

The Insider

Oct 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.

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MESSAGE FROM THE AGENCY DIRECTOR

Team members and friends,

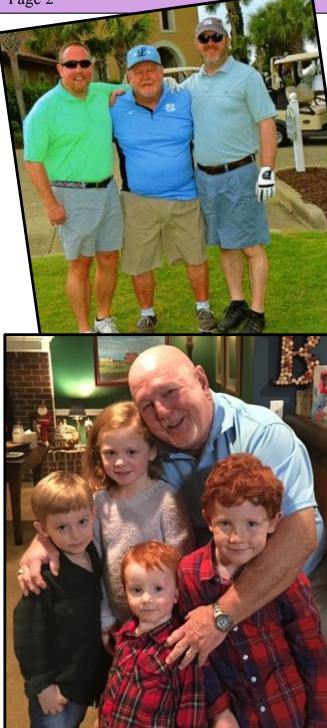
This edition of The Insider emphasizes how deeply we are committed to the Universal team. It is important that all Universal employees and persons served know just how vital they are to our agency.

You will learn in the following pages about the exceptional talents of those we serve as well as the dedication of those who provide the services.

Universal is committed to all the people who make us such a great agency. As the Agency Director, I am honored to recognize so many people who have exceptional talent.

~ **B**rook





Retirement Congrats

A true Universal legacy will sorely be missed!

Universal's Human Resources Director of 11 years has retired. A graduate of Lenoir Rhyne College with a B.A. in Business Administration, Steve directed many Human Resource functions. Steve was dedicated to maintaining Universal's efficient business practices and ensuring the fair and equitable treatment of all employees.

All total, Steve has over 37 years of experience in Human Resources, 25 of those in the Mental Health field.

Those of us who know him well, honor the taskmaster he is. His consistency and dedication to the Universal family does not go unnoticed. We'll never forget his favorite motto,

"People don't do what is expected, they do what is inspected!"

We wish him well as he enjoys the next chapter of his life: volunteering playing lots of golf, loving on the grandkids and whatever his wife tells him to do...lol





The Insider

Universal's BEST

The Insider

Meet Lauren Springer! She is an AFL provider who supports Ana. Lauren says, "Over the past four years Ana and I have spent with one another I have watched her make tremendous growth and blossom into the confident social butterfly she has always aspired to be. With support, direction and encouragement an opportunity that presented itself as volunteer work became part time employment which is now going on 4 years. There isn't a dance provided by Parks and Rec that you won't see her dancing at and just this past year she has become actively involved in a social group for adults with developmental disabilities which she participates in almost weekly. I look forward to what the future holds for Ana. It's an honor to quide, encourage, and support her in helping make her dreams comes true. "

Ana says "I'm very happy to be living with Lauren and her family. She is a good friend and support for me."





"My name is Kate and I live at the Arbor House. A lot of dogs like my biscuits and gelato. They are made with oat flour and brown rice flour, which is better for dogs than regular flour. The biscuits I make are "plumpkin" which have pumpkin and snicker doodles and carob chip, banana oat and chicken with rice. I sell them in bags of five biscuits for \$1. The best part of selling my biscuits is getting to meet the dogs and their owners. Some of the dogs get excited when they see me!"

Universal's BEST

This **Wilson** dynamic duo has worked extremely hard since 2008. Andrew Jones, CST, started with Dylunn at the age of 8 years old. Andrew has worked persistently to ensure Dylunn's skill development in appropriate communications, safety awareness, cognitive skills, daily living and decreasing negative behaviors.

Andrew has been amazingly resourceful. Andrew's heartfelt teaching methods have contributed to Dylunn's communication and interaction skills with peers (inclusive of non-disabled peers.) Dylunn has improved so much that he can now live more independently in his home and community.

Andrew Jones, CST, says "It's a pleasure working with Dylunn each day and watching him grow/work though his life challenges." Dylunn says he could not have done it alone. "Andrew has helped me a lot when I thought it could not be done, he helped me see that it could be done."



Michael has been with the Universal **Wilmington** office



since 2010. Michael's QP Christine Clatterbuck says "Michael has grown leaps and bounds over the last 7 years. One of his proudest accomplishments is working part-time at Bitty & Beau's Coffee Shop in Wilmington." Bitty & Beau's has been featured on The Rachel Ray Show, Time Magazine and several other publications. Michael says, "My favorite thing about working at Bitty & Beau's is because it feels like a family."

Universal's Best

The Insider

Larissa began receiving services from UMHS in December of 2016. In the first several months, Larissa was very resistant. She continued in her unhealthy behaviors, such as running away, frequenting the ER, putting herself down, and unsafe opposite sex relationships. At the height of these behaviors, a team meeting was held in which referral to a higher level of care was discussed.

Larissa made the decision to change, to trust, and to fully engage in her services.

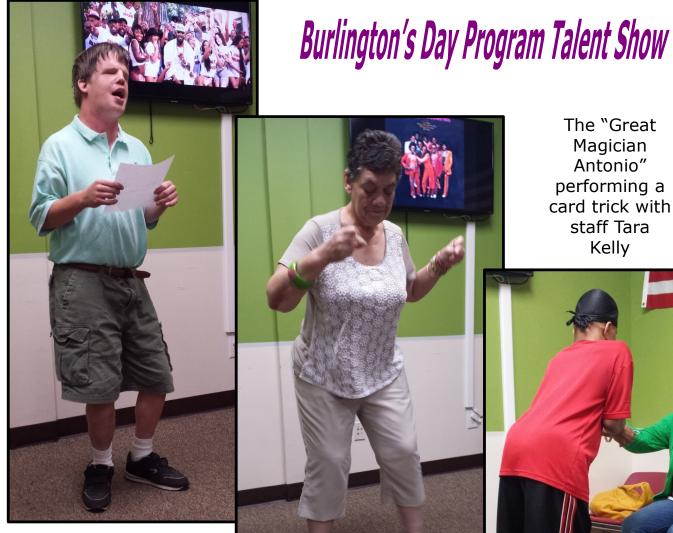
Since February 2017, Larissa has participated in Health Matters and has lost more than 38 pounds. She has started Supportive Employment at UMHS and Transitions to Community Living through Vaya Health. She has not run away, tried to hurt herself, or been in the ER one single time. Larissa completed the Peer Support "Art of Emotions" class and is using coping skills to manage emotions and behaviors despite having no change in her living circumstances. Her self-esteem and self-confidence has improved tremendously. Larissa has even advocated for herself regarding visitation with her son and uses Peer Support to be with him weekly. She has initiated parenting classes in PSR and has almost earned her parenting skills certificate. She has also started Supported Employment at UMHS, completed volunteer hours at the local YMCA for a computer from Disability Partners... and gotten a JOB! Larissa is working with Transitions to Community Living through Vaya Health to move into independent housing.

The UMHS Spotlight is on Larissa for her amazing recovery progress since trusting her UMHS recovery supports!



She has come so far and her future looks so bright! Kudos to you Larissa! We believe in YOU, knowing THE BEST IS YET TO COME! Thank you on behalf of everyone at UMHS Asheville for your readiness to always help others along the way.

Larissa proudly stands in the center of her Recovery Supporters!



Harrison singing to R. Kelly's "Backyard Party!"



Gail dancing to Soul Train's "Car Wash"

The "Great Magician Antonio" performing a card trick with staff Tara Kelly





Jacob's "Show and Tell" with his **Cookie Monster** phone!

S

Longevity

Morganton's CST Wanda Dehart

has been with UMHS since 10/15/03



Asheville's

Administration

Director Ingrid

Freeman has

been with UMHS since 12/18/03

Morganton's CST Judy Devries has

been with UMHS since 10/15/03

SHALF AND

Asheville's Clinical Director Patra Lowe has been with UMHS since 11/17/03







Morganton's CST Christy Biggerstaff has been with UMHS since 10/16/03





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!

Lifting and Transferring



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

<u>WHAT IS THIS</u>? 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 <u>dgreer@umhs.net</u>. 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



According to the HIPAA Security Rule under Administrative Safeguards, a covered entity (such as Universal Mental Health Services) must conduct, at least annually, "an accurate and thorough assessment of the potential risks and vulnerabilities to the confidentiality, integrity, and availability of electronic protected health information held by the covered entity."

In June, Universal Mental Health Services had a 3rd party vendor conduct the Security Risk Assessment. Management, including the IT Director, CQI Department, and the Agency Director, spent a great deal of time providing the necessary information to the 3rd party to be able to conduct the assessment.

Universal Mental Health Services was found to be in compliance in all covered areas. In fact, the reviewer, Larry Neiswender, of Protect EHR stated, "After six years of doing the Security Risk Analysis, I can only remember one other instance where there were no questions that would result in a medium or high risk exposure." Larry went on to state, "In general, your organization appears to take its responsibilities for security and compliance seriously. In today's environment, with new threats occurring almost daily, this intentional interest will serve you well."

Mr. Neiswender has provided the company with some valuable feedback that will be taken into consideration as we move forward. As employees of this company, we should all take pride in the fact that privacy and security are of the utmost importance to everyone at this company.

If you have any questions or would like more information about the SRA or our security practices, feel free to contact Leslie Cothren at <u>lcothren@umhs.net</u>.

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

Latino

Includes Brazil. Does NOT include Spain.

Argentina **Bolivia** Brazil Chile Costa Rica Cuba Dominican Republic Ecuador El Salvador French Guiana Guadeloupe Haiti Honduras Martinique Mexico Nicaragua Panama Paraguay Peru **Puerto Rico** Saint Barthelemy Saint Martin Uruguay enezuela

Hispanic

Includes Spain. Does NOT include Brazil.

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."

Managing Cultural Diversity in the Workplace

Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures, and work with varying cultural beliefs and schedules. While there are myriad cultural variations, here are some essential to the workplace:

Communication: Providing information accurately and promptly is critical to effective work and team performance. This is particularly important when a project is troubled and needs immediate corrective actions. However, people from different cultures vary in how, for example, they relate to bad news. People from some Asian cultures are reluctant to give supervisors bad news – while those from other cultures may exaggerate it.

Team-building: Some cultures – like the United States – are individualistic, and people want to go it alone. Other cultures value cooperation within or among other teams. Team-building issues can become more problematic as teams are comprised of people from a mix of these cultural types. Effective cross-cultural team-building is essential to benefiting from the potential advantages of cultural diversity in the workplace.

Time: Cultures differ in how they view time. For example, they differ in the balance between work and family life, and the workplace mix between work and social behavior. Other differences include the perception of overtime, or even the exact meaning of a deadline. Different perceptions of time can cause a great misunderstanding and mishap in the workplace, especially with scheduling and deadlines. Perceptions of time underscore the importance of cultural diversity in the workplace, and how it can impact everyday work.

Calendars: The business world generally runs on the western secular year, beginning with January 1 and ending with December 31. However, <u>many cultures use other calendars to determine holidays</u> such as New Years or specific holy days. For example, Eastern Orthodox Christians celebrate Christmas on a different day from western Christians. For Muslims, Friday is a day for prayer. Jews observe holidays ranging from Rosh Hashanah to Yom Kippur. These variations affect the workplace as people require time off to observe their holidays.

Outlook Makes All the Difference

Many years ago two salesmen were sent to Africa by a British shoe manufacturer. The goal of their trip was to investigate this new market, and to report their findings back to headquarters on the potential of the market.

The first salesman came back with a rather dismal report, "There's no potential at all here, because **nobody wears shoes**."

The second salesman came back with a rather different reply, "There's massive potential in Africa, because **nobody wears shoes**."

It's your choice as to how you interpret any situation, whether you're looking at it positively with optimism, or as a challenge full of negativity.



Did You Know?





UNVERSAL MH/DD/SAS "Caring People, Caring for People"

The owners of UMHS started a similar company in 1986, sold it and then started Universal in March of 2003. Above is the Universal logo.

An Alliance of Agencies Helping Children, Adults & Families

As of September 14th, Universal has 767 employees and 93 contractors



Among other programs, Universal operates the following: Alternative Family Living (AFL) Day Program Early Intervention Group Homes Peer Support Psychosocial Rehabilitation (PSR) Supported Employment Vocational Rehabilitation Universal is located in 10 cities: Asheville Burlington Forest City Lenoir Morganton New Bern Raleigh Wilmington Wilson Winston Salem



By January 2018 NCI will be replaced with a new curricula.

Universal's website is <u>www.umhs.net</u> and our Facebook page is Universal Mental Health Services



Welcome Universal Newbies

The Insider



Welcome



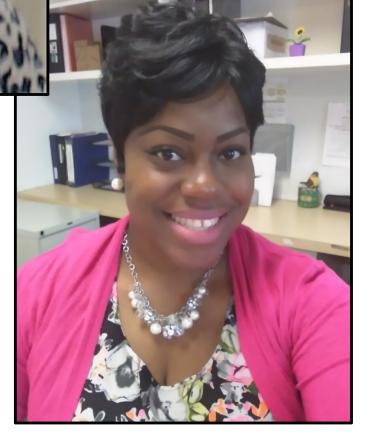
Raleigh's QP \sim Saundria Stuart

CPSS ~ Casey Wunch

Office Assistant \sim Crystal Henderson

New Bern's

4





Congrats are in order for Ingrid Freeman. She has recently been promoted to Administration Director. Ingrid says "I am looking forward to beginning this new chapter with UMHS."





Congrats are in order for Zsa **Zsa Johnson**. She has been promoted to Assistant Administration Director. Zsa Zsa says "I look forward to the start of something new and exciting!"



Congrats are in order for Tamara Bedford. She has been promoted to Human Resources Director. She says "it is an honor to assume the role of my hero, Steve Greer!"



Thank You for being a Recovery Champion and making a positive impact in your community!



WESTERN REGIONAL RECOVERY RALLY 10 AM - 2 PM, SATURDAY, SEPT. 9 PEN-AIR GYM, LAKE JUNALUSKA

an :

Congrats are in order for Universal's Clinical Director Patra Lowe! She was voted Recovery Champion of the Year from Vaya Health!

CHILDREN'S ACTIVITIES

RECOVERY CHAMPION

COMMUNITY BOOTHS

RECOVERY RESOURCES

CUEST SPEAKERS

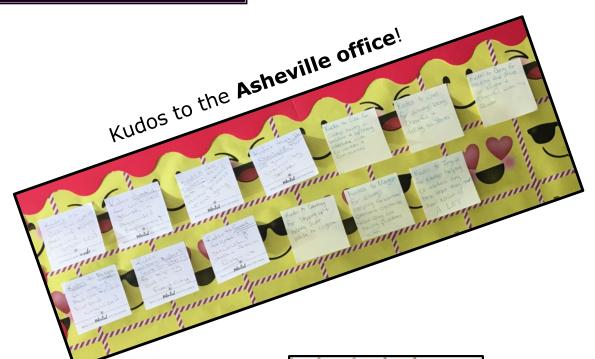
AWARDS DUNK TANK

Around Universal



The Asheville Solar Eclipse Gang





Kudos are given by fellow employees/supervisors who see someone do something helpful or special for another person...either a co-worker or person served....a great way to boost employee morale!

Everyone enjoys a little recognition from time to time!



Wilmington's

Sharkia Coker's engagement to Jhane Johnson. No date has been set at this time.

Around Universal



Asheville's OA Elizabeth Matthews wedding and baby boy's birth celebration





Forest City's QP Julia Littlejohn's 7lb 14oz "bundle of joy" Desire Harmony Littlejohn born on 8/01/17





Regional Director Garry Wiley's little one Solomon Lloyd Wiley turned one on June 2nd. **Burlington**

Asheville

ZIMMERMAN, DANA	Ash	8-Oct
PEEPLES, JENNIFER	Ash	11-Oct
PAYNE, CHARLENE	Ash	20-Oct
CORWIN, KELLEY	Ash	20-Oct
HOLLIFIELD, RACHEL	Ash	22-Oct
GERAN, SEAN	Ash	22-Oct
BOYETTE, CHARLYNE	Ash	23-Oct
JENKINS, WILLIAM	Ash	24-Oct
HART, JERRI	Ash	4-Nov
BRADLEY, MYRA	Ash	13-Nov
Smith, Kirsten	Ash	15-Nov
ROGERS, ERIK	Ash	19-Nov
HOOPER JR, JEFFREY	Ash	20-Nov
Henson, Holly	Ash	3-Dec
BENTLEY, CAROL	Ash	5-Dec
MATTHEWS, ELIZABETH	Ash	6-Dec
RUDISILL, RONALD	Ash	9-Dec
BYRD, GARY	Ash	21-Dec
NEWMAN, ALEXANDRA	Ash	22-Dec
WARE, CHRISTINE	Ash	24-Dec
OGLES, BENJAMIN	Ash	30-Dec
HIGGINBOTHAM, SHEILA	Ash	31-Dec



SEARCY, MARGARET Burl 5-Oct KING, EDYS 17-Oct Burl SMITH, CHRISSIS 30-Oct Burl MINOR, KANNIS Burl 26-Nov 28-Nov GUAMAN ESPERANZA Burl LONG, BENITA Burl 29-Nov WINSTEAD, CORDELIA Burl 2-Dec SOMERS, BRIAN Burl 4-Dec 5-Dec Thompson, Deborah Burl COULON, NICOLE 7-Dec Burl BROWN, ERIC Burl 7-Dec LATOUR, ROBERT 8-Dec Burl Burl 8-Dec LATOUR, JANE GREEN, BIANCA 11-Dec Burl



KING, NINA

MOSER, DALE

21-Dec

26-Dec

Burl

Burl

BOYETTE, MEREDITH	Corp	20-Oct
GREER, STEVEN	Corp	10-Dec
LOWE, PATRA	Corp	30-Dec
FREEMAN, INGRID	Corp	31-Dec

Forest City

REYES, DANIEL	FC	1-Oct
JEFFRIES, LASALLE	FC	7-Oct
HANEY, ALEXIS	FC	17-Oct
HALL, LAURA	FC	29-Oct
EVANS, RHONDA	FC	2-Nov
TWITTY, HAYWOOD	FC	6-Nov
MOORE, SHEILA	FC	11-Nov
LITTLEJOHN, JULIA	FC	22-Nov
LYONS, CRYSTAL	FC	6-Dec
HUDGINS, PAMELA	FC	9-Dec
WATKINS, BRITTANY	FC	15-Dec
WATKINS, TARKISIA	FC	17-Dec
GRAY, JOANN	FC	19-Dec
TONEY, EMILY	FC	24-Dec
STRIBLING, KELLEY	FC	28-Dec



Continued on next page

Morganton

Morg	12-Oct
Morg	9-Nov
Morg	10-Nov
Morg	13-Nov
Morg	18-Nov
Morg	23-Nov
Morg	25-Nov
Morg	25-Nov
Morg	28-Nov
Morg	2-Dec
Morg	8-Dec
Morg	19-Dec
Morg	25-Dec
	Morg Morg Morg Morg Morg Morg Morg Morg

New Bern

JARVIS, ROSLAND	NB	1-Oct
COLEBY, PAUL	NB	10-Oct
MIDGETTE, TONE	NB	12-Oct
GODETTE, DIANNA	NB	13-Oct
Johnson, Joe	NB	30-Oct
MOORE, KIMBERLY	NB	1-Nov
HYMAN, BETTY	NB	16-Nov
MCGRAW, LAURA	NB	31-Dec
MIDGETTE, TONE GODETTE, DIANNA Johnson, Joe MOORE, KIMBERLY HYMAN, BETTY	NB NB NB NB NB	12-Oct 13-Oct 30-Oct 1-Nov 16-Nov

HAPPY BIRTHDAY!

	Raleigh – Gi	roup Homes	
BURNET	ITE JR, DOUGLAS	Purposely Driven	17-Oct
OWENS	, RUTH	Purposely Driven	3-Dec
ABDUL,	HAZEES	Purposely Driven	17-Dec
FARRO\	N, MICHAEL	Purposely Driven	27-Dec
TAYLOF	R, BRIANNA	Rebecca's Home	20-Oct
LEWIS,	NICHOL	Rebecca's Home	29-Dec
FLOW,	APRIL	The Arbor House	25-Oct

Raleigh

BOSCALJON, MELANIE	Ral	1-Oct
DOTTIN, TOMASENA	Ral	2-Oct
BAKER, DARLENE	Ral	3-Oct
HAMILTON, CARLOS	Ral	3-Oct
TALLEY, NICHOLAS	Ral	8-Oct
WILLIAMS, FLORETTE	Ral	11-Oct
TWARA, FRIDAH	Ral	11-Oct
JOHNSON, ERNESTINE	Ral	12-Oct
CHERRY, ALLEN	Ral	17-Oct
EPPS, SHENETHA	Ral	20-Oct
FREDERICK, SHONATE	Ral	23-Oct
MUNN, SANDRA	Ral	24-Oct
RUSSELL, TABITHA	Ral	25-Oct
BRUNSON, OCTAVIA	Ral	26-Oct
White, CeAeira	Ral	26-Oct
JONES, TEIRRA	Ral	26-Oct
INGE, CATRINA	Ral	28-Oct

Raleigh

PRIMOUS, MARY	Ral	1-Nov
ARTIS, ANTHONY	Ral	1-Nov
BLACKSTON, CASSANDRA	Ral	2-Nov
DOWLING, ANNE	Ral	4-Nov
ATWATER, SHARON	Ral	5-Nov
Cordova, Kaitlin	Ral	5-Nov
DAVIS, NEDRA	Ral	6-Nov
BESS, TAWONNA	Ral	6-Nov
FACEY, ALECIA	Ral	8-Nov
LEVERETTE-MCCALL, TAMIKA	Ral	8-Nov
Atkinson, Avery	Ral	8-Nov
MADENYIKA, NANCY	Ral	8-Nov
JOHNSON, ZSA ZSA	Ral	10-Nov
PULLEY, LATISHA	Ral	15-Nov
YINGLING, ANTHONY	Ral	17-Nov
PEEBLES, ALLEN	Ral	20-Nov
BARBER, JERI	Ral	22-Nov
LUCAS, NIYAH	Ral	23-Nov
TARBELL, PATRICIA	Ral	24-Nov
BARBA, AMANDA	Ral	26-Nov
DAVIS, JUDY	Ral	30-Nov
WILLIAMS, ANGELIQUE	Ral	2-Dec
BECKER, CICELY	Ral	2-Dec
HIGHSMITH, WANETTE	Ral	3-Dec
CUNNINGHAM, LEX	Ral	4-Dec
CRABTREE, MARY	Ral	8-Dec
GARDNER, SYLVIA	Ral	10-Dec
HUGHES, HOPE	Ral	12-Dec
Rogers, Eva	Ral	14-Dec
MAHMUDA, SYEDA	Ral	14-Dec
TROUBLEFIELD, MELISSA	Ral	17-Dec
INGRAM, PATRICK	Ral	17-Dec
Abdul, Bakre	Ral	21-Dec
WILLIAMS, GARY	Ral	21-Dec
GIBSON, CHRISTOPHER	Ral	25-Dec
CHILDRESS, SHERRY	Ral	27-Dec
CAGLE, JEFFERY	Ral	31-Dec
LACEWELL, TASHANA	Ral	31-Dec

Continued on next page

"It's Your Birthday!"

Wilson

Winston

WATSON, BEVERLY	Wilson	6-Oct
HOCUTT, VALERIE	Wilson	11-Oct
WHITAKER, JOEY	Wilson	20-Oct
SIMMONS, NYACK	Wilson	20-Oct
Ward, Phyllis	Wilson	26-Oct
WIGGINS, ALEXIS	Wilson	27-Oct
WATERS, LECINDA	Wilson	11-Nov
WILLIAMS, SABRINA	Wilson	13-Nov
HINNANT, JACQUELINE	Wilson	17-Nov
PIERCE, SANDRA	Wilson	19-Nov
KELLY-BURNEY, WYLLENE	Wilson	28-Nov
VINES, KENYETTA	Wilson	4-Dec
DANIEL, LATEISHA	Wilson	24-Dec

Wilmington

CLATTERBUCK, CHRISTINA	Wilmington	25-Oct
COKER, SHARKIA	Wilmington	10-Dec
HALL, ERDEENA	Wilmington	13-Dec
MCGRIFF, KATRINA	Wilmington	18-Dec



KING, DESMOND	Winston	1-Oct
BRAITHWAITE, BRIAN	Winston	2-Oct
HAISLIP, HOPE	Winston	6-Oct
DODSON, JONI	Winston	11-Oct
FARLEY, APRIL	Winston	21-Oct
SANER, MARTIN	Winston	25-Oct
HARRISON, LAVERNE	Winston	26-Oct
PAIGE, LINDA	Winston	28-Oct
PEARSON, TAMMY	Winston	6-Nov
RICE JR, RUSSELL	Winston	11-Nov
DUNLAP, APRIL	Winston	14-Nov
ABSHIRE, BREANNA	Winston	15-Nov
LITTLE, ELEANOR	Winston	17-Nov
ARMSTRONG, DEMARIO	Winston	20-Nov
GENTILE, BOBBI	Winston	22-Nov
PARDUE, CASSIDY	Winston	22-Nov
ERICKSEN, GRIFFIN	Winston	24-Nov
WILLIAMSON, SACORYA	Winston	24-Nov
PRINGLE, BRANDI	Winston	27-Nov
ANDERSON, NOAH	Winston	4-Dec
COLE JR, ARTHUR	Winston	5-Dec
LAWSON, BRIAN	Winston	9-Dec
HAWKINS, KALETHA	Winston	10-Dec
MOSS, SHERRI	Winston	14-Dec
NIXON, LUIS	Winston	20-Dec
BELL, BRANDON	Winston	22-Dec
SPIVEY, ASHLEY	Winston	25-Dec
JARVIS, ROSEANNA	Winston	26-Dec
HASKINS, JAMEL	Winston	27-Dec
SULLIVAN, AGNES	Winston	29-Dec