

From Our Offices

Our August newsletter informed you of the results of the consumer satisfaction survey. You may remember that 90 percent of consumers who responded to the survey are satisfied with HEMOCARE Management Corporation as their provider. In addition to the 1,052 consumer surveys that were distributed, 713 job satisfaction surveys were mailed to Behavioral Technicians.

We are very pleased that 266 of the 713 employees responded to the survey. Here is a summary of the questions and responses:

- **95 percent** of Behavioral Technicians responded that when they call their office their call is answered pleasantly.
- **96 percent** responded that when a return call is requested the call is returned in one business day.
- **98 percent** responded that orientation was useful in preparing them for their job.
- **86 percent** responded that they attend two or more in-service trainings a year.
- **91 percent** responded that the in-service trainings offered are helpful.
- **86 percent** responded that their supervisor is available when needed.
- **50 percent** responded that they communicate with their supervisor three times a month or more and **33 percent** communicate with their supervisor one to two times a month.

Being a good company to work for is important to HEMOCARE Management Corporation. This is a key component of our philosophy, *"The management of this company believes that growth and fair return on investment can best be attained by excellence in client-centered services, employee selection, employee treatment, and management performance. It is the responsibility of management to maintain high quality services and to insure that HEMOCARE Management Corporation is a good company for which to work."*

We are actively addressing the areas that were below 90 percent. In-service trainings are offered monthly in all eight HEMOCARE offices. Review the opportunities for learning included in this and every newsletter. Contact your Clinical Supervisor if you have any suggestions for in-service trainings.

Supervision provided to Behavioral Technicians is important to professional growth and quality service delivery. Contact your Regional Manager if you have

(Continued on page 2)

Management Corporation

News from the Mental Health Division

Employee Spotlight

Since beginning work as a Behavioral Technician with HomeCare in April 2005, **Shibani Robinson** has been a true asset to us. Previous to coming to work for HEMOCARE, she worked as a substitute teacher for Rutherford County Schools and a lead teacher at a local daycare center.

Shibani works hard to meet the goals of her clients. She is patient, loving, kind but firm in expectations and boundaries that have been established. A mother recently stated "I trust Shibani completely to work with my child at home, in the community, and in school. She has been a Godsend to both me and my child."

Joyce Sams, Clinical Supervisor, states that Shibani is "dependable, possesses excellent knowledge and skill, is open to new ideas and enjoys coming to in-service trainings. Shibani also understands that her job requires her to be always aware of confidentiality. Since Behavioral Technicians provide services in the community they have to be extra mindful to keep Person-Centered Plans and progress notes concealed. Even when Behavioral Technicians are writing their progress notes, often at home, they have to make sure that family and friends do not have access to them. Shibani is fully aware of this and respects her client's right to privacy.

HEMOCARE is fortunate to have an employee of Shibani Robinson's caliber working with us.

Client Spotlight

Bryan began receiving early intervention services through HEMOCARE Management Corporation in the summer of 2006. Since that time Bryan has achieved many developmental milestones because of his determination and with his family, therapists, and HEMOCARE staff, **Charlotte Shristi**, supporting him.

When Bryan first came to HEMOCARE Management he struggled with sitting, crawling, and rolling. Bryan had difficulty using his left arm and hand to grasp objects and play with toys. His language development was also a concern for the family and treatment team members. His mother was worried because he did not respond when his name was called. In a period of six short months, Bryan has achieved all of his IFSP (Individualized Family Service Plan) outcomes. He learned to sit independently, crawl, and re-



(Continued on page 2)

Why sign with infants and toddlers?

Why sign with infants and toddlers? Why not? We use signs and gestures every day by waving, pointing, and motioning for someone. It's a natural form of communication. The benefits of signing exceed just being able to communicate with an infant or toddler. You might think that if an infant learns to sign, then language development will be delayed. This is not the case. Studies show that using sign language at an early age can accelerate the speech process. It increases vocabulary, reinforces the use of verbal language, promotes language learning through concept, reinforces a child's attempt to communicate, promotes early literacy, and promotes the early use of complex sentences. Some studies even show that it can increase their IQ.

Why can a child sign but cannot say any words? Children are able to control their arms and hands before they are able to control their mouth and tongue. They can understand what is said to them before they can respond back with speech. As a result, a temper tantrum could occur because you don't understand what they want. Imagine, if suddenly one day you could not talk, it would be extremely frustrating. By teaching a child basic signs like, milk, eat, drink, all done, more, hurt, and sleep, it could reduce your playing the guessing game of what's wrong. Some children sign as early as four months; this reduces the guessing game by approximately eight months (on average, children say their first words around age one). A child gains confidence by being able to interact in their environment. It can also enhance a bond between the caregiver and the infant or toddler.

Want to get started? Start by choosing one or two words per week to work on. Sign and say the word at the same time. Sign close to your eyes and in their line of sight. Use hand over hand assistance. Match your facial expression to the sign. Encourage family and caregivers to get involved in signing. Have fun and enjoy your new way of communicating with the little one in your life.

References from the Internet:

www.babies-and-sign-language.com/baby-sign-psychological-emotional-benefits.html
www.parentpals.com/gossamer/pages/Detailed/893.html

Opportunities For Learning

- **Don't Pull Your Hair Out While the Turkey is Roasting**, Morganton, Oct. 29, 5 p.m.-7 p.m.
- **Language Delays in Young Children**, Boone office, Nov. 8, 2 pm.-4 p.m.
- **Manhausen**, Wilmington office, Nov. 14, 6 p.m.-8 p.m.
- **Blues Clues: Mind Your P's and Q's**, mandatory, Lenoir office, Nov. 15, 9 a.m.-11 a.m.
- **Cultural Diversity**, Forest City office, Nov. 16, 10 a.m.-12 p.m. or 2:30 p.m.-4:30 p.m.
- **Nursing Inservice - Shhh! It's Confidential!**, Tarboro office, Nov. 20, 3 p.m.-4 p.m.
- **Multi-System Therapy**, Charlotte office, Nov. 29, 2 p.m.-4 p.m.
- **Helping Clients Deal with Holiday Depression**, Boone office, Dec. 7, 9 a.m.-11 a.m.
- **Get the 411 Before Dialing 911**, Lenoir office, Dec. 10, 3 p.m.-5 p.m.
- **Developmental Milestones in the Early Years**, Wilmington office, Dec. 11, 6 p.m.-8 p.m.
- **Nursing In-Service - Durable Medical Equipment**, Tarboro office, Dec. 13, 3 p.m.-4 p.m.

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

FROM OUR OFFICES (Continued from page 1)

feedback regarding this. **Jennifer Moore** is the Regional Manager for the Tarboro, Wilmington and Whiteville offices; **Thomas McGhee** is with the Charlotte and Forest City Offices; and **Adolph Gordon** is with the Boone, Lenoir and Statesville offices.

CLIENT SPOTLIGHT (Continued from page 1)

spond to his name.

During the month of September, Bryan achieved another major milestone; he began walking on his own! Additionally, in September, his second birthday was celebrated with a large celebration and baptismal. Both his parents are very proud of him. He is communicating more with words and his vocabulary is growing. Bryan has amazed his family, therapists, and HOMECARE staff by achieving so many goals in such a short time.

PaySchedule

Services Delivered

Checks Mailed

Oct. 1-15

Nov. 6

Oct. 16-31

Nov. 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.