

DSSK TALK

MISSION STATEMENT

- *Show caring in all we do*
- *Exhibit pride in our work*
- *Respect the people we serve*
- *Value & practice honesty daily, and*
- *Eliminate poverty in McDowell County*



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DIRECTOR'S EDITORIAL By Phillip Hardin

FUNDEMENTALS OF AN ORGANIZATION

In the past few articles I have written for the newsletter I have talked about things that are fundamental to a strong organization, discipline and customer service. In going along with that theme I would like to discuss one other element that is essential for our agency to be the best it can be, **teamwork**.

I was sitting in a personnel committee meeting a couple of weeks ago during a discussion about potential employee appreciation activities we might have in the future. During that discussion one of the members stated that she had asked her co-workers what they might like to see happen regarding appreciation activities and there was a resounding chorus from that group that they would just like to see staff treating each other better. Another example of this was in a division meeting a couple of months ago when I got the distinct feeling that the units in that area were out for themselves, not each other. It was more about what can you do for me versus how can we best serve clients and help each other in getting the job done. These are just two examples and there are many more. From my perspective as a director, I worry that we have lost sight as to our mission.

About a year ago we all went through a two day training with Courtney Smith and Dan Comer concerning communication, collaboration, and teamwork. Looking back on it now I realize that we probably would have been better off waiting until now to have that training. I still believe that we can draw from those experiences and use the information we learned during that training to make our agency stronger.

Teamwork is something that does not come naturally; you have to work at it. It is one aspect that makes an agency strong and has lasting implications if you cannot achieve it. As an agency we are moving forward with incorporating family-centered practice as our approach to dealing with families. I think these principles also bode well with how we should treat clients and co-workers:

- Everyone desires respect.
- Everyone needs to be heard.
- Everyone has strengths.
- Judgments can wait.
- Partners share power.
- Partnership is a process.

TEAM

T— Together

E— Everyone

A— Achieves

M— More

I believe if you exhibit a commitment to these principles then teamwork becomes a given. Staffing levels are not where they need to be in most of our programs, therefore it takes a team effort to get the work done. This agency is also going through a transition period at present on many fronts and working as a team certainly makes this an easier process. I truly believe that no one job in this organization is any more important than another. Having Jay Lingerfelt answer the phones and get the callers to the right destination makes as much of a difference as any decision I will ever make. Please take the time to ponder what you can do to help out your co-workers and also the agency as a whole. I have seen the dedication staff have in serving our clients and it is with that quality I know we can make this one of the best DSS's in the state.

McDOWELL COUNTY CHILDREN'S CENTER

SHERRY OWENBY, Director

It is with some sadness that we bid summer farewell – but the Fall promises to be an exciting time for everyone! We have sent our Big Kids off to Kindergarten and we are in the process of enrolling new friends and getting to know each other. We do have several new little ones and a few more waiting to enter as soon as they are two years old

Recently, our center went through an assessment process to renew our license for the next three years. I am happy to report that we once again received a 5 Star License! Our staff worked very hard to get ready for this important event and our good score reflects their efforts.

This past summer, we also enjoyed having two Foster Grandparents participating in our program. Barbara Caraway and Lucille Robinson joined us as soon as school dismissed for the summer. They both volunteer at Nebo Elementary School during the school year. They were wonderful with the children and really helped the teachers. We miss them and hope to have them both join us next summer!

Congratulations to Alma McPeters! Alma completed her North Carolina Early Childhood Credential Class with an A+. Way to go, Miss Alma! Now everyone at the center has their credentials.

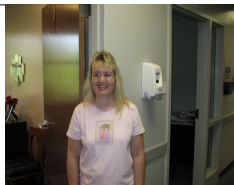
Three members of the staff, Helen Logan, Chue Lee and Alma McPeters recently spent two days at the NC-Association for the Education of Young Children Annual Conference in Greensboro, NC. After returning, they shared their favorite new ideas or educational information with the entire staff at our monthly staff meeting.

Last, but not least, we wanted to say thanks once again for the donations of seeds for our garden. Our cucumber patch, our cantaloupe patch and our cherry tomato plant have been very fruitful! We are still getting cucumbers and our carrot patch is coming along nicely. What a joy it has been to watch the children help with the garden and especially seeing them enjoying the fruits of their labor.

Until next time – remember: It's true, attitudes are contagious. The question is, "Is mine worth catching"?

ADULT SERVICES

MIRIAM EARLY, Supervisor



The Adult Services Unit would like to announce that Neva Gallant (CAP-DA case manager) was recently married to Steve Galle. Steve was Neva's boyfriend in kindergarten, and is from New York.

We would also like to welcome Donna Shelton to our unit. She has worked the past 14 years for Burke County DSS as their Adult Home Specialist. She is married to Doug Shelton and they have two children, Savannah, age 2 and Jeremy, age 18. She will carry a mixed caseload of SA-IH and

CAP-DA.

I have discussed CAP-DA in a previous newsletter, but some of you may be wondering what is SA-IH (Special Assistance - In Home). This program provides an alternative to Adult Care Home (not to be confused with nursing home) placement for Medicaid recipients who can remain at home safely if they are given additional income and support services. Examples of services provided are food, shelter, clothing, home repairs, and In Home Aide services. The Case Manager conducts a comprehensive assessment to determine how the client functions at home and their need for care and services, the availability of family, friends, and neighbors to provide care and services, what services and care the client could access from agencies and other formal service providers, and the availability of safe and affordable housing. The Case Manager then works closely with the client, their family, and caregivers to develop a plan of care, and to determine the monthly SA payment needed to provide necessary services. SA-IH clients receive ongoing Case Management to ensure needs are met and the client is safe. SA-IH is not a mandated service and our county began participating in the program less than 2 years ago. Currently we have 13 slots (9 of which are filled), but we recently requested an additional 17 slots. This program could also be used to bring someone out of placement and into the community. If you are aware of someone who might benefit from this program, please call Donna Shelton, Shannon Jones, or Miriam Early at 652-3800 for more information.

EMPLOYEE OF THE MONTH



LINDA RANDOLPH

SHIRLEY KEITH

JUNE, 2007

JULY 2007

**COMMUNITY SOCIAL
SERVICES TECHNICAL**

**ADULT MEDICAL
CLERICAL SUPERVISOR**

The employee of the month is chosen by our Personnel Committee from the nominations submitted each month. Any employee can nominate anyone for this award. Each winner is awarded a framed certificate to hang in their office, and their name is engraved on the plaque in the front lobby.

Nominations are accepted until the 10th of each month. If you think one of your fellow employees goes above and beyond to help families or other employees, give your nomination to Debbie Gardin in Office 107, before the 10 of each month.



OCTOBER BIRTHDAYS

- 2 – Elizabeth Thurston
- 2 – Shirley Keith
- 2 – Gloria Stevenson
- 4 – Sheila Justice
- 8 – Gwen Conley
- 11 – Phillip Hardin
- 11 – Jay Lingerfelt
- 11 – Veronica Long
- 12 – Peggy Grantham
- 13 – Anita Woods
- 16 – Elizabeth Gartner
- 17 – Regina Houston
- 21 – Linda Randolph
- 23 – Susie Wilhoit
- 25 – Sandra Robinson
- 26 – Lynn Freeman
- 31 – Theresa Beam



NOVEMBER BIRTHDAYS

- 5 – Neva Galle
- 6 – Gary Dale
- 6 – Chue Lee
- 7 – Cheryl Woody
- 10 – Phyllis Long
- 12 – Margie Tilley
- 13 – Pauline Buchanan
- 14 – Amy Snider
- 14 – Heidi Taggart
- 16 – Jessie Walton
- 17 – Sharon McKinnon
- 17 – Miriam Early
- 20 – Donna Shelton
- 24 – Kristin Hollifield
- 29 – Helen Allison
- 30 – Vicky Styles

MCDOWELL COUNTY DSS EMPLOYEE OF THE YEAR



It is hard to believe that it has been a year since The Personnel Committee started the Employee of the Month incentive. It was decided that we would choose an Employee of The Year from all of the elected Employee of The Month winners during a one year period. All candidates elected are more than qualified to be our winner however, only one can win and our Winner is ...MARGIE TILLEY !

Margie Tilley came to work at McDowell County DSS full time on June 1, 1997 as an Income Maintenance Caseworker in the Food and Nutrition Unit. She had done work with the LIEAP (Low Income Energy Assistance Program) Program several years prior to being hired. She is actively involved in fund raising for The Foster Children’s Fund, The March of Dimes and she believes firmly is helping the seniors in McDowell County by raising money for the Adult Services Unit. She participated and helped organize the first annual Senior Variety Showcase. This event raised \$740 for the Senior Center to help fund events for the seniors of McDowell County.

Margie teaches piano and plays at several events during the year. She entertains every year at the Keep McDowell Beautiful Event.

Margie is a member of her churches Women’s Christian Group, known as WMU. She volunteers to cook for members of her church and the community who are sick and unable to cook for themselves.

Every Christmas Margie and her family sponsor 4-6 families who are not able to provide gifts for their family.

It has been said that Margie is a Guardian Angel to many people and families in this county. But, we here at the McDowell County DSS know that she is that to us. Congratulations Margie. We love you and keep up the great work that you do not only for this agency, but for the communities of McDowell County.

DECEMBER BIRTHDAYS

- 6 – Teresa Duncan
- 8 – Carol Bailey
- 15 – Margo Monigle
- 24 – Debra Smith
- 26 – Bobby Robinson
- 30 – Denise Prewitt
- 31 – Melina Cole



Veterans Concerns

WAR PERIODS — Eligibility for certain veteran's benefits may be contingent upon active service in the US Armed Forces during one or more periods of war. Veterans serving in more than one period of war may combine their active duty days to make the 90 days required for certain VA benefits.

Periods of wartime service are as follows:

WWI-----April 6, 1917 to November 11, 1918

WWII-----December 7, 1941 to December 31, 1946

Korean Conflict- June 27, 1950 to January 31, 1955

Vietnam Era--- August 5, 1964 to May 7 1975

(February 28, 1961 for veterans who served "in country" before August 4, 1964)

Gulf War-----August 2, 1990 to Present Time

Peacetime Service

Service during peacetime includes all periods of active duty other than wartime service. Certain VA, other federal and state benefits are available to peacetime veterans.

Definitions

Veteran

A person who served in the active military, navy, or air service of the Armed Forces of the United States and who was released or discharged under conditions other than dishonorable.

Veterans Benefits

Applies to programs of benefits and services administered by the Department of Veterans Affairs, in accordance with criteria authorized by Congress and set forth in Title 38, United States Code (38 USC), "Veterans Benefits." Specific entitlement and eligibility requirements are set forth in Title 38, Code of Federal Regulations (38 CFR), "Pensions, Bonuses, and Veterans Relief."

Compensation

The monthly payment made to a veteran because of a service-connected disability or disease.

Dependency and Indemnity Compensation (DIC)

A monthly payment made to a surviving spouse, children, or parents' (a) because of a service-connected death occurring after December 31, 1954, or (b) pursuant to the election of a widow, child or parent, in the case of the death occurring before January 1, 1957.

Non-service-connected Disability

The disability or death was not incurred or aggravated in line of duty during active military service.

Pension

A monthly payment – based on financial need – to a veteran, widow, or children for non-service-connected disability or death.

Spouse

Includes the husband of a female veteran, and "widow", includes the widower of a female veteran. For the purpose of this definition, a husband or widower is in the same status as a wife or widow of a male veteran and is eligible to receive the same benefits, if otherwise entitled, in a claim for pension, compensation, Dependency and Indemnity Compensation, or survivors' education assistance.

Surviving Spouse

A person of the opposite sex who was the spouse of a veteran at the time of the veteran's death and who lived with the veteran continuously from the date of marriage to the date of the veteran's death, where there was no separation due to the fault of the spouse and who has not remarried since the death of the veteran. For DIC purposes, benefits may be reinstated if the surviving spouse remarried after the age of 57.

Child

A person who is unmarried and:

(a) Who is under the age of 18 years and who is, a legitimate child, a legally adopted child, a stepchild who is a member of the veteran's household or was a member at the time of his death, or an illegitimate child but only if acknowledged by the veteran in writing or if he has been decreed father of the child, or is otherwise shown by evidence satisfactory to the Secretary of Veterans affairs to be the father of the child; or

(b) Who, before attaining the age of 18 years, became permanently incapable of self support; or

(c) Who, after attaining the age of 18 years and until completion of education or training (but not after attaining the age of 23), is pursuing a course of instruction in an approved educational institution.

Parent

A natural father or a mother, or father or mother through adoption, or an individual who for a period of at least one year stood in the relationship of parent to a veteran at any time prior to his for her entry into active service.

The County Veterans Services Officer is now available 5 days a week and is located at the Senior Center, or call (828) 652-2911



**4th ANNUAL
FALL DANCE
At**

**McDOWELL SENIOR
CENTER**

**FRIDAY, OCTOBER 12TH
7:00 PM–10:00 PM**

**Featuring Live Music by
*Terry McKinney &
The Country Heritage Band***

This event is for adults of all ages. All line dancers and ballroom dancers are welcome to participate. Drinks will be provided, bring finger foods.

Advance tickets \$6 Single / \$10 Couple

SPECIAL SPEAKERS

Special Program – “Updates in Elder Law and Medicaid” will be presented at the next Alzheimer’s/Dementia Support Group Meeting by Elder Law Attorney, Wendy A. Craig, on Tuesday, October 2nd at McDowell Senior Center at 5:30 p.m. Please call Pat Hilgendorf at (828) 254-7363 for more information.

Breast Cancer Awareness will be presented by Gloria Coleman, Director of Radiology at McDowell Hospital, on Wednesday, October 10th at 11:00 am at McDowell Senior Center. And also on Monday, October 22nd, at 11:00 am at the Old Fort Nutrition Site.

Ghost Stories by Allison Hollifield, McDowell Co. Library on October 29th at 11:00 a.m.

**Take the
Walktober Challenge For
Month Of October**



**ATTENTION !!
ALL WALKERS
50 YEARS AND
OLDER**

Participants who walk
20 miles
in October will receive a
FREE PEDOMETER!**

Coordinating Agencies for
Walktober Challenge:
CORPENING YMCA
The McDowell Health Dept.**

**And
The McDowell Senior
Center
To Register, Call Lisa Wylie at
McDowell Senior Center,
652-8953**

**All senior
Participants
can go to the
Corpening YMCA
and Walk on the
Indoor Track
area
For FREE
on Tuesdays
and Thursday from
9:00–11:00 am
Only!
And walk the
outdoor track area
on Mon/Wed/Fri
at the
Senior Center**

BITS AND PIECES

Dear DSS Family,

I am grateful to all who prayed, sent cards, and continue to ask about my 9 month old granddaughter, Morigan during her crisis in July and August. She was in serious condition for awhile but is on the mend now; better than ever. She is jabbering and playing with her sister Kylee and is a blessing to all of us. I still covet your prayers for her continued health.

Thank You again for your concern,

Jenny Price

RECIPE CORNER

OREO COOKIE DELIGHT

1—PACK OREOS 1—CUP POWDERED SUGAR
 1 1/2 STICKS OF BUTTER 1—LARGE COOL WHIP
 1—8 OZ CREAM CHEESE 1—LARGE CHOCOLATE PUDDING

Crush cookies and add melted butter in 9 x 13 dish. Reserve 1 cup of crushed cookies. Mix cream cheese with 1 cup of powdered sugar and half of the cool whip. Put this over the cookie layer.

Mix chocolate pudding as directed, putting this on the cream cheese layer.

Add remaining cool whip, and top with the rest of the cookie mixture. Then refrigerate.

Recipe contributed by Rhonda Wheeler.

NEW HIRES — JOHN HUGHES is a Licensed Clinical Social Worker (LCSW). He has worked with mental health agencies as a sexual offender evaluator, adolescent substance abuse evaluator for juvenile court, provided family and group therapy, and family preservation for children and families. John is married, has two boys and has a Bachelor of Science degree from Wingate College. His wife, Patricia, works with the Yancey County School System and they reside in Spruce Pine, NC. He is supervised by Teresa Beam. Welcome John, we are glad to have you become a part of our agency .

RANDY LAVENDER — came to work on 9/17/07 as the new transportation driver in the Medicaid Transportation Unit he will be supervised by Shirley Keith. Randy retired from Baxters, but has decided to return to work. His wife Mavis works with the EMS in McDowell County. Randy has 3 daughters and 6 grandchildren. Join us in welcoming Randy to the DSS Staff.

ALTHEA GRINDSTAFF— came to work in the CPS unit under the supervision of Rob Farkas. She recently graduated from Appalachian State with a degree in Psychology.

JOB CHANGES — TERESA DUNCAN Moved from Clerical to IMC in Family Medicaid Unit supervised by Debbie Gardin.

CINDY REEL — Moved from The Family Medicaid Clerical position to Adult Medicaid IMC, effective September 1st, and is now supervised by Shirley Keith.

PHYLLIS LOWE — Moved to the Front Desk Receptionist position on August 16th and is supervised by Shirley Keith. Phyllis came from The Senior Center.

VICKIE STYLES — Moved from the Transportation Coordinator position in The Medicaid Transportation Unit to the Clerical position in Family Medicaid. She is now supervised by Debbie Gardin.

QUOTE OF THE QUARTER

BE KIND, for everyone you meet is fighting a hard battle. — Plato

Congratulations to the new Grandparents!



Abigail Gracie Styles, was born on July 13, 2007. She weighed 3 lbs. and 12 oz. and was 17" long. Her paternal grandparents are Terry and Vickie Depoyster and Vickie and Teddy Styles.

BENEFIT FOR FOSTER CHILDRENS FUND

The McDowell Quilters' Guild is raffling a child's twin bed quilt with 2 matching pillowcases and a 62" x 62" hand-quilted throw with 2 pillows at the Mountain Glory Festival on Saturday, October 13th. There will be two separate drawings, which that everyone will have two chances at winning! Both of these beautiful quilts will be on display at MACA beginning 10/1/07. Tickets are \$1 a piece or 6 for \$5. A donation of 500 or 1/2 of the ticket proceeds (whichever is greater will be given to the McDowell Foster Children's Fund. If you would like to purchase tickets or better yet help sell tickets, see Christine Wooten in office 122. There is a prize for the person who collects the most money by selling tickets.

