

# The Centerpiece

May 2009

## Employee Service Awards

### ADMINISTRATION

Terry Eads – 20 yrs.  
LeAnne Jackson – 20 yrs.  
Wayne Cannon – 15 yrs.

### MANAGEMENT INFORMATION SYSTEMS

Yvonne Abernethy – 10 yrs.

### VOLUNTEER SERVICES

Deborah McMillan – 10 yrs.

### FINANCE

Anita Frazier – 5 yrs.  
Terry Hock – 5 yrs.  
Marili Melchionne – 5 yrs.

### SCREENING, TRIAGE & REFERRAL

Janice Owens – 5 yrs.

### CUSTOMER SERVICE

Leshonda Holden – 5 yrs.

### ADULT SERVICES

Gwen Franklin – 5 yrs.

### CHILD & FAMILY SERVICES

Rodney Benn – 15 yrs.

### HEALTH INFORMATION MANAGEMENT

Amy Cothran – 5 yrs.  
Phyllis Wallace – 5 yrs.

### TASC

Dan Bland – 10 yrs.  
Dawn Mehalic – 5 yrs.  
Angela Ventress – 5 yrs.  
Tiawannia Coley – 5 yrs.  
Lorna Lacasse – 5 yrs.

### QUALITY IMPROVEMENT

Yolanda Jerkins – 10 yrs.  
Tonya Watts-Stewart – 5 yrs.  
Migeya Ford – 5 yrs.

### SERVICE MANAGEMENT

Tiffany Shaw – 5 yrs.

### ROXIE

Everett Mitchell – 15 yrs.  
Bernice Motley – 15 yrs.  
Joe Cromartie – 5 yrs.  
Gerald Williams, Jr. – 5 yrs.  
Juanita Miller – 5 yrs.

Congratulations  
to ALL our  
Employees who  
received Service  
Awards!!!

### **INSIDE THIS ISSUE:**

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# CCMHC Celebrates Our Nurses!

## WHAT IS A NURSE?

*A nurse is a special person,  
Kind, gentle and full of tender loving care,  
They are someone, who when you need them,  
Will always be there.  
Nurses are well educated in their profession,  
Full of knowledge and experience,  
And in times of emergencies  
They really do make a difference.  
Nurses always seem to have a calming presence,  
Even in times of much duress,  
They always seem to manage a smile  
During times of turmoil, chaos and stress,  
They may not always tell you  
What you want to hear,  
But they will do their very best  
To get you feeling better and back in good cheer.  
Nurses are truly a blessing  
And a gift for the rest of us,  
Someone we need and depend on  
And in whom we place great trust.  
They sometimes are so humble,  
Saying, "We're just doing our job",  
But you will never convince me  
They're not angels sent by God.*

*By: Bill Doherty*



A wonderful reception was provided at the Roxie Center to show appreciation for our nurses. Pictured are (left to right): Susan Swick, Rita Kilfoil, Fran Sandoval, Glenn Allen and Paula Harris

## Cumberland County Mental Health Center Nurses

Susan Swick, Nurse Supervisor II  
Edna "Faye" Williams, Practical Nurse II  
Glenn Allen, Staff Nurse  
Rita Kilfoil, Staff Nurse  
Paula Harris, Practical Nurse II  
Loria Harris, Practical Nurse II  
Susan Porter, Practical Nurse II  
Frances Sandoval, Staff Nurse  
Jill Fisk, Staff Nurse  
Alice Lawing, Mental Health Nurse II  
Beth Edwards, Nurse Practitioner  
Carol Trimmer (contract employee)

## National Nurse's Day

May 6, 2009

## National Nurse's Week

May 6 - 12, 2009

The important role nurses play in the delivery of health care cannot be overestimated. Our facilities rely on their training, experience and caring nature every day. Nurses Week provides a wonderful opportunity to celebrate the spirit of nursing and acknowledge the tireless efforts of these vital health professionals



# Mental Health Center

## Agency Update



May 2009

- ❖ The Area Director and selected staff recently attended the Spring Finance and Reimbursement Officers (FARO) conference. Also in attendance were providers and representatives from the Division of MH/DD/ SAS. The conference provides an opportunity for LMEs, the Division and providers to share information and participate in trainings on service definitions, authorization protocols, compliance, financial management, national accreditation and management information systems.
- ❖ As part of our COA national accreditation process as a Local Management Entity, surveys have been mailed to Area Board members, consumers, providers, and staff. The surveys reference the role of a Network Management Entity, which is the COA language for an LME.
- ❖ The Annual Gaps and Needs Assessment was completed, reviewed by the Stakeholder Committee (LME, provider representative, CFAC and Area Board representative), and sent to all Area Board members for their information. This document is utilized by the LME throughout the year in planning protocols and quality management activities.
- ❖ The Area Director attended a semi-annual luncheon meeting with Congressman Mike McIntyre and members of his staff. The Area Director serves on Congressman McIntyre's "Health Care Advisory Committee". Topics included rural health, mental health, prescription drugs, Medicaid, tri-care insurance and the President's Health Care Reform proposal. Others in attendance were physicians, hospital administrators, dentists, pharmacists and other health care providers from the district.
- ❖ LME staff participated in workgroups and committee meetings with the Division and N.C. Council of Community Programs, including the QI Forum, Staff Qualifications Committee, Provider Relations Forum, Care Coordinators Forum, Area Directors Forum, Provider Monitoring Tool Committee and MIS Directors' Forum.
- ❖ The Area Director and selected staff participated in a meeting with the Division and other LMEs to discuss provider contracts for state funded services and other matters of interest. The Division will not be making any changes to the state standardized contract for providers during the next year.

# Mental Health Center

## Agency Update

May 2009

- ❖ The Area Director and selected staff participated in a “breakfast meet and greet” at Womack Army Medical Center. Colonel Frederick Dubois, newly appointed Chief of the Dept. of Social Work hosted the event. Brenda Reid-Jackson, Director of the Cumberland County Dept. of Social Services and staff were also in attendance. Various topics of interest were presented and discussed.
- ❖ Provider Relations held its monthly provider meeting on Monday, April 6, 2009 at 3:00 P.M. A total of Fifty-eight (58) providers from various agencies and five (5) staff attended the meeting. Topics covered included the date and time of the mandatory Targeted Case Management meeting scheduled April 20, 2009 at 9:30 a.m.; Implementation update #55; Housing Information, Assistance and Training was discussed by William H. Robinson; STR, Consumer Choice and a question and answer period were covered by Rose-Ann Bryda.
- ❖ A total of 7 formal technical assistance services were provided to multiple providers to better enable them to serve our mutual consumers. Topics varied but generally included billing and authorization issues as well as how to start a group home or become a service provider.
- ❖ The New Provider Orientation was held on Wednesday, April 22, 2009 at 1:30 p.m. Six (6) provider staff and two (2) CCMHC staff attended. An overview of consumer choice and ethics, where to find information, authorizations, billing, target populations, NC SNAP and NC TOPPS was provided to attendees along with appropriate resources and handouts.
- ❖ A total of seventeen (17) different e-mails were distributed to providers in the month of April. Eight (8) were general information announcements, three (3) referencing seminars that were being made available, four (4) were information on upcoming training events, and two (2) were reminders about the mandatory meeting. All of these emails are sent to agencies so they can keep their staff advised on current developments and updated processes to ensure smooth interactions between providers, the LME and consumers.
- ❖ Carolina Collaborative Community Care (4Cs) has convened a panel of representatives from local agencies, including CCMHC, that provide or coordinate medical and mental health services to the uninsured and underinsured. The group seeks to promote collaboration among local agencies in securing necessary services for the identified population. The meeting was held on April 24<sup>th</sup>.

# Mental Health Center

## Agency Update

May 2009  
(continued from page 2)

- ❖ Over the past year, CCMHC has also participated in the 4C's Chronic Care Steering Committee, a similar panel focusing on coordination of care for high risk Medicaid recipients.
- ❖ Representatives from CCMHC and Southeastern Regional LME are in the final stages of preparation for a joint tele-psychiatry program. The sites will be known as Roxie Crisis and Assessment Services (CCMHC) and Arbor Crisis and Assessment Services (Southeastern Regional). The projected start-up date for the Roxie site is May 18<sup>th</sup>.
- ❖ CCMHC has contracted with Fluent Language Solutions to provide telephonic interpreting services. This company maintains interpreters in more than 180 languages, including the 48 languages spoken in Cumberland County. This will greatly enhance our ability to effectively communicate with non-English speaking persons and those more proficient in languages other than English.
- ❖ CCMHC has purchased a set of 15 framed posters celebrating many of the cultures and ethnic groups represented in this region. The posters will be located on the first and second floors of the Bradford Avenue Center.
- ❖ We are on target for implementation of Net Smart July 1, 2009. Trainings were held between NetSmart and CCMH staff on April 21<sup>st</sup> – 23<sup>rd</sup>. NetSmart provided training which consisted of:
  - continued training of CCMH staff on claims adjudication
  - continued training of CCMH staff on system workflow
  - continued training of CCMH staff on billing setup within the application
  - continued training of CCMH staff on CDW setup within the application
  - continued training of CCMH staff on 834 setup within the application
- ❖ The disk partition to be used for production data has been created.
- ❖ The first test conversion file was submitted to NetSmart.
- ❖ The Mental Health Center's Human Relations Committee (HRC) hosted a "Staff Appreciation Breakfast" for the Bradford Avenue employees on April 24, 2009 to show the agency's appreciation for their service and commitment.



# ANNOUNCEMENTS

Eileen Cedzo's daughter Katie graduated Magna Cum Laude as an Honors Scholar majoring in Spanish minor-chemistry from UNC Wilmington. She has been accepted into the NYU Master's Program for Spanish and Portuguese in Madrid, Spain.

## CONGRATULATIONS!!!

**Tiffany Shaw** became licensed as a Licensed Professional Counselor (LPC) on 4/2/09

**Way To Go Tiffany!**

*Marta Rodriguez's daughter Phylicia J. Rodriguez graduates with her Associates Degree in Early Childhood Development from FTCC on May 15, 2009.*

## MYROVER-REESE

GREENHOUSES & GARDENS

*"Where Recovery Grows"*

560 Wilkes Road  
Fayetteville, NC 28306  
910-486-8718



*Plants include Ageratum, Geraniums, Many varieties of Begonias, Various Impatiens, Verbena, Coleus, Hibiscus, Snapdragons, Petunias, Portulaca, Lantana, Vegetables, Variety Rock Gardens, and much more.!*

*Deborah McMillan's daughter Lynette McMillan graduated on May 9th with a MSW from Fayetteville State University.*

## FOR SALE

Dinette Set  
Glass table top with 4 chairs (green)

\$25

Must pick up!

Call Migeya Ford at X6338

**Support Your HRC and win some CASH!**  
HRC Representatives are selling tickets for a 50-50 Raffle which also includes lots of others great prizes from gift certificates to jewelry!  
Drawing will be on May 21st!

# HAPPY BIRTHDAY!



## May



Shanya Spelleer	5/4	Susie Nathan	5/16	Bill Doherty	5/20	Belinda Canion	5/28
Mark Chandler	5/9	Kim Robinson	5/16	Anita Fraizier	5/22	Nikki Harris-Glover	5/28
Tina Higgs	5/9	Natalie McNair	5/18	Sherreika Brown	5/23	Wayne Dickinson	5/29
Laura Pollock	5/11	Janice Owens	5/19	Juanita Richardson	5/25	Carlotta Ray	5/30



## June



Sharon Yates	6/3	Bernice Motley	6/15	Gregory Pitts	6/28
Tracy Leonard	6/5	Gwendolyn Franklin	6/25	Loria Harris	6/29
Susan Porter	6/6	Yolanda Jerkins	6/25	HAPPY	2/U
William McAllister	6/9	Genell Rashad	6/25	BIRTHDAY!	!

