

## From Our Offices

### Happy New Year!

We wish each of you the very best in 2010. This past year has been challenging for the mental health community, but we are optimistic that things will improve. Many changes occurred in 2009, some of which were positive, others less so. More changes will occur in 2010. We assure you that we are working hard to prepare for those that have been announced so far, and we will continue to keep in close communication with individuals at the state level, the LMEs and other provider agencies to anticipate additional changes as best we can.

As you know, HEMOCARE is nationally accredited by the Council on Accreditation. In 2008 we received our accreditation for the maximum period, four years. This is something that we are proud of, as it means that others recognize the high quality of our services. We aren't resting on our laurels, however. Instead, we are continuously seeking to improve. One of the things that the COA reviewers were most impressed with was our Quality Assurance and Improvement activities, and we continue to refine these and adjust to changing expectations.

We are also working to expand our continuum of services. We intend to become a Comprehensive Behavioral Health Agency or CABHA as it is known. To this end we are actively recruiting a psychiatrist to serve as Medical Director. We will also continue to use the psychiatric services we currently contract for to provide medication management.

Over the past year several of our offices have begun offering Targeted Case Management, and others will add this service. When the new unified case management definition is approved by CMS (an agency of the federal government), we intend to add case management to our mental health and substance abuse services. In the meantime, the state has extended the deadline for eliminating Community Support Services so that we can provide the case management component. The hours are very limited and the permitted activities are much narrower in scope, but we can continue to provide assessments, referrals, and coordination of services as well as monitor the quality and appropriateness of the services received.

We are also adding other new services. Both the Forest City and Statesville offices are now accepting referrals for Intensive In-Home Services, and Forest City will also soon begin to provide Multi-Systemic Therapy (MST). Community Support Team services are provided by the Boone, Lenoir and Whiteville offices. We continue to provide Comprehensive Assessments, counseling and therapy.

HEMOCARE provides a comprehensive array of services for those with developmental disabilities. This includes CAP-MR/DD periodic services (Home and Community Supports, Personal Care, Supported Employment, Respite, Home Supports, Family Training, and Specialized Consultation) in addition to Case Management and Developmental Therapy and Personal Assistance for LMEs who continue to authorize those services. We also serve this

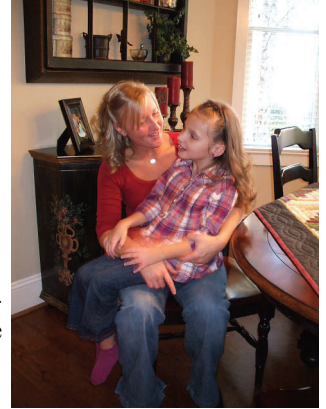
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## Employee Spotlight

**Anna Miller** has been a great asset to the HEMOCARE Management team in the Statesville office since 2005. She has always been dedicated and committed to helping her consumers achieve their goals through the CAP/MRDD program. Anna is presently working with Hannah Carpenter and is in tune with her every need. Hannah is non-verbal, but this is not a barrier to the communication between them. Anna picks up on every gesture, motion and eye movement to understand what Hannah is trying to relay. It is amazing to watch and appreciate this special relationship as Anna assists Hannah in becoming as independent as she possibly can, in meeting her full potential.

Anna's dedication to the population she serves is evident by her completion of a BS degree in psychology. She plans to further her education in this field with a Masters in Mental Health Counseling from Gardner Webb University. Anna has been accepted

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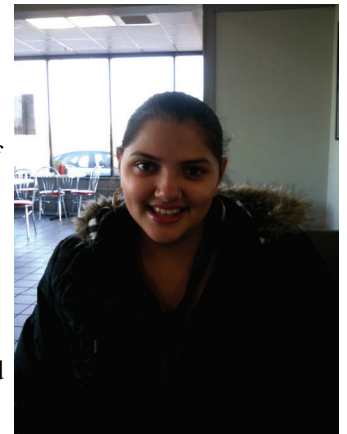
## Client Spotlight

A HEMOCARE consumer since 2007, **Brittany** started out in DSS custody with the hopes of one day being adopted. That dream came true in December 2007 when Brittany went to live with a very special foster parent.

It has been a long wait, but Brittany's adoption will be finalized by March 2010. Brittany and her soon-to-be adopted mother recently went on a cruise to the Bahamas together for a mother-daughter celebration.

Through the adoption, Brittany has gained four sisters and four nephews. This loving and supportive family has helped Brittany be successful in progress toward her goals and grow into a beautiful, mature and loving teen. She is on the A-B Honor Roll, loves shopping, listening to music, singing, dancing, talking on the phone and her favorite color is blue. Brittany also participates in CS Group, takes the handouts and material learned, and teaches it to others. When asked if she had one wish what would it be, Brittany said that all of her dreams already had come true. However, she did want to send a special message to her "mom."

"I love you momma and thank you for being there for me."



## Opportunities For Learning

- **Seasonal Affective Disorder**, Statesville, Jan. 20, 9-10 a.m.
- **Developmental Disabilities and You**, Locust, Feb. 9, 3-5 p.m.
- **Staff Appreciation**, Lenoir, Feb. 18, 12-3 p.m.
- **Effective Ways of Assisting Clients with Goals**, Statesville, Feb. 24, 9-10 a.m. or 3-4 p.m.

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## Anniversaries

The continuing dedication of HOMECARE staff is impressive. This month we celebrate **Jeff Manning's** 11<sup>th</sup> anniversary with us, while **Lucille Washington** of Statesville has reached the 10-year mark. **Cynthia Clark, Delaine Deal** and **Doris Skipper** are celebrating their 9<sup>th</sup> HOMECARE anniversaries. **James Flowers** and **Linda Gay** of Tarboro, **Robin Harmon** of the Boone office, and **Debbie Padgett** of Wilmington have all been with us 6 years, while **Cindy Anderson** of Whiteville and **Reinhard Hirtler** of Boone have reached the 5-year milestone. Thanks to each of these individuals and indeed to all of our techs for all you do!

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population in the PBH catchment area, which has its own special waiver. Additional services include CAP/DA and CAP/C along with Personal Care Services under the supervision of RNs.

HOMECARE works with Vocational Rehabilitation to provide Supported Employment using the Job Coach model. In addition, we work with the Division of Public Health to provide early intervention services, or CBRS. It appears that there will be a number of changes to CBRS beginning July 1, but we are optimistic that this important program will continue to provide support and training to the families of young children with disabilities.

As the landscape for providing services changes, we will adapt, adding new services and adjusting to meet new requirements. We remain committed to providing high quality services, using the most effective techniques to do so, and always keeping those we serve in the center of all we do. If you have questions or concerns, please feel free to call Sara Nolan, MA, MPA, Director of the Mental Health Division at 704-873-5399 or 1-800-310-6934 or Rankin Whittington, MSW, CEO at 828-754-3665 or 1-800-223-2841.

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*EMPLOYEE SPOTLIGHT (Continued from page 1)*

into the program and will start this month.

Anna is passionate and serious about serving the needs of others, especially Hannah; she finds that she receives much gratification in helping to make a difference in this little girl's life.

## Developmental Therapy Services for DD Consumers

Developmental Therapy is a developmental disability service that includes instruction, training, and functional developmental intervention activities based on the unique strengths and needs of the individual child or adult consumer. It is designed to support the individual learn skills that the he or she has not gained during the usual developmental stages of life and is not likely to develop without additional training and supports.

For children, the focus is on strengthening skills in the major developmental domains and may include training and activities in areas such as self-help, language, cognitive development and psychosocial skills. For adults, Development Therapy may include training in activities to strengthen appropriate developmental functioning in areas such as self-care, mobility, socialization, independent living, self-advocacy and consumer rights.

Developmental Therapy is a periodic service that may take place in a range of settings, such as the individual's home, or in community settings. Developmental Therapy Services is available to consumers who do not receive services through the CAP/MR-DD waiver. The service includes IPRS funding through the LME. Individuals that are eligible for Developmental Therapy Services are maximized to receive no more than four hours per day. Developmental Therapy is a habilitative service requiring ongoing training and skill building during service delivery.

One challenge reported by techs providing Developmental Therapy Services is documenting the steps involved in building skills. It is important to note that since DT is designed to provide intensive skill building, the documentation must show each step in the intervention, demonstrating what is being done to teach the consumer the skills to reach each goal in their plan. For example, if a consumer has a goal to prepare a simple meal, the tech should be documenting each step to learn that skill. The steps might include such things as teaching the consumer how to read a measuring cup, teaching or modeling how to read the recipe and ensure that all ingredients are present before starting on the recipe, teaching or coaching the consumer in safety skills before using the stove, and providing instruction or "pre-teaching" the consumer how to break the eggs without getting the shells in the meal.

Another challenge techs often deal with is learning to think outside the box and be creative with teaching the skills to those they work with. There are many excellent resources to use for ideas in addition to the regular HOMECARE in-services: Smart Start locations have excellent prop materials that can be used with DD consumers. In a recent in-service training on skill building with DD consumers, most of the props used for came from the local Smart Start. These materials can be checked out for 30 days at a time and are free. The public library is another good free resource to check out materials can be checked out to use for our DD consumers. There are many workbooks that can be tied to a goals such as telling time or learning the value of coins. Family resource centers are still another resource for creative ideas.

Close communication and work with your Clinical Supervisor, family members, and other professionals involved with the consumer is an important part of selecting creative interventions. They should be your first resource in helping you match the needs and interest of the consumers with strategies to help them reach their goals.