

**October 23, 2010**

Special points of interest:

- **Industry News:**  
Mental Illness, Breast Awareness
- **Inspiration:** How PMC Contractors Help
- **Family Counseling:**  
Depression
- **PMC Independent Contractors News ,**  
Group Therapy

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# Help Starts Here

## Human Resources News

It's football season which means it's time for us to tweak our PMC game plan. As we come close to the end of another wonderful year, I'd briefly like to talk about proper planning. At our last Town Hall meeting we touched on different events shaping our 4<sup>th</sup> quarter along with various activities that will take place going into 2011.

Early in 2010, PMC instituted a furlough calendar while still managing to meet all our service level agreements with our clients and vendors. During this time, PMC saw increased referrals that required us to hire more assessors. This also created an opportunity to train and add to the PMC Internship program, managed by Joyce McCLEndon, LCSW.

Our annual audit took place in May, and through everyone's hard work, we received a 90% score. Throughout the year, Human Resources has also made many other achievements including forming a new substance abuse team; hiring a new training coordinator; new group facilitators, managers and facilitators. Other programs and activities include; The Parenting program, Fatherhood Initiative Program,

launching a Successful Resource Fairs, promoting Volunteerism, conducting Spirited Town Hall meetings, Writing Lab as well as the Development of PMC New Web Site for 2011.

All of these activities were accomplished with the help of proper planning and execution. In our last newsletter, Nyasha Pace mentioned that PMC achieves all of its success by working as a team. It's clear that our success starts with proper time management, hard work, effective problem solving, scheduling, communication, as well as taking responsibility for our actions. These principles apply both in the office and in the field and we should all make an effort to embrace these principles.

This year, the 4<sup>th</sup> quarter planning will start with our drug screen process. We have contracted Quest Diagnostic to provide support with this process. Annual background check notices will be sent out for individuals approaching their annual contract renewal date. Please note that these annual background checks require that you provide a copy of your current driving record.

The DHR has mandated 16 additional hours of Essential Learning for all paraprofessionals. All paraprofessionals' courses are loaded in DHR data base and you'll receive a link to get you started taking the courses. After you take the course and pass the test, please send a copy of your course certification to the Human Resources office to be filed. CPR/First aid/AED training takes place every month. We are using ShareNotes to maintain current date of certification. Please check your cards to ensure that your certification has not expired.

Lastly, Human Resources will send out notifications to supervisors regarding each employee's upcoming review. Each employee's performance appraisal will be conducted during the 4<sup>th</sup> quarter and must be completed and documented by the end of the 1<sup>st</sup> Quarter of the following year. Supervisors will schedule an individual meeting with the appropriate employees to review their performance appraisals.

*Semper Fidelis*, Always Faithful,  
Human Resources Manager.

Randy McClain



Source: [http://www.nami.org/template.cfm?section=mental\\_illness\\_awareness\\_week](http://www.nami.org/template.cfm?section=mental_illness_awareness_week)

*Health is a large word. It embraces not only the body, but the mind and spirit as well, and not today's pain or pleasure alone, but the whole being and outlook of a man.*

James H. West



October is Breast Cancer Awareness Month

**October is Breast Cancer Awareness Month**

## Industry News—Mental Illness

### Mental Illness Awareness Week 2010: October 3-9, 2010

In 1990, the U.S. Congress established the first week of October as Mental Illness Awareness Week (MIAW) in recognition of NAMI's efforts to raise mental illness awareness. Since 1990, mental health advocates across the country have joined together during the first full week of October to celebrate.

MIAW has become a NAMI tradition. It presents an opportunity to all NAMI state organizations and affiliates across the country to work together in communities to achieve the NAMI mission through outreach, education and advocacy.

The National Day of Prayer for Mental Illness Recovery and Understanding is Tuesday, Oct. 5, 2010.

Beginning Oct. 1, PBS television stations in some communities will begin airing the documentary *Unlisted: A Story of Schizophrenia*, which was screened at the 2010 NAMI national convention. The film also can be used a tool for MIAW or later public education efforts. Please check its website for more information.

Source: [http://www.nami.org/template.cfm?section=mental\\_illness\\_awareness\\_week](http://www.nami.org/template.cfm?section=mental_illness_awareness_week)

## Industry News—Breast Awareness

Breast cancer is one of the most common forms of cancer affecting women in North America and the United Kingdom. Hopefully you have heard of the importance of conducting regular breast self-examinations to check for signs of breast cancer. Health experts advise women to increase their breast awareness.

### What is Breast Awareness?

Breast awareness simply means becoming familiar with how your breasts normally look and feel and knowing what changes to look and feel for in your breast. This means to be aware of changes in the nipples, breast pain, nipple rash, breast puckering or dimpling, nipple discharge, the size of your breasts, skin redness, breast pain or breast lumps.

### Awareness Month

Breast Cancer Awareness Month takes place throughout the month of October each year. It began in 1985 in an effort to increase concern for breast health issues and spread the importance of early cancer detection.

While a great deal of research has been carried out and treatments improved in recent years, breast cancer is still one of the leading causes of death among women, second only to skin cancer. Therefore, the value of acknowledging and promoting healthy breast care is substantial. It is important to educate women on the risk factors and causes of breast cancer, as well as possible preventative measures and annual mammography screening for women over 40.

<http://www.epromos.com/education/calendars/national-breast-cancer-awareness-month>

[http://www.womens-health.co.uk/breast\\_exam.html](http://www.womens-health.co.uk/breast_exam.html)

[http://www.womens-health.co.uk/breast\\_exam.html](http://www.womens-health.co.uk/breast_exam.html)



Source:



1 Depression in School-Age Children and Adolescents: Characteristics, Assessment and Prevention, Mary H. Sarafolcan, PhD, 2009  
 2 Healthy Place: America's Mental Health Channel



**Mental Health**

## Depression No Longer a Stigma.....Finally!

Up until about 30 years ago, many in the field of psychology believed that children were incapable of experiencing depression. Others believed children could be depressed, but would most likely express their dysphoria indirectly through behavior problems, thereby "masking" their depression.

Three decades of research have dispelled these myths. Today, we know that children experience and manifest depression in ways similar to adults, albeit with some symptoms unique to their developmental age. Children can experience depression at any age, even shortly after birth. In very young children, depression can manifest in a number of ways including failure to thrive, disrupted attachments to others, developmental delays, social withdrawal, separation anxiety, sleeping and eating problems, and dangerous behaviors. In general, depression affects a person's physical, cognitive, emotional/affective, and motivational well-being, no matter their age. For exam-

ple, a child with depression between the ages of 6 and 12 may exhibit fatigue, difficulty with schoolwork, apathy and/or a lack of motivation. An adolescent or teen may be oversleeping, socially isolated, acting out in self-destructive ways and/or have a sense of hopelessness. The lifetime risk of depression in females is 10-25 percent and in males, 5-12 percent.

Children and teens who are considered at high risk for depression disorders include:

Children referred to a mental health provider for school problems, children with medical problems, gay and lesbian adolescents, rural vs. urban adolescents, incarcerated adolescents, pregnant adolescents, children with a family history of depression. (1)

In many cases, depressive disorders overlap with other diagnoses. These may include: anxiety disorders (in one-third to two-thirds of children with depression); attention deficit hyperactivity disorder (in 20-30

percent); disruptive behavior disorders (in one-third to one-half of patients); learning disorders; eating disorders in females; and substance abuse in adolescents. Targeting those children and teens who are at high risk for depression, or who are facing high-risk transitions (such as moving from grade school to junior high) is key to prevention. Protective factors include a supportive family environment and an extended support system that encourages positive coping.(2).

Depression can be less obvious than other more disruptive behavioral disorders, and if left untreated, it can have a significant negative impact on one's well-being, development and future happiness, with untreated depression being the major cause of suicide. However, with treatment, including medications and/or psychotherapy, the majority of patients show improvement, with a shorter duration of their depression and a reduction in the negative impact of their symptoms.

## How PMC Workers Help – Raymond Palmer

Raymond Palmer is one of PMC's independent contractors and has been working with the company since March 2008. Raymond has worked as a transporter and visitation specialist, as well as a behavioral aide. Raymond's educational background in public

relations and Sociology as well as his 25 years of experience in human services makes him a valuable member of the PMC team.

Raymond has also worked with the victim services organization in New York and valuable ex-

perience that he gained has enabled him to make many contributions to the many cases that PMC works on involving domestic violence and abuse.

PMC also has programs that specifically address troubled

## DID YOU KNOW?

Recent intervention lunch-n-learns hosted by Sedara Burson have been a great success. Keep your eye out for future dates for this particular training and make sure to sign up!

If you did not go through the safety and crisis de-escalation training during the all-staff meeting on September 14, please contact Joshua Swafford about completing this [training requirement](#).

Rodney and Joshua are hosting a time management lunch-and-learn at the end of October. Be sure to check Sharenote and your email for more information and to sign up.



If your team is interested in going through an intensive, 2 day anger management training as a group, please have your team's team leader send Joshua Swafford an email expressing your interest.

Contact Roberta McClain if you are interested in attending a Defensive Driving Course and lowering your automobile insurance premiums.

*“Children will not remember you for the material things you provided but for the feeling that you cherished them.”*

*Richard L. Evans*

## TIME MANAGEMENT

Time Management is critical to the effective functioning of a large organization like PMC. Here are some time management tips that you can use everyday to help make you more efficient and effective:

1. Spend a moment to plan each and every day:

2. Set a time limit for each activity.

3. Write everything down: If you don't write it down, you'll most likely forget it.

4. Focus on important tasks: Don't just focus on the urgent items.

5. Look at your longer-term goals: Ask yourself how what you're doing each day fits in with your goals. 6. Do little and often.

7. Take a break: take time every few hours to aid getting exhausted.

8. Don't do it all on your own.

9. Keep the balance: Try not to spend all your waking hours at work – make time for home, family, and friends.

## THE IMPORTANCE OF WRITING TIMELY BIRP NOTES

At one time or another we have all received an invoice for a contracted service. That invoice serves as a record of the service provided and the total amount owed. Its important that PMC always have that invoice/BIRP note recorded in ShareNote from each contractor. Its also important that the BIRP note be submitted on time and accurately; stating all of the facts

and follow-ups. The BIRP note is your documentation to the care and intervention provided to the consumer. Once entered into the ShareNote web based software, PMC can now process the invoiced item for billing. With a monthly payroll schedule its important that the company's submission to the vendors are timely and error free. So please keep in mind the significant role you

play in the consumer well-being ,your company's bottom line and the opportunities provided by PMC all start with the “Timely writing of the BIRP note”

Roberta G. McClain, Director of Accounting Services





Group Therapy

**Our Philosophy here at PMC is:**

*“Change is possible;*

*Growth is possible;*

*Success is possible;*

*One Step at a time.”*

## Do's and Don'ts of Group Therapy

Group therapy may sometimes be the best way to serve the needs of your clients. But, whether that therapy centers on marriage and family counseling or some other discipline, utilizing a group setting can leave you open to certain liability claims. Fortunately, you can protect yourself—and ensure good client care—with a few simple guidelines

**Discuss the group's responsibility for confidentiality, privacy, and privileged communication.**

Explain that it is unacceptable to disclose the names of other group members or to repeat what was said during a session. Protect yourself further by having clients sign an agreement at the outset of treatment. That document will lay the groundwork for removing a group member for violating the conditions, should it become necessary. It also offers proof of the guidelines you set, which can help to reduce your liability if a problem arises.

**Meet your own responsibilities for confidentiality.**

Stay up-to-date on your state law and disclose private information only under specific cir-

## How PMC Workers Help – Raymond Palmer.....cont

cumstances that are known to the client. In fact, it's best to have each legally competent client sign his or her own authorization to release information, clearly indicating the circumstances under which information can be disseminated. The waiver should be time limited and consistent with legal statutes.

kids for instance, who come from abusive homes. Raymond's experience at the Odyssey House in New York City has allowed him to make valuable contributions to some of these programs.

Raymond's personal commitment to excellence, compassion for others, and focused approach to what he does have all helped him become

successful at PMC. One does not get into social services by accident; and even if you do, you have to enjoy working in social services to be able to commit 25 years to the cause.

**Make record security a top priority.**

Keep written records in a locked file drawer or cabinet. Protect computerized records with a password. Ask clients for permission to record group sessions, and keep tapes or videos locked in a cabinet or drawer in a room to which patients don't have access.

**Stay on top of practice guidelines.**

For example, family and marriage counselors must know exactly how far they can go in a group setting with such matters as terms of consent, pregnancy of a minor, and custody issues, such as restrictions on the parent's participation in treatment. The American Counseling Association (ACA) is an excel-

lent source for such information. You can access private practice pointers for group therapy as well as the ACA Code of Ethics and Standards of Practice at [www.counseling.org](http://www.counseling.org). And, the Association for Specialists in Group Work (ASGW), a division of ACA, has developed Best Practice Guidelines to clarify the application of the ACA Code to the field of group work. These guidelines are available at [www.asgw.org](http://www.asgw.org).

Though helping people share their views and experiences during group therapy may be gratifying for you and your clients, it also opens the door to liability related to confidentiality concerns. To protect yourself, follow your practice guidelines, keep accurate, current records, and be meticulous about their security. Finally, preserve your skills through continuing education. If, despite these precautions, you are accused of wrongdoing, notify HPSO immediately by calling 800-982-9491.

Few organizations have re-

source like Raymond on their team. It's because of the passion and commitment that Raymond Palmer brings to his work everyday that PMC is able to effectively deliver the quality services that our clients have come to expect and appreciate. Thank you, Raymond, for your valuable contribution to the PMC team.

<http://www.hpsso.com/resources/article/229.jsp>



**Contractor and Employee Recognition—July**



Adrienne Gallo

Nominated by Pat Stevenson



Ja'Nai Johnson

Nominated by Kimberly Minor

**Contractor and Employee Recognition—August**

**Rebound Team:**

- Samuel Halstion,
- Fritz Gattereau,
- Zeffon Willis,
- Cedric Johnson,
- Sedara Burson,
- Aishah Boodram

Trudy Taylor

Nominated by Randy McClain

**Contractor and Employee Recognition—September**



Sedara Burson

Nominated by Nyasha Pace



Michelle Sanders

Nominated by Nyasha Pace

**Quality Assurance**

**Award**

**For Period 3rd**

**Quarter 2010**

*July to September*

*goes to:*

**Fulton/Clayton**

**Team "Spirit"**

*Marlene Joseph*

*Cheryl Hendricks*

*Keesha Lacy*

*Michelle Moore*

*Dion Standford*

*Total Hours 134*

*Total Cases 17*

*Average Hrs per case*

*7.8*

Please contact Pat  
Stevenson for PMC  
Team lunch

**Congratulations Monthly  
Award Winners:**

**Gift cards are available  
at the PMC front desk  
for contractors and em-**

**Quality Assurance**

**Award**

**For Period 2nd**

**Quarter 2010**

*April to June goes*

*to:*

**Fulton/Clayton**

**Team "Spirit"**

*Julie Sickles*

*Cheryl Hendricks*

*Keesha Lacy*

*Michelle Moore*

*Dion Standford*

*Total Hours 157*

*Total Cases 18*

*Average Hrs per case*

*8.7*

Please contact Pat  
Stevenson for PMC  
Team lunch

*"The human contribution is the essential ingredient. It is only in giving of ones self to others that we truly live."*  
*Ethel Percy Andrus*

## Be Proactive Foundation News

### Be Proactive's New Team Member

The Be Proactive Foundation would like everyone to welcome Devin Rucker to our team! Devin is our new Director of Development and Capacity Building and comes to us with a lot of knowledge and experience in the non-profit sector. Devin is passionate about youth and looks forward to helping us realize our mission. Devin graduated from Georgia State University and has worked as a community organizer for the East Point Community Action Team, The Community Foundation for Greater Atlanta, Hands On Network, College Summit and Raising Expectations.

Over the coming weeks, Devin will be working on the following goals:

**Developing a strategic plan** to position BPF as a leading youth engagement organization.

**Establishing a Board of Directors** to help drive BPF's youth engagement strategies.

**Raising funds** by establishing an online donation system, identifying individual donors to support BPF's efforts and writing grants/proposals.

**Please stay tuned for updates on our strategic planning. If you have ideas or resources in this regard, please stop by his office for a visit or contact Devin at [drucker@beproactivefoundation.org](mailto:drucker@beproactivefoundation.org)!**

### Be Proactive Partners to Host the Save A Life Tour!

PBF and PMC are partnering with some great organizations to bring the Save A Life Tour to our community. The event aims to educate and forever change the community's perspective on the effects of driving while under the influence of alcohol and/or drugs. During the event, which will also include a resource fair, participants will experience the "sobering" realities of how alcohol and drug use can drastically impact your motor skills and reaction time.

**Event Date/Time:** October 30, 2010 10:00am – 4:00pm

**Event Location:** B.E.S.T. Academy – 1890 Donald Lee Hollowell, Atlanta, GA 30318

The resource fair will feature vendors and organizations from our community, so please come out, show your support and learn about organizations already providing services in our community.

**This is a family event and we encourage parent and group leader participation!**

### Details on Holiday Program Coming Soon!

BPF and PMC are currently planning our holiday program in partnership with DFACS and Converse. The event will bring holiday cheer and resources to families in need. Please stay plugged in to Sharenote for more information and how to register your families for gifts and food baskets this year!

### Volunteer Updates

BPF thanks everyone who always takes a leap and volunteers at our events! We have some exciting things coming up and will be needing volunteers like never before! Please give back to the community by volunteering for one of our posted events! Thanks again and we look forward to your assistance!

### Mentor Recruitment

We are currently recruiting mentors for our community-based mentoring program. If you or anyone you know is interested in becoming a mentor, have them email Sibyl Perez at [sperez@beproactivefoundation.org](mailto:sperez@beproactivefoundation.org) for an application!





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Atlanta GA 30339

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E-mail: info@proactive-management.com



**Announcements!**

**Quarterly Cell Phone Drive**

Recycle your old cell phones and batteries to benefit Be Proactive

Drop off box is at the PMC office

**Project Overcoat**

United Way TBD

Contacts: Roberta McClain

**PMC Toys for Tots Participation**

Volunteers need

TBD

Contact: Roberta McClain

**PMC ALL STAFF QUARTERLY MEETING**

January 27, 2011

Smyrna Community Center

200 Village Green Circle

Smyrna GA 30080

**PMC and Be Proactive Welcomes**

Director of Development and Capacity Building, Devin Rucker

Parenting Specialist, Aishah Boodrum

**New PMC Website**

Coming Soon

**PMC Holiday Hours**

December 24th, 2010 closed half day

December, 27th 2010 closed

December 31st, 2010, closed