



The Insider

Apr 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

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Universal Mental Health Services continues to move in a positive direction. Overall service delivery and our outcomes tracking through the Quality Management Department continue to show positive outcomes for all services delivered agency wide.

It takes a team to accomplish the success we have achieved in supporting those we serve and we are grateful to all our staff members who make our successes possible. The Universal team is truly amazing and I am privileged to be a part of this team. Universal will continue to move forward finding new and exciting ways to assist the populations we serve.

I offer my sincere thanks to all our team members who help make our success possible.

~**B**rook



Mitchell has been a sports fanatic all of his life. Nothing holds him back. He is adamant that he MUST attend ALL Freedom High JV, Girls and Boys sporting events year round. Mitchell is also one when given a challenge - will find a way to rise to the occasion. On January 17, 2017 he found his motivation to rise to the occasion.

According to Mitchell's mother, although he IS all about sports, Mitchell is all about people and connections too. During the school day and after school, Mitchell's one on one staff work with him to improve on the number of steps he takes in his stander. Coach Rogers of Freedom High School told Mitchell that if he improved the number of steps he took from 35 to 50 steps in one day, he would "put a uniform on him and allow him to start in a basketball game." Improving his strength would be time consuming, but once the challenge was offered, Mitchell made up his mind. Everybody thought this would take much longer than it did. That was motivation enough for Mitchell because the very next day Mitchell walked 50 steps in his stander. What a little motivation will do huh? What a drastic accomplishment!

The opposing team gladly welcomed the opportunity to participate in such an event. (They even brought a huge banner that covered the entire wall that said "Patton loves Mitchell too!" Throughout the gym signs were proudly held that stated "Keep walking #15" and "We love you Mitchell." Mitchell suited up and started the game. The buzzer rang, the teams circled around the half court jump ball, the ball was tipped and Mitchell accomplished the first assist of the game! Needless to say the gymnasium erupted! *The crowd literally went crazy!*

Not only did Mitchell accomplish his goal of 50 steps, the whole community was there to witness the feat of him starting the basketball game and making an assist!

Just ask the regional TV stations in attendance - a star has been born! All he needed was a little motivation. Continued on next page



Multiple newspapers picked up this story all across the state of North Carolina. Not only was this Mitchell's moment – Mitchell's Moment was noticed all over the world!

Wanda DeHart, Mitchell's grandmother works with Mitchell after school. She shared that **Mitchell's Moment has gone viral!** There have been posts in Spanish, Korean and Chinese. This event even went to Australia. It has been featured on ESPN, Sports Center, USA Today, ESPN, MSN, Twitter and Instagram. Mitchell has become more than the hometown hero! To quote Wanda *"This is insane and Mitchell is loving it!"*

Wanda says *"Mitchell has worked so hard to get to this point. Having quadriplegic spastic cerebral palsy has never kept him from being included in his community. All the kids at the high school know that he is the biggest fan that Freedom High School has ever had. This time he was not a fan – he was a participant. Do you know how important this is to him? And for the entire community to come together to help make this possible is a testament of how important Mitchell is to this school and community! Now we will simply increase the number of steps he can attain and who knows what he will accomplish next. But for now, this is Mitchell's Moment and he will bask in this glory for a long, long time!"*

Mitchell says *"I work hard. I like basketball. I like my team and Coach Casey!"* Mitchell's favorite saying is to tell Coach Casey to *"light a fire under the team."* It looks like a little motivation was what lit a fire under Mitchell.

Universal is so proud of you Mitchell! You inspire us all!

Mitchell's Moment



Thanks to our Community Navigator Kathy Getkin, George and his mother can now have a safe and warm winter. Kathy worked extra-ordinarily to get wood donated and brought to Milton, N.C. where George and his mother reside. Kathy then went above and beyond the call of duty to facilitate the Boy Scouts of America to come to George's home, chop the wood and place it in a convenient location for use.

By the way, Kathy was on-hand the entire time chopping wood and pitching in as needed.

Kathy, your dedication does not go unnoticed!

**This is what
extra-ordinary
looks like!**



The line outside the Caswell County Board of Elections offices formed before the doors opened. It was the first day of open voting. George was the first to vote that morning. "I was the first in line for the last three years," said George.



One of **Burlington's** finest, Kathy Getkin with one of Burlington's **finest** – George!



Praise Team Member

Night to Shine Prom

NCTA and SIM Member



Substitute Teacher

First of Blue Ridge

Member of Red Foxes Senior Basketball Team

Sunday School Teacher and RAs

Vice President of Library Board of Trustees

AA Volunteer

Coach Baseball Team

PTO President



NC Emergency Center



WNC Recovery Champion of the Year

Fostering Bright Futures

Contributing Artist to Options 2016 of Chocolate

Celebrate Recovery Volunteer

Caldwell Women Rise

American Red Cross Volunteer





Tis CARF time again!

In November of 2008, CARF International announced that Universal MH/DD/SAS was initially accredited for a period of three years. Every three years Universal continues to receive a 3 year accreditation. This year we will be adding even more new services in anticipation of another 3 year accreditation.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

The following individuals may be approaching you to enlist your help with projects. Please do your part to ensure our success once again! The Internal CARF Team consists of the following people: Tamara Bedford, Terry Bedford, Jennifer Carroll, Leslie Cothren, Heather Everhart, Drema Greer, Steve Greer, Patra Lowe, Pattie Fries, Ingrid Freeman, Tracy Frye, Brook Phillips, Marilyn Porter, Beverly Smith and Garry Wiley.

Remember to please make sure that we are following all safety regulations, such as:

No scissors on your desks (please keep all sharp objects in drawers or out of sight)

No candles

No coffee pots in individual offices (only in kitchen area)

No space heaters

No personal medications left out in the open

All cleaning supplies must be in locked cabinets/containers

Look for CARF reminders/tips in newsletters throughout 2017!



Stress Reduction Kit



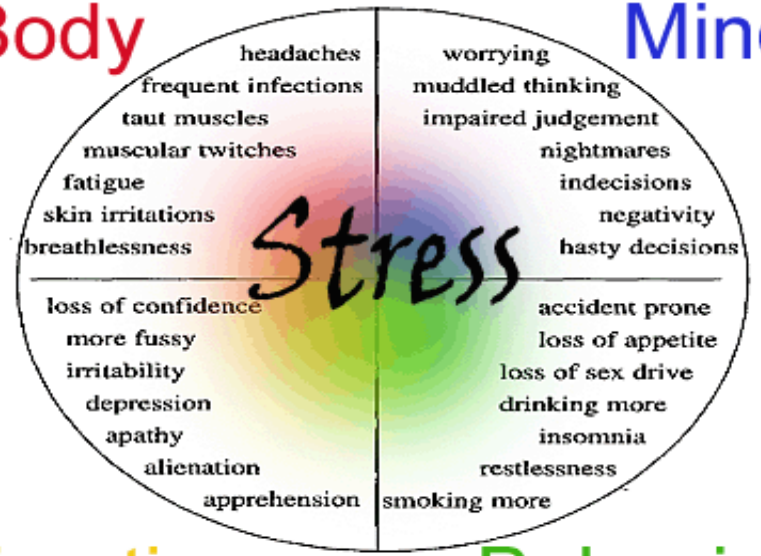
**Bang
Head
Here**

Directions

1. Place kit on FIRM surface
2. Follow directions in circle of kit
3. Repeat step 2 as necessary, or until unconscious
4. If unconscious, cease stress reduction activity

Body

Mind



What does your stress look like?



How Do You Handle It?



In February 2017, Universal Mental Health Services implemented new Remote Desktop Servers with updated software. What exactly does that mean? The company utilizes Virtual Servers. Virtual servers are built by having multiple servers configured on a single physical server. We have 3 of those large servers dedicated to virtualizing our environment. This approach helps reduce the overall footprint of the IT Infrastructure, as well as reduces cost and increases efficiency (including energy efficiency).

Currently, the company utilizes Remote Desktop spread across three virtual servers on one physical server. Why the need for the update? It's always good to refresh the hardware involved. The options were considered. Infrastructure was evaluated. In the end, a new physical server was purchased to replace an aging physical server that was hosting the old remote desktop servers.

The company's servers were upgraded to utilize Windows Server 2012 R2, which is the operating system that hosts all the functions. It's very much similar in look and feel of the Windows 8 platform many of you have used in the past. At the same time, the Office Suite was updated to Office 2013. While not the latest versions of either of those software packages, those are the MOST stable versions of the software available at this time.

As with any upgrade, Universal Mental Health Services has and will benefit from the updated security. Many people have noticed that the security has increased. For instance, one change that is currently being reviewed is the fact that a password cannot be changed while logging into remote desktop. If your password has expired, you'll have to reset it in another manner. IT will send out information regarding that change via email.

Thank you all for your patience during our transition period!

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.



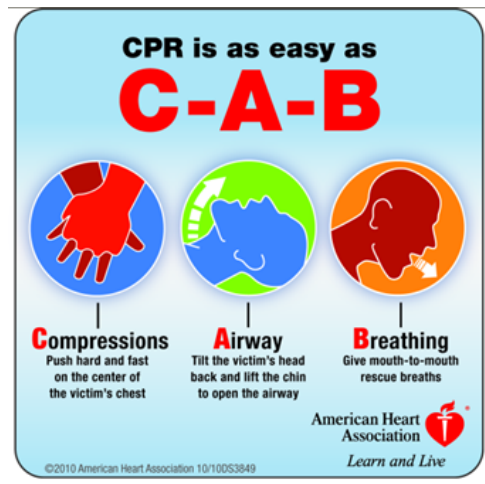
A guy keels over – can you save him? According to the American Heart Association, seven in 10 people feel helpless to act on a victim of cardiac arrest, the cause of over 350,000 deaths a year.

New airport kiosks let you practice on a mannequin, get feedback and take a test. Find them at Dallas/Fort Worth, Atlanta, Baltimore-Washington, Indianapolis and Chicago O'Hare.

If you get good and feel heroic, download PulsePoint Respond; the free app alerts you if someone in walking distance needs CPR. Until then, call 911 and start chest compressions with the heel of your hand centered on the victim's chest. Push hard and fast 100 to 120 compressions a minute (to the beat of "Staying' Alive.")

~excerpt from an airplane magazine

However remember your CPR training that you took with Universal Trainers. When administering CPR; remember #1: Shout, Tap, Shout #2: Call 911, #3: 30 compressions and 2 breaths.



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
Autism Awareness Month

- # Always
- # Unique
- # Totally
- # Intelligent
- # Sometimes
- # Mysterious

Check out this link:

<http://circa.com/circa-now/circa-cares/music-transformed-this-young-man-with-autism-now-hes-out-to-unlock-talent-in-others>

National Guide Dog Month



May

June



Gay and Lesbian Pride Month



Can you guess who this handsome young man is?



Burlington's QP ~
Erin Crowder



Asheville's Angi Everett ~
VR Employment Specialist

Welcome



Asheville's Employment
Specialist ~ Marcus Roberts





Burlington's dynamic duo bowlers
~ Eric and Tony!

Universal's Leslie Cothren's 10 year
Anniversary trip to Lake Tahoe.
CONGRATS!



Wilmington's Christine Clatterbuck's
new rescue Superpup ~ "Oliver"

Training Director Drema Greer just can't seem to hang up the basketball sneakers. She plays on the Red Foxes Basketball Team which participates in the local and state Senior Games. Recently the teams were featured in the Hickory Daily Record and on WBTV. Drema said, *"I've known all my life that the sport of basketball is ultimately not about the little orange ball and the little orange rim.*

You see, I cannot tell you the scores of games won or loss in college while at Clemson University or while coached on the NCAA Division I level. What I do remember is the connection and relationships formed while playing/coaching basketball all my life. Tis no different now that I play on this wonderful team called the Red Foxes! Playing with these women far surpasses any game scores, wins or losses. Why?

Although we are as competitive as our now aging bodies will allow – this group of athletes is much more concerned about each other than wins and losses. We laugh a lot with each other, we pray for/with each other and we call and checkup on each other. Yes we practice hard but we love each other harder. And in the end, sometimes that little orange ball does in fact go in that little orange rim."

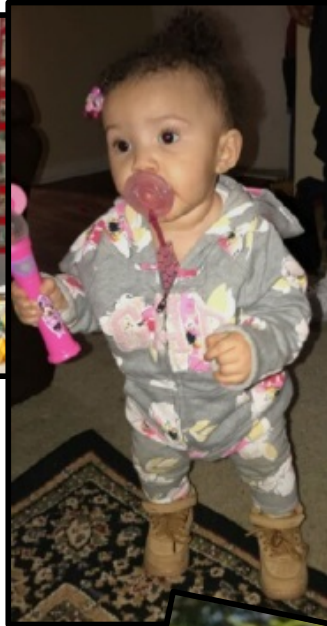


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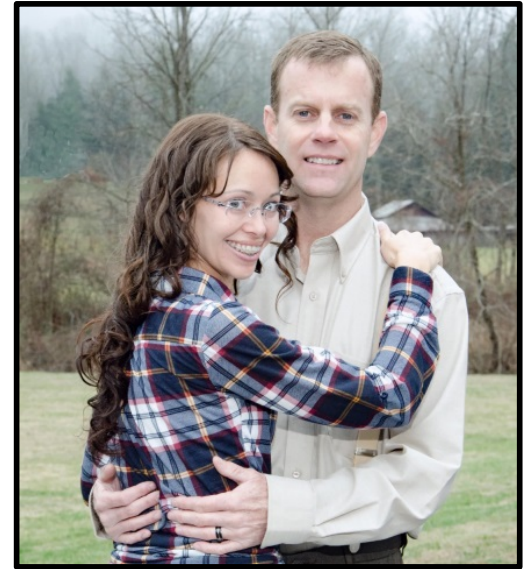
The State tournament is held annually at East Carolina University in late October. BTW – the oldest girl on my team is 82 years young!



Winston's Melissa Abshire's world!



Tiffany Meetz Justice got married in January. She and hubby enjoyed a cruise to Honduras, Belize and Mexico for the honeymoon. CONGRATS!



Universal's Board Member Gail Greer's newest pound puppy – "Arthur!"



Winston's Cynthia Garland, QP with daughter Haily and granddaughter Nadia at christening.



**Regional Program Manager,
Marilyn Porter BEATING CANCER!
Attitude is most of the battle!**



Asheville

Ash	DIANA	HEARD	04/06
Ash	TREVOR	JONES	04/06
Ash	THOMAS	MYERS SR	04/13
Ash	LISA	FIELDS	04/14
Ash	KAREN	ADAIR	04/20
Ash	Alexander	Caruso	04/27
Ash	ELISE	PIMENTA	04/28
Ash	Nicholas	Waites	04/29
Ash	MELISSA	BESSENT	05/02
Ash	ROGER	CONSTANTE	05/07
Ash	Craig	Sullivan	05/15
Ash	SHANNON	ANDERS	05/16
Ash	TYLER	RHODES	05/19
Ash	ROSE	MYERS	05/20
Ash	SARAH	RADCLIFF	05/30
Ash	CHRISTOPHER	KERN	05/31
Ash	JANICE	PRESSLEY	06/09
Ash	Devolia	Chambers	06/11
Ash	Pamela	Primavera	06/12
Ash	HELEN	BLEVINS	06/13
Ash	WANDA	LESTER	06/13
Ash	Abdul	Ahmad	06/15
Ash	CYNTHIA	BRADLEY	06/15
Ash	Michelle	Gee	06/17
Ash	KIM	SARGENT	06/19
Ash	MICHAEL	JOHNSON	06/20
Ash	KRISTY	RICE	06/20
Ash	ANGELA	MESSER	06/23
Ash	KRISTEN	BOWMAN	06/24
Ash	JEREMY	HARWOOD	06/24
Ash	SIDNEY	BARHAM	06/26
Ash	SWANEE	SWANN	06/30

Burlington

BURL	RACHEL	JONES	04/14
BURL	KAYLIA	JONES	04/15
BURL	KRISTA	MARTIN	04/15
BURL	SHANNISE	PAYTON	04/16
BURL	RONALD	LAVENDER	04/24
BURL	BARBARA	PERKINS	04/27
BURL	RICKY	GRAVES	04/29
BURL	ANNA	JOHNSON	04/30
BURL	AMBRIA	LONG	05/03
BURL	JEAN	GRAY	05/06
BURL	LINDA	WATLINGTON	05/20
BURL	RACHEL	NEESE	05/22
BURL	CLAUDETTE	DELORGE	05/23
BURL	BRITTANY	COBLE	05/25
BURL	SHAKETA	JONES	05/25
BURL	RACHAEL	PARSONS	05/27
BURL	ISAIAH	HAWKINS	05/31
BURL	JOYCE	STEPHENS	06/01
BURL	PRISCILLA	PENNY	06/02
BURL	MANDI	HARRELSON	06/06
BURL	CHERYL	REGISTER	06/07
BURL	THERESA	LEGETTE	06/08
BURL	TABITHA	PATTERSON	06/08
BURL	KARINA	SUAREZ	06/08
BURL	KATHY	GETKIN	06/14
BURL	GLORIA	DIAAB	06/20

Corporate

Corp	DREMA	GREER	04/19
Corp	MICHELLE	HOOVER	05/04
Corp	HEATHER	EVERHART	05/15
Corp	TRACY	FRYE	05/26
Corp	PATRICIA	FRIES	05/27
Corp	CHRISTY	HARTLEY	05/27

Forest City

FC	JACOB	MOORE	04/21
FC	Andrea	Dayberry	04/29
FC	Dawn	McDaniel	05/03
FC	DONNA	PADGETT	05/04
FC	CHRISTINE	HOPE	05/10
FC	CHARMAINE	HAMILTON	05/11
FC	JASMINE	MCENTYRE	05/11
FC	KRISTEN	WRIGHT	05/24
FC	TINA	ROBINSON	06/27
FC	TIMOTHY	HARRIS	06/29





Morganton

Morg	CATHY	COOK	04/14
Morg	KIMBERLY	MICHAELS	04/17
Morg	ANGEL	MAHAN	04/22
Morg	PAYTON	BYRD	04/29
Morg	BARBARA	FERGUSON	04/29
Morg	LANE	HARRIGER	05/01
Morg	RYAN	BROWN	05/02
Morg	ADAM	TEAGUE	05/08
Morg	DANYNEL	SUDDUTH	06/03
Morg	SCOTT	BUMGARNER	06/15
Morg	WHITNEY	MOORE	06/16
Morg	Erin	Marley	06/24
Morg	JENNIFER	MCCARTY	06/25
Morg	KATHY	ELDER	06/29

New Bern

NB	JOAN	BRYANT	04/10
NB	SHONETTA	GATLING	04/12
NB	PATRICIA	HILL	04/14
NB	BRENDA	LEE	04/18
NB	PAUL	DUCLOS	04/23
NB	SHONTARIOUS	HOLDER	04/24
NB	CHERYL	LARK	04/24
NB	LISA	HUDSON	05/01
NB	MARIA	STATON	05/01
NB	ELLEN	PURIFOY	05/05
NB	RYAN	YOUNG	05/09
NB	MARCUS	BURDEN	05/12
NB	FANNIE	RIVERS	05/18
NB	SABRALENA	CANNON	05/21
NB	RAYMOND	COX SR	05/26
NB	ROBERT	JONES JR	06/06
NB	PAULA	FLACK	06/14
NB	MACHIKA	DIXON	06/20
NB	NAOMI	WILSON	06/23
NB	ANGELA	COWARD-BRUNSON	06/26
NB	SHARON	RIVERA	06/29

Raleigh

Purposely	EBONY	BAIDOO	04/18
Purposely	TIERRA	FIELDS	04/26
Purposely	JULES	JONES	05/16
Purposely	KENJUAN	MORRISEY	06/05
Purposely	JAI	BARNES	06/30
Rebecca's Home	SHARONE	CONYERS	04/11
Rebecca's Home	BRIANYA	TRADER	05/22
Rebecca's Home	LAURA	BENNETT	06/15
Rebecca's Home	SHANEKA	JONES	06/21
Arbor Hs	ROSARY	GROSS	04/29
Arbor Hs	CHARKEVA	HODGE	05/11

Continued on next page

HAPPY BIRTHDAY!



Raleigh

Ral	MONICA	MITTENDORF	04/05
Ral	ANNETTE	POWELL	04/08
Ral	TRACY	WEST	04/13
Ral	LARRY	CANADY	04/15
Ral	JENNA	BIVENS	04/17
Ral	GWENDOLYN	CUMMINGS	04/18
Ral	ALLAN	STODDARD	04/22
Ral	Adebayo	Awokoya	04/28
Ral	LAURIE	DANGLER	04/28
Ral	JIEARONNAH	MANNNS	04/29
Ral	TIERRA	BLACKSTON	05/02
Ral	CLAUDIA	WHITE	05/02
Ral	EDWINA	GBARWEA-GOWEH	05/05
Ral	Mary	Ford	05/08
Ral	Amy	Davis	05/09
Ral	DANIELLE	SWICEGOOD	05/09
Ral	Myra	Vaughn	05/09
Ral	ANGELA	HARRIS	05/10
Ral	Natasha	Springer	05/10
Ral	KELVIN	ROUNTREE	05/11
Ral	TERRI	THOMPSON	05/13
Ral	TERRANCE	TRIPP	05/15
Ral	SAKINA	WALLER	05/17
Ral	Ronald	Rogers	05/20



Ral	Tari	Bullock	05/22
Ral	Jennifer	Menard	05/22
Ral	Joel	Young	05/22
Ral	Lauren	Springer	05/27
Ral	SARAH	MOORE	05/31
Ral	SONYA	WOOD	06/01
Ral	ASHLEY	COOPER	06/04
Ral	Felicia	Sellars	06/04
Ral	LISA	PORTER	06/05
Ral	Clarence	Rouse	06/07
Ral	ANGELA	BAKER-PITTMAN	06/09
Ral	Kevin	Russell	06/10
Ral	Andrea	Martinez	06/13
Ral	ELIZABETH	JARRATT-SMITH	06/18
Ral	Maureen	Kondub	06/18
Ral	David	Spiker	06/18
Ral	Elizabeth	Rolfe	06/19
Ral	ALBIE	HOCUTT	06/20
Ral	Wysheka	Williams	06/20
Ral	JESSICA	LAWRENCE	06/21
Ral	Marie	Jones	06/22
Ral	Tonyiska	Parker	06/22
Ral	DARRYEL	WASHINGTON	06/22
Ral	JAMES	IVORY	06/28
Ral	ALHAGIE	NJIE	06/29

Wilson

Wilson	WILLIAM	BEST	06/07
Wilson	BARBARA	HAGANS	06/15
Wilson	ALISHA	JONES	06/16
Wilson	SEQUOYA	BURDEN	06/22
Wilson	OLA	BYNUM	06/29

Wilmington

Wilming	JENNIFER	HINSON	04/10
Wilming	TIARA	BROADIE	04/13
Wilming	THERESA	MAULDIN	04/28
Wilming	RANDOLPH	KEARNS	05/01
Wilming	MICHAEL	BOST	05/12
Wilming	JOYCE	COSTON	06/09
Wilming	JANICE	VAUGHN	06/16

Winston

WS	TIFFANY	WILLIS	04/10
WS	DONALD	PURDY	04/17
WS	ARTESA	FULLER	04/19
WS	LAKEISHA	WILLIAMSON	04/22
WS	CEDRICK	HAIRSTON	04/23
WS	JANA	GOLDSMITH	04/27
WS	WHILEATHA	EDWARDS	04/28
WS	BROOKS	NIHART	05/01
WS	KYRA	BROWN	05/02
WS	ALVIN	WARREN	05/08
WS	BRIANA	REYNOLDS	05/10
WS	DESTINY	HARRISON	05/11
WS	PATRICIA	JESSUP	05/13
WS	SONYA	LEBIED	05/13
WS	LINDA	TOWNSEND	05/15
WS	ETHEL	CARTER	05/16
WS	DEMETRIA	STUART	05/19
WS	NAKEEBA	ORR	05/22
WS	BRANDON	JESSUP	05/24
WS	MARY	SCHUMACHER	05/26
WS	ERICCA	ROUSE	05/29
WS	PIPER	GLASS-VAUGHN	05/30
WS	JOYCE	MCCOY	05/30
WS	ANDRE	CHINN	06/05
WS	JORDAN	BYRD	06/06
WS	AUSTIN	AGER	06/08
WS	VERNA	LILES	06/12
WS	TERRY	JAMES	06/16
WS	MELISSA	ABSHIRE	06/18
WS	IVAN	BOYKINS	06/20
WS	CHAD	ROBERTS	06/22
WS	WILLIAM	MOORE	06/27
WS	STEPHEN	LAWSON	06/28
WS	PHILEPHIA	KING	06/29
WS	EDDIE	QUESENBERRY	06/29

