

From Our Offices Happy New Year!

2007 was a year of changes in Mental Health, Developmental Disabilities and Substance Abuse Services. 2008 is starting out the same, but we are optimistic that the pace of change will be slower and that the changes will have been more carefully thought out. Certainly some significant changes are occurring this month, but everyone is in agreement that we need a period of stability before additional changes are implemented. However, it is clear that the reductions in the amount of service authorized for each consumer will continue; our job will be to work creatively with families and other community resources to ensure that each person we work with gets all of the services he or she needs.

Changes in timelines for completion of documentation and for making any necessary corrections were effective January 1. As a result, you must now turn in your documentation on a weekly basis. Check your notes carefully for completeness and accuracy and mail or bring them to the office no later than **the day after you complete your work with a consumer for that week**. As an example, if you are scheduled to work Monday and Wednesday, bring or mail your notes no later than Thursday. In no case should you turn it in later than the Monday of the week after you deliver the service unless Monday is a holiday, when the deadline is Tuesday. The only exception is for in-home aides providing CAP/DA, CAP/C, or nursing-based Personal Care Services.

To meet this new schedule, it is more important than ever for you to complete your documentation on a daily basis. This saves you time (you don't have to struggle to remember what happened or try to decipher your scratchy notes) and helps ensure that your documentation is accurate.

It is also critical that notes be correct when you turn them in, as there are new tight restrictions on corrections. In this regard:

1. Check your notes and time sheets carefully before you turn them in.
2. Make certain that the dates and times on both your documentation and your timesheets are correct.
3. Be certain to sign and initial in all places this is required.
4. Do not leave any blank spaces.
5. Check to see that you documented on all of the goals you worked on.

For narrative notes, make certain that:

- The description of your intervention describes exactly what you did and justifies the amount of time you spent;

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Management Corporation

News from the Mental Health Division

Employee Spotlight

Carmen Tavernia has been employed with HEMOCARE Management Corporation since October 1997. She has been an exceptional employee and has a reputation within the community for being an outstanding professional. Carmen has a Bachelor's Degree in psychology and has 11 years of experience in the field, first starting out in a local children's shelter as a staff counselor. Moving to one-on-one work, she has endured the ups and downs of the mental health system over the past decade. Carmen states that the best part about her job is seeing the positive changes in clients. "You don't see changes all the time, but when they happen, it's huge." The most frustrating part of the job is when there's a lot of hard work on both the worker's and client's part with the potential for success, and sudden life changes occur to disrupt the progress.

Carmen has been married for 19 years and has 3 children. Her oldest son currently is in the National Guard and has served in Iraq. She has another son who plays high school football and an elementary school daughter who is the apple of both her brothers' eyes. Carmen loves to read good books, complete Suduko puzzles, and enjoys the History Channel. Her plans include obtaining her Master's Degree when she has finished raising her children. Clinical Supervisor **Nikki Pierce** states that she has worked with Carmen since November and has never been disappointed. "Carmen . . . will do anything in her power to work with the client to their fullest potential and will advocate for the client when no one else will. She has the ability to maintain consistent work ethics with clients and collaterals as well as managing to keep a friendly, but professional, relationship with her clients. Carmen brings ideas to the table that relate to the specific need of the client."

We appreciate her dedication—as we have for many years.



Client Spotlight

Steryjen Gonzalez has been receiving services from HEMOCARE since September 2006. Originally from Maxton, Steryjen lives with her husband and 3-year-old son in Chadbourne. She states her "very, very favorite thing to do is read – any kind of reading."

Steryjen has been matched with BT, **Theresa Mintz** the entire time she has been with HEMOCARE. This consistency has allowed her to develop a level of trust which has led to success with goals. Theresa states she has observed a great increase in Steryjen's coping skills and she is impressed that she is now more outgoing. Steryjen has enjoyed adding exercise routine to her schedule as she and Theresa work on improving overall mental and physical health.

One of Steryjen's most satisfying accomplishments is her improved parenting skills. She has worked with HEMOCARE's parent training



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Oppositional Defiant Disorder

Oppositional Defiant Disorder is a psychiatric behavior disorder that is characterized by aggressiveness and a tendency to purposefully bother and irritate others. Almost all of us are oppositional at some point or another, but ODD is typically characterized by an ongoing pattern of uncooperative, defiant, and hostile behavior towards authority figures that seriously interferes with day to day functioning.

Behaviors associated with ODD include: Negativity, defiance, disobedience and hostility directed toward authority figures.

These behaviors might cause your client to regularly and consistently demonstrate some or all of these symptoms: Frequent temper tantrums, argumentativeness with adults, refusal to comply with adult requests or rules, deliberate annoyance of other people, blaming others for mistakes or misbehavior, acting touchy and easily annoyed, anger and resentment, spiteful or vindictive behavior, aggressiveness toward peers, difficulty maintaining friendships, and academic problems

Treatments may include any combination of the following: Parent Training, Individual or Family Therapy, Cognitive-Behavioral and Social Skills Training. These treatments can be used to help manage behavior, assist the consumer in developing more effective anger management, increase communication, problem-solving, and flexibility, decrease negativity, and help improve frustration tolerance.

Tips to remember when working with Oppositional Defiant Disorder:

Recognize and praise. Always build on the positive behaviors. Provide praise and positive reinforcement for flexibility and/or cooperation.

Model the behaviors you want your client to use. Offer acceptable choices while giving a certain amount of control. Take time-outs or breaks when frustration occurs. Encourage your client to do the same.

Pick your battles. Avoid power struggles. Remain calm and unemotional in the face of opposition.

Set limits and enforce consistent reasonable consequences. Limit consequences to those that can be consistently reinforced and, if possible, last for a limited amount of time.

Set up a routine and build in "together" time. Assist the family with developing a consistent weekly schedule that includes a specific daily routine for the client and involves client and parents spending time together.

Encourage co-parenting so that your client's parents or guardians are providing consistent and appropriate discipline.

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- The intervention is related to the goal;
- Any abbreviations are on the approved list;
- You have described the consumer's response to the intervention in assessing the effectiveness of the intervention.

Remember: Providing correct and complete documentation and getting it in on time is a required part of your job.

Opportunities For Learning

- **Love and Logic**, Boone, Jan. 24, 2-4 p.m.
- **Working With Family**, Lenoir, Jan. 30, 3-5 p.m.
- **The Do's and Don'ts of Documentation for Nursing Employees**, Tarboro, Jan. 31, 3-4 p.m.
- **Therapeutic Interventions (CS)**, Fire Mountain, Wilkesboro, Feb. 13, 2:30-4:30 p.m.
- **Defensive Driving**, Lenoir, Feb. 14, 9 a.m.-12 p.m.
- **Gang Prevention for Community Support Employees**, Tarboro, Feb. 25, 10 a.m.
- **Working with Families Impacted by Substance Abuse**, Forest City (Main St. location), Feb. 28, 6-8 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.

Anniversaries

We all appreciate the many of you who continue to provide dedicated service year after year through all of the changes in the MH/DD/SA system. This month, **Lucille Washington** of the Statesville office celebrates her eighth anniversary providing services to HOMECARE clients. **Cynthia Clark** and **Delaine Deal** of Statesville have been with us for seven years, as has **Doris Skipper** of the Wilmington office. Reaching the five-year mark are **Monica Edmondson** of Boone and **Julie Burgess** of Forest City. **Robin Harmon** of the Boone office, **Dolores Heiliger** and **Jack Osborne** of the Forest City office, **James Flowers** and **Linda Gaye** of Tarboro, and **Debbie Padgett** of Wilmington have all provided services for four years.

Client Spotlight: Steryjen Gonzalez

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specialist, technician **Erika Singletary**, to be more consistent with son Alex, who also receives services from us. As a result, Alex's behaviors have improved and Steryjen feels better about herself. Steryjen also told supervisor, **Crystal Morris** that she is proud of herself for being able to manage her own money and not needing a payee for almost a year. Steryjen plans to continue to work on increasing her independence. She is in the process of getting her driver's license and is more open to finding ways to be involved in her community. Steryjen said she is thankful to be with HOMECARE because "ya'll help in a lot of ways, and it makes a difference."

PaySchedule

Services Delivered

Jan. 1-15
Jan. 16-31
Feb. 1-15

Checks Mailed

Feb. 6
Feb. 22
March 6

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 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.