



HELPING OTHERS MEET LIFE'S CHALLENGES – SPRING 2019

# The Challenger



IN THIS ISSUE

## Total Care Services Continues to Move Forward

Total Care Services, Inc. has continued to move forward in its growth and services for people diagnosed with Intellectual and/or Developmental Disabilities. Our successes have been anchored in the leadership of the organization and the strong commitment of our staff.

### District of Columbia Programs

In January 2019, Total Care Services, Inc. received its Annual Provider Certification licenses from the D.C. Department of Disability Services, Development Disabilities Administration. This is the ninth straight year that TCS has received the approval of the District to provide services to District residents. The PCR team certified the following services: Supportive Living; Respite Services; In-Home Support; Day Habilitation; Individualized Day Supports; Employment Readiness; and Supported Employment.

The DC Programs added a new service. In March 2019, the District authorized TCS to provide the newly created Parent Support Services. Parent support services assist people who are or will be parents in developing appropriate parenting skills.

Parents receive training that is individualized and focused on the health, welfare and developmental needs of their child, as well as, building necessary parenting skills.

### Maryland Coordination of Community Services Program

On March 7, 2019, our Maryland Coordination of Community Services program was reauthorized to provide Targeted Case Management services for individuals supported by the Developmental Disabilities Administration. We will continue to provide coordination of services to individuals in the Central and Southern regions of Maryland.

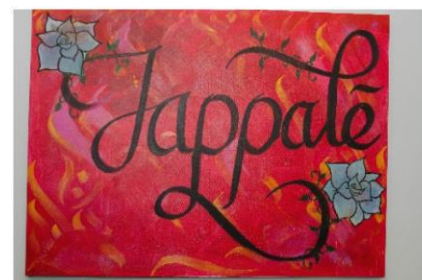
In the fall of 2018, Gloria Odongo, MS, assumed leadership of the CCS program. Her energy and expertise were vital as the CCS program undertook a successful restructuring initiative, intensified its training regimen, and expanded its collaboration with community partners. Key initiatives included enhancement of the Quality Assurance program and tool kit; establishment of intensive week long new hire orientation training; and expanded community collaborations and training.



### Interns Recap Their Experiences

Our Bowie State University Social Work Interns share their observations of Total Care Services, Inc. after spending two semesters learning about services for people with Intellectual and/or Developmental Disabilities.

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### Staff Updates

About Jobs! and learning from our co-workers through Interviews with staff. Page #3

# Best Places to Eat

By Chidimma Okpala and Jakima Bryant

As the semester drove to an end and spring started to blossom, we thought we'd collaborate with Kimberly Hernandez, Lanham office receptionist, to survey the best places to eat near our offices. The survey produced to interesting results from both the Hyattsville staff and the Lanham staff. Here are the results:

- ⇒ Ledos Pizza
- ⇒ Chipotle
- ⇒ Wendy
- ⇒ Just Jerk
- ⇒ Teppanyaki Grill
- ⇒ Eastern Panda
- ⇒ Busboys and Poets
- ⇒ Franklin's Mid-Atlantic Seafood
- ⇒ Chick Fil A

The staff were very clear about their personal favorite foods. These ranged from chicken posters to Haitian foods to chicken stir fry to soup and noodles to salt fish and beans.



## WHAT DROVE THESE SELECTIONS?

Of course, the taste of the food was key to the selections of the staff, but close behind were price, special dishes and location.



# Social Work Intern Experiences

by Chidimma Okpala and Jakima Bryant

*Bowie State University Social Work Interns Chidimma Okpala and Jakima Brant enjoyed a rewarding experience supporting the Transitioning Youth Unit and meeting with DC individuals.*

Since September 2018, we have had the opportunity to help- out as Social Work Interns at the Maryland Coordination of Community Services program.

Total Care Services, Inc. is a phenomenal non-profit organization. Over the years it has made a huge impact on the lives of people with disabilities and their families.

As Bowie State Social Work Interns, we e had a great learning experience and have learned so much about what it takes to be a helping professional.

The new skills we acquired here are guaranteed to further our knowledge in the practice of Social Work and our abilities to work with and for people. The dedication the Total Care Services, Inc. staff have shown for their individuals, the community and this organization has been a light that we can take with us in our continuing education and work experiences. We put together this newsletter to share some information about what we learned and what the many parts of Total Care Services, Inc. do to improve the lives of the people we serve and support.







JEFFREY YOUNG, CCS

70%

Special Education Teachers are very satisfied with their jobs.

#### FOR MORE INFORMATION

For more information on occupational satisfaction, visit:

<https://livescience.com/1431-survey-reveals-satisfying-jobs.html>

## Behind the Scenes

by Chidimma Okpala and Jakima Bryant

Here at Total Care Services, Inc., there are many departments within the organization that work together as we serve and support our individuals. The absence of each team department of TCS would disrupt the flow of services. We interviewed several TCS staff to gain a clearer picture of the organization and to learn a little more about these dedicated staff members.

Ms. Lydia Evakise serves as the Person Centered- Planning Manager for the CCS program. She reviews Person-Centered Plans and Self Directed-Service Planning

## Jobs! Jobs! Jobs!

by Chidimma Okpala and Jakima Bryant

Recently posted jobs here at Total Care Services, Inc. can be found on the Total Care website and on Indeed. The current job postings are:

- Medical Records Manager
- Licensed Practical Nurse
- Direct Support Professional (Residential Services and In-Home Supports Services)
- Day Program Direct Support Professional

These positions are essential to the mission of Total Care Services, Inc. The listed positions work together to help us meet the needs, desires and aspirations of the individuals we serve and support.

On March 1, 2019, the interns had an opportunity to work as professionals representing Total Care Services, Inc. On that date, we got to represent TCS at the annual Bowie State University Job Fair. We were professionally dressed in the corporate colors and had our information materials ready for distribution.

Before this event, we had received coaching from Ms. Jones, HR Department, Ms. Bragg, Transitioning Youth Program Supervisor; and Mr. Lyles, our Field Placement Coordinator. Armed with our knowledge of Total Care Services, Inc. and the services provided, we were well equipped to meet with the graduating seniors and share information about the company. We engaged a lot of students, collected resumes and circulated the event room gathering information materials from other social service agencies. Thanks to TCS for giving us this great learning experience.



### The Recruiter

Ms. Renarta Jones is the Human Resources Specialist at the Lanham Office. She's key as the recruiter and initial screener of new Coordinators and other applicants.



### Ms. Pam Cooke, Program Supervisor and Mr. Emmanuel Idowu, MBA, CFO

Mr. Idowu leads the Finance Accounting Department which manages the fiscal resources that enable us to support our individuals.

#### SELF CARE IS IMPORTANT FOR OUR JOBS

Maintaining physical, mental and emotional health is vital for everyone, but self-care is an essential practice for helping professionals. The likelihood of job fatigue is very high in this field, so many organizations require social workers to schedule self-care activities that reduce stress and mitigate burnout.



Tools for compliance. Ms Evakise ensures that the PCP are, indeed, client centered.

Finance Department staff Darryl Lane and Soledad Alcantara are essential to the operations of TCS. Mr. Lane is the Finance Manager and his responsibilities involve the management of the bi-weekly payroll and TCS' funds. Ms. Alcantara serves as the Accounting Consultant. Her role centers on bookkeeping and ensuring that the company's books are in accounting order. They both love numbers, and it was *awesome* interviewing both Mr. Lane and Ms. Alcantara.

We next traveled to the Hyattsville office and interviewed Cheryl Williams, Residential Director and Qualified Intellectual Disabilities Professional (QIDP). Ms. Williams has been a professional in the field for many

years. As Director of Residential Services, she is responsible for the well-being of 30 individuals who reside in a variety of settings. The individuals she supports are living their best lives in apartments and host homes. Several are working full or part-time and most attend a day programs, including the Jappale' Day programs. Ms. Williams has been on the TCS team for more than eleven years.

#### INSPIRATIONAL QUOTES FOR YOUR DAY

"You don't have to be great to get started, but you do have to get started to be great" (Les Brown - Motivational Speaker)

"The way to get started is to quit talking and begin doing." (Walt Disney - American Entrepreneur)

"Believe in Yourself; You are braver than you know and capable of more than you imagine (Roy T. Bennett – author)

Want to know what your co-workers say are some of the favorite things in the world? Well please read the lists below:

#### Favorite Books

- Becoming by Former First Lady Michelle Obama
- God Help the Child by Toni Morrison
- I Know Why the Caged Bird Sings by Maya Angelou
- Chicken Soup For Mothers by Jack Canfield
- The Power of Your Subconscious Mind by Joseph Murphy
- The Bible



#### Favorite Music and Artists

- B and B, - Frankie Beverly and Maze
- African Beats
- Gospel
- Nigerian African Praise
- Country – Shania Twain

#### Favorite TV Shows

- Greys' Anatomy
- Game of Thrones
- This is Us
- Power
- OWN
- Old Time Westerns
- Law and Order

## Transitioning Youth Season Wrapping-Up

by Jakima Bryant and Chidimma Okpala

Since joining Total Care Services, Inc. in September 2018, we had opportunities to work closely with the Transitioning Youth team. We helped prepare the staff to represent TCS at TY fairs throughout Maryland as they provided individuals and families with important information about adult services. The Transitioning Youth staff not only coordinated services on behalf of their assigned individuals, but also provided information and guidance to individuals and families who were completing high school and entering the world of adult services. We helped the staff research information on the LTSS, prepared informational folders, inventoried case files and attend

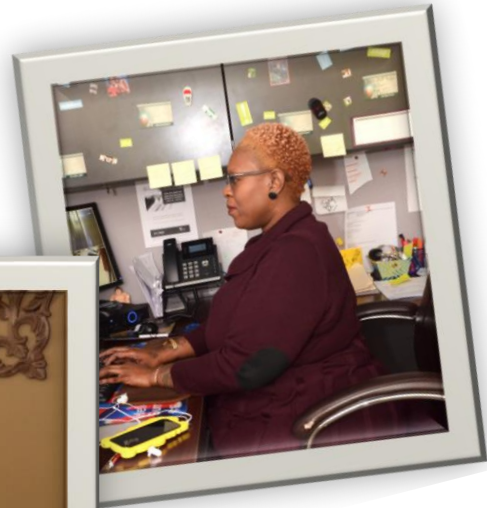


During the course of the year, the TY unit and its CCS partners held two TCS Transitioning Youth events. The first was held at the BECO Conference Center in Lanham, where twelve other providers met with individuals and their families to talk about services available to meet the needs of the individuals. This event was a great success both for the individuals and their families and also for the providers. In January 2019, TCS partnered with NCIA to hold a second TY event at the Baltimore campus of NCIA. Again, TCS was able to build relationships with other community and Maryland Developmental Disabilities Administration providers.





# The CCS Programs Managers and Support Team



*Ms. Wheeler (Front Center), Gloria Odongo (Front Left), Sergine Cadet (Front Right)*

*Second Row – Left to Right: Rama Baaj, Zaynab Dabup, Kiarra Bragg, Lydia Evakise, Pam Cooke, Samirah Blackwell-Bullock, and Natasha Caldwell*