

**Special points of interest:**

- CARF News
- Training Announcement
- Advantage Cares....

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## News from the Chief Executive Officer

### Transition - O. J. Booker

Since I started my new role in January, I've been able to "tour" three functions of the agency. I visited Dr. Caldwell in Elbert, Cat Clayton and Angela Warren at Milledge, and the specialty court team in Jackson County. In Elbert, I got to sit in Chris' women's DBT group and his men's group. At one point in the men's group meeting, a client said, "If it wasn't for this group, I'd be a dead man." Another client at Milledge told me, "I really enjoy coming here, and it's helped me a lot."

For those of you in service to clients, I know you know this, but if it never gets said, it never gets heard: you have a precious and immense opportunity to make a real difference in the lives of others and you do that. Very few people in the world have as intimate and powerful a responsibility. Your actions speak of your love for the client. The results speak for themselves. You make a concrete and tangible difference. It doesn't mean that you have some special "power" or anything like that. You just take

the gifts you have and apply them with the spirit of giving. That is the essence of service, and the success of our organization rises and falls on the capacity of servant's hearts we possess. I do not take your service for granted. Thank you.

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Our Executive Management Team is now in place. Sherrie Maxwell assumed the COO position earlier this month. I am thrilled to be a part of this team, as I am with the role I play at Advantage. The MTM project is well underway, and I'm very excited about the positive outcomes we will experience in the near future. Our next Management Team meeting will be in Walton County; all are welcome to come in the afternoon to Unlimited Services!



## Changes to Blue Shield Blue Cross Benefits

Co-pays will become effective on **March 14, 2014** and will be retroactive to **January 1, 2014**. Premiums, deductibles, out-of-pockets and HRA contributions will not be affected. SHBP members do not need to take any action to receive these new benefits. SHBP members will remain in the plan they chose during Open Enrollment for the balance of 2014. New Decision Guides will be posted to SHBP site on March 14,

2014. New insurance cards will also be mailed to employees. Contact Denise Brooks, Payroll & Benefits Coordinator with questions [dbrooks@advantagebhs.org](mailto:dbrooks@advantagebhs.org)

**CO-PAYS**  
PCP \$35 Specialist \$45  
RehaB \$25 ER \$150  
Urgent Care \$35

**RX:** Tier 1 \$20 Tier 2 \$50  
Tier 3 \$80 (replace pharmacy coinsurance with 3 tier copays)

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**Check out the newly designed [ADVANTAGEBHS.ORG](http://ADVANTAGEBHS.ORG)!**

## CARF News

*Submitted by Elizabeth Stewart, Quality Improvement*

ABHS will be having a visit from CARF, an accrediting agency, in August or September. Here are a few commonly asked questions about this process.

### **Who is CARF?**

CARF is an international organization that accredits programs serving clients. Their mission is to promote quality and optimal outcomes of services through a consultative and review process. They look at organizations to see how well they are doing in working with clients and since they can consult, they can talk with us and give us ideas/suggestions on how we can do things either differently or better.

The surveyors are people who work in similar settings to ours. As an example, Janice Callaway is a current CARF surveyor and so is Michelle Creech, who used to be the QA Director.

### **Why are they coming?**

CARF can accredit programs for one or three years. We received a three year accreditation that expires in October, 2014. We are now seeking re-accreditation.

### **Who participates in CARF?**

You! CARF surveyors are interested in what you do and how well you do it (and we do a great many things very well well!). Everyone has a part to play in preparing for CARF just the way we all support clients, whether we are working directly with them or not.

### **What are CARF surveyors going to be looking at?**

CARF has developed standards that structure, in part, how we do things (what types of things should be in an intake, what type of information should our risk manager be aware of etc). Many times we think we are doing things because it is the "right thing to do" and it turns out that it is also a CARF standard. There is a variety of standards and they are for everyone in the agency. These include leadership, CSB governance, strategic planning, how we get input from our stakeholders, financial planning, risk management, health and safety, human resources, accessibility, and performance management among others. The standards also provide guidance in how we provide services to our clients.

### **When are they coming?**

CARF surveyors will be here for about a week sometime in either August or September.

### **What are we doing to prepare?**

There are representatives from each of our areas including but not limited to UM/UR, Health and Safety, DD, Residential, Behavioral Health, CSU, Business, HR, MIS, Operations, Medical, and the CSB. Your representatives will ensure that you know what needs to be done in your area. When CARF surveyors come around they like to review documentation whether it is a procedure manual or a client record and they like to talk with staff and clients. Over the next few months, I will provide questions (and answers) that CARF surveyors will be interested in talking about.

### **What do I need to be doing now?**

Listening at staff meetings for CARF information, reading the newsletter for CARF information, and ensuring that you are keeping up with your regular tasks whether it is closing client records when the client is no longer active, having regular safety drills, ensuring certain policies and procedures are in place and/or updated if needed, or any of a variety of tasks that are your responsibility.

### **Why should I care that CARF is coming?**

This is actually an opportunity to show off the great work that we do! Most if not all of us have a great passion for the work we do and care deeply about clients we serve and the work that supports that. Having CARF visit us is a wonderful chance to show off!

### **What should I do if I don't know what to do?**

Contact your supervisor or contact me at 706-389-6789 ex. 1519 or [estewart@advantagebhs.org](mailto:estewart@advantagebhs.org).

## **TRAINING ANNOUNCEMENT**

The Human Resources Department will be offering Supervisor Training - Phase 1 instructed by Theresa Davis on Friday, March 14, 2014. This is a very practical and helpful class that is designed to develop exceptional supervisory skills. All new supervisors and those needing a refresher should attend. Please register online. The class is titled "Supervisor Training - Phase 1-2014" and is scheduled 9:00am - 4:00pm in the Training Room on North Avenue.

Congratulations to the following individuals for being name ABHS GEMS for exceptional customer service given within our agency.....

**S**tephanie Arredondo, Jackson County Clinic, "Stephanie is always willing to stop in her busy schedule to help keep the clinic in order. She realizes it is not her job to keep the staff kitchen clean, or keep the staff bathroom free of paper towel rolls, etc., but if there is ever a small task or large task, Stephanie will do it. On rainy days if someone has tracked in the hallway, Stephanie will clean it up. She is a pleasant person and a valuable member of the Jackson MH team. Additionally, Stephanie has cleaned things around the clinic and covered kids group when a clinician became ill so the kids could still have their "meeting". She wasn't prepared and group is not something she has offered but she wanted the kids "our little customers" to have their normal meeting/snack time. Stephanie has a "can do" attitude. No task asked of her or discovered by her is left undone. "

**S**andra Grimes, Business Office, "I'm nominating Sandra Grimes for the GEM award because a few minutes ago she was on the phone with me (on the eve of the biggest holiday in the western hemisphere!) to ensure accuracy of checks going out to providers today, so they'll have money for the holidays, despite the fact that she's required to get them to them by the 1<sup>st</sup> of each month! Clearly, getting them to them today (8 days early!!) exemplifies going above and beyond, but she knows that to keep our providers happy is important, so she's going the extra mile! Thanks, Sandra!"

Take note of those around you who are going above and beyond their job expectations in promoting customer service and consider making a nomination for a GEM Award. Share specifics as to how the individual is meeting the criteria with examples noted. Please make your submissions by the 10<sup>th</sup> of each month.

Quarterly Advantage CARES Team Awards are awarded with the traveling banner. If your ABHS team is thinking outside of the box in running your shop, setting and achieving goals that are showing efficiency and effectiveness, resulting in a better bottom line for your program, we want to hear from you!!! Simply email Tammy Dalton at [tdalton@advantagebhs.org](mailto:tdalton@advantagebhs.org) a detailed paragraph or two with the specifics as to how you are reaching those goals. We are always looking for the next example setters to recognize!

## JOIN THE HR DEPARTMENT IN WELCOMING STAFF



**Theresa G Davis** is a Human Resource Professional with over 19 years of experience; 13 years with the State of Georgia serving as a Regional Human Resource Manager, Regional Facility Staff Development Training Director (HR Manager), Personnel Analyst 2, Training and Development Coordinator I and II; 6 years with other state and federal agencies as a Student Services Provider 2, and Senior Recruitment and Placement Counselor. Ms. Davis holds a Bachelor's of Business Administration Degree majoring in Management and a Master's of Science Degree majoring in Human Resources. She is an active member of Restoration Ministries International Christian Fellowship and volunteers to serve as the Director of Business Affairs and Minister. She is a founding member of Fort Gordon's Toastmasters. Theresa is the loving mother of a 23 year old son Nicholas, and has strived to instill her top values: spirituality, love, integrity, success, influence, health, and fun in him. These values and above experiences have brought her to her current

position with Advantage Behavior Health as Human Resource Manager.

**Donna Kane** has over 13 years of experience in Human Resources management and training in both the private and non-profit sectors, 8 years as a recruiting manager and 5 years as a training manager. Over the years, she has developed numerous training programs in the areas of supervision skills, recruiting, customer service, mentoring, clinical documentation, and other programs designed for employee performance enhancement. Donna has worked with clients in direct service as a member of the Case Management team with ABHS and was part of the very first ACT Team. Because of her experience working with individuals with behavioral health challenges, she has a strong desire to support our clients in their recovery. She is rejoining ABHS as the new Training and Development Specialist in Human Resources. She and her husband, Mark, returned from the Florida Keys, where she was a stay at home mom to their daughter, Georgia, who is now in first grade. Donna is excited to be back home in Athens and embarking on her career here at ABHS. Donna can be reached at 706-389-6777 ext. 1139 or [dkane@advantagebhs.org](mailto:dkane@advantagebhs.org).



# CELEBRATE ADVANTAGE

## Advantage Behavioral Health Systems

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### BIRTHDAYS

**1st** Patsy Standridge  
Brent Temple  
**2nd** Sarah Hill  
**4th** Barbara Reed  
Frances Torres  
**8th** Carla Puchstein  
**9th** Nan Cooley  
Audrey Robinson  
**10th** Kate McFarland  
**11th** Barbara Dutton  
**13th** Linda Hicks  
**17th** Renee Oviedo  
LaTonya Patrick  
**18th** Deborah Janes  
**19th** Gwendolyn Fortson  
**20th** Titus Dyson  
**25th** Toryi Adams  
Sherrie Maxwell  
**26th** Crystal Brown  
**27th** Kara Holcomb  
**28th** Paula Okoro  
Mattie Scott-Walker  
**30th** Denise Brooks  
Robert Shapiro

### ANNIVERSARIES

#### March 1st

Cathryn Avery - 15 yrs.  
Jimmy Usher - 12 yrs.  
Marvin Cleveland - 7 yrs.  
Kelly Mendiola - 4 yrs.  
Toni Hendrix - 3 yrs.  
William Duck - 2 yrs.  
Celina Vereen - 2 yrs.  
Lymeriam Brown - 1 yr.

#### March 3rd

Alicia Lester - 17 yrs.  
LaTonia Gunn - 6 yrs.  
Cheryl Guzman - 6 yrs.

#### March 16th

Callie Cody - 27 yrs.  
Bettye Cook - 9 yrs.  
Tonya Gray - 9 yrs.  
James Reed - 3 yrs.  
Tarin Tripp - 3 yrs.  
Jennifer Burgess - 2 yrs.  
Jamie Rice - 2 yrs.

Building a Stronger  
Community One Person  
at a Time

### Welcome to the following employees who joined out ABHS Team in February 2014!

Paula Okoro  
Steve Williams  
Aundi Sims  
Leilani Jarrett  
Donna Slaboda  
Nicole Armistead

Women's Services  
Homeless Service Ctr.  
Crisis Stabilization Unit  
Women's Services  
Women's Services  
Crisis Stabilization Unit

Client Support Worker  
Client Support Individual  
Medical Assistant  
Client Support Worker  
Client Support Worker  
Licensed Practical Nurse

## FRIENDS OF ADVANTAGE

Friends of Advantage.....has a need for volunteers for the AdDress a Need Sale at Georgia Square Mall during the following dates:

**Friday, March 7 through Sunday, March 23, 2014**  
**Monday-Friday 1-9pm**  
**Saturday 10am-9pm**  
**Sunday 12-6pm**

FOA invites you to join in on the fun. Contact Tammy Dalton if you have any free time to volunteer at the sale.

### SPECIAL DATES - March 2014

**Monday, March 17**  
9 am - Executive Management Team Meeting  
Walton County Clinic

1:30 pm - Management Team Meeting  
Unlimited Services  
Walton Service Center

**Tuesday, March 25**  
4:00 pm - Community Service Board Meeting  
North Avenue, Training Room



### Join Us at spirit night!

Thursday, March 13th, 2014 from 5-8pm

**Bring flyer** to Chick-fil-A Beechwood  
**Thursday, March 13th from 5-8pm** and  
give it to the cashier when you order. If

you forgot your flyer, just be sure to tell the cashier that you are here for FRIENDS OF ADVANTAGE fundraiser. Then, based upon the evening's sales, Chick-fil-A Beechwood will make a donation to our group! For additional information, contact Frances Torres at frances@advantagebhs.org.