

Neighborly News Network

Updates for the Neighborly Network, Friends,
and Family of Good Neighbor Homes

June 14th, 2019

Quarterly Newsletter

CONTENT

A Word from the Founder
PAGE 2

Spotlight On: DSPs
PAGE 4

Dental Benefits
PAGE 6

Good Neighbor Gallery
PAGE 8



A Word from the Founder, Matt Marek



**New Homes & Expansion Plans,
New Programs & Re-Launches**

Welcome to the Neighborly Network: a group of friends, families, and partners of Good Neighbor Homes and the individuals we serve.

First and foremost, I'd like to say thank you. Thank you for letting us be a part of your family; for taking this journey with us and for helping us be the best we can be. I have had the privilege to get to know many of you throughout the years. Some of you have been with me since the very beginning and some of you have only recently joined our family, but I am both humbled and inspired by you and your passion every day I do this work. I'd like to think that we've created something unique, in that, we have been blessed to attract staff, families, guardians, community partners and residents

who overall, possess a compassion and a genuine sense of spirit to help others and make the world a brighter place. You are a part of what makes up Good Neighbor's DNA and we would not have the quality or reputation we have as a company without you.

This newsletter is intended to be driven by you, for you. We will be asking for frequent feedback on items that you'd like more information about; topics and/or policies you'd like to work on as a group and areas that you'd like us to improve on. The content in today's newsletter (and all newsletters) comes from your requests and we encourage you to continue to keep sending these to us.

Here are a couple of updates that all you wanted to hear from me which include Good Neighbor's planned growth and expansion of services.



Matt Marek



New Homes & Expansion Plans

I am happy to share that we have widened our footprint in Northern Virginia with the addition of six new homes and a small Day Support office. Our growth plan includes at least 10-15 additional homes in the next 12 months and we would like to concentrate on geographic regions where there is the most need (such as the rural horseshoe), but we are also looking at properties to support our continued growth in NOVA.

We are expanding further into Charlottesville and Roanoke region in the immediate future and hope to have openings available in late

July/early August. Candidly, it is a challenge to find existing homes on the market at the level of quality and standards we strive for, so we have made it a goal of ours to develop a 'best-in-class blue print' model home that we can build from the ground up. We are currently working with a developer and would like to start testing this model early next year.

If you have a fellow guardian, family member, or loved one who may need a placement, please send them to directly to Heath Pond at hpond@goodneighborcs.com.

New Programs & Re-Launches:

Crisis Homes

Good Neighbor is thrilled to announce that we are growing our program offerings to include Crisis Services. We have welcomed a new team member, James Vann, former program director for the Easter Seal's REACH program (there will be a feature on James in our next edition). James is helping us build out our Crisis Services program which will be delivered in a dedicated Crisis home in Central Virginia. This will be available to all our current residents by early Fall and will serve to ensure that highly specialized services and clinicians are working with our individuals experiencing crisis, as opposed to hospital staff that rarely are equipped or have the type of expertise with our population. More information about these new services and how to access them will be forthcoming.

Community Coaching and Engagement (CCE)

We are expanding the Community Coaching and Engagement program. CCE services are a host of planned, skill-building (and fun!) activities that occur outside of the home, in the community. We would like to fully roll this program out by late summer and have asked each home to identify a 'Community Coaching and Engagement superstar'—a staff member who is truly passionate

and excels at customizing a program for the residents of that home. A good CCE program relies on creativity and impactful community partnerships with businesses and non-profits in the area.

We will be sending a small 'ask' out to you all, our Neighborly Network, to see if there is anyone who would like to contribute ideas, suggest community partners you may have an existing relationship with and/or volunteer your own skills to help us deliver an amazing CCE program for our residents.

Day Support

Day Support is getting a makeover! We are remodeling and revamping the Day Support space on Forest Hill Avenue in Richmond, Virginia. We are excited to breathe some new life into this long-standing program and will be offering new activities and programming there (along with some much more attractive digs).

We still have 15 open slots in our Richmond location and would love to help make someone's day brighter by enrolling them into this program. If you know of anyone who may benefit from our Day Support offering, you can contact our Day Support Manager, Byron Baxter at bbaxter@goodneighborcs.com.

Thank you again for all your support and I look forward to continuing to grow in service and friendship with you!

Matt Marek, Founder & CEO
Good Neighbor



A Letter from Charlotte

For over thirty years, our son had lived at South Western Virginia Training Center (SWVTC) until they closed last summer (2018) as a result of the Virginia Settlement Agreement with the Department of Justice (DOJ). Now, he has his own spacious, bright, beautiful home with four house-mates and a loving, caring staff. The large backyard is fenced for his safety, and there are chairs and swings on the patio. This allows him the opportunity to get outside, work off excess energy, and also to relax in nature.

Good Neighbor has provided a van and the freedom for my son and his house-mates to participate in a wide variety of community activities with their staff members. Our son regularly goes to local restaurants, the county fair, grocery shopping, to the nearby gym, etc. He is so active in community outings now that when we came by to take him for a ride, he giggled and said no. He wanted to stay in and rest. This was a big change for him compared to his time at SWVTC, where he always needed us to take him out when we visited.

Our non-verbal, autistic son shows us that he's happy and content by his grins and giggles. He enjoys returning to his home after our visits. He and his house-mates interact caringly with each other. Often, when one of them is feeling down, another friend will step up to show care and concern. My son also had weight problems, due, in part, to Crohns Disease. For years he has been on a 5,000 calorie-a-day diet. Can you imagine that? Now, at his new home, the food is so good that he's gained a few pounds and no longer is the skinny teenager he used to be. We're so pleased for our son and appreciative to Good Neighbor for a program of care that's run with an interest in providing a good home to their I/DD folks, with well-trained staff who sincerely care for them.

Charlotte
Guardian of Southwest Resident



Spotlight On: DSPs

We've taken the opportunity to interview some of our lovely Direct Support Professionals who work in the homes with the individuals.

Jennifer

1 What made you want to work with I/DD individuals?

I grew up with a brother who had special needs. His name was Jason and he had CP and IDD and he was my best friend. I was taught that God made my brother special and he was just that. He was such an amazing person and his happy days were contagious.

2 How long have you worked in this field? What did you do before?

I have worked in the healthcare field for 22 years. In those 22 years, I always worked with individuals with special needs, whether it was in a home setting, or on the back of an ambulance for transport. Before coming to work for Good Neighbor I was an EMT.

3 Is there someone or something in your life that inspires you? Tell us about him/her.

My inspiration in life was my grandfather. He always said be the good person, work hard, and love everyone the same. He taught me empathy, compassion, and love. I come from a large family of caregivers and there is not one thing that I would rather be doing. The ability to take care of an individual is a great gift and I am a lucky woman to have that gift.

4 What is your favorite memory with a particular individual or individuals at Good Neighbor?

When you have been off a day or two and you walk through that door at your scheduled time, the smiles you get and the genuine happiness the individuals show when they see you. That is the best feeling the world. I wouldn't trade that moment for anything in the world.



Spotlight On: DSPs

We've taken the opportunity to interview some of our lovely Direct Support Professionals who work in the homes with the individuals.

Sharita

1 What made you want to work with I/DD individuals?

What makes me want to work with this population is my passion for individuals. I love to help in an abundance and am driven to make a change in someone's life. In this specific type of field, it is a challenge, but it is also very rewarding when there's a goal being met.

2 How long have you worked in this field? What did you do before?

I've worked in this field off and on for about 12 years total. I'm in this field and am also a Medical Assistant and have been for about 16 years.

3 Is there someone or something in your life that inspires you? Tell us about him/her.

My husband and two children ages 7 and 15 inspire to be all that I can be. They give me that extra push when sometimes I don't know I need it. They are my backbones and give me extra motivation to complete goals that I may have for myself.

4 What is your favorite memory with a particular individual or individuals at Good Neighbor?

My favorite memory is of an individual whom has switched houses a number of years ago. 5 years ago, I was working for Good Neighbor PRN and I worked at his house a lot, so he'd gotten to know me well. I've recently come back to Good Neighbor and one of the houses that he was switched to me was placed there for a while. I was not expecting him to remember me from years ago, but he did, and it warmed my heart. It put the biggest smile on my face because he started going down memory lane and end the end he said "Sharita you're my best friend."



Enhanced Dental Benefits for Individuals on Waivers

As many of you know, Virginia shifted the Medicaid medical benefit into “Managed Care Organizations (MCOs),” private insurance companies who have been contracted with the Medicaid agency to manage the medical health care benefits of Virginia’s Medicaid and Waiver recipients. The six MCOs are Optima, Anthem, Magellan, Virginia Premier, United Healthcare, and Aetna. These six MCOs also have Medicare plans available for those individuals who may be both Medicare and Medicaid eligible. Confused yet? One of the goals of this Newsletter, by your request, will be to help ‘demystify’ this new landscape and alert you to benefits/helpful tips that may be helpful to you and the individual(s) you care for.

One such new benefit being offered by both Medicare and Medicaid MCO plans are the array of enhanced dental benefits. We received feedback from you all that there were great challenges in getting both access to dental providers and access to the right type of dental benefits. We’ve included a full brief, produced by the Virginia Oral Health Coalition, that includes a description of each MCO’s enhanced dental benefit, how to access it and what the contact information is for each MCO’s dental point of contact. We hope this is helpful and look forward to continuing to provide information and education on Medicaid managed care and other changes.

Please refer to this link for more information:

www.vaoralhealth.org/wp-content/uploads/2018/11/CCCPlusFAQ_Nov2018.pdf

.....

“One such new benefit being offered by both Medicare and Medicaid MCO plans are the array of enhanced dental benefits.”

.....



good neighbor **Good Neighbor Gallery**



good neighbor **Good Neighbor Gallery**



Thank you :)