



State of North Carolina  
Department of Health and Human Services

For Release: Immediate  
Contact: Jim Jones, (919) 733-9190

Date: August 25, 2009

---

## Four care homes to deliver 'person-centered' services

**RALEIGH** – People residing in four assisted living facilities in North Carolina will benefit from a new method of service delivery that focuses on 'person-centered' practices.

The new method will help staff to better meet an individual's unique needs and desires.

The N.C. Department of Health and Human Services selected two facilities in Buncombe and two in Alamance counties last week to participate in the program. The program is supported by a grant from the federal Centers for Medicare & Medicaid Services.

The facilities are:

- Asheville Manor of Asheville,
- Golden Years of Burlington,
- McCune Center of Black Mountain and
- Springview Assisted Living of Burlington

Next month the sites in Buncombe and Alamance counties will begin an intense nine-month training process on person-centered thinking, skills and tools. At the end of the period each is to apply the skills learned to support its residents. Special coaches will take skills learned and help to make them habit in the facilities, from managers to front-line care-giving staff. Facilities will create new policies and practices to bring change to the facility culture.

"We are pleased that these four providers will participate in "Building a Person-Centered Organization," said Maria Spaulding, DHHS deputy secretary for long-term care and family services.

"The project has been used to expand staff skills to support individuals' unique needs and life choices. We will be using what is learned from these facilities as we continue to improve the services in North Carolina."

Benefits from the process include strengthening the ability of the facility to meet an individual's long-term service and support needs, as well as:

- Better lives for residents. Care givers will be encouraged to listen and act on what they hear;
- More creativity and better problem solving; and
- More responsive services with greater flexibility.

**(More)**



## Four Care Homes, Continued

The latest selections bring to 11 the number in North Carolina that are involved in similar efforts. In 2008 the Office of Long-Term Services and Supports chose two agencies in Alamance and two in Mecklenburg counties to participate in ‘Building a Person-Centered Organization,’ and in 2006 the Division of Mental Health, Developmental Disabilities and Substance Abuse Services selected three that are now in their third year of a similar process.

The Office of Long-Term Services and Supports, with assistance from the UNC-Chapel Hill School of Social Work, Jordan Institute for Families and Support Development Associates, is responsible for carrying out this project.

For additional information about this and other DHHS Systems Transformation Initiatives visit <http://www.ncdhhs.gov/olts>, or call Ann Eller at 919-855-4423.

# # #

# # #