

January Newsletter



Team Daniel

Family Spotlight – Dorothy T.

Dorothy is a very loving and happy, 48 year old lady. She lives with Elaine and Earl Todd, in Lumberton North Carolina. Dorothy has been with the Todd family for 20 years.

She is an important member of their family, as all of Elaine and Earl's children refer to her as their sister. Elaine loves people, especially children, and has given all the grandchildren in the family nicknames such as Papa's Baby and Little Squirt. On a nice day, the family likes to go out for a ride in the country. During this time of the year, they love to ride around neighborhoods and look at all the Christmas lights. Every year, Dorothy and her family travel to Charleston for a Vietnam Veterans gathering where everyone knows Dorothy. Dorothy enjoys dolls as they make her smile. She also loves it when Earl teases her. Dorothy's face lights up with a smile when people take the time just to talk with her.

The family says that Team Daniel has really made things convenient for them. They said if they ever need anything all they have to do is pick up the phone and call. They explained that Team Daniel is one of the only companies that has made things easy and hassle free.

According to the family, *"Team Daniel is a nice change from other agencies we have worked with in the past; they make everything work smoothly for us. We really can't think of any problems we have had since joining Team Daniel."* Dorothy was chosen for this spotlight because of her loving personality. She has that joyful quality and innocence that makes everyone around her see the positive in all situations.

January Birthdays!

Nathan R.	1/1
Gabriel S.	1/2
Amaris B.	1/2
Grace P.	1/16
Joseph J.	1/17
Turner K.	1/19
Jeremiah W.	1/24
Daniel R.	1/30

A Message from Denise

Dear Families,

A new year always brings about thoughts of change, a fresh start, and plans of improvement for the future. As we usher in 2012, it's important to reflect on how far we've come and what steps we should take to ensure stability in the ever changing CAP I/DD world.

With your support and assistance, we've successfully completed state audits and corporate monitoring reviews.

We will continue to focus on quality of life for those we serve to ensure a positive future. Our best attribute is providing quality supports to individuals in the communities of their preference. In order to maintain that quality of service, we will ensure priority to the individuals served, their families, and our staff.

Our open door policy continues and will never change. We welcome your feedback, suggestions, and ideas to make this year better than the last. There is always strength in numbers and as a cohesive unit we will be able to endure and rally together for what's right as the DD climate of NC makes a drastic change.

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 – Robin J.

“One resolution I have made, and try always to keep, is this: To rise above the little things.”

John Burroughs

Robin Jacobs is Team Daniel's Senior QP.

She is an important member of the Service Department and the Quality Management Team.

In her role as Senior QP, Robin is responsible for informing all of us of the ever changing rules and regulations of the CAP I/DD waiver as well as research on the NC Statutes and other state manuals to ensure compliance.

This is a monumental task that requires dedication to detail.

She is also the first staff to introduce the Team Daniel business model to families interested in our services and works with case managers to transition those that choose Team Daniel as their service provider.

Robin has been with Team Daniel since the beginning. She knew Danny and worked for some time in the home of the CEO until office space was acquired.

Robin understands the importance of quality of life and is dedicated to provide this to all Team Daniel families.

Thank you, Robin for your dedication and commitment to all of us!

CAP I/DD Waiver Extension Request-Pending Approval



The Department of Medical Assistance (DMA) has requested an additional extension to the current CAP Waiver. DMA has requested April 1, 2012 as a start date for the CAP-I/DD waiver, but is still awaiting confirmation from the Center for Medicare & Medicaid Services (CMS) on their approval of this date.

If you have any questions, please contact the Behavioral Health Section of The Division of Medical Assistance at (919) 855-4290. Also continue to visit <http://www.ncdhhs.gov/mhddsas/index.htm> for updated information.

Bonuses and Stipends

Effective January 1, 2012 the following guidelines will be implemented for Bonuses and Stipends that are requested for direct care staff:

BONUS

Bonus requests for employees may be submitted up to 2 times per year. The maximum bonus amount is \$250. Reasons for submitting a bonus must be specified on the appropriate form from one of the two categories. A **holiday bonus** may be given as an incentive to an employee during November or December of each year. A **performance based bonus** may be given to an employee based on the functions of their job duties. Performance bonuses are only approved for staff who have a completed and positive evaluation filed in the Team Daniel Office by the deadline of July 15th.

STIPEND

Stipends may be offered and approved when additional staff is needed for specific activities. Those activities include training new employees (current staff completes Medicaid billable services while new staff can be paid a training stipend to complete hands on training/observation with the current staff) and providing compensation to staff for attending training with therapists, specialist, or other professionals as identified in the person centered plan. Training stipends should be based on the number of hours the staff worked. The guideline is as follows:

<u>Hour(s)</u>	<u>Stipend</u>
1	\$8 - \$10
4	\$30
8	\$60

If you have additional questions about this information please contact Heather Gustafson, HR Director at 1-866-528-6326, ext 6.

Goal Setting and New Year's Resolutions

For many of us, New Year's resolutions are grandly made and easily broken. Why? Because a resolution is just that— a decision. To make a life change, you need more than a decision. You need a plan. The plan is the guide to put your decision into action so that you can reach your goal. It's up to you to take steps to get closer to your goal. Learning how to set goals takes practice.

The following tips can help you and your children successfully plan and achieve your goals:

- **Be Specific.** When thinking about your goals, be as exact as possible. People who set specific goals are more likely to succeed. For example, instead of saying you want to save money, set a specific goal to save \$20 (or whatever your goal amount is) per week.
- **Put it in writing.** Write down exactly what you want to achieve and post it in a place where you will see it every day. This will help remind you of what you're working toward. When you write, use positive terms. For example, instead of writing, "I will stop eating junk food" re-word your goal in more positive terms: "I will make healthy food choices."
- **Set realistic goals.** When you think about setting goals, make sure that they are within your reach. Be mindful of your finances, schedule, and other personal affairs. Remembering these important factors will help you set realistic goals. It's unreasonable to expect to make a lot of big changes at the same time.
- **Develop an action plan.** Create a timeline with steps toward your goal. Set deadlines for each step and cross them off as you go. Sometimes just crossing things off and watching your list get smaller can give you a sense of accomplishment and help you stay motivated.
- **Believe in yourself.** Stay positive about your progress. Share your goal with a friend and ask them to help keep your spirits up. To quote Henry Ford, "If you think you can or you can't, you're right."
- **Be flexible.** Keep in mind that setbacks can happen. Don't get discouraged and give up. Try again! Your hard work will pay off.
- **Ask for help.** If you get stuck or need a little encouragement, don't be afraid to talk about it. You might be surprised what kind of support people offer.
- **Reward yourself.** Acknowledge your achievements, even the small ones. Reaching a goal takes hard work and you should be proud of your efforts. Celebrating could mean sharing an apple with your child or taking some time for yourself.

Having clear goals and a plan can bring your family together and help you be healthier all year. All positive changes—tiny or drastic—can improve your everyday life, Make this New Year count and create a plan to follow through on your resolutions!

Source: www.family.samhasa.gov



Free Trainings and Events

Low Income "Working" Families Transportation Assistance

The Gaston County Work First Program now has funding to assist low income families with the following transportation needs:

- Car Repairs
- Car Insurance
- Bus Tickets

Eligibility is based on several factors, one of which is income. Requirements for families to apply for transportation assistance are:

- Must be working
- Must be a resident of Gaston County
- Must have at least one minor child in the home
- Must have current tags, inspections, and taxes

You must complete an application, in person, to be considered for assistance!

Apply At:
 Gaston County DSS
 Work First
 2nd Floor Reception
 330 N. Marietta St
 Gastonia, NC 28052

Free Dentist Clinic in Rockingham

The North Carolina Missions of Mercy has agreed to bring a dental clinic back to Rockingham County in 2012. The NCMOM Clinic will be held at the Reidsville Christian Church at 2020 South Park Drive in Reidsville on March 30th and 31st, 2012. If you have questions, please call the Rev. Dr. Bill Duke at 336-342-4227 or Dr. Scott Vines at 336-342-1581.

Team Daniel, LLC
 3035A Boone Trail Extension
 Fayetteville, NC 28304

Put the TEAM on your side.



1. 866.528.6326

www.TeamDaniel.info

FIND US ON THE WEB!

Team Daniel Directory

1-866-528-6326

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
Gio, Service Admin.....	Ext. 4

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

Team Daniel

Staff



Attention Families! Please review the entire packet of documentation prior to the beginning of the month. Please note the **January 2012** watermark printed across each form. If the **January 2012** 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. Submit all original documentation to your QP during their monthly visit.