

## From Our Offices

HEMOCARE is currently in the process of applying for national accreditation with COA (The Council on Accreditation). Some of you may be wondering just why we are spending so much time, effort and money in doing this. The short answer is that it is a new state requirement; we must be nationally accredited within the next 2 years. More importantly, it gives a visible seal of approval; others will know that we provide excellent services and are serious about maintaining the quality that we are known for.

COA is an international, independent, healthcare accrediting organization. It was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families). They currently accredit 38 different service areas and over 60 types of programs. In 2005, COA accredited or was in the process of accrediting more than 1,500 organizations that serve more than 7 million individuals and families in the United States, Canada, Bermuda, Puerto Rico, England and the Philippines. Of all the agencies that we could have used for accreditation, COA seemed the best fit for our organization and the services we provide.

In our current environment, we are increasingly required to demonstrate the impact of our services. The process of achieving accreditation will help us develop better methods to measure consumers' progress in achieving their goals as well as demonstrate our achievements.

COA views accreditation as a catalyst for change. They will help us build on our strengths and achieve better results in all areas. We will be evaluated against best-practice standards and challenged to continuously improve.

The process of achieving accreditation is thorough but straight forward. First we provided COA with basic information about our organization and the services we provided. These were used to determine the standards with which we must demonstrate compliance. They also sent out Satisfaction Surveys to randomly selected employees, clients, and community agencies. We have until October 1 to complete a comprehensive self-study and show how our policies and procedures comply with their standards. In the first week of December, reviewers will come to N.C. to see how we put our policies and procedures into action. They will review charts and will interview selected clients and employees. As with the surveys, some of you will be a part of this process, but we won't know whom they have selected until they arrive.

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## Management Corporation

*News from the Mental Health Division*

## Employee Spotlight

**Maxwell Waritay**, who emigrated to the U.S. from Liberia in 2000, has been a HEMOCARE Management employee since August 2003. He enjoys working with children with mental health and behavioral problems. "It can be quite challenging. You must be focused," says Maxwell. While majoring in mathematics in college, Maxwell took a part-time job in a group home for kids. When he graduated from Barber Scotia, he took a job teaching mathematics to ninth and tenth graders. After a year, he decided he really wanted to get back into the behavioral health field. Maxwell has always been interested in mental health and remembers observing people with these health problems in his home country as a child. Although the population is much smaller in Liberia, the resources were not as available either. He wondered how he could help. HEMOCARE has been a good fit for Maxwell, who works as a Behavioral Tech, mostly with teens and preteens. Maxwell says, "I think of HEMOCARE Management Corporation like a home. I love working with my co-workers, clients, and supervisors. HEMOCARE has taught me more about the population I work with."



Maxwell is a caring person and respectful of others and he enjoys having those actions reciprocated. He gets along easily with others. We appreciate his hard work and are proud to have him on our team.

## Client Spotlight

Going to the beach, going camping, planting a garden, enrolling in a class at CPCC. These are some of the activities of **Robin's** busy and full life these days.

Robin, who lives with her two teenage children and her mother, has had debilitating depression and anxiety periodically since her own teen years. There were some times when the depression and anxiety abated and she was able to work. But those times had become mostly a part of the past. After Robin relocated to Charlotte from New Jersey in 2006 and the mind-numbing depression returned, Robin became a HEMOCARE client. Robin enrolled in Partial Hospitalization at Carolinas Medical-Randolph. Robin also began working with her Behavior Technician, **Courtney McClain** to develop coping and problem solving skills and to work on other goals as identified by Robin and her treatment team. Robin says, "Courtney has been very helpful and supportive. Her help has made all the difference in the world."



Robin graduated from Partial Hospitalization in March and is now attending InnerVisions, a psychological rehabilitation program, where she is

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# Asperger Syndrome

Asperger Syndrome is a neurobiological disorder, which most researchers feel falls at the “high-end of the Autistic Spectrum.” Individuals with Asperger’s exhibit serious deficiencies in social, behavioral and communication skills. They often have obsessive repetitive routines and are preoccupied with a particular subject. Children with Asperger’s are commonly viewed by their peers as odd, and thus they may become targets for bullying. Of course each child is different, but frequently noticed characteristics include:

- Impairment in the use of multiple nonverbal behaviors; examples include eye gaze, facial expression, body posture, and gestures to regulate social interaction.
- Extreme difficulty in developing age-appropriate peer relationships; e.g., children with Asperger’s may be more comfortable with adults than with other children.
- Inflexible adherence to routines.
- Fascination with maps, globes, and routes.
- Superior rote memory.
- Preoccupation with a particular subject to the exclusion of all others.
- Difficulty judging personal space, motor clumsiness.
- Sensitivity to the environment, loud noises, clothing and food textures, and odors.
- Impaired speech and language skills.
- Difficulty understanding others’ feelings.
- Pedantic, formal style of speaking; often called “little professor,” verbose.
- Extreme difficulty interpreting social cues.
- Socially and emotionally inappropriate responses.
- Literal interpretation of language. Difficulty comprehending implied meanings.
- Extensive vocabulary. Reading commences at an early age (hyperlexia).
- Stereotyped or repetitive motor mannerisms.
- Difficulty with “give and take” of conversation.

Strategies that may be used when working with consumers with AS include **notifying them of impending changes** well in advance and, if necessary, going through planned change with them to reduce any anxiety. Use **plain language** when explaining topics and do not use idioms. Show **examples** of what is required and break down tasks into **small steps**; **check** to determine if the consumer is clear about what he or she needs to do. Follow-up by reinforcing desired behaviors with frequent **praise**, being specific about just what has been done well. It is also helpful to provide experiences in which the consumer can make **choices**. Provide **extra time** for activities and give the consumer time to process information.

A good starting point to find out more is [www.ninds.nih.gov/disorders/asperger/detail\\_asperger.htm](http://www.ninds.nih.gov/disorders/asperger/detail_asperger.htm).

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We look forward to the process of achieving accreditation, demonstrating what we do well and gaining new insights and techniques for making our services even better.

Most of all, we thank you for the good work that you do. That is what makes us so confident that we will have a smooth road to achieving this hallmark of quality: accreditation from COA.

# Opportunities For Learning

## IN-SERVICE TRAININGS

- **What Am I Doing? Documentation In-Service on CS & DT**, Statesville, June 21, 9 am–11 am and 4 pm–6 pm
- **Gangs! Do you really know what there is to Know?** Tarboro, June 21, 10 am–noon
- **Back Safety**, Wilmington, June 27, 9 am–11 am
- **Gang Awareness**, Whiteville, June 28, 5–6 pm
- **Autism Spectrum Disorder: Approaches and Interventions for Staff**, Wilkes, Fire Mountain, July 12, 2–4 pm
- **Sign Language**, Bethany Lutheran Church, Hickory, July 19, 10:30 am–12:30 pm
- **Stress Management: A Healthier You**, Forest City, July 20, 10 am–12 pm or 2:30 pm–4:30 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.*

*CLIENT SPOTLIGHT (Continued from page 1)*

exploring new interests. Robin also hopes to be driving soon. HOMECARE supervisor **Laura Genoio** credits the success to Robin’s hard work and supportive family; the excellent work of Robin’s Behavior Tech, Courtney; the innovative partial hospitalization program at CMC-Randolph; and the exceptional program at InnerVisions. “It takes everyone working together to make change happen.” Laura says. As Robin continues to work with Courtney to achieve new goals and move forward with her life, HOMECARE appreciates the opportunity to participate in her recovery.

## Anniversaries

June is a big month for HOMECARE anniversaries. Celebrating with us are 15 people who have been with us for 5 or more years, and another 5 who have been with us for 4 years. **Ann Byrd** of Boone and **Carol Robinson** of Statesville have been providing services for 8 years, while **Frances Branch** and **Myrtle Summers** of Statesville and **Cynthia Brown, Roshetta Jones, and Melissa Smith** of Whiteville have been with us for 7. **Ava Long** of Whiteville has worked with us for 6 years, while **Sally Lancaster** of Tarboro, **Joyce Alderman, Ardel McCullough** and **Priscilla McDuffie** of Whiteville, **Shirley Baker** and **Julie Bolton** of Statesville, and **Kimberly Simon** of Wilmington are all celebrating their 5<sup>th</sup> HOMECARE anniversary. **May Armstrong, Karen Barnes** and **Betty Flood** of Tarboro, **Dawn Hobbs** of Statesville, and **Andrea Sowers** of Boone have all been with us 4 years. We appreciate your dedication and all that you do.

## PaySchedule

### Services Delivered

### Checks Mailed

June 1-15

July 6

June 16-30

July 19

**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.