



# The Insider

July 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

- ❖ Message From the Director
- ❖ Love Is Love
- ❖ Success
- ❖ Special Olympics
- ❖ Harley Gives Back
- ❖ Summer Safety
- ❖ Zappos
- ❖ Microsoft
- ❖ Leadership
- ❖ NADSP / NCI Plus
- ❖ IT
- ❖ Cultural Sensitivity
- ❖ New Employees
- ❖ Around Universal
- ❖ Staff Appreciation

Universal is excited to embark on our Microsoft Office 365 journey. The team, which includes a new member, Adam Murphy is working towards a full digital experience for every employee. This transition will allow our records to be more accessible, yet highly secure. This is an exciting time to be in Healthcare, but it is also a difficult time as security of the data becomes more complex.

Office 365 is an important step towards more mobility and higher security. This transition will reduce costs, increase our security and provide our employees with more tools. What does this mean for the Universal family? Simply stated, we are streamlining our Information Technology to provide better care to our families and persons served.



With pure happiness Angela says *"On May 19, 2018, in Chevy Chase, Maryland, I had the opportunity to formally commit my heart to the love of my life, Alexander Calhoun. We met while living in the same dorm for disabled students at Saint Andrews College. We have been together for over 13 years, most of them long distance. We facetime regularly!"* Alex now lives in a group home in MD and Angela now lives with her AFL Provider in Durham.

*"Our ceremony was not a legal one, due to health insurance and personal care needs. Unfortunately, cross state movement is extremely difficult for those with disabilities like ours. However, with the support of friends, family and staff, we finally experienced all the joy of a wedding with deep, spiritual commitment.*

*The day was everything we could ever hope for. I am forever grateful to all who helped make this day possible, especially my true friend and Maid of Honor, AFL Provider, Crystal McGhee.*

*I hope others like us can find similar joy, love and respect in the future."*



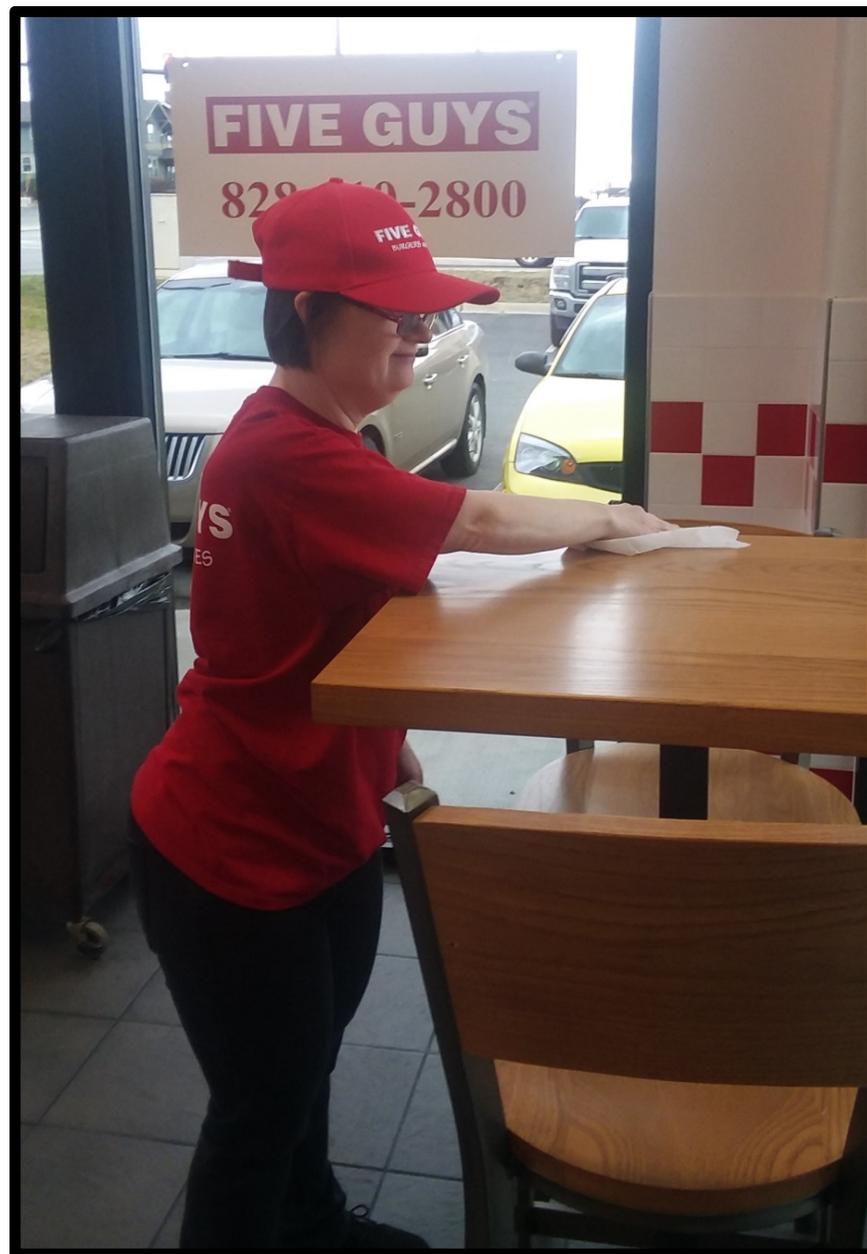
Your Universal family is so very excited for you Angela!



Tammy is one of Asheville's Supported Employment individuals who has had great success at her job. She is employed as a Lobby Attendant at one of the area Five Guys restaurants. Tammy spends about five hours a week keeping the dining area cleaned and stocked for the customers. This has been a huge help to her co-workers. They are often busy making quality food behind the counters during the lunch rush and are unable to clean the dining area. With Tammy's help, the customers are guaranteed a clean table and plenty of ketchup for their fries. Her hard work has also helped the team be able to win several secret shopper bonuses.

Tammy says that she "likes to clean" and "likes the job." One of her co-workers says that he likes working with her because "she's a hard worker and is very sweet." Her managers have been very happy with her performance and the owner of the restaurant would like to have at least one Supported Employment individual in all the Five Guys restaurants. Because of Tammy's success, this particular Five Guys now employs three of our individuals.

*The Universal family is SO proud of you Tammy!*



Tammy – hard at work!



*"Let me win, but if I cannot win, let me be brave in the attempt."* That was the oath the athletes took at the 2018 Special Olympics Spring Games for Alamance County. The event took place Friday, April 20 at Elon University's Jerry and Jeanne Robertson Track and Field Complex.

The athletes were split into four groups: elementary, middle and high schools, and adults from various group homes in Alamance County. Family, friends, educators and volunteers came to support and cheer for the athletes. The athletes participated in two events, track and softball/tennis ball throw.

Volunteers were paired with athletes to support them as they competed. Every athlete received a gold, silver or bronze medal for participation.

Burlington's Brian O'Daniel accepting his medal. Assisting him is Shaketa Jones.



Burlington's Day program, **Journey To Success** was well represented at the Alamance Special Olympics!



New Bern participating in the Craven County Special Olympics

Our staff contributes to the lives of the individuals served by Universal. They also give their time to their communities. This is shown by our staff Harley Cline. Harley serves as a part time Employment Specialist in the Forest City office. She is an exceptional employee and is dedicated to the success of the individuals she serves. She is also very well thought of in her community.

Harley was born and raised in Rutherford County and played both high school and college soccer. She is now contributing her time and skills to the young ladies on the RS Central Middle School soccer team.

Harley has also recently accepted a coaching position with a travel soccer organization in her community. She was recently featured in the local newspaper after a fun and messy practice. She does all of this while attending Isothermal Community College full time.

Harley is a shining example of giving back to her community and is deserving of being recognized for going above and beyond expectations with everything she does. *(Harley is in the bottom left corner squatted down.)*

A6 – The Daily Courier, Thursday, April 26, 2018 • www.thedigitalcourier.com

## Soccer practice to remember



Contributed photos

When nearly 3 inches of rain fell on Rutherford County Monday and Tuesday, the R-5 Central Middle School girls soccer team was met with several challenges when they arrived for their Tuesday afternoon practice, discovering puddles of rain. But not to worry, after a tough practice and getting a bit overheated due to a reprieve in the rain and a right sunshine, the soccer team splashed around in the puddles at the end of the field. Soggy and dirty, a smiling team posed for a photograph. They are coached by Harley Cline and Shana Cline. If weather permitting, the team will play at home next Monday afternoon against Crest Middle School.



Red Cross First Aid and Emergency apps make summer safety and travel easy. Go to your app store and download free ARC apps.

Whatever kind of vacation people are planning, sprains and falls are some of the most common misfortunes they may face. Sprains are the most common injury for someone on a cruise, along with contusions and other superficial wounds. Going to the mountains? Falls are the biggest threat, many due to poor decision-making, lack of skill or not being properly prepared. Dehydration is also a danger. People planning a camping trip face the same dangers.

### **WHAT TO DO IF:**

**Stung by a jellyfish?** Wash liberally with vinegar as soon as possible for at least 30 seconds. If vinegar isn't available, make a thick mixture of baking soda and water.

**Mosquitoes biting?** Ideally the first step is to prevent mosquito bites. If not possible, use an over-the-counter product to reduce the itch.

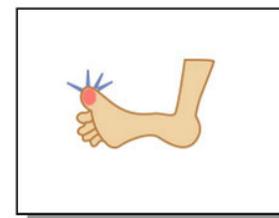
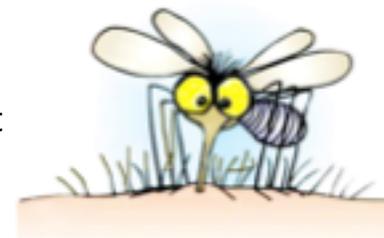
**Sick stomach?** Keep the person hydrated and take a medication made specifically for someone with tummy woes.

**Too long in the sun?** Get out of the sun, cool the area and use topical pain relief medication if needed.

**Blisters?** Leave it alone to protect the area. If the blister might cause further irritation, puncture at the base, clean and protect with another barrier such as a bandage.

**Allergic reaction?** Remove the person from the allergen; give them oral antihistamines if needed. If the situation is life-threatening, consider the use of epinephrine.

**AVOID VACATION MISHAPS** - Vacationers should pack appropriate clothing, insect repellent, sunscreen and first aid items. Include soap, tweezers, wound gel, personal medication and items such as fever reducers, fungal creams and pain relievers.



PBS KIDS is working with Zappos to introduce a clothing line aimed at meeting the unique sensory and adaptive needs of kids with disabilities. The people behind “Sesame Street,” “Arthur” and other iconic children’s programming say the new adaptive collection will be available soon on Zappos. Apparel in the line will include t-shirts and lounge pants showcasing dinosaurs, rainforests, oceans and air travel. All designed to be sensory friendly with no buttons, dissolvable tags and soft fabric.

The pieces are gender-neutral and reversible in order to allow for greater independence in dressing, according to Zappos and PBS KIDS. Prices will range from \$26 to \$32 and the clothing will be available in sizes 18m to 6x.

“PBS KIDS is committed to diversity and inclusion, helping children of all abilities learn and grow,” said Dawn Ciccone, vice president of brand licensing at PBS KIDS. “The PBS KIDS Adaptive Apparel Collection is purpose-driven to help empower children, encourage independence and promote creative expression.”

The new collection comes nearly a year after Zappos first entered the adaptive clothing space. The online retailer added Zappos Adaptive — a special section to spotlight disability-friendly clothing — on its website last year. At the same time, the company also introduced a dedicated team of adaptive specialists trained to help shoppers with special needs.



Go to [www.disabilityscoop.com](http://www.disabilityscoop.com) and sign yourself up for their newsletter





### Employment Lookbook Highlights Diversity of Working-Age People with Disabilities

North Carolina Council on Developmental Disabilities (NCCDD) is excited to announce the publication of its new online lookbook: ***One Workforce: Inclusive Employment in North Carolina***.

The disability employment lookbook brings to attention how employment in a competitive and integrated workplace provides a pathway to independence and financial benefits for people with disabilities.

Highlighting 30 people from across the State, ***One Workforce*** gives an intimate account through stories and photographs showcasing each person's talents, determination, initiative and work ethic in their chosen field of employment. Through authentic stories, the lookbook documents how employment enhances the lives of people with disabilities and benefits society.

The lookbook is a part of NCCDD's ***Everybody Works NC*** campaign. The campaign kicked off in 2017 and aims to increase awareness of the untapped pool of talent found in the disability community and to create more job opportunities for people with disabilities.

To read the stories and learn more about ***One Workforce***, visit <https://lookbook.nccdd.org/> or click the button below.



Microsoft is putting big money into a new effort aimed at ramping up development of technologies benefiting people with disabilities. The company said Monday it will commit \$25 million for a five-year program that will make artificial intelligence tools available to developers with the goal of creating “accessible and intelligent” solutions.

“By innovating for people with disabilities, we are innovating for us all,” Microsoft President Brad Smith wrote in a company blog posting about the new program. “By ensuring that technology fulfills its promise to address the broadest societal needs, we can empower everyone — not just individuals with disabilities — to achieve more.”

Dubbed AI for Accessibility, the initiative unveiled at Microsoft’s annual developer conference in Seattle, will include seed grants for developers, universities and other inventors.

Smith said the effort will bring an “expanded mission” to Microsoft’s accessibility team “to provide a new level of tools and support for developers.” Already, he indicated that the company has seen success with AI developments like real-time text-to-speech and predictive-text capabilities.

“AI can be a game changer for people with disabilities,” Smith wrote. “By making AI solutions more widely available, we believe technology can have a broad impact on this important community.”



Positive leadership is not Pollyanna leadership. Positive leadership is the way to lead if you want to build a great team and organization. It's the stuff that makes great leaders great. In this spirit, here are 9 practices that make up the positive leadership framework that you can begin to implement today.

- 1. Positive Leaders Drive Positive Cultures** - Leaders who drive the culture and create a culture that is strong on the inside will withstand the forces trying to sabotage it from the outside. Culture is not just one thing. It's everything.
- 2. Positive Leaders Create and Share a Positive Vision** - Positive leadership is all about seeing and creating a brighter and better future. It's about inventing, innovating, creating, building, improving, and transforming every aspect of our lives and the world in which we live. A positive leader sees what's possible and then takes the next steps to rally and unite people to create it.
- 3. Positive Leaders Lead with Optimism, Positivity and Belief** - Pessimists don't change the world. Naysayers talk about problems but they don't solve them. Throughout history we see that it's the optimists, the doers and the positive leaders who transform teams and change the world. Positive leaders don't lead in a sea of tranquil positivity but through the storms of negativity and adversity. That's why optimism and belief are so essential.
- 4. Positive Leaders Confront, Transform, and Remove Negativity** - One of the biggest mistakes leaders make is that they ignore the negativity within their team and organization. They allow it to breed and grow and it eventually sabotages them. This chapter includes everything I have learned since writing *The Energy Bus*. A key piece of advice is "Don't be negative about negativity." There's a better way to deal with it.
- 5. Positive Leaders Create United and Connected Teams** - It's the leader's ability to unite and connect people that truly creates great teams and organizations. Positive leaders create unity which is the difference between a great team and an average or dysfunctional team. The more united and connected a team and organization are the more they are able to accomplish together.
- 6. Positive Leaders Build Great Relationships and Teams** - When you focus on building relationships with your team, performance, morale, and engagement rises. It's about making time to communicate, encourage, connect, commit, serve and care about those you lead. It's probably the most important chapter in the book.
- 7. Positive Leaders Pursue Excellence** - Some think that positive leaders are just about having fun and don't care about winning. This couldn't be further from the truth. Positive leaders are very competitive. They pursue excellence, build greatness and often try to accomplish the impossible. You don't have to choose between positivity and winning. Positivity leads to winning.
- 8. Positive Leaders Lead with Purpose** - There will be days and nights when you wonder why you chose a leadership position at all. That's why you need a purpose to fuel your positivity. We don't get burned out because of what we do. We get burned out because we forget WHY we do it. Positive leaders are driven with a bigger purpose and they inspire others to live and work with purpose.
- 9. Positive Leaders have Grit** - A leader will face countless challenges, failures and setbacks that will become roadblocks unless they find a way forward. Positive leaders have grit and find a way to navigate the roadblocks or run through them to move closer to their vision and goal. ~ *Jon Gordon*



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

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

*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**

## **WHY does NCI Plus need my e-mail?**

*The newly adopted curricula aptly named "NCI Plus" has more "accountability" revisions than the old NCI. One revision is the need for your email address.*

*After the completion of the NCI Plus training, the curricula administrators will send you a survey via your e-mail address. The survey will ask several questions regarding the actual curricula and the Trainer.*

*Please let them know how much you love your Trainers!*



Welcome to the IT Insider!

Welcome to Office 365! What an exciting time as we begin to move more of our IT Services to the mysterious “cloud,” that really is not so mysterious after all. The “cloud” simply put is someone else’s computer. So, as we move through the next few months, you’ll see more and more information about our transition. One thing that we should remember throughout this process is something written by Alvin Toffler more than 25 years ago. Mr. Toffler suggested that humans must be able to learn, unlearn and relearn to remain current in these fast-changing times.

At times, it probably feels as if the only constant is change. With our change to Office 365, we will change the way we handle our saved files, SharePoint will change and there will be a myriad of changes behind the scenes. Through it all, you’ll have the support of the IT Team, the Corporate team, the Administrative team and multiple opportunities for training.

Truly, the only barrier most of us face is resistance to change and an unwillingness to learn, unlearn and relearn. Want to know more about Office 365? Go to [www.umhs.net/it.php](http://www.umhs.net/it.php) regularly to check for new information and updates. If you have any questions, would like more information about Office 365 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."

# July



Nelson Mandela Day

# Yom Kippur



# Sept

# Aug



# Women's Equality Day



**Wilson's QP ~ Brently Carr**



**Corporate's IT Specialist ~  
Adam Murphy**

**Raleigh's Residential Tech ~ Shaneka Jones**



**Morganton ITF Specialist ~  
Virginia Pendergraft**



**Morganton's QP ~ Stacy Day**



**Corporate's Office  
Assistant ~  
Grayam Austin**



**Asheville's OA ~  
Brittany Darr**



**Asheville's PSR Para ~  
Michael Sprengelmeyer**



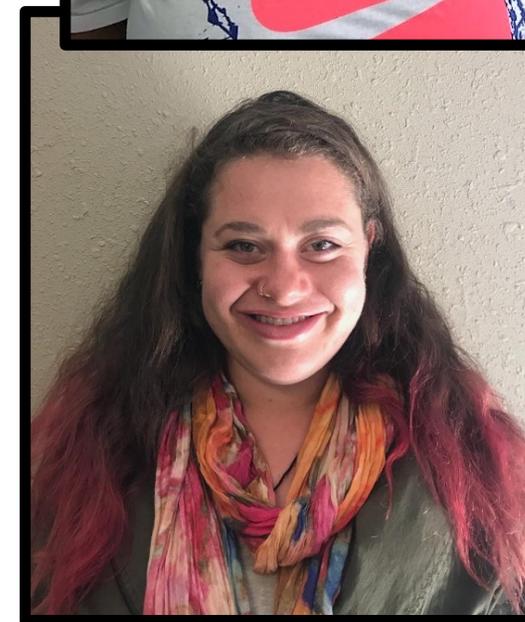
**Asheville's PSR Para ~  
Faith Allen**



**Asheville's PSR Para ~  
Amy Riddle**



**Asheville's PSR Para ~  
Jordan Cole**



**Asheville's PSR Para ~  
Sophie Keller**





**Morganton's Amber Anderson's** daughter Joleigh working the Easter Egg Hunt!

**Corporate's Susan Propst** is excited to introduce her handsome grandson Ashur Makai Grier



**Corporate's Leslie Cothren** running the Cooper River Bridge Run on 4/7/2018. He finished the 10k at 1 hour 52 seconds.

Leslie has also recently been named a conference advisor for the semi-annual Midsize Enterprise Summit events. These events are geared toward IT Professionals in the US.



The **Wilmington** folks assisting with the Annual Fishing Tournament



Chloe Radcliff, daughter of **Kelli Radcliff** in the **Asheville** office, graduated from Clyde A Erwin High School with High Honors on June 16, 2018. Chloe will attend AB Tech for one year and then will transfer to Clemson University to pursue a degree in either Sports Medicine or Education.





The dynamic duo: Kim and Chris

We couldn't exist without these awesome people!



Grill Master Donna getting hugs from Adam!!



Longtime employees: GiGi, Mitchell and Jannie

We ❤️ our staff!

Les and Justin solving the world's problems!

New QP Stacey Day, Judy and Amber

