



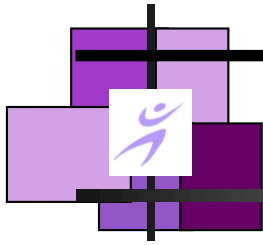
The Insider

July 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

Team members and friends,

The second quarter of this year has been an exciting and productive one at Universal. We have welcomed more team members and increased our service hours provided. We have created new connections with stakeholders and expanded our engagement with parents and families.

Your tremendous support for all our efforts continues to be very much appreciated and is one of the reasons for such a positive second quarter — "Thank you!"

~**B**rook



Inside This Issue

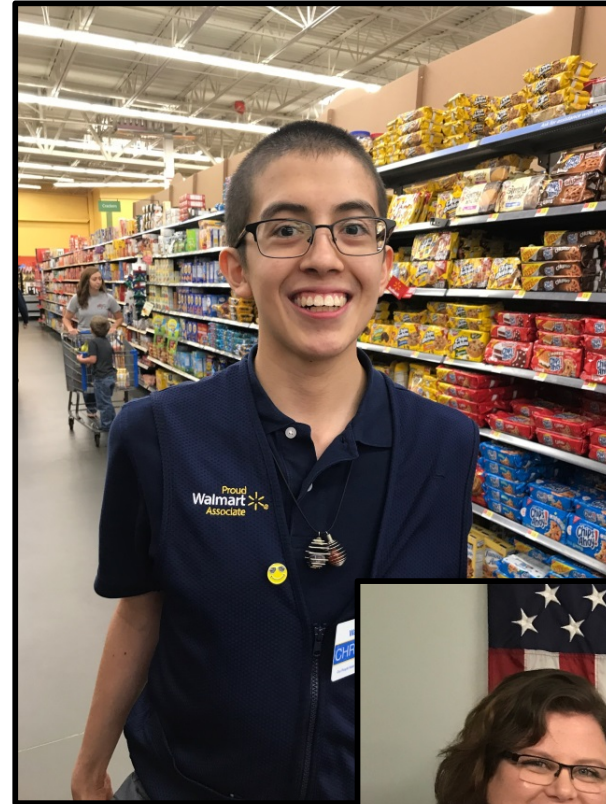
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One of Asheville's Supported Employment individuals has had a big month! Christian is employed as a Returns Specialist at an Asheville Wal-Mart. Christian spends approximately four hours a week returning items to their proper place in the store. This is a huge help to the customer service staff because of the enormous volume of returns they receive. It is the task that is most often set aside. Christian is consistently praised by co-workers and management for his speed and accuracy. His manager, Michelle, stated that she "has never seen anyone complete a cart of returns as quickly as Christian."

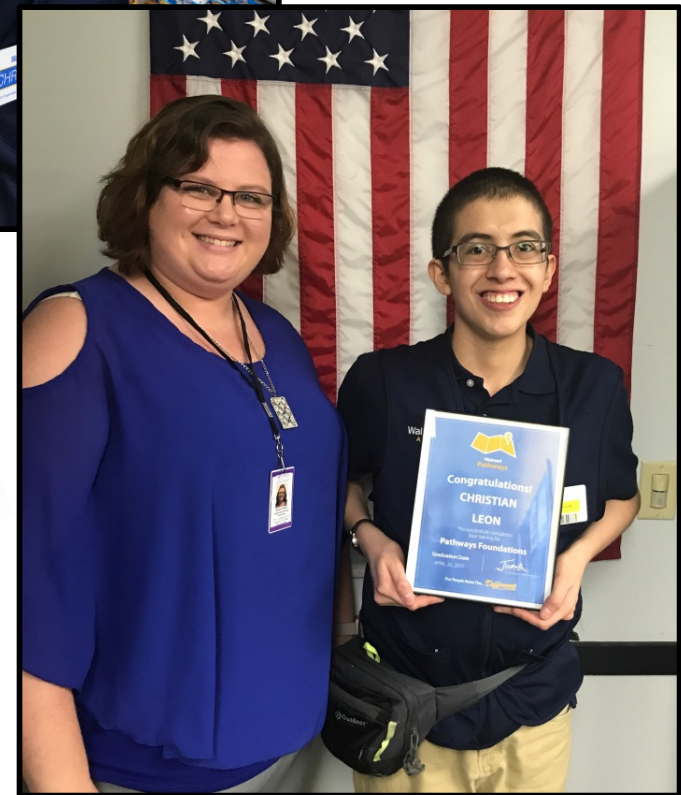
Recently, along with his Employment Specialist Jessica Ward, Christian completed the Pathways training program. The Wal-Mart training staff worked with Jessica to adapt the training process to accommodate Christian and his abilities. Because of these accommodations, Christian was able to complete this rigorous training program. Christian was honored at a graduation ceremony where he was awarded a certificate of completion.

Shortly before graduation, Christian was recognized with the "Happy to Help Award." He was chosen to receive this award by the management for his consistent hard work. His manager, Michelle, states that "everybody loves Christian. He does an excellent job. He is an outstanding employee and is very deserving of this award." Christian now gets to wear a smiley face pin on his vest to show he is a recipient of this award.

Way to go Christian AND Jessica. We are all very proud of you!



@wonderfulparts.com



The Town of Swansboro Parks and Recreation Department is proud to announce a new program called Fellowship Night. Fellowship Night is a free program that takes place one Monday a month at the Swansboro Recreation Center and is open to all members of the community. The program is geared towards members of the community with special needs who are in their senior year of high school with no upper limit on age.

The goal is to provide independence, communal bonds and stability. It is all too often that there are serious lack of resources readily available once a person graduates school. It is our aim to help ease the transition by providing a program that they have already had the opportunity to become comfortable with. The program has plans for game night, bowling, waterfront cruises, kayaking, dance and much more. Through the generosity of community members who donate their time and resources we will be able to keep this program accessible. You can find out more about the program on the Town of Swansboro Facebook page, [Swansboro.recdesk.com](https://www.facebook.com/Swansboro.recdesk.com), by calling [910-326-2600](tel:910-326-2600), or stopping by the Swansboro Recreation Center

New Bern's Jamie Botinovch is the Program Supervisor for the Town of Swansboro Parks and Recreation Department. Providing opportunities to people regardless of age or ability has always been a cause she feels strongly about. She has past and current involvement in Special Olympics, Buddy Sports (a sports organization for people with special needs in Pennsylvania,) Therapeutic Dance Classes at Jessica's Dance Academy and is a supporter of Ainsley's Angels.



*Special thanks to Jamie for her continued dedication to the people we serve. **You are definitely one of a kind!***



Bill Jenkins is a Peer Support Specialist in the Asheville office of Universal Mental Health Services. He is deserving of this spotlight because he consistently lives the motto, "caring people, caring for people." Bill simply goes "above and beyond" the status quo.

For example, Bill accompanied his Peer to see Dr. Marder last week and learned that his Peer had unusually high blood pressure due to not having money to purchase medication. Immediately upon leaving that appointment, Bill went to the pharmacy and had the prescriptions filled.

Bill consistently demonstrates a willingness to go "above and beyond" standard expectations of his job. As his Supervisor, I am grateful to know that I can depend on him to respond to a call, even if it happens to be on the weekend or after 5 o'clock. *(Recently, on a Friday night around 7pm, I became aware of a Peer who was barricaded in his room with PTSD paranoia. I asked Bill to check on that person and the next thing I knew Bill had gone to his family care home and talked that Peer out of his room and back into services at UMHS.)*

A couple months ago, Bill had surgery to remove two feet of his colon and before that he had surgery on his wrist. Two days before his procedure, he showed up to help a woman move. He used his own truck and did not get to bill for his time because the woman was being served by another Peer Specialist through Universal Mental Health. The place the woman moved from was infested with bed bugs, drugs and prostitutes.

Through all this, Bill has maintained or exceeded productivity requirements.

Bill Jenkins is a physical manifestation of the Universal Mental Health motto, "caring people, caring for people" and I am grateful and proud to be on his team!



*Submitted by Charlyne M. Boyette, MDiv, QP, NCCPSS
Manager, PSR/Peer Support*



Welcome our newest Trainer

Training Director Drema S. Greer is so excited to announce that Wilmington's Elizabeth "Beth" Kline will be joining the Training Department. Beth will be training primarily in the eastern part of the state. **Here's to a BIG Universal WELCOME Beth!**



I'm Involved Within My Community



Shaderica of Wilmington participated in the Krispy Kreme/Salvation Army "One Day Blitz." The event received donated food items to distribute to the county. Shaderica is pictured here with WWAY news anchor, Daniel Seamans.





Tis CARF time again!

CARF will be here soon. Here are a few reminders:

Thank you for 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!



SUMMER SAFETY



WEAR A HELMET!
every bike ride, every time



USE SUNSCREEN!
at least SPF15, 30 min. before going out



WEAR EYE PROTECTION!
when helping with yardwork or mowing



LIFE JACKETS ON BOATS*
*even for really strong swimmers!



HIKE, BIKE, SWIM, EXPLORE
ALWAYS with a friend, NEVER alone



BEAT THE HEAT!
bring and drink water, wear hats, seek shade, and check for ticks if in the woods



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. Simply send your email address to Drema and she will enter you into this group when it becomes available.



Making a world of difference
in people's lives



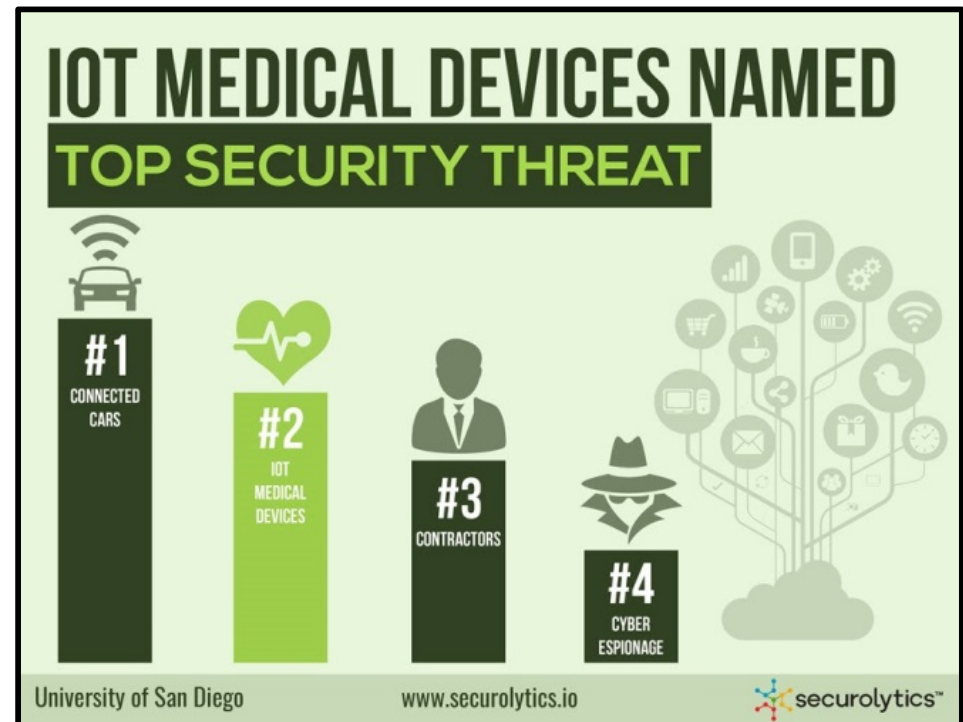
In the IT Insider from July 2016, the Internet of Things was discussed and defined. As a refresher, according to Wikipedia, the Internet of Things (IoT) is the network of physical objects - devices, vehicles, buildings and other items—embedded with electronics, software, sensors, and network connectivity that enables these objects to collect and exchange data. This connectivity of Internet-connected devices is great for convenience! Want to know what's in your fridge? There's an app for that (if you have the right fridge.) Want to see what's going on in your house when you are away? There's a camera and an app for that! Want to track your teenaged children? There's an app for that. Need to have an injection of insulin at the same time every day? There's a device and an app for that.

With this connectivity comes the potential for exploitation. Can you imagine having an insulin pump that is controlled thru Information Technology? If so, can you imagine that there is someone out there, possibly someone from Russia, or possibly that kid next door with too much time on his hands, that would like to be able to wreak havoc on someone's insulin pump? It can be done. Security of these devices is paramount. We rely on the manufacturers to develop strong enough security for their devices to keep us safe.

But that does not always happen. Surely, you've heard of the worldwide ransomware attack that happened within the past few weeks. That attack, and others like it, leveraged what's called a botnet. What is a botnet you ask? A botnet is a collection of internet-enabled devices that have been "hacked" and "taken over" to do the dirty work of hackers. So, those connected fridges, cameras, and insulin pumps (that last one is a stretch, but you get the idea) were taken over by a hacker and made to send requests and create internet traffic to increase internet activity that could take down a website, parts of the Internet, send spam emails, and an array of other things.

There's not much as consumers, that we can do to protect ourselves, like stated before, we rely on the manufacturers to secure the devices. But, we can always be prepared with knowledge! If you are curious about a device, look it up on the manufacturer's website. I guarantee they have security information listed.

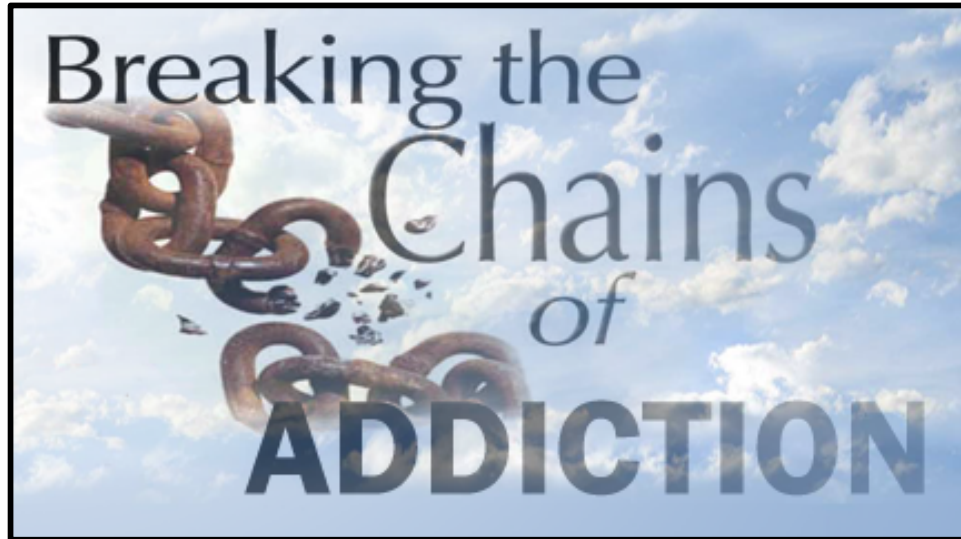
As always, if you have questions, feel free to contact me at lcothren@umhs.net. If you have an official Information Technology request, please e-mail that to trackit@umhs.net.



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."

Sept



National Alcohol and Drug Addiction Recovery Awareness Month

Senior Citizen's Day Aug. 21st



Aug

July



Independence Day



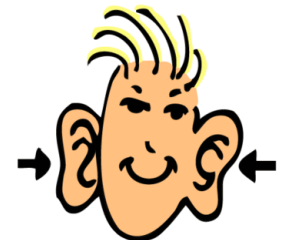
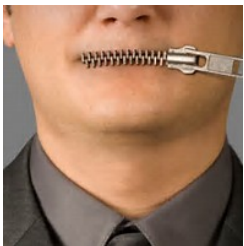
1 - Enter every conversation assuming you have something to learn, and sometimes that means setting aside your personal opinion. The famed therapist Scott Peck said when the person senses this acceptance, he or she will become less vulnerable and be more likely to open up.

2 - Use open-ended questions. If I ask you, "Were you terrified?" you're going to respond "Yes" or "No." Let the other person describe the feeling. He or she is the one who knows. Try asking things like, "What was that like?", or "How did that feel?" You're going to get a much more interesting response.

3 - Don't equate your experience with theirs. It's not the same. All experiences are individual. And, more important, it is not about you. You don't need to take that moment to prove how much you've suffered or how great you are.

4 - People don't care about the names and dates, all those details that you're struggling to come up with. They care about what you're like and/or what the two of you have in common.

**Have you ever realized that these words
use the same letters?
'SILENT ... LISTEN'**





Raleigh's
Group Home
Mgr ~ Angela
Crowder



Morganton's QP-IDD
~ Karla Smokorowski



Asheville's
PSR Para
~ Benjamin
Ogles



Asheville's
CPSS ~
Patricia Sims



Asheville's
CPSS ~
Scott Weider

Welcome





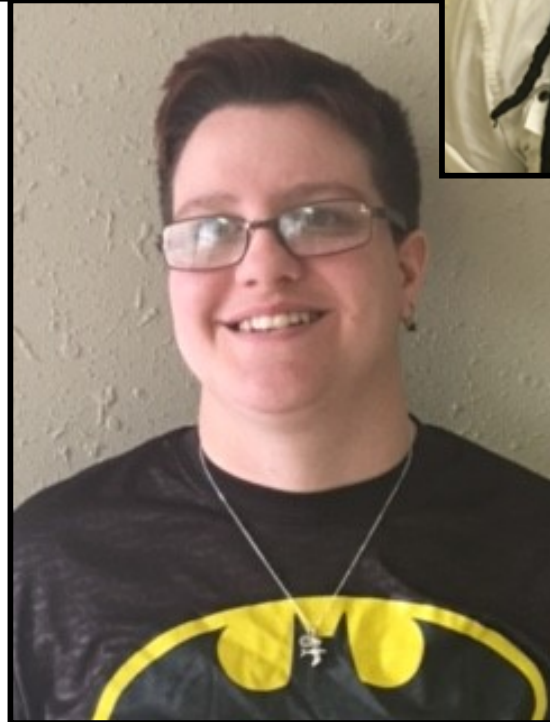
Asheville's
newest PSR
employee ~
Ronald Rudisill



Raleigh's
Administrative
Liaison ~
Aleza "Nickey"
Barnes



Raleigh's
Group Home
Residential
Supervisor ~
Kelly Stewart



Welcome
back
Asheville's
QP ~
Emily
Sherlin

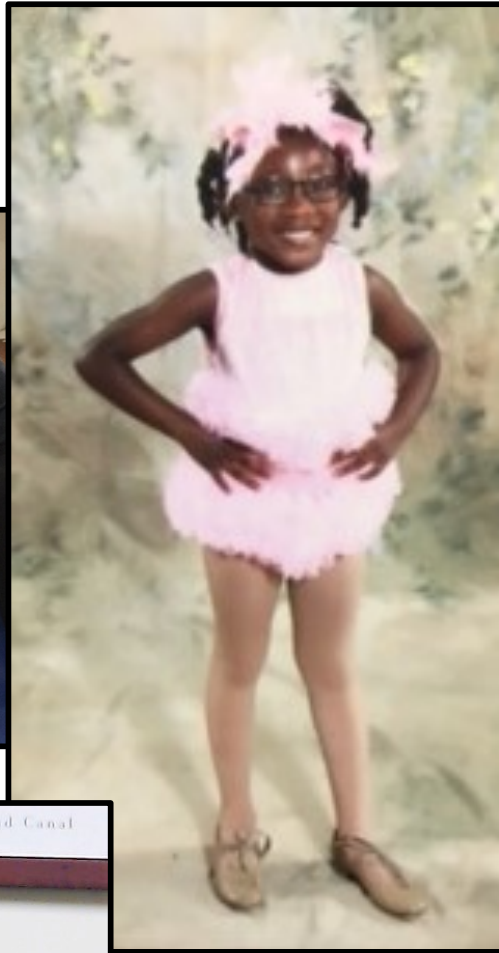
Asheville's
CPSS ~
Ember Allen



Welcome

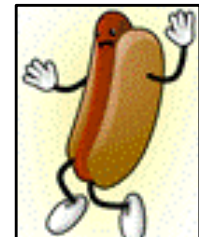


Forest City's QP Julia Littlejohn's "Dancing Princesses" Imanie and Nariah



Raleigh's
Residential
Supervisor
~ Phyllis
Gray

Forest City's
Lance and
Geraldine
enjoying the
hotdog social



Forest City's Whitney and
Charmaine enjoying crafts
at the hotdog social!





Asheville's Morgan Dawkins daughter London's 6U NC State Tournament. The score was 20-19.

Asheville's Kelli with "Matty" who will be participating in the State Special Olympics!



Morganton's Jatanna with her brother and staff, Dakota at the Special Olympics



Corporate's Pattie Fries great niece Gianna will be performing @ Walt Disney World for the WORLD FINALS. WOW!

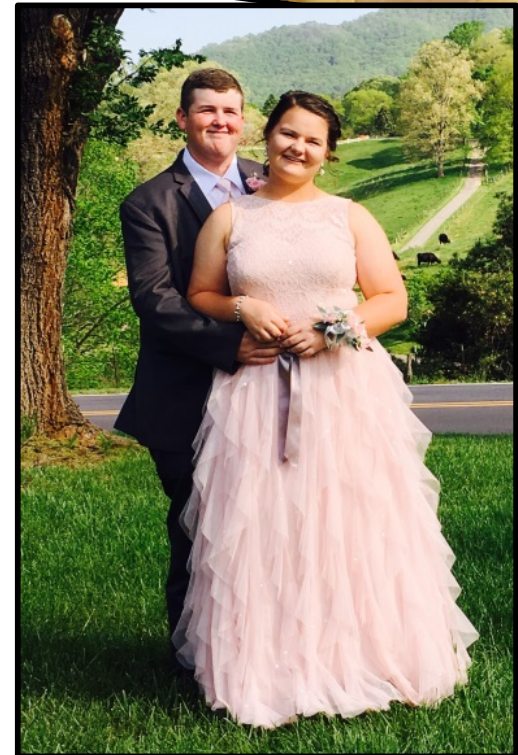
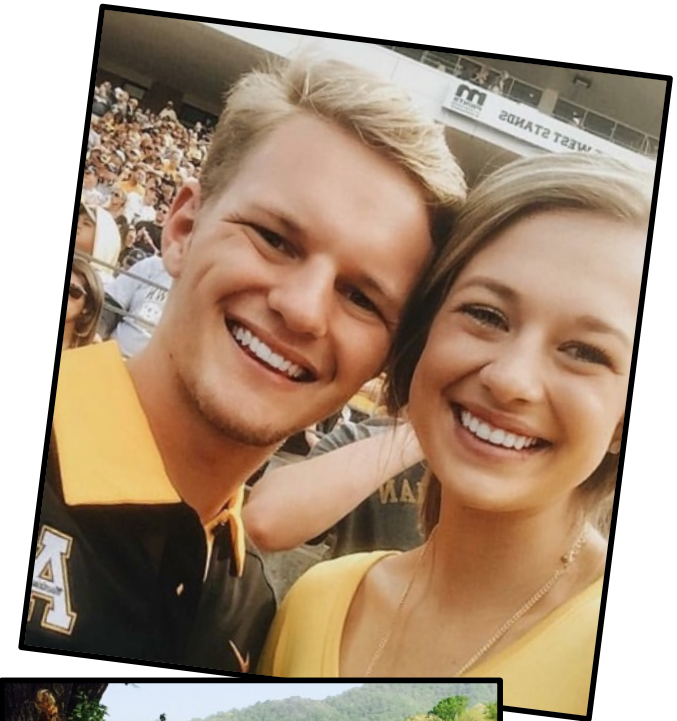


Forest City's Office Assistant Christine Hope's son Carson races for the North Carolina and Mid-East HARE Scramble Associations ages 8-12. Out of 60-90 riders, Carson usually finishes in the top 5th in his class.



Corporate's Heather's Lil'Robert - FUN in the sun!

Erik Bentley is the Chair of the Human Rights Committee for UMHS. He and Mary Younce were married on May 6, 2017 at the Inn at Glen Alpine. They also honeymooned in Italy. Amber Anderson's daughter Joleigh was a bridesmaid.



Asheville's Kelli Radcliff's kids - Chloe @ prom and son Cole at ASU - by the way "4.0 GPA baby!"



Asheville

DEBRUHL	RHONDA	Ashe	07/01
SHAFT	MAKAILIA	Ashe	07/03
ELLIS	VERONICA	Ashe	07/05
BANKS	GLENDA	Ashe	07/05
CHAMBERS	BENITA	Ashe	07/07
FREEMAN	RYAN	Ashe	07/21
Halvey	Beth	Ashe	07/24
DOUGLAS	SHERRY	Ashe	07/26
BROWN	HILLARY	Ashe	07/28
RUSSELL SR	SCOTT	Ashe	07/30
WARD	JESSICA	Ashe	08/03
PAOLETTI	SUSAN	Ashe	08/04
TERRY	TYLER	Ashe	08/05
DUCKER	BONNIE	Ashe	08/06
ROBERTS	BRENDA	Ashe	08/07
WAITES	LINDA	Ashe	08/07
Marder	Scott	Ashe	08/08
BAKER	ALANA	Ashe	08/11
ROBERTS	MARCUS	Ashe	08/14
HARPER	DENISIA	Ashe	08/16
CARSON	GENELL	Ashe	08/20
HARRIS	CHRISTY	Ashe	08/24
Stanley	Jason	Ashe	08/24
Barbera	Joan	Ashe	08/27

**Asheville**

JONES	PATRICIA	Ashe	08/30
McDowell	Gabriella	Ashe	08/31
SIBILA	MARY	Ashe	09/01
BENARDO	GINA	Ashe	09/01
Bryant	Edgar	Ashe	09/05
COOLEY	KATHALEEN	Ashe	09/08
BENNETT	RACHAEL	Ashe	09/09
RAY	STEVEN	Ashe	09/13
JERNIGAN	EMILY	Ashe	09/13
CULLER	LAUREN	Ashe	09/13
CLAYTOR	BRUCE	Ashe	09/16
GIPSON	LINDA	Ashe	09/17
ISRAEL	ALEXANDRIA	Ashe	09/20
EDMONDS	DANIELLE	Ashe	09/21
BUCHINE	LAWRENCE	Ashe	09/23
LYTLE	CINDY	Ashe	09/24
GAINES	DIANE	Ashe	09/26
WRIGHT	ANDREA	Ashe	09/28
ALLEN	EMBER	Ashe	09/29
CONSTANTE	MERRY	Ashe	09/30

Corporate

GREER	GAIL	Corp	7/19
GREER	JENNIFER	Corp	7/21
Bowman	Kivette	Corp	8/9
SMITH	BEVERLY	Corp	8/18
GREER	MARIA	Corp	8/18
PHILLIPS	JAMES	Corp	8/20
BEDFORD	TAMARA	Corp	9/15
BOYETTE	MEREDITH	Corp	10/20

Burlington

WOODS	DIETRIA	Burl	7/1
MCGHEE	LORA	Burl	7/6
SANCHEZ	BLANCA	Burl	7/6
ENOCH	ALFANZA	Burl	7/12
ROGERS	SHIRLEY	Burl	7/15
HILL	DEBBIE	Burl	7/16
BREWINGTON	MICHAEL	Burl	7/17
COLEMAN	IMANI	Burl	7/20
MCCRARY	MIRIAM	Burl	7/22
LEGETTE	CHARLENE	Burl	7/22
MCGHEE	SHINIKA	Burl	7/22
BIGELOW	ADRIENNE	Burl	7/26
GRAVES	KAREN	Burl	7/31
CROWDER	ERIN	Burl	8/2
FREELAND	MARY	Burl	8/8
MARSH	CEDRECK	Burl	8/8
GRAVES	KELLI	Burl	8/9
PARKER	DEBRA	Burl	8/13
SELLARS	CASSANDRA	Burl	8/15
HARRIS	KIMBERLY	Burl	8/19
KIMBER	DALE LEE	Burl	8/29
ALBRIGHT	BRANDON	Burl	9/6
TURNER	DEBORAH	Burl	9/12
BENTON	CATRINA	Burl	9/16
MOON	KIMBERLY	Burl	9/18
Bondurant	Tee Jay	Burl	9/20
MITCHELL	CHERICA	Burl	9/25
SHAW	TONI	Burl	9/27
SEARCY	MARGARET	Burl	10/5
KING	EDYS	Burl	10/17



Forest City

McEntyre	Eddie	F C	7/5
COBB	HELEN	F C	7/5
HUDGINS	SUSAN	F C	7/25
WASHINGTON	JEFFREY	F C	7/27
STACEY	GERALDINE	F C	8/11
WOODS	STEPHANIE	F C	8/12
Dayberry	Daisy	F C	8/18
WINTERBURN	ANNA	F C	8/24
COLE	KALA	F C	8/25
CANNON	MARY	F C	8/31
WYATT	ALLISON	F C	9/9
FISH	JOSEPHINE	F C	9/13
HALL	RAMONA	F C	9/15

Morganton

Bradley	Barbara	Morg	7/16
SUDDUTH	LENA	Morg	7/18
RAUSCHENBERG	DONNA	Morg	7/22
Taylor	Ramona	Morg	7/23
Baker	Ashley	Morg	7/24
Looper	Candace	Morg	7/29
LANEY	WHITNEY	Morg	8/2
HENSLEY	AMANDA	Morg	8/10
HORTON	TERRY	Morg	8/16
HAAS	AUTUMN	Morg	8/16
Budofsky	Evan	Morg	8/19
CARSON	SHANELL	Morg	8/21
GABBETT	KAYLEIGH	Morg	8/26
CRAWLEY	ALISHA	Morg	9/9
FOX	LISA	Morg	9/16
SLOAN	ASHLI	Morg	9/23
ANDERSON	AMBER	Morg	10/12



New Bern

HARKLEY	SHONDA	N B	7/8
FARLAND	TRACY	N B	7/15
HANKERSON	ANDREW	N B	7/15
PHILLIPS	SHIRLEY	N B	8/1
GONZALEZ	KIMBERLY	N B	8/1
HUNTER	TIFFANY	N B	8/3
GREEN JR	DAVID	N B	8/9
TAYLOR	BARBARA	N B	8/10
MILBURN-JONES	MATILDA	N B	8/12
GREENE	JANAY	N B	8/29
PERRY	ANGELA	N B	9/6
THOMPSON	RAYMOND	N B	9/11
DELISLE	VANEECIA	N B	9/12
COATS	SHALOUNDA	N B	9/13
WILLIAMS	TONYA	N B	9/26
ELLISON	ASHLEY	N B	9/26

Raleigh – Group Homes

YEOMAN	RASHON	Purposely Driven	8/6
STEWART	KELLY	Purposely Driven	8/16
THOMAS	VERONICA	Rebecca's Home	7/18
HOWELL	LEXUS	Rebecca's Home	8/1
PERRY	DAPHINE	Rebecca's Home	9/6
BARNES	ALEZA	The Arbor House	9/21

Raleigh

Davis	Patricia	Ral	7/3
IYIOLA	MARGARET	Ral	7/3
McClees	Laura	Ral	7/5
CHISOLM	JEWELONI	Ral	7/5
PELL	DENISE	Ral	7/6
LEACH	EMMA	Ral	7/10
CYRUS	LORRAINE	Ral	7/10
Freeman	Shirley	Ral	7/12
WILLIAMS	IVY	Ral	7/13
Little	Joyce	Ral	7/13
BURRILL	STACEY	Ral	7/15
DEWBERRY	TYRONE	Ral	7/18
HOPKINS	FELECIA	Ral	7/19
DAVIS	DEREK	Ral	7/19
YOUNG	TAMMIE	Ral	7/20
PLANTS	RICKY	Ral	7/23
West	Alderman	Ral	7/26
PERRY	MARGRETTA	Ral	7/27
TOODLE	MERRY	Ral	7/27
RAMSEUR-NUNN	ALICE V	Ral	7/28
Davis	James	Ral	7/29
Davis	Doris	Ral	7/30
WEATHERFORD	PAMELA	Ral	7/30
PULLEY	SHEILA	Ral	8/1
SOTUNDE	ADENRELE	Ral	8/1
MCPHAIL	BRUCE	Ral	8/3
COBB	AUDREY	Ral	8/4
BROWN	DIANA	Ral	8/4
STUART	SAUNDRIA	Ral	8/5
Abdul	Kemi	Ral	8/5
SPELLER	JACQUELINE	Ral	8/6

Continued on next page



Raleigh

IYIOLA	OLADUNNI	Ral	8/7
BRADBERRY	TIQUANA	Ral	8/10
BROWN	JOSEPH	Ral	8/14
RIVERA	TIFFANY	Ral	8/14
ALFORD	EVENNY	Ral	8/15
Bruton	Tray	Ral	8/16
STEPHENS	DELMARCO	Ral	8/20
Rouse	Suzan	Ral	8/24
BALDWIN	LINDA	Ral	8/26
Davis	Preston	Ral	8/26
Patrick	Lisa	Ral	8/27
SUTTON	CREMATHA	Ral	8/28
RUSSELL	PRINCESS	Ral	8/29
Springer	Alicia	Ral	9/2
CAMPAGNA	MARIA	Ral	9/2
WILSON	JOHNNY	Ral	9/6
HOCUTT	JANICE	Ral	9/8
JACOBS	DAISY	Ral	9/8
Williams	Terica	Ral	9/9
GIBSON	TWANA	Ral	9/10
STEWARD	ALFREDA	Ral	9/11
Lester	Kori	Ral	9/11
EATON JR	RANDOLPH	Ral	9/12
King	Helen	Ral	9/14
CHAMBLEE JR	THOMAS	Ral	9/14
WHITE	D MARIE	Ral	9/18
WILLIAMS	FREDERICK	Ral	9/19
NORRIS	PAMELA	Ral	9/20
Cox-Brown	Dorothea	Ral	9/20
FOSTER JR	ELTON	Ral	9/20
Jones	Marissa	Ral	9/21
Devane II	Montrose	Ral	9/27

Wilson

WOOTEN	LINDA	Wilson	7/16
WILLIAMS	LATASHA	Wilson	7/24
JONES	ANDREW	Wilson	7/31
MCCOY	LATIKA	Wilson	7/31
OWENS	NICOLE	Wilson	8/3
BURKE	COLNEDIA	Wilson	8/5
LUCAS	GLORIA	Wilson	8/11
Quattlebaum	Brenda	Wilson	8/17
CROOK	BRITTANY	Wilson	8/26
HALL	NICHOLE	Wilson	9/20
SUGGS	MARION	Wilson	9/26
Finch	Gloria	Wilson	9/29
RAY	ASHLEY	Wilson	9/30

**Wilmington**

FALES	SUSAN	Wilming	8/6
COMBS	AUSTIN	Wilming	8/26
VAUGHN	SHALONDA	Wilming	9/2
SWEET	REGINA	Wilming	9/6
KLINE	ELIZABETH	Wilming	9/29
CLATTERBUCK	CHRISTINA	Wilming	10/25
COKER	SHARKIA	Wilming	12/10
MCGRIFF	KATRINA	Wilming	12/18

Winston

MURPHY-COLE	ATESSIA	Winston	7/20
SMITH	NATHANIEL	Winston	7/22
GARLAND	CYNTHIA	Winston	7/23
BASEMORE	KAREN	Winston	7/26
EVANS	TOYA	Winston	8/3
HICKMAN	JAMES	Winston	8/3
GREEN	CARLA	Winston	8/11
CARPENTER	DONICE	Winston	8/14
MCKOY	DELANDER	Winston	8/22
JENKINS	AKEEYA	Winston	8/26
GREEN	INDIA	Winston	8/29
MOCK	CHEO	Winston	8/30
MCKENZIE	SHERIKA	Winston	9/4
SCHUMACHER	MARGUERITE	Winston	9/5
GROSS	AUDREY	Winston	9/15
MOORE	MARY	Winston	9/18
Edwards	Toni	Winston	9/21
BROWN JR	EUGENE	Winston	9/26
SHANNON	GIHA	Winston	9/27

