

8896 Tara Boulevard,  
Suite 500  
Jonesboro, GA 30236

Office # 770-210-0631  
Fax# 770-210-0653

Email: [info@csshealthcare.com](mailto:info@csshealthcare.com)

Hours of Operation:  
Monday-Friday  
8:30 AM– 5:00 PM

SOURCE:- DIRECT  
770-210-0631 Ext 227

MRWP– DIRECT  
770-302-1383

NURSING DEPT.– DIRECT  
770-210-0631 ext. 232

AFTER HOURS CONTACT  
SOURCE : 770-875-5410  
MRWP: 770-875-5420

**CSS HEALTHCARE SERVICES  
ACHIEVES ANOTHER MILESTONE**



**COA ACCREDITATION**

The Council on Accreditation (COA) now accredits CSS Healthcare Services. This accreditation certifies that the company has attained the highest standards of performance and service delivery quality. The agency now maintains two national accreditations.

COA Standards are measured against national standards of best practices. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence-based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that individuals are treated with dignity and respect.

CSS Healthcare Services is proud to be a part of COA's Community of Excellence.



“WORKING TOGETHER AS A COMMUNITY TO IMPROVE THE QUALITY OF LIFE FOR THE INDIVIDUALS WE SERVE”.

**TABLE OF CONTENT**

Note from the Administrator	2
CSS Birthdays, & Accomplishments	2
Community Connections	3
CSS Healthcare Departmental Highlights	4
Safety Tips	5
CSS Celebrated Achievement	6
Summer Tips	7
News Flash	7
MRWP Department Highlights	8
Family Conference	8
PQI	8

**OUR PHILOSOPHY**

It is this agency's belief that all individuals, regardless of age or physical disability have the right to enjoy life to the fullest extent possible, without worry or fear, in the comfort and security of their own home or any other living accommodation of their choice. That private home care should offer one the choice to live a long, happy, and fulfilled life with minimal assistance.

**OUR MISSION**

CSS Healthcare Services' mission is to provide in-home and out-of-home services for the young, the elderly, and mentally-challenged individuals. The organization is dedicated to health, welfare, and safety of persons served while providing them with choices and the opportunity to live in a safe and secure environment, participate in community activities, and cared for by trained and devoted caregivers.



John Agulue, BS, MBA  
Administrator/CEO

### IMPROVING OUTCOME THROUGH PERSON - CENTERED FOCUS.

During the past eighteen months, there has been significant focus by CSS Healthcare management on improving service outcomes as well as attaining the key dimensions of quality improvement. Our workforce is being re-trained and made aware of the need for commitment to quality care based on the expectations of persons served and their families. These expectations are tailored into service plans which are based on feedback that comes directly from persons served. The individual service plan addresses each person's key priorities and needs. The agency encourages individual's served to participate in the routine discussion of their progress and achievements. Staff is asked to identify progress being made for the individual and use progress notes to summarize the weekly progress being made on specific goals.

As part of our outcome improvement effort, staff training is ongoing throughout the year and many of our training topics strongly emphasize Person Centered service. Staff, caregivers and family members are encouraged to offer and explore choices with individuals and to see that individuals are making choices for themselves on a weekly basis. Community participation is encouraged at CSS, for example, the Family Conference is to help families of persons served learn about opportunities

and resources in the community. The forum provides an atmosphere of honest and open exchanges in which our staff provides information, answer questions and get feedback. The annual "Disability Awareness Festival" is to celebrate individual's uniqueness and achievements. The event, which is full of activities and fanfare, is aimed at integration and friendship building with peers as well as others in the community. Caregivers are provided with the selected right of the month, which they use to educate individuals about their rights each month. They are asked to incorporate the discussions and methods of education including individual's feedback into the progress notes and in the weekly Outcome Form. Commitment to care is a set of service expectations for all staff to follow in their work and interaction with persons served and their families.

CSS continues to pursue its objective by evaluating the constant changing needs of the people we serve. We strive to fulfill our obligations by providing appropriate services. As health services provider upon whom participants depend for their health and safety, we take note of deficiencies or errors that may seem small or insignificant and address them promptly. At CSS, quality care is our passion and all individuals served are treated with dignity and respect.

*By John Agulue*

### CSS BIRTHDAYS:

**January: Karen Nelson and Fatima Sillah**  
**February: John Agulue**  
**March: Veronda Jones and Risa Hill**  
**May: Antoinette Jones and Lori Heningburg**

### ACCOMPLISHMENTS

**Antoinette Jones for completing her Master's in Business Administration degree in April 2010**  
**Risa Hill for completing her Master's in Human Resources Management degree in April 2010**  
**Veronda Jones for completing her degree in Medical Administrative Assistance in October 2009**



**CSS HEALTHCARE CELEBRATES DISABILITY AWARENESS MONTH OCTOBER 2009**

CSS Healthcare Services hosted a day of activities, food and fun to celebrate the outstanding achievements and skills of individuals with special needs. Many people came out to support this special event. Fun and excitement was shared with the individual's families, friends, caregivers and staff.

Disability Awareness Month is a great time for all to focus on the abilities, skills and creativity of these exceptional people, while celebrating their abilities to achieve success in anything.

CSS Healthcare continues to fulfill it's commitment to community outreach, through it's participation in various events to build community awareness through out the year.

**Make plans to attend this year's celebration!!**



**MRWP**

At CSS Healthcare Services, it is our continuous goal to provide educational opportunities for our individuals served, families, and sub-contractors. The Community Living Services (CLS) training was held on Monday, March 29, 2010 and Saturday, April 17, 2010. This was a unique training opportunity for our sub-contractors to enhance their knowledge base of the Community Living Services (CLS) program to ensure compliance with Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD).

CSS Care Plan, CLS Home Binder, and CSS Documentation-Video: "I AM SAM." The CLS participants expressed that this forum allowed them the opportunity to gain a better understanding of the various DBHDD concepts and their respective job expectation as a to CLS provider. Nevertheless, CSS Healthcare Services is committed to the professional development and enhancing service provision throughout the Agency.

The training included topics, such as Developmental Disabilities Assistance and Bill of Rights Act 2000, CSS Incident Reporting, Support Coordination Rating,

Monica Hanley, LMSW, Case Coordinator

**NURSING**

In the spirit of providing the best care possible, the Nursing Department has made it our priority to always be ready and available. The Nursing Department has implemented the newly revised CNA care plan in February 2010, which allows the CNAs to perform more task-specific duties for the participants. Review of each visit is conducted by an RN or LPN with RN supervision, in which they will provide an update on status and progress on a regular basis. During these visits the nurse monitors CNA performance, reviews medication, acknowledges any changes in health status or services, and any additional concerns such as, medical supplies, extended or increased hours are referred to the appropriate personnel.

improvement of record keeping standards. Participants important health information such as emergency room visits, hospitalizations, new diagnosis, blood glucose monitoring & nutrition and much more for enhancing the Performance Quality Improvement (PQI). We continue to strive for excellence in quality of our service.

Further updates include continuous quality

Congratulations to all CSS Healthcare Nurses and staff in recognition of this year's Nurses Week – May 6 -12, 2010. Thank you for an outstanding and exemplary service to our valued program participants.

**HR DEPARTMENT**

CSS strives for continuous improvement in the area of personnel, through the services that the company provides to their employees. As a part of continuous improvement, agency employees are now offered health insurance benefits and 401K benefits.

the individuals we serve. This is done through the Employee Recognition Program, in which awards are given to employees to recognize their outstanding achievements.

CSS also works to acknowledge employees for their outstanding performance and dedication of service to

Risa Hill, BSW, MBA, MHRM, HR/Administrative Services Manager

Here are some helpful tips to protect Seniors, as well as others, from Identity Theft:

Identity theft is not something that most seniors think about; however, it should be an important topic. Seniors today are at high risk for identity theft, and if you are a senior, you need to start thinking of how you can protect your identity. Identity theft can be devastating at any age, so the following are a few great tips for identity theft protection for seniors. Use these tips and it will be much harder for someone to steal your identity.

**Tip #1 – Shred All Important Documents –** One important tip to remember when it comes to identity theft protection for seniors is making sure that you shred all of your important documents. Paper shredders are relatively inexpensive and once you have one it is easy to shred documents. Every document that has any kind of personal identifying information on them should be run through the shredders. Especially make sure that you shred credit card applications as well, since some thieves have found them and used them to get credit in other people's name. Also, any papers that have account numbers or your social security number on them should also be shredded.

**Tip #2 – Shop Online with Care –** If you do plan on shopping online, make sure that you do so with care. A site that is not secure or a site that is not reputable can end up allowing your financial information, such as credit card numbers, get out into the hands of identity thieves. Only shop online on sites that are secure to keep your information protected. Also, look for the VeriSign logo on the sites you shop at or make sure the web address starts with "https" which is a sign that the site is a secure one.

**Tip #3 – Check Your Accounts Regularly –** Also make sure that you check all of your accounts on a regular basis. Take a look at your bank statements and your credit card statements as well to make sure that there are no charges that you weren't aware of. Also, make sure that you check your credit report at least once a year as well. Check to make sure that there are no new credit cards or loans that you never applied for yourself.

**Tip #4 – Don't Fall for Phishing Emails –** You also need to be aware of phishing emails which are extremely popular today. These emails may look like they are official, but they are actually trying to get your personal information. They may tell you that you need to confirm a charge or that there is a problem with an account. You should never reply to these emails or click on the links that are in them either. They usually lead to phishing websites that will try to get your personal information.

*\*Adapted from "Identity Theft Protection for Seniors-Some Tips to Help,"  
<http://www.identitytheftcreditfraud.com/identitytheftprotectionseniors.htm>*

## *A Vow for Health & Joy*

*I vow to offer joy  
to one person in the morning  
and to help relieve the grief  
of one person in the afternoon.  
I vow to live simply and sanely,  
content with just a few possessions,  
and to keep my body healthy.  
I vow to let go  
of all worries and anxiety  
in order to be light and free.*

*Thich Nhat Hanh*

TAMMY’S & TOMMY’S WEDDING

Person Centered Care is very important to us at CSS Healthcare as the way we perceive care for developmentally disabled individuals is changing. CSS is working hard to provide quality support services to the individuals we serve, and establish open communication between us and the family members of those individuals. We are taking the time out to incorporate our families by providing the opportunity to highlight any services that CSS is providing, to become a more person-centered health care agency.

Monica Hanley, L.M.S.W, Residential Service Coordinator, would like to present Tommy and Tammy to the CSS family. Since 2007, these unique individuals have been with CSS and ironically, it goes along with their three-year wedding anniversary. Tommy’s interests involve him “working with his hands,” and his goal is to become certified as a mechanic, as well as obtaining his GED. Tommy shared with Monica that he likes walking, learning about healthy food, and learning how to cook his food. Tommy also shared that he likes playing the guitar. Tammy shared with Monica that she likes plants, and would like to go to Griffin Tech to learn more about plants. Tommy and Tammy both shared that the things they like to do as a couple are shopping, movies, and going out to eat. They also shared that their favorite place to eat is Golden Corral, which Tommy stated that they had a good selection of foods. They both shared that their Right to Choose is very important to them because they like to be involved in things that happen in their lives. Tommy and Tammy shared that they both have love for animals, in which they currently have a cat and a dog in their apartment home.

Tammy also shared with Monica that her former foster parent, Ms. Terri Stribling, is also seen as a mother figure to her, as well as a mother-in-

law to her husband Tommy. Tammy stated that her “mom” helps them in their daily lives. In addition, Tammy shared that herself and Tommy are helping Ms. Stribling in a new project called “Affinity and Beyond.” This project is going to help people with disabilities to get together and be a part of their community. Ms. Stribling indicated that the program will be centered in Henry County, and their goal is to establish a Non-profit Thrift Store to assist with the development of jobs. Tammy stated that one of her goals is to be able to work. Tommy shared that he will help out with “fixing things.” When I asked them about a “dream vacation,” Tommy replied that he would like to take Tammy to Disney World, because they are going to have a good time! Tommy and Tammy ended the interview by stating that “Lori, (Senior Administrative Assistant), and this interviewer are their favorite people at CSS Health-care Services!

In closing, Tommy and Tammy both highlight the Developmental Disabilities Assistance and Bill of Rights Act of 2000 P.L. 106-402, 42 USC 15001, that they have the “right to be in a relationship, such as that of marriage.” As their Case Coordinator, it is always a pleasure to interact with Tommy and Tammy because of their welcoming personality and genuine and beautiful nature.

Article and Interview By: Monica Hanley, L.M.S.W., Residential Services Coordinator, 04/28/2010.

“A CELEBRATION OF TRUE BLISS!”





**Summer Is Approaching!!!**

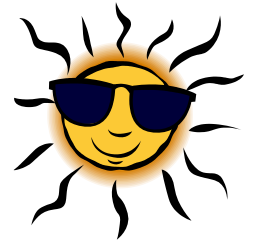
Summer is usually everyone’s favorite season. Family vacations, barbecues, and amusement parks are some of the favorite activities during the summer. However, due to the current state of the economy many families are not able to participate in such activities. Therefore, various

organizations have provided low cost family friendly attractions in the metro-Atlanta area. The following are some activities during the summer:

Centennial Olympic Park is a fun and relaxing place to visit year round but even more fun during those lazy summer days. One of the park’s popular events is Wednesday Wind Down. This is a popular concert series that provides live entertainment every Wednesday from 5:30 pm to 8:00pm from April to September. Go to [www.centennialpark.com](http://www.centennialpark.com) for more park activities.

Fernbank Science Center offers free admission which offers families the opportunity to explore science exhibits. Fernbank Science Center also has a planetarium that’s costs \$ 4.00 for adults and \$ 3.00 for students and senior citizens. [www.fsc.fernbank.edu](http://www.fsc.fernbank.edu)

The King Center a free attraction dedicated to showcasing the life and legacy of



Dr. Martin Luther King Jr. His resting place and first home can visited daily Visitors can also view his resting place and his first home from 9 a.m. - 5 p.m. [www.kingcenter.org](http://www.kingcenter.org)

Flicks on the 5<sup>th</sup>: Outdoor Summer Film Series, produced by the Georgia Tech Student Center, will show movies every Wednesday from June 9, 2010- July 21, 2010 beginning at 9:00 pm. For more information visit [www.flick5th.gatech.edu](http://www.flick5th.gatech.edu)

Georgia Kite Festival is held Saturday, May 15, 2010 from 11:30am-7:00 pm at the Centennial Olympic Park. Visit [www.georgiakitefestival.com](http://www.georgiakitefestival.com) for more information

2010 Georgia Walk Now for Autism Speaks is on Sunday, May 23, 2010 at 8:00 am. Please visit [www.walknowforautismspeaks.org](http://www.walknowforautismspeaks.org) to more information

For a list of various activities in the metro-Atlanta area, go to [www.accessatlanta.com](http://www.accessatlanta.com) for additional information. Have a safe summer and please remember to drink plenty of fluids and protect yourself with sunscreen!

**Easy Snack Recipe**

Craving something sweet, but healthy. Try this quick and easy snack recipe.

**Fruit Sundae Cone**

- 3/4 cup cut-up strawberries**
- 3 cups cut-up fruits, such as apples, bananas, cherries, seedless red grapes, kiwifruit, plums and/or peaches**
- 6 large waffle cones**
- 1/4 cup toasted coconut (optional)**

**Place strawberries in a blender container; cover and blend until smooth. Place desired fruit in bowl; gently toss together. Spoon fruit into cones. Drizzle with the strawberry puree. If desired, top with coconut**  
**Makes 6 cones.**

**Reference: Better Homes & Gardens-Grab and Go Recipes-<http://www.bhg.com/recipe/fruit/fruit-sundae-cones/>**

**NEWS FLASH**

**BILLING & RECORDS DEPARTMENT**

Paystub information through ADP is ready for viewing: CSS Healthcare Services internal employees and direct caregivers can now have access to **view only** their paystub and pay information online through ADP.

**Fatima Sillah, BA, Information Specialist**

**Farewell to Sheena Todd: Wishing you the Best!**

Thank you to everyone for making my time at CSS Healthcare enjoyable and fun. I will miss you all and wish everyone the best!

**Sheena Todd.**

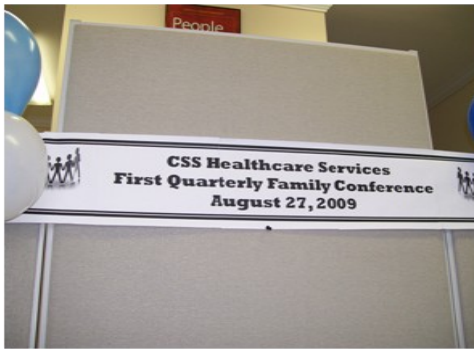


### CSS Behavior Support Program

CSS Healthcare Behavior Support Program offers support services to individuals diagnosed with a mental health illness or a developmental disability. We apply non-violent crisis (NCI) prevention intervention and advance autism training to support the staff, families and the individuals served to help reduce an array of behaviors. The behavior support department utilizes functional behavior assessment and baseline data to develop a positive behavior support plan for individuals needing behavioral support. CSS Healthcare has worked together as a team to provide intensive support to the individuals we service in the homes and out in the community.

Since the behavior support program was implemented, the positive behavior support plans have been working successfully to meet the needs of the persons we service. If anyone needs any trainings or assistance, please contact CSS Healthcare for any referrals.

**Tonya Collins, MA**  
Behavior Support Consultant



### 1st Quarterly Family Conference

CSS Healthcare hosted its first annual Family Conference on August 27, 2009. The purpose of the conference was to build and maintain a rapport by bridging the gap between individuals served, their families, providers, and CSS Healthcare staff. The two hour session provided pertinent information to families about services, CSS policy and procedures, waiver information, roles of stakeholders, and community resources. CSS Healthcare's goal is to continually strive to enhance the relationship between CSS staff and the families of the individuals we serve.



### Continuous Performance and Quality Improvement (PQI)

CSS maintains a process for continuous quality assurance and improvement by selecting key areas for improvement every quarter to evaluate the effectiveness of all agency components. The objective of the process is to improve on services and make changes that will increase client satisfaction.

The PQI priorities for the first Quarter include improving the effectiveness of communication among our caregivers, and Client's Rights and Ethics. To facilitate this process, CSS established an e-mail correspondence policy so caregivers can create a Gmail account to enhance communication between office personnel and staff. An In-Service Training Feedback Survey form was created to collect caregiver input and address their concerns.

Individual's Right of the Month is published every month. It is informative and creates awareness about the rights of the people we serve. Every month, it is distributed to the client's family members and caregivers.

**Individual's Right for the month of May: Your Medical Record is Confidential!**

Ada Ofoma, BA, Compliance Coordinator