

MAY 2019

RHA

DEFINING QUALITY & SETTING THE PACE FOR EXCELLENCE IN HEALTHCARE



RHA Behavioral Health North Carolina Issued CARF Accreditation



CONTENTS

- 2 *COMPANY News*
PROACT Conference 2019
RHA welcomes Prolex Medical Services
and Carteret Counseling
- 3 *INTEGRATED Care*
The IDD Nurse-Our changing role
- 4 *LATEST Updates*
Tennessee News from TNCO
Caldwell C3 Comprehensive Care Center
- 5 *EMPLOYEE Spotlight*
Taylor Tanner, DSP
COMMUNITY Partnerships
Century Harvest Farm Foundation
Special Olympics
- 6 *AROUND The Company*
Dream Jobs Really Can Come True
- 7 *COMMUNITY & Jobs*
Walmart fun
RHA- Top 10 Volunteer at NC Food Bank
"Can do it" attitude earns Jordan a job!
RHA Launches Community Life Experience
- 8 *CHANGING futures*
*The Community Alternative
Program for Children (CAP/C)*
No words needed: Grayson forms unique
bond with NC State Mascot Ms Wuf
"Super Kid" Emmett

We are pleased to announce that RHA has received a 3 year accreditation from CARF International for specific programs located at 24 sites in North Carolina. Carmela Phillips, MBA, CCP/Executive Director of Compliance & Quality Assurance for RHA Health Services says, "CARF accreditation of these six key substance use services signifies RHA meets the best practices for clinical and person-centered supports. This is the highest level we could have received and are proud of the positive feedback both verbally and in writing regarding the quality of our services."

Programs falling under the accreditation

- *Crisis Stabilization: Mental Health (Adults)*
- *Day Treatment: Alcohol and Other Drugs/Addictions (Adults)*
- *Detoxification/Withdrawal Management: Alcohol & Other Drugs/Addictions (Adults)*
- *Intensive Outpatient Treatment: Alcohol & Other Drugs/Addictions (Adults)*
- *Outpatient Treatment: Integrated: AOD/MH (Adults)*
- *Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)*

Jeanne Duncan, RHA Health Services CEO says, "I want to congratulate the team that worked on the 3-yr CARF accreditation. RHA received a glowing report and this accreditation was a team effort. Job well done."



One of our RHA site survey teams

"Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community", states CARF International President and CEO, Brian J. Boon, Ph.D.

CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years. www.carf.org/contact-us.



RHA has a continued focus on innovation and quality and is also the longest-standing company with continuous Council on Quality Leadership (CQL). RHA is CQL accredited for all of our I/DD programs, and most Behavioral Health programs.

For the latest news visit:
rhahealthservices.org



For more information on CARF & CQL contact: Carmela E. Phillips, MBA, CCP
Executive Director of Compliance & Quality Assurance cphillips@rhanet.org

ProAct Conference 2019

The first annual ProAct Conference was held in High Point, NC on March 6, 2019 with Jeanne Duncan delivering the keynote message. RHA has committed to hold an annual conference for all certified instructors and instructor trainers with the goal of continuous learning, focus on related clinical content, and opportunity for Instructors to share and learn from each other.

In 2017, RHA created ProAct, a person-centered, trauma informed, integrated training program to develop employee competence in crisis prevention and intervention. Following approval by NC DMH/DD/SAS, ProAct was launched in early 2018 with initial emphasis on training and certification of Instructor Trainers and Instructors.

As a part of the ProAct Launch Plan and based upon the 2018 implementation experiences, a complete curriculum review and revision was conducted. Curriculum feedback was solicited from RHA Leadership, RHA employees, ProAct



Instructors, and the Instructor Trainer Team. The initial writing team members for the 2019 Edition included: Genny Pugh, Eric Gabriel, Roger Jones, Dotty Bell and Ken Martin. The draft review and field test team members were: Ken Martin, Erika Odom, Herb Smith, Cristin Parrish, Bennedeta Kelly, Ron Hawkins and Kenya Rankin.

RHA's ProAct 2019 Curriculum provides competency- based training, influenced by evidenced based practices and committed to promoting non-violent practices and supporting person centered approaches. As of March 15, 2019, there are 8 certified Instructor Trainers and a total of 53 certified Instructors training.

For more information contact nellie.galindo@rhanet.org

RHA Welcomes Prolex Medical Services

RHA Health Services is happy to announce the acquisition of Prolex Medical Services, a provider of Intellectual Disabilities and Developmental Disabilities (I/DD) services in Chattanooga, TN. Prolex joined RHA in March 2019. Betty White, RN, past President/CEO of Prolex, says, "As my retirement drew closer, I couldn't have chosen a better company to acquire the clientele and employees of my company. I've been associated with the RHA leadership through consultation, both professionally and personally, since their inception to Tennessee services in 2001. I highly support the merger and look forward to RHA's ongoing success, dedication and care of the I/DD individuals we have served for the past 20 years."

RHA began offering services in eastern Tennessee in 2001. Since then, our I/DD services have expanded to include ICF, Waiver, ECF Choices, Vocational Supports, and will soon offer mental health and substance abuse services in TN. "I am pleased to welcome the Prolex team to the RHA family," said Nick Sulaiman, President & CFO of RHA Health Services. "Prolex is a very reputable provider in Tennessee, and we look forward to continue working with persons-supported, families and guardians, local leadership, employees, as well as state and community partners to ensure a smooth transition."

RHA Acquires Carteret Counseling

RHA Health Services acquired Carteret Counseling, a private counseling clinic located in Morehead City, NC in March.

RHA will provide Substance Abuse Intensive Outpatient Services (SAIOP) which is a structured individual and group addiction service that assists adults and adolescents to begin recovery and learn life skills for recovery maintenance. Medicaid, Tricare, IPRS and BCBS insurance will be accepted.

For more information contact: rachel.kilgore@rhanet.org

The IDD Nurse

Our Changing Role In Integrated Care



Robin Correll, Vice President of Nursing at RHA Health Services and Alena Davis, Corporate Director of Nursing recently presented "*The Changing Role of the IDD Nurse in Integrated Care*" at the North Carolina Provider's Council Conference, held in Greensboro, NC.

"It was a privilege to partner with the NC Provider's Council to help fulfill the mission of the Developmental Disabilities Nurses Association (DDNA) to foster the growth of nursing knowledge through support, education, and advocacy for Intellectual and Development Disabilities (IDD) nurses throughout the state," said Correll.

"RHA nurses are trained to perform integrated care with our Intermediate Care Facilities (ICF), but many other providers and states don't have on-site 24/7 nursing staffs. This can become a challenge because *the IDD nurse needs to serve as a gatekeeper and educator with the local physicians, hospital networks, and communities.*



L-R Ms. Davis, Ms. Correll

There is also a challenge nationwide in even training young nurses to serve people with IDD. *Most nursing schools in the United States don't have specific tracks dedicated to the IDD field so it becomes essential that those of us trained in IDD nursing help these young nurses.* It is important that we serve as a visiting professor to our local universities and community college nursing programs and participate in local and national forums, conferences, and teaching webcasts. RHA Health Services also currently provides specific training and mentoring supports to our nurses when they join the RHA team.

A third *very real challenge is the national nursing shortage* which we expect to go well into the 2030's. Nurses in the IDD field don't always get paid like other fields due to the reimbursement model, making training our direct support medical technicians even more important.

"Anytime you get the opportunity to promote the excellence of our profession and share the RHA culture of care and compassion... it allows us to improve the quality of services for those we support," said Davis. "All while continuously building upon and growing our network of support through other people, providers, and leaders."

For More information about RHA Nursing contact:

Robin Correll, VP rcorrell@rhanet.org or asmith@rhanet.org



Events Calendar





For more information on our Tennessee programs contact:
 Lori Wooten, MBA RHA Health Services State Director of Operations, TN
 and TNCO Governmental Affairs Co-chair lwooten@rhanet.org

TNCO Leaders Meet with Governor Lee About FY 2020



Several of TNCO's leaders met with Governor Bill Lee. We thanked him for including the \$34 million in his FY2020 budget to maintain the \$10 average hourly DSP wage appropriated by the legislature last session. In the picture above are from the left Finance & Administration Commissioner Stuart McWhorter, DIDD Commissioner Brad Turner, Sen. Becky Massey, *TNCO Governmental Affairs Co-chair Lori Wooten of RHA Health Services*, Governor Bill Lee, TNCO Governmental Affairs Co-chair Walter Rogers, TNCO President Melanie Keller, TNCO President Elect Donald Redden and TNCO Executive Director Robin Atwood.

TNCO 40 Rutledge St. Nashville TN, 37210
 T 615.736.6090 or 877.265.2064

Governor Lee Includes \$34 Million In Budget To Maintain \$10 Hourly DSP Wage

Governor Lee presented his fiscal year 2020 budget recommendation earlier this week to Tennessee's General Assembly during his first State of the State Address. Included in the budget is \$34 million in state and federal matching funds to maintain the \$10 hourly wage reimbursement to providers for their DSPs. Of these funds, \$5.95 million in state dollars and \$11.23 million in federal revenue is nonrecurring. Governor Lee also recommended several cost saving measures to the General Assembly. These will not impact DIDD services. They are:

- \$26.9 million in state and federal funds related to waiver attrition;
- \$5.5 million in state and federal funds to match waiver funding to current utilization trends with no impact to current service levels;
- \$524,000 in state and federal funds to reduce the costs of departmental operations with no impact to current service levels.

The Governor's budget recommendation also included \$26.8 million in recurring state and federal funds to expand the ECF CHOICES program.



Behavioral Health, Crisis Stabilization Services, Outpatient Care & Recovery Support in Western NC

The Caldwell C3 Comprehensive Care Center provides treatment and support services regardless of where you are in your recovery journey. If you need help with mental health, substance use or other wellness issues, please call us or just stop in. No appointment is necessary. The Caldwell C3 Center offers the very latest in integrated behavioral healthcare with a varied continuum of services to meet your needs. We provide intensive therapeutic interventions and crisis services, a diverse range of outpatient programs, a Recovery Education Center (REC) and Peer Support Services to help you reach and maintain your wellness goals. Our goal at the Caldwell C3 Center is to provide a foundation for recovery and help people achieve stable, sober, independent lives within their communities.

2415 Morganton Blvd., SW Lenoir, NC 28645
 Ph: (828) 394-5563
www.rhahealthservices.org/caldwell-c3/

Taylor Tanner, DSP



Adairsville, Georgia

We have a fabulous staff and team at the Barnsley Home in Adairsville, GA. Direct Support Professional (DSP) *Taylor Tanner* is certainly one of them!

Taylor goes above and beyond to make sure that the people she serves are treated with dignity and respect. It is also very important to her that they enjoy all kinds of life experiences. She loves to plan fun events like a field trip to the *Tellus Museum* because these activities provide hands-on experience with science and promote new learning opportunities.

This past Halloween she not only dressed up, but made sure that everyone had a costume. The home was beautifully decorated in full Halloween decor and there was plenty of candy to pass out to their neighbors!

Taylor is a "team" player and loves providing a sense of community for everyone at the group home. Outside of the work place Taylor enjoys spending time with her family and friends. She loves the theater and is currently acting in a dramatic play. As you can tell in her picture she has a bubbly personality and she enjoys life. Thank you Taylor for the dedication to our home and the positive energy that you bring our way.

RHA Georgia provides a full continuum of residential options for people with disabilities to live in a safe and healthy environment. Our goal is for people to achieve the highest level of independence at home and in the community. Our interdisciplinary teams work closely with family members and guardians and we encourage involvement in all aspects of their loved one's lives.

For more information about our Georgia programs: contact Euvelia.Brock@rhanet.org

RHA We're Hiring!
DSP's
 Competitive pay and great benefits!
www.RHAJobs.com



Greenback, Tennessee

Located on a sprawling farm, *Century Harvest Farm Foundation's* mission is to end food insecurity and improve the health of rural East Tennessee communities. They believe all individuals and families deserve access to safe, healthy and nutritious food. They seek to change the way rural East Tennessee eats and farms by empowering and engaging with people from all backgrounds, engaging leaders and the public, developing practices in sustainable agriculture and driving choices that benefit the health of our communities.

Audrea, Danielle, and Wayne who are supported by RHA employment programs, participated in a 40 day internship which has proven to be an invaluable experience.



They learned how to harvest food, prepare it for distribution, and how to take it to market. They are now able to understand and follow recipes and have also learned new skills such as canning. As a result of their participation in this internship, Audrea and Wayne have been hired and are earning \$13.00 per hour! visit www.centuryharvest.org



New Bern, NC



Submitted by Laura Marcum

RHA River Bend athletes participated in Craven County Special Olympics Basketball Individual Skills competition on February 19, 2019 at West New Bern Recreation Center. Mary Dwyer, Life Guard and Special Olympics Coach is pleased to announce the River Bend Adult Athletes who placed in their individual events:

- Randy P – First Place, Christopher S – First Place, Leo w – Third Place
- Mariah C – First Place, Derek M – Third Place, D George – Third Place
- Richard E – First Place, Alex L – Third Place, Tyler P – Third Place
- Ashton S – Third Place, Devin M – Second Place, Sam H – Third Place
- Jawaun J – Third Place

Dream Jobs Really Can Come True!

The question that Susan says changed it all for her was when her Employment Specialist and IPS Team Lead, Erica Denmark, asked her to forget about money or any other barriers she could think of- *What was her dream job?*



Susan replied, "To establish Asheville's first toy-lending library and play center." She volunteered with a similar library when she was raising her boys in Upstate NY. She dreamed of creating a service for her new community in western North Carolina. Once the idea was out in the open, it just had to be realized!

Beginning in January of 2017, Susan and Erica worked together and with other team members to brainstorm and create an action plan. Susan took advantage of free business classes and workshops offered through the **AB-TECH Business Center** and **Mountain BizWorks**. They helped her develop the concept and the right business structure for her.

Although an affordable and accessible location has yet to reveal itself, the mobile unit DID in April of this year.

Susan discovered a mobile unit in Joplin, Missouri stocked with quality educational toys! She followed her heart by purchasing it with savings and had it delivered to Asheville by tractor trailer. With the interior and toys in pristine condition, Susan focused on necessary mechanical repairs/upgrades while giving it a much needed exterior makeover. This included fifty-one hours of personally removing the original design using a heat gun, viewing "how to" You Tube videos, and reaching out to numerous vehicle painting/repair, RV, and signage businesses for help. With support from these local businesses, her IPS team, and sons (who created the vinyl wrap design), the Toybrary



"mint julip" colored bus rolled out of the shop July 19th to the delight and amazement of all!

RHA Health Services Employment Services/IPS Services
Contact Laura McIlvaine, laura.mcilvaine@rhanet.org

Asheville, NC



The Toybrary of Asheville is thrilled to announce our mobile unit will be cruising through our community encouraging us all to unplug and play!

The Toybrary's soft community introduction and ribbon cutting was August 2018. Since then you can find her at many local festivals and events across Buncombe County.

Currently the most difficult aspects of her dream is cataloging all the toys and growing her business. She is also continuing to increase her IT skills to *create a digital inventory of over 300 items* that will be linked to the website .



Susan says "*the best outcome from this process has been regaining confidence in myself*". While Susan still experiences difficulty accepting personal limitations due to mental and physical health conditions, she finds it immensely gratifying to see her dream of bettering her community come to fruition.

"I have my RHA support network to thank for this and I want other RHA clients to learn from my story: Play outside the box of possibilities and GO for that dream!"

www.toybraryavl.com [FB@AVLplays](https://www.facebook.com/AVLplays) 828.367.4614

RHA is dedicated to enhancing the quality of life of people with mental health and substance use issues. Work plays a central role in recovery, so our goal is to help people gain and retain employment. We use a person-centered holistic approach and are trained in the best practices model. As you begin your journey into the IPS program, you are taking an important step toward working independently and finding employment that fits your interests, abilities and preferences.

Out and About in the Community

Kingsport, TN

Michele Godsey, a Direct Support Professional (DSP), has been with RHA Kingsport for 6 years. She and Allison A. met through the *Employment and Community First (ECF)* program which is committed to community integration. Allison has made many new friends in the community and says one of her favorite things to do is seeing her friends at WalMart!!

Today we had the upmost pleasure in meeting Allison and Michele! Both of them are the sweetest customers! Thank you for stopping by and letting us know just how much you love our Facebook page! #TeamWalmart #IHeartCustomers



Love Comment Share

The Employment and Community First CHOICES program is administered by TennCare through its contracted managed care organizations. It offers services to people with intellectual and developmental disabilities. Services in the program will help people become employed and live as independently as possible in the community.



Food Bank of Central & Eastern North Carolina
@FoodBankCENC



"RHA Health Services donates their time every week to make sure we ALWAYS have produce bags ready to nourish families. In fact, they made our Top 10 Volunteer Partners last year, across the entire Food Bank! Thanks y'all! "

"I Can Do It" Attitude Earns Jordan A Job!

Raleigh, NC

RHA Employment Specialist, Lorraine McQuire, discussed options with Jordan about employment opportunities. They began by seeking an entry level position with a printing company because of Jordan's interest in design. However most prospective employers explained they were cutting staff, not hiring!

Undeterred, she and Jordan discussed other options and found an open position at the Regal Movie Theater in Cary, NC. Jordan excitedly interviewed with Craig, one of the managers, who was very impressed with his *"I can do it"* attitude. Craig saw Jordan not just a person in a wheel chair, but as a typical, energetic young man. Jordan was promptly hired and this is what he has to say about having a job.



"I love being out with people, I have more to talk about at home and I enjoy having a purpose. I also think having this job helps my mom, who has done so much for me all my life. Mom loves seeing me become independent and take on responsibilities."

For more information on the RHA Employment Services program contact: Lorraine McQuire, lorraine.mcquire@rhanet.org

RHA Launches Community Life Experience

Twenty-five people participated in *RHA's Community Life Initiative*. Discovering the unique identity of a community helps to connect and engage empowering the organization to be a bridge to opportunities. Each community holds unique opportunities including valued businesses, parks, organized community groups and most importantly talented people. Mapping encourages us to be powerful advocates for the transformation of the community we live and creates opportunities for meaningful connections.





Community Alternative Program for Children (CAP/C)

No words needed: Grayson Ketchie forms unique bond with NC State Mascot Ms Wuf



Bridget Condon, WTVD

It all started at an N.C. State women's basketball game in November 2014, when Grayson Ketchie was 3 years old.

Grayson was fussy, so his parents brought him into the hallway and that's where a friendship sparked.

Grayson is non-verbal and considered medically fragile. He was born prematurely and adopted at birth. As a baby, his parents tried to communicate with him by teaching him sign language. It wasn't until a Friday night at Reynolds Coliseum when Grayson communicated for the first time to Gus Camille, a former Ms. Wuf, who was dressed as the mascot that night.



Grayson, his parents, and Ms Wuf

Since then the two have become best friends-- even without speaking. "For two people that didn't talk to each other Grayson and Ms. Wuf had an instant connection," Camille said. "It was just easy."



Camille said Grayson knew who she was even outside of costume. She said she can't explain it but he just knew.

Grayson and Ms Wuf (Camille)

Camille visits Grayson in the hospital and even joined the family on their Make-A-Wish trip to Disney World this summer.

"He gives us more than we could ever give him," said N.C. State volleyball coach Linda Hampton-Keith. Always fighting, never alone...a N.C. State motto that Grayson lives by as he continues to fight for his life.



RHA Case Manager Kim Stotz, RN has been working with Grayson and his parents since 2012.

"Super Kid" Emmett Medici



Emmett was born with dozens of bone fractures. He was diagnosed with Osteogenesis Imperfecta (OI) shortly thereafter. OI is a genetic bone disorder characterized by fragile bones that break easily. It is also known as "brittle bone disease." The term literally means "bone that is imperfectly made from the beginning of life." A person born with this disorder is affected throughout their life time.



The Medici's have been with the RHA CAP-C program since November, 2014. CAP/C provides home and community based services to medically fragile children under age 21 in North Carolina. These children are at risk for long term hospital care because of their medical needs and CAP/C provides in-home programs that allow them to stay home with their families.

Case Manager Christy Fitzgerald RN, has been working with the family for over two years. This was the first of her CAP/C families to participate in *Consumer Direction*, which is a self-direct model of care that allows flexibility and decision-making authority over what services and supports they receive.

Emmett is a "spokes-child" for Levine Children's Hospital. He loves school, cub scouts, playing video games with his big brother, swimming, and superheroes!



For more information about CAP/C contact: John.gibbons@rhanet.org 888.207.7828

Executive Editors

Bob Turner
Tyler Donaldson

Graphic Design
Debbie Valentine

Comments, suggestions
or questions contact:

marketing@rhanet.org