



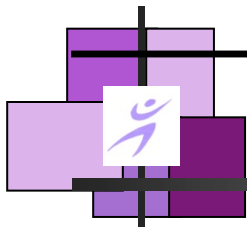
The Insider

Jan 2016

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 a better informed workforce, to foster a greater sense of community, and to build morale.*



MESSAGE FROM THE AGENCY DIRECTOR

Inside This Issue

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I have stated many times that we "will continue to look across the state for expansion opportunities." Expansion opportunities come in many forms: new service locations, new services or expanding our current services in existing locations. In 2015 we were fortunate enough to have experienced all three types of growth achieving an overall service increase of 8% agency wide. As we continue to search for growth opportunities within the state, we are also proud of the level of excellence our services have achieved. Universal's overall external clinical audit compliance stands at 99% for 2015. One MCO stated "*Universal is the first 100% compliancy they have ever given.*"

With that said, what continues to impress me the most on a daily basis is the quality of people that make up the Universal family. Each one of you is vital to Universal's core values of persons served being our first priority. Without each of you providing excellent services, Universal would not be the quality organization that we are.

"Thank you for making a difference!"

~**Brook**



Anna is an enthusiastic, outgoing young lady who has made great progress with her independent living skills to the extent that she recently purchased a home. Anna will be living in this home with her grandmother. Anna says, "The house used to be my other grandmother's until she passed away. So the house is full of memories of my grandmother.

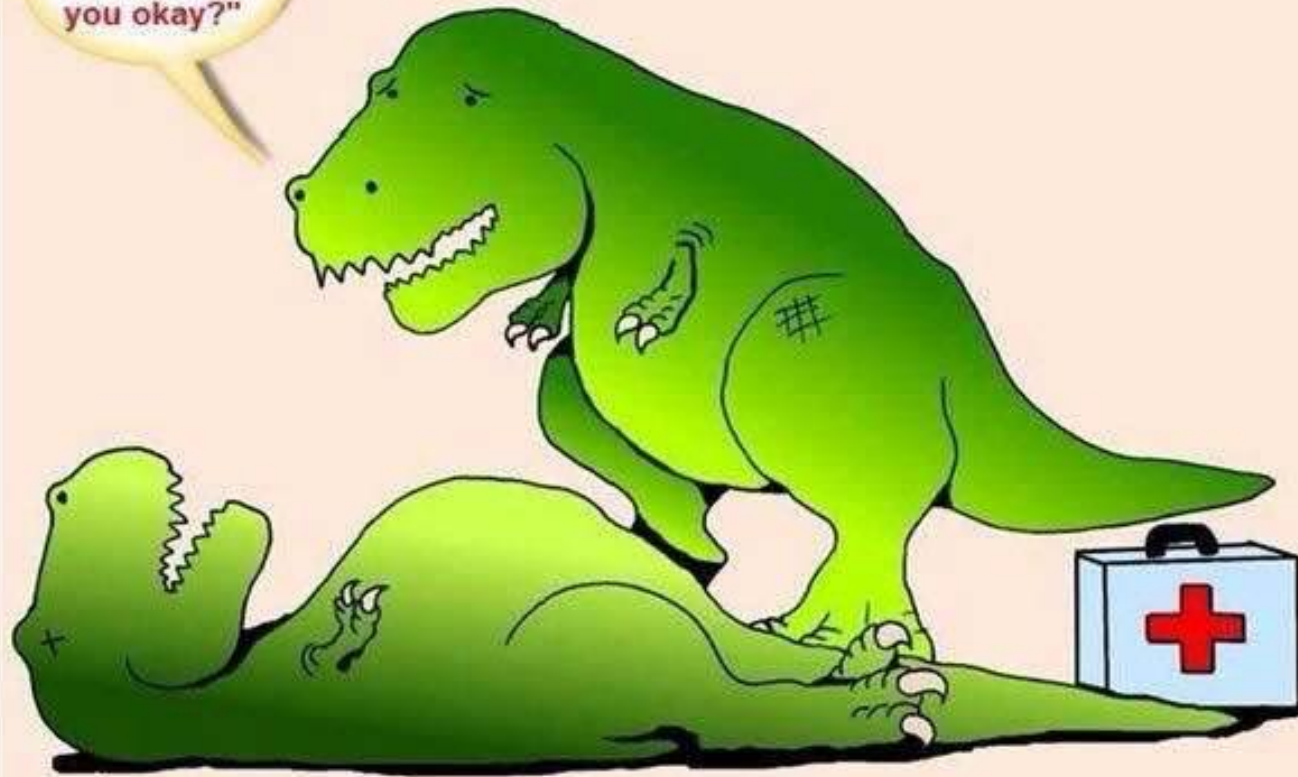
Anna has been practicing her "at home skills" and is getting so good at cooking, laundry and organizing her chore board. *"We have worked hard to make a chore board with colored markers so I can keep the house clean with my grandmother's help. We agreed that my grandmother will do dishes three times per week and I'll do them twice a week."* With a big grin on her face Anna said, *"We will share the responsibilities!"*

Anna and her staff Kim, have gotten very close and are work very well together. *While getting tickled at herself, Anna said, "Sometimes, I'll be doing laundry the way Kim showed me and I'll send her a picture of it!"* Anna knows that being responsible for her own home will be a challenge, but she looks forward to living on her own; saying, *"I'm a very quiet person and don't like a lot of people being busy around me. Living with my grandmother will help me relax better in my own home."*



T-REX Hates CPR

"Annie,
Annie are
you okay?"



**Remember... CPR/FA
is due every 2 years!**

..another possible reason they became extinct.



Outdoor Safety at the Workplace: 9 Winter Safety Tips You Didn't Know ~ Safety Services Company

Working during winter feels more like survival of the fittest than an everyday challenge. The risks are even tenfold for employees who have to work and drive outdoors. Here are nine tips that should keep you safe during this trying season.

1. Bring out those hands!

Hold it! Don't remove those gloves or mittens yet. I mean, just think twice before walking outside with your hands in your pockets. Why? Keeping your hands in your pockets increases the risk of you falling or completely losing your balance in case you slip while walking on ice or snow.

2. Mittens VS. Gloves

Gloves sure look fashionable but donning mittens can actually save your life. With your fingers touching each other inside mittens, they generate more body heat than when they're inside gloves.

3. Warm up before shoveling.

Before you get rid of all the snow and ice at your workplace, do some stretching exercises first. You can also march in place or walk for a couple of minutes. With your muscles all warm, not only will you work more efficiently, you also reduce the risk of injuring yourself.

4. Forget coffee and cigarettes.

Before shoveling or doing any strenuous work, avoid caffeine and nicotine. They increase your heart rate and may cause your blood vessels to constrict.

5. Rock salt + Kitty Litter = Safer walkways

Have some rock salt and kitty litter on hand. Rock salt helps melt the ice on slippery surfaces. Kitty litter gives temporary traction.

6. Tin can + Matches + Candle + Paper Cup + Snow = Drinking water

Yes, you read the equation right. Before going on the road, you better prepare a tin can, candle, paper cup, and some matches. Should you get stuck in the middle of the road and run short on water, you can always melt some snow with the supplies above as part of your emergency kit.

7. Warm up before driving off.

While it pays to do some stretching exercises before delivering goods or driving to work, you should warm up your vehicle, too. This helps reduce the moisture condensation on the inside of your car windows. Remember, though, not to warm up your vehicle in a closed garage.

8. Six inches equals danger.

Be wary of floods. Be doubly cautious of running water that is 6 inches deep or more, or you run the risk of getting swept off your feet.

9. Report those damaged lines!

After a winter storm, immediately report any downed power lines or broken gas lines in your area or workplace.



Did you know that because something is available for download on the Internet that does not mean it is free? There are many examples of this in our connected world, but one hit close to home for our company recently!

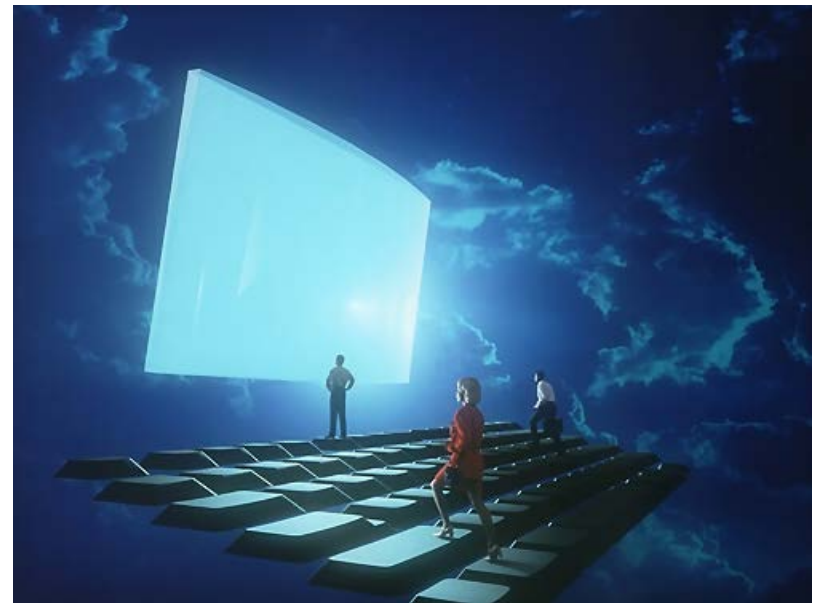
This very newsletter (The Insider) used an image in a safety article about sunburn in a previous version. As you may know, we post The Insider newsletter on our website. The owner of the graphic that we used found our newsletter and made contact with the company. Universal had to pay for the use of the image. It was not a large fee, but if that were to be multiplied over the amount of employees we have that **might** use downloaded images from the web, it could be cost-prohibitive.

In reality, the chances of this happening to us again are slim, but it's always wise to take precautions. If you need to produce a document, slideshow, newsletter, email, or marketing material, please take care when placing any type of media file in those materials. Media covers a wide range of electronic items from cartoons to music to video files.

Digital piracy is a huge problem. It can be defined as the unauthorized use or reproduction of another's work. Professionally, we have to protect the company, but personally, you will want to protect yourself.

Think downloading that song is harmless? Think again. Not only are you taking away someone's right to earn a living off of his or her copyrighted work of art, but you are putting yourself (the potential for a lawsuit) and your computer at risk (the potential for virus and spyware).

If you need to use things downloaded from the Internet for inclusion in any Universal-related business items, the best approach is to search for "royalty free" or "open source" items. These are items that the artist has released for public consumption.



As always, you can direct any questions or concerns about these, or any other IT issue, to trackit@umhs.net.



You chose your attitude. Prepare yours every day with this ritual:

Before stepping out of your car to go into your office, spend a few moments thinking about how you will measure success that day.

What impact do you want to have on people around you?

Remind yourself that you're in a leader's role at the discretion of those you serve.

The act of focusing helps push out all of the morning's stress points. ~ www.ExecLeadership.com



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."

Jan. 25
World Religion Day



Race Relations Day



Feb. 14

Mar.
Brain Injury Awareness





Raleigh Residential Homes FUN!



Merry Christmas from the Wilson Office!



Asheville Office Holiday Celebrations



Wilmington Holiday Celebrations



Corporate employees - Santa's helpers!



Welcome to Asheville's newest QP, Sarah Radcliff!



Universal always has the BEST table at the Pinehurst Conference



Morganton selfie!



Asheville

GIBSON	APRIL	Ash	01/02
BA	JUANITA	Ash	01/02
Barclay	John	Ash	01/05
Henson	Matthew	Ash	01/05
DAWKINS	MORGAN	Ash	01/07
Darity	Betty	Ash	01/11
SMITH	KRISTIE	Ash	01/14
FISHER	SHANNON	Ash	01/17
MURRAY III	MAURICE	Ash	01/18
SMITH	SHAREKA	Ash	01/21
BRANDON	JULIE	Ash	01/22
WARD	COURTNEY	Ash	01/24
FREEMAN	TAMMY	Ash	01/31
OSBORNE	SUSAN	Ash	02/03
WHITSON	MARCUS	Ash	02/11
PRESSLEY	STAYCE	Ash	02/13
MURRAY	JOEL	Ash	02/14
WILLIAMS	VANESSA	Ash	02/19
PIMENTA	EVAN	Ash	02/20
Bacon, Jr	Evan	Ash	02/22
BRYANT	ZANTORA	Ash	02/25
BURLEW	JUSTIN	Ash	02/29
PIMENTA	JANE	Ash	03/03
STREETER	CHERYL	Ash	03/06
BENDERSKY	SILVIA	Ash	03/09
REDMON	EMILY	Ash	03/12
HOLLAND	KIMBERLY	Ash	03/31

Burlington

COBB	TAMMY	Burl	01/05
KELLY	TARA	Burl	01/05
ALBRIGHT	CHRISTOPHER	Burl	01/14
ERICH	RAYMOND	Burl	01/17
WELLS	JACQUELINE	Burl	01/27
SELLARS	JANE	Burl	02/02
Bondurant	Amanda	Burl	02/05
THOMPSON	KRISTY	Burl	02/06
SUMMERS	TAVARIS	Burl	02/06
VAN BILJON	TAMSYN	Burl	02/10
ARGUETA	KARLA	Burl	02/18
FREELAND	AMBER	Burl	02/18
JOHNSON	KATHRYN	Burl	02/19
WOODS	ANGELIA	Burl	02/19
FULLER	MARGARET	Burl	02/26
SPIRLES	SONYA	Burl	02/26
HUGHES	RACQUEL	Burl	03/04
FULLER	MELISSA	Burl	03/05
Fogleman	Pamela	Burl	03/14
WATKINS	GLENDA	Burl	03/16
ARNOLD	SHIRLEY	Burl	03/20
Reese	Brenda	Burl	03/22
Bynum	Sheila	Burl	03/24
LYNCH	KIMBERLY	Burl	03/31

Corporate

FUNCHES	GERALD	Corp	01/07
GREER	ROBERT	Corp	01/10
COTHREN	LESLIE	Corp	02/01
AUSTIN	ALICIA	Corp	02/19/
BEDFORD	TERRY	Corp	02/28
CARROLL	JENNIFER	Corp	03/26
WILEY JR	GARRY	Corp	03/27

Forest City

Byers	Calvin	Forest City	01/02
Toney	Karina	Forest City	01/07
BLACKWELL	ETHEL	Forest City	01/17
RODRIGUEZ	GABRIELA	Forest City	01/22
TAYLOR	JANICE	Forest City	01/23
SMITH	JENNIFER	Forest City	02/07
Maner	Kelia	Forest City	02/16
LOGAN	KAY	Forest City	02/23
EVANS	ROBERT	Forest City	02/25
WADDELL	KATHLEEN	Forest City	03/09
DILLS	ALLISON	Forest City	03/10
Williams	David	Forest City	03/11
FREEMAN	JERRY	Forest City	03/23



Morganton

MACK	RONNIE	Morg	01/03
HOLLIFIELD	WANDA	Morg	01/08
BARNES	DAKOTA	Morg	01/14
CUTSHALL	CATHY	Morg	01/16
SMITH	ROBERT	Morg	01/22
ELLIS	LARRY	Morg	02/05
KIRBY	STORMIE	Morg	02/08
HOLLIFIELD	HANNAH	Morg	02/23
DOAK	SARAH	Morg	03/02
HIGHTOWER	CHRIS	Morg	03/03
SMITH	SHELLIE	Morg	03/04
CLARK	DEBRA	Morg	03/08
INGRAM	JANNIE	Morg	03/10
SPARKS	CHRISTINA	Morg	03/14
DEHART	WANDA	Morg	03/16
STAMEY	KIMBERLEY	Morg	03/26
GLENN	HANNAH	Morg	03/31

New Bern

SQUIRES	KIMBERLY	New Bern	01/05
Malecki	Patricia	New Bern	01/26
BOOMER	MICHELLE	New Bern	02/04
ROBINSON	PHYLLIS	New Bern	02/07
JONES	TIANYA	New Bern	02/13
NEWMAN	ETHEL	New Bern	02/15
MORRIS	MARIAN	New Bern	02/17
WILLIAMS	MATTIE	New Bern	02/23
WILLIS	CLORA	New Bern	02/27
DUCLOS	SHELLY	New Bern	02/29
KORNEGAY	INECIA	New Bern	02/29
DUCLOS	MARY	New Bern	03/01
MASON	GENE	New Bern	03/04
BOTINOVCH	JAMIE	New Bern	03/09
DILLAHUNT	SHERRY	New Bern	03/14
GILLIAM	OLA	New Bern	03/19
RAY	CONTESSA	New Bern	03/20
DEAN	TAMMIE	New Bern	03/28

Raleigh

MEBANE	BRITTANY	Rebecca's Home	02/01
LUCAS	KIANA	Rebecca's Home	02/07
LYNCH	LISA	Rebecca's Home	03/10
WASHINGTON	JOSHUA	Strickland Home	01/11
BRUTON	JAMETTE	Strickland Home	03/02
KING	BERNICINE	The Arbor House	01/29
NIXON	JESSICA	The Arbor House	03/05
SALISBURY	BEVERLY	Ral	01/01
Vaughn	Anthony	Ral	01/02
SPELLER	BRENTICE	Ral	01/04
WILLIAMS	EBONY	Ral	01/04
Pujeh	Ahmed	Ral	01/05
BEDFORD	JEFFREY	Ral	01/05
Mata	Briana	Ral	01/08
GIBSON	LISA	Ral	01/11
ALSHAMY	GERALDINE	Ral	01/13
BRYANT	EBONY	Ral	01/15
ROSS	SHANDRIEL	Ral	01/20
McGee	Kimberly	Ral	01/22
Springer	Raven	Ral	01/22
Harrison	Arleana	Ral	01/23
Cyrus	Jonnie	Ral	01/27
O'NEAL	MICKIE	Ral	01/29
JAMES	LORETTA	Ral	01/30
PERRY	JANAE	Ral	01/30



Raleigh

RUSSELL	TAMMY	Ral	02/02
Parker	Katrina	Ral	02/04
MOLINA CORTES	ALEJANDRA	Ral	02/10
TINNEN	DEBRA	Ral	02/12
CALLENDER	MYESHIA	Ral	02/13
MILLER	DARCIE	Ral	02/14
SCOTT	MARY	Ral	02/15
SEAWELL	PAULA	Ral	02/17
CURRIN	WANDA	Ral	02/26
Gbajumo	Chenelle	Ral	02/26
Blalock	Jhontille	Ral	02/26
HUGHES	AVERY	Ral	03/01
White	Stephanie	Ral	03/03
HUNT	JENNIFER	Ral	03/13
ADEBIMPE	SAMSON	Ral	03/15
ELLIOTT	ROSA LEE	Ral	03/18
BRODIE	THOMASINA	Ral	03/27
SMITH	TANISHA	Ral	03/29
HARRIS	LATONYA	Ral	03/30

Wilmington

HUTT	TAMI	Wilmington	02/12
SHIPMAN	RONNIE	Wilmington	02/18
FREDERICK	MADIE	Wilmington	03/25
ROBINSON	JOSIE	Wilmington	03/31

Wilson

DIXON	LINWOOD	Wilson	01/07
RUDOLPH	JEFFERY	Wilson	01/14
HINNANT	TANIKIA	Wilson	01/30
WILLIAMS	HELEN	Wilson	01/31
FAISON	LYNDRA	Wilson	02/04
COX	YVONNE	Wilson	02/08
JACKSON	GENELLE	Wilson	02/12
PORTER	MARILYN	Wilson	02/13
MUSGRAVE	CLAUDETTE	Wilson	02/14
SIMMONS	MONIQUE	Wilson	02/27
BYNUM	APRIL	Wilson	03/07
Artis	Wesley	Wilson	03/10
NEWBORN	ANITA	Wilson	03/13
WALKER	WILMA	Wilson	04/01
Quattlebaum	Anthony	Wilson	04/05
ALFORD	ALISSA	Wilson	04/27
WARD	PHYLICIA	Wilson	04/29

Winston

HALL	MICHAEL	Winston	01/09
JOHNSON	AHMAD	Winston	01/11
SCHOEFIELD	MARY	Winston	01/13
HARVEY	SYLVIA	Winston	01/18
SCHOEFIELD	SUSAN	Winston	01/21
PARDUE	JEANETTE	Winston	01/24
KNIEJSKI	WINIFRED	Winston	01/25
ROBERTS	JENNIFER	Winston	01/25
ROUSE	TERRY	Winston	01/30
CLAYTOR JR	HAROLD	Winston	02/03
MCLEAN	LATONJA	Winston	02/11
TALBERT	TAMMY	Winston	02/18
MCGOLDRICK	ERIN	Winston	02/19
JENKINS	TERESA	Winston	02/20
Vaughn	Harrietta	Winston	02/23
MAHALA	APRYL	Winston	02/28
PRICE	VELVET	Winston	03/01
VAUGHN	TREZZURE	Winston	03/15
MCCOY	CARLA	Winston	03/16
TURNER	RALPH	Winston	03/17
STONE	NATASHA	Winston	03/27

"It's Your Birthday!"