



STARRVISTA NEWS

Solutions through youth and family partnerships



StarrVista

Volume 1, Issue 1

December 2007

Human Resources

AD/HD (Attention Deficit-Hyperactivity Disorder) in the Workplace

AD/HD is a diagnosis for adults and children who consistently display characteristics of distractibility, difficulty managing time, difficulty with organization, and missing appointments and deadlines. The part of the brain affected by this disorder challenges "executive functioning", defined as organization, time perception and management, prioritization, impulse control and social skills. About 8 million (1 in 12) adults in the U.S. have AD/HD and 85% have not yet been diagnosed. This can be a challenge in the workplace for the employees as well as the people who manage them!

Those diagnosed with AD/HD need to know that they have a responsibility to find work solutions that make things better for them, and not the other way around. It is important that these individuals learn to use their strengths. Honest introspection is necessary as well.

These questions might be considered:

1. Does the job require attention to clerical duties?
2. Does the position require much or little structure?
3. Does the employer appear flexible in the event the employee requires a non-traditional working style?
4. Does the job lend itself to strengths of creativity and passion?

Positive or reasonable "accommodations" are often requested and found to be helpful with employees. Some examples might be: a portable headset, earplugs or "white noise" machine, written assignments (no hallway conversations), protein and water in work vending machines, flex time or telecommuting, and a palm pilot or alarm system in the computer or wrist watch.

Other survival solutions may include:

- Asking others to repeat what they have said
- Asking bosses to help develop plans
- Writing everything down & reviewing it all day
- Using calendars
- Clarifying when confused-even if you asked already

Kids the Darndest Things...

- Water is composed of two gins. Oxygen and hydrogin. Oxygen is pure gin. Hydrogin is gin and water.
- One by-product of raising cattle is calves.
- One of the main causes of dust is janitors.
- Syntax is all the money collected at the church from sinners.

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Provider Network Information

How StarrVista assist providers in minimizing a client's exposure to risk:

1. StarrVista will maintain monthly contact with all providers in an effort to decrease liability.
2. Starrvista will review and request updated hiring criteria that each provider has for a new employee.
 - a. No direct intervention will be taken; however monitoring may occur for quality improvement.
3. StarrVista's provider contract manager will develop in-service programs as a means of decreasing client retention and improving provider services.
4. Based on the results of the evaluation monitoring, StarrVista will determine one of the following:
 - a. The client's not in any immediate risk.
 - b. The client's may be at-risk physically or emotionally. CAP must be completed and immediate measurements taken in order to maintain current contract standing. **It must be made clear to all parties concerned that StarrVista shall act in the best interest and personal safety of the client.**
5. If a provider has not been cleared or if further intervention is necessary, a provider intervention team will be assembled amongst all CMOs as means to rectify the situation. The Provider Contract Team may consist of the following members:
 - a. StarrVista, Inc.
 - b. Black Family Development
 - c. Central Care Management
 - d. Bridgeway Service, Inc
6. The risk management plan and compliance contract developed by the Provider Contract intervention team will include a process for determining the provider's compliance with the contract and the consequences of non-compliance.
7. The provider may or may not be cleared for compliance following review by the provider contract intervention team.



Quick Medicaid Process Refresher

By Octavia Lesley

The first step in the process is determining who is eligible. According to County policy all youth in out of home placements are eligible for Medicaid, with the exception of those youth placed in private and state detention facilities. If the youth is covered by private insurance, Medicaid will act as secondary coverage, so make sure you obtain a copy of the youth's private insurance card prior to placement.

Once eligibility has been established, a MI Chldd application is completed and submitted with the most recent court order. Our partnering Department of Human Services (DHS) office has 30-45 days to activate coverage. Activation should be followed up with the receipt of the youth's MI Health Card, which is mailed to the provider.

The final process is the submission of a coverage closure form when the youth is released to the community. This process is just as important as initiating coverage, so make sure you submit closure forms in a timely manner.

Contract Manager's Role

The main responsibility of a Contract Manager is to monitor the Care Management Organization's (CMO) compliance with the Juvenile Justice (JJ) contract and policy so that customers/youth can experience the best results. Several tools assist me in accomplishing this multi-faceted task. In my seven years with CAFS, I've learned the importance of utilizing tools available to me to monitor the areas for which the CMO is responsible relative to contract compliance. Also important to my role is the ability to use information provided on a daily, weekly, monthly basis to analyze and evaluate the appropriateness and effectiveness of CMO/Case Manager case management and treatment planning.

The most important tool that I, or any JJ worker/administrator has to guide him/her through Wayne County's juvenile justice system is the Juvenile Justice Services Handbook (JJSH). This policy manual sets minimum standards and provides general and specific guidelines for navigating the JJ system and accessing the services of other entities that serve our youth. Having detailed and accurate knowledge of JJ policies is crucial to my role as Contract Manager because it allows me to determine how to better assist the CMO in achieving its performance and quality objectives.

My main roles as a Contract Manager include:

- Contract Compliance Monitoring – ensuring contract adherence to contract language and Juvenile Services policy and procedures.

- Technical Assistance – providing policy and contract interpretation for continued contractor compliance.

- Quality Assurance – the audit process, Preliminary reports, and Complaint Examinations require using data collected from several sources and other information to analyze and evaluate CMO performance in various areas.

Effective communication, both written and verbal, is also crucial to my contract management role. I believe it is necessary to cultivate the Contract Manager-CMO relationship through frequent communication and information sharing. To maintain this relationship, I communicate daily with Starr Vista's administrative staff, which is responsible for ensuring that the case management and probation staff is providing quality treatment coordination and adhering to JJSH policy and the CMO contract.

The informational tools that I use in my job are provided from several sources, including the Juvenile Access and Assessment Center (JAAC), Starr Vista CMO, Third Circuit Court – Family Division, Juvenile Agency Information System (JAIS), and others. Using these tools I am able to regularly monitor several areas on a regular basis, including detention admissions and length of stay; youth on escape status, reportable incidents (i.e. Preliminary Reports), monthly invoices, drug screens, and case management responsibilities such as JAIS data entry, court reporting, and treatment planning/coordination

Meet Mr. Orlando Rhea, StarrVista's Front Desk Technician

I have been a part of the Starr family for over 15 years. I was in Starr Commonwealth's S I L program and once I completed my program I stayed in touch with Starr. I thank God for the S I L program because they taught me how to be the man I am today. I always said I wanted to work at Starr and now I have my chance. I plan to use what I've learn to advance with Starr.

A little personal information. I'm married with three kids and one on the way, expected to arrive 12/24/07 or sooner. My kids are my pride and joy. They make it easy to get up in the morning and come to work. Finally, I would like to thank everyone for the warm welcome and assistance, it feels good to be a member of this family.

StarrVista

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*Happy Birthday to our
November-December staff and
Happy 5th Anniversary to Magdalena
and Sapria!*

Below are clues to movie titles released within the last 10 years. Use the clues to solve the mystery of this production.

*Examples: Scalp covering + 'e' + cooking utensil + 'er' = Harry Potter
A man's neckwear (+) a sunbather's goal (+) bic-b = Titanic*

1. Casseus Clay: _____
2. The Quick and The Angry: _____
3. Opposite of asleep: _____
4. Cow sound (+) residential grass (+) cheek makeup: _____
5. Matrimony (+) Organizer: _____
6. Aykroyd's name (+) opposite of beginning (+) opposite of fake (+) the word life: _____
7. A stooping cat (+) an Unseen fire-breather: _____
8. Large body of water (+) a dozen + one: _____
9. Handyman tool (+) the number before 5: _____
10. A Clan (+) Opposite of Female: _____
11. Shoe bottom (+) source of nourishment: _____
12. Honey maker (+) relocate from one spot to another (+) 'd' and f's neighbor: _____
13. Opposite of truth (+) opposite off (+) 2x2 (+) Mary's little pet: _____