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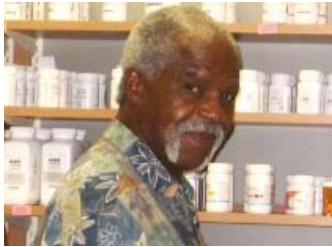


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## Remembering a man of significant value



It saddens me to report in this issue that Claude Powe, AltaPointe's chief pharmacist, passed away March 27. Claude died the way he lived — with dignity and respect for others' feelings. Claude kept his illness private, not wanting others to be concerned for him.

His passing has brought to my mind what AltaPointe gained from his presence and how one person can make a positive impact for the good of many.

On a personal note, Claude became my friend, and a foe on the tennis court. I learned from the time we spent together that Claude was a man of great character.

He displayed his love for others, and for life, every day of the 33 years he worked at AltaPointe. It is fitting that we pay tribute to him both personally and professionally. In case you never had the opportunity to work with him, relating three incidents to you may give you a glimpse into his personality and the kind of professional he was.

When Claude joined the Center in 1976, his job required processing mounds of paperwork. For many years, these tasks took valuable time away from his interaction with consumers. With the emergence of the computer age, Claude eagerly faced the challenges and made adjustments knowing that technology would give him more time with consumers.

After Hurricane Frederic hit Mobile in 1979, most city streets were impassable. Claude knew consumers in need of their medication would be waiting for him at the main center on Gordon Smith Drive. He didn't even think twice on the morning after Frederic when he hopped on his bicycle and made his way through the debris-filled streets to the people who depended on him.

Not too many years ago, people with mental illness took numerous pills each day to help control their symptoms. When pharmaceutical companies developed extended-release drugs with fewer side effects, Claude quickly realized that consumers needing only one dose per day would be more likely to comply with taking their prescriptions. Early on, he rightly anticipated that these new drugs would play a major role in the treatment of mental illness. Claude urged the organization to expand the pharmacy and prepare for revolutionary adjustments. When Claude spoke, I listened.

These stories illustrate the one, all-encompassing value that complemented Claude's perseverance, positive attitude and willingness to embrace change. That one value was consumer-focused service. It is the one thing without which AltaPointe would fail, and the most important thing that permeates our corporate culture.

One person with the right values **can** create a lasting, positive effect on an organization. As we extend our sympathies to Claude's family and friends, we hope it is comforting for them to know that Claude was such a person. We will mourn his passing and miss him deeply.

### 'IT-Pointe' allows AHS staff members to help themselves

'Need to request new equipment or software?' 'Software not working properly?' 'Need assistance with your EMR?' 'Feel like nothing can be done?' You can always find assistance at IT-Pointe.

MIS launched IT-Pointe, a web-based, self-service portal, on March 1. IT-Pointe provides better help-desk support and allows AltaPointe staff members to create their own service tickets. Currently, the MIS Help Desk logs mostly non-emergent requests that the IT-Pointe system can easily record. MIS has added IT-Pointe to everyone's "Favorites" on their computers.

With 'IT-Pointe', users can —

- Get answers to common questions and problems concerning the applications used by the AltaPointe workforce.
- Log in a request and answer all requested information for a faster solution.
- Receive a tracking number to follow the request through the MIS help-desk triage.
- Receive notifications if MIS needs additional information.
- Receive notification when MIS has completed your request.

IT-Pointe will enhance the communications needed to serve all employees faster, and it will allow employees to help themselves.

For emergencies, continue to call the MIS Help Desk directly at 450-5906. For all other requests and needs, log on to IT-Pointe.

# AHS Finance team works to keep 'it all balanced'

*Three copy machines and an air conditioning unit are in need of repair.*

*HR needs approval for a new hire.*

*A consumer's Medicaid reimbursement claim has been declined due to a minor typo and now needs to be completely re-submitted.*

*A new therapist needs formal credentialing for Medicaid's approved clinician list.*

These are a few examples of the topics of conversation one hears on a typical day in AltaPointe's Finance Department. On a recent afternoon, Kevin Markham, chief financial officer, addressed these topics and more as he explained the purpose and structure of the AHS Finance Department.

## A complex financial entity

"As a non-profit, quasi-governmental health services organization, AltaPointe has a number of funding sources ranging from city, county, state, and federal sources to private insurance and consumer direct pay," Markham explained. "Each source involves a different set of reporting, compliance and reimbursement requirements." The wide range of services offered by AltaPointe adds additional billing and compliance requirements that the team works to adhere.

One important area of focus for the department is compliance, or doing things exactly as they are required so that claims are paid. Even a small mistake can cause denied payment for a service that has already been provided and resources that have already been spent. A compliance committee regularly works on ways to test AHS compliance and identify areas for improvement.

"Our service providers work hard to deliver quality care," Markham said. "We want to make the documentation process better for everyone."

Another area of focus is keeping up with all the changes in billing. "There are always issues, questions or new processes to

implement when it comes to billing," Markham said. "We try to adjust to each as quickly as possible."

## Four 'units' ensure consumers care is best

The four units of Finance keep the lights on, the "checkbook" balanced and the campuses stocked and functional so that AHS staff can keep the consumers in good care.

- The purchasing team, made up of Jana Foster and Nadine Woods, ensures more than 700 staff members have the tools and materials they need to work, to run homes, a hospital and outpatient clinics.

- The accounting unit manages the checkbook and pays the bills. They keep the budget balanced and make sure AltaPointe has needed operating cash. John Chieh, Zhiwen Zhu and Claudia Andrews make up the team.

- The money management unit, comprising Mobilia Imobiah and Karen Hutchens, oversees monies provided to residential consumers by Social Security, making sure their care-related bills are paid and

consumers receive the remainder for other expenditures.

- Billing/accounts receivable staff members are responsible for all Medicare/Medicaid, private insurance and individual billing. They submit reimbursement claims and adhere to precise compliance rules. Dwight Lacy, Eric Velleux, Tisha Myers, Diana Enzor, Cornessa Samuels, Sonya Smith, Tina Thompson, and Yolanda Williams manage all forms of billing for AltaPointe.

## Well-positioned to meet future challenges

The interlocking tasks and functions of the department invoke the image of a metropolitan intersection. Nevertheless, AltaPointe has navigated through the recent economic crashes well thanks to a diversified income stream and continuous efforts to improve.

"I think we are as well-positioned as any organization to meet economic challenges that may lie ahead," Markham concluded. "We have a hugely important obligation to the community; that is always the bottom line."



Finance Department staff members include, from left: Mobilia Imobiah, Claudia Andrews, Zhiwen Zhu, Cornessa Samuels, Sonya Smith, Dianna Enzor, Yolanda Williams, Tina Thompson, Jana Foster, Kevin Markham, John Chieh, Karen Hutchens, and Eric Velleux. Tisha Myers and Dwight Lacy were unavailable for this photograph.

### AHS INTERNAL MEMO

Please note the following official & accepted abbreviations:

AHS	=	AltaPointe Health Systems
AOP-GS	=	Adult Outpatient Services Gordon Smith Office
AOP-WM	=	Adult Outpatient Service West Mobile Office
AOP-Z	=	Adult Outpatient Services Zeigler Office
ARS	=	Adult Residential Services
COP	=	Children's Outpatient Services

## Powe leaves legacy of kindness, professionalism



Claude Powe, left, enjoys a light moment with Julie Bellcase, AHS COO, during the 2008 Christmas "ham toss" on the AOP-Gordon Smith lawn.

degree in 1975 from Xavier University in New Orleans. Powe practiced in retail pharmacy until April of 1976, when the Center hired him.

"I graduated from Xavier when the scars of the Civil Rights movement were still very fresh in the South," Powe said. "Most pharmacies were retail and private, offering few good jobs. I was proud to get the Mobile Mental Health Center job."

Powe began his career in mental health services as the pharmacist for MMHC's first Gateway methadone clinic. Later, he also became the main pharmacist for the adult outpatient clinic at the Gordon Smith Drive location.

Powe became a fixture at the Center and not just because of his seniority as a staff member. Decades' worth of AHS employees and consumers knew Powe for his kind smile and gentle voice.

### Embracing change, facing challenges over the years

"I have been with this organization through three directors and seen many changes in this field," Powe said. "I took the technology advancements in stride because I saw their benefit." Powe said he was amazed at the many changes and improvements in pharmacology and care.

One thing that never changed, however, was Powe's relationship with the consumers. "I had some type of interaction with nearly all the adult consumers. It was important to me that they had their medicine and to make sure they took it."

Seeing patients receive good care, a strong commitment to the AHS mission and camaraderie among the staff is what Powe said kept him loyal to Mobile Mental Health and AltaPointe.

"I have enjoyed all these years at Mobile Mental Health and AltaPointe. I have many friends among my coworkers," Powe said. "Everyone is on the same page and wants to do what is right for the consumer. The consumers let you know just how much they appreciate your help. That keeps you going."

*Editor's note: Claude Powe spoke with AHS writer Kendra Godbold in February. The article focused on his retirement and his career. We rewrote portions after we learned of his death.*

When you speak with a person whose character and kindness run miles deep, you can sense it from the very first word. That is what happened when you spoke with Claude Powe. His death came only 11 weeks after he retired from AltaPointe Health Systems (AHS), having served 33 years as pharmacist. Powe kept his illness a private matter, though many AHS staff members learned of it after his retirement.

For most of Powe's time with the organization, AHS was known as the Mobile Mental Health Center (MMHC).

A native of Mobile, he earned his doctor of pharmacy



## Watch for AltaPraise Re-launch in April

AltaPointe employees perform admirably and provide exceptional customer service every single day. To highlight these customer-focused actions, the Five-Star Customer Service Committee initiated the "AltaPraise" employee recognition program last fall. The program is underway; however, a new campaign to promote AltaPraise will launch in late-April.

The 5SCS Committee has posted the elements required to maintain the program at [AltaPointe.org/altapraise](http://AltaPointe.org/altapraise). These include written guidelines on how to submit an AltaPraise card, the type of story that qualifies for an AltaPraise and the recognition recipients will receive. This information also is located on posters mounted near the 5SCS bulletin boards throughout the continuum.

Campaign activities will include posting all AltaPraise cards on the 5SCS-designated bulletin boards, publishing the recipients' names, recognizing recipients' within the programs, and presenting various rewards to AltaPraise recipients.

As of March 1, the AHS Public Relations Office had received 50 AltaPraise cards. These recipients will receive individual recognition in April.

Please go online to [AltaPointe.org/altapraise](http://AltaPointe.org/altapraise) to read about the 5SCS and AltaPraise programs or to submit an electronic AltaPraise.

If you have questions, please contact Carol Mann at 662-7317 or Kendra Godbold at 665-2537.

# People & Positions at the Pointe

The AHS Human Resources Department reports the following new employees joined AltaPointe from Nov. 20, 2009 to March 8, 2010:

## Administrative

Public Relations Specialist: **Kendra Godbold**; Report Writer/Finance: **Cornessa Samuels**; Document MIS/Scanning Control Professional: **Kimberly Williams**

## Inpatient Division

BayPointe — Behavioral Aide Acute: **LaGretta Campbell, Carl Cannon, Stephanie Dearing, Tina Frank, Dominick Hayes, Sheneitha Keys, Tiffany Morrissette, Maria Robinson-Pitts, Lanika Taylor, Shatell Thomas, LaVera Whitehead**; Acute ABS Unit/RN: **Michelle Finley**; Acute RN: **LaFeisha Harris, David Hurley, Edith Martin, Mary Ann Nonnenmacker, Amanda Smith, Louanne Stutts**; Behavioral Specialist Acute: **Cherish Brannon, David Breeding, Sara Kruse, Savannah Gillman (PRN), Cherish Brannon (PRN)**; Behavioral Specialist Acute Day Treatment: **Colin Buchanan**; Unit Ward Clerk: **Veronica Mercadel**

## Outpatient Services Division

Adult Outpatient Services — Gordon Smith/Case Manager: **Robert Tageant**; West Mobile/Methadone: **Larwonda Buford**, LPN; Zeigler Outpatient: Nursing Assistant, **Bernita Washam**  
**Children's Outpatient Services** Old Shell Road/Case Manager: **Timothy Conaway, Matthew Copeland**; In-Home Co-Therapist/Case Manager: **Courtney Sims**

## Residential Services Division

Adult Residential Services — Behavioral Aide: **Tiffany Andrews, Melanie Browning, Taara Oats, Pamela Wallace**; Behavioral Aide/Dogwood: **Pamela McConnell, Angela Collins**; Behavioral Aide/Dogwood: **Pamela McConnell**; Behavioral Specialist Day Treatment/Dogwood: **David Dortch**; Behavioral Aide/Gardenia: **Melissa Bosley**; Behavioral Aide Therapeutic/Lakefront: **Barbara Miller, Melvin Smith**; Behavioral Aide Therapeutic/Medical House: **Betty Adams, Naydiya King, Rose King**; Behavioral Aide/Rosewood: **Angela Collins, Dominique Reid, Cheryl Walcott**; Behavioral Specialist/Shelton Beach: **Shandan Husband**; Food Service Controller: **Michael Jenkins**; Office Professional: **Synwardt Tate**

**Transitional Age Residential Services** — Country Wood Court/Behavioral Aide: **Shanta Murphy (PRN), Tracee Wallace**; Lott Road/Residential Manager: **Xylina Reed**

## Promotions



Jarreau

**Pauline Brown, Dorshell Ferrell, Carmin Mark, and Carol Wadibia** are now charge nurses at BayPointe.

**Anitra Jarreau**, LPN, is now assistant coordinator with Transitional Age Residential Services.

**Janaska Jones-Hunter** is now the residential manager at Country Wood Court with the

Transitional Age Program.



Jones-Hunter

## Moves

**Vickie Charpie** is now at the Children's Outpatient Services office working with the fourth In-Home Team as a therapist. **Angie Gates** is now in the Performance Improvement Department working as an Access to Care Financial Investigation Planner. **Sandra Herston** is now an insurance clerk at BayPointe. **April Pollock** is now an office professional with Senior Adult Services. Therapist **Jessie Robertson** is now working at the Community Counseling Center of South Mobile. **Candi White**, therapist, is now at Adult Outpatient Services-Zeigler. **Bernita Washam**, nursing assistant, is now working with the Adult Outpatient Services-Zeigler.

## HR Department uses social media to recruit new staff

Your first place to find out about a job opening is at the AltaPointe Health Systems website — [www.AltaPointe.org](http://www.AltaPointe.org). Did you know that AHS now uses other online recruiting methods as well?

You can find AHS recruiting information on Facebook, Twitter, Craig's List, and a few local school websites. Through these popular social media sites, we provide information about job openings and the career/job fairs your recruiters are attending. You may follow us on Facebook at "AltaPointe Human Resources" and Twitter at "AltaPointeHR."

Invite your friends to follow us. They could give you just one more chance for a referral bonus.

facebook

twitter

craigslist

# Bravo! Bravo!



## Agerton achieves ALC and NCC

**Melissa Agerton** has achieved approval as an Associate Licensed Counselor. She also has earned status as a Nationally Certified Counselor through the National Board for Certified Counselors. Agerton is a therapist in the AHS Adult Outpatient Day Treatment program.

## Cook receives approval as ALC



**Diane Cook** received approval as an Associate Licensed Counselor in January 2010. Cook is a therapist at the AHS Community Counseling Center of South Mobile County.

## Nelson earns PHR certification

**Lisa Nelson**, AHS Human Resources employment specialist, has earned the Professional in Human Resources (PHR) certification through the HRCI. This exam assesses

knowledge of the HR field, including strategic management, workforce planning and employment, HR development, compensation and benefits, employee and labor relations, and occupational health, safety and security. Three AltaPointe HR staff members have earned this designation.



## AHS staff appear on local TV show

AltaPointe staff members and medical professionals hosted and contributed as guest speakers on "Mental Health Matters: Mental Health Through the Lifespan," a local television series that ran on Port City 6 from Jan. 11 through March. **Joyce Barber**, LPC, BayPointe coordinator, created and hosted the show. **Kenan Penaskovic**, MD, spoke on psychotic disorders; **Michelle Krulewicz-Dees**, MS, ALC, spoke on affective mood disorders; and **Danette Overstreet**, CRNP, addressed senior adult mental health issues. The programs may be viewed via the "Mental Health Matters" link on the AltaPointe.org home page.

## Run, Robert, Run

**Robert Carlock**, assistant director of Adult Residential Services, completed the Mobile First Light Marathon on Jan. 11. Temperature at the start of the race was 19°F, a record low for the race. Carlock is training for the "Three-n-Three" Challenge, which requires his participating in three marathons within three months in three Alabama cities. Carlock chose the Rocket City Marathon in Huntsville in December 2010, the First Light Marathon in Mobile in January 2011 and the Mercedes Marathon in Birmingham in February 2011.

## AHS Speakers Bureau meets community needs

**Michelle Krulewicz-Dees**, MS, ALC, coordinator, adult outpatient (AOP) services at Gordon-Smith Drive, and **Judith Boswell**, LCSW, therapist, AOP-GS, recently spoke to residents of Somerby Masterpiece Retirement Community as part of the AltaPointe Speakers Bureau Program. The AHS Public Relations office oversees the bureau and tracks speaking engagements, including CEU or training presentations. If you have an upcoming speaking engagement, or you would like to become a designated speaker, call Kendra Godbold in the AHS Public Relations Office at 665-3527, or send her an email at: [kgodbold@altapointe.org](mailto:kgodbold@altapointe.org).



## Family grateful to ARS staff members

The parents of a consumer recently thanked four AltaPointe staff members for working to help restore their son to mental wellness. Adult Residential Services staff members **Tamieka Martin**, Lakefront Assistant Coordinator; **Rosita Moore**, Safehaven Assistant Coordinator; **Alberta Abrams**, Safehaven Residential Assistant; and **Mike Goldman**, AHS Community Counseling Center of Washington County coordinator, received thanks for assisting to get this family's relative "much-needed psychological help."

In the letter dated February 11, 2010, the parents said this was their first experience with AltaPointe and "it was a very productive and positive one."

According to the letter, the consumer is preparing to purchase a home one day as he completes his stay in one of AltaPointe's independent group homes.

Could any mental health professional ask for a better response to their work? Congratulations on doing a great job, Tamieka, Rosita, Alberta, and Mike.



Alberta Abrams, from left, Tamieka Martin and Rosita Moore



Mike Goldman

# Program Progress

## Children's Outpatient Services In-Home Team services expand

COP added its fourth In-Home team this winter. The two-person team provides intervention and case management intended to defuse immediate crises, stabilize family units and prevent out-of-home placements. The team members are **Vickie Charpie**, therapist, and **Timothy Conaway**, case manager. Charpie transferred to COP from BayPointe, and Conaway joined AltaPointe this February.

## Survey shows consumer family satisfaction increase

Results of the January 2010 "Family Perception of Care, Treatment, and Services" survey 100 percent of the participants stated that they were either delighted or happy with overall COP services, times of services, the environment of the facility, and that their family members were better at handling daily life as a result of the services they had received.

## Adult Outpatient Services Consumers send care package to troops

AOP Day Treatment and Dual Diagnosis consumers sent a care package to soldiers with the US Army Special Forces stationed in Afghanistan this past Christmas. "Community service projects like this engage the consumers in activities where they can help others and increase their awareness of others' needs," **Rachel Campbell**, AOP Coordinator said. Most of them contributed by purchasing small items or making cards that went with the package. Campbell said the consumers received a certificate of appreciation for the package as well as a photo of the troops to whom they sent the package.

## Adult Residential Services 'Always Remember Safety' Campaign pays off

On Feb. 12 around 3 p.m., Rosewood behavioral aide **Paula Hunter** noticed a burning smell in the house that she said "just didn't seem right." She acted quickly, moving the consumers to other houses and notifying her supervisor and AltaPointe Facilities Manager **Charles Armour**.



*Bill Hamilton, left, ARS coordinator, and Paula Hunter, ARS behavioral aide, stand on the front porch of Rosewood House One discussing the precautions Hunter took on Feb. 12 to assure the safety of consumers.*



## ADMH medical director speaks at AltaPointe

*Richard Powers, MD, the Alabama Department of Mental Health medical director, presented a lecture to USA medical residents and AHS physicians Feb. 11 at the Adult Outpatient Services-Gordon Smith office. Joining Dr. Powers, far left, after his presentation are Luke Engeriser, MD, AHS psychiatric services; Ron Franks, MD, vice president for health sciences at the University of South Alabama; and Sandra Parker, MD, AHS medical director.*

Armour immediately called an electrician who went to the house, found the source of the burning smell and fixed the problem. The electrician said Hunter's quick response alleviated a potentially unsafe situation.

ARS launched the "Always Remember Safety" campaign nearly 18 months ago under the leadership of **Bill Hamilton**, ARS coordinator.

"ARS staff members have been more diligent about improving safety for all residential consumers ever since the campaign began," **Robert Carlock**, ARS assistant director, said. "Because of this committee and the staff members' increased focus on safety, our consumers now live in a safer environment and one that is more conducive to their working on treatment.

"We look forward to continually improving safety for our consumers, thanks to thoughtful staff members like Paula Hunter," Carlock said.



## Santa Tuerk delivers Christmas hams on chilly day

AltaPointe's annual Christmas "Ham Toss" fell on a seasonally cold day in 2009. Staff members did not seem to mind the temperature as Tuerk Schlesinger and his elves arrived at various locations throughout the continuum.



Chiquita Adams, assistant for Specialized Group home and Gardenia, prepares to distribute hams to staff members.



Tuerk Schlesinger, AHS CEO, greets case manager LaQuanda Wingate with a Christmas ham at the Children's Outpatient Services Bishop Lane office.



Kara Whitney, BayPointe Coordinator, with Kim Varner, LeMoynne School behavioral aide, during the early morning "ham toss" at BayPointe.



Megan Griggs, left, and Beth Blair are "checking the list twice" to make sure the ZOP staff members receive hams.



Tuerk Schlesinger jokes with Cella Walker, left, and Sherill Alexander on "ham toss" day.

## Scale Back 2010 attracts 216 AHS staff members

"Let's All Win in 2010" was the cheerful theme as 216 AltaPointe (AHS) staff members joined in the annual Scale Back Alabama weight-loss challenge with individual goals to lose at least 10 pounds in 10 weeks.

AltaPointe participated in the statewide campaign as a private site. Interested employees could take part in the 10-week weight-loss challenge and education campaign by forming teams, "weighing in" and vying for cash prizes.

Marking the largest Scale Back turn out at AHS to date, this year's contest drew 54 teams comprising four members who showed up at designated weigh-in sites from Jan. 26-28. Whether meeting weight-loss goals or not, all participants are encouraged to weigh out during the week of April 10-16 so that AHS can track the total number of pounds dropped by its staff members. During the "weigh-out," all Scale Back 2010 participants will receive giveaways and have an opportunity to win "fun" door prizes.

If not only for the joy of a little friendly competition with coworkers or for the many benefits of becoming healthier, folks

came out in droves and joined in the competition for cash. In support of a healthier, happier and more physically fit staff, AltaPointe will award \$20 to each participant who successfully loses 10 pounds in 10 weeks.

Each person on a "winning team," or a team where all four members meet the 10-pound goal, also will receive \$50 from AHS. At the state level, if all four team members lose at least 10 pounds, the state will place the team's name in a drawing for one of three grand prizes: \$1,000 per team member, \$500 per team member or \$250 per team member. Each individual who loses at least 10 pounds, even if their team members do not, will be placed in 50 drawings for a \$100 cash prize.

Watch for an announcement of the winning teams in the AltaNews Summer 2010 issue.

# Think about this...

“A more peaceful way to live is to decide consciously which battles are worth fighting and which are better left alone ... Is it really important ... that you confront someone simply because ... he or she has made a minor mistake? ... Does a small scratch on your car really warrant a suit in small claims court? ... These and thousands of other small things are what many people spend their lives fighting about... If you don't want to 'sweat the small stuff,' it's critical that you choose your battles wisely.”

— Richard Carlson



## Terrell retires after 15 years



Ray Terrell, far right, stands with Mike Haley, left, former Mobile Metro Jail warden, and Tuerk Schlesinger, AHS CEO, at Metro during one of the first Jail Diversion Program meetings.

Ray Terrell retired this March after 15 years of service to AltaPointe. “It is hard to envision our organization without Ray,” Tuerk Schlesinger, CEO, said. “He has had an incredible career with us, doing an outstanding job in many capacities

Alabama, has been the coordinator for the AltaPointe Jail Diversion program since it began two years ago. He helped develop and write the grant applications for the jail diversion project and facilitated its implementation.

“It has been a fantastic experience to work with the Mobile County Sheriff's Office and Metro Jail, see the support from the Mobile County Commission staff and advise the criminal justice and probation processes regarding support and treatment available to those with mental illness in our county.”

Terrell, says his plans include a bit of traveling, spending time with his family and taking care of other interests.

“I've been with this organization long enough to have seen it face challenges that would have overcome most,” he said. “To see it grow to be such a respected leader in the healthcare field is very rewarding. Not everyone gets to be a part of such a success story!”

within the continuum.”

Schlesinger went on to say staff members and consumers alike respect Ray as a cooperative and collaborative professional known for his calm demeanor. “At one time, we talked about designing and giving away a T-shirt that said, ‘Everybody loves Ray,’ because it is true.”

Most recently, Terrell, who earned both his bachelor's and master's degrees in psychology from the University of South



### ID team parades with the VOA

The Intellectual Disabilities Case Management Department joined in the fun at the Volunteers of America Mardi Gras parade this year. Staff members celebrating the occasion are, front row, from left: **Nikkie Odom, Madeline Jones, Darika Matthews, and Schwanna Robbins**; Second row, from left, **Kim Freeman, Jennifer Thomas, and Johnnice Edwards**; third row, from left, **Rose Skanes, Devon Adams, Sonya Henderson, Shaloundra Holmes, Dionne Strain, Shirley Kidd, and Lydia Burden.**