

# HUGHES BMHS NEWSLETTER

Eddy Hughes, Director  
Candice Kirkland, Assistant Director  
Winter 2015

## Mission Statement

HBMHS is committed to providing services and supports aligned with evidence based best practices. These practices are designed to assist each consumer served in achieving individually determined goals and objectives that promote growth, life satisfaction, and significant roles and connections to the community.

**Or, Put Another Way...**

**HBMHS provides services that:**

**Research indicates are effective...**

**Are based on a person's preferences...and**

**Help people learn, be happy, and develop**

**relationships with others in their Community**

## AFL Support Group

Hughes BMHS offers AFL Support Group Meetings every other month. Our Next AFL meeting will be held on February 24 at 12:00 in the Shelby Office. We will also review our Monthly drills in OnTarget, the upcoming annual external inspections and review any questions and/or concerns regarding consumers and plans as needed.

ALL AFL's are now eligible for Insurance (health, dental and vision), along with Direct Deposit of their checks.

## Parents/Guardians:

If interested in an Emergency ID card for your Child or Consumer, PLEASE let us know and we will provide one for both the Parent and Staff. Our goal is to ensure everyone's safety to the fullest extent.

## SIGN LANGUAGE WORKSHOP

This workshop is being offered by Hughes BMHS to all staff, clients and client's families at no cost. If any of the staff's family members are interested, the cost is \$20 for the 5 week course. The maximum class size is 30 participants. The classes begin February 23, 2015 and will run through March 23, 2015. This workshop is being offered by Hughes BMHS to all staff, clients and client's families at no cost. If any of the staff's family members are interested, the cost is \$20 for the 5 week course.

The maximum class size is 30 participants. The 5 classes are designed to be a basic sign language course. It is expected that if you sign up, you will be attending all 5 classes.

Sulfur Springs Methodist Church

1642 Sulfur Springs Rd. Shelby, NC 28152

The 5 classes are designed to be a basic sign language course. It is expected that if you sign up, you will be attending all 5 classes.

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## Employee Recognition

HBMHS is proud to announce our Staff of the Month from each QP. The Staff who have been recognized as Staff of the Month are as follows: Josephine Miller, Shawanda Fuller, Kathy Porter, Pam Patterson, Lance Wheeler, Loretta Bess. Thank you to all of you for your hard work, dedication and determination to help our client reach their goals and dreams. You all truly are making a difference in the lives of others.

THANK YOU all for all of your hard work and dedication to HUGHES BMHS!

Nominations recognizing the exceptional work of staff are accepted from families, consumers, and other staff. Nominations can be submitted to Eddy Hughes via phone/email or can be made by dropping a nomination in the HBMHS Suggestions Box located at the Main Office, 3816-5 South New Hope Rd., Gastonia or in the Drop box in the Shelby Office, located at 1455-C East Marion St., Shelby

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## DID YOU KNOW?

- That all of our staff have Employee Identification cards
- They also all are provided First Aid Kits, CPR face shields and fire extinguishers to keep in their vehicles at all times.
- All fulltime staff are eligible for insurance
- PTO
- Our staff receive ongoing trainings and have trainings offered continuously
- Did you know that Hughes BMHS is now on Facebook? Please like our Facebook page and keep track of what is happening with us on a regular basis.
- **We also have a website: [www.hbmhs.com](http://www.hbmhs.com)**
  - The Hughes Behavioral and Mental Health Services Newsletter can be received electronically by going to the HBMHS website, clicking on the Newsletter button and enter your email address in the “sign-up” box.

## Complaint, Concern, & Grievance Process

For any family, consumer or staff who may have concerns, complaints, or grievances, there are a number of means to have these issues addressed. Hughes BMHS welcomes your concerns and concerns and under no circumstances, will the person reporting a concern be retaliated against. If you have a complaint, concern, or grievance you can contact the following people or agencies to have your issue addressed.

Eddy Hughes, Executive Director (704-661-9833)

Pathways Complaint Line (800-646-4518)

Disability Rights NC (877-235-4518)

OR --- Drop a suggestion card/grievance form in the HBMHS Suggestion Box. Grievance policies and forms are available in the suggestion box

## Staff Reminder:

Important timeframes and dates to remember to make sure notes and timesheets are completed correctly in OnTarget.

-Staff have **7 days** from the date of service to complete notes in OnTarget with a signature. If notes are past 7 days staff will be unable to sign the note. If this happens staff must contact their QP and make an appointment to sign that note(s), those hours worked will be paid at \$7.25/hr and delayed a pay period.

-All notes must be in OnTarget and signed for **1st-15th by 5pm on the 16th** of each month. All notes must be in OnTarget and signed for **16th-end of the month by 5pm on the 1st** of each month. Those notes that are note in the system by these dates will be added to the next pay periods timesheet.

-Timesheets must be signed for the **1st-15th by 5pm on the 20th** of each month. Timesheets must be signed for the **16th-end of the month by 5pm on the 5th** of each month. If timesheets are not signed by these dates those hours will be paid at the next pay period.

-Pay dates are the 15th and LAST day of each month. If a pay day falls on a Saturday, staff will get paid the Friday before. If a pay day falls on a Sunday, staff will get paid the following Monday.

Meeting these above deadlines for note submission is a staff work requirement. If staff are unable to meet work requirements disciplinary action will be taken.

“To succeed in life, you need two things: ignorance and confidence.”

Mark Twain

Thursday - Sep 20, 2012(8:09 pm)

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## Gastonia Office

704-879-9273

### **Eddy Hughes**

*Executive Director*

704-661-9833

### **Candice Williams**

*Assistant Director*

704-995-9148

### **Tammy Harrell**

*Qualified Professional*

704-689-3077

### **Heather Mattison**

*Qualified Professional*

704-914-8197

**PJ Williams**, *Information Technology*

**Ramona Dowda**, *Medical Records*

## Shelby Office

### **Charity Davis**

*Regional Coordinator*

704-661-9835

### **Cindy Bivins**

*Qualified Professional*

704-718-4762

**Kelly Vickers**, *Office Assistant*

## Statesville Office

### **Lanie Craven**

*Regional Coordinator*

704-657-0493

### **Shawn Wingo**

*Qualified Professional*

336-460-6590

## Do You Know...

- All HBMHS Consumers are eligible for memberships to the YMCA in the County in which they reside. The YMCA memberships are provided by HBMHS at no cost to the individual or family.
- HBMHS consumers receive a discount at Liberty Lanes, when accompanied by a HBMHS employee.
- Carmike Theater in Shelby offers Stimulus Tuesdays, all popcorn and drinks are \$1.00 each.
- HBMHS offers, free of charge: First Aid, CPR, NCI, Bloodborne Pathogens and Seizure Management training to family members of HBMHS Consumers.
- HBMHS contracts with two agencies to provide interpreting services.
- HBMHS has a Human Rights Committee (HRC) that meets every three months. The HRC is comprised of consumers, family members and professionals in the field. The Committee serves as a safeguard to assure that consumers' rights, as well as their health and safety, are protected.

## Facts and Figures

### Personnel

- ✓ Number of Employees: 247
- ✓ Number of Staff Grievances Filed: 0
- ✓ Number of Investigations Related to Staff Misconduct: 0

### Consumers:

- ✓ Number of Consumers: 138
- ✓ Number of Consumer Grievances: 0
- ✓ Number of Abuse, Neglect, or Exploitation Allegations: 0

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## Information & Resources

- National Center for Cultural Competency  
[www11.georgetown.edu/research/guccd.nccc](http://www11.georgetown.edu/research/guccd.nccc)
- Capabilities in Gaston County [www.capabilites.com](http://www.capabilites.com)
- Gaston Grizzlies [www.gaston-grizzlies.com](http://www.gaston-grizzlies.com)
- Other Local Activity Resources  
[www.gastontourism.com/gaston-county-tourism](http://www.gastontourism.com/gaston-county-tourism)  
[www.cityofshelby.com/govt/dept\\_parks\\_rec/events.php](http://www.cityofshelby.com/govt/dept_parks_rec/events.php)  
[www.ci.lincoln.nc.us](http://www.ci.lincoln.nc.us)
- National Down Syndrome Society  
[www.ndss.org](http://www.ndss.org)
- National Fragile X Foundation [www.fagilex.org](http://www.fagilex.org)
- The ARC of North Carolina [www.arcnc.org](http://www.arcnc.org)
- National Fetal Alcohol Syndrome [www.nofas.org](http://www.nofas.org)
- Autism Society of North Carolina [www.autismsociety-nc.org](http://www.autismsociety-nc.org)
- Family Support Network of NC [www.fsnc.org](http://www.fsnc.org)
- NC Early Intervention [www.ncei.org](http://www.ncei.org)
- Governor's Advocacy Council for People with Disabilities  
[www.gacpd.org](http://www.gacpd.org)
- North Carolina Council for People with Disabilities  
[www.nc-ddc.org](http://www.nc-ddc.org)
- Special Olympics NC [www.sonc.net](http://www.sonc.net)
- National Caregivers Association  
[www.thefamilycaregiver.org](http://www.thefamilycaregiver.org)
- Partners LME (Formerly Pathways LME)  
[www.PartnersBHM.org](http://www.PartnersBHM.org)
- CARF [www.carf.org](http://www.carf.org)
- Hughes BMHS [www.hbmhs.com](http://www.hbmhs.com)
- Charlotte AHE [www.charlotteahec.org](http://www.charlotteahec.org)
- Capabilities [www.capabilites.com](http://www.capabilites.com)
- State News:  
<http://www.ncdhhs.gov/dma/bulletin/0812bulletin.htm>
- Coffee Break Newsletter: [Partners Behavioral Health Management <communications@partnersbhm.org](mailto:communications@partnersbhm.org)

### Partners: Contact Us

Partners Behavioral Health Management serves as the Local Management Entity/Managed Care Organization for eight counties in the Foothills and Piedmont of North Carolina.

**If you or someone you know is experiencing a mental health, substance abuse, or developmental disability crisis, call Access to Care at 1-888-235-HOPE (4673). To reach any office, call 1-877-864-1454. Local office addresses are:**

#### Corporate Office

901 S. New Hope Rd.  
Gastonia, NC 28054

## CONTACTING CARF

If you would like to learn more about CARF, please let a Hughes BMHS staff know.

You may contact CARF directly if you would like to share your impression of Hughes BMHS and the services offered.

Internet: [www.carf.org](http://www.carf.org)

E-mail: [feedback@carf.org](mailto:feedback@carf.org)

Mail: CARF; 4891 E. Grant Rd.; Tuscon, AZ 85712

Toll Free Telephone: 866-510-2273

Fax: 520-318-1129

## Holidays our offices are closed:

- New Years Day
- Memorial Day Independence Day
- Labor Day
- Thanksgiving
- Christmas Eve and Christmas Day