

# RHA faces



Uncompromised Integrity • Outcome Focused • Community Based • Person Centered • Experienced • Committed • Diverse

## Celebrating 15 Years of Service

Fifteen years is a significant milestone for any company. For RHA, this is a time to celebrate accomplishments. It is a time to recognize that this company exists so that people with disabilities can receive the level of support they need.

Much has changed for RHA throughout the years; however, one thing remains certain – the people we support and their families can absolutely depend on the strength and stability of RHA. Since the very beginning, our goals have remained the same.

- Be a leader in the field of disabilities.
- Deliver the highest level of service in order to improve quality of life.
- Act with absolute integrity in everything we do.
- Deliver programs of support based on individual needs.
- Operate efficiently to meet or exceed all legal and regulatory requirements.
- Be fiscally responsible.
- Advocate for positive change through the legislature and regulatory authorities.

RHA served 201 people in the beginning through a license to operate intermediate care facilities for people with developmental disabilities (ICF/MR) in North Carolina. Since 1989, RHA has operated as a nonprofit company, reaching out to serve a growing and changing population. Today, RHA works to improve the lives of more than 1,600 people with disabilities throughout NC and TN in ways that never seemed possible before.

The timeline (left) shows how RHA has expanded through the years serving more and more people by offering an ever changing variety of services. In addition to support in a residential setting, RHA offers vocational and community-based opportunities, respite care for families, and many other services driven by a consumer's choice.

It is our solid commitment to continuous improvement which has led us to where we are now. RHA is an accredited leader in the field of disabilities, solidly positioned to provide support today and for many years to come.

1989

LICENSED NON-PROFIT  
SERVING 201 PEOPLE  
IN NC (ICF/MR)

1991

EXPANDED TO OFFER  
VOCATIONAL AND SUPPORTED  
EMPLOYMENT PROGRAMS

1994

DEVELOPED WAVIER,  
COMMUNITY-BASED, AND  
RESPIRE PROGRAMS, IN  
ADDITION TO SERVING 444  
PEOPLE IN NC (ICF/MR)

1998

OPENED 70+SUPPORTED  
LIVING HOMES

2000

LEADER IN THE FIELD  
WITH THE INTRODUCTION OF  
THE CORPORATE ETHICS AND  
COMPLIANCE PROGRAM

2001

EXPANDED INTO TN,  
ACHIEVED NATIONAL  
ACCREDITATION

2004

NOW SERVING 1600+ PEOPLE  
THROUGHOUT NC & TN

## Ensuring Your Voice is Heard

*Submitted by: Jeanne Duncan, Chief Operating Officer*

RHA Health Services, Inc. is excited to announce that we have established a company-wide Consumer Family Advisory Committee (CFAC). This committee was envisioned to ensure that the voices of consumers and their families are heard, forming the basis of decisions made by RHA to affect positive change and to establish and follow best practices.

The CFAC will serve as the central point for activities related to consumer and family

involvement in the management and operations of RHA Health Services, Inc. The CFAC shall make regular reports to the RHA board of directors. The CFAC held its first meeting on November 1, 2004. If you would like additional information or are interested in becoming a member of the CFAC, please contact Jeanne Duncan at 828-665-9500.

### The objectives of CFAC

- Ensure consumer and family participation at all levels of operation and service delivery
- Participate in quality improvement activities
  - Promote activities related to consumer empowerment and self determination
  - Assist in needs assessment development
  - Participate in service model development
  - Advise and comment on business plans

We also hope to use the CFAC to inform and educate other consumers, family members, and the general public.



## Making A Difference

The majority of North Carolina fire fighters are volunteers. Many of them are men and women that work a 40 hour week and devote their extra time to protecting our homes and lives. **Robert Heck** has found a way to make a difference in the lives of the volunteers at the Benson Fire Department. Every Wednesday, supported by staff with RHA, Robert works hard vacuuming, sweeping, moping, and dusting the department. Robert takes great pride in his work and everyone looks forward to seeing him each week.

*Thanks a lot for giving your time to assist our fire fighters!*

## RHA-Maxton Celebrates Personal Outcomes

The first annual Outcomes Appreciation Awards Luncheon was held on September 3rd in the Spirit Café of the Maxton Vocational Center. Attendees were awarded a Certificate of Accomplishment for their unique talents, contributions and outcomes attained so far this year. Recipients were able to choose from gifts of appreciation (creatively designed by **Linda Foxworth, Vocational Program Manager**, and by **Home Managers: Shirley Stanley, Connie McCallum, Patricia Reaves, and Coretha McDougald**). The clinical management team used a "person centered" approach to prepare each award.

Many thanks go out to all that made this day possible. In particular, a very special thank you goes to **Francine Scott, Habilitation Technician** for the Maxton Unit, for arranging community sponsorship from Hunter's Café of Maxton. The meal was delicious and everyone had a great time!

Some of the outcomes achieved this year include: visiting Dolly Parton's Dixie Stampede and Ripley's Aquarium in Myrtle Beach, SC, overnight camping on a 5-day trip, attending a family reunion, purchasing a big-screen TV, and attending the county fair.



*Maxton's Administrator, Debra Johnson (right) presents Shameka (left) with a Certificate of Accomplishment for Personal Outcomes.*



## A Birthday Celebration for William

On August 14, 2004, a 75th birthday celebration was held for William (pictured left). The party was held at Victory Hill Baptist Church in Dallas, NC, where William is a member. William was very happy to celebrate his birthday with many friends, including his church pastor, Tom Brest, as well as his Guardian and Case Manager. Everyone enjoyed the party and William had a very special day.

### Personal Outcomes and events at Southwest

- Purchased season passes to Tweetsie Railroad
- Took a ride on the Ghost Train
- A trip for 15 to Paramount Carowinds, with a picnic and other activities
- An annual trip to Carolina Beach

## Highest Achievements for RHA

Group homes are routinely monitored through a state regulated survey process. The following RHA homes surveyed so far this year received the highest possible ratings.

**Guilford III • Yadkin II • Yadkin III • Dalwan Heights • College Park • Fanjoy I • Fanjoy II**

### Personal Outcomes

(pur·san·al out·kums) n.

is a way of finding out what a person wants and helping them achieve it.



Chester Cox  
Benson



Jennifer Tompkins  
Kernersville



Kathie Crumbley  
Knoxville



Lakeith Wilkerson  
Maxton



Uche Oku  
Nashville

## RHA Employee of the Year

RHA's Employee of the Year program is designed to recognize exceptional employees who have contributed to the company's mission and success. One employee from each of the company's locations is chosen based on their merits and demonstration of the organization's values:

- Providing high quality, cost effective services
- Being honest, trustworthy and reliable in all relationships
- Treating others fairly
- Being a good citizen in the communities where RHA provides services
- Pursuing fiscal responsibility for growth

For 2004, we are honored to recognize the employees pictured for their outstanding performance.

### Congratulations to all !!

Check out the next issue of RHA faces to learn more about RHA's Employee of the Year awards ceremonies.



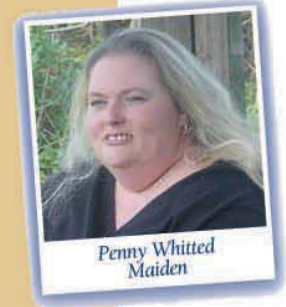
Sharon Burton  
Chattanooga



Vann Clanton  
Statesville



Rhonda Fink  
Cleveland



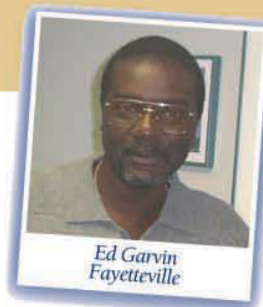
Penny Whitted  
Maiden



Lorine Chavis  
Creedmoor



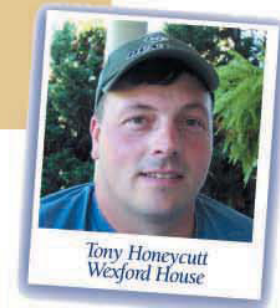
Susan Schaffer  
Deep Gap



Ed Garvin  
Fayetteville



Nina Smith  
Gastonia



Tony Honeycutt  
Wexford House

## Statesville Nominates Staff

RHA is proud to announce that Kristen Tyler Ramos, Habilitation Technician at the Statesville Unit, was selected as a candidate for the 2004 Serena Merck Memorial



Award for Innovation and Dedication in Practice to Children, an international recognition of her excellence. Kristen has been an employee at the Statesville Unit for over six years and is a valued member of the RHA team supporting children. She has shown

tremendous loyalty, and patience to the service users she supports. "You will never see Kristen when she does not have a smile on her face and positive things to say about the children she supports," according to Michael Heller, Administrator at Statesville.

We are honored to have someone of Kristen's dedication working with us!

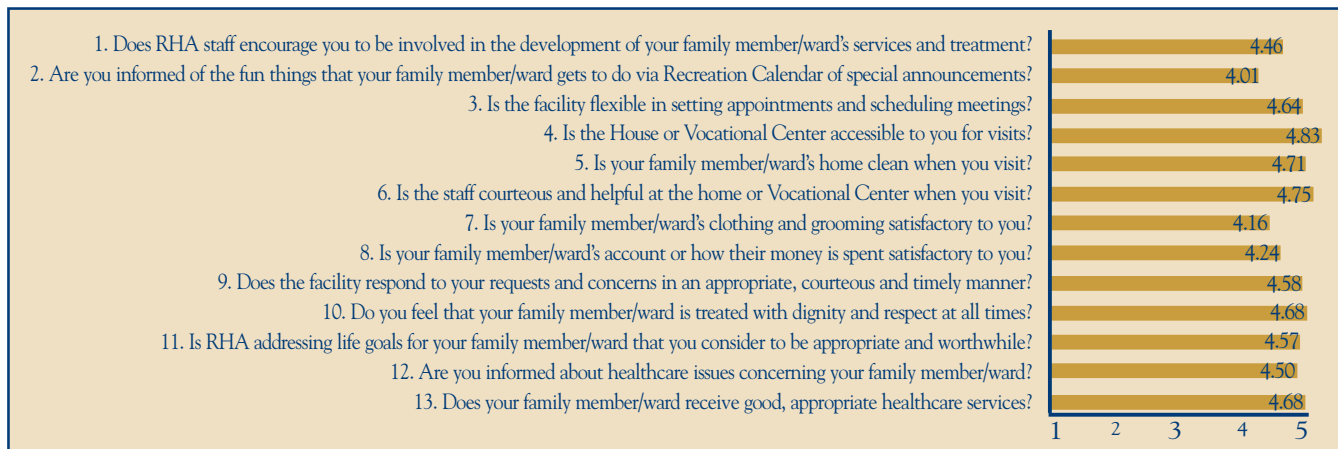
# Guardian Satisfaction Survey July 2004

Submitted by: John White, Chief Compliance Officer

In July 2004, the guardians of people receiving residential services from RHA Health Services, Inc. received a Guardian Satisfaction Survey. Of the 639 surveys sent, 217 were completed and returned, for a return rate of 34%, which is actually considered an excellent response rate.

The survey contained 13 questions on a variety of issues listed below. Responses were gathered using a rating scale where 5 = Always, 3 = Sometimes, and 1 = Never:

The average rating across all questions was 4.5, indicating highly favorable responses overall. Ratings per question ranged from 4.0 to 4.8, indicating highly favorable results per question.



## Legislative Update

The next scheduled legislative session begins in January 2005, and there is no doubt that your assistance will be needed. Your voice is a very important part of helping legislators to understand the impact of their decisions.

There are many important issues that will be addressed during this upcoming session that will directly affect the future for families and people with special needs. One critically important issue will be the creation of a logical and predictable reimbursement system, which impacts wages and benefits for desperately needed and highly valuable

support staff. RHA will also continue to work diligently to minimize negative impact from the over-regulation of organizations like RHA that consistently demonstrate a commitment to ethics, integrity, and quality improvement.

RHA partners with legislators and administrative directors to improve the quality and consistency of care available to people who have disabilities. You, too, can make a difference by being active and paying close attention to what is happening throughout the policy making process.

Your involvement with the State Department of Health and Human Services and related divisions, Local Management Entities (formerly known as Area Programs), and your legislators is very important.

For more information on how to contact your local legislator, please contact Mike Mayer at [mmayer@rhanet.org](mailto:mmayer@rhanet.org) or by calling 800-490-4887

# RHA

in every face, a possibility

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