



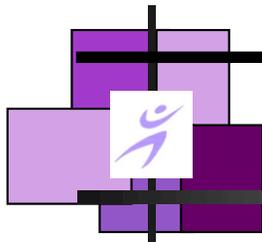
The Insider

July 2020

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.*



FEATURE STORY - submitted by Sheila Moore, BAQP

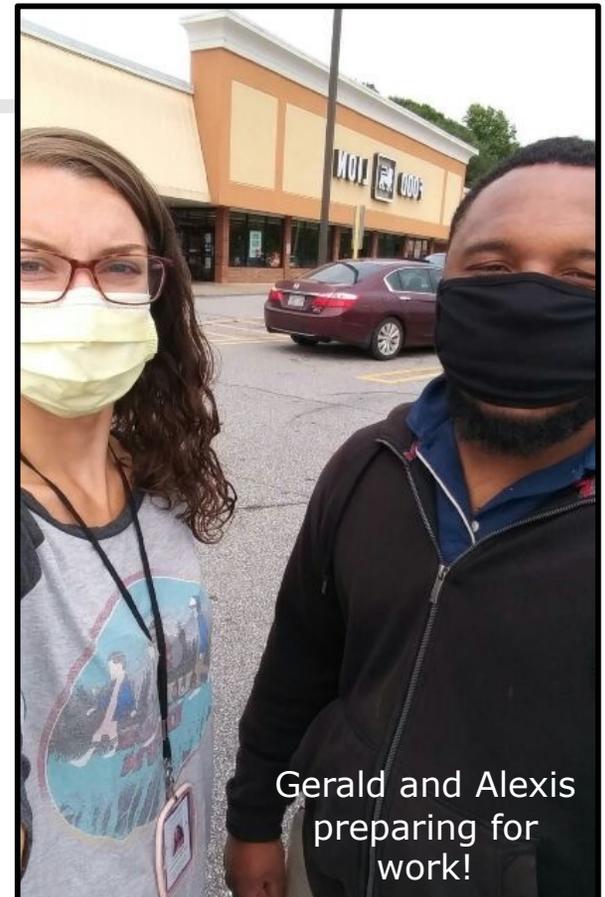
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Valuable employees are hard to find. However Forest City has been rocking the Supported Employment Program. Here are two of our very dedicated individuals!

Food Lion found a valuable employee by the name of Gerald! Gerald’s Food Lion supervisor says *"Gerald is very dedicated and highly respected by his co-workers. What is impressive is that Gerald has been very cooperative and flexible in helping Food Lion meet the unusual demands that have been placed on us during the COVID-19 crisis."*

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Gerald and Alexis preparing for work!

Gerald and his Supported Employment Specialist Alexis, make a superb team. Alexis has encouraged and supported Gerald in meeting his new job assignments at Food Lion. Because of his efforts, Gerald received not only a promotion, but a RAISE!

Forest City's QP, Sheila Moore says Gerald and Alexis are great assets to our Supported Employment(SE) Program and are positive role models for other SE participants! *"Gerald has approached COVID-19 guidelines with common sense and a grounded attitude. He keeps the morale high with his co-workers and with his customers. His positive interactions with workers and customers make him a **Frontline Hero** for his Food Lion Management Team."*



Cynthia and Tracy
tackling the
challenge!

Another hardworking Forest City Supported Employment individual is Cynthia. She operates the laundry department on the second shift at Fairhaven Nursing Home. When Covid-19 began, Cynthia made the decision to keep working because she said, *"my team at Fairhaven is counting on me!"* When restrictions on family visitations became evident, her workload was doubled. Her SE support staff Tracy says, *"She never complained. Instead, because of her commitment to her job, she received another raise."*

Forest City's Sheila Moore says *"both individuals have inspired us to approach AND tackle challenges as they come!"*

We are proud of Gerald and Cynthia for being part of the NC Heros - working graciously on the frontline."

Alexis and Tracy – you ROCK!

Top 15 Note Writers

Congratulations to the top 15 people in the company who diligently entered their documentation!

Asheville

Gina Benardo

Anna Jackson

Betty Ochoa

Marlene Maney

Denisia Harper

Forest City

Pam Hudgins

Morganton

Faye Poteat

Robert Smith

New Bern

Maria Staton

Raleigh

Ernestine Johnson

Syeda Mahmuda

Wanette Highsmith

Wilson

Linda Wooten

Marion Suggs

Winston

Debra Hurley



Congrats



Congrats!



Congratulations!



Universal direct care individuals are our HEROS!



Through it all – you have carried the load!



"Hi, my name is Joi Franklin Kirby and I am the QP for the Universal Office in Morganton. I adore all my staff, persons supported and their families and do my best to ensure that all their services and needs are met.

I have a BA in Psychology and a background in the education of special needs. I also am the proud mother of handsome twin boys who are 17 and have Autism. My boys are my world. I was born to do this type of work and feel I truly shine when I interact with my persons served and their families. In my eyes this job makes me a better person. Being able to help those who have different abilities to achieve their dreams whatever they may be, truly warms my heart and soul."

Joi's supervisor Sherry Douglas says "Joi is extremely dedicated to the individuals she support. She ensures that the services provided will promote independence and true community inclusion! Because of her work ethic and heart, she is so valued as our I/DD QP in the Morganton office and member of the Universal family!"

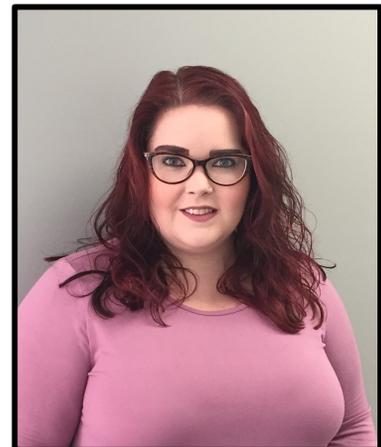


"Hello, my name is Ryan Freeman. I am currently a QP in the Forest City office. I recently finished up my Computer Information Systems degree at Western Carolina University. I also officiate Division 1 basketball. The training from the basketball world transitions seamlessly into the world of Universal. It has provided me the opportunity to develop and use interpersonal skills with my staff, persons served and the management team here. I was a Community Support Tech for 10 years before I received the QP opportunity. I enjoy coming to work because I feel like I am making a difference in the quality of life for our persons served as well as attempting to make our staff appreciate their jobs. The QP position is about leading and serving hand and hand."

Ryan's supervisor Sherry Douglas says "It is a pleasure having Ryan as one of our new Forest City QPs. His commitment for always wanting to do what is right and finding ways to meet the needs for those he supports regardless of the challenge; is greatly appreciated and respected by all team members. He also brings exceptional technology skills to the DD QP team."

Hi, my name is Emily Arrowood and I am a QP at the Forest City office. I have a Bachelors Degree in Human Services from Gardner-Webb University. I am currently working on my Masters Degree in Mental Health Counseling at GWU. I have worked with many different populations in the human services field to include adults and children with mental health problems, disabilities and substance misuse. I am organized, get along well with others and adaptable. Universal has allowed me to use my skills and build upon new ones. So far Universal has helped me have a different outlook on how services are implemented within this field. Universal shows that they care about their staff members and one on one technicians. I really enjoy working at Universal and the people we serve."

Sherry Douglas says "Emily's ability to complete every project or assigned tasked on time makes her a true asset to Universal. Another skill I find exceptional is her commitment to details, often never overlooking those specific details that could affect a member receiving quality services."



Universal Mental Health Services is a company of 'Caring People, Caring for People.' We have a long-standing history of helping and caring for people of all races, sex, gender, religious affiliation, sexual orientation and cultural backgrounds. It is with great sadness that we look upon the racial inequities that exist today.

Williams James stated "*act as if what you do makes a difference. It does.*" We strive everyday as a company to act as if what we do makes a difference because we know it does. We stand united against racism, racial inequities and injustices. Our voice and our actions make a difference today and always. Integrity is defined as 'the state of being whole and undivided.' We must all come together to support the integrity of all people. Everyone is deserving of dignity, opportunity, respect, and the right to live, work and be an equal part of society in the United States. Our hearts and thoughts are with the people we serve, our employees, our communities and our Country during these difficult days.

Mental Health is especially important during trying times. Universal Mental Health Services is available to listen, learn and provide resources to anyone for any reason.

~ Brook Phillips



We are nearing the time for our CARF Accreditation Reviews. Universal has been CARF accredited since 2008. The levels of accreditation that an agency can receive from CARF are:

- Non-Accreditation
- Provisional Accreditation
- One-Year Accreditation
- Three-Year Accreditation

A three-year accreditation is the highest accreditation an agency can receive. This means that Universal satisfies each of the CARF accreditation conditions and demonstrates substantial conformance to the standards and is designed and operated to benefit the persons served.

Universal has obtained a three-year accreditation for each survey completed. While we are very proud of this fact, Universal continues to strive to meet each of the standards required by CARF. Know that we are diligent in our adherence to these standards.

CARF will be surveying our services throughout the state. One of the major factors they will be reviewing is that we are providing the services in a like manner throughout each of our locations. CARF also requires that all policies and procedures are being followed.

We are expecting our survey dates to be anytime **between August and October** of this year. I am sure we will continue to do well with this survey as we have implemented these standards in the delivery of our services.

~ Tracy Frye



Announcing our new website!

www.umhs.net



Universal Mental Health Services encourages you to visit our newly redesigned website. The website was redesigned to make it more user friendly, more streamlined and more visually appealing.

We've updated the content on the website as well as the employee access features. Some items of note:

- From the Home page, you can access the official company response to COVID-19.
- After Hours On-Call process: a great place for person's served and their families to find out the best method to receive after hours assistance.
- Our Company>Employment Opportunities: We have revamped our employment listings. These listings can be found by zip code, location and job type.
- Our Company>Newsletters & Information: We keep this page updated continuously with information pertinent to company. View this page often for the latest information.
- Our Company>Resources for Families: Lots of external resources for person's served and their families.
- Contact Us>Locations: An actively updated contact list for each of our locations.
- UMHS Staff>Employee Access Portal: A quick link to Office365 services for all staff with accounts.
- UMHS Staff>Training: A current and up to date listing of all our training resources. You will be directed to this page, along with given a username and password to access new and recertification trainings.

We have goals for our website. We are excited about upcoming content. Please check the site often for updates!

If you have any questions or would like more information about this or any IT issue, feel free to contact Leslie Cothren at lcothren@umhs.net or Lee Price at lprice@umhs.net.

If you have an official Information Technology request, please e-mail that to trackit@umhs.net.



Please visit the DHHS website for information regarding the COVID-19

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina/individuals-families>

Please visit the CDC website for information regarding the COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



If you leave home, know your Ws!



WEAR

a cloth face covering.



WAIT

6 feet apart. Avoid close contact.



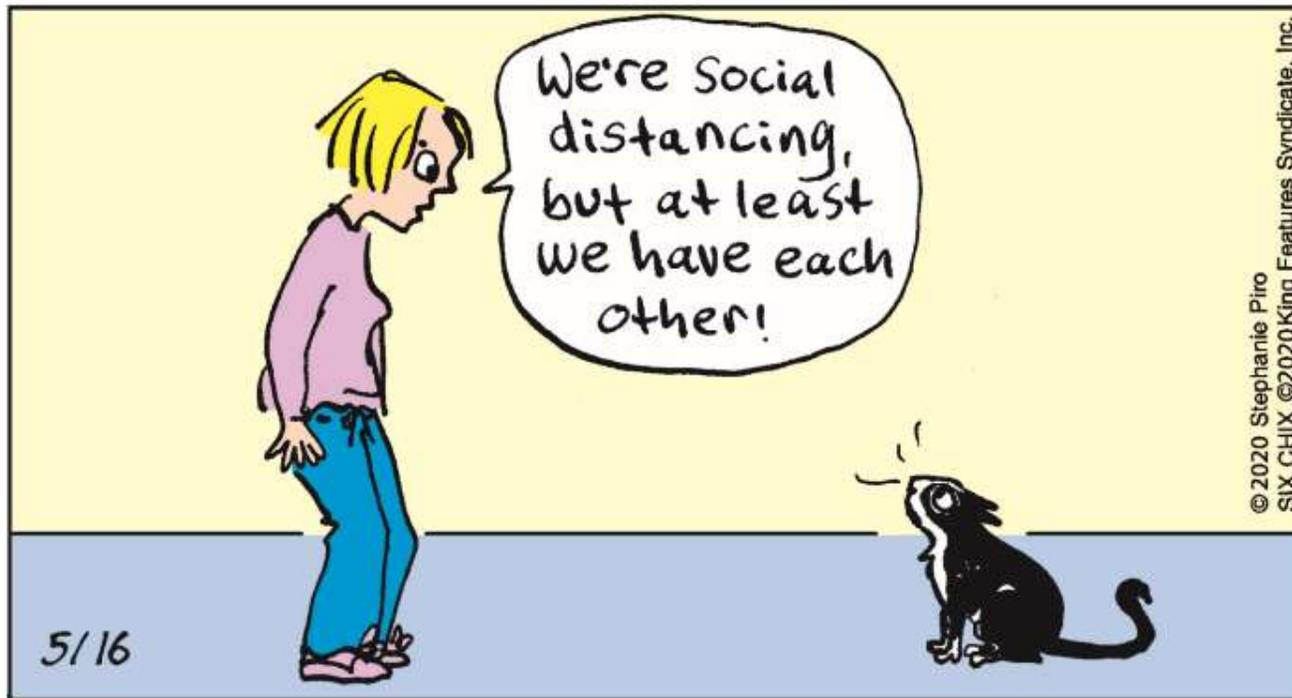
WASH

your hands often or use hand sanitizer.

@NCDHHS

#StayStrongNC





*Have
you
been
Socially,
Physically
or
Emotionally
distancing?*

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 25th



August 9th

Sept 21st



World Peace Day



We need your help!

Your Morale committee is -ing for your creative ideas for new t-shirt designs.

"Ahhhhh," the thrill of being a !

Have you been  for things to do with the person you support? Work collectively and creatively with them to submit ideas.

This is open to  Universal family members!

Come on – have  with this idea!

Get on the  because we need your submissions soon.

Please submit your ideas to dgreer@umhs.net
by **5pm on August 3rd**.



Brad Ritch wants to give a shoutout to **Donna** in the **Morganton Office**. "She always helps with anything. *"Its been such a blessing to have her help even when we're not in crisis."*



Wilson's **Brently Carr** says "I would like to give Kudos to our **OnTarget staff** for the great work they do. I know they work just as hard as we do. I just want them to know that I really appreciate them."

Heather and Jennifer would like to extend a big **THANK YOU** to the **Accounting Staff!** "They have taken all the changes happening during the current pandemic and stepped up for some of the best teamwork during this challenging time! We are very proud of our team!"



Wilson OA, Brittany Crook says "Kudos to **all the QPs in the East** for working so hard during this time! I also want to give kudos to **Josh** for being such a huge help!"

YOU ARE AWESOME

Les Cothren says Kudos to **Terry Bedford**. His work on Universal's social media and the "did you know" snippets are always informative and helpful!



Patra says
Kudos to the
Training Dept.
for keeping
training going
during this
pandemic. Also
Kudos to the
office staff
who have kept
things running
smoothly!

YOU
ARE
AWESOME

QP **Emily Arrowood** says
"Kudos to **Ryan Freeman**
cuz of his math genius
abilities!

Shout out to all the **Forest
City** CSTs who have
continued to work hard and
have persevered throughout
the pandemic. They have
stood up and stood out for
being so dedicated to the
people they work with daily.

Kudos to **Sherry Douglas**
for always being there as a
go to! I have learned so
much from her in such a
short period of time. She
always calls to check in and
make sure that everyone is
happy and healthy!"

YOU ARE
the **Best.**



QP **Ryan
Freeman** says
"Kudos to **Sherry**
for always looking
out for us here in
Forest City.

Kudos to **all the
staff** members
who continue to
be on the front
lines and continue
to basically carry
the business."

Forest City's Sheila Moore says "Kudos to **Emily and Ryan?** These 2 QPs are doing an awesome job!"



Corporate's
Financial
Assistant ~
Ashley Norwood

Welcome



Forest City's
Office Assistant
~
Danielle "Dani"
Augustine

Did you know you could:
Upload your own photo for Teams meetings? I found this:
<https://www.youtube.com/watch?v=HhACWzN-ssU>

This is a good thing to share because it allows us to cover up our backgrounds with a relaxing photo, and it's just fun to have as a nice background for meetings on Teams too.

Submitted by Maurice Murray III, LCSW LCAS
Outpatient Therapist

PS....do you have cool information like this you'd like to share with others? If so, send it to Drema Greer@ dgreer@umhs.net

Asheville's Clinical Meeting via "Teams"



How in the world would we have survived during this pandemic without technology?



What is this news? What in the world are you talking about? just tell me already!

Many of you have been asking *"How can I purchase Universal items?"*

Universal works hard to listen and we try to follow-up as best we can. Therefore the Universal Morale Committee has been hard at work to create a "cool" company store.

Now you can go to Universal's dedicated on-line store and see what is available just for you. The website is super user friendly and easy to maneuver. Check it out:

The **GO-LIVE** date is **Monday July 6th... that is TODAY !**



<https://umhs.net/company-store>

