



"An Employment First Agency"

Helping Others Meet Life's Challenges

The Challenger

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DID YOU KNOW?

Total Care Services "Fall" into Self-Care!

Self Care Statistics

"Practicing self-care improves immunity, positive thinking, and makes us less susceptible to stress, depression, anxiety and other emotional health issues."

Health Care Professionals who neglect to take care of themselves are less likely to be competent and more likely to experience 'burn-out'; 13 percent of employees who experience burn-out say they are less confident in their work performance

More than one-third of working Americans report work-related stress; 79 percent report not getting enough sleep; and 69 percent admit to struggling with concentration as a result of stress and sleep deprivation.

Forty-six percent of sleep deprived individuals make more mistakes in the office as compared to 15% who get sufficient sleep.

Self-Care Tips

- Allow yourself to rest; utilize vacations or "personal days" to rejuvenate your mind and body.
- Set small, measurable goals for job duties and clients.
- Find hobbies that are enjoyable to relieve stress.
- Have a support system within the working field and personal life.

Fall is here, leaves are falling, the temperature is changing and the smell of pumpkin spice fills the office.

Although the temperature is dropping that doesn't mean your spirits should "Fall" too. Total Care Services, Inc. is very invested in the mental and physical health of all of its employees full time, as well as our consultant contractors.

In order to help fulfill Total Care's mission of "Helping Others Meet Life's Challenges", the people who support these individuals have to be healthy and happy as well.

The agency would like to acknowledge the great work that has been done by employees. We want to provide them with self-care tips, information about self-care and clear insights into what it's like to be an employee here at Total Care Services, Inc.

Self-Care for Helping Professionals

Practicing self-care can be a remedy for 'Burn-Out'. 'Burn-Out' is a term-used in the helping professions field to describe feeling physically and emotionally exhausted. People working in the field are prone to feeling overwhelmed and stressed due to increased compassion and empathy needed for their jobs. Incorporating hobbies and activities that relieve stress levels is essential for helping professionals to balance their careers, relationships, and intrapersonal care.



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Sierra Lane

Taylor Reed and

Tenisha Taylor— Reporters



Introducing the Bowie State University Interns



Sierra Lane is currently an undergraduate student at Bowie State University. She is pursuing a Bachelor of Arts degree in Social Work. Sierra plans to continue her collegiate career and earn her Master's degree in Mental Health Counseling at Bowie State University, along with receiving her LCPC, LMFT and PhD. She believes that Total Care Services, Inc. gives her the opportunity to refine her strengths in the helping professional field.



Taylor Reed is a senior undergraduate social work major at the illustrious Bowie State University. She has a zeal and passion for advocating for many vulnerable populations. Taylor is diligently working on her MSW application for Salisbury State University. She believes that by the end of her spring semester at Total Care Services, she will be equipped with the skills she needs to tackle anything that graduate school throws her way.



Tenisha Tolen is a Senior from Northeast, Washington D.C. She is a hard working scholar representing the Department of Social Work at Bowie State. She is set to graduate in May 2020. Tenisha aspires to attend Morgan State University to earn her master's degree in through Advance Standing in Social Work. Her interest of research is the substance abuse disorder population. She is a highly motivated individual yearning to assisting people experiencing drug addiction, exploring treatment and rehabilitation, and communicating long-term plans to patients who need help in lifestyle management. She loves being an intern at Total Care and attending TY Fairs. Being able to inform potential clients to the services offer to them is remarkable. A fun fact about Tenisha is that she is very organized and a quick learner.

District Program Updates

DC Programs Pass Provider Certification Review for the 10th Straight Year!!

On September 10, 2019, the Department on Disability Services informed Total Care Services, Inc. that it had successfully passed the annual PRC. Not only did the agency pass this review for the 10th straight year, but its overall scores for In-Home Supports and Respite Hourly were 100%.

Congratulations to DC Program staff for this milestone achievement.

Insights from Jappale' Staff

What is Jappale'? Jappale' means to **support**. It's the TCS day program service geared to community integration, inclusion and employment. It also helps people with Intellectual and Developmental Disabilities participate in community activities and acquire skills to support integration in their communities.

The supports offered by Jappale' foster independence, greater autonomy and career exploration.

TCS' day programs include day habilitation, individual day supports, employment readiness, and supported employment.

Ms. Ajorgbor Alaba is the Program Manager for Jappale'. She started her career as

a corrections officer working in a Texas maximum security prison. Ms. Alaba later moved on to become a case manager, where she came to see her passion was working with people with disabilities. This was ironic because "back in her country, it was frowned upon and not normal to have a child with special needs". Although working with disabled people was new to her, Ms. Alaba knew that she wanted to advocate for this population. She shared how invested the day program staff are in helping their individuals through job training, mock interviews, and group sessions on how to dress professionally.

James E. Smith, Jr., the Habilitation Manager, shared that working with the Jappale' Program has required that he wear many hats. He related that he works with the individuals from their introduction to the program through employment readiness. The work is rewarding, according to Mr. Smith, but it requires talented staff.

Seasonal Affective Depression—Sierra Lane and Taylar Reed

What is Seasonal Affective Depression?

Seasonal affective disorder (SAD) is a type of depression that's related to changes in seasons — SAD begins and ends at about the same time every year. If you're like most people with SAD, your symptoms start in the fall and continue into the winter months, sapping your energy and making you feel moody. Less often, SAD causes depression in the spring or early summer.

What are the symptoms?

In most cases, seasonal affective disorder symptoms appear during late fall or early winter and go away during the sunny days of spring and summer. Less commonly, people with the opposite pattern have symptoms that begin in spring or summer. In either case, symptoms may start out mild and become more severe as the season progresses.

According to *Psychology Today*, Seasonal Affective Disorder (SAD) is



estimated to affect 10 million Americans. Another 10 to 20 percent may have mild SAD. SAD is four times more common in

women than in men. Some people experience symptoms severe enough to affect the quality of life, and 6 percent require hospitalization.

Signs and symptoms of SAD may include:

- Feeling depressed most of the day, nearly every day
- Losing interest in activities you once enjoyed
- Having low energy
- Having problems with sleeping
- Experiencing changes in your appetite or weight
- Feeling sluggish or agitated
- Having difficulty concentrating
- Feeling hopeless, worthless or guilty
- Having frequent thoughts of death or suicide.

What are some causes of SAD?

The specific cause of seasonal affective disorder remains unknown. Some factors that may come into play include:

- **Your biological clock (circadian rhythm).** The reduced level of sunlight in fall and winter may cause winter-onset SAD. This decrease in sunlight may disrupt your body's internal clock and lead to feelings of depression.
- **Serotonin levels.** A drop in serotonin, a brain chemical (neurotransmitter) that affects mood, might play a role in SAD. Reduced sunlight can cause a drop in serotonin that may trigger depression.
- **Melatonin levels.** The change in season can disrupt the balance of the body's level of melatonin, which plays a role in sleep patterns and mood.

When should I see a doctor?

It's normal to have some days when you feel down. But if you feel down for days at a time and you can't get motivated to do activities you normally enjoy, see your doctor. This is especially important if your sleep patterns and appetite have changed, you turn to alcohol for comfort or relaxation, or you feel hopeless or think about suicide.

Treatment can help prevent complications, especially if SAD is diagnosed and treated before symptoms get bad.

Staff Comments on Seasonal Active Depression

Alaba Ajorgbor - Program Manager—“The season is changing and the weather is getting colder, so try to find indoor activities to do like indoor swimming. Always maintain a positive attitude also listening to music can be very therapeutic .

James E. Smith, Jr. - Habilitation Specialist - “Make it a habit to schedule some time off and take a mental health day periodically. I am a member of the National Guard, so once a month I have to report to duty and that can be relaxing because I get to get away from my daily routine”.

Keiona Bolding “Find a hobby or a side hustle something that you enjoy doing”.

Sergine Cadet, M.A. - Program Manager - CCS - “Find activities or hobbies to do like watching your favorite television shows, going for a walk, having a spa day or simply staying in bed. I have an event planning business, so in my down time I like to do research and promote my business. Also spending time with people who make you laugh like family and friends”.

Maryland Updates

Transitioning Youth

The Transitioning Youth unit helps individuals, ages 14 and up, receive resources through DDA funding. TY provides opportunities such as integration in the community through Day Programs, Community Living Services, and Job-Readiness.

Kiarra Braggs - Transitioning Youth Supervisor, attends various fairs held in academic arenas, while providing information for parents, teachers, and students to become more knowledgeable about the resources TCS offers. Mrs. Braggs supplies informational brochures and a list of providers for people who are inquiring about TCS.

Persons interested are also made known the importance of applying through the Developmental Disabilities Administration, because this is how services are funded. New updates in the department include 1-on-1 sessions with Transitioning Youth liaisons and the director of Prince George's county, working with incoming students who are in need of IDD services.

Interns Experiences at TY Fairs

Taylor Reed - "My first experience at Transitioning Youth Fair was amazing. It was so heartwarming to see how invested the parents of these individuals was to ensure that they had a plan after graduation. A mother came up to the table with her 5 year old daughter informing us that she already applied to DDA and she knew that was the first step to a promising future for her child. Attending this fair also allowed me to work on my communication skills and network with other providers.



Sierra Lane - "I enjoyed being apart of an initiative that aims to help parents, students, and teachers become more aware of the services provided through DDA. Being able to help a vulnerable population was an experience that resonated with my passion for helping others".

Employees Describe Their TCS

Experience in One Word

Joseph Yun- Business Development - Special Project Assistant.

Word: **Selfless** – "because we put clients and the families first"

Tackaya Hoilett- CCS Word: **Supportive**- "I like working here because my supervisor is supportive"

Tia Comon- CCS Word: **Client Driven**

Mary Holst- Quality Enhancement Specialist. Word: **Driven** "Seems like the agency is moving forward and wants to improve services and utilize resources".

Sherry Song – Accountant Word: **Friendly** "Coworkers are really nice and helpful. I can go to them for anything"

Kiara Bragg - Transitioning Youth Supervisor Word: **Dedicated** "Total Care is dedicated to ensuring that youth can transition into adulthood to the least restrictive environment and live their best lives".

Samirah Bullock Blackwell- Wavier Department Manager- Wavier Supervisor Word: **Dedicated**

"If Total Care continues to gage if processes are working, recruit professionals that have coordination and case management asset, look at the market and see if the company can switch from paper processes to cloud-based the company can improve to a 5-star rating".

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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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