory, May 24, 1-3 pm
- **Confidentiality**, Charlotte, May 24, 2-4 pm
- **Effective Communication—Beyond Verbal Skills**, Sparta, The Pines, June 7, 3:30 pm-5:30 pm
- **Keeping Safe in the Community**, Hickory, Bethany Lutheran Church, June 13, 10:30 am-12:30 pm
- **Coping with Stress**, Charlotte, June 15, 12-2 pm
- **Gangs! Do You Really Know What There is To Know?** Tarboro, June 21, 10 am-12 pm
- **What Am I Doing? Documentation In-Service on CS & DT**, Statesville, June 21, 9-11am and 4-6 pm
- **Back Safety**, Wilmington, June 27, 9-11 am
- **Gang Awareness**, Whiteville, June 28, 5-6 pm

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.

Anniversaries

Lisa Bryan and Tom Wilkins aren't the only ones who have provided services to our consumers for a long period of time. This month **Jeff Brinager** of Statesville celebrates his ninth anniversary with HOMECARE. **Laurice Fairley** of the Whiteville office and **Wilma Reavis** and **Brenda Rimmer**, both of the Statesville office, have been with us seven years. **Amanda Bellamy** of Wilmington and **Robyn Powell** of Statesville celebrate their fifth HOMECARE anniversary. **David Hardie** of Whiteville, **Karla Harris** and **Tasha Pettaway** of Tarboro, and **Adam Kahn** and **Elaine Podbielski** of Boone have all completed four years with us. Thanks to each of you for all you do for our clients!

PaySchedule

Services Delivered

May 1-15
May 16-30

Checks Mailed

June 6
June 21

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