



The Challenger

Summer 2018

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"An Employment First Agency"

DID YOU KNOW?

Looking Forward With Anticipation



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As our reporter, Joseph Yong, prepared to return to Texas and his senior year at Abilene Christian University, he had an opportunity to interview Executive Director Drucella Wheeler Ndoye, MSW. Overall she observed that, “As an executive director, I am responsible for the program in terms of design, activities, allocation of resources, implementation of the program and the fiscal responsibilities of the program, and the staff who supports the program.”

Over the last year, Total Care Services, Inc. has faced new challenges. Ms. Wheeler pointed out that “Externally, because we do government contracting, the government requires more metrics, and outcomes. Internally, we are addressing the desire for more diversity and the ability to recruit a more diversified work force with more computer skills.”

Looking forward, Ms. Wheeler noted that we have three major goals. The first one is to expand the business into another state. The second will be for Total Care Services, Inc. to achieve a higher level of quality service delivery. And third, we would like to enhance our program model.

Joseph also asked if Ms. Wheeler had any words for people who are interested in using TCS as their agency. Ms. Wheeler related that through our person-centered programs, that both the Maryland Coordination of Community Services and the District of Columbia programs, successfully serve and support people to reach their highest potential. With our experienced and increasingly well trained staff, we are linking people with services and encouraging people to make choices so that they can feel empowered to live their best lives. Ms. Wheeler stated that: “We want to support the individuals their lives in the community. We want to make sure that they are supported and they are able to achieve a full life”.



Maryland CCS Updates—



Pam Cooke, Maryland
Director of Coordination
of Community Services

Coordination of Community Services

Since the beginning of summer, Total Care Services, Inc. has had the opportunity to work with Seung Hun Yoon (known as Joseph to his TCS colleagues) as a student intern. In mid-August, 2018, Joseph, a Business Management Information Systems and Marketing major from Abilene Christian University, interviewed Pamela Cooke, Director of Coordination of Community Services.

In talking with her about her responsibilities, Joseph learned that Ms. Cooke oversees the supervisors and coordinators. As a former Coordinator of Community Services, she has a full understanding to the responsibilities of the CCS and is able to guide new staff with a steady experienced hand.

As she reflected on the pass year, Pam noted that there are 40 new staff who are willing and ready to support their individuals and implement the mission of TCS. Her goals are to provide excellent and superior services for the individuals we serve and to maintain a high standard of service delivery and never let it fall.

Pam is pleased that we are very engaged with our individuals and that the staff are dedicated to improving the lives of people with disabilities.



Anthony Imeokparia,
Director of District of Co-
lumbia Programs Maryland

District Program Updates

Awhile ago group of interns had an opportunity to talk with Cheryl Williams, MSW, Residential Director. Ms. Williams was excited to share that on August 29th, Total Care Services, Inc. had once again successfully passed the Provider Certification Review and was licensed to provide services for another year. Although the review process had proven to be a challenging learning process for the residential staff, Ms. Williams felt that the program is even better equipped to move forward on behalf of the individuals.

The Director related that there will be increased focus on the content of quarterly

Community Outreach

Recently, *The Challenger* had an opportunity to interview Lisa Tolson, the Marketing and Communications Outreach Specialist. Lisa shared with us that her responsibilities including marketing the services and supports of the Coordination of Community Services program to community-based organizations, individuals and families.

She also works to improve communication with governmental organizations.

When she was asked about changes she's observed over the last year with Total Care Services, Inc., Lisa observed that "the coordinators have changed. They focus more attention to details and have increased their abilities to recognize and address problems.

The CCS' make sure that the program complies with regulatory standards and that quarterly visits and Person-Centered Plans are conducted." As the former Training Specialist, Lisa also mentioned that the Coordinators are committed to training and improving their effectiveness on behalf of the people we support.



reports, goal development, planning and providing information on the progress of the individuals.

Residential staff are also working to encourage the individuals to increase their engagement with community-based activities. Ms. Williams said that staff provide training and support to the Host Home providers, Finally, she noted that the Residential Services team is placing a greater emphasis on discussing and understanding their roles and how staff can support individuals in achieving their goals.



DC Focuses on Quality Improvement and Accountability Through Continuous Quality Improvement Units

Total Care Services, Inc. (TCS), DC Continuous Quality Improvement Unit (CQIU) was developed to protect the health, safety, and welfare of people we support. The primary purpose of CQIU is to assure that high quality services are provided to people who receive Home and Community Based Medicaid Waiver Services (HBWS) from TCS.

CQIU's compliance committees facilitate systems and methods for achieving quality improvement and compliance. Each committee is working closely with TCS's Quality Assurance system to ensure compliance with DDA's: clinical; training; health

and wellness policies. The committees will also monitor compliance with DDA's reporting; person-centered planning; and community integration practices.

The CQIU is made up of six standing committees (Training, Health and Wellness, Incident Management, Behavior Support, Person-Centered Planning, and Adaptive Equipment). They are composed of managers and key staff who are responsible for direct management and delivery of services to people. Feedback from Committee members and other staff indicate that the committees have helped to improve communication and service delivery.

Transitioning Youth Program

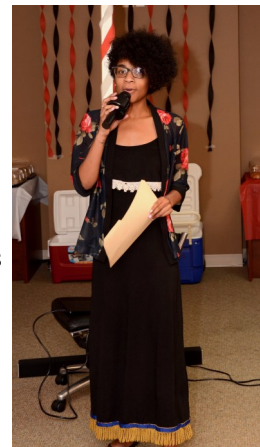
Kierra Bragg, the Program Supervisor for the Transitioning Youth (TY) program, recently talked with the *Challenger* about TY services. The TY program has six Coordinator of Community Services. They help place individuals who are 21 years of age move into adult services. Placement in adult services can occur in two ways - traditional services or self-directed services. Kiarra views her role as helping the coordinators to support their individuals in selecting the right providers. The CCS also helps the individual in accessing benefits, such as SSI and gathering necessary documents before applying for the Waiver.

When asked about improvements that are occurring, Kiarra related that we have a bigger TY team this year, so we are able to accommodate the large number of transitional youth coming out of high school in 2019. Team work is strong within the TY group as they continuously explore new resources and eligibility requirements for their individuals.



Kiarra said that it's all about figuring out new ways where we can better serve others and can get the best program fit for our individuals.

With the new Fall Semester approaching, the *Challenger* wanted to know what are the goals of the TY program for this year. Kiarra said, "I want all of our individuals placed; we have about 90 to 100 transitioning youth, and I want 100% of them to have placements with providers of their choice. That's whether it is self-directed services, or traditional services. The individuals will have choices." She also wants to help her team to make sure that their individuals have Supplemental Security Income, their green card, immigration status, passports, state IDs, before they actually complete their last school year. Therefore, when they apply for the Home and Community-Based Medicaid Waiver program, they won't run into any complications in regards to where these individuals to get placed".



CHAMPIONS

Traditionally this page has been devoted to Business Development Updates, Hints and recognition of an outstanding staff member—Champions. However, this edition features pictures from the July 15th Appreciation Awards Event. Thank you for your hard work!!!



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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."



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