Helping Others Meet Life's Challenges

The Challenger

Summer and Fall 2016

Volume 2, Issue 1

Total Care Services, Inc.

An Employment First Agency

Jappale' Day Program Services

Thursday, July 14th marked a major milestone for Total Care Services, Inc. and the people we support. On that date, we celebrated the kick-off of the Jappale' Day Programs.

With the launch of this new approach to supporting people with day programs, Total Care Services, Inc. officially began offering programs that included community exposure and integration, volunteer opportunities and job preparation and exploration, and a pathway to work. We are committed to ensuring that our services are choice driven and community-based.

The new services available to people supported by the DC Department on Disability Services include: Day Habilitation; Individualized Day Supports; Employment Readiness; and Supported Employment.

We are excited about our unique approach to day program services. Each of our program services is based on a model that revolves around a number of domains including Employment Discovery; Your Choice; Arts and Humanities; Imagination Destination; the Political Scene; Sports and Recreation; Healthy Living Styles; and Technology.

The kick-off was attended by people supported by DDS, officials from DDS and community stakerholderrs. In additon, several of our community partners participated in the Jappale' Open House, including the Earth Conservation Corps; Money One FCU;, Words, Beats and Life; Bank of America; DDS; MVP Fitness; Dakar Moon; and the Anthony Bown YMCA.

For more information about the Jappale' Day Programs, please contact us at (301) 270-1113.

DID YOU KNOW?

In the District of Columbia, Total Care Services, Inc. offers the following services: In-Home Support; Day Program and Employment Services through the Jappale' Program; Residential; Respite; and Clinical Supports Services.

Total Care Services, Inc. is an *Employment First* agency.

The Maryland Coordination of Community Servcies Progrram supports people with disabilities from Bel Air in Harford County to Leonardtown in St. Mary's County.

Maryland CCS (Targeted Case Managemnt services include: Comprehensive Assessments,Transitioning Youth Services; On-Going Community Services.

Two TY Fairs remain for the Fall Season– Special Needs Resource Fair in Baltimore and Anne Arundel Resource Workshop in Severana Park. See the website for details.

Introducing the Bowie State University Interns

Murriah Rogers is originally from Liberia, West Africa. She is currently pursuing a Bachelor's Degree in Social Work. During her time here, Murriah is hoping to acquiring the experiences necessary to enter the helping professions workforce.

As an intern at Total Care Services, Inc., she would like to acquire the skills and knowledge to function as an effective generalist social worker. Murriah is committed to support her clients and serving as an advocate in the social service field.

Bonnie Kay Williams is a senior at Bowie State University and is also pursuing a Bachelor's Degree in Social Work. During her internship with Total Care Services, Inc., Bonnie hopes to become well versed in the real world applications of the social work core values she has learned in the classroom. After graduation in May 2017, Bonnie plans to continue her education by pursuing a Masters in Social Work.

Both interns are CNAs and come to Total Care Services, Inc. with experience in helping people in need of supports and services.

TCS Passes PCR For 7th Year—John Greene

.Provider Certification Review 2016

And The Way Forward

Thank you to everyone who supported and helped with our passing PCR. At Total Care Services Inc. Provider Certification Review (PCR) is not just an event that happens once a year or once every two years. We look to PCR as our guide to how we operate on a daily basis. Therefore, in all our actions during the course of the year we keep that as our focus. As a result, with your help, we passed the 2016 PCR with high scores.

PCR preparations begins with the quality of staff we have on board, the processes and systems we put in place coupled with the executive team who work hard each day to ensure the men and women who we support have a quality of life of their choosing. Our service areas were not without challenges during the last year, but because of the systems we follow and the dedication of our staff we were able to overcome all the adversities. We had staff shortage due to turnovers, we had behavioral challenges, training challenges that impacted some areas of supports, yet we passed.

Going into the New Year and beyond, TCS, Inc. will ensure that all systems are followed and staff turnovers are minimized. Sustainability and accountability will be two pillars of our operations. To achieve this, TCS Inc. has revised the Quality Assurance Clinical Reviews (QACR) to spend time during reviews fixing deficiencies. In addition we have reduced the amount of cases we review on any given Thursday to allow for a more thorough and comprehensive review of records.

Our scores from PCR although very good and resulted in us passing, will show improvements because of the corrective actions we have implemented towards reducing deficiencies. Each department played a crucial role in ensuring we passed and they will continue to be the main engine behind our efforts to provide great supports to the men and women receiving services from TCS, Inc. Supported living, In-Home Support, Respite, Professional Services, Day Supports (Jappale), Employment Readiness, Supported Employment and all the other services we provide will continue to be strengthened as needed.

The future is bright for TCS, Inc.

Contributors to this edition:

Drucella Wheeler-Ndoye

John Greene

Murriah Rogers

Bonnie Williams

Diane Quinn

Ginger Robinson

WE DID IT
THANKS TO YOU!

Over the last few weeks, a number of new staff have joined the Total Care Services, Inc. team.

New Maryland Employees

Coordinators of Community Services:

- Joseph Osazuwa,
- Supreme Green
- Taylor Shiver
- Chrisitianah Olojede
- Kenise Davis
- Annakaye Bailey
- Edgar Arpivilla

New District of Columbia Employees

In-Home Habilitation Specialists:

- Jowanna Hall
- Tiffany Johnson
- Nastassja Wiley

Supervisor of Home Coordinators

- Olu Okunoren

As you meet the new staff, please extend a warm welcome to our new team members.

Maryland Updates—Transitioning Youth Services

Have you ever wondered why we participate in transitioning youth fairs?

Reflect for a moment on the mission of Total Care Servcies, Inc.—*Helping Others Meet Life's Challenges.* Based upon our mission statement and our commitment to person-centered approach to planing and service delivery, our Maryland Coordination of Community Services staff have been engaged in providing information to individuals and families about transitioning from high school to adult services.

We share with families information about funding allocated by the Developmental Disabilities Administration to support Transitioning Youth (TY) in employment readiness and employment services, as well as, day programs and supports. The TY fairs are generally held clusters of high schools and students and parents begin seeking information about the options available when the students are as young as fourteen.

The primary goal of the Transitioning Youth fairs is to provide students and parents with opportunities to meet adult service providers, including agencies providing coordination of community services. Through dialogue with adult providers, students and families become empowered to make choices that are the best fit for their needs.

The TY fairs also provide opportunities for teachers, Special Education Coordinators, day program providers and other stakeholders to learn about the DDA eligibiliy process and the services available through coordination of community services agencies like Total Care Service, Inc. Participants are informed that Total Care Services, Inc. and other CCS agencies conduct Comprehensive Assessments to help DDA make determinations of eligibility for services.

Vote Today to Shape Tomorrow—Diane Quinn

I'm Registered!!! Are You?

The Tuesday, November 8, 2016 election is very important to all of us at Total Care Services, Inc. All of us at TCS should vote as those we support, our non-profit company, and our funding will benefit from the selection of elected officials who support the vital services we provide. **It makes a difference when Total Care Services, Inc. employees and the people we support vote.**

Washington, D.C. residents can register to vote and then vote thru Election Day by going in person to the DC Board of Elections, located at One Judiciary Square 441 4th Street NW, Suite 250 North. Metro and bus service stop in the block. On Election Day, local pollling places are open at 7:00 am and close at 8:00 p.m. The Total Care Services, Inc. policy on time off to vote is is in **the 2016 Employee Handbook**, on page 95:

"11. Voting Leave

Total Care Services, Inc. complies with State of Maryland and the District of Columbia laws that govern provisions for employees to vote.

State of Maryland

At every election held in Maryland, employees who are registered voters, have two hours of continuous time off-duty during the time the polls are open to vote, and are not to include lunch breaks. The law does not apply to employees voting by absentee ballot. Time off to vote is with pay; however, employees must provide the employer with proof that they have voted or that they attempted to vote. A form indicating that an individual has voted may be obtained from the election judges upon request.

District of Columbia

District of Columbia employers are not required to give employees time off to vote.

Election Leave

Employees who are chosen to serve as election officials at polling sites will be permitted to take required time off to serve in this capacity. It is incumbent on employees who are chosen to act as election officials to notify their manager a minimum of seven days in advance of their need for time off in order to accommodate the necessary rescheduling of work periods. Time engaged as an election official should be reported and coded appropriately on timekeeping records.

CHAMPIONS

Do You Know a Total Care Services, Inc. Champion?

Laina Bryant-Brown, an In-Home Support DSP, is always willing to help and accompany persons to medical appointments, even on short notice. Laina has been with TCS for 10 years and is a true Champion.

Olu Okunoren, has been with TCS only a few months; however, nothing she is given to do is too hard or too much. We are very fortunate to have her on the TCS team.

Alicia Savage always wears a smile, doesn't call off and willingly works change assignments. Alicia is a TCS Champion.

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Our Vision:
"To be the leading company that designs, promotes, and provides high quality health care programs, services, and products that empower people to maximize their potential."

WE'RE ON THE WEB!

WWW.TOTALCARE1.ORG

Position Announcements:

Behavior Support Specialiist

Licensed Practical Nurse

Direct Support Professional