



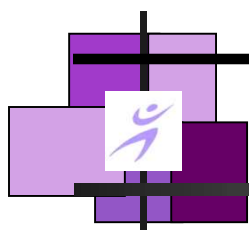
The Insider

Apr 2021

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 Drema Greer

Inside This Issue

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Michael loves living in Wilmington where he is close to the beach and able to socialize with lots of people. Michael loves to garden and see the progress the plants make each day. He is looking forward to spring when he can start gardening for himself and his family.

Another passion of Michael's is painting and finding new techniques to paint. One of his favorites is drip painting.

Michael really enjoys shooting pool, bowling, and DJing. Speaking of DJing, Michael has a very keen ear when it comes to music and has an amazing **talent at mixing it!**

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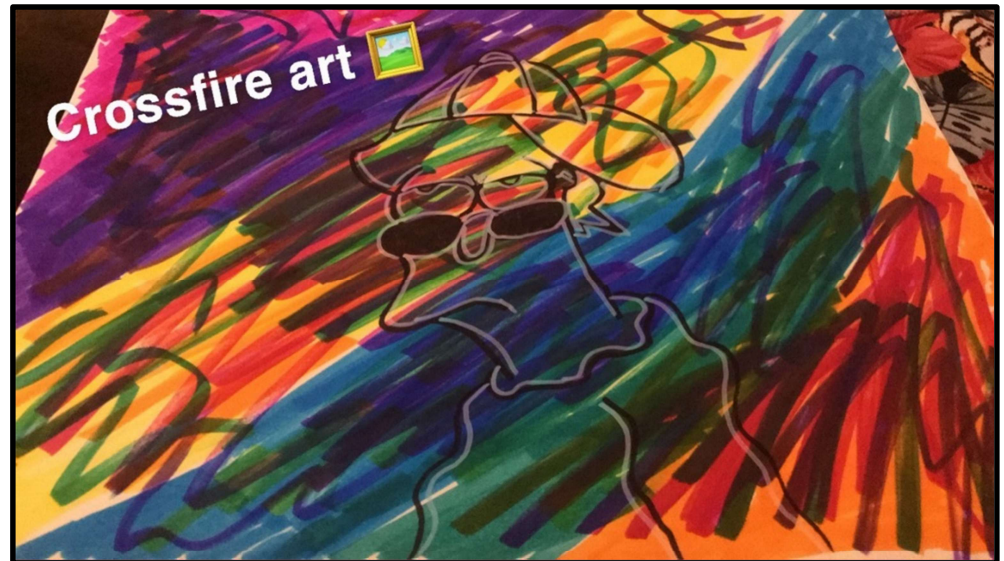
Prior to COVID-19, Michael had been to many DJ concerts and was invited to mix at several of them. He is looking forward to when concerts safely open back up. Michael hopes one day to own a DJ business so he can bring music to everyone.

When asked about his life ambitions he responded, *"I want to get my DJ name out there more, make music, make more friends, and learn new things. DJing, to me, feels like running down a rail with bass coming from every direction. Then you look up and see your friends and all the smiling faces, and it gives me this rush of excitement and gratitude. I love all the people in my life. We all want to grow and help each other out. Having such a great support system helped me become who I am today."*



QP Courtney Cox says, *"Michael is very passionate and hard working. He is a great friend to those around him and always wants to help others. He always finds something to be positive about and I feel so very honored to have the privilege to know him."*

We here at Universal are SO proud of you Michael. Keep striving for your goals!



Happy hello to everyone on behalf of the Universal Registered Nurses. My name is Angela Messer and I supervise four other Registered Nurses. They are Shirley Austin (Burlington,) Terry James (Winston,) Amie Samba (Raleigh,) and Vaneecia Delisle (Wilson.) I am grateful for this opportunity to make you aware of some ways in which we can be helpful.

I am proud to work for a company whose employees' caring, and compassionate natures are making a huge difference in the lives of so many people. Speaking for all the nurses, I would like to say we are here to help.

We RNs can be very helpful with increasing documentation efficiency. This is an area that I personally have been working on in the western part of the state. I know the other RNs would be happy to help with this in other areas of our state.

We can help in other ways. We can be part of a multidisciplinary team to help develop Plans of Care for those we serve, who may be experiencing a crisis. Most importantly, nurses can be used for training staff and those we serve on a variety of topics including Infection Control, Advanced MAR Documentation, Diabetes Management, etc. This is just a short list of our superpowers. Call on us if you need us!

We RNs look forward to assisting you throughout 2021!



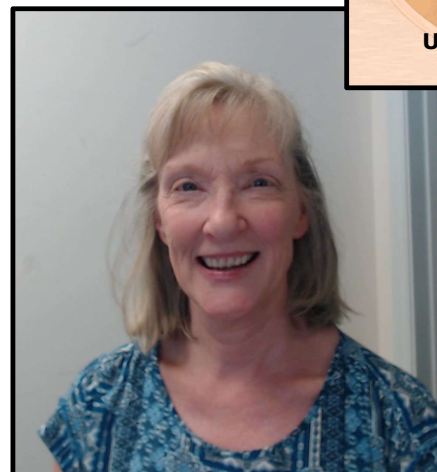
Raleigh ~
Amie Samba, RN



Burlington ~
Shirley Austin, RN



Universal's RN Supervisor ~
Angela Messer, RN



Winston ~
Terry James, RN



Wilson ~
Vaneecia Delisle, RN



Special recognition goes out to Raleigh's Residential Manager, Tony Yingling. Tony has been working within the community to secure COVID-19 vaccines for those involved with Raleigh Universal Residential Services Program. A very special thanks goes out to Steve Adkins and all his staff at Health Park Pharmacy. They went above and beyond to vaccinate the Raleigh Residential Services staff and persons served in group 1A.

Terry and Tamara Bedford assisted with the efforts. Tamara said "these guys right here just might be my HEROs for the foreseen future. Advocacy for those who cannot always advocate for themselves is very dear to my heart." Terry said "Steve was great! He came outside in the rain himself to give shots to people who use wheelchairs so they wouldn't have to get out in the rain."

THANK YOU to Tony and Health Park Pharmacy! You ARE making a difference!

Raleigh's
Residential Manager
~ Tony Yingling



Health Park
Pharmacy Owner
~Steve Adkins

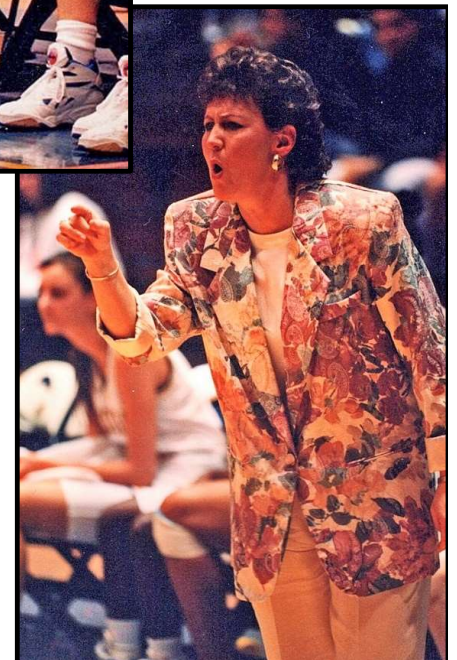
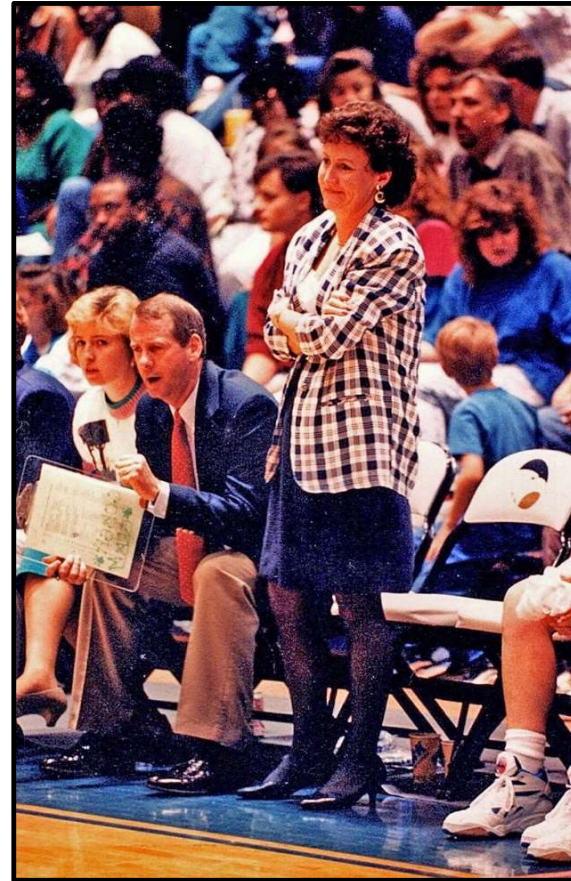
Most Universal employees know Drema Greer as the Training Director or maybe as the person who taught you CPR. She is also the person who brings you this newsletter. But did you know of her basketball history?

As a player, she led Anderson College, South Carolina to two national championships in 1976 and 1977. She then transferred to Clemson University where she was the captain of the team from 1977 - 1979. Drema was quite the point guard. In one game verses Wake Forest, she dished out a game high assist record of 17. This record still stands to this day in Littlejohn Coliseum! Prior to the WNBA, Drema played for the New Jersey Gems of the Women's Pro Basketball League. Then on to her coaching career. She worked with the basketball program while attaining her graduate degree from Tennessee Tech. After which she was an Assistant Coach at UNC-Wilmington, then served as the Head Coach at Berry College in Georgia.

Then it was on to the head coaching job at Georgia Southern University for the next 9 years. There her teams won two New South Women's Athletic Conference Championships, two Southern Conference Championships, and two trips to the NCAA Division I Tournaments. She was also named 1994 Division I Coach of the Year for the entire state of Georgia.

When she was ready to hang up the coach's whistle and upon her departure from Georgia Southern, the university newspaper described her as *"not just a great coach, but a person who went above and beyond, someone you looked forward to talking to. One who made a difference in so many ways."*

To those of us at Universal who know her, that statement certainly describes her well. *"Having Drema as a supervisor for over 20 years, I can truly say she approaches her job at Universal with the same passion and commitment that she did as a player and coach."* ~ written by Terry Bedford





Universal Mental Health is now part of Trillium Health Resources' Valued Providers Seal Program. Providers receive one or more of six seals for demonstrating continuous commitment to the highest levels of quality and service.



We are proud to meet all credentialing and accreditation standards and ensure our staff has strong cultural competency. Trillium Health Resources is a leading specialty care manager (LME/MCO) for individuals with substance use, mental illness and intellectual/developmental disabilities in eastern North Carolina. Learn more about the SEAL Program at <http://bit.ly/2Oofscf>.



We invite you to visit our website at www.umhs.net or follow us on Facebook or Twitter to take a closer look at everything going on at Universal.



Check out the Office of Disease Prevention and Health Promotion at US DHHS. Universal encourages physical activity, no matter the type...whether it's house chores, a walk with your dog, or parking farther away from the store. After the year we've all had, this is the perfect time to assess your health and make plans to take steps (literally!) to improve your well-being.

It's important to exercise and keep moving despite the pandemic to stay healthy. There are multiple benefits, both physical and mental when you are active even just for five minutes. We want to increase inclusive community options for exercise to the members we support, as soon as it is safe to do so. While we are practicing social distancing, you can consider alternative options that work best for you!

MOVE YOUR WAY™

Adults need a mix of physical activity to stay healthy.

Moderate-intensity aerobic activity*
Anything that gets your heart beating faster counts.

at least **150 minutes a week**

AND

Muscle-strengthening activity
Do activities that make your muscles work harder than usual.

at least **2 days a week**

If you prefer vigorous-intensity aerobic activity (like running), aim for at least **75 minutes a week**.
If that's more than you can do right now, **do what you can**. Even 5 minutes of physical activity has real health benefits.

Walk. Run. Dance. Play. **What's your move?**

OFFICE OF DISEASE PREVENTION AND HEALTH PROMOTION

Are you wondering where to find ideas on how to get started? Check out the “[Move Your Way](https://health.gov/moveyourway)” website sponsored by the Office of Disease Prevention and Health Promotion at <https://health.gov/moveyourway>.



Universal Mental Health Services is on Twitter!

Make sure you follow our Twitter account @umhsnc or click here: www.twitter.com/umhsnc.

You can also check us out on our website and Facebook pages at www.umhs.net and <https://www.facebook.com/UniversalMentalHealthServices>.

Universal Mental Health Services will share relevant content from around North Carolina and our services on our Twitter page. Be on the lookout for features, contests, company information, behavioral health content and a range of other items.

Recently Asheville's **Jessica Ward** *who by simply following us on Twitter, won a random drawing of \$50 for the Universal Company Store!*

Do you have anything you'd like for us to share? Send it to us by emailing social@umhs.net. We'd love to feature you, our offices, and anything from our communities.

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 Lee Price at lprice@umhs.net.

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





NAMI HelpLine Extends Service Hours to Increase Access to Mental Health Resources Feb 16, 2021 ***1-800-950-NAMI (6264) now available Monday – Friday from 10 a.m. – 8 p.m. ET***

Arlington, Va. — Before the pandemic, in any given year, 1 in 5 people in the U.S. reported having a mental health condition. Currently mental health experts suggest the figure is 2 in 5, or even higher. To address the increased need, the National Alliance on Mental Illness (NAMI) is extending the hours of the NAMI HelpLine to Monday – Friday from 10 a.m. to 8 p.m., ET. Everyone is vulnerable to not only to the virus, but also the stress and uncertainty it brings. NAMI strives to give people the information and resources they need to get appropriate mental health care.

The NAMI HelpLine is a free nationwide peer support service providing information, resource referrals and support to people living with mental health conditions, their family members and caregivers, mental health providers and the public. Experienced, well-trained staff and volunteers help by answering questions, offering support and providing practical next steps. In comparison to 2019, the NAMI HelpLine has experienced a 70% increase in phone calls, emails, letters and social media requests. To meet this demand, NAMI has extended the hours of HelpLine to help as many people as possible in need by phone 800-950-NAMI (6264) or email info@nami.org so no one feels alone in their struggle.

“We recognize that everyone is facing additional challenges dealing with COVID-19. There's no population that is immune to this,” said NAMI CEO Daniel H. Gillison Jr. “That’s why we are increasing access to the NAMI HelpLine resources. Now more than ever, we need to come together to raise awareness and let people know they are not alone. NAMI is here to help.” During our pilot period, we’ve helped more than 350 people, especially on the West Coast. We have also increased the number of volunteers to meet the raising demand to help people who are struggling.

“People are crying out for help navigating the uncharted waters of life in a pandemic,” Gillison said. “People gripped by anxiety and depression for the first time are turning to us for support. At times, the need has seemed endless and throughout it all, the NAMI HelpLine has risen to meet the need.”

For more information on the HelpLine and for 24/7 access to referral resources through the NAMI Knowledge Center, visit www.nami.org/help.



Your Best Shot at Stopping COVID-19...Get Your Vaccination!

What does **fully vaccinated** mean? Your body must develop antibodies after receiving the recommended coronavirus vaccine dosage before you are "fully vaccinated." The waiting period is 14 days after receiving your final dose for both the Pfizer and Moderna vaccines. The Johnson & Johnson only requires one dose.



Did you know: Over 3.4 million doses of COVID-19 vaccines have been administered in NC since they were first offered in mid-December. As of March 17th, NC reported 1 in 5 of North Carolinians have now been partially vaccinated (that's 19.9%.)

Do your part and get vaccinated!

Do your part - find your location here:

<https://covid19.ncdhhs.gov/vaccines/find-your-spot-take-your-shot>



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."

April



Diversity Month

May

May is **BETTER HEARING & SPEECH MONTH!**

LET'S CELEBRATE!



Better Hearing & Speech Month

HELPING PEOPLE COMMUNICATE

 **LovingDay**

June 12th



Your Safe Place from **Lightning**



Lightning strikes the U.S. 25 million times a year, which sometimes results in death or permanent injury. You are safest indoors or inside a hard-topped and enclosed vehicle. If you hear thunder or see lightning, take shelter immediately!

weather.gov



Thunderstorms

- Severe thunderstorms produce damaging wind and/or large hail
- Take shelter in a sturdy structure away from windows – a basements or cellars are best
- Being in a vehicle is safer than being outside

weather.gov/safety

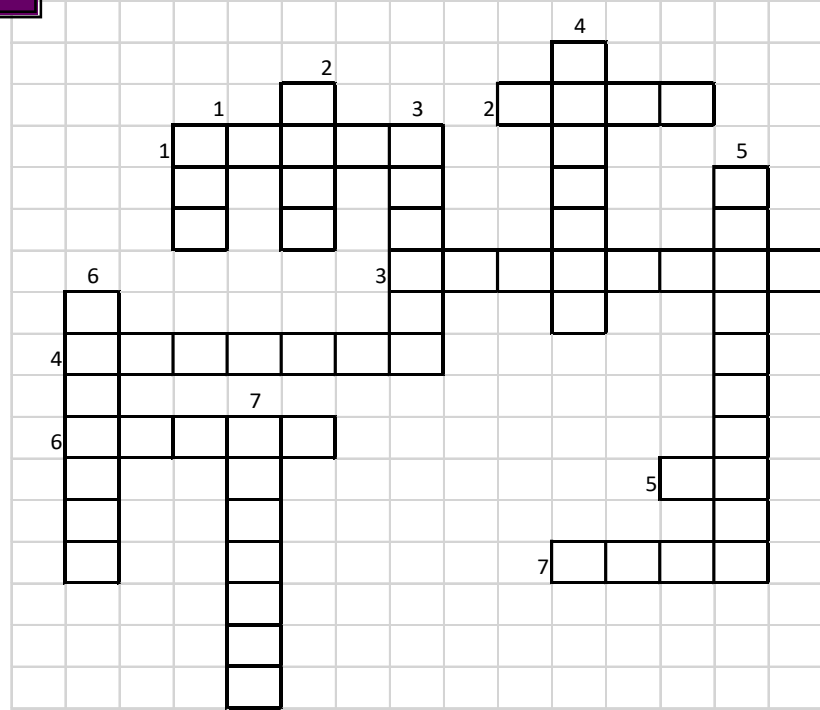


Your Safe Place from **Heat**



Heat is the leading cause of weather-related deaths most years. You are generally safe indoors with the AC on, while staying hydrated. During extreme heat, stay inside and keep cool.

weather.gov



Across

- 1 - Must keep these tidy around your desk
- 2 - Lose balance and collapse without control
- 3 - The opposite of internal drill
- 4 - Electricity, gas, or water company - also a drill
- 5 - Training that is due annually
- 6 - Has wrecked our world lately
- 7 - In an emergency, where to meet is in our Emergency _____

Down

- 1 - 30 compressions / 2 breaths
- 2 - Not slip or not fall, but _____
- 3 - Name of this committee
- 4 - Having these in your UMHS office is a NO-NO!
- 5 - To "get out" in case of emergency
- 6 - Do NOT hang up if you receive one of these calls
- 7 - The action of entering a facility

Don't forget to check out the Company Store!

JUST FOR YOU!!

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



Asheville's Sherry Douglas says "Kudos to Michael Johnson, Taylor Smith, Joi Kirby, Ryan Freeman, Emily Arrowood, and Johnea Littlejohn for conducting in person home reviews during this COVID-19 pandemic.

Also, I would like to send kudos to Michael Johnson for working with all his CLS techs to correctly capture 100% EVV clock in/out time."

Kudos from Patra Lowe to: "Sherry Douglas for all her dedication and hard work, Justin Burlew for growing his program and giving his clients support and care during the pandemic, to Colton Sankey for keeping peer support going with short staff and limited support, and to Cynthia Bradley for supporting outpatient services during telehealth while supporting clients and staff."

Our new OA in the **Morganton** office Stacey Edwards says, "BIG Kudos to Dani Augustine in the Forest City office. She has been very patient and understanding and has trained me with diligence and respect."

Corporate's

Loretta Welcher says "Kudo's to Alisha for being so willing to help me when she has free time. She asks meif I need help, I don't have to ask her."

Hard work pays off! Kudos to the entire Universal Accounting Team. Given the COVID realities, this team did some **AMAZING** work throughout 2020!

Forest City's Emily Arrowood sends out "HUGE Kuds to Dani Augustine for always being so positive and being the glue that keeps the office together. Kudos also to new QP Johnea Littlejohn who is learning quickly. What an awesome group to work with."

Morganton's Amber Anderson says, "Kudos to McKenna Childress and Chelsea Rollins for their willingness to adapt to change and continually provide great services to our babies!"



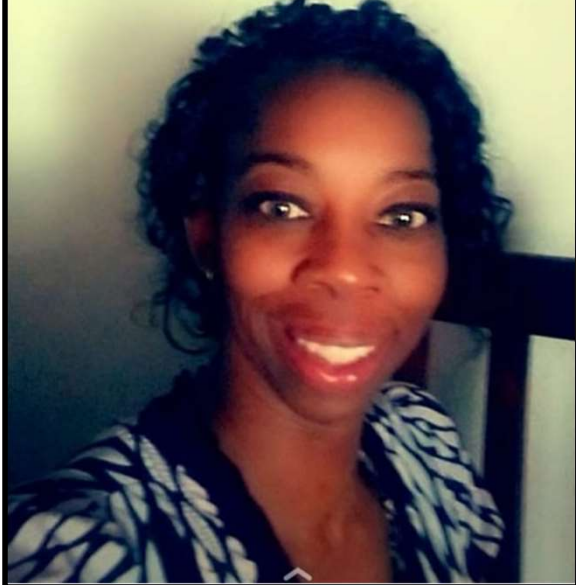
Corporate's Financial Assistant ~
Alisha Greer



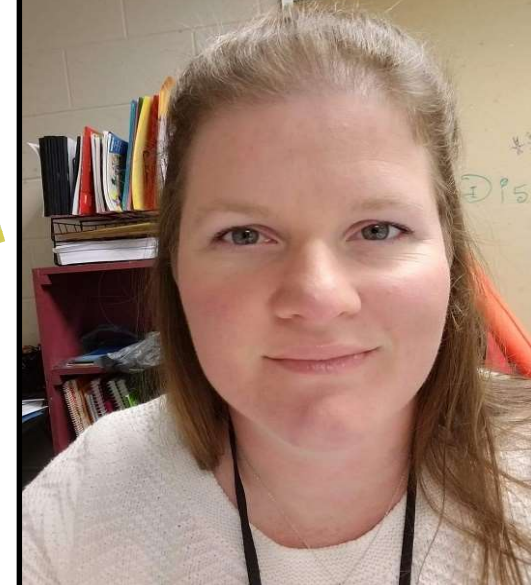
Forest City's QP IDD ~
Johnea Littlejohn



Winston's QP ~ Commeka Brown



New Bern's QP ~ Brandy Reagan



Welcome

Morganton's OA ~
Stacey Edwards



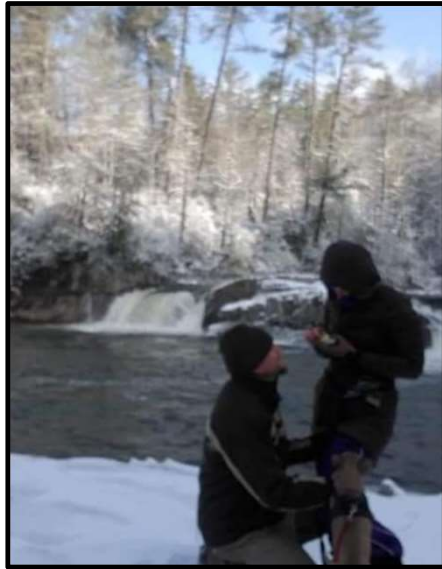
**Asheville's Certified Peer
Support Specialist ~**
Datrian Johnson



**Raleigh's Residential Office
Assistant ~**
Asha "ASH-ah" Harris



Deep in the Linville Gorge Wilderness, where his ancestors once tropped, **Asheville's** Michael Barnhill recently asked his person to marry him on this snowy day. "It felt only right to do it there. My spirit is bonded with these forests and with Sarah, now my fiancé."



What a precious bundle of joy! This is Bud, **Clinical Director** Patra Lowe's 4th grandchild.



Wilmington's QP Courtney Cox is getting married to Geoffrey Weatherwax on April 9th 💕💕😁. Can't wait for more pictures!



Executive VP Alicia G. Brown's son Alex married his beautiful bride, Lauren. And just look at that ring bearer Samuel. Samuel is **Universal's** CEO Robert Greer's grandson.

Morganton's EI Coordinator Amber Anderson's daughter Joleigh. This little cutie loves her first haircut!

