



MOUNTAIN LAKES

Behavioral Healthcare

New Directions 2017



Benefits



With the recent completion of Open Enrollment for benefits, **ALL STAFF** are encouraged to carefully review their paystubs for proper deductions.

Current premium rates for staff are listed below. If you participate in any of these benefit plans, these premium changes will be reflected on your paystub. HR staff will continue to conduct random benefit deduction audits, but each employee should assist in monitoring that benefits are correct and that deductions are being made accurately. If you have any questions about benefits, deductions or paystubs, please contact the HR Office.

October 1, 2017 - September 30, 2018

BCBS Medical

Individual	\$181.09/month	(\$90.55/pp)
Family	\$447.09/month	(\$223.55/pp)

Delta Dental

Individual	\$33.03/month	(\$16.52/pp)
Family	\$76.27/month	(\$38.14/pp)

VSP Choice Vision

Individual	\$7.57/month	(\$3.79/pp)
Family	\$16.27/month	(\$8.14/pp)

October Birthdays

October 1	Melinda Sutton-Griffin
October 2	Jaimie Hammond
October 6	Rachel Cook
October 11	Jessica Wolff
October 12	Judy Rhodes
October 13	Rickey Clemons
October 19	Belinda Arrington
October 24	Sue Comeau
October 24	Nicole Gurley
October 25	Gerald Privett

October Anniversaries

Mitzi Holcomb	1 year
Elizabeth Turner	1 year
Boris Garth	3 years
Wanda Roberts	3 years
Dianne Simpson	20 years
Judy Rhodes	27 years

~ Monthly Meetings ~

Tuesday, October 17th

Board meeting 5:30 pm

Cedar Lodge

(Confirm attendance with Shelly Pierce)

Tuesday, October 24th

PI Committee meeting 1:00 pm

Leadership Committee meeting (following PI)

Quarterly meeting so all attend at

Administrative Office

(Confirm attendance with Dana Childs)

BOARD OF DIRECTORS APPROVES WAGE INCREASES AND ONE-TIME PAYMENTS

During the September 19th meeting, the Board of Directors approved the following wage increases and one-time payments for MLBHC employees:

1. **For employees with a 12 month evaluation during FY17:**
 - Outstanding scores = 3% wage increase + 3% one-time payment
 - Excellent scores = 2% wage increase + 3% one-time payment
 - Competent scores = 1% wage increase + 3% one-time payment
 - Marginal/Unsatisfactory scores = no increase

2. **For employees with only a 6 month evaluation during FY17:**
 - Outstanding scores = 1.5% wage increase + 1.5% one-time payment
 - Excellent scores = 1% increase + 1.5% one-time payment
 - Competent scores = 0.5% wage increase + 1.5% one-time payment
 - Marginal/Unsatisfactory scores = no increase

3. **For employees with no evaluation during FY17 (less than 6 months tenure):**
 - 1% one-time payment

The increases will be ready to be paid and will be reflected on the October 13th pay date. The wage increases will be effective 10/1/17. For employees who are currently topped out on the pay scale, all increases will be paid as a one-time payment. For employees who the wage increase takes to the top out of the pay scale, the remainder of the increase will be paid as a one-time payment. All one-time payments will be based on actual hourly or salary earnings that were earned during the time period of 10/1/16 - 9/30/17 (FY17).

Also as a reminder and as indicated on the performance appraisal form, a score of unsatisfactory on any of the five general factors will automatically equal no wage increase or one-time payment, no matter what the total score result on the performance appraisal.

CONGRATULATIONS TO MLBHC STAFF!

What's Going On ???



Upcoming DMH Site Review

The Department of Mental Health Certification Team has indicated that they will be on site at MLBHC during the week of October 16, 2017. During this time, team members will review charts and documentation for approximately 38 programs. All MLBHC staff members are preparing and looking forward to another excellent site review!

October Lunch and Learns

"Applied Suicide Intervention Skills Training"

Presented By:
Joyce Flannery, MA

October 25th - Guntersville MHC

October 26th - Scottsboro MHC



Flu vaccinations will be provided again this year to MLBHC employees. Staff from any location may take advantage of either opportunity for vaccination.

Tuesday, October 24th

Gville MHC - Conference Room - 10:00 am - Noon

October 16th - 31st 8:00 am - 4:30 pm

Highlands Occupational Medicine (Scottsboro)

or Marshall County Occupational Medicine (Albertville)

Please be prepared to present your MLBHC staff id badge

Remaining Holidays for 2017

- Thanksgiving - Thurs & Fri, November 23 and 24
- Christmas - Mon & Tues, December 25 & 26
- New Year's Eve - Monday, January 1, 2018



Since the last newsletter, MLBHC welcomed **Michael Anderson** as a Mental Health Worker at the Dutton Residential Facility.

What's Going On ???

AT THE BOARD MEETING

During the September meeting, Board members took action to review and approve the Goals and Objectives for FY18. A Strategic Action Plan (SAP) will now be developed for the G/Os that will provide duty assignments, measurable outcomes, sources of accountability and projected timeframes for each item. The Executive Office maintains the SAP and it is monitored on a quarterly basis by the Leadership Committee and the Board of Directors.



FY18 GOALS AND OBJECTIVES FOR PERFORMANCE IMPROVEMENT

- I. To be totally committed to excellence in all that we do.**
 - A. Expand the usage of teleconferencing equipment in client service delivery.
 - B. Provide increased opportunities for employee feedback and ideas for organizational improvement by implementing an Employee Engagement Group (EEG).
 - C. Continue to assist local law enforcement officers and other first responders in Jackson and Marshall Counties with improving interactions with mentally ill citizens by coordinating and providing training in Mental Health First Aid.
 - D. Monitor and respond to error trends & corporate compliance issues to ensure continuous improvement in the quality and accurateness of service documentation and agency processes.

- II. To actively seek opportunities and initiate ideas to expand and secure the organization's growth and development.**
 - A. Increase SA treatment services to address the current opioid crisis.
 - B. Increase residential and treatment services for deaf consumers by developing and proposing new programs/services to DMH for approval.
 - C. Continue to increase access to services for school aged clients and provide increased assistance to school personnel by continuing to expand the school-based services program.
 - D. Continue positive public relations efforts to educate our referral sources, potential clients, and the community regarding the effectiveness, availability, and outstanding quality of our staff, services, & programs.

- III. To continuously improve our work performance and the effectiveness of the services provided (SA Services).**
 - A. Implement a low impact physical exercise program for clients at Cedar Lodge to encourage clients to improve overall health and to use exercise as an effective stress management technique.
 - B. Strengthen the Cedar Lodge treatment program by offering and conducting more treatment services during the weekends.
 - C. Continue to increase the percentage of clients who successfully complete the Crisis Residential Program
 - D. Continue to improve the provision of interim services to those seeking treatment at Cedar Lodge.

What's Going On ???



MLBHC Wall of Fame

(August 2017) (I=Incentive)



Residential

Rebecca Cabaniss
Teana Campbell (I)
Rickey Clemons
Barbie Davis
Anita Dingler (I)
Boris Garth
Ann German
Drew Hardinger
Beth Hartmann
Deborah Martin
Sheila Moon
Mark Moore
Stephanie Ogle
Wanda Roberts
Ginny Smith
Tasha Solis (I)
Lisa Stevens

Geriatrics

April Cowart
Joyce Flannery
Lauren Floyd
Julie Ritter
Nicole Robinson
Teresa Sarratt
Tyler Steed
Suzanne Woodall

Marshall Outpatient

Patti Carson
Michelle Miller
Melinda Sutton-Griffin

Multi Programs

Sarah Boxley
Belinda Herring (I)
Stephanie Knott

Outreach

Rachel Cook (I)
LaToya Hollman
Linda Miller (I)
Bill Parker
Lucy Wilson

Jackson Outpatient

Melinda Clark (I)
Wanda McCollum
Amanda O'Connor (I)
Debbie Painter (I)
Cindy Woodham (I)

Substance Abuse

Kay King
Katrina Ramsey
Lacy Rowan
Shane Tidwell



Personnel Policy Spotlight

4.2.3 Overtime



As a general rule, MLBHC will not plan or schedule personnel to work overtime. However, if it becomes necessary, then personnel who are non-exempt from the overtime provisions of the Fair Labor Standards Act will be paid time and one-half for any hours worked over 40 hours in one week. The Immediate Supervisor must approve all overtime before any non-exempt employee works overtime. Employees working overtime without approval will be subject to disciplinary action. Lunch, breaks, or absences due to sickness, holiday or vacation time are not included in calculating overtime.

Exempt employees are not eligible for overtime pay. Any additional hours worked by exempt employees will not be "held over" to count for time not worked in previous and/or upcoming weeks. Furthermore, business needs often necessitate the need for exempt employees to work more than 40 hours per week. If an exempt employee is requested to work hours in excess of 40 in one week, such employee will be expected to do so unless circumstances, in the discretion of management, prevent the employee from being able to do so. For exempt employees, work in excess of 40 hours per week shall be without additional pay or comp time.

What's Going On ???

MLBHC Program Director Certified As A Mental Health First Aid Trainer

After attending a week long Train-the-Trainer Program in Montgomery, Linda Rogers, Program Director for Jackson County Outpatient and Outreach, is now a Certified Mental Health First Aid Trainer. She will provide at least three Mental Health First Aid Training events in the next year to individuals in both Marshall and Jackson County.



Many people carry first aid kits in their cars or have taken a basic first aid course. Why? Perhaps they want to be prepared to help a loved one in a medical emergency, or perhaps they have an altruistic desire to be of service if a stranger needs assistance. Knowledge and skills serve us well in navigating an emergency and can potentially prevent a medical emergency through early intervention. Mental Health First Aid aims to teach members of the public and First Responders how to respond in a mental health emergency and offer support to someone who appears to be in emotional distress.

The terms mental illness, mental health, and mental disorders are tossed around freely in today's society, yet many of use aren't clear about their meanings or relevance to our lives. Many assume mental illness is something that only affects others and believe it won't affect our family or friends. The truth is that mental health problems are more common than heart disease, lung disease, and cancer combined. Mental health issues affect all of society in some way, shape, or form. It is estimated that about one in five Americans will experience a diagnosable mental disorder in any given year. It is extremely likely you will encounter someone in your family, workplace, school, church, or community who lives with a diagnosed mental disorder. In addition, you will encounter others who are experiencing distress or facing a mental health challenge that may require support and assistance, but not medical intervention. Mental Health First Aid can help a person acquire the basic knowledge and skills to respond to an individual in distress.

If you have questions about Mental Health First Aid Training,
please contact Linda Rogers
at 256-259-1774x316 or lrogers@mlbhc.com

What's Going On ???

Opportunity

For MLBHC
Staff

As recently approved by the Board of Directors, one of the Goals and Objectives for the coming fiscal year is to implement an Employee Engagement Group (EEG). The mission of this group is to evaluate the culture and employee morale of Mountain Lakes Behavioral Healthcare. Employees and management communicate with each other through engagement. This focus group will be used to help detect potential problems within the agency and seek solutions and improvements.

If you would like to participate and contribute to the success of the EEG, please contact the HR Office.

Board Members Experience Benefits of Teleconference Equipment

The Board of Directors used the September Board meeting as an opportunity to utilize MLBHC's teleconferencing equipment. Board and staff members met at both the Administrative Office in Guntersville and the Mental Health Center in Scottsboro connecting via Polycom. Those in attendance were able to view participants at both locations and share dialogue, just as they would during a meeting held at only one facility.

Other MLBHC groups & committees, such as PI, Leadership, HIPAA, Consumer Satisfaction, Records Librarians, etc. have also found use of the teleconference equipment very beneficial, as it saves on travel time by not all gathering in one location.



Consumer Success Story

Submitted By: Elizabeth Turner, LGSW
Jackson County Outpatient Therapist



"Bob" has been receiving services from Mountain Lakes for about a year. Upon beginning services, "Bob" presented with nightmares and difficulty opening up to others due to long standing childhood abuse and trauma. He reported strained relationships with his family members due to his symptoms and was unsure where to begin in his "story" to "make things better". Through building rapport with "Bob" and allowing him to discuss the aspects of his abuse that were making relationships and sleep difficult, he began to open up. He started to use his therapy sessions as a "sounding board" to process and explore his memories, and was helped to find an array of coping skills that would help him reduce the intensity of his symptoms.

Through his hard work, determination, and his open mindedness when working with mental health professionals at Mountain Lakes, "Bob" has begun to mend relationships with several family members. He has written a vast number of poems, songs, and journal entries to assist him work through the emotions and memories that he experiences. "Bob" has also utilized art as a way to get the emotions across that he finds difficult to put into words, creating beautiful, soulful paintings. "Bob" continues to receive outpatient services at Mountain Lakes and often discusses a song, poem, or art piece during his sessions.



Consumer Success Story

Submitted By: Leah Moore, MS
Geriatric Therapist



Mrs. Smith is an 81-year-old Caucasian female who has received services since 2014 through Mountain Lakes' Geriatric Program. Mrs. Smith was referred due to having a history and diagnoses related to Depression, Anxiety, and Dementia. When she first arrived at the facility and began Individual Counseling Psychotherapy, she was very anxious and depressed. She had been a victim of physical abuse from her husband and also from a caregiver who cared for her at home. She explained that her former husband used to beat her, leave her out in the cold, steal her money and molested his daughters. The caregiver locked her in her room, stole her money and her identity, too. Mrs. Smith explained that she received help from her sister and brother-in-law so that she could stay at the facility where she now lives. Mrs. Smith could not walk, she had bad migraine headaches, she had breathing trouble due to heart disease and she also had digestive issues.

Mrs. Smith began sharing her story of neglect and abuse from her husband and her caregiver. Mrs. Smith shared how her husband would curse at her and how her caregiver, whom she trusted, did not take care of her. Mrs. Smith shared how, at times, she had been scared to sleep at night because of her breathing and the abuse. Therapist voiced her understanding in that, yes, this was a new environment, but that it provided the structure and safety that she needed, but was not receiving at home. Mrs. Smith agreed and shared how she wanted to get stronger physically, be healed from her past, and also use her faith in God to help others at that facility. Mrs. Smith began sharing with Therapist how she was getting out of her room to interact with peers, she was doing physical therapy to get strong enough to walk, and that she had her sister and brother-in-law to help her if she needed anything. Mrs. Smith shared that at times, she would have nightmares about her husband and the abuse she suffered. Therapist began by using Person-Centered Therapy Techniques, which helped Mrs. Smith to focus on the things in her life that were safe, including her environment, her peers and her family. She was reminded that she no longer had anyone in her life that would hurt her again like this man did. Mrs. Smith did eventually get better overtime and is resting better, too.

Mrs. Smith now shares with the Therapist and the Geriatric Specialist how she has learned to cope with her past. Mrs. Smith now shares how she has formed valuable friendships with other residents, she continues to pray to God, and that she shares her gift of singing/writing songs. Her ability to walk is a little better and her sister has become her close confidant. Mrs. Smith also shared how she continues to talk to her son and her new-daughter-in-law for continued family support, and that they are missionaries who will be coming home to visit soon. Mrs. Smith also shared how she has resumed a former hobby from eight years ago, which she loved. She now often spends her time crocheting. Mrs. Smith shared how she has crocheted afghans for other people in the facility to encourage them. Mrs. Smith often shares with the Therapist and the Geriatric Specialist how she continues to learn every day with how to cope with the ups and downs of life and to live life to the fullest. She is able to achieve these things with support from MLBHC, faith, friends, and family.