



The Insider

Oct 2021

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 an informed workforce, to foster a greater sense of community and to build morale.*

FEATURE STORY

- submitted by QP, Brandy Reagan

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A college degree is no small feat, but that isn't going to stop Mariah from working hard to accomplish her dream. Just before the pandemic, Mariah was accepted to East Carolina University, where she continues to work on a degree in Biomedical Engineering.

With this degree she will study designs which will help her to develop and evaluate biological and medical instruments to include artificial organs, prosthetics, medical instruments, and information systems.

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Mariah has a passion for computers, science, drama, and helping others. Due to the pandemic, Mariah had to do online classes to keep up with her course material and she has excelled in her classes. Mariah resides in Eastern North Carolina with her mother, Myron, who is an instrumental part of her life and future. Siblings and a grandmother who live close by are very important to her. Her mentor, Mrs. Angela, has worked with her for many years and Mariah considers her part of the family.

When Mariah is not studying, she enjoys being out in the community, but the social distancing restrictions for the past two years have greatly limited what she has been able to do. She has volunteered in the after-school program at West New Bern Recreation Center, the New Bern Tower, and she completes activities with the Girl Scouts. She also enjoys activities at the YMCA, such as, swimming, dance, and yoga.

This summer, Mariah was excited about preparing for her return to campus at ECU - GO PIRATES!!! She has had so many dreams about what is in store for her as a sophomore. With help from Ms. Angela and her mother, Mariah has decorated her dorm room and organized her college daily routine.

Independent living on campus will be difficult, but ***Mariah is up for the challenge!***



*New Bern's QP Brandy Regan says "thank you for your heart **Ms. Angela** and **Mariah** you are a SUPER-STAR!"*

Anthony “ Tony” Yingling joined the Universal Team in Nov. of 2012. He holds a Bachelor’s degree from Penn State and has over 20 years of experience working, supporting the IDD/MH populations. As the Residential Manger he has worked tirelessly to ensure that his families and the AFL providers that support these members have the tools needed to provide and receive the best possible care. He is well known for his fight for disability rights and advocacy for those he supports. His quality of work has helped to build the Residential program to the critical acclaim of the MCO and local families.


Tony Yingling

Nancy Madenyeka

Ms. Nancy Madenyeka joined the Universal team in July of 2015. Nancy is a Licensed Clinical Social Worker in the state of North Carolina. Ms. Nancy holds a BSW from Western Carolina and a MSW from North Carolina Central University. She comes with many years of experience working with IDD, SAS, MH populations. In her current work as a IDD Staff Supervisor QP, she partners with families to ensure that all their care needs are met for day-to-day activities.

...more QPs to come

Ms. Lisa Hawley joined the Universal Team in January of 2018. Lisa holds a master’s in Health Administration, Public health as well as a Master’s of Science in Management, Project Management. Ms. Lisa comes with many years of hands on, one-on-one experience working with the IDD/ MH populations. She worked for 21 years at the Murdoch Center as a Health Care Technician II, before returning to school to receive her 2011 Bachelor of Science in Public Health Education, Community Health Education for the University of North Carolina at Greensboro. As a IDD Staff Supervisor QP, . Ms. Lisa works tirelessly to meet the needs of the Universal families she supports.


Lisa Hawley

Congratulations to Raleigh's Kaylan Newell!

Universal is proud to announce that Ms. Kaylan Newell is the inaugural winner of the Universal Marilyn Porter Scholarship which was awarded in the amount of \$1000. It was awarded to an hourly direct care staff through an application process. The applicant must have committed to attend an accredited college (community college, university, etc.) within the year of the scholarship award.

The scholarship was selected by a 6-person committee made up of Universal employees. The decision was based primarily on a short essay from the applicant.

The following is an excerpt of Kaylan's essay: "I am the mother of two and provide services through the Raleigh office. I have 3 semesters left until graduating with a Bachelor of Science in Social Work." Kaylan says "life isn't about how quick we finish the race, it's that we do finish."



We concur Kaylan – CONGRATS!



Documentation consistency is very important! How do you qualify for this? By entering your notes within 24 hours of the completion of the service – consistently!

"THANK YOU" to these awesome individuals!

Office	Staff
Asheville	Tracy Lynn
Burlington	Rachel Jones
Forest City	Pamela Hudgins
Forest City	Kathleen Waddell
Morganton	Kim Guthrie
New Bern	Michelle Boomer
Raleigh	John Pilconis
Raleigh	Kimberly Branch
Wilmington	Angela Crandall
Wilson	Jacqueline Hinnant



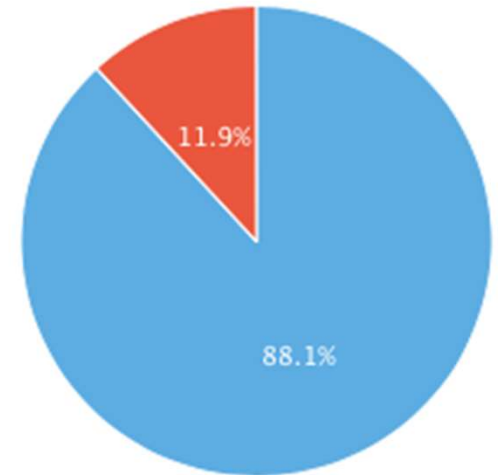
Phishing and Business email compromise (BEC) attacks use fraudulent emails to attack commercial, government and many other organizations. Phishing is simply an attack vector used to trick email users into divulging confidential information, both thru links, password schemes, and other means. BEC is usually a targeted attack that impersonates an executive or other high-level staff to trick their reporting staff into divulging financial information or having them send money via a variety of means.

To train our users and try to prevent these attacks from happening at Universal Mental Health Services, the IT Department recently conducted a Phishing test. We do this on a regular basis to find out how vulnerable we are to these types of attacks and to educate our users. We sent out 118 emails over the course of a few hours.

The IT Department is pleased to announce that of those 118 emails, 104 people did not click on the links or fall for the phishing scheme. 14 people failed the phishing test. 88% of our users knew how to spot an attack. Some of those people even reported it to the IT Department via our ticketing system. If you are ever in doubt, do not click on a link or open an attachment you are not expecting. Even if the link or attachment is from someone you know, possibly even a co-worker, make sure that you are certain it is not an attack prior to clicking. The easiest way: report it to the IT Department. We can help you verify.

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 Tray Smith at tsmith@umhs.net.

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



Targets Passed vs Failed
Total Tested: 118 (0 Unique)

- Unsent: 0 (0.0%)
- Error: 0 (0.0%)
- Bounced: 0 (0.0%)
- Passed: 104 (88.1%)
- Failed: 14 (11.9%)



Ibrahim Hamadtou the Paralympian who plays table tennis with his mouth



<https://www.youtube.com/watch?v=D4FiBI2WSOs>



衆国



Chuck Aoki ✓
@Aoki5Chuck

Tonight was a night I'll never forget. Leading @TeamUSA out with @MStockwell01 is one of the greatest honors of my life.

This is for all the kids with disabilities who think they'll never fit in because they're different. You belong. You matter. And you can achieve your dreams.



***"You belong,
You matter
And you can
achieve your
dreams!"***





(Image credit: Disabled And Here)

#WeThe15

Join us on 19 August 2021 for the launch of a campaign that aims to transform the lives of the one billion people globally who have a disability.

Launching at the Tokyo 2020 Paralympic Games, WeThe15 plans to initiate change over the next decade by bringing together the biggest coalition ever of international organizations from the world of sport, human rights, policy, communications, business, arts and entertainment.

At a time when diversity and inclusion are hot topics, the 15% who have a disability want effective change to remove the inequality and inactivity. Like race, gender and sexual orientation, we want to have a movement all persons with disabilities can rally behind. A global movement that is publicly campaigning for disability visibility, inclusion and accessibility.

WeThe15 will shine a light on 15% of the world's population. It will build greater knowledge of the barriers and discrimination persons with disabilities face on a daily basis at all levels of society. By doing so we will break down these barriers so all persons with disabilities can fulfil their potential and be active and visible members of an inclusive society.

[#WeThe15 - A movement for an inclusive world](#)



The Delay In Treatment Had A Devastating Impact

I believe that the lack of early intervention impeded my brothers' abilities to successfully manage their illnesses. Their stories ended tragically — and I continue to mourn their chance to live ordinary, productive and fulfilling lives.

My oldest brother struggled to manage his bipolar disorder, and he died by suicide at age 32. My middle brother has been missing for more than 20 years, after what felt like vanishing into thin air. Meanwhile, my youngest brother has lived in a mental health facility for more than 33 years. We expect that this will be his home until his dying day.

Because of the devastating affect mental illness had on my family, I am committed to ending the stigma and encouraging early intervention and treatment. My mantra is: "I'm Not Keeping Quiet Anymore."

I hope that being fully transparent about my family's experience will show other families that they are not alone. I hope to encourage people to seek professional care rather than trying to pray mental illness away and remind them that there is no shame in asking for help. Ultimately, if I can prevent just one family from experiencing the pain that mine did, I would consider that a success.

[Cynthia Moblely Howell](#), the Founder and Chief Executive Officer of [HoWell ARE YOU](#), is on a mission to end the stigma surrounding mental illness. She is also a minister, public speaker and transformation coach focusing on mental wellness. Cynthia is one of 40 writers featured in the Amazon bestselling anthology "I'm Still Standing." Her memoir, titled "Crazy Didn't Get Me," will be released in 2021. You can follow her on Instagram at [@cmoblelyhowell](#) and on Twitter at [@cmoblelyhowell](#).

Want to learn more about NAMI? Copy and paste into your browser: <https://www.nami.org/Blogs>



Accessibility is being able to get in the building. Diversity is getting invited to the table. Inclusion is having a voice at the table. Belonging is having your voice heard at the table!

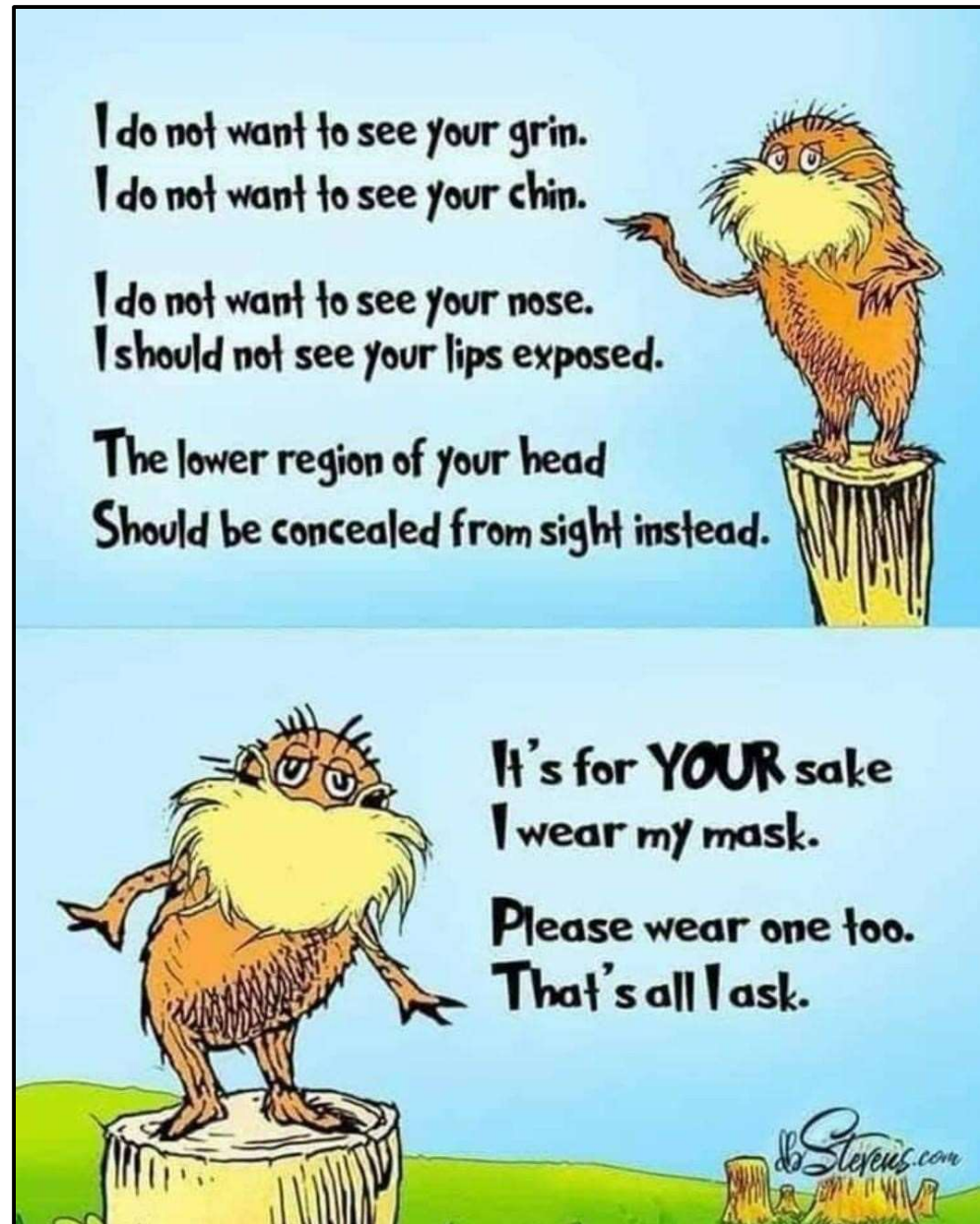
When our efforts to help seem futile, we can trust that in another time and place there may be unexpected results. When we're trying to address a problem, improve the state of the world, help a struggling friend, comfort a grieving child, it might all appear to be going nowhere.

Yet our actions are like planting seeds in the ground. We don't know for sure when they will bear fruit, and what looks like failure may be a time of gestation. Our work toward the good can be sustained if we don't harshly measure the success or failure of our actions by the immediate, and superficially apparent, results.

-Sharon Salzberg, "The Kindness Handbook"



Do you need PPE? Universal is happy to provide these items for you. Feel free to stop by your local office to obtain what you need!



Safety Tip**HURRICANE WATCHES AND WARNINGS**

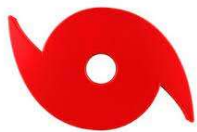
The National Weather Service (NWS), part of the National Oceanic and Atmospheric Administration (NOAA), issues alerts when weather conditions make hurricanes more likely. Know the terms used to describe changing hurricane conditions and be prepared to take appropriate action.

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ADVISORY Tropical Storm or Hurricane Advisory—The NWS issues an Advisory when it expects conditions to cause significant inconveniences that may be hazardous. If caution is used, these situations should not be life-threatening.



WATCH Tropical Storm or Hurricane Watch—The NWS issues a Watch when a tropical storm or hurricane is possible within 48 hours. Tune in to NOAA Weather Radio All Hazards, local radio, TV, or other news sources for more information. Monitor alerts, check your emergency supplies, and gather any items you may need if you lose power.

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WARNING Tropical Storm or Hurricane Warning—The NWS issues a Warning when it expects a tropical storm or hurricane within 36 hours. During a Warning, complete your storm preparations, and immediately leave the threatened area if directed to do so by local officials

[How to Prepare for a Hurricane \(ready.gov\)](https://www.ready.gov)



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."

Oct 10

World Mental Health Day



World Mental Health Day will be on October 10, 2021. The goal is to help raise mental health awareness and each of us can make a contribution to ensure that people living with mental illness can live better lives with dignity

Nov 4



November 4: Diwali, the Hindu, Jain and Sikh five-day festival of lights celebrates new beginnings and the triumph of good over evil and lightness over darkness.

December

10: International Human Rights Day, established by the United Nations in 1948 to commemorate the anniversary of the Universal Declaration of Human Rights.



Dec 10



Check out the Company Store!



The 1 and 5 year longevity coupons are mailed monthly!!

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

KUDOS

Heather Everhart says "Kudos to all involved with EVV! It has been a journey, but we are finally here with **Go Live!**"

Brandy Regan is so proud. For the month of August notes were completed within 24 hours of the service date: **Marian Morris, Ola Collins, Shonetta Gatling, Barbara Taylor, Michelle Boomer, Paul Duclos, and Mary Duclos.** Way to be on top of those notes!!!

Carla Gray says "KUDOS to **Colton Sankey** for having a genuine heart for what he does and always putting his people first. Every person I have ever spoken to sings his praises. We need more people like Colton in Mental Health!"



Michael Johnson says *"Kudos to Sherry Douglas for being an excellent supervisor, who is always willing to help her QP's and being very supportive as well. Thank you, Sherry!"*

Sherry Douglas says *"Kudos to Emily Arrowood and Michael Johnson for having the highest IDD Utilization in the Western Region last period! To Ryan Freeman, Taylor Smith, Joi Kirby, and Michael Johnson for pursuing new referrals for August 2021! And Kudos to Johnea Littlejohn for going beyond her job to provide comfort and support to a family experiencing a very unexpected and difficult loss!"*

Brandy Regan is so proud of Anthony. She says *"Kudos to him as he has committed to eating healthy and exercising to lose weight. He has made great strides with sticking to classes at the YMCA. He and his provider, Ms. Sherry, have found that Yoga, Spin, and cardio dance classes have helped his joint functioning and flexibility greatly. Great Job Anthony!"*

Maurice Murray says *"Kudos to Morgan and Brittany for being so proactive with updating consents and other paperwork 😊"*

Loretta Welcher says Kudos to Christie Alston for downloading the Cardinal Auth logs for her each week! *"Getting this log helps me to be able to stay on top of the authorizations."*

Colton Sankey says *"Kudos to the PSR Staff, Michael Sprengelmeyer, Mack Strickland, John Morrison for taking on excess cleaning and social distancing responsibilities to assure that the PSR program can continue running through the COVID-19 Pandemic."*



Morganton's IFTS ~
Kathryn Hodges



Major congrats to Universal's Human Resources Director Ingrid Freeman. Her son Anthony was just elected as Asheville High's Student Body President. This is a big-time accomplishment! You make us proud Anthony!



To Make a Difference in Someone's life
 You Don't have to be Beautiful, Rich, or Perfect.
 You Just have to Care.



This hit home for me.

When a flashlight grows dim or quits working, do you just throw it away? Of course not. You change the batteries. 🔦. When a person messes up or finds themselves in a dark place, do you cast them aside? Of course not! You help them change their batteries. Some need AA...attention and affection; some need AAA...attention, affection, and acceptance; some need C....compassion; some need D...direction. And if they still don't seem to shine...simply sit with them quietly and share your light. 💕



Jonathan Clemens proposed, and **Wilson's Brittany Crook** said "YES!" "YAY Brittany!"



Morganton's Autumn McCarty recertifying CPR/FA training.



Corporate's Christy Hartley' got married on August 28th. She is now Mrs. Chris Brown. We are so happy for you Christy!