



**MISSION STATEMENT**

*The mission of the McDowell County Department of Social Services is to respectfully assist families and individuals by helping them to maintain, and/or enhance their quality of life; and to prevent abuse, neglect, and exploitation of vulnerable people in our community.*



**DIRECTOR’S EDITORIAL By Phillip Hardin**

**A State of Mind**

I really struggle with writing articles for the newsletter. I have little faith in my writing ability and hence my concern about writing these articles. When lacking inspiration about a specific subject to put words to; I can always count on my wife to provide me with a good subject. She loves quotes, we have them plastered all over our refrigerator. It is one quote that she recently said to me about what has happened in her career that I believe is a good motivator to all of us.

“There is no use trying said Alice; “one can’t believe impossible things”. “I dare say you have not had much practice”, said the Queen. “When I was your age, I always did it for a half an hour a day”. “Why, sometimes I’ve believed as many as six impossible things before breakfast”. – Lewis Carroll

I believe this says it all. As a person, a unit or an organization we should be dreaming of impossible things every day. That is how our organization will continue to strive for excellence. My wife Pam is a perfect example of this idea. She stated eleven years ago when we started doing pet therapy work that she would like to do that as a full time paid job. This was a pretty far fledged idea for two people and one dog visiting at Mission Hospital once every two weeks. She now is employed by Mission Hospital as their director of Pet Therapy. She dreamed about it, but more important is **she made** it happen with hard work, dedication and never losing sight of that impossible dream.

I think this is more than a quote from a children’s story. Impossible things are happening everyday, all around us and they keep coming faster and faster. Our agency will continue to think the impossible things so that we can continue to serve our clients as best we can and have our impossible dreams become reality.

**Inside this issue**

Director’s Editorial	1
Foster Care Services	2
Senior Story	6
Quote of The Quarter	8
Birthdays	7
Economic Services	3
Announcements	8

## ECONOMIC SERVICES



### FOOD & NUTRITION SERVICES

By: Denise Prewitt, Supervisor



The Food & Nutrition Services Unit has been very busy helping those families in our communities that are in need of feeding their families. They helped 35 families in October, 24 families in November and 31 families in December. We couldn't do it without the help from local businesses and churches who have been very generous with their donations.



The Food & Nutrition Services Unit would like to thank Baxter Healthcare Inc.'s "Global Citizens Team" for the enormous food donation. They would especially like to thank Pam McIntyre who made the donation possible to our Food Pantry.

## FAMILY & CHILDREN'S MEDICAID

By: Eileen Irish, Supervisor

The Family & Children's Medicaid Unit has a new position within their team. The Health Resource Navigator is a grant funded position that is a cooperative effort of DSS, The McDowell Hospital and Access II Care. This position has been filled with Amanda Casillas.

Amanda's main focus is to find medical providers for those who have no medical insurance, Medicaid or Medicare. She will work on developing relationships between medical offices, agencies and clinics to assist people with little or no access to healthcare other than emergency room services.

Amanda will also be handling all referrals from our agency to the Good Samaritan Clinic. Please be sure that you are sending them all to her. You can access a referral form on the shared drive under the folder labeled "Free Clinic Information & Referral Form."

Amanda will be working out of her home but will occasionally come into the DSS Office as needed. She has an agency issued cell phone if you need to speak with her. Her number can be found on the shared drive in the personnel folder under phone list file.

Welcome Aboard Amanda!!!!

## ECONOMIC SERVICES

### ADULT MEDICAID / TRANSPORTATION UNITS

By: Trish Fields, Supervisor

#### *A real Leader knows the difference between being the Boss and being a Leader!*

\*The boss drives his workers; the Leader coaches them. \*The boss depends on authority; the Leader on goodwill.

\*The boss inspires fear; the Leader inspires enthusiasm. \*The boss says "I"; the Leader, "We".

\*The boss fixes the blame for the breakdown; the Leader fixes the breakdown. \*The boss knows how it is done; the leader shows how.

\*The boss says, "Go"; the Leader says, "Let's go!"

#### *Real Leadership is the ability to develop Relationships.*

\*Possess a genuine love for people. \*Make those who work with you more successful. \*See through other people's eyes.

\*Love people more than procedures. \*Do "win-win" or don't do it. \*Include others in your journey. \*Deal wisely with difficult people.

#### *The Results desired.*

\*Initiate and accept responsibility for growth. \*Develop and follow a statement of purpose.

\*Make your job description and energy an integral part of the statement of purpose.

\*Develop accountability for results, beginning with yourself. \*Make the difficult decisions that will make a difference.

\*Realize that people are the most valuable asset. \*Develop people and inspire them.

**Your greatest joy comes from watching others grow and develop.**



### WORK FIRST FAMILY ASSISTANCE UNIT

By: Shaneah McCauley, Supervisor

Work First Community Garden Project

2010 – 2<sup>nd</sup> year

Are you ready to gear up and get dirty planting the community garden all over again? Yes, the Work First Community Garden Project is in process of gearing up for its second year. We gained an abundance of knowledge last year and are making preparations to learn more this year. We are focusing on how to help the community more by targeting crops that did really well last year.

Once again we have been very blessed to have the wonderful soil, snow and rain this past year. With the right amount of sun we could have another wonderful garden this year. We want to encourage anyone or group that would like to be involved in making this project a huge success again to please contact Steven Edwards at [828-652-3355 ext 151](tel:828-652-3355) or email [steven.edwards@mcdowell.nc.gov](mailto:steven.edwards@mcdowell.nc.gov) at least a day ahead so he can schedule activities for your participation.

The projects will vary based upon the need of the garden and depending on the number of volunteers and the skills they bring. If there are any questions as to whether we will be going out to the garden on a specific day please call Steven for more instructions.

## EMPLOYEE RELATIONS COMMITTEE NEWS

By: Renee Barrier

The ERC would like to thank the staff of DSS for helping to make our first annual Client Appreciation Day a success. On February 18<sup>th</sup>, thanks to donations from community members and businesses, we were able to present gift bags to each client that we served. In the bags were bottles of hand sanitizer, tooth brushes, soap, shampoo, coupons from Hardees and Wendy's for free food, and some snacks. The ERC would like to let the clients of DSS know that we truly care and hope that they enjoyed their freebies!

The committee will be holding a Soup Day on March 3<sup>rd</sup> from 11-2. We will be selling bowls of a variety of home-made soup, grilled cheese sandwiches, and a drink for \$4.00. All proceeds go into the Employee Relations Committee Fund to help provide for events and special needs throughout the year.

If anyone has any ideas or special projects that they would like the committee to consider, please don't hesitate to let us know!

## A SPECIAL THANK YOU NOTE

By: Connie O'Brien

Since I am the person who is responsible for putting this wonderful publication together every quarter, I thought I would take advantage of the honor and share with everyone how much I appreciate each and every employee at this agency. In the twenty-five plus years that I have been a working adult, I have never worked with a more generous and tremendously caring group of people. You never ceases to amaze me and I feel truly blessed to be a part of such a great team.

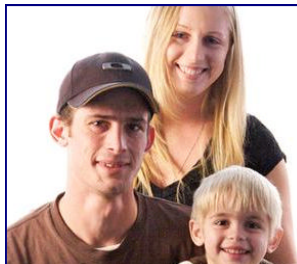
Thank you all so much for the donation of \$250.00 that was made back in February to the Mission Children's Hospital radiothon. This donation was made by the ERC on behalf of my beautiful grandson "Little B". The donation was matched for a total of \$500.00.

My son Brandon and his amazing wife Michelle, along with "Little B" were a part of the radiothon that took place on February 19<sup>th</sup> & 20<sup>th</sup>. Michelle told their story about how Mission Children's Hospital has helped them get a special vest for "Little B" and how every day life is affected when you have a child with Cystic Fibrosis.

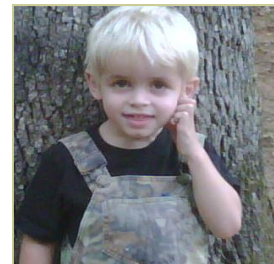
A lot of you have been there for me since the moment we found out about "Little B's" disease. You have prayed, cried and been there for me and I just want you all to know how much that really means to me and my family. So, thank you all for the prayers and just take a look at what a wonderful family I have been blessed with.

Thanks again and God bless you all.

Connie O'Brien



Brandon, Michelle & "Little B"



My "Little B"

## **ADULT SERVICES**

**BY: MIRIAM EARLY**

The Adult Services Unit is proud to announce that Andre Conley, son of Gwen Conley recently successfully defended his triple jump title for the UNC Charlotte 49er's by jumping 48'2" at the A-10 Indoor Track Championships. This is the university's eighth best mark in their history. Andre is a junior, majoring in psychology/counseling. He plans to pursue a career as a child counselor.

On a sadder note, we regret to say that the state has reduced our allotted CAP-DA slots from 68 to 64. This program puts services in the home to prevent nursing home placement for Medicaid recipients. As with some other Medicaid programs, CAP-DA case management has been limited to 3 hours per month per client, beginning 3/1/10.

Our unit is located at 486 Spaulding Road, in the Mental Health building. We welcome those who would like to see our facility, and discuss the services we provide.

## **FOSTER CARE**

**By: Renee Barrier**  
**Families for Families**

The McDowell County Foster Parenting program is proud to recognize our newest members to our team of foster parents! Please welcome:

Jimmy and Donna Hardin	Monique Betke-French	Lance and Teresa Walker
Jerry and Glenda Dalton	Zeb and Michelle Davis	Dan and Anita Vallini
Jerry and Michelle Andrews	Christopher and Emily Smith	

All of these families have completed the 30 hours of required pre-service training and are excited to begin to serve the children in McDowell County as foster parents.

McDowell DSS will be holding our next foster parent training, called "Model Approach to Partnerships in Parenting/ Group Preparation and Selection", beginning on April 12<sup>th</sup> at 6 pm. The classes are held on Monday and Thursday nights from 6-9 pm at the McDowell DSS office and will last 5 weeks. These classes are free of charge to anyone interested in attending. Completing this MAPP/GPS training is required in NC to become a foster or adoptive parent for children in DSS custody.

If you, or someone you know, is interested in becoming a foster parent, please contact Renee Barrier at 652-3355 ext. 122 or by email at [renee.j.barrier@mcdowell.nc.gov](mailto:renee.j.barrier@mcdowell.nc.gov)

## SENIOR CENTER NEWS AND INFORMATION

The 2010 McDowell Senior Games/Silver Arts are set to begin!



*“We would love to have you come out and join us for the fun, fellowship, and friendly competition.”*

McDowell Senior Games Co-Cordinators, Cheryl Woody and Brenda Monosso, say they hope that more seniors will sign up for the 2010 games which are set to begin on April 21<sup>st</sup>. The games offer horseshoes, shuffleboard, bocce, croquet, track and field events, and bowling just to name a few. There is also an option to enter the *SilverArts*. This division of McDowell Senior Games includes Heritage Arts (needle work, woodcarving, knitting and other crafts); Visual (photography, painting, and more); Literary (essays, life experiences, short stories and poetry); and the Performing Arts (Vocal, instrumental, dance, comedy, and drama) showcased during the Senior Games Follies on April 29<sup>th</sup> at the McDowell County Senior Center. Our county has many talented artists who could enter their artwork into McDowell Senior Games.

The rules and regulations are included in the registration form. The early bird registration will be \$5.00 on March 5<sup>th</sup> at the kick-off breakfast and until 3:00 pm the same day. After March 5<sup>th</sup> the registration fee will be \$8.00. **The deadline to enter the games will be April 15<sup>th</sup>.**

Registration forms are available at the McDowell Senior Center Games and the A.C. Bud Hogan Community Center. Everyone who enters receives a 2010 senior games t-shirt and goody bag. You must be 55 years of age or better as of December 31<sup>st</sup> and a resident of McDowell County to enter. If you have any questions please call McDowell Senior Center at 652-8953.



On March 9, 2010, the Centers for Medicare & Medicaid Services (CMS) terminated its contract with Fox Insurance Company of New York. CMS found that Fox committed a series of violations, including improperly denying its enrollees coverage of critical HIV, cancer, and seizure medications. This termination affects approximately 24,000 members in North Carolina ( approximately 165 in McDowell Co.) enrolled in the Fox Value and Fox Grand prescription drug plans.

Effective immediately, all Fox members will be transitioned into the LI-NET program administered by Humana to ensure that beneficiaries receive their Medicare prescription drugs without delay or disruption. This transition will happen automatically and the member does not need to take any action at this time. Please remember, LI-NET has an open formulary and there are no drug restrictions or limitations including prior authorization, quantity limits, or step therapy. The [www.medicare.gov](http://www.medicare.gov) website now reflects these individuals as being current members of LI-NET.

If a pharmacy is having difficulty processing claims for these individuals, please have them contact LI-NET at 1-800-783-1307 from 8:00 a.m. to 8:00 p.m. for assistance. Fox members will be able to choose a new prescription drug plan through a Special Election Period (SEP) that will run through April 30, 2010. Members who do not choose a plan by April 30, 2010 will be auto-enrolled into a new plan by Medicare to be effective May 1, 2010. CMS will be sending notification to the affected members advising them of the termination as well as their opportunity to switch plans.

SHIP counselors are standing by in the SHIP call center in Raleigh to answer questions. Call 1-800-443-9354 or 652-8953 for a local SHIP Counselor.

# Happy Birthday

## APRIL BIRTHDAYS

LENA JONES	4/3	JANET McCALL	4/3	RENEE BARRIER	4/4
MELINDA COOKE	4/7	RUSTY WATKINS	4/10	ALAN MAINER	4/15
SANDRA THORNE	4/18	BELINDA BUCHANAN	4/21	AGNES WHITE	4/28

## MAY BIRTHDAYS

JOHN HUGHES	5/4	MARIE YAPP	5/9	JULIAN GRANT	5/1
LAURA McCURRY	5/14	JILL KEHLER	5/18	CHRISTY ESTEP	5/23
MISTY BROWN	5/23	BRAD PITTMAN	5/24	THELMA MESSER	5/27
ELIZABETH DISANTO	5/31				

## JUNE BIRTHDAYS

JANICE BOONE	6/02	BRANDON GADDY	6/03	RHONDA WHEELER	6/04
LINDA WATERS	6/17	CINDY LAUGHTER REEL	6/19		
STEVEN EDWARDS	6/28				

## New CFT Facilitators!

By: **Connie O'Brien**

On March 18, 2010 we had four people complete the Anchors Away! How to Navigate Child and Family Teams: The Role of the Facilitator training. Buncombe County hosted the four day event. This is a follow up training to the Step By Step: An Introduction to Child and Family Teams training.

Congratulations to Renee Barrier, Trish Fields, Eileen Irish and Connie O'Brien on completing this training. They participated with hands on activities to learn different facilitation skills, the essential tasks of the facilitator, piecing together the elements of preparation and took part in a mock Child and Family Team meeting.

Several people from this training remarked that they were going to go back to their office and discuss with their director how McDowell County is going outside the box and training employees other than CPS workers to Facilitate a CFT. They thought it was a great idea and could see how easy it would be for the facilitator to remain neutral which is very important when facilitating a CFT.

Once again McDowell County DSS is taking the initiative to find new and better ways of serving the clients of this county. Let's keep up the great work!

## NEW HIRES—WELCOME ABOARD!!!

**Melinda Cooke**—Melinda was hired in January as the Front Desk Receptionist. She is supervised by **Connie O'Brien**.

**Emily Lovik**— Emily has taken a position of Social Worker III in the CPS Intake Unit. She is supervised by **Marie Yap**.

**Amanda Casillas**—Amanda was hired for the Health Resource Navigator. She is out-posted and is supervised by **Eileen Irish**.

**Katrina Lambert**— Katrina works as a Processing Assistant III in the Clerical Economic Clerical Support Unit and is shared by Food & Nutrition, Family & Children's Medicaid and The Work First Units. She is supervised by **Connie O'Brien**.

**Elizabeth Tenney**—Elizabeth was hired to help with the Front Office Staff as a Processing Assistant III in the Economic Services Clerical Support Unit and she is supervised by **Connie O'Brien**.

**Elaine Burgin**—Elaine has taken the position of Community Social Support Assistant in the Transportation Unit. She is supervised by **Trish Fields**.

**Blaine Gregory**—Blaine has taken the position of Social Worker I in the Foster Care & Adoptions Unit. He is supervised by **Lynn Queen**.

## JOB CHANGES—CONGRATULATIONS !!!

**Sabrina McIntyre**—Sabrina will be taking on the new position of Income Maintenance Caseworker Floater. She will be learning all of the Income Maintenance programs policy and procedures and will be filling in for workers when they are out for an extended period of time. She will start out in the Food & Nutrition Unit. Her supervision will be shared among the Economic Services Supervisors.

**Cherish Morgan**—Cherish is now working as a Processing Assistant III and is responsible for keying CPS Forms as well as other duties in the Economic Services Clerical Support Unit. She is supervised by **Connie O'Brien**.

**Vanessa Conley**—Vanessa is now working as a Data Entry Specialist in the Economic Services Clerical Support Unit. She will be supervised by **Connie O'Brien**.

## QUOTE OF THE QUARTER

***The only place success comes before work, is in the dictionary—Vince Lombardi***

He is finally here...

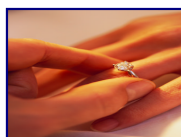


James Jacob Williams II was born on February 12, 2010 to Jake and Sandra Williams.

Jake is the son of **Debbie** and Jim Williams. Debbie is our Administrative Assistant.



On May 1, 2010 **Amy Brooks** (CPS) will marry **Darren Deyton**. Congratulations to you both. We all wish you the best!



Who says we're not busy at DSS... This is multi-tasking at its best.



Lisa Sprouse, CPS Program Administrator.