

# November Newsletter



## Team Daniel

### Family Spotlight – Tristyn G.

Tristyn G. is a 12 years old who lives with her two siblings and father Dale. Dale is a strong advocate for Tristyn's service needs and technological equipment required to support her at home and in school. Darlene is Tristyn's aunt and her individual assistant. She states that it is always a pleasure to work with Tristyn and provide her enhanced services. Darlene says that Tristyn always has a smile on her face, and she is an inspiration to both adults and children. According to Darlene, Tristyn loves to go bowling, and she will use her power wheel chair to roll the bowling ball down the alley. Darlene explains that Tristyn has a strong family support network, and she does everything with her family at home and in the community. Tristyn's biggest strength is her perseverance and her joyful spirit.

Darlene states that Team Daniel has been very beneficial to the services that they provide for Tristyn because George Crawley , their Qualified Professional (QP), has led them in the right direction to getting the assistance they needed to get an IEP in place. In addition, Dale and Darlene are delighted to be able to choose their staff. They have the ability to select staff based on Tristyn's needs in areas such as personal care. Tristyn was chosen for the spotlight because she is an inspiration to all Team Daniel families. She is a shining example of someone who will fight for what she deserves, stays determined, and never gives up.

#### November Birthdays!

Garrett N.	11/1
Tristyn G.	11/5
Michael L.	11/9
AP Rebecca S.	11/9
Phillip F.	11/10
Nicholas B.	11/14
Cassie H.	11/21
Raimee S.	11/25
Brionte S.	11/27

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### A Message from Denise

Dear Families,

Chilly temperatures and leaf-covered driveways leave no doubt – autumn is here! The new season is also marked by a potential change in the future of developmental disabilities services.

Beginning November 1, the CAP/I-DD waiver will be changed to reflect new rules that will impact each of our families. Traversing through this maze may be trying and quite frustrating. We are committed to working with each of you to ensure you are provided with accurate information to make informed decisions regarding service options. We at Team Daniel recognize the strain this can put on each of you, and we want to remind you of our commitment. As we all strive to provide the “best quality of life for individuals with developmental disabilities,” we will work beside each of you each step of the way.

Despite any concerns you may have, the staff of Team Daniel stands ready to help in any way that we can. Please let us know how we can help you.

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 – Kathy S.

*"Not everything that is faced can be changed, but nothing can be changed until it is faced."*

James Baldwin

Kathy S. has worked as a Team Daniel employee for two years. Kathy lives with her husband and Norma who has been a part of the family for thirteen years. Kathy also has three adult children. Kathy likes to do sewing crafts. She likes to use her skill to decorate her granddaughter's clothes and she also likes to paint and do other little crafts and projects. Kathy really loves spending time with her grandchildren. Kathy has worked in the Developmental Disabilities/Mental Health field for over 20 years running many different programs. Kathy has received employee of the year awards, but she says one of her biggest rewards is when people in her community come to her for assistance and give her the opportunity to help them help themselves. Kathy has been working on re-learning to play the piano. She has played in the past and wants to play again.

Kathy tries to give Norma as many opportunities for success as possible. She includes Norma's wants and goals into her life as well. For example, Kathy has been working with Norma to create a thrift store where Norma can work. At this thrift store, people in need can bring vouchers instead of money to purchase the clothing they need. Kathy and Norma have been out in the community promoting this idea and should see this idea become a reality soon. Kathy is a valued employee to Team Daniel because of her dedication and love for her work. Kathy is a giving person and is always willing to share her knowledge and give assistance to others. Kathy has been a steadfast advocate for Norma. Kathy was chosen for the spotlight because she has always been very open and pleasant. Kathy is a wonderful example of what a Team Daniel employee should be - good work ethic, a tender heart and a strong advocate for all participants.

"Your time is limited, so don't waste it living someone else's life. Don't be trapped by dogma - which is living with the results of other people's thinking. Don't let the noise of other's opinions drown out your own inner voice. And, most importantly, have the courage to follow your heart and intuition. They somehow already know what you truly want to become. Everything else is secondary."

Steve Jobs

## Medicaid Required Items and Your Employees



Participants and Parents/Guardians who choose Team Daniel to provide services also choose to have increased responsibility and authority in regards to staffing issues. Team Daniel administration is still responsible for ensuring that employee files are up-to-date and contain all required certifications, licenses, trainings, and documents. These items are first requested when an employee is trained and are listed and reviewed in the job description that each employee signs. Additionally, Team Daniel sends reminders to employees when required items are expiring and when the training/re-certification is due. We send these out in advance because we understand that reminders are helpful.

However, if a required item is not received by the date on the expiration letter this jeopardizes the participant receiving the services. Therefore, when a required item is not received, employees must be placed in a non-eligible work status, or suspension. This suspension is immediately lifted when all required items are received. In a nutshell, if required items are not updated, the employee cannot provide services.

Our goal is to ensure that consistent, quality care is provided to all people who choose Team Daniel. To assist in this effort, Team Daniel has begun training supervisory staff to be instructors for:

- CPR
- First Aid
- NCI

Currently, QP Samantha B. and QP Daniel B are certified to train staff for CPR and First Aid certifications. We are working to have QPs in the Raleigh/Durham and Fayetteville area trained as CPR/First Aid Instructors. Regional Manager Kelly Crawley is finishing the NCI Instructor course and will soon be able to assist families and staff that need NCI training.

We will work with each employee to communicate requirements and ensure receipt of the required items. If you have questions or suggestions on ways to improve this process, please contact Heather Gustafson, Human Resources Director, at 1-866-528-6326 x6 or via email at [HumanResources@TeamDaniel.info](mailto:HumanResources@TeamDaniel.info).

### HALLOWEEN SAFETY TIPS

With witches, goblins, and super-heroes descending on neighborhoods across America, the American Red Cross offers parents some safety tips to help prepare their children for a safe and enjoyable trick-or-treat holiday. Halloween should be filled with surprise and enjoyment, and following some common sense practices can keep events safer and more fun.

- Walk, slither, and sneak on sidewalks, not in the street.
- Look both ways before crossing the street to check for cars, trucks, and low-flying brooms.
- Cross the street only at corners.
- Don't hide or cross the street between parked cars.
- Wear light-colored or reflective-type clothing so you are more visible. (And remember to put reflective tape on bikes, skateboards, and brooms, too!)
- Plan your route and share it with your family. If possible, have an adult go with you.
- Carry a flashlight to light your way.
- Visit homes that have the porch light on.
- Accept your treats at the door and never go into a stranger's house.
- Use face paint rather than masks or things that will cover your eyes.
- Be cautious of animals and strangers.
- Have a grown-up inspect your treats before eating.
- And don't eat candy if the package is already opened. Small, hard pieces of candy are a choking hazard for young children.



# Team Daniel Directory

1-866-528-6326

## Team Daniel, LLC

3035A Boone Trail Extension  
Fayetteville, NC 28304

866.528.6326

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

## Team Daniel Staff



Put the TEAM on your side.



### FIND US ON THE WEB!



Denise, CEO.....	Ext. 2
Robin, QP Director.....	Ext. 5
Teresa, Sr. Regional Manager.....	Ext. 7
<b>Fax 1-866-528-6323</b>	
George, Region I.....	Ext. 19
Amber H. Region I AA.....	Ext. 18
<b>Region I Fax 1-866-936-1898</b>	
Kelly, Region 2.....	Ext. 8
Amber H. Region I AA (A-L).....	Ext. 18
Sabrina, Region 2 (M-Z).....	Ext. 17
<b>Region 2 Fax 1-866-936-2190</b>	
Chakita, Region 3.....	Ext. 13
Sabrina, AA Region 3.....	Ext. 17
<b>Region 3 Fax 1-866-936-3589</b>	
Heather G., HR Director.....	Ext. 6
<b>HR Fax 1-866-936-0297</b>	
Heather H., Finance Manager.....	Ext. 11
Michelle, Office Manager.....	Ext. 10
Jeanine, HR/Fin. Admin. Assist.....	Ext. 14
Nuchelle, HR Assist.....	Ext. 16
<b>Fax 1-866-528-6323</b>	

Attention Families! Please review the entire packet of documentation prior to the beginning of the month. Please note the **November 2011** watermark printed across each form. If the **November 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. Hold on to your originals for 3 business days after faxing before you hand it in to the QP.