

# December Newsletter



**Team Daniel**

## Family Spotlight – Amy P.

Amy is a beautiful, caring, compassionate 21 year old lady who loves to love people. Amy lives at home with her mother, father, and her two cats Pumpkin and Spice. Amy has Williams Syndrome. This is a rare syndrome, only 1 in 10,000 people live with this diagnosis.

Amy participates in the Special Olympics, gymnastics, loves to surf the internet, go to libraries, bookstores, and most of all Chick-Fil-A. She values relationships with people and is always looking for something FUN to do. Each year, Amy and her parents attend Camp Happiness and Beach Retreats. These retreats are irreplaceable to the family because they have many fond memories from previous years.

Amy's family is grateful for the co-employer relationship with Team Daniel, which began for them in June 2008. Amy said her favorite thing about Team Daniel is the staff. She loves when Team Daniel Office staff take the time to "chat" with Amy on the phone. This is a special time for Team Daniel staff as well. Amy loves it when she receives birthday cards from Team Daniel each year.

Amy's mother, Joanne, appreciates Team Daniel's unique business model citing the Resource Fund. These funds assist with fees related to Amy's goals outlined in her Person Centered Plan. Joanne also values the ability to select her own staff.

Amy was chosen for the participant spotlight because she faces life each day with a smile. We all can learn a lesson from Miss Amy!

## December Birthdays!

Tara A.	12/2
Kameron D.	12/6
Dr. Bill G.	12/7
RN Rebecca C.	12/7
Jackie M.	12/8
Ari J.	12/16
Timothy L.	12/17
Averiana B.	12/17
Grace S.	12/19
Jeffrey B.	12/24
Jeramie D.	12/25
Logan C.	12/30
Tanner M.	12/30

## A Message from Denise

The past several months have been pretty hectic as we prepared for state and local reviews as a result of a complaint filed against Team Daniel. We believe the issues have been resolved, but not at the expense of losing an entire region. Effective December 31, Team Daniel will no longer provide CAP I/DD services to the Western Highlands Network LME. This means that on or before December 31, we will say good bye to 13 families in the Asheville/Hendersonville areas.

Team Daniel has always advocated for families even if it meant standing up to an LME. However, when families file complaints with the LME and state officials against Team Daniel, without utilizing the complaint system within our organization, the results can be devastating. In this case, we found it necessary to remove Team Daniel from the provider list with the WHN LME.

It is sad when individuals become disgruntled and lash out causing havoc within an organization. I've learned through the years, that doing the right thing requires us to do it the right way. "The Listening Ear" is one of the ways families and employees can voice their concerns and grievances. When we are presented with concerns and grievances, I personally consider it an opportunity for growth. We have learned many things in the past several months as a result of the local and state reviews. We have streamlined processes to ensure efficiency throughout the organization. It is sad that this learning process resulted in saying good bye to 13 families. We will work with these families and their case managers to ensure a smooth transition to other providers.

With you on the journey,

Denise

## What Did You Say?

Team Daniel has a confidential option called "The Listening Ear" for reporting concerns, grievances, or issues about participant or employee safety or well-being. The Listening Ear is an extension on the main Team Daniel line, 1-866-528-6326. The extension number is 311. When a staff/participant/parent calls in and dials the extension they will hear a recorded message stating they can leave a confidential message with a representative that is not a Team Daniel employee. This line is monitored by an external source. The external mediator works with Team Daniel management to address the concern. Follow up for items will be completed by: the Listening Ear mediator (if you have requested anonymity), or one of the Quality Management Team members.

## After-Hours Emergency Response Line

Team Daniel's office hours are 8:30 am to 5:30 pm. If you have an after-hours emergency please call Team Daniel's After Hours Emergency Response Line at 866-528-6326 ext 77. The back-up number for emergency response is ext 78. The backup extension will forward a message directly to staff and someone will call you back directly to handle your emergency needs.

### Employee Spotlight – Julie A.

*"The talent of success is nothing more than doing what you can do, well."*

Robert W. Longfellow

Team Daniel's mission is to provide the best quality of life for individuals with developmental disabilities. A key component to that quality of life is our direct care staff. Our employee feature, Julie A, embodies this mission every day as she provides services and offers assistance in her local community.

Julie has been a Team Daniel employee for four years. In her leisure time she enjoys activities such as gardening outdoors and hiking. She is the mother of Dania A, who currently receives services with Team Daniel, and son David A, who received services with Team Daniel until

his death in 2009. One of Julie's many contributions is to ensure that all Medicaid required documents are submitted to Team Daniel in a timely manner. More importantly, Julie continues to support Dania in obtaining her goal to finish college.

Julie is valued as an employee with Team Daniel because she sets the standard as staff that can effectively multi-task the duties of a parent, staff, and community mentor without fail.

Julie is actively involved in GiGe. GiGe is a program for females with disabilities and females that are involved in the life of a girl with a disability. Julie states that GiGe stands for "Girls inspire, Girls

empowered." She is very active in the program as she strives to build the girls' self-confidence and assists them with discovering who they are as a person.

Julie assists the young girls by teaching them skills such as how to dress appropriately along with styling their hair for the occasion.

Julie was selected for the spotlight because she is an example of an individual who gives her time selflessly and wholeheartedly to make a difference in her community and her home.

Thank you, Julie for all you do!

## Streamlining Fax Lines



To improve efficiency, the regional fax lines have been discontinued.

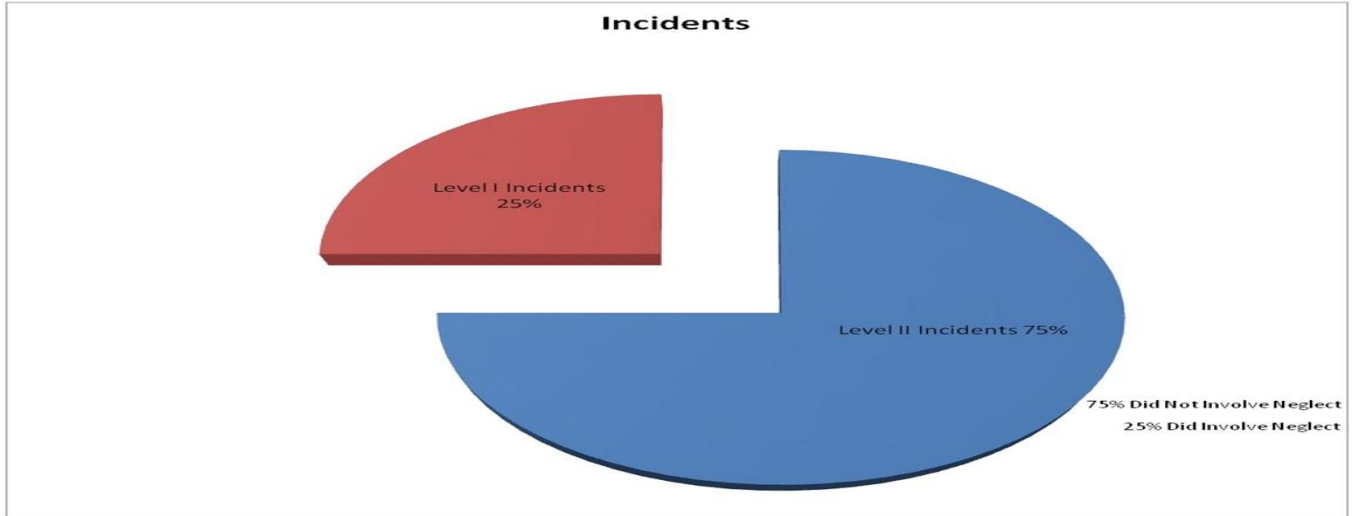
Please continue to send documentation to the documentation fax line, 1-866-453-9440.

Send all other items requested to the main office fax line, 1-866-528-6323.

If you have any questions, please contact the main office at 1-866-528-6326 for additional details.

## Incident Reporting

Incident reporting is a very critical, state mandated process for Medicaid providers. From January to June 2011 Team Daniel had a total of four incidents reported. This reporting is required by the state and necessary for Team Daniel review to prevent future occurrences. It is important that all Team Daniel families, direct care staff, and field staff report any events that are inconsistent with the routine care of a participant. When in doubt, give us a call!



### WHAT TO REPORT:

- Restrictive Interventions-Restraint, Seclusion, Isolated time-out
- Medication Errors-Missed Dosage, Wrong Dosage, Wrong Time, Medication Refusal
- Abuse-Alleged or Suspected Neglect, Abuse, or Exploitation
- Participant Behavior -Suicidal Behavior, Sexual Behavior, Aggressiveness, Destructive Acts, Absence
- Other- Fire, Search and Seizure, Confidential Breaches
- Deaths
- Injuries- Caused by Aggressive Behavior, Trip or Fall, Auto Accident, Self-Injury, Any Injury that requires medical treatment

### WHEN TO REPORT:

**Immediately**

### HOW TO REPORT:

Call the Team Daniel Main office at 1-866-528-6326. We will complete the required documentation for incident reporting and submit it to the appropriate authorities.

### WHAT HAPPENS WHEN WE DONT REPORT:

Failure to report incidents, as required by North Carolina Administrative Code 10A NCAC 27G .0600, may result in DHHS taking administrative action against Team Daniel's ability to provide services.



Use [GoodSearch.com](http://GoodSearch.com) (powered by Yahoo!) as your search engine and select Team Daniel Foundation as your charity of choice.

# Free Trainings and Events

## Gaston County - Gastonia, NC - Positive Behavior Supports

**Date:** Saturday, December 3, 2011

**Start Time:** 10:00 am **End Time:** 12:30 pm  
(Time Zone: US/Eastern)

**Location:** [Gaston County Police Department](#)

**Category:** ECAC Parent Training (PTI)

### Description

All materials, childcare and light refreshments will be provided at no cost.

This workshop is being co-sponsored with Gaston County Schools Exceptional Children Program; Gaston County Schools Advisory Board; and the Arc of Gaston County.

Too often, children with difficult behaviors are punished or excluded from activities. Difficult behaviors result from unmet needs and all behavior, even when it's difficult or challenging is "meaning-full".

Learn more about:

- Positive Behavior Supports (PBS) and how PBS can help your child in school and at home;
- Functional Behavior Assessments (FBA Functional Behavior Assessments (FBA):the tool to help parents and teachers identify and understand the "message" of challenging behavior; and much more.

**Contact:** Janice Joy 704-866-6160



1. 866.528.6326

[www.TeamDaniel.info](http://www.TeamDaniel.info)

## FIND US ON THE WEB!

Attention Families! Please review the entire packet of documentation prior to the beginning of the month. Please note the **December 2011** watermark printed across each form. If the **December 2011** watermark is missing or if there are any discrepancies, please call the Team Daniel Office immediately at 1-866-528-6326.

**FAX COMPLETED  
DOCUMENTATION TO:  
1-866-453-9440**

- Remember to shred ALL old, **BLANK** forms. Documentation must be completed in **BLACK INK ONLY**
- Documentation received without the correct month's watermark will not be accepted for billing or payroll purposes and will cause a delay in receipt of wages.
- Remember to make a copy of all completed documentation and keep for 6 months. **Please DO NOT MAIL original documentation.** Please give all original documentation to your QP during their supervision visit.

# Team Daniel Directory

**1-866-528-6326**

## Team Daniel Staff



### Team Daniel, LLC

3035A Boone Trail Extension  
Fayetteville, NC 28304

Put the TEAM on your side.

Denise, CEO.....Ext. 2  
Robin, Senior QP.....Ext. 5  
George, Regional QP.....Ext. 19  
Chakita, Regional QP.....Ext. 13  
Samantha, Regional QP.....Ext. 23  
Sabrina, Service Admin.....Ext. 17

**Fax 1-866-528-6323**

Heather G., HR Director.....Ext. 6  
Nuchelle, HR Manager.....Ext. 16

**HR Fax 1-866-936-0297**

Heather H., Finance Manager.....Ext. 11  
Jeanine, HR/Fin. Admin. Assist.....Ext. 14

**Fax 1-866-528-6323**