

**NOVEMBER 2021**

# **COVENANT CASE MANAGEMENT SERVICES**

**" L I V I N G   T H E   P R O M I S E "**



# MESSAGE FROM THE OWNER.

WRITTEN BY PAUL PETERS

As we head into the last 2 months of this wonderful year and into a season of Thanksgiving let us reflect on all our blessings. I have learned That when we focus on our blessings and have a spirit of Thanksgiving on a regular basis we discover we have more things to be Thankful for and we receive more blessings. Also be the blessings others need. Much like breathing, life is about giving and receiving. We can't just give just like we can't simply breathe out without also receiving like breathing in. It is a law we can't get around that is rich in blessings. When we give we are a blessing, when we receive we are blessed. The 2 work hand in hand and are reciprocal and Syncretic. As I look at all the blessings we have had with Covenant I must first Thank each of you because the richest blessing given to us is the ability to serve you. I committed this company many years ago by honoring God with what He has given me to steward. My commitment to all of you is to provide excellent service based on the servant leadership model and principles. To go the extra mile for you all, and serve you beyond expectations. To not only be there to support you during your difficult time, pray for you when you have lost hope, and grieve with you when you are suffering loss. Covenant is fully committed to standing by our families and walking with them in the challenges of life, and cheering for you all in your victories. Let me take a few moments to share with you some dreams and visions that were laid on our hearts last year around this time and now as I reflect almost a year later what has become a reality. Dreams/goals are just reality that has not yet happened, but if powered by faith, belief, and confidence and a desire to never quit will be soon realized. Last year we set out to achieve some pretty insurmountable goals. Let me share the highlights of what we have been able to accomplish: a 3 year CARF accreditation (The highest honor), In our Cardinal innovations review we got a 99%. We will be in every Managed Care in the state by year end (a virtually impossible goal), expanded our AFL residential program to over 30 homes, opened up 2 day Programs (one in Albemarle, and one in Mathews), expanded offices in Gastonia, Albemarle, and Boone, expanded our Supported employment program to be serving close to 100 individuals many who are self employed, and partnered with multiple businesses to employ our folks, increased our Specialized Consultative Services to close to 50 therapists and now provide OT, PT, Behavioral consultation, Dietary, nursing, speech, and recreational therapy, Hired on a Chief Financial officer, a new Quality Management Director, promoted our clinical Director to Chief Operations officer, nhired on a Regional Manager to oversee the VAYA area and expanded our array of services to Mental Health and substance abuse services. Wow, great accomplishments come only when we work together and have a spirit of humility and unity with a common cause and purpose and that is to serve and love. Thank you for allowing us to continue to serve you and have a blessed Thanksgiving.



# Clinical Corner

JEFF PHILLIPS

Covenant Case Management Services provides services to many individuals that are not receiving NC Innovation Waiver Services. CCMS has expanded services in many areas to help meet the needs of those individuals. One set of those expanded services is Long-Term Community Supports (LTCS) Level 1-5 services.

## What is Long-Term Community Supports (LTCS) services?

Long-Term Community Supports (LTCS) consist of a broad range of services for adults with developmental disabilities who, through the person-centered plan (PCP) process choose to access active treatment to assist them with skills to live as independently as possible in the community.

LTCS is an innovation, community-based, comprehensive service for adults with intellectual and/or developmental disabilities (I/DD). LTCS is an alternative definition in lieu of ICF-IID under the Medicaid benefit. This service enables Partners to provide comprehensive and individualized active treatment services to adults with I/DD to maintain and promote their functional status and independence. This is also an alternative to home and community-based waiver services for individuals that potentially meet the ICF-IID level of care.

Individuals who choose LTCS instead of placement in an ICF-IID, including state institutions, or because they do not have access to an Innovations waiver slot, choose to live in their own homes or homes where they control the lease for the room in the home along with the choice of agency or other people who support them. Each of these individuals will have the option of receiving the 1915(b) Community Guide service. The Community Guide service will provide information on affordable housing options, sources of financial support such as Supplemental Security Income (SSI) and oversight of their overall needs. For many adults LTCS is a best practice and is far more cost effective than ICF-IID and more readily available than the current Innovations Waiver with limited slots. The average waiting time in the Partners catchment area is 8 years for an Innovations Waiver Slot. Many of the individuals may end up in institutions without this alternative.

Each participant in LTCS must either stay in homes they own; their family owns or have a lease in the community. The individuals must also be able to control where they live. LTCS does not include room and board payments. LTCS does include Therapeutic Leave for up to 45 days per calendar year, for Levels 3, 4 and 5.

## How is LTCS offered?

Services include both direct face-to-face, virtual monitoring and indirect contacts, and collaboration with other systems. However, most of contacts are direct – with the individual.

There are 5 Levels.

- **LTCS Level 1** is **Home Living** (*living at home with family or no supports*) and attend a **Day Service or Supported Employment** to maintain and develop skills of active treatment up to 6 hours per day.
- **LTCS Level 2** is **Independent Living** (*living in own apartment no overnight staff but may include virtual monitoring*) and **Day Service or Supported Employment** up to 6 hours per day
- **LTCS Level 3** is **Companion Living** (*paid roommate or alternative family*) and **Day Services or Supported Employment** up to 6 hours a day with different staff
- **LTCS Level 4** is **Supervised Living** (*3 or less people no overnight staffing required but may include virtual monitoring*) and **Day Service or Supported Employment** up to 6 hours a day with different staff
- **LTCS Level 5** is **Group Living** (*group homes with 6 or less people with overnight staffing or virtual monitoring*) and **Day Services** up to 6 hours per day with different staff.

***Up to 5 units per week for Level 1 and one unit per day for Levels 2-5.***



# Clinical Corner

CONTINUED

## **Specific Actions/Interventions:**

LTCS provides active treatment through a continuous and consistent implementation of a program of specialized and generic training, treatment, and integrated health or related services directed toward helping the consumer function with as much self-determination and independence as possible. LTCS is a comprehensive community living support benefit for eligible IDD adults with Medicaid.

LTCS can be provided in licensed facilities and/or settings that do not require licensure based on the needs of the individual.

LTCS provides for services, including integrated health care services and nutrition, as a part of the active treatment and may include nursing support when needed based on the person-centered plan. The service needs are based on an evaluation and the person-centered plan is developed with the person with input from their chosen provider agency and team.

LTCS services also includes:

- Choosing direct support professionals and/or housemates
- Acquiring household furnishings
- Common daily living activities and emergencies
- Choosing and learning to use appropriate assistive technology to reduce the need for staffing supports
- Becoming a participating member in community life
- Managing personal financial affairs, as well as other supports



# Clinical Corner

CONTINUED

**Is a Service Order (prescription) required?**

**Yes. Service Orders are required for each individual service (e.g., Residential, Day Supports, SE) and may be written by a Medical Doctor (MD), Doctor of Osteopathic Medicine (DO), Licensed Psychologist (PhD), Nurse Practitioner (NP), or a Physician Assistant (PA). A service order must be in place prior to or on the day that the service is initially provided to bill Medicaid for the service. Even if the individual is retroactively eligible for Medicaid, the provider cannot bill Medicaid without a valid service order.**

**Service Exclusions**

**Individuals may not receive any State-funded service. Individuals may not receive Medicaid state plan Personal Care.**

**Submitted by Jeff Phillips, MBA, QP  
Chief Operations Officer with CCMS**



# OPEN HOUSE

## DREAM CENTER

2000 WEST MAIN STREET  
UNIT B  
ALBEMARLE, NC 28001

NOV 9TH 2021  
11:00AM-2:00PM

### VISION

Covenant's Dream Center believes each person is important, loved, and should be empowered to embrace their specific gifts. The Dream Center offers opportunities to explore their gifts through education, community advocacy, and programs

### TOUR THE FACILITY. MEET OUR STAFF

- ✔ Computer lab
- ✔ Sensory room
- ✔ Art class
- ✔ Music therapy
- ✔ Vocational training
- ✔ Fun environment
- ✔ Community Outreach & advocacy



# Welcome Aboard!



**Thaddeus  
Dawson  
Quality Management  
Director**

**Hello, my name is Thaddeus Dowson (“Dowson”). I’m a behavioral healthcare professional with broad experience in the Behavioral Healthcare Quality Management field. I hold a B.A.in Business Administration and a Masters of Business Administration. I’ve also worked in the behavioral healthcare field since 2001 with past experience in youth crisis shelters, adolescents group homes, adolescent day treatment, community support, foster care coordination, and targeted case management. Prior to joining Covenant Case Management Services, I’ve worked for a local Management Care Organization with 9 years of experience ensuring network providers deliver quality services to members served. I’m originally from South Carolina. I moved to Raleigh, NC to attend undergrad college. After completing my undergraduate degree, I moved to Charlotte, NC. There I continued to build on my education, work experience, and participate in community engagement activities. I’m also the proud father of two teenage boys, one in high school and the other in middle school.**

# *Welcome Aboard!*



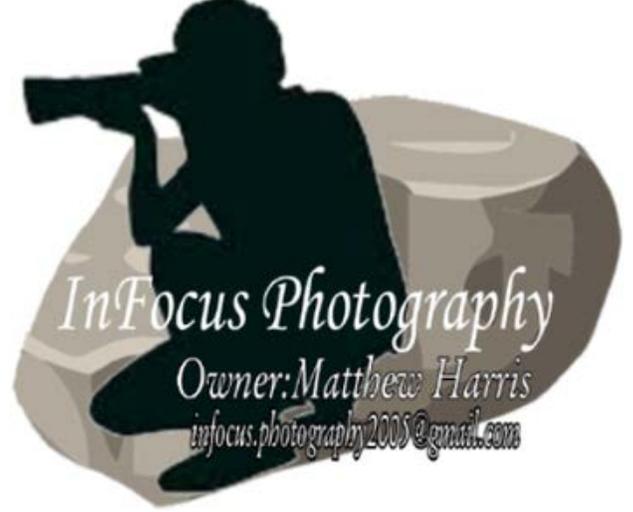
## **Candace Lang Q.P./ Navigator**

**Candace Lang attended Nazareth college of Rochester in New York with a degree in Speech Pathology. She worked as a Speech Therapist for eight years in both New York and Massachusetts before she married her husband, Rich. She is now the mother of two beautiful daughters, Erin and Samantha. Erin was born with cerebral palsy and later diagnosed with autism. Candace saw the importance of being a proactive advocate for her daughter and worked to eliminate barriers and build bridges developing a special needs playgroup/parent support group during Erin's preschool years, a special needs ministry during her elementary years and a dance program during her teen years. Then Candace and her husband were faced with their greatest challenge, who will care for Erin when they are no longer able. Candace and other parents in the High Country had a vision of a community where adults with intellectual and developmental disabilities could lead a purposeful life in a place where they are appreciated for their abilities, fully supported and active members of the larger community. She co-founded LIFE Village, Living Innovations For Exceptional, an inclusive affordable community for adults with intellectual and developmental disabilities being developed in the High Country of NC. Candace lives in Boone, sits on the Advisory Board of LIFE Village and enjoys spending her free time hiking with her family and reading. She is excited to bring the many wonderful services that Covenant Case Management offers to families in the High Country as a QP/Community Navigator!**

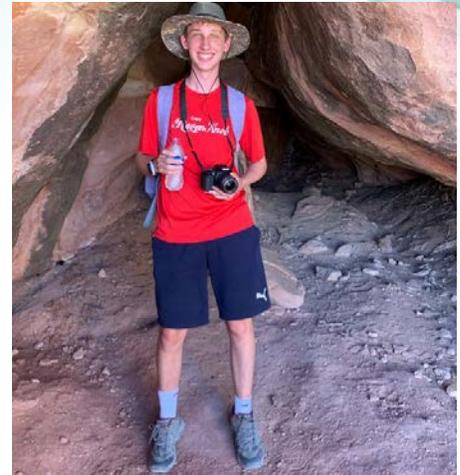




# Covenant Annual Halloween Party



# *Matt Harris* *InFocus Photography*



Matthew has been a true pleasure to work with since he placed a smile on my face. Matthew encompasses the motivation, skill set, and passion you need to be successful. I have had the opportunity to watch him develop his photography business through dedication and inspiration from nature. Meeting once a week with me and his amazing mother, Matthew has been able to create a business plan and is looking forward to his launch party where customers will be able to purchase his fine work. Balancing starting a business with ease, Matthew is also a full-time student and employee. Some fun facts about your local photographer are that he loves to camp with his family, explore nature, and wishes to take photos in Africa in the future. I am extremely proud of Matthew and excited for his future.

-Marion Nixon (Microenterprise Coach)

# Ryan Sweezy



I would like to thank Covenant for providing excellent service support for my son Ryan Sweezy. These services are truly needed. I hope in near future Covenant can provide a Day Program for our community. Special thanks to Kenny, Brittany for going above and beyond to help Ryan with employment. Awesome job guys. Thank you much.- Jackie/ Ryans

Mother

Since day one of meeting Ryan, he has wanted nothing more than to work, make money, and to own a BMW. Luckily, I have had the privilege to see, aid, and help this young man. Everything about this young man is a success from him recently graduating from High School to now having his very first job. Not only is this his first job, but it is also community based, Ryan obtains employment at an Ingles grocery store, which happens to be one of two places that were HIS DREAM jobs. Words cannot put into place how proud, privileged, and happy I am for this young man.

~ Kenneth B. Poston -Vocational Coach



# SCS Update

On Saturday October 16, Candace Lang (second from left), Maggie Farrington (third from left), Michelle Phillippy (not pictured), and Jamie Thomasson (virtually) represented Covenant staff at the 11th Annual Spooky Duke 5K, 10K, and Costume March on the campus of Appalachian State University in Boone, NC. Maggie served as team leader to recruit a fabulous team, "Covenant to Serve". The Covenant to Serve team was made up of family members, friends from LIFE Village, Daymark, Vocational Rehabilitation, Jonas Hill Hospital, Vaya Health, and other service organizations- we all have a covenant to serve those with IDD/MH/SU support needs.

The annual Spooky Duke event is a significant fundraiser and awareness raising event for Family Support Network- Parent to Parent Family Support Network of the High Country. They provide support groups, resource referral, and advocacy for families with children (of all ages) that have significant physical, mental or developmental disabilities. Our Boone regional office will be a strong partner with them as we serve similar families in the 7 county High Country of Western NC.





# CONGRATULATIONS



Nikki Whitley- Lead H.R. Director

Thaddeus Dowson

Quality Management Director

Candace Lang- Q.P./ Navigator

Latoya Jackson- Lead H.R. Manager

Melissa Reynolds- Lead Navigator

Erin Frazier- Lead B3 Manager

Sarah Gulick- Lead Q.P.

Jeff Phillips Chief Operations

Officer

# Covenant Christmas 2021

## KING & QUEEN CONTEST

Send us a photo of you in your best holiday attire. It is YOUR day to shine as we search for our Covenant Christmas King and Queen for 2021!

Our panel of judges will also chose other titles such as Best Smile, Most Creative outfit, Best Silly Face and Best Hair Style.



**All photos must be submitted to  
[ccms.info@covenantcms.com](mailto:ccms.info@covenantcms.com) by  
November 19 ,2021.  
Winners will be announced after  
this date.**

# Happy Birthday!

**Jerish B.**

**1-Nov**

**Kacy S.**

**3-Nov**

**Jacob G.**

**3-Nov**

**Corisha G.**

**4-Nov**

**Shaun H.**

**5-Nov**

**Casey A.**

**5-Nov**

**Mindy H.**

**5-Nov**

**John "Ricky" W.**

**6-Nov**

**Hunter P.**

**6-Nov**

**Donna B.**

**7-Nov**

**Dean "Raeshawn"  
B.**

**7-Nov**

**Graylyn L.**

**9-Nov**

**Essie L.**

**11-Nov**

**Kristie L.**

**12-Nov**

**Sullivan F.**

**12-Nov**

**Calvin F.**

**13-Nov**

**Martino B.**

**14-Nov**

**Renee L.**

**15-Nov**

**Sean B.**

**15-Nov**

**Nicholas R.**

**16-Nov**

**Kevin R.**

**17-Nov**

**Tyron V.**

**17-Nov**

**John "Zachary" M.**

**17-Nov**

**Zachary G.**

**18-Nov**

**Lauren K.**

**19-Nov**

**Trenay D.**

**21-Nov**

**Noah B.**

**21-Nov**

**Jacob C.**

**21-Nov**

**Alexis N.**

**22-Nov**

**Bryant H.**

**22-Nov**

**Finleigh T.**

**23-Nov**

**Rockwell P.**

**23-Nov**

**William "Jamey" A.**

**24-Nov**

**Smith G.**

**24-Nov**

**Azalea M.**

**25-Nov**

**Jada F.**

**26-Nov**

**Stephen A.**

**26-Nov**

**Aaron H.**

**26-Nov**

**Richard S.**

**26-Nov**

**Darius W.**

**27-Nov**

**Meron T.**

**28-Nov**

**Georgene W.**

**29-Nov**

**Marquis B.**

**29-Nov**

# AFL PROVIDERS

CURRENTLY LOOKING FOR POTENTIAL  
AFL FAMILIES



# AFL

## ALTERNATIVE FAMILY LIVING

**AFL (Alternative Family Living) Service:**  
A residential service provided in the primary residence of an AFL Provider (couple or single person) who receives reimbursement for the cost of care.

## Become an AFL

*As humans we need to feel loved, safe and valued. If you have room in your heart and home to provide these needs and you are interested in knowing more about being an AFL contact us to speak with our intake specialist.*



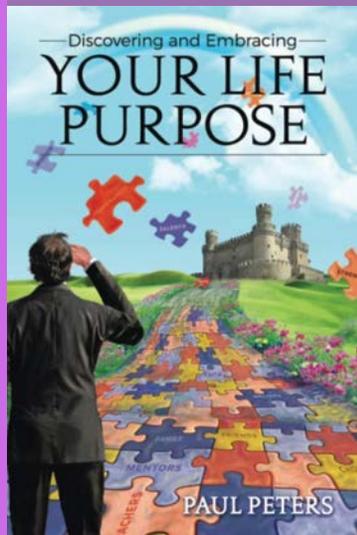
IS THIS YOU?



# AVAILABLE NOW

## Paul Peters

AUTHOR. BUSINESS OWNER. MENTOR. MOTIVATOR



*Speaking Topic: How to discover  
your purpose.*



*Paul graduated from University of Illinois, and attended Southern Evangelical Seminary. Paul served in the Army Reserves and National Guard. Paul is the owner of Covenant Case Management Services and Nehemiah Project of love. Paul serves individuals with disabilities, veterans, senior citizens, those struggling with addiction, and at risk youth/adults. Paul's passions are reading, serving others, traveling, and living each day to the fullest*



*Paul Peters, Author*

Although finding one's purpose is not necessarily easy it is worth the search as once you find your purpose you find fulfillment, joy, love, and a sense of meaning

PAUL PETERS

*For Interest in Speaking Engagements Contact Paul Peters (704) 249-7418*

# AVAILABLE FOR PURCHASE ON AMAZON AND XLIBRIS.COM

# WHAT CAN CCMS DO FOR YOU?

## TOGETHER WE CAN DO GREAT THINGS!

Covenant commits to a partnership with YOU and the community, to assist with making your dreams come true and advocating in all areas of your life-side by side!

### How Covenant plans to accomplish these Goals:

1. RELATIONSHIPS! RELATIONSHIPS! RELATIONSHIPS!
2. By living out the Covenant's philosophy: to help them through the life stage processes, so their life is truly fulfilled.



### **"Our VISION**

*To serve, inspire, and unite our community to become a sanctuary by using our gifts to create healing, restoration, and harmony.*

### **Our MISSION**

*We will covenant to serve our community by dedicating ourselves to educating, advocating, and partnering through faith, love, and hope.*

### **Our PURPOSE**

*We will faithfully honor one another's gifts by serving each other in a spirit of humility and honor.*

### How Covenant is equipped to do that:

1. Covenant provide services through NC Medicaid innovations waiver program: Community Navigator, B-3 Community Guide, Community living and Supports, Community Networking, Respite, and Supported Employment, Residential Supports, Community Transition, Crisis services, Individual goods and services, self direction training, Specialized Consultative Services (Occupational Therapy, Physical Therapy, Behavioral support, Speech Therapy and a Registered Nurse).
2. Covenant has qualified professionals based on character and accountability.
3. Have had a high percentage of appeals being overturned where individuals received the needed equipment and services reinstated

### How we can serve you:

- Advocate at school IEP meetings, and appeals procedures
- Help prepare and advocate at annual Individual Support plans for Medicaid services, as well as SIS and Psychological evaluations.
- Links to legal services, and community Parent advocates
- Find local funding for utility and housing payments, furniture, or medical supplies, repair bills, or transportation, job assistance, and school placement.
- Assist with filing of Guardianship, power of attorney, and estate planning (wills, trust, insurance)
- Locating a suitable provider for services, finding a Day Program to attend for when your child is out of school
- Obtain needed medical professionals for Medical, Dental, Psychological, or Psychiatric care
- Identify volunteer opportunities, and classes in the community
- Provide needed Occupational therapy for therapeutic needs to address fine motor or sensory needs or assessments for equipment for modifications purposes
- Provide needed recreational Therapy to address Communication, socialization, behavioral, independent living, personal Care needs through play therapy.
- Assist with referrals for social security benefits, and obtaining Medicaid
- Getting food stamps, finding resources for food, clothing, and Christmas gifts

# CHECK US OUT!



[www.facebook.com/covenantcasemanagementservices](https://www.facebook.com/covenantcasemanagementservices)

[www.facebook.com/4riversconsignment](https://www.facebook.com/4riversconsignment)



Covenantcasemanagementservices

4Riversoutdoor



[www.Covenanttoserve.com](http://www.Covenanttoserve.com)

[www.Nemiahprojectoflove.org](http://www.Nemiahprojectoflove.org)



Email: [ccms.info@covenantcasemanagementservices.com](mailto:ccms.info@covenantcasemanagementservices.com)



Why choose CARF? CARF accreditation is a seal of approval announcing to persons served and their families that you provide services focused on their needs. It is a sign of assurance to third-party payors and governmental regulators that you have met internationally recognized standards, and it is a tool for quality improvement within your organization.

The value of accreditation is more than a certificate hanging on the wall. It is evidence that your organization strives to improve efficiency, fiscal health, and service delivery—creating a foundation for consumer satisfaction. Organizations that have participated in an accreditation survey demonstrate:

1. A higher degree of internal quality.
2. Greater involvement of persons served in their services.
3. Increased cohesion among staff members at all levels within the organization.
4. Enhanced status of the surveyed services within the community.

For more info on CARF please visit [WWW.CARF.ORG](http://WWW.CARF.ORG)