



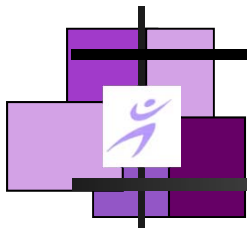
The Insider

Jul 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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It is with pride and gratitude that I look at our many accomplishments. I am proud that Universal has created impactful change in the delivery of Mental Health, Intellectual Disabilities, Residential, Supported Employment and Early Intervention Services in our state. We have taken a hard look at our service delivery system and made significant changes that benefit our persons served, family members and employees.

I am also grateful to all our stakeholders, MCO partners and staff members who make our successes possible. It takes many individuals working together who dedicate time and resources to strengthen Universal's capacity to provide support to the individuals who need it most. Universal will continue to move forward as a leading provider in the North Carolina service provider system.

~**Brook**



Twenty-year-old Brian Massey suffered a near-fatal accident in 1993 that resulted in a Traumatic Brain Injury. Now at the age of 43, and after years of surgeries, healing and therapy, he is applying his love of photography to a greeting card business he created called "Pure Heart Cards."

Massey graduated from Owen High School in 1991 and entered the Naval Air Technical Training Center in Millington, Tennessee. While in high school and after graduation he worked at Tyson Furniture Co. His plans to become a pilot were cut short by a severe knee problem. On Aug. 20, 1993, his life and that of his parents Debbie and Gary and brother Kurt changed forever when a neighbor pulled out in front of Massey's motorcycle. The accident happened in front of Massey's home, a place where his parents have lived for 43 years. "At one point the hospital asked us to decide if we wanted to donate Brian's organs," Debbie Massey said in a recent interview. "He spent one month in neuro-trauma ICU and one month in a room at Mission Hospital."

With the help of Kelli Radcliff, Masseys' job coach and a qualified developmental disability professional at Universal Mental Health, Massey started the greeting card business. The cards feature his photographs of scenes from the Swannanoa Valley. One of Brian Massey's favorite photo subjects is his favorite cat. Debbie Massey said her son was exceptionally intelligent throughout high school and his Navy training school. "He graduated at the top of his class at (the) training school," she said. "People forget that the same person is inside a scared and broken body as before." She remembers the day she left Brian, who doctors said would never speak, at home while she went to the grocery store. When she came back he was talking, stimulated she believes by the family photos he was looking at when she left. His family cared for him around the clock. His brother Kurt took off a year off from college to help take care of Brian. Kurt Massey is a doctor today, his mother said.

Brian was working with another job coach, an employment specialist, but he reached a stalemate because he couldn't fit into a traditional job. Radcliff picked up the story here. *(continued on next page)*

Despite brain injury, Massey creates greeting card biz

[Barbara Hootman](#), The Black Mountain News



"I was driving back to the office in October after spending several hours with Brian," she said. "We were getting to know each other, looking through the many pictures that Brian has taken. I kept thinking he needs to do something with the photos because they are so good. Then it came to me that a greeting card selection might be the business for Brian. I talked to Debbie, and then we talked to Brian. And he was excited."

Brian lives independently in a mobile home close to his parents' home on North Fork Road. "Every day Brian helps me and Gary around our place," Massey said. "It helps him, and it helps us." "His place is immaculate with everything in its place," Radcliff said. "Most people can't keep house like Brian does."

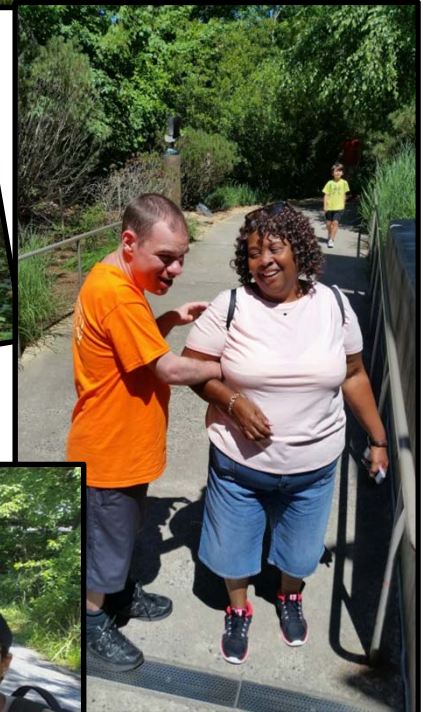
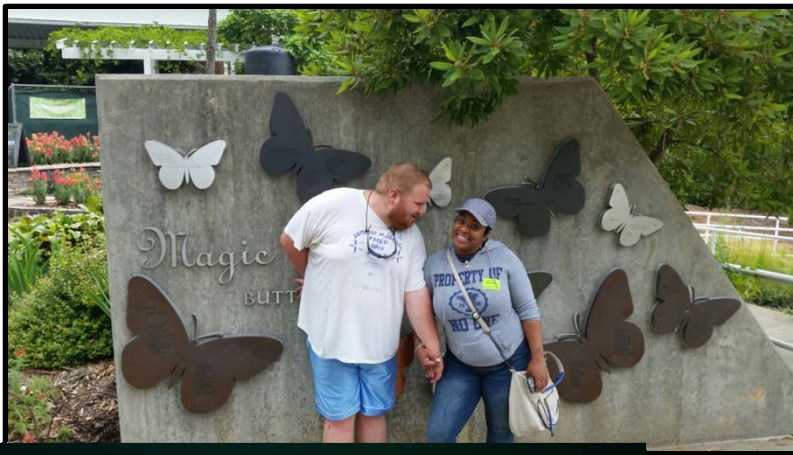
Brian said he has developed a deep appreciation of the mountains, nature and God since his accident. "I tell people that the accident is the best thing that ever happened to me," he said. "It changed me, and I am a better person. And now I am going to have my own business. Every day I read the Bible. I've started reading it for the fifth time. I read it out loud." The most hope Massey's doctors, as many as five or six at a time, gave his parents was that Brian would be a vegetable. "My husband's attitude was Brian will be what God wanted him to be," Debbie said. "It's turned out to be a whole lot better than what the doctors predicted. Some days I just wasn't sure if Brian would recover at all. The road has been hard for all of us."

Brian's greeting cards featuring nature scenes and his favorite cat will be displayed throughout Black Mountain and the Swannanoa Valley. Periodically, the cards will be changed with those depicting new scenes. Brian also designed the hand-written messages inside each card. Pure Heart Greeting Cards will sell for \$3 each. Debbie is the bookkeeper for the company.

Survivor of significant brain trauma, Brian Massey has turned his love of photography into a greeting card business. "We developed a simple business plan for Brian's company," Radcliff said. "But it is a well thought-out plan that suits Brian's needs." Radcliff said she was never surprised that Brian could create a business of his own that uses his creativity. "It is amazing what those suffering from Traumatic Brain Injury can accomplish," she said. "I see it every day in my work."

Each year, Massey celebrates Dec. 15, the day in 1993 that he woke from an almost five-month-long coma. "I thought I had just been born," he said. "And it was true because I started life all over again." His mission in life now, he said, is to show and tell about the love he has found in Jesus Christ. "God healed me, and He loved me first," Massey said. "He made the beautiful scenes that I photograph and turn into greeting cards." For more, e-mail Massey at Pureheartcards@gmail.com. A Facebook page is being created for Pure Heart Cards.







By [Rod Brouhard, EMT-P](#)

Summertime is a great time to be outside. It's sunny and hot, and the kids are out of school. Whether you choose to stay in the backyard or take the boat out for a ski trip, staying healthy is important. Take some precautions to make sure your summer is as safe as it is fun.

Learn about the safety of summer before you need it.

Heat

Whether it's the weather, the grill or Fourth of July fireworks, heat is the word of the season.

Too much of it, especially in humid conditions, sucks the water right out of your system. To know if you're drinking enough fluids, look for these [dehydration symptoms](#).

If you don't watch your temperature, you run the risk of heat illness. [Heat exhaustion](#) comes from a combination of dehydration with an elevated core body temperature. If left untreated, heat exhaustion can lead to [heat stroke](#), a potentially fatal condition.

[Sunburns](#) and thermal [burns](#) come from different places, but the treatment is usually very similar. Here is a [quiz on burns](#) to help you test your knowledge.

To avoid burns from Independence Day celebrations, follow these [fireworks safety](#) tips.

Critters

Warm, sunny weather not only brings you outside, it's a call of the wild for all sorts of creatures, too. [Spider bites](#) are more common during warm weather, as are [dog bites](#).

[Snakes](#), [ticks](#) and other [bugs](#) are also a bit more feisty in the summer months.



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."

JULY
Independence Day



Sept.

*National Guide
Dog Month*



GAMES OF THE
XXXI OLYMPIAD

Aug

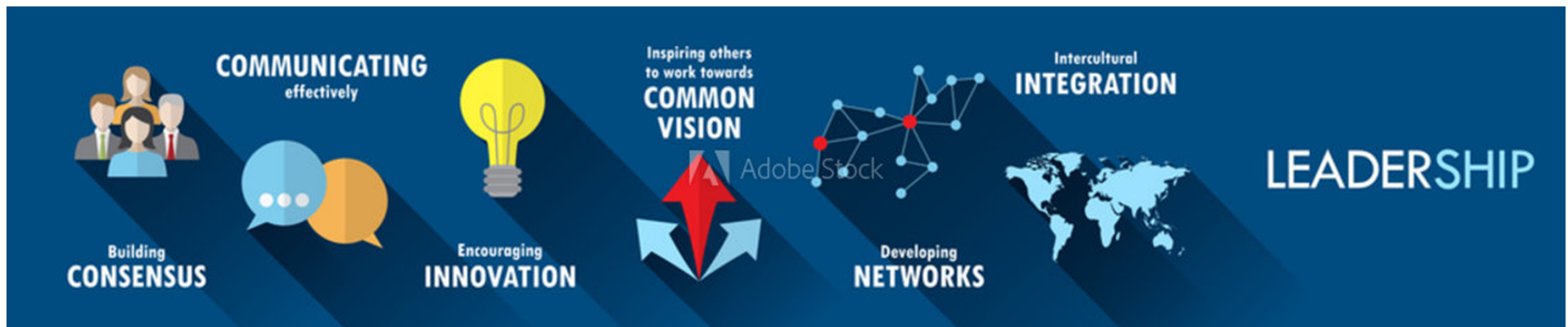


Your Approach to Leadership Cannot Be One-Size-Fits-All

~by Doug Upchurch

I always laugh when I see the phrase, “one-size-fits-all.” As a larger-than-average guy, that typically means it won’t fit me. Leadership is another place where this phrase just doesn’t fit. This is because, as leaders and the people being led, we are never one-dimensional. Nobody is just one thing, be that happy, grumpy, bashful, (sorry, I’ve named almost one-half of the Seven Dwarves) creative, a reliable colleague, a good listener, or even a great leader. Well, let’s qualify that. All leaders may be great in certain respects, but it’s unlikely that they’ll be considered great by everyone that they lead.

In this new Millennial world, we’ve learned that people, teams, and leaders are all much more complex than that. There is no production line that spits out excellent leaders, just as there is no cookie cutter that will provide you with a team of identical, indistinguishable workers. Every single person in your team is unique. They are all motivated by, disappointed by, worried about, excited about, and skeptical of different things, each to varying degrees. Some will like informal chats about the weekend, others would rather eat a cactus than be forced into such an ordeal. Your challenge as a leader is to be all things to all people without losing sight of the essence of your leadership style. But how?



- Results leadership**—establishes processes that work and sticks to them in order to get things done
- Visionary leadership**—has strong creative instinct and likes to dream of all the possibilities before committing to a plan of action
- Relationship leadership**—is a lover of collaboration, building a strong community, and partnering for success
- Centered leadership**—is self-aware and intentionally role models authenticity and their own deeply-held personal values

It’s natural to instinctively feel that tug of recognition when you read one of these statements. However, to be a great leader, you need to learn how to shift your style to best appeal to whoever you are dealing with in real time.

Learn to Flex Your Style

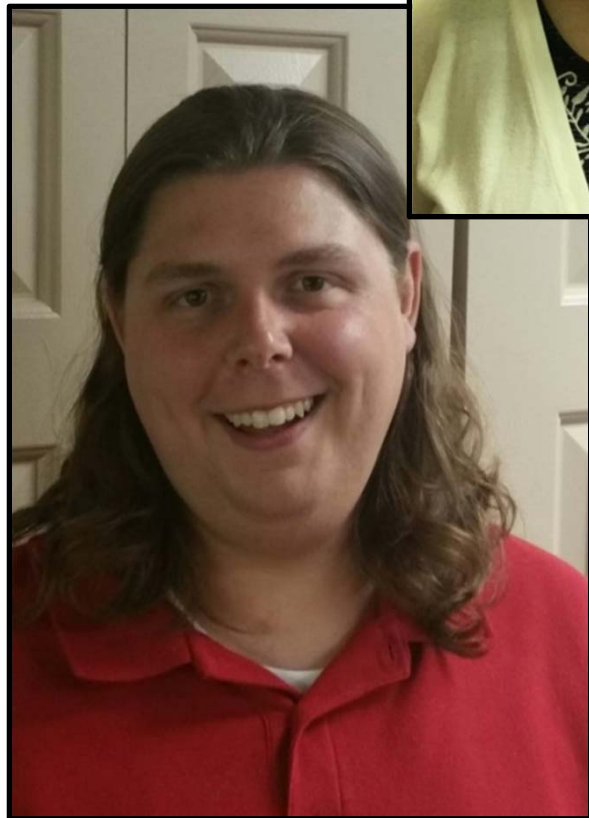
For example, if you, by nature, are a visionary leader, that may work really well for the creative, blue-sky risk-takers in your team. But, if you only lead based on your preferences and do not consider the preferences of those you lead, you could well be leaving others in your team out in the cold. Those of a more practical, action-oriented nature won’t be convinced by what they perceive as your whimsical, capricious style. Your challenge is to find a way to connect with them, in a way that works for them but that also doesn’t feel false to you.



Asheville's PSR QP
~ Wendy Kuykendall



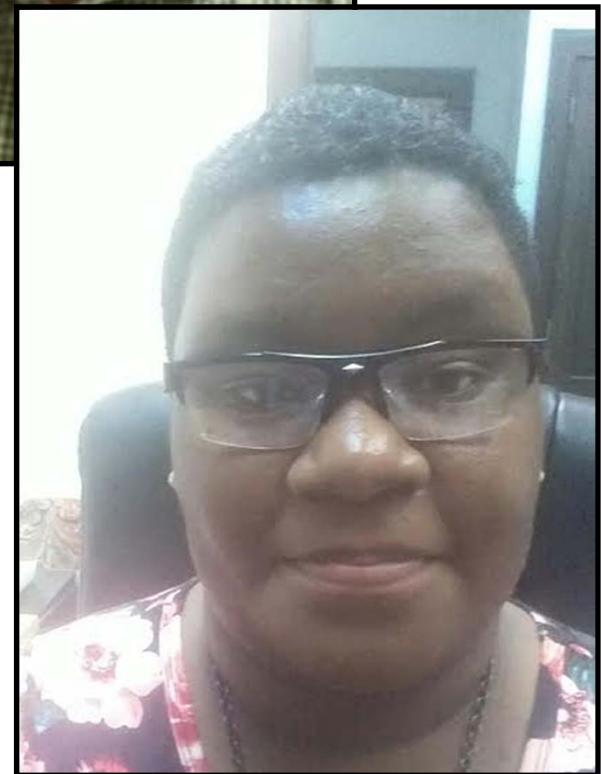
Asheville's Certified Peer Support Specialist
~ William Jenkins



Wilmington's Office Assistant
~ "Tucker" Fales



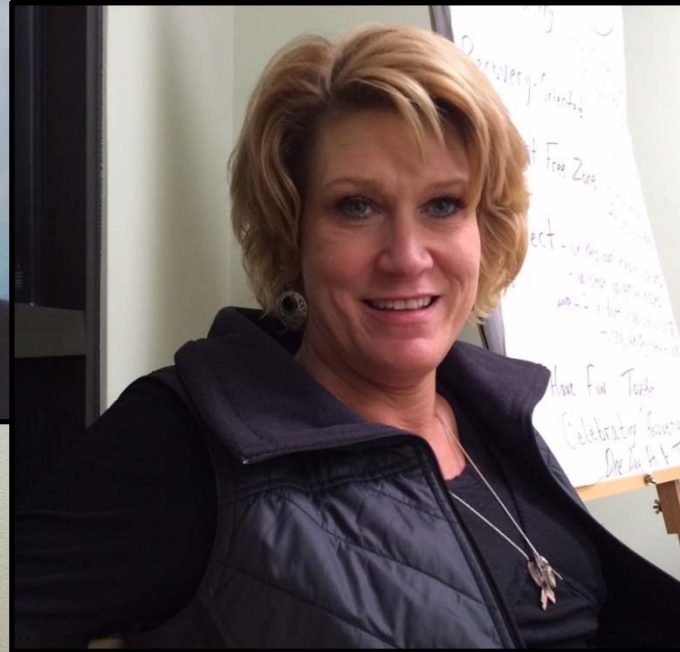
Wilson's IDD-QP
~ Kenyetta Vines





Raleigh's Office Assistant
~ Audrey Cobb

Asheville's PSR CST
~ Sheila Higginbotham



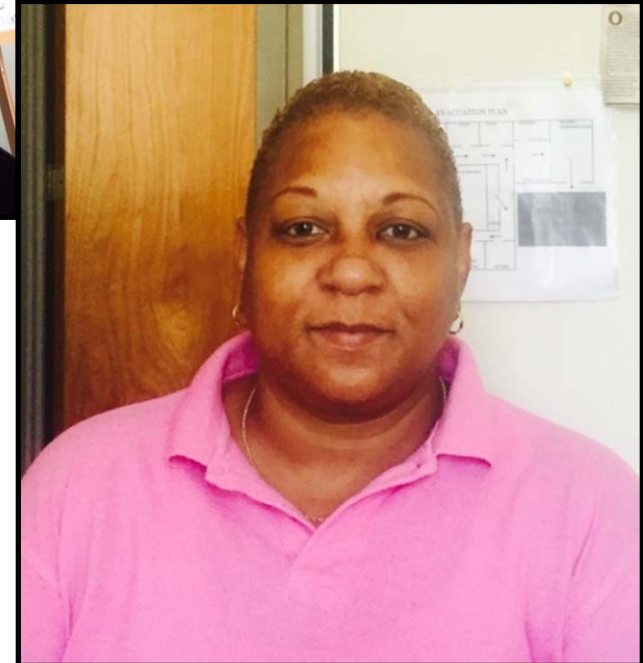
Asheville's Certified Peer Support
Specialist ~ Charlyne Boyette



Winston's IDD-QP
~ Cynthia Garland



Raleigh's IDD-QP
~ Sharon Atwater





Corporate ~ Heather Everhart's son Robert



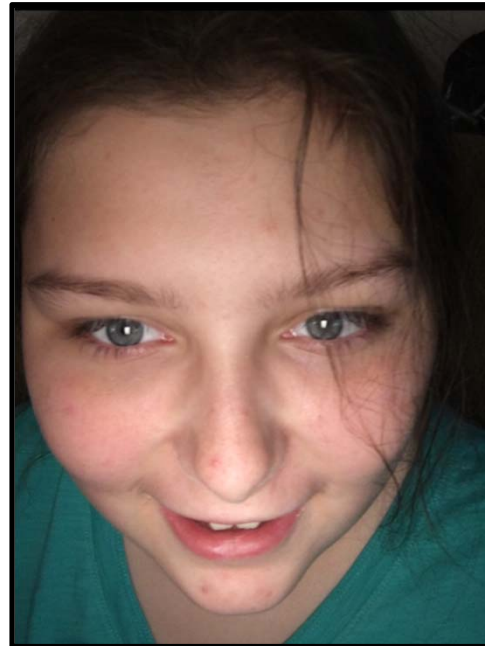
Graduation time ~ Jennifer Carroll's son Dylan



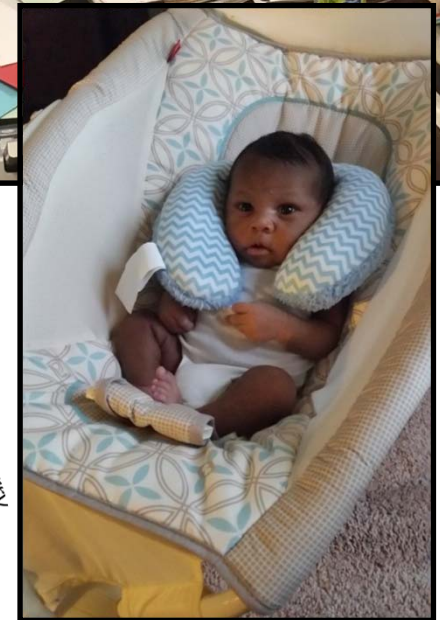
Regional Director ~ Gary Wiley's baby shower at baby party



Sometimes when you move an office, you simply have to grab the oars and row...Morganton office move!



Meet Forest City's Alyssa. Alyssa has been working on improving her behavior. Just this past week she demonstrated improvement by keeping her hands to herself and making better choices for herself. Recently Mom, Grandpa and Alyssa enjoyed a special surprise trip to Wendy's for lunch to celebrate her accomplishments. She is happier and more proud of herself than ever before. **Go Alyssa!**



Asheville

DEBRUHL	RHONDA	Asheville	1-Jul
SHAFT	MAKAILIA	Asheville	3-Jul
BANKS	GLENDA	Asheville	5-Jul
CHAMBERS	BENITA	Asheville	7-Jul
Coffey	Wendi	Asheville	16-Jul
FREEMAN	RYAN	Asheville	21-Jul
Halvey	Beth	Asheville	24-Jul
DOUGLAS	SHERRY	Asheville	26-Jul
MORTON	ALVENA	Asheville	26-Jul
Brown	Hillary	Asheville	28-Jul
CHANDLER	SALLIE	Asheville	3-Aug
WARD	JESSICA	Asheville	3-Aug
PAOLETTI	SUSAN	Asheville	4-Aug
DUCKER	BONNIE	Asheville	6-Aug
ROBERTS	BRENDA	Asheville	7-Aug
WAITES	LINDA	Asheville	7-Aug
Marder	Scott	Asheville	8-Aug
HARPER	DENISIA	Asheville	16-Aug
CARSON	GENELL	Asheville	20-Aug
KUYKENDALL	WENDY	Asheville	20-Aug
HARRIS	CHRISTY	Asheville	24-Aug
Stanley	Jason	Asheville	24-Aug
Barbera	Joan	Asheville	27-Aug
JONES	PATRICIA	Asheville	30-Aug
BENARDO	GINA	Asheville	1-Sep
Bryant	Edgar	Asheville	5-Sep
COOLEY	KATHALEEN	Asheville	8-Sep
Bennett	Rachel	Asheville	9-Sep
JERNIGAN	EMILY	Asheville	13-Sep
HERRIN	LAUREN	Asheville	13-Sep
CLAYTOR	BRUCE	Asheville	16-Sep
GIPSON	LINDA	Asheville	17-Sep
EDMONDS	DANIELLE	Asheville	21-Sep
BUCHINE	LAWRENCE	Asheville	23-Sep
GAINES	DIANE	Asheville	26-Sep
FICKLIN	ANNA LISA	Asheville	27-Sep
WRIGHT	ANDREA	Asheville	28-Sep
ALLEN	EMBER	Asheville	29-Sep
CONSTANTE	MERRY	Asheville	30-Sep

Burlington

WOODS	DIETRIA	Burlington	1-Jul
MCGHEE	LORA	Burlington	6-Jul
SUMMERS	TIERRA	Burlington	10-Jul
ROGERS	SHIRLEY	Burlington	15-Jul
HILL	DEBBIE	Burlington	16-Jul
BREWINGTON	MICHAEL	Burlington	17-Jul
GRAVES	KAMINDA	Burlington	21-Jul
MCCRARY	MIRIAM	Burlington	22-Jul
LEGETTE	CHARLENE	Burlington	22-Jul
MCGHEE	SHINIKA	Burlington	22-Jul
BIGELOW	ADRIENNE	Burlington	26-Jul
GRAVES	KAREN	Burlington	31-Jul
FREELAND	MARY	Burlington	8-Aug
MARSH	CEDRECK	Burlington	8-Aug
GRAVES	KELLI LANE	Burlington	9-Aug
PARKER	DEBRA	Burlington	13-Aug
HARRIS	KIMBERLY	Burlington	19-Aug
WILLIS	SOPHIA	Burlington	28-Aug
KIMBER	DALE	Burlington	29-Aug
HAITH	ASHLEY	Burlington	4-Sep
WILSON	JESSICA	Burlington	11-Sep
TURNER	DEBORAH	Burlington	12-Sep
BENTON	CATRINA	Burlington	16-Sep
MITCHELL	CHERICA	Burlington	25-Sep
ESTRADA	JESSY	Burlington	26-Sep
SHAW	TONI	Burlington	27-Sep

Corporate

GREER	GAIL	Corporate	19-Jul
Bowman	Kivette	Corporate	9-Aug
SMITH	BEVERLY	Corporate	18-Aug
PHILLIPS	JAMES	Corporate	20-Aug
BEDFORD	TAMARA	Corporate	15-Sep

**Forest City**

FISH	JOSEPHINE	Forest City	13-Sep
HALL	RAMONA	Forest City	15-Sep





Morganton

ROWE	JESSICA	Morganton	17-Jul
SUDDUTH	LENA	Morganton	18-Jul
RAUSCHENBERG	DONNA	Morganton	21-Jul
Taylor	Ramona	Morganton	23-Jul
LANEY	WHITNEY	Morganton	2-Aug
HOWELL	QUIANA	Morganton	3-Aug
HENSLEY	AMANDA	Morganton	10-Aug
HORTON	TERRY	Morganton	16-Aug
BUDOFISKY	EVAN	Morganton	19-Aug
CARSON	SHANELL	Morganton	21-Aug
JOHNSON	JOYCE	Morganton	25-Aug
GABBEITT	KAYLEIGH	Morganton	26-Aug
KIRBY	LYNN	Morganton	4-Sep
CRAWLEY	ALISHA	Morganton	9-Sep

New Bern

HANKERSON	ANDREW	New Bern	15-Jul
PHILLIPS	SHIRLEY	New Bern	1-Aug
GONZALEZ	KIMBERLY	New Bern	1-Aug
TAYLOR	BARBARA	New Bern	10-Aug
JONES	MATILDA	New Bern	12-Aug
GREENE	JANAY	New Bern	29-Aug
PERRY	ANGELA	New Bern	6-Sep
THOMPSON	RAYMOND	New Bern	10-Sep
DELISLE	VANEECIA	New Bern	12-Sep
COATS	SHALOUNDA	New Bern	13-Sep
THOMAS	JOMAR	New Bern	18-Sep
LANE	DERICK	New Bern	19-Sep
ELLISON	ASHLEY	New Bern	26-Sep



Raleigh

Davis	Patricia	Raleigh	3-Jul
IYIOLA	MARGARET	Raleigh	3-Jul
WILLIAMS	NESITA	Raleigh	5-Jul
MONKOVICH	DENISE	Raleigh	6-Jul
HOCUTT	SYREETA	Raleigh	8-Jul
CARTER	CRAIG	Raleigh	8-Jul
LEACH	EMMA	Raleigh	10-Jul
CYRUS	LORRAINE	Raleigh	10-Jul
Freeman	Shirley	Raleigh	12-Jul
WILLIAMS	IVY	Raleigh	13-Jul
HOPKINS	FELECIA	Raleigh	19-Jul
Davis	Derek	Raleigh	19-Jul
PLANTS	RICKY	Raleigh	23-Jul
Davis	James	Raleigh	26-Jul
PERRY	MARGRETTA	Raleigh	27-Jul
RAMSEUR	ALICE	Raleigh	28-Jul
Davis	Doris	Raleigh	30-Jul
WEATHERFORD	PAMELA	Raleigh	30-Jul
PULLEY	SHEILA	Raleigh	1-Aug
SOTUNDE	ADENRELE	Raleigh	1-Aug
MCPHAIL	BRUCE	Raleigh	3-Aug
HARVARD	SARAH	Raleigh	3-Aug
COBB	AUDREY	Raleigh	4-Aug
BROWN	DIANA	Raleigh	4-Aug
Abdul	Kemi	Raleigh	5-Aug
SPELLER	JACQUELINE	Raleigh	6-Aug
LYONS	YVONNE	Raleigh	7-Aug
IYIOLA	OLADUNNI	Raleigh	7-Aug
Mauck	Kaitlyn	Raleigh	8-Aug
BROWN	JOSEPH	Raleigh	14-Aug
ALFORD	EVENNY	Raleigh	15-Aug



Raleigh

ARTHUR	HEATHER	Raleigh	18-Aug
Howell	Tracie	Raleigh	19-Aug
Rouse	Suzan	Raleigh	24-Aug
Patrick	Lisa	Raleigh	27-Aug
RUSSELL	PRINCESS	Raleigh	29-Aug
Mills	Chasity	Raleigh	1-Sep
Springer	Alicia	Raleigh	2-Sep
CAMPAGNA	MARIA	Raleigh	2-Sep
Holden	Debra	Raleigh	4-Sep
WILSON	JOHNNY	Raleigh	6-Sep
HOCUTT	JANICE	Raleigh	8-Sep
JACOBS	DAISY	Raleigh	8-Sep
Williams	Terica	Raleigh	9-Sep
GIBSON	TWANA	Raleigh	10-Sep
STEWARD	ALFREDA	Raleigh	11-Sep
Lester	Kori	Raleigh	11-Sep
Springer	Kyrey	Raleigh	11-Sep
CHAMBLEE JR	THOMAS	Raleigh	14-Sep
WILLIAMS	ANGELA	Raleigh	15-Sep
WHITE	D MARIE	Raleigh	18-Sep
WILLIAMS	FREDERICK	Raleigh	19-Sep
NORRIS	PAMELA	Raleigh	20-Sep
Cox-Brown	Dorothea	Raleigh	20-Sep
Bondurant	Tee Jay	Raleigh	20-Sep
FOSTER JR	ELTON	Raleigh	20-Sep
Devane II	Montrose	Raleigh	27-Sep
HOWELL	LEXUS RENEE	Rebecca's Home	1-Aug
PERRY	DAPHINE	Rebecca's Home	6-Sep
WILLIS	DAWN	Strickland Home	3-Jul
ALLEN	LATOYA	Strickland Home	22-Aug
OKODO	ZITA	The Arbor House	30-Jul
JONES	BRENDA	The Arbor House	16-Aug
HAMILTON	JUANISHA	The Arbor House	17-Aug
BARNES	ALEZA	The Arbor House	21-Sep

Wilmington

ALLEN	HUNTER	Wilmington	4-Jul
FALES	SUSAN	Wilmington	6-Aug
MEDLIN	TIFFANY	Wilmington	23-Aug
VAUGHN	SHALONDA	Wilmington	2-Sep
SWEET	REGINA	Wilmington	6-Sep
KLINE	ELIZABETH	Wilmington	29-Sep

**Wilson**

WOOTEN	LINDA	Wilson	16-Jul
WILLIAMS	LATASHA	Wilson	24-Jul
JONES	ANDREW	Wilson	31-Jul
COX	APRIL	Wilson	31-Jul
OWENS	NICOLE	Wilson	3-Aug
LUCAS	GLORIA	Wilson	11-Aug
Quattlebaum	Brenda	Wilson	17-Aug
FARRIS	VENUS	Wilson	17-Aug
CROOK	BRITTANY	Wilson	26-Aug
STANCIL	KRYSTLE	Wilson	31-Aug
SUGGS	MARION	Wilson	25-Sep
Williams	Maurice	Wilson	26-Sep

Winston

DANIEL	MANDY	Winston	2-Jul
KINIEL	MARNIE	Winston	13-Jul
RAY	RASHANDA	Winston	13-Jul
WOOD	DEBORAH	Winston	18-Jul
WATSON	AKILA	Winston	18-Jul
WILSON	TONJA	Winston	1-Aug
EVANS	TOYA	Winston	3-Aug
GREEN	CARLA	Winston	11-Aug
CARPENTER	DONICE	Winston	14-Aug
CALLAGHAN	JENNIFER	Winston	14-Aug
MCKOY	DELANDER	Winston	22-Aug
MILLER	BRYANT	Winston	22-Aug
CULBERTSON	CLAYTONIA	Winston	23-Aug
JENKINS	AKEEYA	Winston	26-Aug
GREEN	INDIA	Winston	29-Aug
MOCK	CHEO	Winston	30-Aug
MCKENZIE	SHERIKA	Winston	4-Sep
VAUGHN	CURTIS	Winston	5-Sep
SCHUMACHER	MARGUERITE	Winston	5-Sep
HERRING	PATRICIA	Winston	14-Sep
GROSS	AUDREY	Winston	15-Sep
MOORE	MARY	Winston	18-Sep
BROWN JR	EUGENE	Winston	26-Sep
SHANNON	GIHA	Winston	27-Sep

"It's Your Birthday!"