



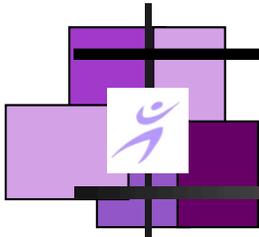
# The Insider

Apr 2018

## 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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Universal is anxiously anticipating changes, progress and excitement during 2018. We recently completed the Strategic Planning process for this year. Plans include:

- opening at least one new day program
- expansion of current services in our existing day programs
- development of a supported living program and
- streamlining many of our processes

This 2018 Strategic Plan is certainly an ambitious undertaking. Fortunately, for the individuals we serve, the Universal Team has an unstoppable desire to expand services and provide assistance to even more individuals. Ultimately, it takes all of us to continue improving what we do each and every day. Today, Universal works diligently to serve individuals with different services across North Carolina. Tomorrow, we hope to be even more integrated in the communities we serve, by providing the newest and most innovative services possible.

If you have any questions regarding how you can become a part of the changes occurring at Universal, please do not hesitate to contact me. Above all, I offer you the Universal Team members, my sincerest thanks for a job well done!

I have been associated with Wray since 2007. When I first met Wray, he was 9 years old and he informed me at that time that he did not like receiving services. For the first few years that I worked with Wray, he struggled to understand his diagnosis and why he needed a staff when his peers did not have one. Wray did not like talking about his services, I.S.P. or short term goals, which presented challenges for his staff. As Wray became older and transitioned to high school, he began to develop an understanding of how staff was assisting him with processing events at school and improving his social interaction skills. Prior to entering high school, Wray had difficulties understanding jokes in conversations, to the point that his anxiety would be greatly increased. By the time Wray graduated high school in 2017, he not only understood jokes better, but had transformed into a hilarious jokester himself.

Wray participated in the vocational program when he was in high school. Before he graduated he decided was going to get a job and work towards having his own apartment. Wray did secure employment at a grocery store while in high school (and continues to hold this job.) Upon graduation, Wray sought other employment opportunities without the aid of Vocational Rehab or Supported Employment services. He obtained employment with janitorial services at a middle school, as well as doing lawn work in his community. Yes, Wray has three jobs that he secured and maintains on his own!

During this time, Wray decided to obtain a driver's license, a longtime dream of his. With help from very supportive parents, Wray began studying the driver's manual and practicing behind the wheel with his father. Late in the fall of 2017, Wray proudly showed me his driver's license and how free he felt being able to drive into Winston-Salem when he wants to. In fact, Wray now drives into Winston to meet his staff, Jesse Watson for service delivery. Wray still desires to be completely off of services in the near future and with his continued efforts his dream will be realized. As he recently informed me, *"I really enjoy 'hanging out' with Jesse, but I plan for Jesse to be my last one-on-one staff."*

Wray's QP Harold Claytor says *"When I met Wray years ago, I asked him if when he turns 25, does he want me to be his QP or will he want to be friends by that point. He said he wanted to be friends and I encouraged him to do what he needed to do to be independent. He's definitely worked towards that and is potentially the first person I've served to work himself off of services. He's an awesome young man."*

Photo  
not  
available



The minute Travis Bowman steps into a room, it's easy to see why he has become a favorite among the area's Special Olympics athletes. The 40-year-old New Bern native is quick with a smile and a handshake. He's not shy about expressing his appreciation for the program that has taken him around the state to compete in swimming, track and field and bowling events at Special Olympics tournaments.

"It's fun and I make friends. I like swimming and running, but swimming is my favorite.

I love swimming," Bowman said Friday while relaxing in the Parks and Recreation office at the Craven County Administrative building in New Bern. That spirit helped earn Bowman the honor of being named the 2017 Special Olympics North Carolina Athlete of the Year, during the program's Fall Tournament in Charlotte.

Bowman has been competing in Special Olympics events since his days at New Bern High School. Thus far, he has earned 40 medals, most of them in swimming events. Steven Aster, Craven County Special Olympics North Carolina coordinator, said he chose to nominate Bowman for Athlete of the Year based on his generosity and commitment. "I've always said that Travis has the ability some people don't, which is when he walks in a room he just lights it up with his personality," said Aster. "He's no stranger to anybody, he's so friendly. And a lot of people in the community recognize him as a Special Olympics athlete." Aster said Bowman carries the Special Olympics torch each year for its Spring Games. "It's phenomenal. We get Marines from Cherry Point to run behind him in formation and he always comes in like he's going to beat the Marines in a race," said Aster.



In a video of the October Athlete of the Year announcement, Bowman leaps from his chair in surprise, runs to the stage and lifts the award plaque over his head in triumph. "He had no idea he was going to win," said Aster. "He was like 'Are you serious, it's me? It was awesome.'" Asked about winning the award, Bowman said "I feel lucky" as his face lit up in an ear-to-ear grin. Bowman competes in three Special Olympics swim tournaments each year. He will be competing in a March 17 swim meet in Raleigh, at the April Showers event on April 14 at the New Bern YMCA and at the State Games in Raleigh from June 1-3.

Unlike many Special Olympics athletes, Bowman is highly self sufficient. He has been able to obtain a driver's license and according to Aster, often insists on driving himself to tournaments, as far away as Raleigh. Bowman also holds down several jobs, cutting grass for local group homes and doing cleanup work at the local Wendy's restaurant. "I earn that money, get paid every two weeks," said Bowman. "I like to save money so I can go on trips." Bowman's swimming coach and mentor, Ray Thompson said the star athlete is also adept at spotting classic cars. "He'll point them out to me. He'll say 'That's a '67 whatever it is,'" Thompson said. "I like 1975 Fords," Bowman exclaimed.

Bowman said his favorite Special Olympics events are the 100-meter freestyle and backstroke. He also takes part in the 4-by-50 relay team. "You have to be careful doing the backstroke not to touch the walls. You'll be disqualified. It's tricky," he said. Bowman likes to listen to music on his headphones to get pumped up for his swim meets. "I like the '70s, I like the Motown, I like everything," he commented.

Going into his 25th year as a Special Olympics athlete, Bowman said he has no plans to retire from competition anytime soon. "Just keep going, that's right," said Bowman. "Do it every year!"



Look how proud Nathan is. He has worked SO hard to accomplish the goal of obtaining his NC Drivers Permit.



Nathan said *"It took me 31 years to get this!"*

Finding the perfect match was not easy for Dave and his Job Coach Lisa. He required a job with low light, few hours, low level of physical activity, a calm atmosphere and a repetitive task. Dave shared from the beginning of the Supported Employment process that he wanted to fold silverware and/or fold pizza boxes. Finding a position like this, we soon discovered, would be challenging because many businesses no longer fold silverware; or they require their serving staff to roll silverware and fold boxes when the restaurant isn't busy.

While there were a number of days when it was easy to become discouraged, Dave and Lisa believed they would find a job that would match Dave's knowledge, skill and ability.



They began to explore other positions which Dave might excel and enjoy with little success. Although most people would have been discouraged, Dave displayed a positive outlook. Again, he and his Job Coach believed there was a position for Dave. Earlier this year Dave's Job Coach spoke to one of the owners of 828 Family Pizzeria. They were told that while there was not a position near Dave's home, there might be a position in the South Asheville location. Dave applied and was offered a job folding pizza boxes and on occasion rolling silverware.

Dave loves working for 828 and his boss Logan. When asked if he loved his job Dave said enthusiastically "I LOVE my job!" Dave recently bought a thank you card with his own money and gave it to Logan. Dave wrote "I'm very fond of you Logan and I love folding pizza boxes." Logan has created an environment that is both relaxed and productive. At the end of Dave's shift, Logan always makes time to tell Dave what a good job he is doing.

Mrs. Lane, the business owner, said that "Dave is the most thankful employee I've ever had."



## • People-first Language

People with disabilities

People with I/DD

My son has autism

She has Down syndrome

He has a learning disability

She has a physical disability

He's of short stature or he's short

She has an emotional disability

He uses a wheelchair

Typical kids or kids without disabilities

She receives special ed services or additional support services

Accessible parking, bathrooms, etc.

She has a need for...

## Labels Not to Use

The handicapped or disabled

The mentally retarded

My son is autistic

She's a Downs kid, a mongoloid

He's learning disabled

She's crippled

He's a dwarf (or midget)

She's emotionally disturbed

He's wheelchair bound or confined to a wheelchair

Normal and/or healthy kid

She's in special ed

Handicapped parking, bathrooms, etc.

She has a problem with...



**BASICS:**

- Don't be afraid to make a mistake.
- Always BE RESPECTFUL.
- Don't make assumptions about what a person can or cannot do.
  - Ask before giving assistance.
  - If you offer help and the person says "no," don't insist.
  - If the answer is "yes," ask how you can best help and follow directions.
- If someone with a disability is accompanied by another individual, address the person with a disability directly rather than speaking through the other person.
- Treat adults as adults.
- Expect diversity of preferences and opinions.

### **SPECIFICS: Things to keep in mind when communicating.... ...with People with Physical Disabilities**

- Respect the individual's personal space: personal space includes a person's wheelchair, crutches, or other mobility aid. Never move someone's crutches, walker, cane, or other mobility aid without permission
- Do not push a person's wheelchair or grab the arm of someone walking with difficulty without first asking if you can help.
- When speaking for more than a few minutes to a person using a wheelchair, try to find a seat for yourself so that the two of you are at eye level.
- When speaking with someone with a speech impairment, don't pretend to understand if you do not. Ask the person to repeat what was said.





# State of North Carolina

ROY COOPER  
GOVERNOR

DEVELOPMENTAL DISABILITIES AWARENESS MONTH

2018

BY THE GOVERNOR OF THE STATE OF NORTH CAROLINA

## A PROCLAMATION

WHEREAS, Public Law 99-483, enacted by United States Congress in 1987, designates March as National Developmental Disabilities Awareness Month; and

WHEREAS, North Carolina is home to more than 180,000 people with intellectual and other developmental disabilities throughout all 100 counties of our state; and

WHEREAS, it is the responsibility of all North Carolinians to recognize and acknowledge that it is not developmental disabilities, but unjust societal barriers and challenges that can keep individuals from realizing their full potential at school, work, home, and/or in their communities; and

WHEREAS, all North Carolinians can contribute to improving the lives of people with developmental disabilities by becoming stronger advocates and supporters of their increased independence, capacity, and leadership; and

WHEREAS, it is important that we expand opportunities for individuals with developmental disabilities – including access to integrated employment, education, housing, health care, and civic engagement – to promote community participation; and

WHEREAS, expecting and enabling people with developmental disabilities to function independently and productively within our societal and economic structures can strengthen our state in all areas, including public and private sectors; and

WHEREAS, the State of North Carolina commends the North Carolina Department of Health and Human Services, the North Carolina Council on Developmental Disabilities, other state agencies, businesses, organizations, and individuals throughout our state are working to improve the lives of people with developmental disabilities and their families through advocacy, capacity building, and systems change; and

NOW, THEREFORE, I, ROY COOPER, Governor of the State of North Carolina, do hereby proclaim March, 2018, as “DEVELOPMENTAL DISABILITIES AWARENESS MONTH” in North Carolina, and commend its observance to all citizens.



  
Roy Cooper  
Governor

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of North Carolina at the Capitol in Raleigh this second day of March in the year of our Lord two thousand and eighteen and of the Independence of the United States of America the two hundred and forty-second.

**Did you know that Governor Roy Cooper just declared March 2018 as Developmental Disabilities Awareness Month acknowledging the abilities of people with I/DD and the continued expansion of opportunities in employment, community living, leadership and more? Check out their website @ [www.nccdd.org](http://www.nccdd.org) and sign up for their newsletter.**



Apple wants to see a host of new emojis introduced, all aimed at better representing people with disabilities in texts and other digital communications. The technology giant issued a [proposal](#) this month calling for 13 emojis showing people using manual and power wheelchairs, service dogs and prosthetics, among other special needs. Many of the icons have male and female versions and Apple is recommending variants for skin tone as well.

“The current selection of emoji provides a wide array of representations of people, activities and objects meaningful to the general public, but very few speak to the life experiences of those with disabilities,” Apple said in the proposal. “This new set of emoji that we are proposing aims to provide a wider array of options to represent basic categories for people with disabilities.”

The plan was submitted to the Unicode Consortium, the organization that standardizes emojis. The group is slated to meet next month to consider which icons could be added in 2019 to the catalog of emojis that Apple, Google and other device makers offer. Apple said it worked with the American Council of the Blind, the Cerebral Palsy Foundation and the National Association of the Deaf to develop the emojis, which are aimed at four main categories of people — those who are blind or have low vision, individuals who are deaf or hard of hearing, people with physical motor issues and hidden disabilities. In the proposal, Apple acknowledged that the 13 emojis it’s recommending don’t offer a complete representation of disabilities.

“This is not meant to be a comprehensive list of all possible depictions of disabilities, but to provide an initial starting point for greater representation for diversity within the emoji universe,” the company said. Apple’s move comes nearly two years after the London-based disability advocacy group Scope [introduced](#) a series of 18 emojis depicting people with various disabilities that are available for download. Scope said it hoped that releasing the icons would encourage the Unicode Consortium to incorporate similar icons in its library.



*Apple is pushing for 13 new disability-related emojis to be added to the library of icons available on digital devices. (Thinkstock)*





<https://www.youtube.com/watch?v=-dDncN1VzwI>

Click here or paste this link into your browser



*Are you aware of the National Alliance for Direct Support Professionals?*

**WHAT IS THIS?** NADSP is a world with a highly qualified and professional direct support workforce that partners with, supports and empowers people with disabilities, to lead a life of their choosing.

*Recently Universal's Training Department participated in a NADSP Train-the-Trainer that will enable us to meet the mandates for the Home and Community Based Settings Rule. This training is entitled INFORMED DECISION MAKING. More information will be coming soon!*

*Universal Direct Support Professionals (DSPs) may soon reap the benefits of this training. This allows for our direct care staff to interact/participate/use the National Alliance for Direct Support Professionals' website. IF you are interested in utilizing this website, please contact Training Director, Drema Greer at [dgreer@umhs.net](mailto:dgreer@umhs.net). Send your email address to Drema and she will enter you into this group.*



Making a world of difference  
**in people's lives**



Passwords. We are inundated with them these days. How many passwords does the average person have to maintain? According to research by the Dashline (a password management software company,) by 2020, each Internet User will have to juggle over 200 passwords. With those extreme numbers of passwords, it's no wonder the most common password is 123456 with the second most common being the word password itself!

As an employee of Universal Mental Health Services, you may have an array of passwords as well: OnTarget, Remote Desktop/Email password, MCO passwords, ZixMail...the list goes on and on. On average, one third of support requests at Universal are for password resets. I'm sure you've encountered the fact that our passwords are set to expire after a certain amount of time, ranging from every 2 months to every 3 months. In order to maintain our CARF Accreditation, we are required to have complexity standards for our passwords. Most likely, those complexity standards will continue to change over the next few years.

What's the best way to manage all those passwords?

NO! Do not write them down. If you do happen to write them down, PLEASE do not tape them to the keyboard or your monitor. There are great apps for storing passwords, like LastPass. These apps can help you securely manage passwords. You can also store them in a password-protected/encrypted document. Never store them in a non-password protected document.

Some general rules for password creation:

Create unique passwords with a combination of upper/lower case letters, numbers, and symbols. Do not use any common details about yourself, such as Social Security Number, Birthdate, children's names, etc. Those passwords are easily broken thru public records. Never use only a word that can be found in a Dictionary. Password crack tools load the dictionary as step number one. Avoid reusing the same password in multiple places. If your password happens to be compromised, all of your credentials will be compromised. Some of the easiest, best passwords are actually phrases. It's also great to create an acronym. For instance: MePina#4U (My email password is not a hashtag for you.)

If you have any questions or would like more information about biometrics or any other IT issue, feel free to contact Leslie Cothren at [lcothren@umhs.net](mailto:lcothren@umhs.net).

If you have an official Information Technology request, please e-mail that to [trackit@umhs.net](mailto:trackit@umhs.net).



# Universal's Cultural Sensitivity Mission Statement?

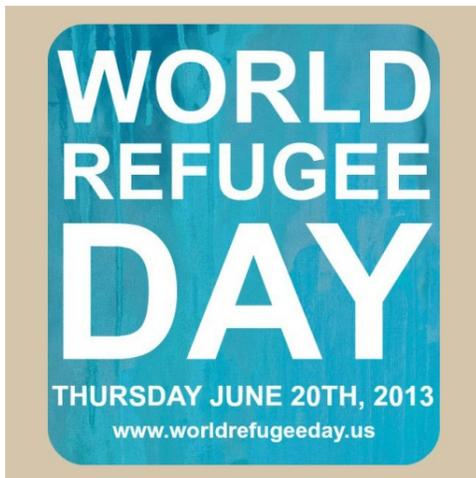
"Universal MH/DD/SAS strives to develop awareness and respect in order to celebrate the diverse backgrounds of people."

April



EASTER

World Refugee Day



June

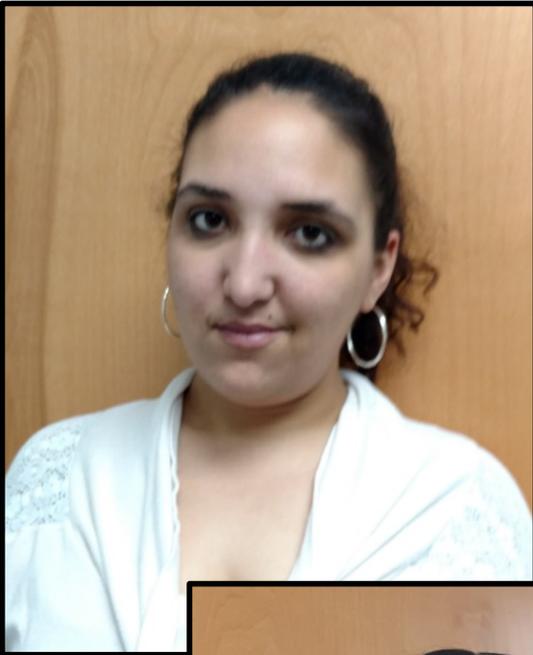
May



World Day of Cultural Diversity



**Burlington's OA ~ Brittany Roach**



**Asheville's CPSS ~ Pat Howard**



*Welcome*



**Burlington's QP  
~ Saasha Satterfield**



**Raleigh's QP  
~ Lisa Ann Hawley**

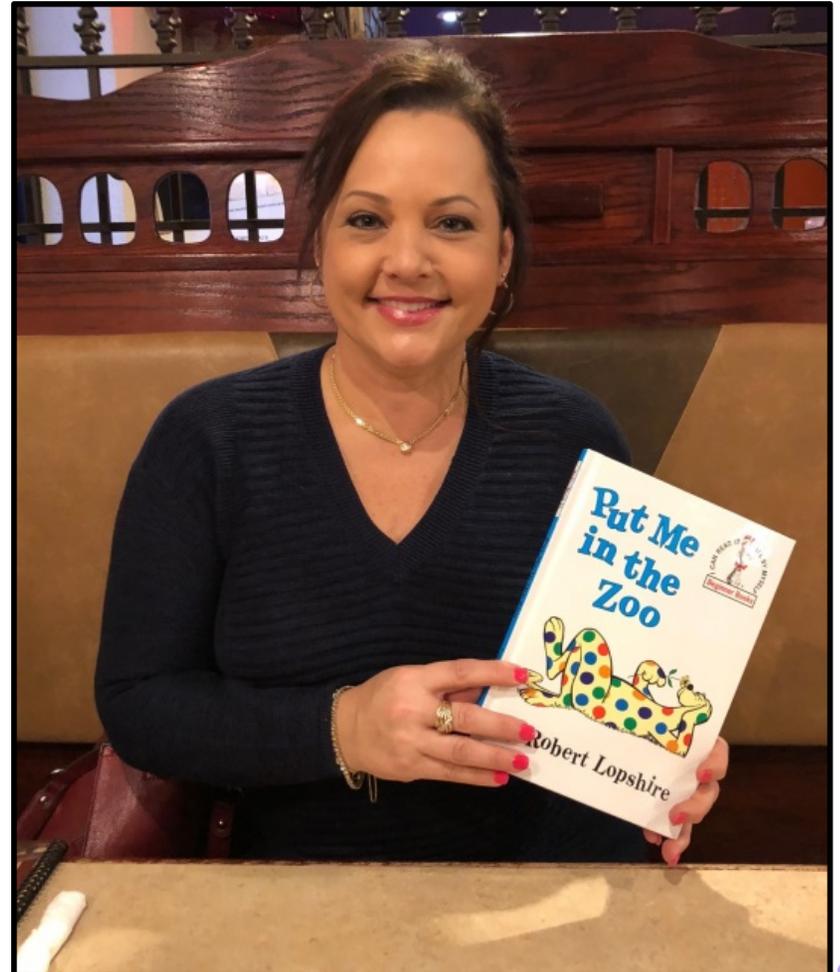




**Corporate's Susan Propst** is so excited to become a "Nana." Look at handsome baby  
Ashur Makai Grier



**Corporate's Corporate's Executive VP Alicia Greer Brown** volunteering to read to kids on Dr. Seuss Day!



*It is with heavy heart that we mourn the passing of our co-worker, **Alice Butts**. Alice worked at the **Corporate** office from 2007 to 2011. Alice, you will be missed by many! Love you girl!*

