

## Behavioral Health Services

Submitted by: Kathy Smith, Clinical Director

In February 2006, RHA entered a new line of service upon acquiring Crystal Coast Therapy Services, in eastern North Carolina. By March, following further state endorsements, RHA was also awarded the opportunity to provide supports in the central and western regions of the state as well. With the growth of these new programs, RHA now has the opportunity to reach out and serve people in virtually every county of North Carolina who have mental health or substance abuse diagnosis.

RHA's behavioral health support programs are based on the Recovery Model, which emphasizes individual choice for meaningful therapy to enhance quality of life. Upon referral to RHA behavioral health services, an individual, depending on their goals or needs, might participate in one of the following programs:

**Diagnostic Assessment:** Professional evaluation when there is suspicion of mental illness, developmental disability or substance abuse. RHA coordinates the thorough and discrete assessment, fully explains the diagnosis, and can provide recommendations based on the diagnostic results.

**Community Support/Community Support Team:** Rehabilitative services delivered by a team to improve self-sufficiency in areas like (but not limited to) coping skills, decreasing hospitalization, social support, symptom management, connecting to community resources, employment options, etc.

**Outpatient Therapy:** Professional and objective therapeutic counsel to assist in the development of an individual recovery plan.

**Intensive In-Home Services:** A team of certified professionals providing structured supports to prevent out-of-home placement, diffusing crisis, monitoring psychiatric/addictive symptoms, and training for self-help, living or parenting skills.

**Substance Abuse Services:** Education, outreach, assessment, individual and group therapy designed to assist throughout the various levels of care (detox, residential treatment, halfway house, outpatient care).

For referral information, contact the office nearest you.

1007 Slater Road, Suite 102  
Durham, NC 27013  
Office: 800-490-4887 Fax: 919-491-0858

236 LePhillip Court, Suite K  
Concord, NC 28025  
Office: 704-782-1020 Fax: 704-782-1184  
Crisis /Referral Line: 800-336-6051

3255 Burnt Mill Drive, Suite 5  
Wilmington, NC 28405  
Office: 910-251-6616 Fax: 910-254-1118  
Crisis /Referral Line: 800-308-6107

229 Professional Circle, Suite 2  
Morehead City, NC 28557  
Office: 252-808-0052 Fax: 252-808-0054  
Crisis/Referral Line: 877-713-2580

824 Gum Branch Square, Suite C  
Jacksonville, NC 28540  
Office: 910-347-9990 Fax: 910-347-1116  
Crisis/Referral Line: 877-713-2580

1404 Neuse Boulevard  
New Bern, NC 28560  
Office: 252-638-7875 Fax: 252-638-7586  
Crisis/Referral Line: 252-636-8545

702 B. Main Street  
Bayboro, NC 28515  
Office: 252-745-7917 Fax: 252-745-7817  
Crisis/Referral Line: 252-636-8545

## Special Thanks

The corporate offices of RHA extend appreciation to the many staff who have recently joined the company for the delivery of behavioral health services. Since the beginning, these dedicated employees have contributed many long hours to establish quality programs. Without them, expanding to support citizens with mental health or substance abuse needs would not have been possible. A very special thank you, also, to the following: **Mike Rhoades, Kathy Smith, John Meads, Donna Hoffer, Jill Lineberger, John O'Conner, Carmela Smith, and Tamra Wise.**



RHA Health Services, Inc.  
17 Church Street  
Asheville, NC 28801

# RHA *faces*

Summer 2006, Volume II

Your source for news and events at RHA

## Ensuring Your Voice Is Heard

A report from the CFAC Chair, Debby Huffman

RHA's Consumer and Family Advisory Council (CFAC) met on Saturday, May 20, 2006, at the Gatewood Facility in Greensboro, North Carolina. The committee meets twice a year to advise and support RHA Health Services, Inc. and RHA Howell Care Centers, Inc. in its mission to provide quality care to people who have disabilities.

John White, Chief Compliance Officer for RHA, updated the CFAC about new service programs being offered by RHA in areas of mental illness and substance abuse. The new division will provide behavioral health support programs, independently from RHA's current programs for people with developmental disabilities. Members of CFAC learned also that the new programs would be funded separately, not affecting financial

resources for programs dedicated for the existing DD endeavors. (*Read more about the new Behavioral Health programs on page 4.*)

Sam Hedrick, Chief Operating Officer of RHA Howell Care Centers, Inc. reported on the recent acquisition of a service program in Anson County. This developmental day program for infants and children presently serves 58 individuals. The Anson County community is very proud of this program and the facility. Sam indicated there was a great support system in place between various county programs, and that RHA is encouraged to have the opportunity for involvement with this positive program.

The next meeting of CFAC will be held November 4, 2006 at 10:00 a.m. at the

Gatewood facility in Greensboro. If you are interested in serving on this committee, please contact Jeanne Duncan or Debby Huffman.

CFAC encourages open communication. If you have something you would like to share with CFAC, call Jeanne at 1-800-848-0180 or Debby at 336-768-4431 or send an e-mail to [jduncan@rhanet.org](mailto:jduncan@rhanet.org) or [boogstwo@aol.com](mailto:boogstwo@aol.com), respectively.

Plan now to attend  
RHA's next  
CFAC Meeting

November 4, 2006  
10:00 AM

Greensboro, NC  
Gatewood Facility

## Supporting the Coalition

Submitted by: Sarah Gaddy



Coalition Day 2006 was held at the North Carolina state capital on June 6th. The event was attended by representatives of RHA Health Services, Inc. and RHA Howell Care Centers, Inc. Again, RHA provided the largest turnout for this annual event sponsored by Coalition 2001, which is a group of 28 organizations who have joined together to advocate for citizens of North Carolina who have disabilities.

The day was filled with speeches and a press conference. Those who attended expressed a consistent message to the General Assembly, encouraging continued funding for services to support those with mental illness, developmental disabilities and substance abuse in their state. The rally was a great success again this year. RHA is grateful to all who were able to attend and for the additional support of the organizing team.

Look Inside this issue for more news about : RHA Arts Programs • Compliance  
Personal Outcomes • Behavioral Health Services





Top left: Featured on the cover for the 2006 Calendar.  
Bottom left: A new artist in the making (photography by Fanjoy-Labrenz).



Middle: Lee was the 1st place prize winner at the Knoxville photo exhibit.



Top right: Stacy gets the Spirit Award.  
Bottom right: Sold! Now Stacy is a successful artist.

## Arts Programs in North Carolina & Tennessee

Beginning in September 2005 and culminating in January 2006, The Catawba County Arts Council and RHA jointly funded a project designed to introduce group home residents to different art experiences including painting, pottery and photography. Professional artists, Dottie McHugh (painting) and Mike Ball (pottery), taught the classes. Participants became artists. Some discovered they not only liked art but they were also quite good at it.

In addition to the art experience, the project was designed to provide opportunities for the artists to share their experiences with others in the community. The artwork was displayed at four local coffee shops including Barnes and Noble in Hickory, NC. The Hickory Museum of Art invited the artists to show

their work. The opening reception at the museum was attended by more than 50 people from the community. Todd Bridges served as the official greeter. Jessie McClinton choose to sell his work. When Jessie's painting sold for \$175.00, he declared, "I'm the winner! Show me the money!" Ceramic tiles were sold via a silent auction.

During the NC project, professional photographers, Sally and James Labrenz documented the art experience and life in a group home. The photographs were then used to create a calendar to help educate others who may not be familiar with the possibilities and range of experiences available to individuals who live in group homes.

On May 5th, 2006, 10 RHA service users from the Knoxville, TN area participated in a photography exhibit. The project was under the direction of Amber Bennett, a UT College of Social Work student and valued RHA intern. Service users were given disposable cameras with instructions to go out to the community and capture their view of the world.

The photos turned out great! An exhibit was held at Knoxville's Ijam's Nature Center, where items were displayed for sale. Proceeds went directly to individual artists. The event was attended by peers, family, conservators, case managers and friends. Throughout the evening, ballots were gathered then tabulated to award first, second and third place winners. Truly, all who participated were winners, and the exhibit was a great success.

## A Code of Conduct

Doing what is right, always.

Practically every situation has the potential to lead to an ethical dilemma or result in uncertainty about what to do next. Positive results are a product of knowing what is right and doing the right thing, as well as knowing when to call for help, when help is needed. In the field of service to others, the platform for ethical behavior is never more important than when individual actions directly impact the health and wellbeing of others. These are daily events for everyone involved with RHA. The opportunity to do what is right exists at every turn.

Understanding the importance for a commitment to ethical behavior at all times, RHA established a program in 2000 that is still unmatched today by other service providers. At the very heart of the RHA Ethics and Compliance program, RHA's *Code of Conduct* guides employees, service users, families, and other affiliates through the basic principals that constitute RHA's core values.

### Our Values:

- Provide high-quality, cost effective services to people
- Be honest, trustworthy and reliable in all relationships
- Treat employees fairly
- Be good corporate citizens in communities where services are provided
- Pursue fiscal responsibility and growth

Every RHA employee has a resource at their discretion when faced with an act or issue that may not be in compliance with policies, procedures, the Code of Conduct or the law. Available to callers between the hours of 10am to 3pm EST, the compliance line is operated by an attendant trained to assist. In addition, the compliance line is maintained 24 hours a day, 7 days a week by a private, confidentially monitored message line. Calls or individual reports to the compliance office, known as "intakes," are thoroughly processed by professionals on the compliance team, and confidentiality is retained within limits of the law.

As quoted from Dr. Martin Luther King, "The time is always right to do the right thing." RHA employees and all affiliates are urged to consult the RHA Ethics and Compliance program when needed.

For further information or to find out how you can attend a training program near you, please call 1-800-848-0180, and ask to speak with John White, Chief Compliance Officer.

Do You Have  
**Questions**  
or  
**Concerns**

Employees with questions or concerns about any aspect of the manner in which the company provides services or conducts business should contact their Supervisor, Facility Administrator, Regional Vice President/Administrator or the  
Ethics & Compliance Help Line  
1.866.742.2428  
Toll Free  
1.866.RHA.CHAT

**RHA**  
HEALTH SERVICES, INC.

RHA Health Services, Inc. and all of its affiliated entities are committed to complying with all applicable local, state and federal laws and regulations in providing services and conducting business.

This poster is displayed in all RHA facilities, encouraging active participation in RHA's Ethics & Compliance Program.

## TOP TEN Personal Outcomes

Helping people achieve personal outcomes is a priority for RHA staff. While many goals have been met in recent months, here are a few we share with you. No one outranks any other. Congratulations to all who participated.

- Joe saw his brother, whom he had not seen in 50 years
- Cathy had a brunch to celebrate her ISP
- Gerald decided to return to church
- Jeff upgraded from a wheelchair to a walker following hip surgery
- Gwen joined Curves
- Wendy received a 5-Year Employee recognition from Red Cross
- Brian went to a friend's house for Easter
- Glenn and Bubba volunteer at the county animal shelter every week
- Cleveland's cleaning crew secured a contract at Granite Knitwear
- Carrie Sue had a surprise birthday party at her sister's house

This will be a reoccurring column featured in future issues of *Faces* and RHA welcomes contributions. Submit to:

Editor, RHA Health Services, Inc.  
17 Church Street, Asheville, NC 28801  
or e-mail [SGaddy@rhanet.org](mailto:SGaddy@rhanet.org).

### DON'T FORGET YOUR \$500!

If you're an RHA BlueCross BlueShield participant, you (and your dependents) have a \$500 wellness benefit just waiting to be used for

- Routine Physical Exams, Well-child Immunizations & Flu Injections
- Smoking Cessation Reimbursement
- Licensed Weight Loss Center Reimbursement

For more information call your Benefits Analyst. (800) 848-0180.

The RHA Mission: "To provide a safe and healthy environment while creating opportunities for personal outcomes."

