



EmployeeUPDATE

Our Mission: The North Carolina Department of Health and Human Services, in collaboration with its partners, protects the health and safety of all North Carolinians and provides essential human services.

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

Excels webcast includes talk with eligibility staff



Secretary Cansler speaks with studio audience at N.C. State University on March 17, 2011

Webcasting from a studio at N.C. State University, Secretary Lanier Cansler led a panel discussion March 17 about an effort that reduces duplication as citizens seek services; he also provided updates on the current budget and legislative climates. Cansler concluded with about 40 minutes of responses to live questions e-mailed to the studio by department employees. It was his fourth conversation with employees regarding the DHHS Excels initiative and how

it will help make DHHS the best-run agency in state government.

Process Improvements

Participating in the panel discussion were Ron Byrd, Subsidy section chief with the Division of Child Development; Carolyn McClanahan, chief of the Medicaid Eligibility Unit at the Division of Medical Assistance; Dean Simpson, chief of Economic and Family Services at the Division of Social

Services; and Chris Urso, State/County Special Assistance Program administrator with the Division of Aging and Adult Services.

In response to questions from Cansler, the group shared that by working collaboratively among themselves and with the input of local divisions of social services, they had reduced the

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Employees at Construction Section of the Division of Health Service Regulation, watch and listen to Secretary Cansler during webcast.

number of different income categories from 200 to approximately 80, which will simplify access to services, improve administrative processes at the state and local levels and, ultimately, improve customer service to the public.

McClanahan stated that DHHS Excels both challenges and gives permission for making changes and improvements. Byrd noted that the need for streamlining was widely recognized, but since policies and guidelines were developed in divisional silos, income eligibility determination became an overlapping and confusing process. Urso added that counties also have silos among and within agencies, and that the results of this project will improve the process for families and individuals who apply for and receive assistance. Simpson emphasized that on-going collaboration and anticipation will be required to make sure we avoid unnecessary duplication and overlapping policies as future changes come along.

Cansler thanked panelists for working so diligently on a crucial component in the delivery of service to North Carolina residents and told them that their work is helping “create a new confidence in our agency.”

Budget & Legislative Climate

Cansler stated that while the governor’s budget includes “some hurt” for DHHS, the governor had tried to minimize the impact. Her budget maximizes federal dollars; protects the mental health system and DHHS facilities; minimizes the impact on employees by giving up

mostly vacant positions; and focuses on using non-recurring dollars where possible. All in all, it “was a good budget for DHHS.” But the General Assembly is continuing to look “across the board” for further reductions.

Cansler is constantly sharing the message that DHHS cannot “cut” its way out of the current budget situation and continue to maintain vital services. “We have to address budget constraints through innovation and doing things differently,” he said.

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DHHS Excels webcast is online

If you would like to view Secretary Cansler’s March 17 webcast, it is available at the following address until mid April at:
<http://mediasite.online.ncsu.edu/online/Viewer/?peid=af001a22ee9e4a239c521bea8c0a22a91d>

Afterward, the March 17 webcast will be accessible from a link on the DHHS Excels website that will be posted to the DHHS home page, www.ncdhhs.gov. Previous broadcasts are also posted on the DHHS Excels website for those who missed them.

Excels webcast, continued from page 2



In addition to the current budget situation, North Carolina is experiencing population growth and an aging population that will increase demands for services. “We must maintain our quality and safety and keep working to remove all other barriers so that we can streamline and simplify operations,” he said.

The secretary said he is spending a lot of time with legislators to explain the impact of any budget options they may discuss. DHHS has a complex budget, and everything we do is so inter-connected that what may seem to be a simple cut in one place becomes an unintended consequence elsewhere. This complexity was admitted by one legislator who commented to Cansler that “campaigning is very different from being here.”

The General Assembly’s goal is to have a budget in place by the first of June so that they can return to their home districts by July 1. In response to a question about how soon DHHS will know about the budget, the secretary said that it will likely be May before we know what both chambers will do.



Clockwise from top left: panelists Simpson, McClanahan, Urso and Bryd; Cansler reads an emailed question; and shares a humorous moment.

– Photos by Jim Jones and Tracey Jarrett

Q&A with Staff

Numerous staff members submitted questions to the secretary electronically, and two questions were raised by the local attendees. The majority of questions related to job security and how the budget situation will impact salaries and benefits; others recommended cost savings ideas, asked about statewide consolidations and how new health information technology will impact DHHS.

After answering questions, Cansler emphasized his expectation that by the end of the year all DHHS employees will know about Excels, understand the five values and be implementing them

in the work place. He stated that he included this performance expectation in the work plans of his direct reports, and they will be working to make this happen throughout the department. ■

– Sandra K. Trivett,
Special Projects Office

Hats off to Fessor McCoy, the 'bard' of O'Berry!

The DHHS Excels Steering Committee salutes Fessor McCoy for the creative manner in which he expressed what DHHS Excels means to him. He was positive about what he learned at an internal Excels management training and decided to share his excitement by writing the poem, "Excels: Services, Solutions, Success." McCoy enjoys writing poetry and often writes a poem for staff appreciation events.

A five-year employee of O'Berry Neuro Medical Center in Goldsboro, McCoy serves as a program coordinator in Cluster 1 where he is responsible for a staff of 25 and 17 individuals who live at O'Berry. McCoy is a qualified mental retardation professional and was selected and trained to train others as part of O'Berry's work force development training. He is also a core member

of the NC NOVA (New Organizational Vision Award) team.

The Steering Committee also salutes O'Berry management for its efforts to make sure all staff are knowledgeable of DHHS Excels. Thanks for leading the way! ■

– Sandra K. Trivett,
Special Projects Office

EXCELS Services, Solutions, Success

All North Carolinians will enjoy optimal health and well being
We must all strive to be true to this meaning
This is a **VISION STATEMENT** and its meaning is very clear
To provide essential human services to everyone that we hold dear
The DHHS values must be adhered to and followed, this is a must
This state and its great employees, people are depending on us
We must strive to be **transparent** like glass, to share, plan and communicate
To go the last mile to do whatever it takes
We have to be **results-oriented**, with accountability to reach the highest standards for our measures
To be **anticipatory**, use feedback on all levels and we will all share in these treasures
Working together we can accomplish our goal - a **collaborative** partnership is a win for us all
When we are all **customer-focused** this state will stand tall
We must **Excel** with our service design
To make people our priority, to be honest and kind
We must all be willing to embrace change, to seize the day
Because to be honest, change will come any way
Put the past behind you and let's work together as one
We will then see the wonders that will get done
Let's be part of the **solution**, and help usher in, **services, solutions** and **success**
Together we can accomplish much and pass any test
We will continue to help people with all of our resources
We will continue to do what is best for the people, those are our choices
So continue to EXCEL we appreciate all you do
The state of North Carolina (DHHS) is very proud of you
Keep up the good work, and let's all strive to be the best that we can be
Let's commit to these great values, and you'll be surprised at what you see

– Fessor D. McCoy, 1/28/11
O'Berry Neuro-Medical Center

LeadershipDHHS graduates sixth class



Above: LeadershipDHHS Graduates

A warm late winter morning provided a flowery backdrop for graduates of the sixth LeadershipDHHS class to gather for a class photo with Secretary Cansler on the grounds of the Governor Morehead School. Front row, left to right: Lakeisha Johnson and Marie Miranda-Robles, DPH; Megan Lamphere and Angie Matthes, DHSR; Velveeta Reid-Hairston, DSB; Julia Sinclair, DMH/DD/SAS; Carol Carnley, DCD; Edgar "Whit" Saunders, DVR. Second row: Lisa Jackson, DMH/DD/SAS; Caroline Chappell, DPH; Karen Byington, DVR; Sherry Young, DCD; Heather Dominique, OH&H; Adolph Simmons Jr., DMH/DD/SAS; Anne Braswell, ORHCC; Kimberly Mallady, DCD; Roy Gilbert, ORHCC; Secretary Cansler; Robin Whitaker, DVR/DSS; Stephanie Sidberry, DPH; J. Alex Harwell, DHSR.

On March 18 about 65 people gathered on the Governor Morehead campus to mark the graduation of the sixth class of LeadershipDHHS. Secretary Lanier M. Cansler and other DHHS senior executives, along with managers and supervisors of the graduates and former LeadershipDHHS graduates were in attendance.

This year's graduates represented nine different divisions. While most participants reside in the greater Raleigh area, three are regionally based in Albemarle, Asheville and Concord. As in previous years, the group was diverse in backgrounds, education and personal interest. Also like past graduates, this group commented that the best part of

the program was learning more about other divisions and their services and having the opportunity to network with a broader spectrum of DHHS colleagues.

Every year the class is divided into teams to work on a project which they identify. In addition to the conferral of a certificate, graduation offers the opportunity for guests to view a table top display/presentation of their team work. Along with other guests, Secretary Cansler visited each team and discussed their experience and team project.



Jessica Herrmann (DMH/DD/SAS), right, a 2009 graduate of LeadershipDHHS, attended this year's graduation with Rasheeda Abdul-Ghaffar, center, a student at N.C. Central University seeking a master's degree in Public Administration. Abdul-Ghaffer spent a day "shadowing" Jessica to learn more about jobs at DHHS. On the left is Sandra Trivett who manages the LeadershipDHHS program for the department.

– Photos by Jim Jones

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Team projects were:

- Navigating the DHHS Neighborhood: Enhancing Internal and External Mission Awareness
- NC Thinks – Does It Work?
- DHHS Excels: Do We Meet and How Do We Measure Customer Satisfaction?
- Keeping N.C. Strong: Innovations to Increase Employee Retention & Productivity
- Cultivating Continued Leadership.

In an address to the class, Cansler thanked the graduates for their extra effort and time commitment to participate in LeadershipDHHS, and he thanked their supervisors and directors for encouraging and supporting this leadership development program.

He acknowledged that DHHS is going through challenging times that present opportunities which leaders need to identify so that the department can make the kinds of improvements needed to develop and sustain a performance culture over the long term. ■

*– Sandra K. Trivett,
Special Projects Office*

Break out your walking shoes; It's time for team walking

The DHHS Wellness Program has an international route for the latest team walking competition that will take participants from London to Lisbon over the course of two months.

Suzanna Young, DHHS Wellness representative, reports that DHHS has more than 120 teams signed up for the walk.

The 2,397-mile trek is broken into legs in case you or your teammates want to chart your course and check off your mile markers.

The walk is part of an Office of State Personnel Healthy Living Healthy Life pedometer-based walking program to encourage state employees to increase their level of physical activity above

their current baseline of steps per day. The goal is to achieve a minimum of 10,000 steps, or five miles, most days of the week.

The challenge gets under way on Monday, April 4 and concludes on June 2. Young said teams should be formed at the latest by Friday, April 1, so they can be reported to OSP before the challenge begins on April 4.

Here are the start and end points for the competition, and all the points in between:

London to Dover- 51 miles. Dover to Calais, France - 26 miles on the Ferry - keep walking the deck while on the ferry). Calais to Paris - 146, Paris to Dijon - 121. Dijon to Lyon – 108. Lyon to Valence – 45. Valence to Marseille –

115. Marseille to Toulon – 30. Toulon to Cannes – 44. Cannes to Nice – 16. Nice to Genoa, Italy – 98. Genoa to Florence -122. Florence to Rome – 143. Rome to Naples – 117. Naples to Palermo - 193. Plane ride- 634 miles from Palermo to Barcelona, Spain – sorry no counting these miles. Barcelona to Valencia - 480 miles. Valencia to Madrid – 223. Madrid to Toledo – 40. Toledo to Caceres - 128. Merida to Lisbon, Portugal – 151.

In previous competitions DHHS teams have been tops in state government. Go DHHS teams! ■

– Jim Jones, DHHS Public Affairs

Dix 'Grill on the Hill' looking for customers

Back in the day, it wasn't unusual for the staff of up to 15 to serve hundreds of customers daily at the Grill on the Hill, a tucked away full-service provider of morning coffee and cinnamon rolls, tasty breakfast foods, beefy burgers and hot dogs, pizza slices, sandwiches and salads.

Alfred Nibbs has been community employment specialist at the grill long enough to see dozens of his former charges move on to jobs in the community at fast food, groceries and retail. The transitions followed months, and sometimes years, of therapeutic benefit through interacting with customers, each other, and learning job skills that translate to a future of independent living.

"It's amazing what a job does for someone to motivate and give them a purpose, a reason to get going every day," Nibbs said. "Our guys want to be independent and we're the first step in doing that."

But today the grill – which protrudes from the back side of the McBryde Building into a convenient parking area – is lacking customers. Its main client base has moved.

In the day when Dorothea Dix Hospital was bustling, there was no need to reach out for more customers. There were



Indoor sign reflects earlier times.
– Photos by Jim Jones

plenty to count on. Now Nibbs is looking for ways to draw customers from the array of DHHS offices on the Dix campus to a grill that used to provide robust meals at lunch time – food like lasagna, fish, meatloaf and vegetables. He and the crew want to provide those meals again.

"We want to bring that back," Nibbs said. "It's a skill that will help with their resumes when they are ready to look for work, and its good food for our customers. Just now we don't have the numbers to do it."

"This is one of the most effective tools we have for making a positive difference in the lives of these young men as they prepare for the next steps in their lives," said Stephen Oxley, chief medical officer at Central Regional Hospital. The Grill on the Hill is now an element of Central Regional Hospital.

With seating for up to 100 in its main area, and a former employee lounge area that can accommodate another 75 for catered events, the crew is ready for more business.

"Whether you want parties or catered events, we can handle it," Nibbs said. Any earnings go to patient funds for special outings and activities at Central Regional Hospital.

Prices look as retro as the Grill's '50s era décor – built around automobiles

with grills that have long fallen by the wayside: eggs – 55 cents each; bacon or sausage – \$1.25; bacon, egg and cheese sandwich – \$1.60; chicken salad sandwich, \$2.15; hot dog – \$1.10; small garden salad – \$1.85.

To move efforts forward to boost business, signs have been ordered to help customers find the Grill, which sits at the intersection of Cafeteria Drive and Pedneau's Way. Pedneau's Way is a winding paved path that connects Ruggles and Whiteside drives by way of a parking lot to Cafeteria Drive behind the hospital, near the back side of Spruill Annex. ■

– Jim Jones, DHHS Public Affairs

See map and menu on page 8

Dix 'Grill on the Hill', continued from page 7

919-733-2615 • Cafeteria Drive • Open 7:30-3:00 Monday-Friday
Breakfast 7:30-10:30 • Lunch 10:30-2:00
(Prices are subject to change)

GRITS	.75
EGG	.55
BACON OR SAUSAGE	1.25
HAM	1.50
BISCUIT OR PLAIN CROISSANT	.65
BAGEL- PLAIN OR CINAMON RAISIN	1.10
TOAST (WHITE OR WHEAT)	.65
ORANGES-APPLES-BANANAS	.45

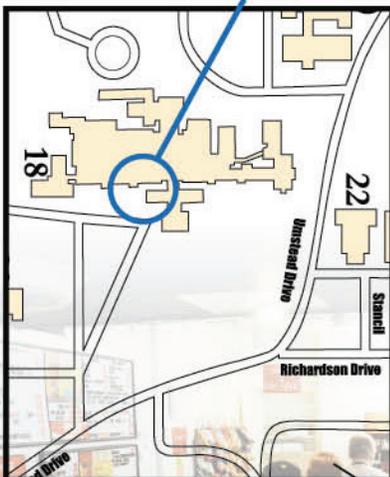
SANDWICHES
(Biscuit/Croissant/Toast)

EGG	.90
EGG & CHEESE	1.10
BACON	1.30
BACON & CHEESE	1.35
BACON & EGG	1.40
BACON, EGG & CHEESE	1.60
SAUSAGE	1.30
SAUSAGE & CHEESE	1.35
SAUSAGE & EGG	1.40
SAUSAGE, EGG & CHEESE	1.60
HAM	1.80
HAM & EGG	2.00
HAM & CHEESE	2.05
HAM, EGG & CHEESE	2.15

ADD

Pickle or Tomato or Lettuce	.25
Cheese or Tomato and Lettuce or Cream Cheese (Plain or Strawberry)	.30

The Grill - McBryde Building
(Central Regional Hospital Dix Unit)



PLATTERS
COLD OR HOT SUBS  4.50

CHOOSE FROM

ROAST BEEF, GRILLED CHICKEN, TURKEY, HAM, SALAMI OR PASTRAMI	
CHICKEN SALAD PLATTER	3.25
TUNA SALAD PLATTER	3.25
GRILLED CHICKEN BREAST	3.25
BLT PLATTER	2.25
INCLUDES: CHOICE OF TWO MEATS, CHIPS, PICKLE & SMALL FOUNTAIN BEVERAGE	

SANDWICHES

CHICKEN SALAD	2.15
TUNA SALAD	2.15
B.L.T.	2.25
HAM	3.00
GRILLED CHEESE	1.35
HAMBURGER	1.45
CHEESEBURGER	1.70
TURKEY DOG	1.10
HOT DOG	1.10
SAUSAGE DOG	1.45
BOLOGNA	1.30

SALADS

*SMALL GARDEN	1.85
**LARGE GARDEN	2.55
GRILLED CHICKEN	3.00
"OVER THE TOP" CHEF SALAD	4.30
CHICKEN SALAD (SCOOP)	2.15
TUNA SALAD (SCOOP)	2.15
BACON SALAD	3.00
POTATO SALAD (SCOOP)	.85
SLAW	.50
JAMAICAN BEEF OR CHICKEN PATTY	1.25

SALAD DRESSING PACKETS

RANCH/FRENCH/BLUE CHEESE/ ITALIAN/ FAT FREE RANCH/ FAT FREE ITALIAN	
* 1 DRESSING 1 PACK OF CRACKERS	
** 2 DRESSINGS 2 PACKS OF CRACKERS	



SOUPS
SEPTEMBER-MARCH

VEGETABLE	2.45
BROCCOLI AND CHEESE	2.45
CHICKEN NOODLE	2.45
POTATO	2.45
CLAM CHOWDER	2.45

À la carte

YOGURT	1.05
SMALL FROZEN YOGURT	1.30
LARGE FROZEN YOGURT	1.85
FRESH BAKED CINAMON ROLLS	.80
FRESH BAKED COOKIES .40 or 3 FOR	1.10
PIE	1.20
SALAD DRESSING PACKET	.35

BEVERAGES

ASSORTED JUICES	
• APPLE	1.20
• ORANGE	1.20
• GRAPE	1.20
MILK 1%	.45
DASANI WATER	1.00
CUP OF ICE SM .15 MED .25 LG .35	

BOTTLED SOFT DRINKS 1.15

COKE/DIET COKE/CHERRY COKE/CHERRY COKE ZERO	
DR PEPPER/DIET DR PEPPER	
FANTA GRAPE/FANTA ORANGE	
SPRITE	

FOUNTAIN DRINKS

COKE/DIET COKE/DR PEPPER/ GINGER ALE	
MELLO YELLO/HI C LEMONADE	

SMALL	.75
MEDIUM	1.05
LARGE	1.30

COFFEE

(DECAF OR HIGH OCTANE)

SMALL	.75
LARGE	.90

SWEET OR UNSWEET ICED TEA

SMALL	.75
MEDIUM	1.00
LARGE	1.25

SPECIALS !!!

TUESDAYS - 2 DOGS, FRIES & TEA	2.75
THURSDAYS PIZZA	
PEPPERONI OR BEEF	1.70
CHEESE	1.45

Have Your Party with Us in Our Party Room! We'll even do the cooking if you'd like us to!



Residency program prepares dentists for Public Health work

The Division of Public Health's Oral Health Section is host to one of only a few accredited dental public health residency programs in the nation.

More than 40 dentists have been through the program, which provides formal training for dentists with a Master of Public Health or equivalent degree that are planning careers in dental public health services, administration, research and development and prepares residents for specialty examination by the American Board of Dental Public Health (ABDPH).

"The residency prepares dentists for specialty examination by the American Board of Dental Public Health," said Dr. Rebecca King, Oral Health Section chief and residency program director. "Our graduates have gone on to work in a variety of positions in dental public health within North Carolina and nationally."



Uvoh Onoriobe

The newest resident in the program is Dr. Uvoh Onoriobe, a graduate of the University of Benin, Nigeria who received his master's in Public Health at the UNC-CH Gillings School of Global Public Health, a partner in the residency program. Onoriobe recently served as the international missions coordinator for Pro-Health International, a Chris-

tian, non-profit voluntary health care organization, where he managed free medical and dental programs across the continent of Africa and in the Caribbean.

"I realized that there is a great need for the advancement of oral prevention programs in the communities I have served," Onoriobe said. "I intend to become an advocate and policy maker for oral health concerns."

The Oral Health Section receives a federal stipend and funds to support the program. ■

– Julie Henry, DHHS Public Affairs

DHHS teachers receive national certification

The DHHS Residential Schools and Early Learning Programs for children with hearing and vision loss, proudly reports that several teachers within its programs, including a record number from the Governor Morehead School, received their certification this past December from the National Board for Professional Teaching Standards.

The nine bring to 83 the number of teachers within DHHS who have attained this highest of teaching credentials.

Dan Simmons and Alice Zincone, Governor Morehead School K-12 teachers, and Charli Arman, Jane Barabash, Joy Fleming, Bonnie Galarde, Barbara Halton-Bailey and Nancy Kirby, all with the preschool program, and Chris Czajkowski, a teacher with the Early

Intervention Program for Children who are Deaf or Hard of Hearing, all successfully completed this rigorous process, which takes almost a year to complete.

The certification is awarded to teachers who complete a 10-part assessment process and who demonstrate the ability to meet high standards in their teaching areas. This certification is supplemental to the required licensure areas through the N.C. Department of Public Instruction and is valid for 10 years upon successful completion of the program.

Founded in 1987, the National Board for Professional Teaching Standards is an independent, nonprofit, nonpartisan, and non-governmental organization dedicated to advancing the quality

of teaching and learning. A teacher-driven, voluntary process, certification is achieved through a rigorous, performance-based assessment that typically takes one to three years to complete. Currently, teachers in all DHHS educational programs are eligible to participate if they hold a continuing North Carolina teaching license, have been employed by the state as a teacher for at least three years, and are currently in a state-paid teacher position.

Congratulations to these outstanding teachers! ■

*– Kelly Davis, preschool director,
Governor Morehead School*



Put your bright ideas to work



Would you be interested in a cash award or paid time off for your idea to help the state save money, improve public service and maximize resources?

**If you have an idea,
then NCThinks wants to hear from you:**

- NCThinks is a strategic suggestion system for state employees.
- Employees are recognized and rewarded for submitting creative ideas that support organizational objectives.
- Your suggestion could result in a cash award or paid time off AND help our state save money, improve public service, and maximize resources!

DHHS NCThinks coordinator is Gregg Pettigrew, at 919-733-6087 or e-mail at Gregg.Pettigrew@dhhs.nc.gov.
For more information, visit www.ncthinks.nc.gov. ■

Get to know your State Library during Library Week

April 11-15 is National Library Week. Did you know that the Government and Heritage Library (GHL) of the State Library of North Carolina is there to serve state agency employees?

The State Library offers personal reference service, interlibrary loan, and plenty of free online content. Specialty research areas include state and federal government information, demographic and statistical information, North Carolina and Southern U.S. history, and genealogical research. The library has publications related to health statistics, North Carolina health programs, and other DHHS focus areas both online and in print.

For more information on GHL collections and services or to obtain a State Library card please visit the State Library's website, <http://statelibrary.ncdcr.gov/ghl/index.html> or contact Rebecca Hyman, 919.807.7454, rebecca.hyman@ncdcr.gov. You may also check out the library's digital collections at <http://digital.ncdcr.gov>, or keep up with what's happening through the library's blog at <http://www.ghlblog.org>. ■

Godette-Crawford named new OEMS chief

Regina Godette-Crawford has accepted the position of Office of Emergency Medical Services section chief effective April 1. She served as interim chief since August 2010.

The office advances emergency medical systems, trauma systems and credentialed EMS personnel to improve their response to emergencies and disasters in North Carolina.

“I know that Regina will continue to lead EMS with a vision to improve our North Carolina EMS system,” said Drexdal Pratt, director of the Division of Health Service Regulation and a former EMS chief. “She is a team player and is well respected by all those who know her.”

“We already have a great leadership team at EMS and I look forward to working with our senior staff, line



Regina Godette-Crawford

staff and with our local partners as we continue to advance North Carolina’s emergency medical services,” Godette-Crawford said. “I count myself as

fortunate to be surrounded by so many talented and dedicated professionals.”

A graduate of East Carolina University with a bachelor’s degree in business administration, Godette-Crawford has 18 years of experience in EMS serving both at the local and state levels. She served nine years as an EMS planner for the Mid-East Commission Council of Governments in Washington, N.C., and since being with the state office has served as an EMS regional specialist, hospital preparedness coordinator, assistant chief-administration, and more recently as the section’s interim EMS chief. She was recently recognized by the Division of Health Service Regulation as Employee of the Year. ■

– Jim Jones, DHHS Public Affairs