



2014 Employees of the Year

RHA & Affiliated Companies

Defining Quality and Setting the PACE for Excellence in Healthcare

WINTER 2014 ISSUE
VOLUME 2 | ISSUE 3

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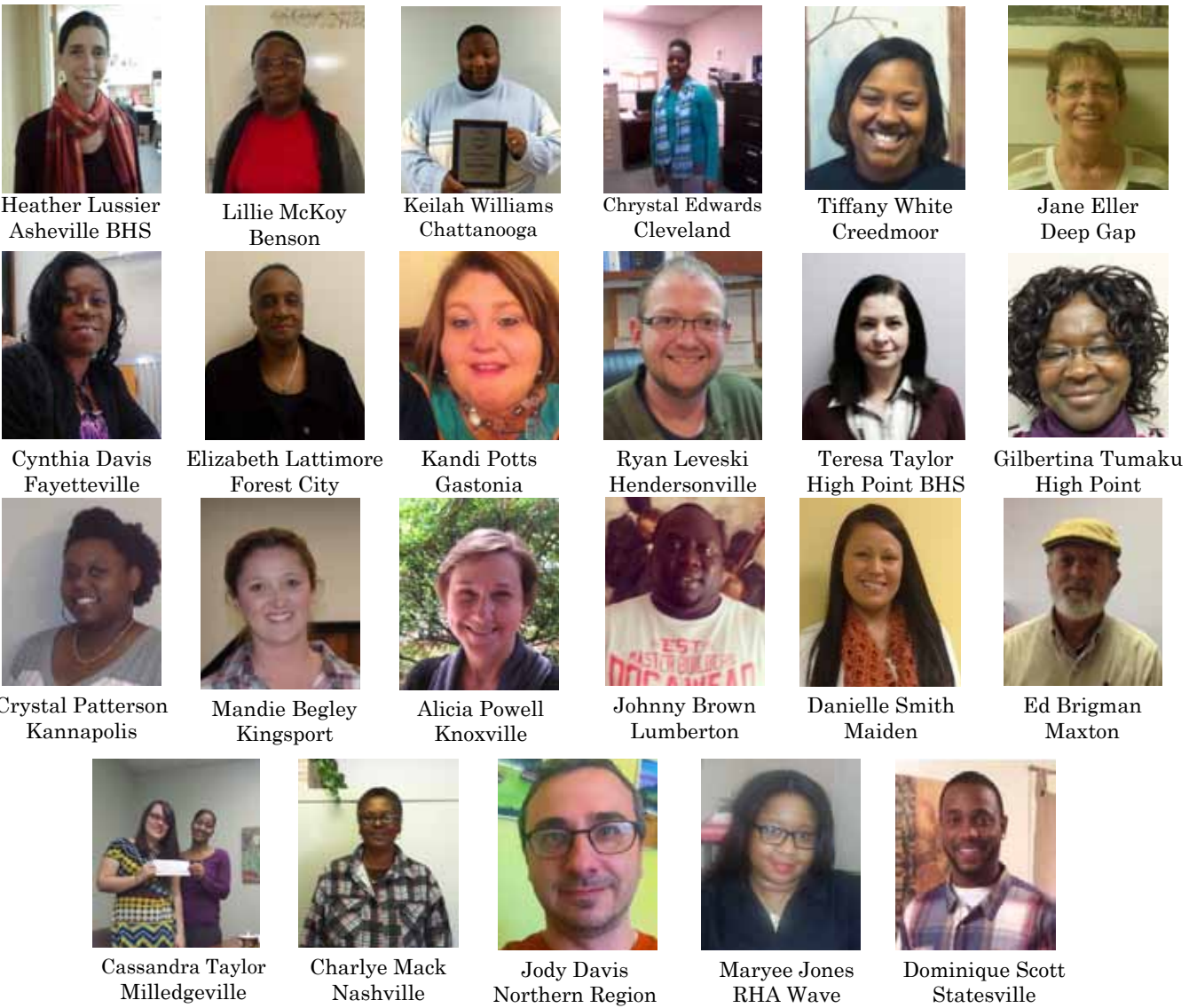
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Cassandra Taylor Milledgeville | Charlye Mack Nashville | Jody Davis Northern Region | Maryee Jones RHA Wave | Dominique Scott Statesville

Congratulations to you all for your dedication and hard work! The contribution that each of you make every day, allows RHA to provide the best possible services and supports to the people who need them.

EXCELLENCE IN CRISIS RESPONSE RHA BEHAVIORAL HEALTH & G4S PRIVATE SECURITY CRISIS INTERVENTION TEAM WIN AWARD

A project that spun out of a partnership between RHA Behavioral Health (RHA), G4S Secure Solutions, an international security solutions contractor, and Coastal Care, a public managed care entity located in Wilmington, took one of the top awards for excellence at the NC Council of Community Programs (the Council) conference, December 2013. Each year the Council recognizes projects that strengthen a community's outreach efforts in supporting people with intellectual disabilities, mental illness, and/or addictive diseases. The Council recognized the project as a very good example of the kind of collaboration that can render great results for people when diverse groups work together with a unified mission. The award-winning project was the development of a curriculum for a custom, job specific, Crisis Intervention Team (CIT) training that would improve the understanding and competence of G4S employees to engage with people in crisis. The curriculum not only prepared G4S security staff members to better understand how to identify and react when they come upon a person experiencing a crisis, but also provided techniques for de-escalation. Other outcomes included: increased rapport between the project partners and family members, improved rate of stabilization of people receiving care at the crisis response centers and with mobile crisis management, and an enriched experience for the people who benefitted from a more stable, consistent, and therapeutic system.

Training topics included signs and symptoms of mental illness, intellectual/developmental disabilities and addictive diseases as well as the incorporation of verbal de-escalation strategies, a "Hearing Voices" exercise, role playing scenarios, and the development of a consumer and family panel. G4S security personnel have reported to us that they now feel more comfortable and are seeing much better results when they approach a person in crisis. Consumers and families have an extra



tool at their disposal when arriving at the Crisis Response Center. G4S now knows how to build rapport with people in crisis which, in turn, improves the effectiveness of de-escalation efforts. People seeking long-term treatment can

now be escorted by G4S security staff directly to a service provider, diverting some emergency room visits. We are proud of the RHA staff who took part in this successful project- helping people in their communities with mental illness to lead safer and more stable lives. Many thanks to our partners for helping to make this effort a reality! RHA provides 24-hours crisis services in the CoastalCare catchment area, including facility-based crisis services, mobile crisis management, and Crisis Response Center. ■

RHA Strategic Goal #4
Building Local Leadership Through Grassroots Advocacy

To see our entire strategic plan, visit our website!

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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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NC Gets Mixed Grades

A Look at Mental Illness Treatment Laws

Where a person lives should not determine options for treatment, says the Treatment Advocacy Center

Original article published by The Treatment Advocacy Center, a national nonprofit focused on effective treatment of severe mental illnesses.

ARLINGTON, VIRGINIA - The majority of U.S. states are in need of vast improvements to their mental illness treatment laws to protect and provide for individuals in psychiatric crisis, according to a new study by the Treatment Advocacy Center. What's more, most states grossly underuse the laws they have.

"Mental Health Commitment Laws: A Survey of the States" analyzes the quality and use of laws each state has enacted to meet the needs of people with severe mental illness who cannot recognize their own need for treatment, trapping them in a vicious cycle of homelessness, incarceration, repeated hospitalization and other ills.

"Our findings make clear just how much more work lies ahead," said Brian Stettin, policy director

at the Treatment Advocacy Center and lead author on the report. "We are failing the most severely ill. We systematically deny treatment to those who cannot recognize their own need for care, banishing them to prison cells, homelessness and early graves."

The Treatment Advocacy Center graded each state on the quality of the civil commitment laws that determine who receives court-ordered treatment for mental illness, under what conditions and for how long. States also received grades on their use of treatment laws based on a survey of mental health officials.

North Carolina ranks in the middle of the pack for the quality and use of its mental illness treatment laws.

Additional Key Findings Include:

- Only 14 states earned a grade of "B" or better for the quality of their civil commitment laws.
- 17 states earned a cumulative grade of "D" or "F" for the quality of their laws.
- 27 states provide court-ordered hospital treatment only to people at risk of violence or suicide even though most of these states have laws that allow treatment under additional circumstances.
- Only 18 states recognize an individual's need for treatment to prevent further psychiatric deterioration as grounds for hospital commitment.
- 12 states make no use whatsoever of court-ordered outpatient treatment (often called "assisted outpatient treatment" or "AOT"), including eight states with AOT laws on their books.

CHECK THIS OUT...

CONGRATULATIONS TO RHA HOWELL'S PRESIDENT & HERO

SAM HEDRICK

She is the recipient of the Triangle Business Journal's 2014 Healthcare Heroes Support Services Executive Award

Profiles of the winners were published as part of a special section in the March 21 issue of Triangle Business Journal. Grab a copy! On Twitter: @TriangleBIZJrnl #hheroes



RHA PASSION PROJECTS

RHA Lumberton, What's Your Passion?

At the September meeting of the Lumberton Quality Improvement Committee, members voted and chose a Passion Project for the year. The vote was unanimous that the Lumberton unit would be participating in The Holiday Mail for Heroes Program sponsored by the American Red Cross.

In support of the program, cards would be decorated, collected, and distributed to military installations, veterans'



hospitals, and other locations where service members work and live. Qualified Professional Ashley Windley spearheaded the effort to distribute cards and supplies to each of six group homes, one apartment complex, two Psychosocial Rehabilitation programs, and a vocational center. Individuals and employees were able to choose the card they wished to decorate and the medium with which they wanted to express themselves. Crayons, colored pencils, and various stickers were available to the decorators, and candy canes were provided for festive enjoyment. The finished

cards were collected and it was apparent that the decorators took pride in their work and in their mission to deliver some holiday cheer to the brave men and women in service to this country. This project was deemed a success and will take place annually as Lumberton's Passion Project.

What's YOUR Passion?

RHA Fayetteville, What's Your Passion?

During the year, the Fayetteville Unit delivers Meals on Wheels for The Council on Older Adults. This is a volunteer service that the people we support enjoy as part of their meaningful day activities. Every year the program is on hiatus during the Christmas holiday usually for a two week period. During this time the people we have befriended and deliver meals to may face hardship due to the meal suspension and may have less food available to them.

As part of our passion project, the unit identifies ways to make a difference in our community. We started several years ago delivering food boxes to people in need.

We ask around to see who would benefit from these items and we present them to them. We realized that the people on our Meals on Wheels route would not receive deliveries for two weeks and decided to prepare food boxes for them. This year some of the recipients were so grateful that they called Ms. Pat the Director of the Meals on Wheels program to tell her how grateful they were for the food because they didn't know how they were going to make it through the holiday. Ms. Pat informed them that neither the Meals on Wheels program nor the Council had

anything to do with the deliveries- that it was all due to the RHA Fayetteville Unit. She informed us that one recipient was so grateful that she was in tears as she explained what it had meant for her to receive this box. We encourage all RHA units to find a way to Pay it Forward and make a difference in their community.



RHA Strategic Goal

Building Local Leadership Through Grassroots Advocacy

#4

To see our entire strategic plan, visit our website!

Marilyn Greaux: Setting the PACE for Excellence for 25 years and counting



Marilyn Greaux, Vocational Instructor has worn many hats during her 25 year tenure at RHA Health Services. Marilyn began her career as a Developmental Assistant in 1988 and advanced throughout the years as a Compensatory Education Instructor, Habilitation Specialist, and Vocational Instructor. Marilyn exhibits a passion and drive for the people she works with and has developed into an ardent advocate for them. Marilyn has worked at the Maxton and Fayetteville units and always keeps the people she supports striving for positive outcomes. We salute

Marilyn for the love, passion, selflessness, and dedication she has shown for the past 25 years and say a heartfelt THANK YOU.

RHA Strategic Goal

Ensuring Financial Performance and Growth

#2

2014 Employee Awards Banquet



Save The Date
Friday, May 2, 2014



Get Online with RHA

If you haven't visited us online lately, be sure to do so.

MH/SA/DD
www.rhabebehavioralhealth.org



Developmental Disabilities
www.rhahowell.org



Developmental Disabilities
www.rhahealthservices.org



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Visit the RHA Howell Marketplace!

Shop for RHA Howell T's & Polos (4 Colors available) and Handmade ceramics made by the people we support! Go to: <http://rhahowell.org/marketplace>

Saying Goodbye to Dr. Cromer



Dr. "William Browning "Dr. Bill" Cromer, 82, of LaGrange, passed away Tuesday, December 24, 2013. Bill was born November 16, 1931 in Charlotte to the late Buford Bradley Cromer and Mary Elizabeth Browning Crane. Dr. Cromer graduated from Bowman Gray School Of Medicine at Wake Forest University in 1956. He practiced general medicine in Richardson, TX for twenty five years and came to North Carolina in 1981 where he served as Medical Director at Caswell Center for twenty years.

Benjamin Franklin wrote his own epitaph to say: "Herein lies worm food, but the work lives on." Dr. Cromer's vision and care continues on through RHA Howell's partnership with Morcom Medical.

Gone, but not forgotten...

"...Dr. Cromer took every opportunity to teach us, whether it be through his wit, knowledge, or life stories. "Doc" as he was affectionately called was an advocate for his patients and always treated each and every person with the upmost respect. Dr. Cromer was a motivator to our nursing staff and an inspirational leader, friend, and person."

-Alena Davis, RHA Howell Director of Nursing

"Dr. Cromer, thanks for all your medical knowledge, knowledge that you so freely gave to us at Bear Creek."

-Cookie Lofton, Bear Creek

"Dr. Cromer was always a very down-to-earth kind of person. He enjoyed talking to people of all walks of life. He enjoyed sharing stories of his life experiences and loved teaching. He had a very sharp sense of humor and enjoyed a good joke and even during his latter years when I am sure he did not feel well, he still came into the building with his side-kick (Sandra) and a jolly disposition ready to do whatever we needed of him. He will be sorely missed.

-Walnut Creek Staff.

Art & Legacy



A project to restore a local artist's work turned into a labor of love for three area high school students. Bria McCoy, Summer Woodard and Michaela Deguzman, classmates in Angie Waller's drawing class at Wayne Community college, volunteered for a months-long project to restore murals at the RHA Howell Bear Creek facility in LaGrange, NC. The murals were painted decades ago by artist Chick Wooten, a LaGrange native who died in 2011.

What's Been Going On? Updates & FYI's

Hiking For Howells



The mother-daughter duo of Deborah and Brenna Berman successfully completed a 500-mile hike across northern Spain which served as a fundraiser for RHA Howell. The Bermans left Greensboro, NC on October 30, 2013 and successfully completed their hike in late December having raised \$ 4,844.96 to support people with disabilities served through RHA Howell.

Curry Creations Opens!



Have you heard? Curry Creations is an exceptional new retail gift shop located in Greenville, NC! But, Curry Creations is no ordinary gift shop. Our unique staff is comprised of adults who have autism and other developmental disabilities and is a meaningful employment opportunity offered through RHA Howell, Inc. For info, contact: Program Director Cynthia Stevens: 252-933-0418 cstevens@rhanet.org

CAP/C Fundraiser



On May 3, 2014 a fundraiser to benefit RHA Bridges, Tammy Lynn Center and First in Families will be held at Scooters Bar and Grill in Raleigh, NC from 2pm to 7pm. There will be live entertainment, as well appearances by the Iron Order Motorcycle Club, and 105th Cosplay Squad. Join us for fun, a silent auction, raffle prizes, freebies, and more! For info, contact: Casey Robinson, BSW CAP-C Case Manager E: casey.robinson@rhanet.org

Ready to Live "Life Unbound?"

RHA Howell Launches New Blog Series by Inspirational Writer S. Barton Cutter

S. Barton Cutter, an empowerment coach, inspirational speaker, and co-author of the new book *Ink In The Wheels: Stories To Make Love Roll*, has begun a series of blog posts for RHA Howell, Inc., entitled "Life Unbound." His first post is available now at <http://rhahowell.wordpress.com>.

Through his writing, coaching, and speaking engagements, Cutter has transformed his experience of living with cerebral palsy from his personal drive to maintain freedom to his efforts to help others living with disabilities fulfill their own expectations and potential. He has written on disability-related issues for the *News & Observer*, *ABILITY* magazine, *Easter Seals UCP* North Carolina, the NC Council on



Developmental Disabilities, *Persona Magazine*, the NC Office on Disability & Health, and the NC Disability Action Network.

Cutter and his wife, co-author Megan Cutter, also provide information and resources to people and couples with disabilities and frequently speak at local and national conferences on the benefits and challenges of an inter-ability relationship. In his first post for RHA Howell's blog, Cutter writes, "I've never defined myself by my disability. Despite having spastic cerebral palsy and being told from an early age what was and was not possible, I've shattered almost every expectation others and even I have placed on myself... Through [RHA Howell's] blog, I hope that the stories I share will inspire and motivate you to live your dreams and embrace life

to the fullest."

Cutter's posts will appear on the blog once a month.

"We're extremely excited to have Barton contribute to our blog," said RHA Howell's marketing and events director, Debbie Valentine. "Barton truly does live his life out loud. We're certain his 'Life Unbound' posts will inspire others to do the same."

S. Barton Cutter received a degree in Creative Writing from the University of Arizona. Since then, he has also authored *Youth Leaders in Action*, a leadership curriculum for young people with disabilities. He and Megan maintain the blog "Life Rolls On! Unlikely Tales of Marriage, Love and Disability."

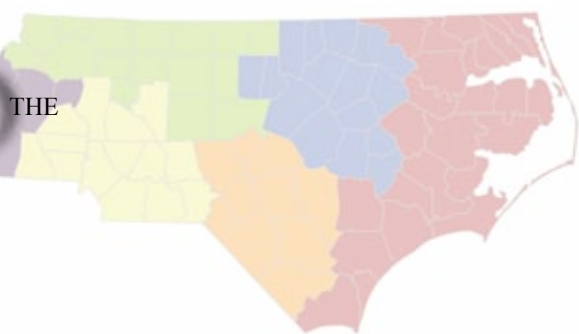
To read Barton's blog, visit www.rhahowell.org.

Sign up to receive RHA Howell's e-newsletter at www.rhahowell.org

WHAT'S HAPPENING AT RHA

AROUND THE STATE?

THE

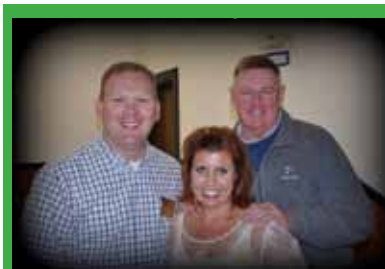


KINGSPORT STAFF APPRECIATION

The RHA Kingsport unit sponsored our annual staff appreciation event. We held a fall festival, complete with cake walks, face painting, a chili cook-off, awards, and even a "Pie-in-the-Face" game with the Program Managers and Administrator taking hits for the team!

We were fortunate to have wonderful judges for the chili cook-off. State Representative Tony Shipley took time out of his schedule to judge, along with RHA/Georgia Vice President, Margaret Gartlgruber, and our NuScript Pharmacy rep, Jennifer Purvis. We were also joined by Sullivan County Commissioner, John Gardner.

Several Home Managers and Direct Support Associates got together and formed a "party planning committee." These staff, along with clinical office staff solicited donations for door prizes. Enough door prizes were donated to ensure that each staff present received at least one prize. We also had donations of meat for the chili, chips, cake, cups, plates, napkins, drinks, utensils, chili "fixens", and whipped cream for the pies-in-the-face. We also had enough cakes and gift cards donated so that all participants received something. (Pictured right: Lori Wooten of RHA with State Representative Tony Shipley and Sullivan County Commissioner John Gardner; Lori Wooten with chili cook-off judges, State Representative Tony Shipley, TN VP of Services Margaret Gartlgruber, NuScript Pharmacy rep Jennifer Purvis)



KINGSPORT DOES THE SUSAN G. KOMEN WALK

This is the second year that the Kingsport unit has participated in the Susan G. Komen Race for the Cure 5k. We had 25 participants on the team this year, to include several of the people we serve, staff, and family members. We raised over \$1500.00 for the cause (\$1000.00 was raised, and \$500.00 covered the entry fees. Our youngest participant was 18 months, and we won't talk about our oldest!!

Petie and Sophie Wooten (children of Lori Wooten, Administrator) both ran in the mile dash and both placed second in their age division! Both sported their "Raising Hooter Awareness" shirts and TuTus.

We also tent-gated this year. We set up a canopy on the lawn with other participants. We handed out information on RHA. We also sold pink lemonade for donations for the Susan G. Komen foundation.

Christy Hale, Business Manager for our Chattanooga unit volunteered to make tutus for the team so we could participate in the "Do You Tutu" campaign. The picture of our staff participants was submitted to Komentricities.org, and was posted on their facebook page. (Pictured left from top to bottom: Petie and Sophie Wooten with 2nd place medals; The Kingsport Crew asks "Do You Tutu?")



RHA Strategic Goal
Improving Quality Through
Innovative Practices

#1

START PRESENTS AWARDS AT NADD CONFERENCE!

CONGRATS to RHA's Lisa Wolfe (NC START East), Demetra Grigley (NC START West), and Andrea Caoili (NC START East) for their stellar performance in providing services to individuals who are dually diagnosed with MH and IDD. We are glad to have such fabulous folks providing service here in NC and to be leading the way in new and innovative ways to support individuals!

RHA is Expanding our Leadership Development Program!



In 2012, RHA launched *The 7 Habits of Highly Effective People* Signature program throughout the RHA companies of ARP, Behavioral Health, Health Services, Howell and Management Services.

RHA sees the principles in the 7 Habits as a foundation in self-leadership, which is a vital step for any leader to reach their true potential. Our goal is to enhance our culture of caring and leadership.

INSIDE RHA HOWELL...

RHA Howell training team has been working hard on some new curricula for the upcoming year. We have several major training goals:

- 1) Supervisor Training
- 2) 7 Habits trainings
- Stephen Covey
- 3) Revamping our NEO training curriculum
- 4) Performance Eval Training

We are hoping that our refocus will boost staff morale, reduce turnover, and most of all continue to provide outstanding quality care for the people we serve.

*--Roger Jones, Director of Training & Operations
Jeffrey S. Gallagher
WIN Operations Manager*

Since 2012, we have trained over 130 corporate officers, vice presidents, administrators, directors and operational leadership in support departments such as Finance, Quality Assurance and Human Resources.

In 2014, RHA will invest in our Supervisors by expanding our Leadership Development Series to include them.

This group includes Home Managers, Business Office Managers, Direct Care Supervisors, House Assistants, Vocational Managers & Coordinators, IDD QP's, Behavioral Health Team Leaders, Program Managers and HR Coordinators/Personnel Managers.

Almost 500 Supervisors will learn about The 7 Habits for Managers, with the goal of helping this group better understand RHA, and expose them to important leadership tools to help become the best leaders they can be. For more information, please contact Bob Turner at:

bturner@rhanet.org or
828-398-6208.

GO GREENSBORO!



The following is a letter submitted to the Greensboro News and Record:

The majority of us, I suspect, found the latest snowstorm to be a time for rest and play, catching up, and perhaps a bit inconvenient and scary at times. But our emergency and essential services personnel, as well as those who care for the most vulnerable in our community, were working much harder than usual, often in dangerous circumstances and sacrificing sleep, time with their families, etc.

I want to specifically express my profound gratitude to the staff at RHA/Howell's Group Homes, who care for my son Jonathan at the Rollingwood house. At a parent meeting yesterday I learned about all the emergency transportation that took place to get staff where they needed to be and the heroic "pitching in" that was done by all levels of staff to make sure that Jonathan and all the other clients stayed safe, warm, dry and fed during the bad weather. These staff work hard all the time with individuals who often cannot show appreciation, so I try to thank staff both individually and publicly very often. Now seems an especially good time to let Greensboro know how deeply I appreciate their supreme dedication and special care. Thank you, RHA Howell's!!

Submitted by: Kate Hood
Assistant to the Vice President for
Advancement
Guilford College

For the latest news and updates visit: rhowell.org • rhabehavioralhealth.org • rhahealthservices.org