

BEAUFORT COUNTY DEVELOPMENTAL CENTER

REPORT TO THE COMMUNITY

FISCAL YEAR 2015-2016



A couple of weeks ago I was roaming around the grounds on 5th street, taking stock of the maintenance and repair needs on our parking lot. I spied several two-inch diameter holes in the asphalt, spaced every fifteen feet, right across the front of our property.

My memory is not as good as it used to be—or maybe my head is all filled up with a million pieces of useless trivia—but in a second or two I recognized these holes as the remains of galvanized steel fenceposts, cut off flush with the pavement. That, in turn, took me back to 1998...when the Fifth Street property was surrounded by a six-foot-tall chain link fence, adorned at the top by a couple of strands of barbed wire. What a formidable barrier that was—certainly intended to keep our property safe. But then I remembered a lunch-time conversation with one of our subcontract customers, during which he asked me “By the way, is that fence there to keep people out, or to keep people in?”

I remember the moment very clearly—I choked on my sandwich and couldn’t get the words out. When I was able to speak, I explained that our property had formerly been a Naval Reserve station, and that the existing fence satisfied an NCDOT requirement to keep our transportation fleet locked away on a secure lot. At the time, I was pretty new to BCDC—maybe on the job just one year. But boy, how that question changed my perspective when I got back to the Center and viewed our property from the street side of that fence. Did the community think that fence was really a barrier ‘to keep (our) people in’?

We knew that wasn’t the case—our Child Development Center had already integrated and was serving the ‘regular’ kids alongside the special needs children. We operated an enclave in industry, hosted at National Spinning, where 18 of our workers reported every day alongside theirs. We had been placing another 15 or so people every year in community-based employment through our contract with the Division of Vocational Rehabilitation Services. We were doing community housing, in small family-style group homes and a supervised apartment setting. BCDC was progressive and

pursuing integrated service environments—but did the community think we were keeping people in? Wow—what’s that expression: *perception is everything?*

That fence came down about a month later. We moved all the transportation vehicles to the very rear of our property, cut those fenceposts off at the surface, and then re-installed that fence to the ‘back forty’ to create the secure storage lot that was required for the transit system.

And that, friends, is what the Beaufort County Developmental Center is all about—bringing an improved quality of life to the people we serve—which also lifts up their entire family, too. If we can remove or knock down a barrier, then the people we serve have an opportunity to take a step or two forward—to go somewhere they have never been or to try something they have never done. If we are doing our jobs right, there will be lots of non-handicapped people at those places and activities, and they will welcome and *include* people with disabilities to join them in full participation.

I’ll close simply by steering you to Lacey’s story (Clients on the Move!) in the middle of this annual report. It’s a great example of the kind of work we do, and the way our clients overcome their challenges, sometimes through hard work, dogged determination, and perseverance. These are the people our community should be hiring, and that our neighborhoods should be welcoming! Please, help us help them!

Most Sincerely yours,

Chris Kiricoples
Chief Executive Officer
ckiricoples@bcdcsolutions.org

**BUILDING
CONFIDENCE,
DIGNITY, AND
CHOICE**

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Cameron Promoted to Chief Operating Officer



The Beaufort County Developmental Center is most pleased to announce the promotion of Mrs. Elena Cameron to a newly created Chief Operating Officer position. Cameron, who has served BCDC as its Children's Services Manager for the past 23 years, is a graduate of East Carolina University with degrees in psychology and advanced certificates in Early Childhood Education. She has served as an adjunct instructor at both the Martin and Beaufort County Community Colleges, sharing her experience in the field of Early Childhood Education, the development of inclusive education and service opportunities, and the provision of services to those with Intellectual and Developmental Disabilities. These real world service and teaching experiences, combined with a minor in Business, have well prepared Elena for both the program and business side of human service operations and management responsibilities at Beaufort County's largest private not-for-profit corporation.

Chris Kiricoples, BCDC's Chief Executive Officer since 1997, said: "Elena has always been on the leading edge of service delivery and attuned to those best practices that put people with disabilities on an equal footing with their peers. She has developed and implemented new programs, while simultaneously demonstrating the necessary business acumen to assure their success and on-going longevity in what has been a volatile funding and regulatory environment." Kiricoples went on to say that "Over the years, Elena has

shared that expertise across the state, serving on regional and state work groups, and as President of the North Carolina Association of Developmental Day Directors."

Cameron was selected for the COO position after a multi-state search and carefully targeted recruitment effort. She assumed her new duties on June 1st, but is still supervising the activities of our 5-Star licensed Child Development Center. BCDC is hoping to fill the Children's Services Manager position by the first of October, allowing Elena to move into her new role on a full time basis after orienting her replacement to the duties and responsibilities at the CDC.

**OUR WEBSITE HAS A NEW LOOK
CHECK IT OUT...**

www.bcdcsolutions.org

Over the past few months our website has undergone a major overhaul. Rhonda Suggs, our Transportation Services Manager, oversaw this effort and coordinated all the necessary activity through our IT Support providers, Data Group Technologies, located in Greenville. In addition to updated program and service information, navigating around our website is now easier than ever with the addition of new drop-down menus.

Child Development Center renews 5-Star License---with a perfect score!



The end of Spring of 2015, our Child Development Center underwent its tri-ennial licensing review by the North Carolina Division of Child Development and Early Education. It is an exhausting process, that takes months of advance preparation---but the outcome of the licensing review is a very important tool for parents and families seeking child care. In fact, choosing the right child care is one of the most important decisions a parent will ever have to make.

Understanding the Star Rated License is key to the family's decision making process. A 1-Star License means that the facility has met the minimum child care licensing requirements, while a 5-Star License rating means that the program meets the voluntary enhanced standards that are required to obtain the highest star level. The 5-Star License is the highest rating available, and it assures parents that the child care center is operating at the very highest level of performance, that the staff are the best trained, and that all safety and enhanced environmental requirements have been met. Families can review more information about this process at the DCDEE's website www.ncchildcare.nc.gov.



Not only did our CDC maintain its 5-Star License rating, it did so with a perfect score. In fact, the CDC was the only child care facility in Beaufort County to do so, an accomplishment of which we are rightfully very proud. Our congratulations to Elena Cameron and her staff for this achievement---and our thanks to the hundreds of families who have trusted their children to our care.

County Increases its Level of Support to BATS

The Beaufort County Board of Commissioners, with strong support from the County Manager's Office, have approved a funding increase for their support of BCDC's Beaufort Area Transit System operations. The increased funding is intended to partially offset increasing vehicle maintenance and repair costs, and is much appreciated assistance with the operation of the County's transit system. BCDC was selected by the County in the late 1980's to serve as the designated 'lead transit agency' for all publicly funded transportation services. BATS started out as a special needs (i.e. elderly and disabled) system, but in the late 90's expanded to provide public transit services to all citizens throughout the Beaufort County area.



BATS recently received two replacement vehicles, this time in a 9-passenger configuration with 2 wheelchair tie-downs and hydraulic lift equipment. What is really unusual about these vehicles is that the old-style top-heavy and leak-prone fiberglass caps have been replaced with seamless aluminum roofs.



**New seamless aluminum roof (above) vs.
Old heavy leaky fiberglass cap!**



Clients on the Move!



Over this past fiscal year, Ms. Lacey Allen felt she was ready to try community based employment. Lacey has shown tremendous progress over the years. She not only participates in the ADVP program, but she is a recipient

of Residential Services as well. Through Residential Services, Lacey has progressed from living in a group home setting, to living with a roommate in a supervised apartment living setting, to now living alone in her own supervised apartment. Lacey made the decision to move forward with community based employment back in January 2016 at her Person-Centered Plan meeting. Lacey and her team discussed the progress that she had made on her ADVP goals and asked Lacey how she would feel about looking for a job in the community. After discussing options with Lacey, the team decided it was time to refer Lacey to the Division of Vocational Rehabilitation Services so that she could begin working with a job coach.

BCDC's Adult Day Services Manager made the referral, and Lacey was promptly assigned a VR Counselor who in turn referred Lacey back to BCDC for Supported Employment Job Coaching. Lacey and her job coach started a job search in the child care industry, since this was Lacey's area of interest. Together, Lacey and her job coach searched for jobs, developed a resume, and completed job applications. A local child care center, the Start Right Learning Center, agreed to interview Lacey for a custodian position that would entail cleaning common areas, sweeping the outside entrances, and cleaning the kitchen and dining areas. Lacey's job coach walked her through the interview and the pre-hire

requirements (identification, background checks, medical information, etc.) and

Lacey was hired and is now working part-time at the child care center.

However, since Lacey's work schedule was limited to a few hours a day, she also chose to continue to work at BCDC's ADVP Program. She arrives each day at BCDC, and then clocks out at 9:30 and takes a cab to her new job at the child care center. She works there for 2 hours, and then takes the cab back to BCDC to continue her participation in our ADVP services. So far, Lacey is doing well managing this schedule, and both of her employers are happy with her performance. Her job coach continues to shadow, assist, and counsel Lacey to ensure job retention. Although, Lacey is starting out working 2 hours per day, the position at the child care center could evolve into more hours and more responsibilities if Lacey continues to perform well.

Client Handbook Now More User Friendly

The Adult Day Services staff and client participants have recently completed a major project---they have updated the client handbook so that it is a little bit more user friendly. Where the old handbook mainly used a written narrative description to inform our clients about their rights and responsibilities, the new handbook adopts a pictogram style to supplement the description with images and cartoons that enhance the readers' understanding. Holly Perry---the Adult Day Services Program Manager---led this project and used the advice and input from client focus groups to create the finished product. Pre- and Post-test sampling revealed a 40% increase in the participants' ability to

Mental Health Association Grant --- the Gift that Keeps on Giving

Four years ago the Mental Health Association of Beaufort County entrusted BCDC with a very sizeable financial gift. Their only stipulation was that the funds be used to assist individual clients with unmet physical, medical, and social needs through mini-grants, and that all of BCDC's clients have the opportunity to participate in special seasonal social events and celebrations throughout the year. BCDC's Management devised a ten-year plan for these funds, investing them in such a way that the funds would be available to our clients for a full decade. This eventually became the source of funding for our Client Enrichment Program, and provided the means to sponsor a Valentine's Social, a summer-time company picnic, a Thanksgiving luncheon, and a Christmas Breakfast that includes a gift for each of our clients. In addition, ten to twelve clients per year, from both our Day Program and our Residential Program departments, are beneficiaries of the Project H.E.A.L.T.H. mini-grant program. Again, this Mental Health Association gift has enabled BCDC to provide various items and activities to individuals who otherwise could not afford them. Funds in excess of \$1,500 were awarded during this time to assist clients with items such as clothing, shoes, work-related safety equipment required by their community employers, eyeglasses, and furniture. During this past year, we were also able to offer monthly ice-cream socials through funds provided by several private donors and memorial funds.



ISO 9001 Re-Registration Complete



BCDC's VOICE program (Vocational Opportunities in Community Employment) underwent its re-certification of the ISO 9000 standards in January of 2016. The certification, which establishes best practice manufacturing practices and guidelines for the products produced in our vocational training workshop for local businesses and industries such as Clarcorp, Frischkorn, Hampton Arts, and Hatteras Yachts, among others.

The review, conducted by Jennifer Edwards of the Carolina Quality Group, and on behalf of AQA International, reviewed manufacturing processes related to assembly, the sorting of parts, inspection and testing, and the

collaboration of materials for manufacturing, including the government as well as the automotive industry. To learn more about sub-contracting with BCDC for the assembly and packaging of small parts or kits, or the collation of printed materials and bulk mailings, contact Holly Perry or Kim Laws at 252-946

Group Home residents dramatically increase their use of Community Activities and Resources

Our Group Home residents have always been an active bunch! They keep an activity schedule that would wear most folks out. Between their household responsibilities, and their jobs, they seem to be constantly on the go in community based activities and events that include participation in church services of their choice, various church-sponsored socials and celebrations, movies at the Carmike Cinema, eating out at our many local restaurants, shopping, visiting with friends and family members, attending local festivals and parades, walking for exercise at local parks and at the waterfront, volunteering at several nursing homes, enjoying musical activities and board games, among others.

Aside from these group outings, many of our residents also participate in individual activities in the community as well. One resident works part time at the Domino's pizza, another has regular dinner outings with family members, and another resident performs volunteer work at a local health clinic. In combination, none of our residents have the time to complain about being bored!

In addition to community involvement within group home operating hours, several of our residents also participate in BCDC's **Community Inclusion Program** in which

they have the opportunity to participate in



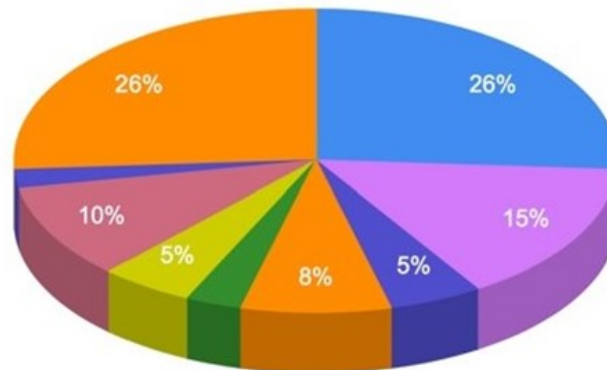
various community activities including: vol-

unteer work Meals on Wheels and Eagle's Wings Food Pantry, social events and activities at our many local parks, flea markets, outings to the library, exercise activities at local fitness centers and recreational centers, visits to area museums (including Emerge art museum, Belhaven Museum, and the Aurora Fossil Museum), bowling, and playing bingo at the Senior Center. The Community Inclusion Program is now in its seventh year of operation, and offers a number our Adult Day Services clients an option to



BCDC uses its financial resources in the following ways:

- Childrens Services
- ADVP
- Community Inclusion
- Innovations Waiver Day Support
- Supported Employment / WA
- Production / Manufacturing
- Group Home Operations
- Supervised Apartments
- BATS / County Wide Transportation



BCDC shines during Trillium's Routine Monitoring Review

As most of you know, BCDC is accredited by the Commission on Accreditation of Rehabilitation Facilities. This accreditation stands for all of our adult services programs, and positively reflects on the quality of the care we provide. However, accreditation is meant to represent an organization's commitment to nationally accepted and industry-wide best practices. It does not reflect upon the State's licensing and adherence to standards established for the provision of specific services and compliance with statutory guidelines.

Enter the NC State Division of Mental Health, Developmental Disabilities, and Substance Use Routine Monitoring and Compliance Review process, which every provider in this state must undergo at least every two years---this is in addition to the national accreditation process described above. The state has entrusted this responsibility to Trillium Health Resources for the 26 counties in the eastern region catchment area, and this

past spring a 3-person team of compliance monitors spent a couple of days reviewing hundreds of documents relating to our service records, core competency requirements for the training and supervision of our staff, background screening, adherence to service-specific requirements, and a post-payment review of services delivered to the people we serve on a daily basis.

The outcome? Out of over 1000 measures, BCDC was found to be in 99.9% compliance, and the few deficient areas that were identified were 'fixed' before the review team left. Kudos go to Elizabeth Leggett, our Quality Improvement Manager, and to Program Managers Eric Summerlin, Holly Perry, and Elena Cameron for maintaining the high level of performance! I share this information with you so that you understand that we are a very carefully regulated organization, and through these national accreditation and state compliance activities, the people---and families---we serve can be assured that they are receiving the very highest quality of service delivery.

BCDC awarded Trillium Health Resources Award



The Beaufort County Developmental Center (BCDC) was selected as the recipient of the “Enrollee Directed Supports Award”. The award was presented by Leza Wainwright, CEO of Trillium Health Resources, which is the MCO for 26 counties in the eastern portion of the state, at their annual Transforming Lives Awards banquet. The Enrollee Directed Supports Award is intended “to recognize services that directly employ or involve enrollees that are or have been in treatment and that improve care to existing clients”. Pictured from left to right are Elena Cameron, Chief Operating Officer...Chris Kiricoples, Chief Executive Officer...and Holly Perry, Adult Day Services Program Manager.

Washington Rotary helps us build our Memory Garden



It's tough losing our friends and family members. To ease that burden, BCDC has created a small Memory Garden at our Adult Day Services location at 1532 West Fifth Street. A generous gift from Washington Noon Rotary allowed us to start the garden, and additional gifts from Potash Corporation and individual family memorial donations have allowed us to expand it.

A Japanese Maple grows in honor of our long-time BCDC historian, friend, father, husband, and Board member, Mr. Dalton Elks



Beliefs

At Beaufort County Developmental Center we believe:

- ★ That a person with a disability is a unique individual, who has his or her own set of individualized needs. This belief is at the heart of BCDC's mission statement.
- ★ That people with disabilities have a right to take an active role in making decisions about their lives.
- ★ That people with disabilities have a right to choice, but also a responsibility for the decisions they make. BCDC has an obligation to teach people about the natural consequences, both good and bad, that they may experience as a result of their actions.
- ★ That people with disabilities have a right to live and work in their home community. BCDC is dedicated to providing them with the support they need to make this possible.
- ★ That BCDC must remain a financially viable organization if it is to continue to do good.
- ★ That all children should have the opportunity to enter school on an even footing with their peers. We know that early intervention can improve or eliminate many developmental delays.



Mission

BCDC's mission is to empower citizens with developmental challenges through service alternatives which promote:

self-advocacy

...the ability to speak up for yourself or on behalf of someone else

self-reliance

...having confidence and trust in your own feelings and abilities

self-direction

...the ability to guide yourself through life

self-sufficiency

...having enough of everything you need to be successful and happy

self-actualization

...the ability to create opportunities which cause positive changes in your life



Beaufort County Developmental Center

Serving Beaufort County citizens since 1974.....



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1534 W. 5th Street
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Beaufort County Developmental Center's two-fold objective is to provide meaningful and cost-effective services to children and adults with developmental disabilities, while insuring continued organizational strength and viability so this work can continue.

Established in 1974, the Beaufort County Developmental Center has touched the lives of hundreds of individuals and their families. As we serve a new generation with services that are based upon best practice service strategies the Staff, Management, and Board of Directors see the challenge which lies ahead.

As Beaufort County's largest private non-profit organization, we recognize the potential impact we are yet to have on our citizens with disabilities, and commit ourselves to their future.