

JANUARY 2022

# COVENANT CASE MANAGEMENT SERVICES

"LIVING THE PROMISE"

Hello  
January

# MESSAGE FROM THE OWNER.

WRITTEN BY PAUL PETERS

I want to first wish all of you a Happy New year and say congratulations for making it through 2021. When Covid hit us in 2020 no one could have imagined we would still be dealing with it into 2021. Although it may appear to have eased up or maybe we have just gotten used to living in this environment. Even though 2021 was challenging and many of you either came down with Covid, knew someone who did or even lost someone close to you due to covid complications. I am an eternal optimist and always try and glean the good from the challenging. I also want to encourage all of you to be hopeful as we enter this new year. The new year brings new opportunities for growth, new experiences, learning from our mistakes and making this year better than last. I want to spend a moment and share what my lessons learned and take away from 2021 are and what to look forward to in 2022 that we here at Covenant have titled "the year of miracles". I entitled this after the bible verse found in Isaiah 61:3 "..To bestow a crown of beauty instead of ashes"

2021 could rightly be described as "ashes" for many, but we are going from ashes to beauty as we leave the pain from the past and enter hope for the future. Here are my 6 lessons I learned this past year:

- 1) Always persevere!!! No matter how things start or what even happens during our race in life, it is the hope in the finish that matters. Galations 6:9 states "and let us not grow weary of doing good, for in due season we will reap if we do not give up"
- 2) In life the only one we are competing against is ourselves. God made you in His image and likeness and made no one else like you for the sole purpose that you would be the best you. So, stop comparing yourself to others, or looking to others approval for who you are to be.
- 3) We truly become what we think about so focus on good and positive things and always guard and protect your mind from those that seek to hurt or harm you from believing how absolutely amazing you are. Surround yourself around people who will love and encourage you. If you want to change your outcomes then look at your thoughts that brought you that outcome and change them to bring the outcome you desire

Philippians 4:8 states "Finally, brothers and sisters whatever is true, what ever is noble (good), whatever is right (true), whatever is pure, whatever is lovely, whatever is admirable-if anything is excellent or praiseworthy-think about such things."

Romans 12:1,2 states “Therefore, I urge you, brothers and sisters in view of Gods mercy, to offer your bodies as a living sacrifice (Be willing to surrender your selfish and destructive desires to God) holy and pleasing to God, this is your true and proper worship. Do not conform to the pattern of the world (that which pleases yourself and is destructive) but be ye transformed by the renewing of your mind. Then you will be able to test and approve what Gods will is, His good, pleasing and perfect will.

4) The very gifts and talents given to us by God are for the very purpose of reinvesting into others through acts of services and love. Discover your gifts/strengths/talents then use them to bless and serve others.

5) Anything worth achieving or having is found in the power of faith and belief. First begin to dream again. Second write that dream down and envision you having it. Lastly go after it! You dream it, then believe it and then go get it!

Hebrews 11:1 states “Now faith is being sure of what we hope for and certain of what we do not see”

Hebrews 11:33 states “Through faith’s power they conquered kingdoms and established true justice. Their faith fastened onto their promises pulled them into reality (that which they believed and hoped for became a reality)

6) Lastly there are 3 different time frames we live in (past, present, and future). We must stop regretting and living in the past as that which has occurred can never be changed or altered. The purpose of the past is to only reflect and learn from. In the present is where we always live and where our real power occurs. We can only change in the present or moment if we allow ourselves to learn from our past mistakes and create the change now to make sure our tomorrow is nothing like our past. Our future is unwritten, unpainted or undrawn. The decisions we make in the present dictate the outcome of our future. Through the power of dreams, visions powered by faith and belief then the future we envision can be the reality we desire.

The keys to a successful life are found in these simple words. Live them, and embrace them and you will truly bare good fruit.

- Thankfulness and a sense of gratitude for all things and all people
- Expectation-expect good and blessing will soon arrive
- Hope-always be hopeful and believe in yourself and God

Go out and plant good seeds (kindness, love, mercy) in the present and in due season you will reap a great harvest in the future (blessed life)



# Clinical Corner

## Happy New Year - "2022"

This month I'd like to offer some information about one of our Residential Program services that help members move into their own residence and learn to live more independently – Supported Living Services.

Supported Living Services provide a flexible partnership that enables a person/s to live in their own home with support from an agency that provides individualized assistance in a home that is under the control and responsibility of the person/s. Supported Living Services includes direct assistance as needed with activities of daily living, household chores essential to the health and safety of the individual/s, budget management, attending appointments, and interpersonal and social skills building to enable the individual to live in a home in the community. Training activities, supervision, and assistance may be provided to allow the person to participate in home life or community activities. Other activities include assistance with monitoring health status and physical condition, and assistance with transferring, ambulation, and use of special mobility devices. Transportation is an inclusive component of Supported Living Services to achieve goals and objectives related to these activities with the exception of transportation to and from medical services covered through the Medicaid State Plan.

Supported Living Services are distinct from Residential Supports in that it provides for a variety of living arrangements for individuals who choose to live in their own home versus the home of a provider. A person's own home is defined as the place the person lives and in which the person has all the ownership or tenancy rights afforded under the law. This home must have a separate address from any other residence located on the same property. Persons living in a Supported Living Services arrangement shall choose who lives with him/her, are involved in the selection of direct care staff, and participate in the development of roles and responsibilities of staff. Persons receiving Supported Living Services have the right to manage personal funds as specified in the Individual Support Plan. A formal roommate agreement, separate from the landlord lease agreement, is established and signed by individuals whose name is on the lease.

The provider of Supported Living Services shall not:

- A. Own the person/s' home or have any authority to require the person/s to move if the person/s changes service providers.
- B. Own, be owned by, or be affiliated with any entity that leases or rents a place of residence to a person if such entity requires, as a condition of renting or leasing, the person to move if the Supported Living Services provider changes.

The Supported Living Services provider shall be responsible for providing an individualized level of supports determined during the assessment process, including risk assessment, and identified and approved in the Individual Support Plan (ISP) and have 24 hour per day availability, including back-up and relief staff and in the case of emergency or crisis. Some persons receiving Supported Living Services may be able to have unsupervised periods of time based on the assessment process. In these situations, a specific plan for addressing health and safety needs must be included in the ISP and the Supported Living Services provider must have staffing available in the case of emergency or crisis. Requirements for the person/s safety in the absence of a staff person shall be addressed and may include use of tele care options. When assessed to be appropriate Assistive Technology elements may be utilized in lieu of direct care staff.



# Clinical Corner

To ensure the intent of the definition to support persons to live in a home of their own and achieve independence, Supported Living Services shall not be provided in a home where a person lives with family members unless such family members are a person receiving Supported Living Services, a spouse, or a minor child. Family member is defined as a parent, grandparents, siblings, grandchildren, and other extended family members. In addition, it also includes stepparents, non-minor stepchildren, and stepsiblings and non-minor adoptive relationships. All persons receiving Supported Living Services who live in the same household must be on the lease unless the person is a live-in caregiver.

Reimbursement for Supported Living Services shall not include payment for services provided by the spouse of a person or to family members as defined in this service definition or legal guardian. The Supported Living Services provider and provider staff shall not be a member of the person's immediate family as defined in this service definition and reimbursement shall not include payment for Supported Living Services provided by such persons.

A Supported Living Services home must have no more than three (3) residents including any live-in caregiver providing supports per SL2011-202/HB509. A live-in caregiver is defined as an individual unrelated to the person and who provides services in the person's home through the Supported Living Services provider agency and is not on the lease.

The provider must develop an individualized staffing plan and schedule. The staffing plan is based on the person/s preference and on the assessment and ISP process, including risk assessment. The plan must ensure staffing is adequate to protect the health and safety of the person and to carry out all activities required to meet the outcomes and goals identified in the ISP. The plan must address staff coverage for back-up and relief staff.

Reimbursement for Supported Living Services shall not be made for room and board with the exception of a reasonable portion that is attributed to a live-in caregiver who is unrelated to the person and who provides services in the person's home. Reimbursement shall not include the cost of maintenance of the dwelling. Residential expenses, e.g., phone, cable, food, rent) shall be apportioned between the residents of the home, and when applicable, the live-in caregiver. Rates for Supported Living Services include payments of relief and back-up staff.

Homes leased under Section 8 Housing are licensed and inspected by the local housing agency and must meet the housing quality standards per 24CFR 882-109.

## Staffing Plan for Supported Living Services

The provider must develop an individualized staffing plan and schedule. The staffing plan is based on the person/s preference and on the assessment and ISP process, including risk assessment. The plan must ensure staffing is adequate to protect the health and safety of the person and to carry out all activities required to meet the outcomes and goals identified in the ISP. The plan must address staff coverage for back-up and relief staff.

## Special Needs Adjustment

A special adjustment is available for Levels 1-3. The adjustment does not change the Level designated for the person, but adjusts the Level to meet one or more of the following circumstances:

A. The individual is in circumstances that are time limited but that require support at a higher level than described by the Level and the current rate does not cover the cost. For example, the person has a serious injury or illness or behavioral or mental health crisis requiring additional support on a temporary basis. A special adjustment may be approved for up to 90 days and may be extended for an additional 90 days.



# Clinical Corner

- B. The person needs a roommate and requires a special adjustment until one move in. A special adjustment may be approved for up to 90 days and may be extended for an additional 90 days.
- C. The person is transitioning from a higher level of care setting, i.e., inpatient hospital, ICF/IID, and a rate adjustment is needed to ensure success during the transition process.
- D. Persons who require a continued Special Needs Adjustment due to medical or behavioral health issues may be reassessed for appropriateness of Level.

## EXCLUSIONS:

- A. Supported Living Services shall not be provided in inpatient hospitals, nursing facilities, and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IIFD) or residential group homes licensed under 10A NCAC 27G .5600
- B. Supported Living Services shall not be covered for persons under age 18 since the home must be under the control and responsibility of the residents.
- C. Person/s who receives Supported Living Services may not receive: Community Living and Supports, Respite, or State Plan Personal Care Services.
- D. Person/s receiving Supported Living Services may only receive Home Modifications if the home is owned by the person. If the home is rented only Home Modifications that are portable and can be removed once the person/s no longer lease the residence may be used. All requirements under the Fair Housing Act at 42 U.S.C. §§ 3601 – 3619 must be met by the landlord.
- E. Supported Living Services are not available at the same time of day as Community Networking, Day Supports, Supported Employment or one of the State Plan Medicaid services that works directly with the person.
- F. Relatives who own provider agencies may not provide Supported Living Services to family members. Other staff employed by the provider agency may provide services to the individual.

If you are interested, please contact one of our Residential Program Staff, Dana Bintz (949-338-7692) or Octavia Campbell (704-500-1865) for more information.

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

# CONGRATULATIONS



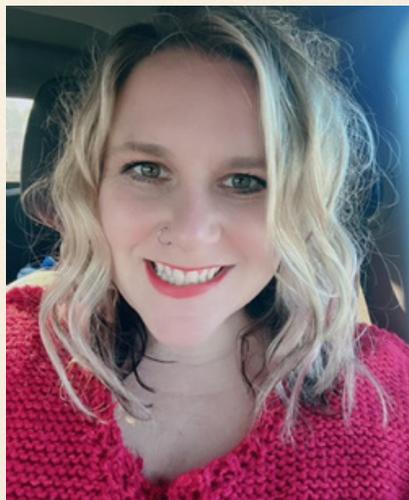
PAM MCALLISTER RECEIVED HER LICENSURE AS PEER SUPPORT SPECIALIST, FROM UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL. PAM HAS WORKED WITH COVENANT CASE MANAGEMENT SERVICES FOR 4 YEARS SERVING AS HR SPECIALIST, ENROLLMENT COORDINATOR AND BILLING/PAYROLL. SHE IS CURRENTLY OBTAINING CERTIFICATION IN GRIEF COUNSELING AND TRAUMA. PAM ALSO SERVES THE STANLY COMMUNITY AND SURROUNDING COMMUNITIES AS OUTREACH COORDINATOR FOR THE NONPROFIT NEHEMIAH PROJECT COVENANT OF LOVE. SHE IS A PROUD MOM TO 5 WONDERFUL KIDS AND 8 AMAZING GRANDKIDS.

*Pam McAllister*



*Rachel Louder*

EMPLOYEE OF THE YEAR



*Jessica Clayton*

EMPLOYEE OF THE QUARTER



*Melissa Reynolds*

EMPLOYEE OF THE YEAR



# Sweetheart Dance

♥ 11 February ♥

**RSVP in  
advance**

Friday, February  
11th 2022

**Ages  
15+**

.....  
6-8PM          ENTRY \$5  
.....

**E. E WADDELL CENTER  
621 WALL ST. ALBEMARLE NC 28001**

*Music, Dancing, & Refreshments*

**Dress your best and join the special  
needs community for a fun-filled  
evening featuring lively and romantic  
music, as well as refreshments**

**For more Info/RSVP:  
Jessica 704-305-8711**



# Atrium Health Project



The nurses and hospital workers across America have been overworked and have endured some of the most difficult times of their lives, We would LOVE to put a SMILE on their faces! We need YOUR help!

- Items to Donate**
- Chapstick
  - Sanitizer
  - Gift Cards
  - Small treats
  - Candy
  - Self-Care items
  - Mini flashlights
  - Pens

**Albemarle Dream Center Community Project**

*The Dream Center is a day program located in Stanly County for adults with developmental and intellectual disabilities. The participants of the program will collect donations, pack the bags, and deliver to the hospital.*

**"Small acts, when multiplied by millions of people, can transform the world"**

### Contact

Jessica Clayton 704-305-8711



**ALL DONATIONS DUE 2.1.2022**

**Drop off location: 2000 W. Main Street Albemarle NC 28001  
Mon-Fri 9AM-3PM**



# Dream Center

## MATTHEWS OPEN HOUSE



The Matthews Day Program had a wonderful open house! We just wanted to extend our deepest gratitude and say THANK YOU to everyone who played a role in our event! We had so many amazing people come through and we were able to share our dream and vision with everyone! It was a great day complete with music therapy, a hot cocoa bar, and SANTA! We are currently taking day program referrals for both the Albemarle and Matthews locations.



# THANK YOU

East Elementary chose the Albemarle Dream Center for their donation drive. They collected arts/crafts and sensory items!



# COVENANT 2021 CHRISTMAS PARTY







# SCS NEWS



**Valerie Scott, Occupational Therapist, joins our western NC Specialized Consultation Team!** Valerie Scott, M.S OTR/L graduated from San Jose State University in 2015. She is passionate about the holistic lens that occupational therapy allows when supporting individuals and their families. She has worked in acute rehab settings with individuals with physical limitations, with children in their homes, in schools, and in sensory clinic settings. Valerie also has 3 years of experience working as a psychiatric OT in an acute psychiatric facility. Her experience in a variety of treatment settings has provided her with opportunities to work with individuals across the lifespan with a variety of strengths, needs, and goals. Valerie's special interests within OT are in occupational justice, occupational enrichment, and sensory integration. She is excited to offer support in improving individuals' functional independence, quality of life, and allowing for more experiences of accomplishment and intrinsic reward. Valerie is a dancer, an artist, an avid outdoor adventurer, and a gardener.

**We welcome Manali Parikh, Physical Therapist, to the Specialized Consultation Services team!** She lives and works in Wilmington and will primarily serve referrals in the central and eastern parts of the state.

**Manali is a dedicated and patient focused physical therapist with over 13 years of experience. She has Masters degree in Cardiothoracic physical therapy. As a physical therapist, she thrives to bring mobility and stability in her clients. She helps to limit pain and fosters muscle strength/endurance to improve quality of life of her clientele through exercise program and lifestyle modifications.**

# WELCOME ABOARD!



*Tonya Wang*

SUPPORTED  
EMPLOYMENT  
DIRECTOR

I have worked in the human service and mental health fields for over 10 years. I truly enjoy giving back to the community. My love for empowering youth, led me to start a facilitated art program, Blue Turtle Artworks and More, to assist youth with mental and behavioral health needs. In order to help children in foster care find forever homes, I became a licensed State Adoption Investigator, to bring families together. Now, I serve as a state coordinator for The Christian Alliance for Orphans, spreading the news of their plight. But here, is where I get to work alongside an amazing team, helping amazing people to achieve amazing dreams.

What a life!!!



*Chancey Powe*

ALBEMARLE DAY  
PROGRAM DIRECTOR

My name is Chancey, I have two children. Carson (16) and Cassidy (11). One of my most delicate passions is fitness. I have been a group fitness instructor since 2015,

I love helping others achieve personal goals through exercise and lifestyle changes. I am a huge advocate for single moms. With my love for both, I decided to start my own fitness program dedicated to women. I am extremely proud of what the group has grown into and what it stands for. I have a background in elementary education, fitness/wellness services, community outreach and patient coordinator. I am ecstatic to be part of CCMS. I look forward to bringing my knowledge and experience to this program.

# WELCOME ABOARD!



*Shameika  
Bennett*

SUPPORTED  
EMPLOYMENT  
QP

Hello, my name is Shameika Bennett. I am a graduate of Winston Salem University with a Bachelor's Degree in Rehabilitation Counseling and a graduate of University of Phoenix with a Master's degree in Business Administration. My diverse work history in human services and management has brought me to Covenant Casemanagement Services LLC as a qualified professional. I am dependable, honest, and loyal.

God has opened doors to allow me the opportunity to do what I love, working with individuals with disabilities.

Hello, my name is Amondo Harris and I'm a graduate of Savannah State University with a degree in Sociology/Behavior Analysis. I also have a Master of Arts degree in Management and Leadership and currently pursuing my Ph.D in Human and Social Services at Walden University. My service mindset, team building skillset and desire to improve the standard of living for individuals in need brings me to Covenant Case Management Services LLC. I look forward to building and working with you all!



*Amondo Harris*

SUPPORTED  
EMPLOYMENT VR  
LEAD

# *We're Currently Looking for...*

People that want to be a part of our committees:

**Social/ Housing/Transportation,  
Employment/Education.**

We are looking for individuals we support , as well as parents/or guardians, and community partners.

For more info: [ccms.info@covenantcasemanagementservice.com](mailto:ccms.info@covenantcasemanagementservice.com)



Tis the Season of Giving! CCMS was able to provide Christmas cheer to a single mom of 3 kids! This family has been through the hardship of enduring an electrical fire in their home. CCMS donated 2 bikes, clothing, appliances, over \$1000 in case! Shalonda (Mom) wanted to express her gratitude!

# Happy Birthday!

Tommy L.	Malachi S.	Eric H.
3-Jan	9-Jan	21-Jan
Melissa L.	Logan E.	Ryan E.
4-Jan	9-Jan	28-Jan
Shaquesha H.	Robert "Joey" H.	Jaishel H.
4-Jan	11-Jan	28-Jan
David G.	Charley T.	Nylin H.
5-Jan	12-Jan	28-Jan
Stephen H.	Thomas W.	Nyda T.
5-Jan	18-Jan	28-Jan
Parker D.R.	Jared L.	Ashton W.
6-Jan	18-Jan	30-Jan
Germon H.	Charles A.	Lamar W.
8-Jan	19-Jan	30-Jan
Phoutasone	Deacon R.	Paris A.
"Phoey" S.	19-Jan	31-Jan
8-Jan	Adam B.	
Jared H.	19-Jan	
8-Jan	Dustin E.	
Anthony V.	19-Jan	
8-Jan		



# 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.*



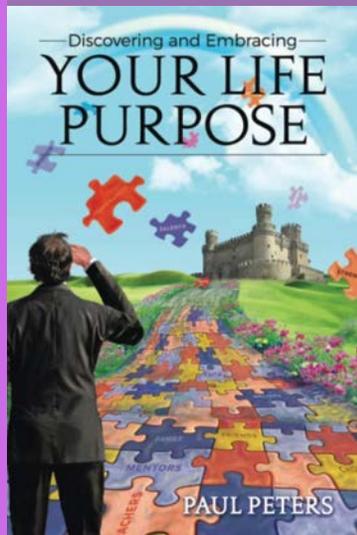
IS THIS YOU?



# 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](http://www.facebook.com/covenantcasemanagementservices)

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