



## *From the Director...*

By Dale Woods, Ed. D., Director

During the past few months, I have reviewed the Office of Inspector General's report of our person-centered approach to services that was completed in April of 2007 with all SWVTC employees. I hope that these meetings were helpful to you as you attempt to implement this somewhat different way of thinking about how we interact with the persons we serve. The meetings were helpful to me in that they provided an opportunity to talk with all of you. I came away from the meetings with renewed respect for your work and with hope for our ability to incorporate person-centered thinking throughout our facility.

As a follow-up to the discussions we have had regarding implementation of person-centered concepts, our staff development department will begin a series of case study seminars with each work group. These meetings will begin with direct service providers in residential and habilitation services and will eventually include all work areas. Examples of real life work situations will be presented for group and individual discussion. The sessions will be followed by measurement activities to see how we are implementing the ideas developed in the case study meetings.

I think that this case study approach may be something that you will enjoy. It should provide an opportunity for each work group to spend some time together thinking about important work topics and developing efficient ways to respond to typical issues that you face during the workday. Hopefully, this different approach to training will help us take another step toward full and effective response to the issues identified in the OIG report. Please let me know how the case study sessions are going as I see you out on campus.

## Shrewsberry Assumes Role of Assistant Director of Administration



When asked about his immediate plans for Administrative Services, Dennis Shrewsberry states,

"I plan to spend time actually working in some of the administrative areas, to get to know the people better and become more familiar with all of the excellent work they are doing. In this way I can listen and learn, and get a clear idea of what may be needed as we move forward. I also will emphasize teamwork, and continue the efforts we've made to instill a spirit of interdepartmental communication and cooperation. Finally, I will work closely with Dr. Woods, our managers and employees, and the individuals who live here toward developing, implementing, and evaluating our facility-wide strategic goals and initiatives; so we can preserve and expand the tradition of quality services we have worked for so many years to build."

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*Timmy B. prepares to bowl a strike!*

## Bowling Club

By Olga Jewell

Spirits are high and everyone is ready to have some fun every Wednesday when the Bowling Club (led by Olga Jewell) heads to the lanes. The Bowling Club boasts 22 members, 5 of which are new to the club. Everyone's skills have improved and some who started out using a ramp are now able to roll the ball.

In 2008, the high scorer was 6B's Thomas B. (92), with Johnnie H. (88) from 6D coming in 2<sup>nd</sup>. For those that use the ramp Hope B. (88) from 5B is the high scorer with Cheryl D. (83) from 6D coming in 2<sup>nd</sup>.



*Samantha L. obviously enjoys the Wednesday bowling club trips!*

## Work Program Takes on SWVTC Cardboard Recycling

Several of the men on 12A have taken over the cardboard recycling. They will daily pick up cardboard at Building 2, and as needed on Buildings 3, 9, and 10. If anyone needs cardboard pick-up call 12A at ext. 156, call Bill Bryant at ext. 153, or e-mail Dylan Edwards, Greg Kemp, Bryant Neff or Bill Bryant. Thanks for helping with this work opportunity for those involved.



## Snow Tubing at Winterplace

The guys on 7A and 6D enjoyed a trip to Ghent, WV, Wednesday, January 21. The weather was perfect for snow tubing at Winterplace resort. The staff at Winterplace was incredibly helpful and everyone had a blast!!

After working up an appetite everyone enjoyed lunch at Ryan's in Princeton, WV.



# SWVTC Guidelines for Money Follows the Person Community Living

By Susie Spraker, Money Follows the Person Community Liaison

## Staff interested in becoming a provider:

Staff persons are not allowed to discuss future placement with a resident's family. No contact regarding any particular resident of SWVTC shall take place until the potential provider is licensed as a waiver provider. After a staff person's home is licensed (approved), then a staff person may express to the resident's social worker that he/she is interested in a particular resident.

When a staff person expresses an interest in becoming a waiver provider for a resident, it is important to determine if one wants to become a provider working with a private agency, working with a public agency (Community Services Board) or become licensed on your own through the Department of Mental Health, Mental Retardation and Substance Abuse Services.

*Staff persons are not allowed to discuss future placement with a resident's family. No contact regarding any particular resident of SWVTC shall take place until the potential provider is licensed as a waiver provider.*

To obtain information on what you need to do, you need to contact Steve Patrick, Wanda Earp and the Community Services Board where you live. There is a list of private providers on the DMHMRSAS website if you choose to select a private agency in which to become licensed. The three resources listed below will help you learn which is best for you.

1. Contact Steve Patrick, Office of Licensing, DMHMRSAS, at (276)676-5790, for questions regarding the process to become a licensed provider. An application for a license is available online by going to the website at [www.dmhmrzas.virginia.gov](http://www.dmhmrzas.virginia.gov), and clicking on "licensing".
2. For additional information on waivers and agencies that certify providers, call Wanda Earp, Community Resources Consultant, at (276)669-7762 or e-mail her at [wanda.earp@co.dmhmrzas.virginia.gov](mailto:wanda.earp@co.dmhmrzas.virginia.gov).
3. A potential provider may also contact Susie Spraker, SWVTC, ext. 242 for information.

## Money Follows the Person Procedures for Community Residential Living:

1. When an SWVTC resident or AR expresses an interest in placement through MFP, a referral will be made to the individual's Social Worker (SW) to discuss the discharge process. The SW will notify Susie that an inquiry has been made. No SWVTC staff should discuss waiver placement with the resident/AR/family until all arrangements have been made to pursue placement.
2. The SW will schedule a meeting between the resident/AR, the SW, the CSB Case Manager who serves the individual, and Susie. The CSB Case Manager will inform the AR of all placement options at this time. Susie will inform the AR of the MFP process and the Social Worker will proceed with regular placement duties.
3. Susie will work with the resident/AR, the CSB and the provider of choice to facilitate the discharge plan. She will keep the SW informed of the status of the placement.
4. When the Resident and AR have agreed to placement and have selected a provider, Susie will refer the case to the Social Worker to proceed with the pre-discharge review and the active discharge process.

## Role of the Social Worker:

The role of the SW in the MFP process should be much the same as past placements and to ensure the resident/AR/family is comfortable with the process.

## Role of the Liaison:

Susie's role in the process is to educate the community at large, including residents, ARs and families of the opportunities available under the MFP initiative, and to facilitate placements when there is family interest. Susie may also help the family learn more about available placement options, help them through the process of selecting a provider, and serve as troubleshooter for issues that arise.

## Calvin's Corner

By Calvin Griffith, New Horizon Program Manager

One of the most frequent complaints managers hear from their staff has to do with not being able to get time off when they want it, especially on short notice.

Unfortunately, there aren't any easy answers to this problem. Resident needs dictate that a certain number of direct support staff be at work around the clock, 365 days per year. This makes it very tough to schedule leave, and no one ever gets every day they want. Our line of work just makes this impossible to achieve.

However, there are some things that all Direct Support staff can do to better their chances of getting time off. Here are a few suggestions:

- Report to work when you are scheduled to be here! We have to provide a "buffer" when approving leave to account for unexpected call-ins. If the frequency of call-ins were less, we could lower the buffer, which would allow more leave to be approved.
- Try your best to schedule appointments on rest days or before/after work. Again, this improves the overall numbers, keeps you from using your leave, and creates a better chance for everyone to get the time off approved. When you must have an appointment during work time, try your best to work as much of the day as is possible.
- Put in leave requests on a regular basis, leave yourself lots of options. If you are making plans, try your best not to limit yourself to just one day. Be flexible; if you can't get one day, you might get a different day. For instance: many staff members always submit leave requests around their "one day" rest days. Due to the volume of requests for these days, they get closed out pretty quickly. Instead of putting in for these days, why not put in for a different day in the same week? You might not get two days together, but you might get a different day that would give you a break during the week. Your chances for approval would probably be much greater.
- Work with other staff. Very often, if you can't get approved leave on one shift, you can get it on another shift. All you have to do is find a co-worker to switch shifts with you, and then you can get the leave approved on the different shift. Don't hesitate to ask about this option. Be willing to switch shifts with other staff when they are in need; they in turn will be more willing to help you out in your time of need. This also applies to trades with other staff. Often times, you can help each other out by switching rest days. If you have questions about how to go about this, ask your supervisor or Program Manager.
- Consider changing rest days. If you must have a particular day off, you can consider switching a rest day. Just ask your Program Manager; you would be surprised how many times this may actually help coverage! This is an especially great option for staff persons that have low leave balances, as it keeps you from using your leave.
- Submit leave requests in a timely fashion. Be sure to put in your requests in plenty of time, at least 2 - 3 weeks prior to the day. Remember, leave requests for the first half of every month are considered at the middle of the preceding month. Example: leave requests for March 1 - 15 will be looked at around Feb. 15th. Leave requests for the second half of each month are considered at the first of the month. Example: leave requests for March 16 - 31 will be looked at around March 1st. Your chances of leave approval are significantly less if you submit your request after these time frames.
- Keep a high annual leave balance: Leave requests are **not** prioritized by date entered. They are **not** prioritized by seniority. They **are** prioritized by your annual leave balance. The higher your annual leave balance, the better chance you have of getting a day off. Unless you are in danger of losing annual leave, you should use your family personal or compensatory leave prior to your annual leave, letting your annual leave balance build up! Staff persons that have so much annual leave that they are in danger of "losing" annual leave should submit leave requests throughout the year.
- Ask for Help! The great majority of the time, something can be worked out if staff is willing to ask for help and work with others. Don't hesitate to ask for help, especially if you don't fully understand the process. Your ATS, Case Manager, Assistant Program Manager, or Program Manager can give you options to explore and assist you in achieving your goals.

I hope these suggestions prove helpful, feel free to let me know if you have questions or need assistance with this process, and GOOD LUCK!!

## SWVTC Bariatric Support Group

If you are interested in learning more about Bariatric Surgery or have had Bariatric surgery, there is a Support Group forming here at SWVTC. Our first meeting will be **Friday, March 13, 2009**, at 6pm in Building 1 classroom. We will meet on the 2<sup>nd</sup> Friday of every odd month (March 13, May 8, July 10, Sept 11, and Nov 13). For more information, contact **Wanda Semones, RN; Carole Everhart, FNP;** or **Patricia Bullion, Staff Development.**

## *A Word from Common Health ...*



## Your Cost for Wellness Benefits = ZERO! The Value of Better Health = Priceless

(Please let physician know to charge as Wellness)

Giving you the benefits and programs you need to take good care of yourself is a priority for the Commonwealth of Virginia. So is removing any obstacles when you want to take extra steps to improve your health. That's why all the wellness services included with your health plan are FREE!

### Routine Wellness Services – Covered at 100%

One each plan year:

- Routine annual check-up
- Routine immunizations (such as flu, pneumonia, hepatitis B, or human papillomavirus/HPV)
- Routine lab work (such as cholesterol or blood glucose test)
- Routine x-rays (such as bone density screening)

Plus:

- Two routine dental check-ups per plan year
- Up to four Employee Assistance Program (EAP) visits per incident

### Preventive Care Tests & Screenings – Covered at 100%

- Gynecological exam and Pap test
- Routine mammography screening
- Prostate/digital rectal exam
- Prostate specific antigen (PSA) test
- Colorectal cancer screening/colonoscopy

### **Future Moms | 800-828-5891**

Expecting? After you tell your family and friends – tell us! Future Moms gives you access to a registered nurse who is just as committed to a healthy pregnancy as you are. Call 800-828-5891 as soon as you know you are pregnant.

When you enroll, you'll receive a prenatal kit, including a book that explains what to expect over the next nine months. A Future Moms nurse is there for you throughout your pregnancy, all the way to post-natal support. It's free, confidential, and one of the best things you can do for yourself and your baby.

### **ConditionCare | 800-445-7922**

This program may be just the support you need if you or someone in your family is dealing with one or more of these conditions:

- Asthma
- Chronic obstructive pulmonary disease
- Hypertension (high blood pressure)
- Coronary artery disease (CAD)
- Diabetes
- Heart failure (HF)
- Hyperlipidemia (high cholesterol)
- Metabolic syndrome
- Obesity

ConditionCare is included with your health plan at no cost and gives you unlimited access to a nurse to answer questions about your condition. You'll also learn about ways to take better care of yourself. You may receive a call from ConditionCare to tell you more about the program and how to participate. To be sure they're talking to the right person the caller may ask you to verify your address or date of birth – whichever makes you most comfortable. If you're interested in participating, simply call 800-445-7922 to get started. It's free, voluntary, and completely confidential.

### **24/7 NurseLine | 800-337-4770**

Health questions and concerns don't always follow a 9 to 5 weekday schedule! Sometimes you need answers right away, even in the middle of the night. The next time you have a health question, why not ask a nurse? Simply call 800-337-4770 for the 24/7 NurseLine. It's free, confidential, and there any time. You can also listen to recorded information about hundreds of health-related topics. Just call 800-337-4770 and Press 2. For a list of topics, go to [www.anthem.com/cova](http://www.anthem.com/cova) and select the Special Programs tab. Or ask a nurse when you call the 24/7 NurseLine. And don't forget the...

### **CommonHealth Employee Wellness Program**

It's another way to help you get and stay healthy, at no cost to you! Here's a list of services – visit [www.commonhealth.virginia.gov](http://www.commonhealth.virginia.gov) to get the details.

- Quarterly health program – educational, fun, and brought right to your agency.
- Onsite health screening every two years – check your blood pressure, cholesterol, diabetes risk and body mass index (BMI).
- QuitForLife® tobacco cessation program – including free patches and gum to help you quit. Call 1-866-784-8454 to get started.
- Weight Watchers – four different options for joining the program.
- Fitness center discounts.
- The Compass newsletter – published monthly and posted on the CommonHealth Web site.

## Keeping Up with Coworkers ...

### Thank You

My deepest thanks to everyone for their kind thoughts and prayers, food and money during my surgery.

**Ima Lindsey**, New Horizon

I would like to express a huge thank-you for all your thoughts, prayers, and expressions of kindness during my recent recovery. You are all a great bunch of people and I am very blessed to know you all.

**Parke Quesenberry**, Program Manager, Connections

### Illness/Injury

Get well wishes to **Sharlene Rice**. Hurry back we miss you!

8B Staff and Gentlemen

### Comings and Goings

Welcome **Deborah Sexton** to the 8B Team!

8B Staff and Gentlemen

- New Horizon welcomes new employees **Kathy Dowdy** (12B, 3<sup>rd</sup> shift) and **Paul LaGrasse** (12A, 2<sup>nd</sup> shift).
- Welcome to **Mary Tester** who transferred from Connections to New Horizons, and best wishes to **Ashley Coble** who transferred from New Horizon to Connections.

## Time Travel – Who's Who

*Can you guess who this is?*

Answer: **Bruce Parker!**, Case Manager, Connections 5A and 8C



Please complete the survey on the next page and return by Feb 25!!!  
Your opinion is very important!

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The Employee Events Committee would like your opinion on the events that we offer and how we can improve.

**Please answer the following questions, and return this page to Deborah Lowe by Wednesday, February 25.** Results will be published in a later edition of the *UPDATE*.

1. Please check all events in which you've participated during the past year?

- Spring; cookies and card
- Picnic
- Christmas Afternoon Reception
- Fall; apples/inspirational quote
- Christmas Breakfast

2. Which event do you enjoy the most? Please rank in order from 1-5 with 1 being your favorite and 5 being your least favorite.

- \_\_\_\_\_ Spring; cookies/card
- \_\_\_\_\_ Fall; apples/inspirational quote
- \_\_\_\_\_ Picnic
- \_\_\_\_\_ Christmas Breakfast
- \_\_\_\_\_ Christmas Afternoon

3. What kind of employee events would you like to see in the future?

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4. Constructive Comments and Suggestions

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