

## From Our Offices

From our beginnings over 13 years ago, HEMOCARE has recognized the importance of those who provide direct care and service to those we work with. We have been proud to say “**TECHNICIANS** are the heart of HEMOCARE Management Corporation. HEMOCARE is committed to hiring the best technicians available, paying them well, and providing them with the supervision and tools to provide high quality services.”

We are now beginning a program that reaffirms that commitment and recognizes the importance of the role of our behavioral technicians in helping people reach their full potential. We are participating in a pilot program with the NC Council on Developmental Disabilities and the NC Providers’ Council to provide technicians with a new opportunity to enhance their skills and possibly achieve national recognition and credentialing. We recognize that direct care staff need a career path and a chance for professional development which is acknowledged by others. The College of Direct Support has developed a computer based learning program. It is Web-based and thus easily accessible every day, 24 hours per day. The program is competency-based and derived from a national set of skill standards. It uses the latest technology to offer accessible, interactive, and interesting training. Technicians participating in the program can complete as much of the curriculum as they wish, and can structure it to meet their own needs and interests. There are three tiers of professional credentials: Registered, Certified, and Specialist; the Specialist credential is available in four areas: Inclusion, Health Support, Positive Behavior Support, and Mentoring and Supervision.

This program involves consumers and their families as well as staff. In fact, consumers are the ones actually enrolled in the program, and they can access all of the training along with all staff working with them, again at whatever time best suits them.

By offering this program, HEMOCARE recognizes that direct support isn’t “just a job,” but can be the entry point for a rewarding career in human services. We are investing in improving quality today and developing leaders in our field for tomorrow. The curriculum has been well-researched and shown to improve the quality of services provided and, most importantly, outcomes for consumers.

We are starting the pilot in our Statesville office, and if all goes as well as we expect, we will then expand it into other areas.

We are excited about this opportunity and look forward to working with our staff, consumers and families in carrying out the program.

## Management Corporation

*News from the Mental Health Division*

## Employee Spotlight

**Lisa Overrein** began working with people with disabilities many years ago and has served in a variety of settings: nursing homes, private residences, ICF-MR group homes. She has always enjoyed helping others less able to help themselves. She began her career with HEMOCARE Management Corporation on July 21, 2004 with her current client, **Heather**, pictured with her in Heather’s home in Wilkes County. Lisa states that Heather, though not able to communicate verbally, is certainly able to clearly communicate in other ways: through gesture, touch, verbalizations, eye movements and even facial expressions.



In her spare time, Lisa enjoys being physically active. She is involved in baseball and basketball, and she is starting an exercise class in her church, where she is also involved in the choir and fundraising projects. Her family has just acquired a new puppy – a wiener-dog they named Moses. She loves spending time with children.

Lisa takes her employment with HEMOCARE very seriously, adhering to all policies and procedures, keeping all her required trainings current, turning all documentation in on time, contributing to treatment plans, and communicating

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## Client Spotlight

**KC (Cassandra) Doggett** moved to North Carolina from Missouri in 2006, and her grandparents became her guardians. Her younger sister followed her a few months later.

In Missouri she was experiencing a multitude of problematic behaviors, so her grandmother, who has worked as a behavioral technician for several years, brought her immediately to HEMOCARE. Thus began KC’s two years of services with HEMOCARE. Since that time, KC has made dramatic advancements towards achieving her goals.

At the time of admission, it was uncertain whether she would stay in school long enough to earn her high school diploma, but she defeated the odds and will be graduating from Chase High School with a solid “C” average. In the fall she will be attending Isothermal Community College, majoring in Early Childhood Development. She plans to become a child care provider be-



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## Anniversaries

Another dedicated Behavioral Technician has reached his 10th anniversary with HOMECARE: **Jeff Brinager** of Statesville. **Wilma Reavis** of Statesville and **Jennifer Walters** of Wilmington are also long-term employees and have each provided eight years of excellent service. **Amanda Bellamy** of Wilmington and **Robyn Powell** of Statesville have been with us six years, while **David Hardie** of Whiteville; **Karla Harris** and **Tasha Pettaway**, both of Tarboro, and **Lakita Robinson** of Wilmington have achieved the five-year milestone. **Christy Formyduval** and **Shenna Redd** of Whiteville have served our clients for four years. These are just a few of our dedicated employees. We appreciate each and every one of you!

### Client Spotlight (Continued from page 1)

cause “I love kids...” And she did it on her own – she did receive Community Support Services, but all services were provided in the home and community.

Socially, KC has made exceptional improvement, and is always smiling. Today she is self assured and confident in her own abilities and is well liked by her peers. Amazingly, she and her sister are showing signs of becoming friends. (In the past, they could barely tolerate each other). She recently attended her senior prom (see photo) and a couple of weeks later accompanied a group of her senior classmates on a trip to Florida – she says, “It was a blast!” Oh, and she has completed driver’s education and says, “I can’t wait to get my license.”

KC is quick to attribute much of her success to her grandparents and in her own words, “Thank you so much for helping me accomplish my goals and for loving and caring for me! I love ya’ll.” She also wishes to thank her BT, **Julie Burgess**, for “everything you do and have done for me! U rock!”

Congratulations, KC. We at HOMECARE are very proud of you; we have enjoyed working with you and sharing in your success; we wish you the best. Oh yes, keep smiling.

### Employee Spotlight (Continued from page 1)

with other team members as needed. Month after month of supervision notes reflect her dedication to providing the best services possible for her client. She is often available when the family needs additional services and is able to be flexible to meet the client’s needs. She sets a great example for us all to follow.

When I asked Heather’s mother to provide a brief statement regarding Lisa’s services for her daughter, she said “Lisa is a tremendous help to our family; I’m not sure what we’d do without her. By Lisa providing care for Heather, she allows Heather’s siblings and the rest of the family to function more actively. Heather loves Lisa, she is excited when Lisa comes in to work with her. Heather is always very content when she is with Lisa; Lisa is able to comfort her when she is upset and soothe her when she’s not feeling well.” When talking about the work she does for HOMECARE, Lisa said “This work gives me life. I look forward to it every day because there is never a dull moment.” We are very fortunate to have Lisa working with us, representing HOMECARE as the caring and competent agency that we are. Hats off to Lisa Overrein!!

## Opportunities For Learning

- **Techniques for working with children with emotional and behavioral problems**, Whiteville, May 27, 5 pm
- **Post-traumatic Stress Disorder**, Charlotte, May 28, 2-4 pm
- **Let’s Talk About Autism**, Statesville, June 16, 9-10 am or 4-5 pm
- **Learning Through Play (Easy-to-Make Toys)**, Boone, June 11, 12-2 pm
- **Depression: Can You Snap Out of It?** Charlotte, June 19, 9-11 am
- **Summer Workshop**, Lenoir, June 23, 10 am-12 pm

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 re-

## Managing Type 2 Diabetes

Type 2 diabetes is the most common type of diabetes. Twenty million children and adults in the U.S. have this diagnosis. It is a life-long disease, more common in African Americans, Latinos, Native American, Asian Americans, Pacific Islanders, as well as the aged population.

Type 2 diabetes occurs when the body does not produce enough insulin or cells ignore the insulin. Insulin is a hormone that helps the body store glucose (also known as sugar) in muscle, fat and liver cells; it also helps the body’s cells use sugar for energy.

How can you control Type 2 diabetes? One of the most important things is to control your blood sugar. In order to do this, you must eat a balanced diet and exercise. Even when you monitor your glucose levels daily, you may still experience hyperglycemia (high blood sugar) or hypoglycemia (low blood sugar). Some symptoms of hyperglycemia include: excessive thirst, excessive hunger and/or blurred vision. Symptoms of hypoglycemia may include: sweating, weakness, shakiness, and/or feeling very hungry. Smoking increases your risk for complications, so if you smoke you should quit. If you have high blood pressure or high cholesterol, getting them under control will also help you manage your diabetes. Remember to check your blood glucose as directed by your physician.

Over time, uncontrolled diabetes may cause complications such as blindness, kidney failure, removal of a limb, heart attack, stroke or even death. It is important to control your blood glucose, high blood pressure, cholesterol and quit smoking to minimize further complications. Lastly, visit your doctor every 3-6 months and follow his recommendations.

For more information visit: American Diabetes Association, [www.diabetes.org](http://www.diabetes.org) or American Heart Association, [www.americanheart.org](http://www.americanheart.org).

## PaySchedule

### Services Delivered

May 1-15

May 16-31

### Checks Mailed

May 21

June 5

## 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.**