

The Insider

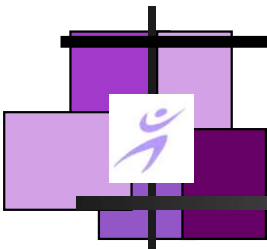
April 2022



UNIVERSAL MH/DD/SAS Mission Statement

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work and grow in the community.

WHY THE NEED FOR THE INSIDER ? *The purpose of this newsletter is to provide specialized information to all Universal MH/DD/SAS employees. The intent is to develop an informed workforce, to foster a greater sense of community and to build morale.*



FEATURE STORY

- submitted by QP, Emily Arrowood

Donna and Austin



Inside This Issue

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- ❖ Giving Back
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Forest City's QP Emily Arrowood says this about CST, **Donna Padgett**, *"Donna is caring, empathetic, and has a heart of gold. She goes above and beyond her job duties and has built a strong rapport with the people she supports. Donna always puts her persons served needs first. Donna is always enthusiastic about her job, courteous to all the people she meets, and has an overall happy disposition at all times. Donna does a great job staying in contact with person served, their families, and with QP at all times.*

It's easy to show up with a smile on your face when things are going well. But Donna has continued to show up with a smile on her face even when things have been tough. Thanks for all you do everyday Donna!"

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Emily also says this about CST, **Janice Taylor**, *"Janice is enthusiastic, helpful, and always willing to lend a hand. She goes above and beyond her job duties and has built a great rapport with her person supported. Janice is self-motivated and works hard to make sure her person supported is always happy and healthy. Janice also does a great job staying in contact with person served, his family, and with her QP."*

The quality and quantity of work that Janice provides is superior. Working hard is important. But working kind is just as important, and you've nailed both! Thanks for being such a pleasure to work with."

Furthermore, Emily says *"I just want both **Donna Padgett and Janice Taylor** to know that their commitment to the Forest City CST team does not go unnoticed. They both simply have a willingness to step up and do what needs to be done. Thank you for always going above and beyond your duties."*

Janice and Donna, both of your efforts make us all stronger as a team."

Janice and Todd



Forest City's QP, Sheila Moore is ecstatic about **Java** and her newfound improvement at her very first job at Bojangles in Morganton. Sheila says, *"Java is excelling at all her job assignments! She is very gracious and kind to the customers. She will especially give attention to elderly customers and assist them with whatever they need."*

*Customers brag on her and ask where she is on days that she doesn't work. Java has a great relationship with her on-site supervisor and team members at Bojangles. They are a great support to her and make her job an amazing experience. Java has been supported by **Kathy Aiello**.*

Congratulations Java – Universal is very proud of your success!"



Meet some of Universal's great staff at our New Bern office. **Paul and Mary Duclos** and **Angela Coward-Brunson** have been with Universal for over 15 years!

Thanks **Paul, Mary and Angela** for all you do! You **DO** make a difference!





Universal's Wilmington office held a canned food drive during the month of October. Our staff really stepped up and donated items that the Good Shepherd Center of Wilmington was desperately in need of. Thanks to everyone who donated.

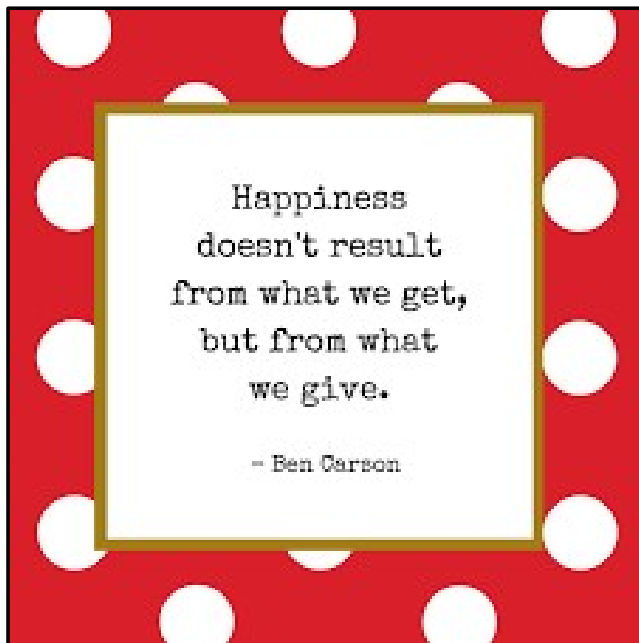
Pictured is **Christina Clatterbuck**, Universal's Regional Director and Jen Oliver of the Good Shepherd Center. Christina says *"This is a wonderful organization whose mission is to feed the hungry, shelter the homeless, and foster transition to housing. They really live up to their slogan – 'A hot meal. A warm bed. A return path to housing'."*

Universal is proud to support this fine organization!



This past Christmas holiday season the Raleigh office sponsored two families through the YMCA Angel Tree Project. We are so grateful for all the participation from the **Raleigh office staff and supervisors**. Our hope is that in 2022 we be able to bring joy to more families. Thank you everyone.

We embodied our company mission, "*Caring People, Caring for People*".





The Forest City office employees went above and beyond to make things at the PATH Shelter for Family Resources a little brighter this past Christmas. These donations certainly made the Director of PATH, Sherry Bright one happy and appreciative lady. Pictured are QPs **Jhenea Littlejohn** and **Emily Arrowood**.



Documentation consistency is very important! How do you qualify for this? By entering your notes within 24 hours of the completion of the service – consistently!

"THANK YOU" to these awesome individuals!



UMH-Asheville
HOLLIFIELD, RACHEL EMORY
JUSTICE, SYDNEY REESE
UMH-Forest City
HUDGINS, PAMELA GAIL
UMH-New Bern
BRYANT, JOAN S
LAWRENCE, GORDON G
UMH-Raleigh
GUMPPER, DIANE ROBINS
HONG, HAEJU G
STEWART, ALFREDA
UMH-Wilson
ORAVITS, COLBY SPENCER
ORAVITS, CRYSTAL W



In late 2021, Universal Mental Health Services implemented a new annual CyberSecurity training program. Each year, when you are due for your other annual training components, you'll also be sent information about the CyberSecurity Training program requirements. The program consists of three sections. After each section, you'll be presented with exam questions. The system will automatically score your exams. This new training further solidifies UMHS's security program and will help us make sure that all employees are ready for any security challenge that comes your way.

We are charged with protecting the data of our persons served. We do that with our training programs, our simulated phishing programs, and our administrative and technical controls. The Information Technology Department's number one priority is always **Security**.

If you have any questions or would like more information about this or any IT issue, feel free to contact Leslie Cothren at lcothren@umhs.net or Tray Smith at tsmith@umhs.net.

If you have an official Information Technology request, please e-mail that to trackit@umhs.net.



Universal Mental Health Services Training New Enrollments

Leslie,

You have new security awareness training courses you need to take. Phishing is a huge security risk and it is important you know how to identify the warning signs.

Enrollments		
Name	Status	Due Date
Phishing 101	Not Started	10/28/2021
Employee Security Awareness Training	Not Started	10/28/2021

To access your account, please follow the instructions below:

1. Go to <https://umhs.testingcenter.net>
2. Enter lcothren@umhs.net as your username
3. Enter your password, or use the forgot password page at <https://umhs.testingcenter.net/index.php>

Thank You,
Universal Mental Health Services Training Team

This message was sent to lcothren@umhs.net because you are a user of Universal Mental Health Services Training. You have been enrolled by your employer to receive security awareness training. Delivered by <https://umhs.testingcenter.net>.

Need Help?

+ | trackit@umhs.net





We can all learn an invaluable Leadership Lesson from this pack of wolves:

The 3 in front are old and sick. They walk in front to set the pace.

The next 5 are the strongest. They protect the front side from an attack.

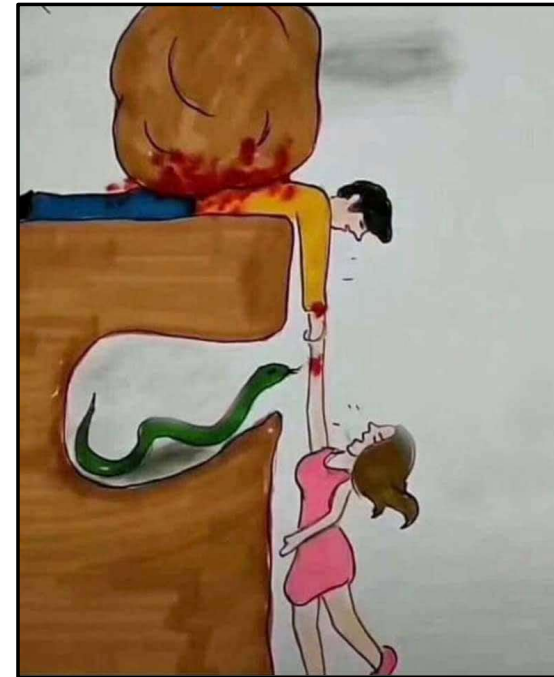
The middle group is fully protected.

The 5 behind them are also among the strongest. They protect the back side.

The last wolf is the LEADER. He ensures no one is left behind. He keeps the pack tight and on the same path. He is ready to run in any direction to protect his pack.

Being a leader is not about being in front.

It's about taking care of your team.



The man doesn't know that there is a snake underneath. The woman doesn't know that there is a stone crushing the man. The woman thinks: *"I am going to fall! And I can't climb because the snake is going to bite me! Why can't the man use a little more strength and pull me up!"* The man thinks: *"I am in so much pain! Yet I'm still pulling you as much as I can! Why don't you try and climb a little harder!?"*

The moral is - you can't see the pressure the other person is under, and the other person can't see the pain you're in. This is life, whether it's with work, family, feelings or friends, we should try to understand each other. Learn to think differently, perhaps more clearly and communicate better.

A little thought and patience goes a long way.

Daylight Saving Time begins every year on the second Sunday in March. We "lose" an hour when the clocks are set forward (except in Hawaii and most of Arizona), and for many, that means a tired couple of days as our bodies adjust. The [consequences of fatigue can be serious](#), so plan accordingly.

Daylight Saving Time, means it's also a good time to review your spring safety checklist.



Smoke Alarms

[Three out of every five home fire deaths](#) result from fires in homes with no smoke alarms, according to the National Fire Protection Association. Test your smoke alarms every month and [replace the battery at least once a year](#). If the alarm makes a "chirping" sound, replace the battery immediately.

Smoke alarms should be in every bedroom and in the common areas on each floor of a home. Mount them at least 10 feet from the stove to reduce false alarms, less than 12 inches from the ceiling and away from windows, doors and ducts.

Smoke alarms can be interconnected wirelessly. That means, when one sounds, they all sound. A [Consumer Product Safety Commission](#) survey found this is the best way to notify everyone in a home if there is a fire. Be sure to purchase smoke alarms with the label of a reputable testing agency, like [Underwriters Laboratories \(UL\)](#).

Carbon Monoxide Detectors

Anything that burns fuel can potentially become a source of carbon monoxide, an invisible, odorless gas that can kill. CO alarms should be installed in a central location outside each bedroom and on every level of the home. The [safety tips for CO detectors](#) mirror those of smoke alarms: change the batteries, test them and interconnect them, if possible. Also, make sure vents for your gas appliances (fireplace, dryer, stove and furnace) are free and clear of snow or debris.

Family Emergency Plan

The National Safety Council recommends every family have an emergency plan in place in the event of a natural disaster or other catastrophic event. Spring is a great time to review that plan with family members. Have a [home](#) and [car](#) emergency kit. The Federal Emergency Management Agency says an emergency kit should include one gallon of water per day for each person, at least a three-day supply of food, flashlight and batteries, first aid kit, filter mask, plastic sheeting and duct tape, and medicines. Visit the [FEMA website for a complete list](#). The emergency plan also should include:

- A communications plan to outline how your family members will contact one another and where to meet if it's safe to go outside
- A shelter-in-place plan if outside air is contaminated; FEMA recommends sealing windows, doors and air vents with plastic sheeting
- A getaway plan including various routes and destinations in different directions. Also, make sure your [first aid kit is updated](#).

Get Rid of Unwanted Medicines

NSC recommends you take unwanted or expired medicines to a prescription drop box or take-back event near you. NSC offers free [Stericycle Seal & Send envelopes](#), so you can send your unwanted medication to be safely destroyed.

Getting the Urge to Clean?

With the warm weather comes a desire to shine and polish your home. But when warning labels are ignored or chemicals fall into the wrong hands, disaster can occur. Learn what you can do to [keep you family safe around poisons in the home](#).

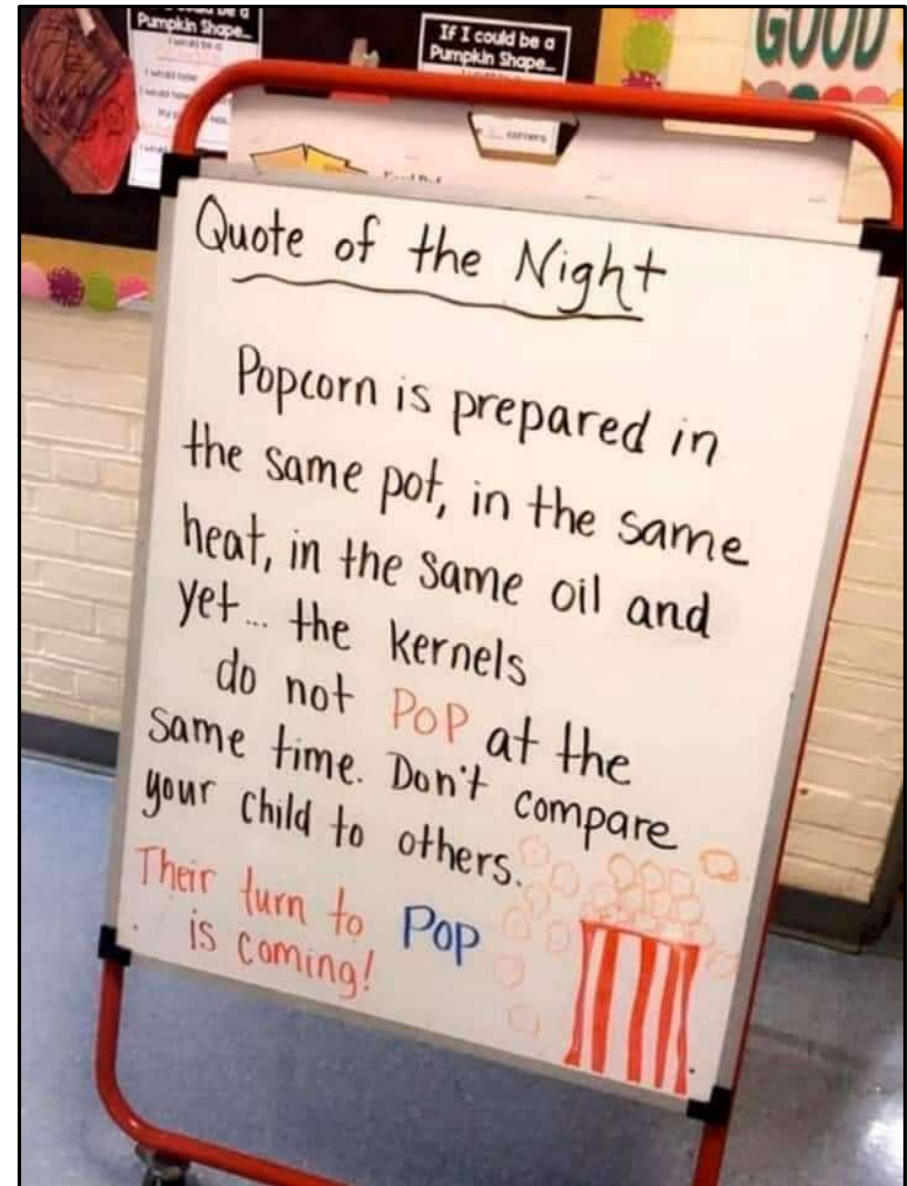
Window Safety

With warmer temperatures arriving, it's important to practice window safety – especially in homes with young children. Find more information about [window safety](#).



"When disruptive behavior occurs, the mindset of staff members will determine if it results in a confrontation or a conversation."

– Steve McMahon



Margaret Thatcher once said, "You may have to fight a battle more than once to win it." People require patience!



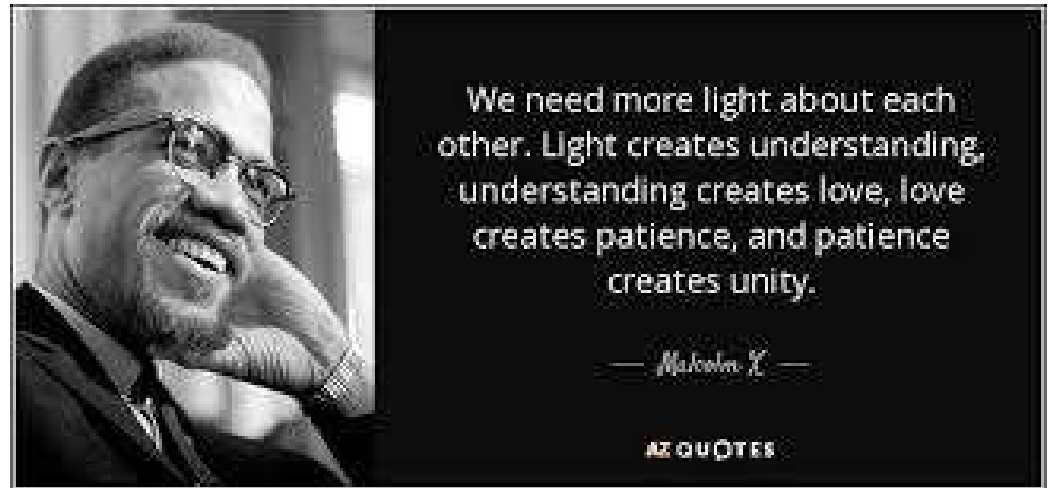
Universal's Cultural Sensitivity Mission Statement

"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."

Apr

Easter is not about an Easter Bunny.
 It is about
Christ dying for our sins
 on the cross and rising from the dead 3 days later.
 Let us celebrate the real reason for Easter.

May



June



Check out the Company Store!



The 1- and 5-year longevity coupons are mailed monthly!!

<https://umhs.net/company-store>

KUDOS

Drema Greer says
*"Kudos to Raleigh's
 OA **Audrey Cobb** for
 her attention to
 detail when getting
 her residential folks
 to complete their
 safety drills! Yeah
 Audrey!"*

Tracy Frye says
*"Kudos to **Tray
 Smith** for his
 professional,
 accurate and quick
 responses to any
 request I
 have. Tray, you are
 AWESOME!"*

Les Cothren says
*"Kudos to **Alisha
 Greer**. Her
 "eagle-eyes" caught
 something
 important!"*

Tracy Frye also says Kudos *"to
all the OAs for a job well done
 for their assistance with the
 record reviews."*



Christina Clatterbuck would like to give a HUGE shoutout to the **Eastern Region!** *"This dedicated and driven team of all women are THE best! We all work together to support each other and solve issues that arise! I'm so incredibly proud of OUR region."*

Sherry Douglas says, "Kudos to **Patra Lowe and the members of the Morale Committee** for creatively trying to identify ways to show company appreciation to help boost employee loyalty and enthusiasm!"

Amber Anderson says "Kudos to the **entire Early Intervention Team!** Chelsea, McKenna and Michelle, you three are amazing women doing amazing work! Thank you!"

Sherry Douglas says "Kudos to all my **Western Region DSPs and QPs** for their incredible efforts to provide support to our members as they experienced extremely challenging periods during COVID-19. They never stopped working in the home or community when requested by the guardians and consistently provided quality support, supervision, and training!

I also want to send a special Kudos **to Ingrid Freeman** for communicating information regarding our process for reporting and addressing COVID as it affected our members, workers, offices, and families. Her efforts allowed my team to immediately ensure the safety of others and quickly decrease the risk of further exposure!"





Cynthia Bradley says, "Kudos to **Colton Sankey** for always being willing to help without being asked, and for being a great co-worker who always has a positive attitude."

Shannon Gonzales says "Kudos to the **staff at Arbor House** that have gone above and beyond to make sure that we had coverage during the winter weather and illnesses. Special thanks to **Brianna Taylor** who made sure that we had staff in place and made sure the people we support were well taken care of. I truly have the best QP!"

Brently Carr says "I want to give Kudos to **the Eastern Region** for being such a good team during this past year. Nothing is better than everyone being in one accord and helping each other in a time of need.

Kudos to you **Drema Greer** for all you do as well!"



Althea's supervisor Heather Everhart says *"The Accounting Department would like to welcome the newest member of our team, **Althea Watson**. We are excited to have her join our Team! Help me welcome her to the Universal family!"*



Major congrats to **Loretta Welcher** for her promotion to the Human Resources Manager position. Loretta's supervisor Ingrid Freeman, says *"Help me welcome Loretta to the HR department. Loretta has been great with the Accounting Department, and I am sure she will bring that same work ethic to HR. I look forward to working with Loretta."*





Universal's VP/Controller
Jennifer Carroll turned the
big 5-0!

Check out this link. Universal's
QP, **Ryan Freeman and son** are
making the news again!

<https://wlos.com/sports/content/its-dire-referee-shortage-causing-scheduling-chaos>



Universal is so very
thankful for **ALL our
Caregivers**. Thank you
for all you give of
yourselves every single
day. Your passion does
not go unnoticed!



Recently LMHC **Maurice Murray** celebrated his ten-year anniversary with Universal. He says *"I treated myself to a tropical getaway in Punta Cana, Dominican Republic in late January. This was my first time going abroad by myself. Warm water, swimming, and treating myself to a facial is exactly what I needed. This gave me time to reflect on self-worth and how investing in myself in these ways helps me."*

Universal says thank you for your dedication to the people you serve Maurice!

<https://www.facebook.com/jayleebates/posts/10220263939683999>



"There is nothing in the world so irresistibly contagious as laughter and good humor." – Charles Dickens

**What if they close
grocery stores and
we have to hunt for
our food?**

**I don't even know
where Little Debbie
lives 🤔**