

North Carolina's new CAP/MR-DD waiver is now in effect, having been approved only a few days before its implementation on Nov. 1. There are actually two separate waivers, a Support Waiver and a Comprehensive Waiver, with two additional waivers expected in the future. Each person receiving services has been assigned to a particular waiver depending upon his or her individual needs.

Many consumers who have chosen HOME CARE to provide their services are on the Comprehensive Waiver and will not see much change in their services at this point. Adults who have family members providing some or all of their services are facing significant changes, however. Family members who live in the same home as the consumer may not provide services that they have done in the past. They may, however, provide a new service, **Home Supports**, but there are restrictions. The service is a daily service, meaning that it is authorized and paid by the day; throughout the course of the day a family member will provide both paid services and unpaid supervision and care. The paid services are a combination of Home and Community Supports and Personal Care Services and must be documented on a grid like any other CAP service; family members providing the service must meet all training and other employment requirements of the state and HOME CARE. Because the family member is providing the Personal Care and the home-based training included in Home and Community Supports, the consumer cannot receive those services on the same day they receive Home Supports. They may, however, receive other medically necessary habilitative services, including Supported Employment, Day Supports, Long Term Vocational Supports, Adult Day Health, and the community component of Home and Community Supports. In addition, the consumer may receive Home Supports on some days and a combination of other services provided by HOME CARE employees who do not live in the home on other days. There are some other restrictions as well. Families and consumers considering this new service should carefully review their options with their targeted case manager and HOME CARE supervisor.

SATISFACTION SURVEYS

We are conducting our yearly satisfaction survey, and your input is important. When you get your survey in the mail, please fill it out and return to the Mental Health Division office in the envelope provided. Responses will be kept in strict confidence unless you indicate otherwise. If you would like us to call to discuss your answers, please let us know and be certain to give your name and phone number. **Your opinion is important.** We promise to pay attention to your concerns and will take action on them to the extent possible. We also want to hear what we are doing right so that we can build on those successes.



Employee Spotlight

With small actions and great love, **Delanie Deal** radiates competence and outstanding service.

Delanie began working with HOME CARE Management and the CAP MR/DD population almost nine years ago. She brought with her positive energies, friendliness, sweetness and a caring nature. Delanie's smile is evident as we hear her speaking quietly, softly and distinctly to the consumer she serves. Consumers, HOME CARE's Clinical Supervisors, and her friends all find Delanie to be a good listener, which is one of the reasons why she is so effective.

Delanie reports that she is passionate about treating others well: "Being good to people, that is what's really important." She especially enjoys spending time with others who may not have a support system, in-

cluding the elderly. She and the consumer she works with delight in visiting assisted living and nursing programs as they work on goals that include volunteer work.

Delanie describe her work with HOME CARE as rewarding. She enjoys the opportunity to help consumers become successful and says enthusiastically, "I enjoy it and it lifts me up!"

As an advocate, Delanie researched appropriate options to assist her consumer through the death of

(Continued on page 2)



Client Spotlight

In December 2006, a young mother was referred to HOME CARE Management Corporation for mental health services after the agency serving her 10-year-old son had closed. At that point her son, **Dakota**, had already received years of mental health services including hospitalization. He had not experienced many successes, causing him to be easily discouraged. After great efforts and little success with community based and inpatient mental health services, his mother made the very difficult decision to place him in a therapeutic group home in July 2007. With lots of support from his mother and his HOME CARE Management clinical supervisor, he was able to recognize an opportunity to learn to manage his feelings and behaviors.

Dakota immediately responded to the structure and interventions of the



group home. Very early on he experienced huge successes (i.e. sleeping through the night, initiating time out, receiving significantly improved grades). One of his favorite memories of the group home is having the opportunity to go to Carowinds.

During his time in the group home, his parents were preparing themselves for his return home by seeking guidance from his clinical supervisor and learning new parenting skills.

Dakota successfully completed his treatment at the group home and is

(Continued on page 2)

The Winter Blues'

Have you ever noticed in the winter season that people are more prone to increased sleep, eating, irritability and are more likely to suffer from depression? This may be a result of Seasonal Affective Disorder or better known as "The Winter Blues" or "The Holiday Blues." SAD is a specific form of Major Depressive Disorder, which may affect individuals either in the summer months or winter months. For many reasons most people with SAD suffer from the disorder in the winter months. The main cause of SAD is the shorter days and lack of light. This change in season decreases the body's metabolism, creates hormonal changes in the body, and the natural rhythm that signals the body to fall asleep and wake up is lost. Other causes of SAD are genetic vulnerability and stress. Stress can include over-commitment during the holiday season, finances, traveling and increased alcohol use or substance abuse.

The most common symptoms of SAD are depression, seasonal bulimia, irritability, fatigue, avoidance of human contact, increased sleep, anxiety, increased eating, inability to tolerate stress, weight gain, memory problems, carbohydrate craving, poor concentration, increased alcohol and substance abuse, body aches, and decreased libido

The best recommendation to overcome the winter blues is getting as much light as possible. This can include opening up window blinds, turning more lights on at home or work, purchasing an alarm clock with a light on top or a light box. Other recommendations are to set realistic goals during the holidays, enjoy yourself, and plan ahead.

Source:

www.augustachronicle.com/stories/121796/blues.html

www.outsidein.co.uk/heather.htm

EMPLOYEE SPOTLIGHT (Continued from page 1)

his grandparents. She admits "It was a tough time," as the consumer cried a lot and threw things. However, she understood and remained patient and therapeutic as she helped him cope with the pain he could not express verbally.

Describing her relationship with her consumer, she reports, "I feel he is a blessing and a real joy." She further explains that when she thinks of individuals with disabilities, she can look through their eyes and see so much love. She insists "I just want to treat them good."

In addition to her work with HOMECARE, Delanie has provided administrative assistance in the Iredell County School System and the Department of Social Services and has worked as a teacher's assistant in the exceptional children's program.

Delanie's good works extend beyond HOMECARE and into her community. Delanie has lived in Troutman, N.C. all of her life and is known for helping her neighbors in their time of need. In her spare time, Delanie enjoys reading, knitting, crocheting and spending time with her grandchildren. She also enjoys baking, stating "I'm a big dessert maker!"

In her work with the consumer and her community life, Delanie truly exemplifies the quality and standards of HOMECARE. Good Job!

Opportunities For Learning

- **Understanding PCPs**, Tarboro, Dec. 4, 10 a.m.
- **Holiday Workshop**, Lenoir, Dec. 8, 3-6 p.m.
- **CS Diagnoses and Symptom Management**, Fire Mountain, Wilkesboro, Dec. 10, 2:30-4:30 p.m.
- **Effective Utilization of PCP**, Wilmington, Dec. 10, 5-7 p.m.
- **Working with Clients of Different Cultures**, Tarboro, Dec. 11, 3 p.m.
- **'Tis the Season: Stress Management for the Holidays**, Charlotte, Dec. 11, 11 a.m-1 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.

(Continued from page 1)

now living at home with his family. He looks upon his stay in the group home as a positive and necessary experience. He looks forward to his time with his new behavior technician, **Melvin Digh**, who Dakota thinks is an "A+" helper! Dakota's interests and hobbies include four-wheeling, riding his bicycle, playing video games, and playing outside. He also participates in a community program for at-risk youth where he is developing an interest in boxing and art. Dakota attends 6th grade at Rutherford Opportunity Center, a unique educational opportunity helping him successfully transition to the regular school setting. Dakota is now just shy of his 12th birthday and is happy and optimistic about his life.

With his mother's persistence and the support of HOMECARE and other professionals involved in his care, Dakota is growing into a well-adjusted young man.

Anniversaries

As always, we appreciate the loyalty and good work of our field staff. This month we especially want to recognize **Lee Krueger** who is celebrating his 10th anniversary with HOMECARE. **Edward Lankford** of Statesville has been with us 9 years this month; **Holly Miller** of Boone has provided 8 years of service; **Larrondre Peterson** has been a valuable employee in Whiteville for 7 years; and **Portia Newkirk** of Wilmington, **Margaret Henderson** of Whiteville, and **Todd Dorsey** of Charlotte have all completed their 5th year with us. In addition, **Cynthia Easton** of Forest City, **Billy McAbee** of Whiteville, and **Michelle Jones** and **Trevis Grant**, both of the Charlotte office, have reached the 4-year mark with HOMECARE. **Thanks to all of you for all that you do!**

PaySchedule

Services Delivered

November 1-15

November 16-30

Checks Mailed

December 4

December 19

Documentation

Documentation for ALL services except Nursing-based PCS, CAP/DA and CAP/C is due the day after you have finished providing services for the week (Sunday-Saturday), and in no case later than the following Monday. CAP/DA, CAP/C and Personal Care 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.