

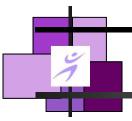
The Insider

Jan 2017

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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- Birthday Bash
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Who is really important to Universal?

A sea Captain and his chief engineer got into an argument about which one was more important to the ship. Finally they decided to trade places for the day.

The chief went up to the bridge and the Captain went down to the engine room. After a few hours, the Captain suddenly appeared on deck, covered with oil and soot. "Chief!" he yelled, wildly waving aloft a monkey wrench. "You'll have to come down here! I can't make her go!"

"Of course not!" replied the chief. "We're aground!"
The moral of the story ... **Everyone is important to Universal!**

Looking forward to a great New Year!

 $\sim B_{rook}$



This summer Barrett participated in the local Kids Cooking Camp. This program was sponsored by the City of New Bern Parks and Recreation Department. This summer program gave Barrett the opportunity to explore activities in his community, as well as learn to cook and get to know some interesting people.

The name of the camp was Taste the Adventure Cooking Camp. The mission of the camp was to build confidence, kitchen safety and sanitation. Also to learn to plan, make a menu, go grocery shopping and learn where things are located in stores. The students that Barrett worked with were middle school; grades 6th-8th.

Each Monday morning, the participants would complete a detailed menu for the week. Barrett experienced the opportunity to make his own pizza, cake, cupcakes and even stromboli. The other students helped Barrett when he needed help or when he didn't understand something. Although Barrett is quiet by nature, this camp helped Barrett to really come out of his shell.



During this camp they visited restaurants and learned how to order from a menu, pay and tip. Barrett often ordered on his own. Throughout the camp, he learned to set the table and measure the right amounts for recipes. Barrett also had the opportunity to make sweet potato cake and turtles for his parents. This was definitely Barrett's highlight of the camp.

During down time all the kids played games and danced and the students encouraged Barrett to participate in these activities. It was evident that the students enjoyed his interactions in camp. This opportunity allowed the non-disabled kids to learn a lot about special needs individuals. Everyone seemed to enjoy this camp as most of the students stated they are returning next year and want Barrett to return as well. It is obvious that Barrett made a lot of friends.

The staff who work with Barrett are his CST Contessa Ray, QP Kimberly Squires and Regional Director, Marilyn Porter.

Barrett's participation/volunteering objective was geared towards him interacting with others, verbalizing his needs and wants while receiving minimal assistance. Mission accomplished!

All in all, this camp turned out to be a great experience for Barrett.









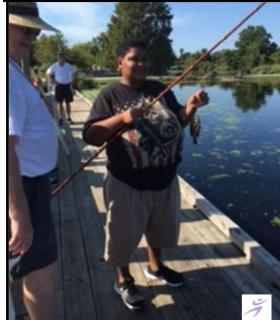
They lined up on the docks, dangling fishing lines and watching the water intently for fish. The catches were small – both in number and in size – but the enthusiasm was big as the New Bern Civitan hosted its annual fishing day for the mentally disabled the at Lawson Creek Park. "We've invited many of the organizations in Craven County that service the people with disabilities, and we do this every year," Civitan publicity chairman Maureen Comer explained. "It's just a day of fun for everyone, especially the New Bern Civitan Club."

This year's attendees were smaller in number than usual: about 45. "Last year we ran out of food," Comer joked. "This year they'll get three hot dogs a piece!" She suggested that having to reschedule might have been one reason the numbers were lower than last year's.

The day began at 9:30 with Civitan volunteers assisting with placing worms on hooks and giving their advice while clients took the poles and waited for fish. Not many were caught, but they rarely are, Lang said. "One year they had maybe five all day" he said. "When there's a lot of weed there's not many fish. But it's fun for them." All fish caught are released. Fishing wraps up about 11:30 a.m. when the guests are treated to a picnic lunch.

Sherry Dilahunt, with Universal Mental Health, was one of the volunteers there with Shalom. "It's a beautiful day," she said, "a blessing to come out and fish with Civitan and Shalom. I get to work doing something I enjoy."





It began as any other Saturday would...I had plans to lounge around, prep dinner and enjoy a good book, while I unwound from the workweek. As usual, those *plans* were just that. Plans. My 'body clock' did not receive the: "It's Saturday!" memo, so, before 8am, there I was, angrily peering at my phone. So much for sleeping in. The only things I read were the episode descriptions on Hulu. So much for that good book. [I did prepare dinner though, only for it to be terribly interrupted.]

With a quick survey of the neighborhood, I concluded that the weather would hold up in our favor, and though wet, the day would be non-disastrous. [In a few hours, my conclusion would be proven to be *very* wrong.]

For the last week or so, weather forecasters had been speaking doom for our area, by way of flood waters: "Be alert." "Assemble disaster supplies." "Review your family disaster plan." "Be prepared to evacuate." Flashbacks of Hurricane Floyd terrorized some people, while others shrugged their shoulders in the spirit of, "Ah, it won't be so bad." I was somewhere in the middle. I tend not to be a worrier, but, I still take precautions when the warning has been given.

To the relief of us all, a few days later, many of the previous forecasts were renounced. "The storm looks to be taking another route." "Most of the state will be unaffected." "Rain will be the only evidence of the hurricane."

So, after stock piling army rations of bread, water and non-perishables, the common consensus was: wear rain boots.

And rain it did. All day. There were some periods of torrential downpours, but mostly, just a consistent set of showers. It was quiet, and things seemed to be okay. However, I guess many of us forgot that it had been raining on and off for the past few weeks...so, the soil was pretty soaked. Unrelenting downpours+ saturated soil+ low lying areas+ cresting rivers=incredible devastation.



At 1pm I started dinner. At 2pm water began standing in the front and back yard. Around 3pm I moved my car from its convenient in-front-of-the-door parking space, up to the top of the driveway. By 4pm water covered my front and back steps.

...continued on next page



By 5pm water was officially in the house. The kitchen was hit first, then the den. I hurried to pack a bag, and in hopes of salvaging some valuables, I moved some items to higher ground. Within the 20 minutes of frantic, panic-induced scurrying, water was in every room of the house. I stood in shock and disbelief as I watched items from the refrigerator float down the hall.

Bag and keys in tow, I slugged through the living area. The water under my feet sounded like deep sorrow... misery...raging disappointment. I struggled to open the front door, letting in rushing waters as I stood once again, immobilized. My grass was no longer visible. I could not see the front steps. Trash bins lay overturned. At 5 feet 5 inches, only my head and a small portion of my chest were above the water. I literally swam to my car. I took one last look at what had been mine, where I called home, where I laid my head.

Sunday morning, I assessed the damage. The water had receded. It was like nothing really happened. Murky, limb ridden waters that I had just trudged through were gone. On the outside, the only reminders of the night before, were the water line around the house and trash remnants from the neighboring properties. Inside it wasn't the stench of flood waters that hit me first. It wasn't the smell of an overflowed toilet and sewer system. It wasn't the lingering aroma of a dinner that I did not have the chance to enjoy. It was the realization that everything was gone. Life as I had been comfortably living it was over. My furniture was wrecked. My clothes were soaked. My belongings were now trash. I was homeless. Soon, the familiar stench I'd noticed in my home became apparent in my car. I hadn't moved my car in time. My floorboards were flooded. The electrical malfunction held up just long enough for me to evacuate my home...my car was deemed a total loss. I was car-less.

A number of Saturdays have passed since that day; each one better than the last. I am mobile again, I have a roof over my head, and most importantly, I'm alive and well.

Those who know me, know that I pride myself on being a positive person...the glass is always half full, there is always a silver lining and rainbows come after the storm.



I am also a firm believer that: no matter how bad you have it, someone out there is struggling a bit more than you are. So, all things considered, I made out better than other people. Still, it has been an incredibly trying time.

"Struggles are required in order to survive in life. In order to stand up, you gotta know what it's like to fall down."

Erin began the Benefit Birthday Bash in February of 2007 as a way to give thanks for <u>being alive</u>. She came home from four years of 'care facilities' where she suffered horrible neglect and abuse. Erin spent a year recovering and was ready for a big blow out party to celebrate her life. She chose Catholic Relief Services as a beneficiary because they would do the most to relieve suffering. Over the last ten years, Erin has developed amazing friendships with very talented people who provide entertainment and support for her cause.

Once again Patrick Jane's Gourmet Pizza Bar in Cary is hosting the event. They have generously offered to give a percentage of the restaurant's income during the hours of the party (3:00pm to 8:00pm) on February 25, 2017. We are accepting items for silent auction and door prizes to raise money to feed the hungry and house homeless people regardless of nationality, creed or political issue. Whatever anyone desires to do in support of this event is gratefully accepted. Donations can be made to: http://crs.donordrive.com/Campaign/erindowling.

Check out www.crs.org to see how the money is spent and review some of the success stories. Patrick Jane's is located in the Shoppes of Kildare at 1353 Kildaire Farm Road in Cary. Thank you so much for your interest and support. We hope to see you at the party!





Happy Birthday Bash Erin!



In the July/August 2016 issue of InfoSecurity Professional Magazine, the "Top 5 Data Breach Trends Predicted for the Rest of 2016" were as follows:

The EMV Chip and PIN liability shift will not stop payment breaches.

Big healthcare hacks will make the headlines, but small breaches will cause the most damage.

Cyber conflicts between countries will leave consumers and businesses as collateral damage.

US presidential candidates and campaigns will be attractive hacking targets.

Hacktivism will make a comeback.

While some of that is old news, like the presidential campaigns, some are ever-present even as we enter 2017. Of particular concern to Universal Mental Health Services, is "big healthcare hacks will make the headlines, but small breaches will cause the most damage." It is alarming that healthcare data has become so valuable in our society. It is estimated that 1 in 13 patients will have their records compromised. Furthermore, according to recent trends, a healthcare record is 20 times more valuable than a credit card record.

Why? Credit cards can be exchanged. Liability is limited to the initial charges made before the issue is discovered. Healthcare records opens up many other possibilities. One such example is with a healthcare record comes personal data. That data can be used to "steal your identity." Truly, the ways that criminals and hackers can use healthcare records is almost limitless.

Universal Mental Health Services takes an active approach to security of our systems and data. All the security in the world cannot make up for weak passwords, data leakage, and carelessness. You can help us every single day as follows:

Never share your password for email or remote desktop.

Never allow anyone access to your computer remotely or physically (other than UMHS employees).

Never allow anyone access to your clinical software password.

Never email client identifying information. Not even initials.

Secure your physical workspace. (i.e. Keep paper documents secured. Make sure you sign out when you leave your workstation.)

If in doubt, do not click.

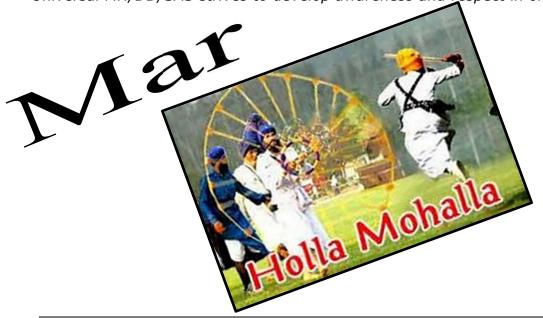
If you see something, say something.

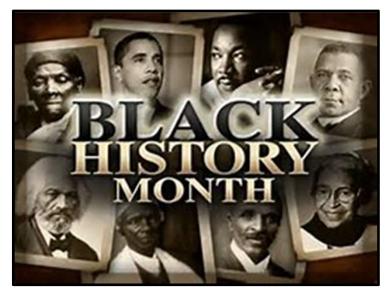
As always, if you have questions, feel free to contact me at lcothren@umhs.net. If you have an official Information Technology request, please e-mail that to trackit@umhs.net.

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Universal's Cultural Sensitivity Mission Statement?

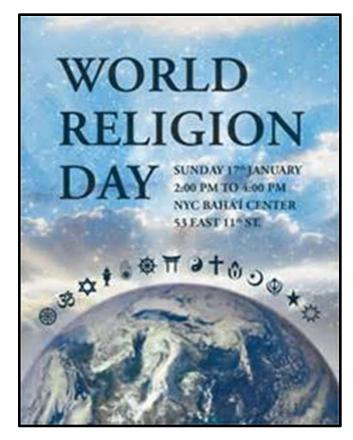
"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."







Jan





Training Department Crossword Puzzle

Training Department Crossword Puzzle

	_	
ACROSS		DOWN
1therapeutic	2	1 database
2 training before give meds (2 words)	5	230:2
3 informed		3 numonic for FAST
4 start training (2 words)		4 to learn about UMHS
5 keep in car (3 words)	2	5 training goes on a (2 words)
6 physical intervention training		6 at the completion of training
7 THE best company		7 de
8 choices and	8	8 privacy
9 55% of communication (2 words)	3 4 9	9 technique to change
10report		10 experiencing feelings/thoughts
	1down 3 7	

Burlington's Office Assistant ~ Imani Coleman



Asheville's Lisa Ann Fields ~ VR Employment Specialist



Welcome



Asheville's Ashley Bessent ~ Para Pro. PSR







Asheville's Charles Weigand ~ Certified Peer Support Specialist



Asheville's Mary Sibila ~ Certified Peer Support Specialist



Asheville's Shelby Roberts ~ Para Pro. PSR



VR Employment Specialist

Forest City's Karen Best ~ QP IDD/VR Employment Specialist



Asheville's Brandi Oliver ~ Certified Peer Support Specialist





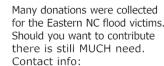
Can you guess who this is? 1975 High School May Day Queen

These Corporate turkeys certainly had their share of turkey! Happy holidays!



She is finally here. Amber Anderson's baby girl Joleigh. Born on Christmas Day!

Christmas at the Wilson Office



Peletah Ministries 2305 Neuse Blvd. New Bern, NC 28560

Facebook page: Hurricane Matthew Resources Update Page

Person to contact: Dawn Baldwin Gibson 252-633-1624















ACROSS

1therapeutic relationship

2 med admin

3 consent

4 ontime

5 firstaidkit

3 m Stara

6 nci

7 universal

8 options

9 bodylanguage

10 incident

DOWN

1 ontarget

2 cpr

3 stroke

4 orientation

5 timesheet

6 certificate

7 escalate 8 hipaa

9 redirect

10 empathy

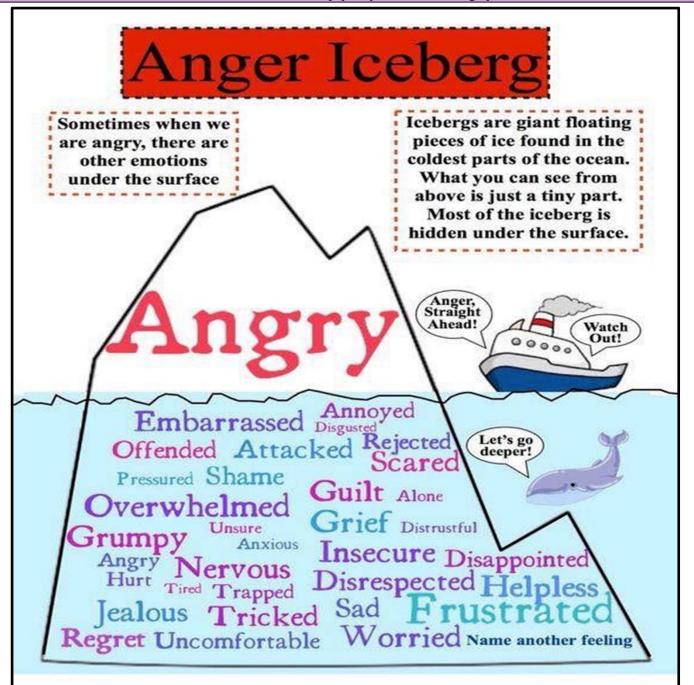




Back to School







Asheville

WEIGAND	CHARLES	Ash	01/01
Henson	Matthew	Ash	01/05
DAWKINS	MORGAN	Ash	01/07
LEWIS	ANITA	Ash	01/09
Darity	Betty	Ash	01/11
SMITH	KRISTIE	Ash	01/14
FISHER	SHANNON	Ash	01/17
MURRAY	MAURICE	Ash	01/18
DUNCAN	WILLIAM	Ash	01/19
BRANDON	JULIE	Ash	01/22
HART	MICHELE	Ash	01/23
WARD	COURTNEY	Ash	01/24
FREEMAN	TAMMY	Ash	01/31
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
STREETER	CHERYL	Ash	03/06
BENDERSKY	SILVIA	Ash	03/09
MEETZ	TIFFANY	Ash	03/10
REDMON	EMILY	Ash	03/12
ROBINSON	SIMON	Ash	03/19
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
SUMMERS	TAVARIS	Burl	02/06
ARGUETA	KARLA	Burl	02/18
AMMERMAN	NICOLE	Burl	02/18
JOHNSON	KATHRYN	Burl	02/19
WOODS	ANGELIA	Burl	02/19
WRIGHT	ALYCIA	Burl	02/22
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
Reese	Brenda	Burl	03/22
Bynum	Sheila	Burl	03/24
LEATH	GLORIA	Burl	03/26
LYNCH	KIMBERLY	Burl	03/31

Corporate

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

Forest City

CHATHAM	TONYA	FC	01/05
RODRIGUEZ	GABRIELA	FC	01/22
TAYLOR	JANICE	FC	01/23
Davis	Johnny	FC	01/29
CLONTZ	CHEYENNE	FC	02/11
Maner	Kelia	FC	02/16
LOGAN	KAY	FC	02/23
EVANS	ROBERT	FC	02/25
WADDELL	KATHLEEN	FC	03/09
Dills	Allison	FC	03/10
Williams	David	FC	03/11
BEST	KAREN	FC	03/19
WHITLEY	DOLLY	FC	03/24





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Morganton

MACK	RONNIE L	Morg	01/03
HOLLIFIELD	WANDA SUE	Morg	01/08
BARNES	DAKOTA	Morg	01/14
SMITH	ROBERT G	Morg	01/22
ELLIS	LARRY G	Morg	02/05
KIRBY	STORMIE	Morg	02/08
DOAK	TIPPY	Morg	03/02
HIGHTOWER	CHRISTOPHER	Morg	03/03
SMITH	SHELLIE	Morg	03/04
INGRAM	JANNIE L	Morg	03/10
BIGGERSTAFF	CHRISTINA	Morg	03/14
DEHART	WANDA W	Morg	03/16

New Bern

WARD	TERRA	NB	01/01
SQUIRES	KIMBERLY	NB	01/05
HARKLEY	ANTHONY	NB	01/10
Malecki	Patricia	NB	01/26
PERRY	JANAE	NB	01/30
BOOMER	MICHELLE	NB	02/04
ROBINSON	PHYLLIS	NB	02/07
JACKSON	GENELLE	NB	02/12
JONES	TIANYA	NB	02/13
NEWMAN	ETHEL	NB	02/15
MORRIS	MARIAN	NB	02/17
WILLIAMS	MATTIE	NB	02/23
WILLIS	CLORA	NB	02/27
DUCLOS	SHELLY	NB	02/29
KORNEGAY	INECIA	NB	02/29
DUCLOS	MARY	NB	03/01
GAYLOR	JOSEPH	NB	03/03
MASON	GENE	NB	03/04
BOTINOVCH	JAMIE	NB	03/09
DILLAHUNT	SHERRY	NB	03/14
GILLIAM	OLA	NB	03/19
RAY	CONTESSA	NB	03/20
DEAN	TAMMIE	NB	03/28

Raleigh

SALISBURY	BEVERLY A	Ral	01/01
Vaughn	Anthony	Ral	01/02
WILLIAMS	EBONY N	Ral	01/04
Pujeh	Ahmed	Ral	01/05
ALVAREZ	LYDIA	Ral	01/07
BOONE	WALTER	Ral	01/08
Mata	Briana	Ral	01/08
GIBSON	LISA LEVETTE	Ral	01/11
ALSHAMY	GERALDINE L	Ral	01/13
Morrison	Nakima Mechelle	Ral	01/15
BRYANT	EBONY SHANIECE	Ral	01/15
RAWLS	JACQUELINE	Ral	01/17
FOX	TAYLOR JOY	Ral	01/19
ROSS	SHANDRIEL V	Ral	01/20
MCGEE	KIMBERLY TENECIA	Ral	01/22
Springer	Raven Storm	Ral	01/22
Harrison	Arleana	Ral	01/23
FULLER	ANJA	Ral	01/24
Stevenson	Mattie Mae	Ral	01/25
Cyrus	Jonnie Mae	Ral	01/27
KING	BERNICINE	Ral	01/29
O'NEAL	MICKIE LYNN	Ral	01/29
JAMES	LORETTA L	Ral	01/30
MEBANE	BRITTANY	Ral	02/01
RUSSELL	TAMMY JO	Ral	02/02
Parker	Katrina Inez	Ral	02/04
King	Venis Laveeda	Ral	02/10
REID	DANIELLE	Ral	02/10
TINNEN	DEBRA ANN	Ral	02/12

Continued on next page





Raleigh

CALLENDER	MYESHIA DIXON	Ral	02/13
SCOTT	MARY CORRINA	Ral	02/15
GREENE JR	GARLAND GAY	Ral	02/16
Adeyemi	Adejare	Ral	02/24
GARNER	DEVETA LYNGRETT	Ral	02/24
CURRIN	WANDA A	Ral	02/26
Gbajumo	Chenelle Elizabeth	Ral	02/26
WOOD	CAROL ANN	Ral	02/26
Blalock	Jhontille Arnette	Ral	02/26
INGE JR	ROGERS LEE	Ral	02/27
BRUTON	JAMETTE DESIREE	Ral	03/02
SMITH	BELINDA SIDNEY	Ral	03/05
BELL	JACQUELINE	Ral	03/07
Ray	Stephanie Lynn	Ral	03/10
McGhee	Crystal Renae	Ral	03/12
POLK	SHAWNTREL	Ral	03/13
HUNT	JENNIFER JANICE	Ral	03/13
POOLE	SHARON YVETTE	Ral	03/14
ADEBIMPE	SAMSON OLABODE	Ral	03/15
WHITEHEAD	STERLYN	Ral	03/20
RICHARDSON	REBEKAH PATRICE	Ral	03/21
Williams	Leslie Renee	Ral	03/23
Parker	Nikki A	Ral	03/24
MCCOY	SABRINA DEAN	Ral	03/26
MALLOY	DION TERRELL	Ral	03/26
BRODIE	THOMASINA	Ral	03/27
DUNN	GLORIA ANN	Ral	03/29
SMITH	TANISHA YKIM	Ral	03/29
HARRIS	LATONYA	Ral	03/30

Wilmington

MYERS	JETAUN	Wilming	01/07
HUTT	TAMI	Wilming	02/12
FREDERICK	MADIE	Wilming	03/25
ROBINSON	JOSIE	Wilming	03/31

Wilson

BRASWELL	ELLA	Wilson	01/04
DIXON	LINWOOD	Wilson	01/07
RUDOLPH	JEFFERY	Wilson	01/14
WILKINS	ANITA	Wilson	01/28
WILLIAMS	HELEN	Wilson	01/31
FAISON	LYNDRA	Wilson	02/04
COX	YVONNE	Wilson	02/08
JONES	MALCOLM	Wilson	02/09
PORTER	MARILYN	Wilson	02/13
SIMMONS	MONIQUE	Wilson	02/27
Artis	Wesley	Wilson	03/10
SULLIVAN	KATHY B	Wilson	03/12
NEWBORN	ANITA C	Wilson	03/13



Winston

Walters	Brenda	Winston	01/07
HALL	MICHAEL	Winston	01/09
WATSON	JESSE	Winston	01/09
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
LAMBERT	LISA	Winston	01/27
ROUSE	TERRY	Winston	01/30
CLAYTOR JR	HAROLD	Winston	02/03
SEARCY	PHILLIP	Winston	02/05
MCLEAN	LATONJA	Winston	02/11
TALBERT	TAMMY	Winston	02/18
BLUE	CHRISTOPHER	Winston	02/18
JENKINS	TERESA	Winston	02/20
WARD	MARLA	Winston	02/20
LASLEY	JOHN	Winston	02/24
BENNETT	TIA	Winston	02/25
MAHALA	APRYL	Winston	02/28
COVINGTON	SHANICE	Winston	03/01
PRICE	VELVET	Winston	03/06
VAUGHN	TREZZURE	Winston	03/15
MCCOY	CARLA	Winston	03/16
REID	FERLANDOS	Winston	03/17
TURNER	RALPH	Winston	03/17

