

**Jim Jarrard Story  
Continued...**

He also served as a team lead for Accountability. Jarrard holds a doctorate in theology and was a pastoral counselor and parish minister before joining the Division.

“Our division is a great model of resiliency for the consumers we serve,” Jarrard said. “We have a duty to keep the focus on our mission to protect the health, safety and well-being of all North Carolinians. I look forward to continuing our positive and productive relationships with community advocates, partners and providers.”

The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (MH/DD/SAS) provides leadership and support to community partners, providers and local management entities/managed care organizations to deliver prevention, treatment, and rehabilitation programs for persons with mental illness, developmental disabilities, and substance abuse disorders in North Carolina. ■

**Mental Health Story  
Continued...**

Disabilities Act. This agreement is similar to ones signed by governors of a number of other states including, among others, the governors of Virginia and Georgia.

DHHS Secretary Al Delia agrees that more should be done to ensure access to community-based treatment for those with mental illness. “North Carolinians who have a serious mental illness have a right to choose the very best care environment to meet their personal needs,” he said. “That choice – whether they live in the community or in an adult care home – will be supported with

access to mental health and other support services that will be available in part due to this agreement. Moving forward with a solution to help them identify and access those choices is the right thing to do,” he said.

“Disability Rights NC applauds the Governor and Secretary Delia for their leadership on this matter. They have not only done the right thing to protect the rights of people with disabilities, they have helped the state avoid costly litigation and destabilizing uncertainty,” said Vicki Smith, executive director of Disability Rights NC.

The agreement outlines DHHS’s plan of action to provide community-based services to people with mental illness. The budget the General Assembly passed in July expressly contemplated a settlement and appropriated funding to make this agreement possible, according to Smith. The timeline for completing the plan is eight years; this transition period will enable people who want to move to community-based settings to do so on a workable timetable and will allow sufficient time for North Carolina’s mental health infrastructure to implement this agreement. ■

For updates, visit:

[www.ncdhhs.gov/mhddsas](http://www.ncdhhs.gov/mhddsas)



**RHA HOWELL  
COOL NEWS**



**ANSON Children’s Center  
Awarded 5 Star License for  
Another Three Years**

Congratulations go to Ginny Johnson, Executive Director, and her team for earning another 5 Star Rated License for Anson Children’s Center, located in Polkton, NC.

A rating of one star means that a child care program meets NC’s minimum licensing standards. Programs earn their star rating based on two components that give parents the best indication of quality:

- \*Staff education
- \*Program standards

A 5 Star Rating is the highest possible score. We are proud of you guys!

For more information about Anson, visit: [www.rhahowell.org](http://www.rhahowell.org) or call Anson’s Center directly at: (704) 272-7076.

**RHA  
& Affiliated Companies**

*Defining Quality and Setting the PACE for Excellence in Healthcare*

**EYE ON THE SYSTEM**



*Secretary Delia Selects Jarrard to Lead Division of Mental Health, Developmental Disability, & Substance Abuse Services*



*DHHS and The Department of Justice to Offer More Choices for People with Mental Illness*

Press Release From N.C. DHHS:

RALEIGH - N.C. Department of Health and Human Services (DHHS) Secretary Al Delia has announced the appointment of Jim Jarrard as acting director of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services (MH/DD/SAS), effective immediately. Jarrard has been deputy director of the division since October 2010 and worked closely with Division Director Steve Jordan, who was killed on July 4, 2012 in a bicycle crash.

“The Department suffered a devastating loss with Steve’s death and we will miss his energy and passion for mental health services and the people we serve,” Delia said. “Jim Jarrard is a knowledgeable and respected leader who I am confident will continue to lead the Division in a positive direction.”

Jarrard has been with the Division of MH/DD/SAS since 1994, serving in a variety of roles. Prior to becoming deputy director, Jarrard was chief of the Resource and Regulatory Management Section, which is responsible for fiscal monitoring, accountability, and regulatory compliance, support of information technology and contracts management.

Raleigh — The North Carolina Department of Health and Human Services (DHHS) and the United States Department of Justice reached an agreement on the state’s plan to offer more choices of where and how citizens with serious mental illness receive care and supportive services.

The plan, which was announced last month, will create housing slots in the community to offer the choice of community-based care for many adults with serious mental illness. It will also invest in job training and employment assistance for those citizens and will set up a comprehensive, 24/7 crisis care program for people with a serious mental illness.

According to DHHS, this agreement will modernize our mental health system and ensure that North Carolina is providing the best possible treatment for adults diagnosed with severe mental illness. It will also provide the opportunity for many of these individuals to live in community settings if they choose to do so, and ensure that North Carolina is fully complying with the Americans with

**Both Front page stories  
continued on back.**

**FALL  
2012 | ISSUE  
VOLUME 1 ISSUE 3**

**THIS ISSUE**

**2-3 FEATURED ARTICLES**

- THOUSANDS OF GROUP HOME RESIDENTS COULD LOSE
- BRIDGES NOW DOES CAP-DA
- BRIDGES CAP-C PARTNERS WITH ECAC

**4-8 REGIONAL UPDATES**

- REFLECTIONS: EMPOWERING ARTISTS WITH DISABILITIES
- DISABILITY HISTORY & AWARENESS MONTH
- HAPPY BIRTHDAY RIVER BEND!

**9-10 CORPORATE STRIDES**

- DSP WEEK PROCLAMATION
- COMMUNICATIONS & MARKETING TEAM
- WIN UPDATES
- RHA: ON THE MIDNIGHT TRAIN TO GEORGIA

**11 LEADERSHIP & LEGACY**

- SENET EMPLOYER PROFILE: DOLLAR TREE

**BACK PAGE**

- SYSTEM UPDATE STORIES CONT'D



*Would you like to submit an article?  
Email your newsletter  
submissions and photos to:  
Rashelle Brooks  
rbrooks@rhanet.org*

**RHA HOWELL NEWSLETTER**

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# Thousands AT Risk of losing?

LOSS OF SERVICES COULD FORCE THOUSANDS FROM NC GROUP HOMES

*The battle between Medicaid and the State, could leave NC Families faced with finding alternative care for loved ones who are currently residing in group homes .*

Courtesy of WRAL News

A long-running battle between North Carolina and the federal Medicaid program could cost 12,000 people their homes next year.

The state for years applied different standards for people to qualify for personal care services, depending on whether they lived at home or in an adult care facility. The services help disabled people with everyday activities, such as eating, bathing and getting dressed.

Federal regulators repeatedly demanded that the state apply the same standard for everyone. Last December, in response to a lawsuit by an advocacy group for the disabled, a federal judge ruled the state was violating the Americans with Disabilities Act and ordered a common standard to qualify for personal care services.

Choosing the lower standard used in adult care facilities could have cost North Carolina hundreds of millions of dollars, Department of Health and Human Ser-

vices Secretary Al Delia said Tuesday.

"It would have made a lot of people who were in their homes living with their families eligible. It would have been tens of thousands of people and would have exploded the cost for the state," Delia said.

So, the state chose the tougher standard that had been applied to people receiving personal care services at home.

On Jan. 1, thousands of disabled people in group or adult care homes will no longer qualify for the services through Medicaid because the state considers them functional enough to live without them.

Lou Wilson, a lobbyist for the North Carolina Association of Long Term Care Facilities, said the loss of Medicaid funding could force many group homes to close.

"The personal care dollars pay for all the staff that meets the daily needs of the people like baths, (other) needs, supervision, helping them with their medication, those kinds of things," Wilson said. "There will be over 12,000 people in North Carolina who will have no place to live."

Some people forced to leave group homes will have to go back to families that might not be able to care for them, said Julia Adams, assistant director of government relations for advocacy group ARC of North Carolina.

"These problems we're going to see with the personal care services as they ripple through our group homes will lead to more institutionalizations in the future, we believe," Adams said.

State lawmakers set aside \$39 million to help affected people through next June, and Delia said a blue ribbon task force will meet this fall to look for long-term solutions that could include more state money. "Many states provide these kinds of services at whatever level they set with state dollars rather than with Medicaid dollars, which includes federal funds," he said. "It's a matter of how much is the state is willing and able to pay." ■

**Please note: This does not impact people living in ICF/IDD homes.**



SE-NET client, Rosalind, needed a job and the management team of Dollar Tree took a chance on her. Donna Fitzgerald, an SE-NET employment specialist, made the match through our Supported Employment Network. (SE-NET). Rosalind has proven that she can not only perform her job as a stocker, but is now taking on new tasks. She is maintaining the restrooms, she is arranging the displays from flowers to kitchen items, and she is assisting customers in finding items in the store.

She is also making new friends and forming strong relationships with her co-workers. For more than a year and a half now, Co-assistant manager Kelly Sherril and Rosalind have formed an especially close bond. Rosalind is also a talented artist and shares her pictures of flowers and birds with the team at Dollar Tree. They are such a valued prize with the managers that they are being framed and displayed.



Thank you, Manager Damion Denney, and the entire team at Dollar Tree for embracing Rosalind and selecting SENET as your source for qualified employees!

For more information on SENET, visit us online at: [www.rhasenet.org](http://www.rhasenet.org)

## A Special SENET BOND Business Profile: Dollar Tree

Challenges faced by some of our VR Consumers:

- Anxiety Disorders
- Psychotic Disorders
- Personality Disorders
- I/DD
- Cerebral Palsy
- Substance Abuse
- Adjustment Disorders
- Epilepsy
- Sickle Cell
- Depression
- Deaf/Blind
- Downs Syndrome
- Autism
- Orthopedic Disorders
- Cognitive Disorder

*Check out where SENET is opening the doors of opportunity for people with disabilities all over North Carolina:*

Office Locations:

- Charlotte
- Greensboro
- Raleigh
- Henderson
- Goldsboro

Counties Served:

- Gaston
- Cabarrus
- Lenoir
- Pitt
- Wayne
- Wilson
- Wayne
- Alamance
- Forsyth
- Guilford
- Edgecombe
- Franklin
- Halifax
- Iredell
- Mecklenburg
- Nash
- North Hampton
- Person
- Vance
- Warren
- Johnston
- Wake
- Rockingham
- Rowan

# BE INFORMED BE ACCURATE BE PREPARED



**QUARTERLY UPDATE**  
*Check out how many people with disabilities all over North Carolina are getting jobs through SENET.*

Job Placements:

- Greensboro 47
- Charlotte 76
- Goldsboro 118
- Henderson 57
- Raleigh 63

And counting...

Job Placement Statistics

**Average entry wage of placed workers:**

- \$11/hr

**Job seekers served through SENET:**

- Female 41.85%
- Male 58.10%

**SENET Diversity Stats:**

- African American 65.72%
- Asian .75%
- Caucasian 28.21%
- Hispanic 2.39%
- Native American .56%
- Other 2.67%



# Get Online with RHA

If you haven't visited us online lately, be sure to do so. We've revamped all of our websites and even added a new one!

MH/SA/DD  
www.rhabehavioralhealth.org



Addiction & Recovery  
www.arpcn.org



Developmental Disabilities  
www.rhahealthservices.org



Developmental Disabilities  
www.rhahowell.org



Supported Employment  
www.rhasenet.org



CAP-C Services  
www.rhabridges.com



Locate RHA Services in NC  
www.ncdisabilityservices.org



## RHA: ON THE MIDNIGHT TRAIN TO GEORGIA

RHA Health Services is proud to announce the opening of its first program in Georgia in the historic town of Milledgeville. On June 1st, RHA assumed services for forty-five individuals who reside in fourteen homes located throughout three counties that were previously operated by Community Care Homes, a division of Central State Hospital. This transition was part of the State's plan to close all state operated hospitals/institutions, with Central State Hospital being the oldest of all state facilities, opening in 1842. The population of people served grew to nearly 12,000 in the 1960's, with emphasis on deinstitutionalization evolving in the 1970's. This number decreased to approximately 9,000 people by the end of the 2005 fiscal year. In 2010, the Georgia Department of Behavior Health and Developmental Disabilities announced that the

hospital would be closed. The transition of services for these forty-five individuals to RHA was the final phase for people with Intellectual and Developmental Disabilities served by Central State Hospital.

It is noted that this transition was a company wide team effort that consisted of much work and preparation for several months prior to the acquisition date. The success of this transition from Community Care to RHA is a direct reflection of the team work of many dedicated members within the company.

The Milledgeville team is led by Jean Graham, Administrator, who has more than thirty years of experience in the field of Intellectual and Developmental Disabilities, coming to RHA from Support Coordination Services. Her Unit Team includes a Behavior Specialist, two Program Managers, a HR/Training Coordinator, Business Manager and two Nurses. This Unit is working diligently to ensure that quality services are provided while we are

all learning Georgia policies and procedures. Services provided include Community Residential Alternative services, as well as Community Access Group and Community Access Individual Services.

For more information about the services provided in Milledgeville, Georgia, please contact Jean Graham at 1-478-452-1100.



Program Updates Submitted by John Gibbons, Bridges Program Director

For more information on services for children and adults or to make a referral to Bridges, call: 1-888-207-7828

## BRIDGES IS NOW SERVING ADULTS THROUGH CAP-DA!

RHA Howell has been providing Case Management Services to CAP/C (Community Alternative Program for Children) since 2009. On July 1st, RHA Howell branched out its Community Alternatives Program to include CAP/DA (Community Alternative Program for Disabled Adults). CAP/DA provides disabled adults with an alternative to nursing home placement. Eligible participants are able to receive services in their home under a Medicaid Waiver. We assumed this program from Union County Department of Social Services. Currently, we have 61 recipients on the program and have the capacity to serve 27 more. We look forward to working with people in Union County.



CAP-DA Staff pictured above (from left to right): Linda Gaye, Cynthia Caswell, Nancy Jenkins, Marshieka Butler and Maya Kokoshvili (not pictured)

## RHA Howell Bridges and ECAC Partner for Parents

RHA Howell Inc. is proud to announce a special collaborative effort with ECAC, The Exceptional Children's Assistance Center. ECAC is an important non-profit advocacy group which is operated by, and staffed primarily by parents of children with disabilities and special health care needs.



**ecac**  
exceptional children's  
assistance center

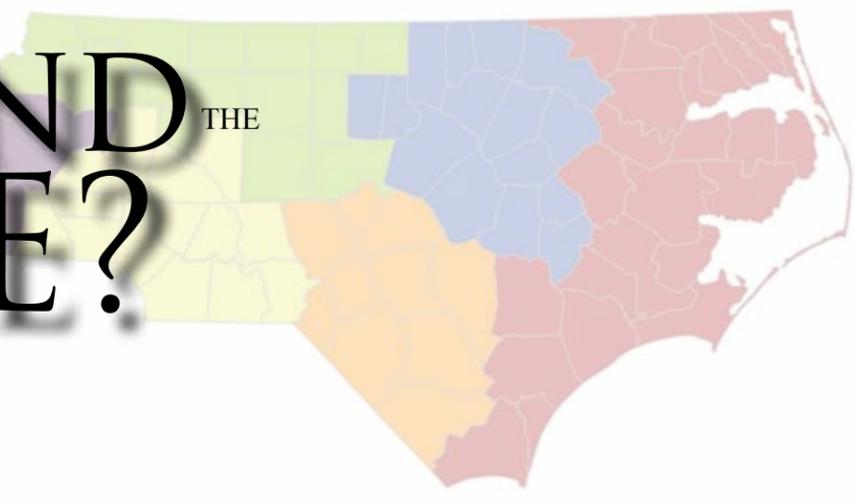
Marlyn Wells, NC Family Voices Coordinator for ECAC will speak at the RHA Howell Bridges CAP/C statewide meeting hosted by Director, John Gibbons and Anson Children's Center Administrator, Ginny Johnson.

We want to inform our families and encourage them to join this important organization committed to policy development, advocacy, and improving the education and lives of their children.

ECAC has agreed to support our efforts by holding special workshops with our parents and case managers, and by making a Care Notebook available as a special resource. RHA Howell will be distributing the notebook, which is available in Spanish and English, to each of our families in the CAP/C and Anson programs. It is a wonderful tool in keeping a child's medical records together and organized and can be downloaded and printed or completed online.

For more information, Visit the RHA Bridges website <http://www.rhabridges.com> and click on Community Partners

# WHAT'S HAPPENING AT RHA AROUND THE STATE? STATE?



## Reflections: Empowering Artists with Disabilities



We, at RHA Health Services, have been one of North Carolina's leading non-profit providers of services and supports for people with developmental and intellectual disabilities since 1991. We sponsored the Arts Council's 4th Friday Event on June 22, 2012, which is a downtown Fayetteville tradition.

The exhibit *Reflections: Empowering Artists with Disabilities* ran June 21st through July 21st 2012. The event was free and open to the public. Selected original pieces of art were also premiered at a fabulous invitation only "Reflections" black tie event on Thursday, June 21, 2011. Guests had the opportunity to purchase the artwork during a silent auction that evening. Tickets to the black tie event were \$50 per person. All proceeds went to support Art Therapy Programs for individuals supported in Fayetteville, Benson, Maxton, and Lumberton.

We are very appreciative of the donations to sponsor our "Reflections Black Tie Event". The sponsors were BRW Safety & Supply, NuScriptRX, Plaza/Superior Bakery, Flash Gordon Motors & Leasing, Llderton Conversion, LLC, Dr. Richard Pavelock, Scrap Exchange,

StillWater Co, LLC, Scotland Wholesale, Inc, A Certain Therapy, Inc; This Ends Up Furniture, Mr. & Mrs. Jimmy Owens, Xpedx, and Quill.

Art therapy for people with disabilities can impact lives in profound ways. Art can serve as a powerful voice providing endless possibilities for self expression. As Georgia O'Keefe said, "I found that I could say things with color and shapes that I had no words for". We hope that this partnership with the Arts Council of Fayetteville/Cumberland County will bring awareness of individual creativity and lifelong learning through the arts for all.

The core focus of RHA Health Services is the well-being of the people we support, our employees, and the communities in which they live. So we feel our "Reflections" exhibit is a true celebration of the arts for everyone. RHA Health Services provides:

- Housing and support to people with developmental disabilities and secondary diagnoses such as mental illness, autism, and cerebral palsy

- Therapeutic foster care
- Vocational support, pre-vocational training, job placement and job coaching, educational and day program services through twelve Vocational Centers in NC
- Outpatient mental health services and community supports for people with severe and persistent mental illness
- Substance abuse services, including outpatient, inpatient crisis, inpatient detox, and residential substance abuse for pregnant and post partum women. ■



## GOVERNOR PROCLAIMED SEPTEMBER 9-15, 2012 DIRECT SUPPORT PROFESSIONALS WEEK!

Governor Beverly Purdue released a Proclamation for 2012 for Direct Support Professional Recognition Week in North Carolina. Thank you to Jennifer Bowman with Saguaro Management for her initiative in obtaining this proclamation that recognizes the important role and contribution of Direct Support Professionals to people with disabilities.

In order to support the workforce development of Direct Support Professionals in North Carolina, Ms. Bowman made the request to Governor Purdue to proclaim the week of September 9th as Direct Support Professional Recognition Week in North Carolina. We are pleased to be able to share with you the Governor's Proclamation for 2012.

Please forward the Proclamation within your agency and to other community stakeholders. With your help we can increase recognition of the dedication and vital role of direct support professionals in enhancing the lives of individuals with disabilities in North Carolina.

To view or download a copy of the proclamation, visit [www.rhahowell.org](http://www.rhahowell.org)



## Corporate Communications & Marketing Team We're Here to Help!

The RHA Corporate Communications & Marketing Team is here to support the marketing, grassroots advocacy and business development needs of all RHA programs and services. Please contact a member of our team to request marketing and communications assistance. We're here to support you!

Contact us for: brochures • flyers • website • design • press releases and more...



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Congratulations to all of our graduates! We salute your academic achievement.

Deanna Ingram of Bear Creek graduated summa cum laude with a Bachelors Degree in Health Care Management.

Chris Carraway of Tar River graduated with a Master Degree in Special Education.

Stephanie Thornburg, of Greensboro will graduate in December with a Bachelors Degree in Management.

Special thanks to Rashelle Brooks and Jeffrey S. Gallagher who presented and shared the WIN story at the NC Health Professionals Diversity Conference in Greensboro. The focus was recruiting, training, and diversity of students in the healthcare profession.

If you have questions about the WIN Program, contact: Jeffrey Gallagher, WIN Manager  
[jgallagher@rhanet.org](mailto:jgallagher@rhanet.org)

For the latest news and updates visit: [rhahowell.org](http://rhahowell.org) • [rhabebehavioralhealth.org](http://rhabebehavioralhealth.org) • [rhahealthservices.org](http://rhahealthservices.org)

COASTAL REGION



**The Odyssey Project**

On August 23, 2012, River Bend consumers and staff partnered with the Epiphany School/forty-seven of their seventh grade students to participate in the Odyssey Project. Students and consumers planted 75 rose bushes around the A&B School, made Christmas Wreaths and Decorations for our up-coming back to school dance. It was a huge success for everyone involved in the project. Many thanks to all of you who helped make this a fun and successful day for our consumers and future leaders. The letter was sent to me, but you are the people that made it happen and I truly appreciate the contributions made by all of you.  
--Tina Stewart, Administrator



**Happy Birthday River Bend!**

June 8, 2012 RHA Howell River Bend facility celebrated its 29th year of service with food, fun, and laughter. For 29 years people have depended on our facility and staff to shelter and care for their loved ones when they were no longer able to do so. It only takes a small time spent among the residents and staff to know that there is a lot of love and caring going on between them all. Many staff and residents have passed through the River Bend facility halls, all knowing that they had been a part of something special during their time at RHA Howell.



CENTRAL REGION



**RHA Howell Bear Creek and Staff Advisory Committee host Summerfest**

The Bear Creek Staff Advisory Committee sponsored Summerfest on June 20th for our staff and individuals. There was a petting zoo, horse back riding, and Flimsy the Clown for entertainment. Flimsy provided music, balloon art and dance instruction for everyone. We all enjoyed his interactions with our staff and individuals. There was also a cake walk, face painting and Nachos for lunch. A good time was had by all.



We want to know what's happening at your RHA location!

To submit your stories and pictures, contact Rashelle Brooks, Communications & Marketing Manager at: [rbrooks@rhanet.org](mailto:rbrooks@rhanet.org) for submission instructions.

TENNESSEE

**Kingsport**

Aaron B. began receiving individual supported living services from RHA Kingsport in late 2005. He was a young man without much direction or desire for his future. His Individual Service Plan stated that he had to be within line of sight at all times due to some previous challenges.

Within a few months of services at RHA, Aaron began to wish for things for his future. He wanted to work, and have friends, and be involved in his community. He began working part time at a local McDonald's with a job coach. Eventually, he was promoted to full time, and did quite well. His supervisor was very pleased with his work. He worked there for several years, with the assistance of his job coach. After a couple of years, he desired a change and found a job as a bagger at a local grocery store. Again, he had staff assistance at all times. Aaron has obtained several "Employee of the Month" awards, some merit increases, excellent performance evaluations, and has even trained new employees. Further, a local radio DJ was so impressed with his customer service skills, she commented on him on her radio program. He has regular customers who seek him out to bag their groceries when they shop.

After years of working so hard, it finally paid off for him. On 6/15/12, Aaron began working without a job coach! His supervisor reports that he is very excited about Aaron's performance without assistance from that job coach that has followed him around for 6 long years. Now, Aaron's goal is to someday live on his own with very limited supports. We believe that is a very realistic goal he has set for himself!

Way to go, Aaron!

MOUNTAIN

**Western Carolina Community Center**

Fletcher, NC-- The clients that attend the Western Carolina Community Center have participated in various activities during the quarter. They sold jewelry at the "Feed the Children Coalition" held in Jackson Park.

The first "Summer Dance" was held this year. The meal menu was planned by the people we serve and included baked pasta, salad and french bread. The dessert was cake with whipped cream icing.

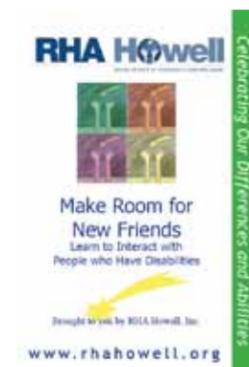
Certificates were presented to our individuals for outstanding "Outcomes of the Month". This recognition is designed to improve the self-confidence of people served. These awards will continue monthly to recognize those that have had special outcomes accomplished.

Volunteering opportunities will continue at Salvation Army, Council on Aging and Hendersonville Rescue Mission weekly. Other opportunities are being explored to expand our program for volunteers.

The items we create continue to be available for sale. This includes: seasonal gift baskets, candy bouquets, jewelry and bird houses.

These are available for the general public and proceeds go back into our program. More activities will be developed as ideas are formulated.

For information on homemade merchandise for sale, visit [www.rhahealthservices.org](http://www.rhahealthservices.org)



STATEWIDE

**OCTOBER IS NATIONAL DISABILITY EMPLOYMENT AWARENESS AND DISABILITY HISTORY AND AWARENESS MONTH**

In 2007 Governor Mike Easley signed Senate Bill 753 into law, which designates October as **Disability History and Awareness Month** to ensure that all students are provided rich and meaningful learning opportunities about people with disabilities.

Do your part to participate, educate and advocate!

For ideas on how to celebrate people with disabilities, visit: <http://www.dol.gov/odep/topics/ndeam/educators.htm>

We'd love to hear about your DEAM/DHAM activities. Send us pictures and stories to include in our next newsletter using the contact information on the back of this newsletter.

Educate your friends and family... Request a FREE copy today! Send requests to: [rbrooks@rhanet.org](mailto:rbrooks@rhanet.org)



# 7 Habits and MCO Development

Part 1 of a 4-Part Series

by Niels Eskelsen, Pathways Chief Business Officer, Partners Behavioral Health Management (first published in the NC TIDE Newsletter, reprinted with author's permission)

When we are flooded with new demands and constant change, it is easy to feel that we are on an endless treadmill, or in the middle of a huge rat race. It's easy to start to believe that the treadmill is really endless and the rats are really winning the race. When I feel this way, I like to take some time to renew myself and review principles that maintain a sense of constancy and direction in the middle of constant change.

I like to renew my perspective by revisiting the principles outlined in Stephen R. Covey's book, the Seven Habits of Highly Effective People. The book was first published in 1989 and has become a standard reference book in most business schools. We can make this book more relevant to us by placing the context of the current changes in the North Carolina public behavioral healthcare system in to the structure of the principles outlined in the book.

To begin with, the 7 habits are grouped into three subheadings:

The 7 Habits of Highly Effective People

**Independence**

- Be Proactive
- Begin With The End in Mind
- Put First Things First

**Interdependence**

- Think Win-Win
- Seek First to Understand, Then To Be Understood
- Synergize

**Renewal (Organizational and Self)**

- Sharpen The Saw

I would like to discuss each of these principles in the context of Medicaid Waiver implementation.

Continued on page 7...

For your Information...



On October 9-11, 2012, in Greensboro, the North Carolina Providers Council will host its annual conference.

The conference will create a forum for sharing expertise in the areas of research, practice, and policy relevant to maintaining quality of life for persons receiving I/DD/MH and SA services during this critical time of systems changes.

If you can...attend!



For more information, or to register, visit: [www.ncproviderscouncil.org](http://www.ncproviderscouncil.org)

## HABIT 1: BE PROACTIVE

Adopting the habit of being proactive means we take full responsibility for our scope of work within our area of authority. We make choices for how to implement plans that will move the organization forward to achieve our goals. With this responsibility we also accept the consequences of our choices. Being proactive means we study the problems and make an educated choice of the best alternative. To be proactive requires leadership at all levels to be willing to take a level of risk, moving out of our comfort zones.

One of the myths in the development process of a LME/MCO, especially going into a new business model, is there is only one way to do something. With this belief, we may wait for management to direct us on how to handle any given situation. It is problematic when we delegate up decision making and then get an answer that is difficult to implement. Being proactive is developing solutions for every issue that you would like leaders to consider. Being proactive means that you make choices based on the available information, working on collaboration with management while remaining flexible.

## HABIT 2: BEGIN WITH THE END IN MIND

This habit is perhaps the most often quoted of the seven. What it means is that an effective change from "good to great" requires us to first understand what good looks like, and then work from where you are to achieve that vision.

To begin with the end in mind requires learning what the end looks like. This may take a great deal of effort; however, the more prepared you are, the more understanding you have of the end, the easier it will be to be proactive in your decision making.

Within the basic structure of MCO's are many different options. It is similar to building a house. The state has required that the house contain certain rooms. For example: it needs a kitchen (a UM department), a family room (Customer Services), an entry way (access), bedrooms (provider network), a living room (finance) and a dining room (quality management). The state has not required what size the rooms should be, how the rooms are organized or all of the house rules related to visitors (consumers) to the house. Each owner needs to envision how the house will look when it is finished and how it will entertain each visitor. Without that vision, it will be impossible to know how to lay out the floor plan, construct the walls, or have any confidence that the house will get approved by inspectors.

Be sure to pick up the next issue of the newsletter to continue reading this series.

### Did you Know?

RHA is a Lighthouse Organization. This means we incorporate the 7 Habits into our everyday operations to improve the quality of services we provide to the people we support.

SAVE THE DATE...



For the 3rd Annual, On The Run 5K

Date: 10/13/12

Start time: 8am

Location: Center Street Tavern in Cramerton NC

Since 1987 RHA Health Services has been supporting people with Intellectual Developmental Disabilities in our local communities. RHA's mission/goal is to provide a safe and healthy environment while creating opportunities for personal outcomes. The people we support are the center of everything we do! They deserve to have a meaningful life and thrive and succeed as integral members of our communities. The 5K walk/run is to raise awareness; as well as monies for our residents to be able to attend camp, go on a day trip, concert etc.

Register online at: <http://www.sportoften.com/events/eventDetails.cfm?pEventId=9561> or at Center Street Tavern. Contact Mary Corey for more information: 704-864-3450.

**For information:**  
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