



Wellness Supports

VOLUME 1 ISSUE 2

SUMMER 2008

SPECIAL POINTS OF INTEREST:

- Survey results
- News on Psychiatric Advance Directives
- Consumer Rights Information
- Consumer Care Review
- Intensive In Home Therapy
- Mental Health on the Web

For more detailed information about the survey results, go to www.surveymonkey.com. If you have further questions about the survey or results, contact

Wendy Wenzel, at wwenzel@wellnesssupports.com or at 919-782-8730

WELCOME!!

Summer 2008 is underway and Wellness Supports is bustling with activity! Not only is June the beginning of summer, it will also be the month that we send in our letter to the [Commission on Accreditation of Rehabilitation Facilities \(CARF\)](#) requesting a survey date. All staff and consumers will continue to learn more about policies and procedures that continue to be updated and implemented. Wellness Supports hopes to complete it's accreditation survey in October of this year.

The State of North Carolina continues to review Mental Health Reform and has implemented changes to the Community Supports Service Definition

that became effective March 1, 2008. As a result of some of the changes that the State of North Carolina has put into place, Wellness Supports has added a new service: Intensive In Home Therapy. Read more about this service on page 2.

Read about how to manage job related stress on page 3.

These are just a few of the items that you will read about in this edition of our newsletter. As always, please provide any feedback regarding the information in this issue or information that you would like to see in future issues.

Get Involved with NAMI Wake County...

NAMI Wake County meets monthly at Highland United Methodist Church. The meetings are supportive and educational in nature. If you are interested in attending, the meetings are held on the fourth Monday of each month at 7pm. Highland United Methodist Church is located at 1901 Ridge Road Raleigh NC. Meetings are held on the third floor of the Education Building. For more information go to www.nami-wake.org.

And the Survey Says.....

Wellness Supports conducted a Consumer Satisfaction Survey in the Fall of 2007 to help determine the expectations and preferences of the consumer base and to better understand how the agency is performing with its various services. The results of the survey was used to determine if the services provided are meeting the needs of it's consumers as well as for future program development. The survey showed that **98%** of consumers served are satisfied with their

services.

Wellness Supports also asked it's employees to complete a satisfaction survey. The survey included questions pertaining to subjects such as new employee training, workload expectations, the availability of supervisors, and satisfaction with pay. Employee response ranged from feeling positive about their employment with the agency to feeling that the workload expectations were too high.

Wellness Supports is dedicated to continually seeking ways to improve service to consumers and to provide employee job satisfaction. Both our consumers and employees are our most valuable asset. Wellness Supports will continue to seek the input of employees, community stakeholders and consumers in an effort to improve the agency.

"The services are fine for me. I am happy with the services that I am getting. There are no complaints."

-Consumer

Intensive In Home

Effective March 1, 2008, Wellness Supports began providing Intensive In Home Therapy. This service is a time-limited intensive family preservation intervention. A team approach is used to address the needs of the children and/or adolescents who need intensive interventions to remain stable in the community. The primary work is done with the family. Team services are individually designed for each family to minimize intrusion and maximize independence. Like

other enhanced services, Intensive In Home is structured and delivered face to face to provide support, guidance and skill building. Wellness Supports has established an Intensive In Home Team. Team members are: Team Lead: Kate Wood, P-LCSW, QP; Renee King-Torres, BA, and AP; Eugene Settles, BA. The team is currently working with one family. QP Renee King-Torres describes the service as “a way for families to reconnect with each other and the commu-

nity.” Kate Wood, Team Lead, asked the family that the team is currently working with what they think of the service: “In the beginning I thought that the way we treated each other should change.” “I didn’t think that this was going to work. I’m thankful that people will help keep our family together.” “We have been able to spend quality time together as a family.” To find out more about Intensive In Home services at Wellness Supports, contact Wendy Wenzel at 782-8730.

Consumer Rights Information

The Consumer Rights Committee at Wellness Supports meets quarterly to review any issues of consumer care. The committee is made up of Wellness Supports Program Director, Program Managers, community stakeholders, consumers and parents of consumers. The committee reviews incident reports for the previous quarter. An important func-

tion of the committee is to determine if the consumer received appropriate response and support from staff during any reportable incident. The committee also reviews any grievances or First Responder calls that have been filed in the previous quarter. This meeting is held as part of the overall Continuous Quality Improvement Program at Wellness

Supports. Your attendance and input is welcomed at any meeting. For more information contact Amy Palmieri, CQI Director at 782-8730 or apalmiere@wellnesssupports.com

Psychiatric Advance Directives

As part of the person centered planning process, we now have the ability to assist our consumers with creating advance directives. An advance directive is a Health Care Power of Attorney, Living Will, and Advance Instruction for Mental Health Treatment which outlines the specific treatment wishes of the individual at the

time of hospitalization. These documents become part of the medical record and are available during times of mental health crisis. The person centered plan allows consumers to make advance directive part of their crisis plan. The Duke University Program on Psychiatric Advance Directives has created a website that

provides consumers and clinicians with information and forms available to download and use. To access specific information and forms go to <http://pad.duhs.duke.edu>

Mental Health on the Web

Get connected to Mental Health!! . “Get Connected” is the theme for Mental Health 2008. Mental Health America has a message center that is available for everyone’s use. The message center is designed to encourage everyone to protect and improve their mental health. The materials at the message center cover the many ways that we can create connections that support mental health through connecting to family, friends or other members of a social support network; to the community and to

a health care professional when necessary. Another resource that the website provides are fact sheets. The user simply clicks on the link to Fact Sheets and then chooses the topic by population or subject. A wide range of topics are available and cover many issues. Some topics that are listed are: “Finding Your Balance at Work and Home”, “Helping Children Grow Up Healthy— Mind and Body” The website also gives information regarding finding and paying for mental health services in your commu-

nity as well as what to do in the event of a mental health crisis. www.mentalhealthamerica.net

Did you know that one in four people report they’ve missed work as a result of work-related stress?

Mind your Stress— On the Job

Most of us have felt “stressed out” at one time or another. When this feeling persists day after day, stress becomes chronic. Chronic stress can take a toll on our quality of life and on our bodies. Some common sources of stress include financial worries, concerns about workloads, and the demands of work and family, just to name a few. When we are under chronic stress we all have trouble meeting deadlines, concentrating and making decisions. Our productivity and performance decrease as our

stress levels increase. We also may become easily irritated, overwhelmed, and have relationship problems. Whether stress originates at the office or at home— or a little of both—we take it with us wherever we go. The good news is that we now know that caring for our minds as well as our bodies can keep us healthier, happier and more productive in all aspects of our lives. Here are a few strategies you can use to better manage stress. These tips may seem like common sense, but few of us apply them to our daily lives.

- Treat your body right. Eating right and exercising can increase your tolerance to stress.
- Set realistic goals. Do what’s possible and carry on.
- Learn to say “no”. Slow down and be honest about what you can comfortably do.
- Be flexible. Make allowances for the opinions or others and be prepared to compromise.

For more information on this and other topics go to: www.mentalhealthamerica.net

Consumer Care Review

Often times it seems as though every possible strategy and resource has been utilized when working with consumers and their families. Maybe the team is recommending out of home placement, yet the family wants the consumer to remain in the home and community. Or, maybe the consumer has been in multiple out of home placements and wants to return home

so they don’t follow through with the treatment during their placement. The Consumer Care Review Committee is designed for staff and community stakeholders to come together to discuss strategies to meet the needs of consumers and their families when it seems as though all available options for care and treatment have been exhausted. This resource is open to

all staff at Wellness Supports. The Committee meets on the first Monday of every month from 9:00am –10:00am. Two cases are staffed during that hour. If you would like to arrange a case staffing, contact Roosevelt Richard, Community Supports Program Manager, at 782-8730.





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Our Mission:

The mission behind our work is to provide effective tools, supports, and solutions to assist individuals and families in maximizing their strengths and enhancing the quality of their lives.

For more information about this issue or this organization please contact:

Carla Daniels at
cdaniels@wellnessupports.com
or @ 919-782-8730.

We're on the web!
www.wellnessupports.com

Employee Anniversaries

January:

Vickie Byers, 2 years

February:

Fran Peeler, 1 year

March:

Sharon Hartzog, 2 years

Helga LeMaster, 1 year

Jamilah McLain, 1 year

April:

Lily Fiorentino, 2 years

May:

Donna Moore, 3 years

Traci Pirri, 3 years

Lisa Sellars, 3 years

Kelsi Knick, 3 years

June:

Carla Daniels, 3 years

Mary Beth Kelly, 3 years

Laura McCarthy, 3 years

Christine Kahle, 1 year

Carol Blandshaw, 1 year

July

Deborah Upchurch 3 years

Olivia Houston 2 years

Kate Wood 1 year

