

From Our Offices

In April, HEMOCARE Management mailed satisfaction surveys to all consumers and all behavioral technicians. While this was the third year that a consumer satisfaction survey was distributed, this was the first time we conducted a satisfaction survey for Behavioral Technicians. We mailed out a total of 1,765 surveys, 1,052 to consumers and 713 to employees. Since a lot of good information was generated from the surveys, we will review the results of the consumer survey in this newsletter and the results of the employee survey in next month's newsletter.

We are very pleased that 91 percent of the 309 consumers that responded are satisfied with HEMOCARE Management as their service provider. However, it is our goal to always improve, especially in the areas that are below 90 percent. We are continuing to improve the quality of our training for both behavioral technicians and their supervisors. Please review the training opportunities that are in this, and every, newsletter. Also, the telephone is a very important means of communication. We will strive to decrease the time it takes to return phone calls.

Here is a summary of the Questions and Responses:

When you call the office your calls are handled pleasantly.

- 92% Yes
- 0% No
- 5% Sometimes
- 3% Left response blank

When you ask to be called back, your call is returned in one business day or less.

- 82% Yes
- 5% No
- 9% Sometimes
- 4% Blank

The one-on-one worker shows up on time.

- 90% Yes
- 3% No
- 5% Sometimes
- 2% Blank

The one-on-one worker's supervisor attends meetings about my service regularly.

- 82% Yes
- 5% No
- 4% Sometimes
- 8% Blank

The one-on-one worker supports me in achieving my goals.

- 91% Yes
- 3% No
- 3% Sometimes
- 3% Blank

The one-on-one worker's supervisor supports me in achieving my goals.

- 88% Yes
- 3% No
- 5% Sometimes
- 5% Blank

I am satisfied with my one-on-one worker.

- 88% Yes
- 3% No
- 6% Sometimes
- 3% Blank

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Employee Spotlight

Kena McMilliam, one of Whiteville's elite behavioral technicians, is always willing to go that extra mile. Kena joined HEMOCARE in Sept. 2002. Since that time, she has served consumers with physical, developmental, and mental limitations. She also has served as a behavioral technician for numerous students through assignments with the Columbus County school system. Kena always is eager to learn and never hesitates to do anything in her power to make life better for the individuals she serves. When asked what she likes best about her job, she says, "Being able to enhance people's lives."

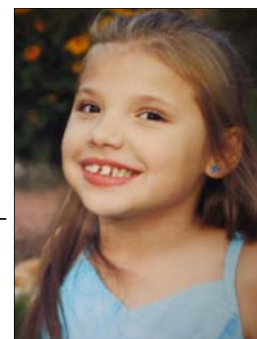


Kena currently is assigned to Bryce, a 6-year-old autistic second grader whose mother speaks very highly of Kena. When asked what she liked most about Kena, she didn't limit herself to one or two statements. She said, "I just love Kena. She is very willing to learn new things. She is definitely a team player. She is very dependable and flexible. She is dedicated to helping Bryce achieve all of his goals and pushes him to do more. Bryce and Kena have developed a great rapport and a great working relationship. Bryce respects her and listens to her. She has the initiative to push Bryce to achieve all that he can. I do not worry one bit when Bryce is with Kena."

With her busy schedule, Kena still finds time to be the mother of 4: twins Jahmal and Jahmesha, age 12; Wendell, 6; and Akila, 2. Adding to this, she has enrolled at Southeastern Community College to pursue a degree in physical therapy. Thanks, Kena, for your dedication and hard work.

Client Spotlight

Hannah Carpenter was born on Nov. 22, 1999. When she was about 16 months old, her father and mother, **Steve and Trish Carpenter**, began to question her muscle tone and her ability to focus on objects. Hannah was taken to the doctor, and it was discovered that she was having small seizures not noticeable to the untrained eye. Hannah was referred to Dr. McDonald at Duke Hospital where blood tests were completed and she was diagnosed with Rett Syndrome. This was a total shock to the family; they immediately went online to the Rett Syndrome web site and discovered a specialist, Dr. Percy, in Alabama. Three months later Hannah took the Rett Syndrome Criteria Test and the diagnosis was confirmed. This meant that Hannah had stopped developing normally; she was unable to focus, eat solid foods, stand, walk or complete normal daily living functions. Hannah began to receive physical therapy, speech therapy and occupational therapy, which helped maintain and train her until she was approved for CAP-MR/DD. Working with the therapists, her HEMOCARE one-on-one, mother, father and brother



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Addiction and Families

Living with someone with a chemical dependency can affect the entire family. Each member is affected differently, and not all chemically dependent families experience or react to this stress in the same way. Children raised in a chemically dependent family have similar developmental losses and stressors to children raised in other types of dysfunctional families. They may experience some of the following problems:

Guilt — The child may see themselves as the cause of their parents drinking or using drugs.

Anxiety — The child may worry constantly about the situation at home and fear that something will happen to their parent.

Embarrassment — Parents may give the child the message that there is a terrible secret at home. Children may be ashamed to invite friends home or afraid to ask someone for help.

Inability to have close relationships — Because the child has been disappointed by the drug-using parent many times, he or she often does not trust others.

Anger — The child may feel anger towards the using parent and anger towards the non-using parent for not protecting them or getting help.

Depression — The child may feel alone and helpless to change the situation.

This experience can be summed up as “don’t talk, don’t trust and don’t feel.” Whether you are living with or working with children who are living in this situation, it is important to remember that even if the chemically-dependent person continues to use drugs, the family can get help. Children can benefit from education about addiction and the knowledge that they are not responsible for causing the addiction. They also can benefit from learning skills to manage anger, depression and anxiety. The non-using adults can learn that they cannot control whether the person uses or not, and they can redirect their energy to healthy behaviors for themselves and their family. Families can also learn that their actions will not cure this disease. Treatment of this disease, like any other, starts with the addicted person being willing to acknowledge a problem and get the appropriate help and treatment.

Al-Anon refers to these principles as the “Three C’s”

1. You can not cure the disease.
2. You can not control the disease.
3. You did not cause this disease.

Learning to accept these principles can begin the process of healing for children and their families. Al-Anon and Al-Ateen are self-help support groups for families and teens who have someone that they love who is affected by alcoholism or drug addiction. There is an Al-Anon, Nar-Anon or Al-Ateen meeting somewhere in your community which can be a great resource for you or the families we work with. Check your local yellow pages or contact staff at HOMECARE to find out more.

FROM OUR OFFICES (Continued from page 1)

I am satisfied with my one-on-one worker’s supervisor.

89% Yes
4% No
4% Sometimes
4% Blank

I am satisfied with HOMECARE as my provider of services.

91% Yes
2% No
5% Sometimes
2% Blank

Many of you requested a call from management and we have tried to call each of you; we are continuing to attempt to reach those we have not yet been able to contact. Feel free to contact **Sara Nolan**, Division Director or **Margaret Mason**, Director of Training and Quality Improvement at 800-718-4599 if you have any questions or want to give us additional input.

Opportunities For Learning

IN-SERVICE TRAININGS

- **Ins and Outs of Community Support in the Schools**, Lenoir, Sept. 10, 1-3 pm
- **Sensory Integration**, Wilmington, Sept. 11, 5-7 pm
- **New Street Drugs**, Whiteville, Sept. 11, 5-6:30 pm
- **Mandated Reporting**, Charlotte, Sept. 12, 10 am-noon
- **Psychiatric Illnesses and Mental Disorders**, Tarboro, Sept. 20, 4-5 pm
- **Anxiety Disorders - Person Centered Interventions for CS Professionals**, Wilkes, Coffee Tavern, Sept. 21, 2-4 pm
- **Community Support in the School**, Forest City, Sept. 21, 10 am-12 pm or 2:30-4:30 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)

has helped Hannah develop her abilities. She has made progress cognitively, learning to focus on objects and pictures and to make choices using picture identification cards. She has developed her gross muscle strength and can now walk in a stander and ride an adaptive tricycle. She is able to eat a solid hamburger (meat only) from Wendy’s. She definitely knows who her father is and repeats “DaDa” when he is at home. Hannah has developed a love for music; her favorite artist is Elvis Presley. The amazing thing about her love for music is that she can keep a perfect beat to any music with her hands.

We are proud to have been a part of improving Hannah’s ability to participate in the world around her.

Anniversaries

Rankin Whittington, CEO and Founder of HOMECARE, believes that Behavioral Technicians are the heart of HOMECARE. The following employees have put their heart into their work for many years. **Carolyn McIntyre** of the Whiteville office celebrates her 9th year with HOMECARE. **Kerry Foster** of the Forest City office and **Eddie Johnson** and **Vernell Underwood** of the Whiteville office have been with HOMECARE for 7 years. **Helen Boger** of the Statesville office and **Edith Raynor** of the Wilmington office have been with us for 6 years. Many employees are celebrating 5 years with HOMECARE: **April Bennett** and **Dana Childress** of the Statesville office and **Ron Godfrey**, **Glenyce Mincey** and **Dorothy Marley** of the Whiteville office. Lastly, we want to acknowledge **Anne Hill** of the Tarboro office and **Jeninne Vice** of the Boone office who have been with HOMECARE for 4 years. Thanks to each of you for what you do!

PaySchedule

Services Delivered

Checks Mailed

Aug. 1-15

Sept. 7

Aug. 16-31

Sept. 20

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.