

dhhs EmployeeUPDATE

Our Mission: To serve the people of North Carolina by enabling individuals, families and communities to be healthy and secure, and to achieve social and economic well-being.

A monthly publication for employees of the North Carolina Department of Health and Human Services

DHHS Employees receive State Employees' Awards for Excellence



Kathy Gruer and J. Iverson Riddle

From seizing the opportunity to foil an attempted robbery to volunteering as a staff nurse attending to critically ill children with leukemia; from rescuing a lost hunter in the mountains of North Carolina via aerial search to working tirelessly in enhancing the lives of students at the North Carolina School for the Deaf; from going above and beyond the call of duty to devoting over 40 years to the care and promotion of quality of life for those individuals with severe and profound disabilities; this year's State Employees' Awards for Excellence recipients illustrate a unique type of compassion for fellow citizens, for volunteerism, and for serving One North Carolina.

Ten award recipients were selected from an impressive group of well-deserving state employees who were nominated by their fellow employees for their outstanding contributions in a variety of areas. Awards were presented to these recipients at this year's ceremony on Oct. 17, at the NC Museum of History. Other nominees were recognized by their agencies and universities during the "Excellence in State Government Week," Oct. 17 – 21. The State Employees' Awards for Excellence is the highest honor a state employee can receive.

DHHS is honored to have two employees chosen as recipients for this year's awards, they are Dr. J. Iverson Riddle, director of the J. Iverson Riddle Developmental Center in Morganton and Sharon Hicks, an employee at the North Carolina School for the Deaf also in Morganton. DHHS nominated seven employees for this year's awards.

Cont. on page 2



Sharon Hicks

INSIDE TOP FEATURES

*DHHS Web, Pages 4
Caregivers Month, Page 5
SMAT Returns Home, Page 6*

*DHHS Teacher of the Year, Page 7
2005 Awards on Aging, Pages 8-9*

**NCS D Students
sign Anthem**

➤ Page 11



**Career
Banding**

➤ Pages 14-15



State Awards cont. from page 1

J. Iverson Riddle

When a man receives an award for “ruffling feathers” you can expect two things – the ends probably justified the means and those feathers needed shaking.

When it comes to championing the rights of people with disabilities, Dr. J. Iverson Riddle, the head of the Developmental Disabilities Center that bears his name in Morganton has been, without apology, rightly and righteously ruffling feathers for his entire career.

Dr. Riddle was awarded the State Employee Award for Excellence in the category of Outstanding State Government Service.

For more than 40 years, Dr. Riddle has tirelessly and selflessly dedicated his life and energy toward the care, treatment and well-being of people with developmental disabilities. He dreamed of a North Carolina that both protected and nurtured the profoundly disabled. But more than a dreamer, Dr. Riddle is a doer, for in the words of his own staff who nominated him: “As a result of Dr. Riddle’s dreams, the J. Iverson Riddle Developmental Center has a number of ‘firsts’ in the field, many of which have been replicated in state and federal government.”

Among Dr. Riddle’s firsts is an Institutional Advocacy Program, now a national standard, and the state’s first Early Intervention Program, which has helped thousands of children with disabilities to be successfully supported and cared for in their own homes.

His award also notes that Dr. Riddle is “Always drawn to the notion of the

‘joy quotient’ rather than the ‘intelligence quotient’,” and that he “. . . developed a Creative Therapy Department where individuals may express their feelings through artistic means.”

How do you sum up a life? Many would be hard pressed to do so, but for J. Iverson Riddle the sum of his life is in the Center and community that surrounds and supports it. For as his staff has noted, “Even after 40 years, Dr. J. Iverson Riddle enters the workplace each day with enthusiasm of a professional who still believes in the ideal and champions the cause. Dr. Riddle is truly a champion in our eyes.”

Sharon Hicks

“. . . it’s not only what she gives but the way she gives it.”

In a world where its too easy not to be involved with those around us, it takes a special person to remind us that selfless giving, caring and consideration mark the path of a life well lived.

Sharon Hicks, a housekeeper at the North Carolina School for the Deaf in Morganton, is this year’s awardee for the State Employees’ Award for Excellence in Human Relations.

She was nominated by her fellow employees and supervisor as well as students because all who know her consider Sharon not only an outstanding state employee but also an outstanding human being as well. As her nomination noted “Whether it is a with a student or a teacher, each finds comfort in Sharon’s sincerity along with motivation and inspiration in her encouragement.”

“Sharon Hicks understands the importance of the personal touch in customer service. She greets students and staff alike with a warm smile and she goes out of her way to transform the ordinary into the extraordinary while she goes about doing her work,” said Linda Lindsey, NCSD director. “She is very deserving of the State Employees’ Award for Excellence in the area of human relations and all of us at NCSD are very proud of her.”

Bob Cannoles, Hicks’ supervisor in the Environmental Services Department for NCSD, also commended her for her work at the school. “Sharon is certainly an asset to the campus of NCSD. It has been my privilege having her as a member of my staff during these past five years. She is a very unique individual who possesses many wonderful qualities rarely found in one individual in today’s workforce.”

In recognition of Hicks, the school held an assembly in the Chapel. The middle school students expressed their congratulations to Hicks by presenting a program in her honor. ■



Jalil Isa

iSalud y Saludos!

How about that ‘name’?

I recently had a conversation with a colleague of mine who was surprised to hear about the different ‘name’ structures used in the Hispanic culture. Not only do names in most Latin American cultures include both last names – the father and the mother’s, and in that order; or in the case of married women, the husband’s and her father’s last name – but there are also certain twists that we do to the first name.

Now this isn’t entirely unlike the Anglo culture. We here in the States often change names; sometimes in the most mind-boggling ways: Richard becomes Dick, John often becomes Jack, Margaret can become Peggy, James turns into Jim, etc. Well, Spanish also has some of that, as well. Ever heard the popular Spanish “Pepito” jokes? Well, Pepito is a diminutive of Pepe. You see, diminutives are also quite common in the Hispanic culture – something it shares with the Russian culture, among others, which modifies just about every name. With Latinos, Miriam (my mother and sister’s name) becomes Mirita. Jesus becomes Jesusito, and so on. But the core name, itself, may be substantially transformed. Take Jose – one of the most common Hispanic names out there. Well, the nickname for Jose is in fact ‘Pepe.’ I can’t begin to tell you how Jose turned into ‘Pepe.’ Others

are a bit easier to understand: Marcela, for example, can turn to Chela. Other name changes often resemble Anglo modifications: Antonio is often Tony; Francisco shortens to Frank; Enrique can be tightened to Ricky. But others are still strange-sounding...even to me: You have the nickname Mena or Kiko, which happens to be a nickname for my father – whose real name is Julio.

The opposite, however, is also true. Often, names are actually longer than Americans may be used to. I’m not just talking about having two last names and possibly one or more middle names. I’m talking about the first name itself. It’s often a combination of two, three, or even more names. We all are probably familiar with Cuban salsa singer Celia Cruz. Well, Celia was actually born Celia de la Caridad Cruz Alfonso. Singer Julio Iglesias, father of Enrique Iglesias, is actually named Julio José Iglesias de la Cueva. So you get the idea. Luckily, most names are shortened a good bit to something a little more easy to remember.

But the fact still stands that there are countless ways of transforming proper names in Spanish that may prove a bit difficult for those not accustomed to such a style of naming.

Things could be much more foreign, however. In Iceland, the name that

actually counts is not your last name, but your first. That’s because everyone’s last name is simply their father’s first name with the suffix son or dottir attached to it (Eric the Red’s son is Leif Ericson). This makes for some interesting situations – such as the fact that Icelandic phone books simply list people using their first name. A family of four might have four different last names: the married couple Jón Stefánsson and Bryndís Atladóttir, and their children Fjalar (Jónsson) and Kata (Jónsdóttir). This also means that names do not necessarily reflect the marital status.

While there is often confusion in the use of multiple last names in Hispanic families, it is a good rule of thumb to assume the first last name is generally equivalent to the primary last name in the U.S. ■

High Tech Solutions for the Department's Website Redesign Project

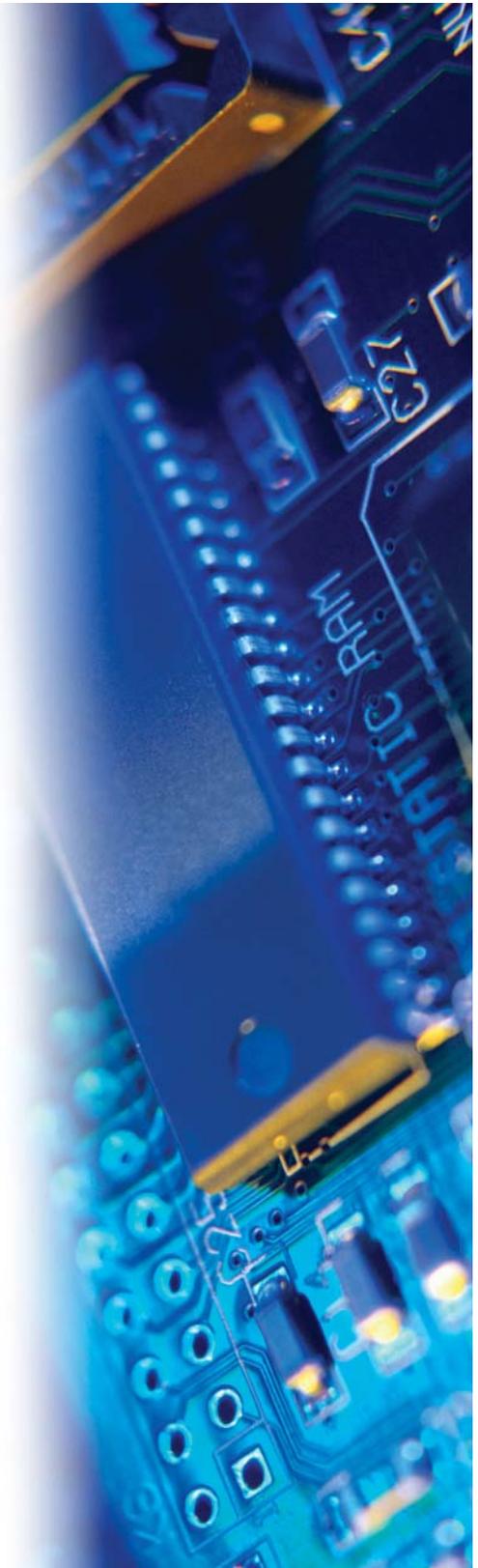
Last month's Employee Update introduced the Website Redesign Project, to create a single integrated site that will encompass all of the department's information on the web. A common layout and style will ensure users won't get lost in the vast bureaucracy, with persistent navigation and "breadcrumb" trails to assist in navigation. Some individuality in design at the program level will keep the design fresh. Content teams from across the department are currently meeting to ensure that the site meets the needs of all divisions and offices.

DIRM is supporting the redesign, and has recommended a Web development tool capable of meeting the many technical requirements of the project. The goal is a site that is a workable solution for educating the public for many years to come. Some of those requirements include common layout and style for consistency and ease of use, an advanced search function, and an easy interface for website administrators.

"I'm often asked, who is going to make sure the site is up to date," said Jeff Garner, Manager of the DIRM Web Team. "When we have changes, whose job is it to make them?" I tell them that it has to be the work of the divisions. The office that owns the material will be able to directly update it. That's why we are recommending a tool that is very easy to use."

The tool is an integrated, database-driven approach to building the Web site, based on Microsoft ASP.NET technology. This is the type of technology that creates dynamic web pages which are found on the web any time you see a URL that ends with ".aspx". ASP.NET technology is fast becoming standard for complex Web sites because of its high functionality, easy maintenance, and extensibility. One of the advantages of this approach is that page content is separated from layout and style. Web administrators will be able to easily create or modify web pages and upload documents without having to worry that they will inadvertently alter the design. The engine will store all page content in a database, making the content automatically searchable. Navigation can be updated, specific domains can be searched, and documents can be distributed very easily in this environment.

Currently the DIRM Web Team is in the early stages of validating this approach, and is developing a functional prototype to demonstrate the benefits for both users and program administrators. ■



November is Family Caregivers Month

Completing the Care

An 85-year-old struggles to keep his wife, who has Alzheimer's disease, safe in their own home.

A 46-year-old juggles the daily responsibility of working full time and caring for her chronically ill father.

A son makes monthly trips 600 miles away to check on and assist his aging parents.

These stories represent only a few of the thousands of North Carolinians who provide regular unpaid long-term care to loved ones. One of every four North Carolinians reports caring for someone aged 60 and older.

"While caregiving has many rewards and may be looked upon as an honor and a privilege, it doesn't come without a price," said Department of Health and Human Services Secretary Carmen Hooker Odom. "Families deserve security in the knowledge and assurance that they can call upon the business, faith, and health and human service communities to assist with information, counseling, respite and formal services when needed."

Supporting family caregivers is not only the right thing to do but also an essential investment for the future of North Carolina's long-term care system."

Caregiver burden, described as a combination of physical, emotional and financial stresses and feelings of isolation, is reported by half of all caregivers. More than half of caregivers providing intense care report having suffered from depression. This is particularly true when they are caring for someone with Alzheimer's disease or some other type of dementia. Elderly caregivers with a chronic illness themselves have a 63 percent higher mortality rate than their non-caregiving peers.

Over 62 percent of North Carolina employers in 2004 AARP-NC survey of 2,242 businesses said they believe their employees have provided care or assistance to an older person and that it has had a noticeable effect on employee performance. A recent study calculated that American businesses lose around \$29 billion each year due to employees' need to care for loved ones 50 years of age and older. These losses come in the form of absenteeism, tardiness, work day interruptions, lack of concentration and resulting loss of productivity, and replacement costs for employees who quit their jobs due to caregiving. Employed caregivers also are apt to lose immediate and long term financial security due to caregiving. Companies who operate with family friendly policies respecting and accommodating caregiving responsibilities stand to retain a stable workforce who feel their contributions are valued. Such policies benefit the businesses and the workers as well as the state which needs a skilled, stable and productive workforce to ensure economic development.

While the tasks of caregiving may be costing businesses, especially in the absence of family-friendly policies, caregivers save both public and private healthcare costs. Family and friends provide an estimated 80 percent of long-term care. Nationally, it is estimated that caregivers provide more than \$257 billion worth of care, at least twice as much as home health and nursing home care expenditures. The importance of family caregivers will increase as the number of people 70 and older who need assistance with activity limitations grows substantially in coming decades. Families indicate they want to keep the tradition of caring for loved ones at home but they need support from the community.

North Carolina's Family Caregiver Support Group is making a concerted effort to bring caregiver issues to the forefront. Throughout North Carolina this program, with limited federal funds, is making a real difference in the lives of families in North Carolina. Through a dedicated network of area agencies on aging, tribal

Cont. on page 7

State Medical Assistance Teams returning home

With Hurricane Wilma looming, and their role as health care providers diminishing in Hurricane Katrina-ravaged Waveland, Miss., North Carolina's four State Medical Assistance Team (SMAT) trailers and complement of staff packed up their gear and headed home Oct. 20.

Teams returned to their hospital bases Oct. 21 and 22 after nearly seven weeks of providing medical services in a community that lost hospital services when Katrina damaged Hancock Medical Center and wiped out miles of coastal settlement.

"It's been quite an experience for all of us," said Drexdal Pratt, chief of the N.C. Office of Emergency Medical Services, which coordinated the relief response along with the N.C. Division of Emergency Management. "Our folks have provided important services to folks down there. There were folks who lost everything. I mean everything. Yet they were so appreciative of the services we provided.

"We've closely monitored the rebuilding of the local infrastructure, and as they've brought it back, we've been scaling back. It was a partnership. We just provided services they needed until they could get theirs up and running."

Since their deployment from North Carolina on Sept. 2, the SMAT teams have seen weekly rotations of staff that resulted in more than 500 medical professionals from across the state taking turns providing care to residents and workers along the gulf coast of



Danny Harbinson, left, N.C. Emergency Medical Services regional supervisor from Black Mountain, leads former President George H.W. Bush on a tour of the SMAT setup in Waveland.

Mississippi. Operating from a Kmart parking lot that first had to be cleared of storm debris, the teams provided care to more than 7,400 patients and assisted a dog with a broken hip until veterinary help arrived.

It was the first deployment of the state's SMAT trailers and the MED-1 portable hospital from Charlotte's Carolinas Medical Center, equipment originally designed and built to help North Carolina recover from a disaster. As it was, the State of Mississippi requested help, and North Carolina responded through the Emergency Management Assistance Compact, a congressionally ratified organization that provides interstate mutual aid with issues of liability and reimbursement addressed in advance.

The Med-1 hospital unit departed Miss. Oct. 15, and the SMAT components stayed behind to continue operating an urgent care center through Oct. 19. "We continued to offer free medical care to people who were banging themselves up in the cleanup and rebuilding effort," Pratt said. "But now the doctors are returning to the area and the schools are reopening."

Pratt said the weeks following the return will be used to evaluate the response, analyze any problems and brainstorm strategies to improve the next deployment. "We'll want to do several debriefings at the regional levels," he said.

Cont. on page 13

2005-2006 DHHS Teacher of the Year



Treva Randolph

Treva Randolph, a high school teacher at Spring Hill School at Dorothea Dix Hospital, has been chosen as the DHHS Teacher of the Year. Treva will move on in the statewide Teacher of the Year selection process, managed by the NC Department of Public Instruction, by completing a portfolio and participating in an interview.

Randolph, who has taught at Spring Hill School for the past 13 years, did not earn her teaching degree until she was 40 years old. She attributes her talent for teaching to tutoring her strug-

gling peers while attending public school in her hometown of Granite Falls, NC, and being the defender of the students who were always “picked on” by others. However, Randolph admits that she never thought about being a teacher until others suggested it was her special gift. Randolph says that she believes that the students who attend school at Spring Hill come to her and her colleagues dismembered emotionally and spiritually and that it is the job of the school staff to help students remember who they are academically, socially, and emotionally. She believes that experiencing some academic success at Spring Hill School is one way to help students blossom and grow.

In addition to Randolph, the following teachers were chosen as the 2005-2006 Teacher of the Year at each school: Kimberly Lajzer, North Carolina School for the Deaf; Amy Campbell, Governor Morehead School; Janice Burris, Whitaker School; Joy Moore, Riverbend School at Cherry Hospital; Mona Shah, Bowling Green and Pine Valley Schools at John Umstead Hospital; Betty Joyner, Eastern North Carolina School for the Deaf, and Nicholas Phillips, Enola School at Broughton Hospital.

The NC Department of Public Instruction Teacher of the Year selection process seeks to recognize an outstanding teacher at every school in the state. Only teachers are eligible to participate, and the teachers are chosen by their peers at each school. Each school system, including DHHS, forms a committee whose job is to select one teacher from the candidates representing each school to represent the system. NCDPI chooses a regional Teacher of the Year from the seven regions of the state, and from those teachers, the state Teacher of the Year is chosen.

This is the second year that all nine DHHS school programs who serve school students from ages 5 to 21 have been eligible to participate in the NCDPI process. ■

Caregiver cont. from page 5

organizations, providers of community services, faith-based organizations, and many others, the Family Caregiver Support Program provides critical community-based information, support and training to families at all stages of caregiving. This program validates the contributions of caregivers and lets them know that they are not alone.

For more information about North Carolina’s Family Caregiver Program,

visit the Division of Aging and Adult Services web site, www.dhhs.state.nc.us/aging/fcaregr/fchome.htm. ■



NC Family Caregiver Support Program
Completing the Care

Division of Aging and Adult Services Presents 2005 Awards on Aging

The Division of Aging and Adult Services (DAAS) presented the 2005 awards on aging at the North Carolina Conference on Aging held in New Bern on Oct. 19.

The Ewald W. Busse, George L. Maddox and Ernest B. Messer awards recognize excellence in addressing the needs of older adults in the state. The recipient of the Ewald W. Busse Award is Dr. Donald K. Wallace from Moore County. The recipient of the George L. Maddox Award is Mary Bethel, who recently retired from DAAS. Franklin County and the Franklin County Department on Aging are the recipients of the Ernest B. Messer Award.

Busse Award

The Ewald B. Busse Award was presented to Dr. Donald K. Wallace.



Busse Award - Donald K. Wallace, M.D.

The Busse Award recognizes an individual or organization that has had a significant impact on enhancing the health status of older North Carolinians through efforts to direct health related policies and/or to provide leadership in developing solutions to health care problems.

Dr. Wallace, a practicing physician in Moore County, is also the medical director of two continuing care retirement communities. He is board certified in internal medicine, with a specialty in geriatrics. He was educated at Wake Forest University and the Duke University School of Medicine.

Dr. Wallace is being recognized for his service as the president of Medical Review of North Carolina, the Medicare Quality Improvement Organization for North Carolina, since 1983. Medical Review of North Carolina recently changed its name to The Carolinas Center for Medical Excellence. Dr. Wallace has been a leader in this transition, and in giving providers across the spectrum of health care the tools that they need to give their patients the best care possible.

Maddox Award

Mary Bethel is the recipient of the George W. Maddox Award. The Maddox Award is one of three awards presented each year to individuals, organizations or communities that have excelled in meeting the needs of older citizens in the state.

“Mary Bethel is a legend in her own time,” said Karen Gottovi, director of DAAS. “Looking back on the almost 30 years that she spent at the division, one can hardly name a program or service that she hasn’t influenced or been directly involved with. She is the consummate professional. Her passion and expertise, her zeal for helping individuals and



Maddox Award - Mary Bethel

organizations, and her boundless energy to keep up the good fight make her one of the most respected voices in North Carolina on aging issues.

“Mary’s legacy is evident across the state, from the skilled and effective workforce in the aging network and collaborating organizations; to the well-trained volunteers in the Senior Tarheel Legislature and Senior Games. She played a key role in helping craft many State Aging Services Plans that have guided progressive legislation and programming for the past two decades including such key legislative efforts as the Nursing Home and Domiciliary Home Residents Bill of Rights, the Senior Care Prescription Assistance Program, the Long Term Care Task Force, and the development of Health Promotion and Disease prevention programs. Mary has been a leader on numerous coalitions, task forces, board and commissions. It would be very difficult to find anyone in the field of aging in North Carolina over the past

Cont. on page 9

Awards cont. from page 8

three decades who has not learned from, interacted with, or partnered with Mary Bethel.”

In her final position in DAAS, which she has held for over 10 years, Bethel served as the manager of Consumer Assistance and Advocacy. She served as the staff support to the Senior Tar Heel Legislature and the Governor’s Advisory Council on Aging. She was the liaison to other advocacy and consumer groups throughout the state. She tracked legislation affecting seniors, dispersed it to all the groups above, and explained the significance of the proposed legislation. She was also the major contact for the division with special population issues, such as, deaf and hard of hearing, mental illness, blind, and other disabilities. Bethel also served as the division’s contact with Senior Games.

“Mary’s energy, sense of humor, expertise and work ethic all contribute to people wanting Mary to be on any team they put together,” Gottovi said. “She is an invaluable resource, a trusted friend and colleague and a model public servant. We have all been blessed to work with her.”

Messer Award

The 2005 Ernest B. Messer Award was presented to Franklin County and the Franklin County Department of Aging. The Messer Award recognizes a community in the state that has excelled in addressing the needs of its older citizens.

“Franklin County and its Department of Aging have gone way beyond what is normally expected of an agency funded by the limited state, federal, and local



Messer Award - Franklin County Department of Aging - pictured are Robert Lee Swanson, Chairman, Franklin County Board of Commissioners and Roxanne Bragg-Cash, Director of Franklin County Department of Aging.

dollars through the Older Americans Act,” said Karen Gottovi, director DAAS. “This is a small, rural county that truly cares about its citizens, and wants to be sure that they well cared for. The Franklin County Department of Aging has taken its charge to care for its seniors to the maximum.”

Gottovi in presenting the award, commended Franklin County for their efforts at making the county senior-friendly through collaborating with local and state partners to ensure that seniors are safe from scams and telemarketing scams. “They are now actively working on funding a fraud and scam telephone alert network,” she said.

Both the Senior Centers in Franklin County are Centers of Excellence, meaning that they have extensive programming, and are open every day, with evening and weekend activities

as well. They also sponsor trips and dances. According to Gottovi, both centers have knowledgeable staff to assist senior citizens with any questions or concerns they may have. The centers are equipped with commercial grade fitness equipment, a computer lab, a lending library, and meeting rooms. Others may rent the facilities for other community purposes. In addition, Franklin County offers many other home and community care services, wellness activities, recreation programs, and medication assistance that other areas choose not to provide, and has given funds significantly over the match requirement to ensure that these services are available.

Drs. Maddox and Busse and Mr. Messer were three pioneers in the field of aging in North Carolina. ■

Lawrence Received Recognition for Mentoring Dedication

Dr. William W. Lawrence, Jr., medical director for the Department of Health and Human Services, Division of Medical Assistance (DMA) received the 2005 Minority Access Alumnus Role Model Award for his commitment to mentoring and advancing diversity in the medical field. His experience includes medical instruction, policy administration, research, program development, management, as well as clinical care.

As medical director for DMA, he provides clinical leadership for the medical policy section of the division, while working collaboratively with staff to develop, implement and evaluate policy and program services in the Medicaid program. Additionally, he is responsible for detailed medical review of unique clinical scenarios, and he facilitates peer-to-peer interactions with physicians serving Medicaid patients.

Dr. Lawrence received his M.D. from the Bowman Gray School of Medicine in Winston-Salem, after having completed his undergraduate studies at the University of North Carolina at Chapel Hill. He is a primary care pediatrician who came to the public sector after years of service in clinical practice and academics.

Minority Access, Inc. is a non-profit educational organization that supports individuals, institutions, federal, state, and local government agencies, and



Dr. William W. Lawrence, Jr.

various corporations to diversify campuses and work sites by improving the recruitment, retention and enhancement of minorities. ■

Dix employee named Health Care Tech of the Year

Compassionate without being condescending is not a bad handle under any circumstance, but for a man whose occupation is caring for young people just entering into the admission ward of a psychiatric hospital compassion can be best described as a godsend.

Compassion and dedication are two of the most significant characteristics that mark Tracy Fields who was honored by his colleagues and his field by being named Health Care Technician of the Year by the Mental Health Association of North Carolina.

Fields, who works in Adolescent Admissions at Dorothea Dix Hospital, is described by fellow staff members as a having a connection to his young charges that “allows the kids to respond positively. He seems to understand the anger and frustration. Mr. Fields actively listens and tries to empathize. This type of respect and control neutralizes anger without it escalating.”

Fields received his award at the Mental Health Association of North Carolina’s annual conference held in Wrightsville Beach on Sept. 28-29. His award was presented by Tipper Gore, who served as former President Bill Clinton’s advisor on Mental Health Policy. ■



Tracy Fields and Tipper Gore

Horton is president-elect of national survey association



Jeff Horton

Jeff Horton is president-elect of the Association of Health Facility Survey Agencies, a national organization that advocates health care quality standards to assure the highest practicable quality of health care for all state and federally regulated health care providers.

Horton, chief of the Licensure and Certification Section of the Division of Facility Services, was chosen president-elect at the organization's 2005 annual conference last month in Albuquerque, N.M. During the previous year he served as the organization's recording secretary.

He has worked in the Division of Facility Services since 1993 with assignments that include long-term care surveyor and manager of programs that oversee nursing facilities, hospitals, home care/home health, hospice, ambulatory surgery, dialysis and mental health facilities.

AHFSA is a not-for-profit organization that provides a forum for health care regulatory agency directors and managers to address common interests, concerns, and health care program issues. AHFSA participates with the U.S. Department of Health and Human Services through its Centers for Medicare and Medicaid Services, providers, and advocacy groups in planning, implementing and assessing the quality and effectiveness of health care programs. The state licensing and certification agencies in all 50 states, the District of Columbia, and Puerto Rico are members of the association. ■

NCSD Students Sign National Anthem for Carolina Panthers Game



Pictured L-R:

Brandon Farley, Miguel Olmos, Dale Latkowski, and Cedric Bostic, students from the North Carolina School for the Deaf in Morganton, represented the school on Sunday, September 18, when they presented the national anthem in American Sign Language for the fans watching the Carolina Panthers take on the reigning World Champion New England Patriots at the Bank of America Stadium in Charlotte.

Bostic, who is from Greensboro; Farley who is from Conover; Latowski, who is from Concord; and Olmos, who is from Cedar Grove, received rave reviews from Panthers officials on their excellent performance of the national anthem, outstanding behavior, manners and appearance.

ENCSD dedicates gym in honor of former coach

The Eastern North Carolina School for the Deaf (ENCSD) dedicated the school's gymnasium in honor of former staff member James "Barney" Williamson on Oct. 8.

Williamson, who died in April 2004, was a graphic arts teacher and coach at ENCSD for 30 years. He coached several sports throughout his career, but basketball was his love. His teams won three Mason-Dixon Championships, in 1991, 1992 and 1999, and finished as Mason-Dixon runner-up in 1998 and third place in 1987 and 1997. His team also finished second in the Carolina Conference in 1991. He was coach of the year in the Carolina Conference in 1999. He coached several Carolina All-Conference players and several Deaf All-Americans. The Mason-Dixon Tournament is a basketball tournament played at one of the eleven Mason-Dixon schools annually.

Williamson was also an inductee into the North Carolina School for the Deaf Hall of Fame for his athletic achievements during his time at the high school 1957-1961.

The gymnasium was constructed in 1969 in conjunction with McAdams Hall. It is the venue for middle school and high school basketball and volleyball. Powerlifting competitions and various other school programs are held there, as well. The gymnasium houses locker rooms, a classroom and a weight room.



The ENCSD football team sings, "One Sweet Day" by Mariah Carey at the dedication ceremony.

At the dedication ceremony, former students, colleagues and opposing coaches joined Williamson's wife, Mary, children Lee and Amy, his grandchildren and other family members to speak about their relationships and experiences with him over the years. ■



Williamson's son, Lee, and Leonard Baker, ENCSD athletic director -- unveiled the sign on the outside of the gym.

DHHS graduates nine from manager program

Nine employees of the Department of Health and Human Services are among 56 state employees graduating this fall from the North Carolina Certified Public Manager Program.

DHHS graduates and their work areas are Buddy Crowder, Black Mountain Center; Peggy Hardison and Debra Taylor Lancaster, Caswell Center; Anna M. Johnston and Fran Thomas, Division of Public Health; Philip R. Protz, Division of Vocational Rehabilitation; Donnie S. Sides, Division of Facility Services, Office of Emergency Medical Services; Debra S. Underwood, Division of Medical Assistance; and Henry N. Widmer, Eastern School for the Deaf. The graduates were honored at an Oct. 3 ceremony at the North Carolina Museum of History in downtown Raleigh.

Jackie Sheppard, DHHS assistant secretary for long-term care and family services, and Thomas Wright, director of the Office of State Personnel, presented graduates their PMP certificates. Gwynn T. Swinson, secretary of the Department of Administration, applauded



DHHS Public Manager Program graduates are, left to right, back row, Protz, Crowder and Hardison; front row, Widmer, Underwood, Johnston, Lancaster and Thomas.

the candidates for their hard work in her graduation address.

The Public Managers Program was established by executive order in 1979. With this fall's graduates, the program has graduated more than 1,670 managers. The program is open to state government middle managers who have successfully completed three prerequisite supervisor training

courses. The curriculum provides an in-depth, comprehensive, competency-based developmental program of eight courses, each delivered in a 2 and one-half session over a two-year period. Candidates complete their work with an individual project.

For more information:

www.osp.state.nc.us/trancata/hrd-oe/2003/courses/SMD407.htm ■

SMAT cont. from page 6

The North Carolina response incorporates personnel and equipment from acute care hospitals and emergency medical services across the state, all coordinated through the state's seven Regional Advisory Committees (RAC) on trauma. The lead trauma center in each RAC coordinated the staffing for the units from member hospitals of the RAC.

SMAT teams were comprised of healthcare workers from hospitals, EMS agencies and public health agencies across North Carolina. The RAC hospitals contributing teams were Duke University Medical Center (Durham), Mission Hospitals (Asheville), New Hanover Health Network (Wilmington), Pitt County Memorial Hospital (Greenville), UNC Hospitals (Chapel

Hill), Wake Forest University Baptist Medical Center (Winston-Salem), Carolinas Medical Center, (Charlotte), and Wake Med (Raleigh). ■

Career Banding in DHHS



By DHHS Office of Human Resources

You may have heard about “career banding” in state government and wondered how this new system will affect your job. In this introductory article, we’ll explain some of the basics.

What is Career Banding?

Career banding is a new human resource system that affects the way we classify, recruit, hire, pay, promote, evaluate, and provide career development opportunities for our employees. The new system will be phased into DHHS and other state government departments over the next five years.

To reduce the number of job titles in state government, job classifications will be re-organized in the following ways:

- Positions that are similar will be grouped together into more general job categories called job families.
- Each job family will contain a number of career branches.
- Each career branch will contain a number of banded class series that will include your current position.

For example, office assistant III’s, IV’s, and V’s from our current system will be grouped with over 25 other administrative support classes under the new title



of administrative support associate. See the illustration.

Will your salary or job duties change?

Although you may have a new job title in the future, your duties will not be likely to change. You will continue to be evaluated on performance. You will also be expected to maintain a certain level of competencies (knowledge, skills, abilities and key behaviors) that are related to your new banded class.

In the current budget year, there are no anticipated salary increases or decreases associated with any jobs that are being converted to a banded class in DHHS. We are currently working on banding our information technology positions and law enforcement positions. Other groups will follow. Your supervisor and human resource office should keep you informed about when your position will be affected.

Banded classes will have wider pay ranges called pay bands. In the future after your job has been “banded,” you may be able to get a pay increase within your new pay range if:

- Budget money is available to fund the increase; and
- Pay studies comparing your pay to private industry and other public employers confirm that employees in your job class are being under-paid; or
- You move up through the new banding pay range by acquiring and demonstrating new job-related competencies on the job.

What are the benefits of Career Banding?

The banding system should make things easier to manage. Here are some expected benefits:

Cont. on page 15

Banding cont. from page 14

- Managers will have more flexibility than they do under the current system to grant pay adjustments including pay increases for eligible employees.
- With more emphasis on career development, employees will be able to move up through the pay range by acquiring and using new job-related competencies.
- DHHS as a whole should be able to attract and keep more talented employees who know that there is a greater potential for career advancement.

How can you get more information?

For more information, you may go to our DHHS career banding web site at www.dhhs.state.nc.us/humanresources/banding or contact your local Human Resources office. You may also want to visit the Office of State Personnel's web site at www.osp.state.nc.us/ExternalHome/ and click on career banding.

Also, watch for more articles in this newsletter in the months to come! We'll keep you posted as we learn more about how the new system will affect us. ■

GMS participates in USBGA National Tournament

The annual United States Blind Golfers Association (USBGA) held the national golf tournament at Wildwood Green Golf Club October 3rd. A major goal of the USGBA is to expose the sport of golf to visually impaired individuals.

The USBGA obtained local PGA Professionals to provide a golf clinic for visually impaired students. The Governor Morehead School for the Blind (GMS) had 34 students attend. The GMS Outreach Program, which provides short term services for visually impaired students throughout North Carolina, had five students attend. The students were very excited and feedback from students was positive after this experience. The clinic was a great success and was divided into three stations. All students participated in full swing, chipping, and putting. Lunch was provided and the clinic ended with a putting contest. The Raleigh Host Lion's Club sponsored the event.

The opportunity and resources are now available for visually impaired students to develop and gain the skills necessary for the lifetime sport of golf. ■



Jordan Lynch and Leah Seabury, GMS Outreach program students, work with a golf pro at the golf clinic at Wildwood Green Golf Club during the USBGA tournament.

Adoption Profile

Introducing Shawnesia

Shawnesia is an independent and expressive girl who is not afraid to ask questions or give her opinions. Her favorite activities are shopping and talking on the phone, although dancing is becoming a large part of her life, as well. Shawnesia also likes to ride her bike, swim, play computer games, and read. She is described as a take-charge girl who can reorganize the kitchen or just do what needs to be done. Shawnesia is adamant about attending college to pursue a career in medicine.

Shawnesia is a very bright girl who attends a resource class at school where she is better able to stay in compliance. She earns good grades and can do better when she applies herself to her schoolwork. Shawnesia is learning appropriate methods of expressing her frustration and feelings, as well as always being respectful in school.



Shawnesia
b. April 19, 1993

A Family for Shawnesia

Shawnesia can be playful and silly and great fun to be with. She has a good relationship with her current foster family and is openly affectionate with them. Shawnesia needs an adoptive family with a strong, yet positive, female role model. Her family needs to understand that Shawnesia feels like an adult and needs to have her ideas and opinions addressed with respect. Stability, structure, and clearly set rules with appropriate consequences will be beneficial to Shawnesia's success as she matures. (NC #092-2436) ■