



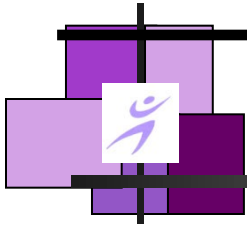
The Insider

Oct 2024

UNIVERSAL MH/DD/SAS Mission Statement

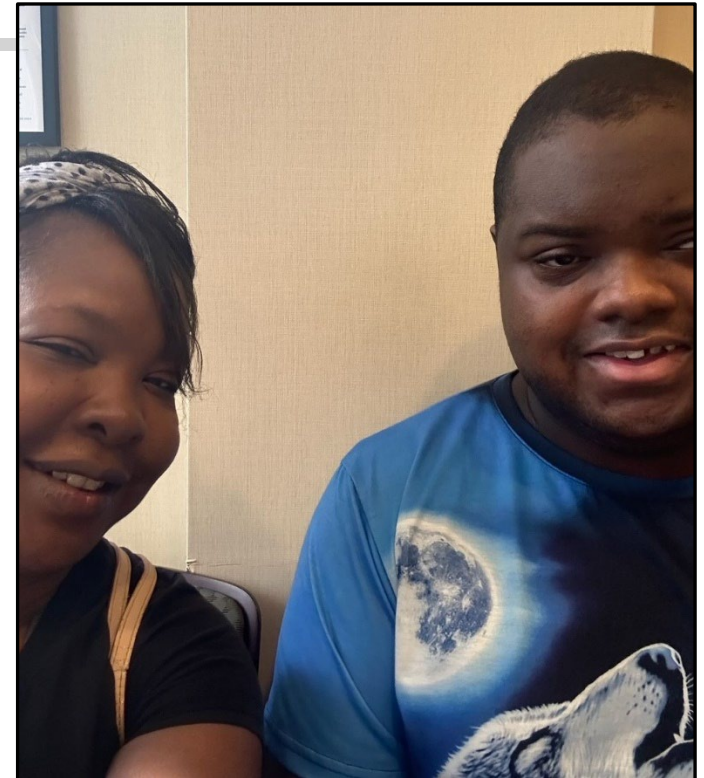
Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work and grow in the community.

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.*



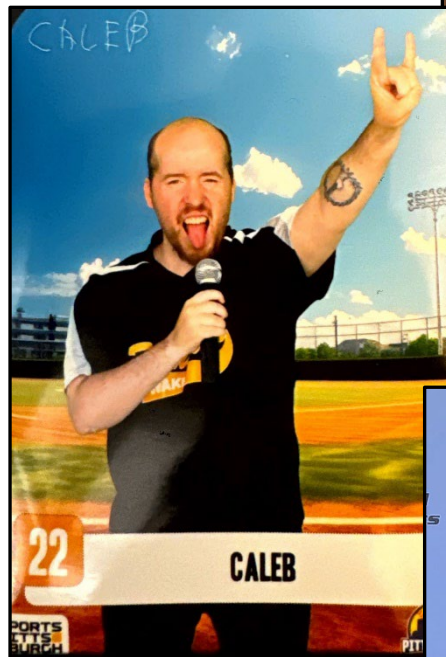
Staff Appreciation ~ by Tonya McLean

Latonja McLean says a BIG KUDO to staff Tonya who provides services to her son Marcos. *“Tonya has been with the agency less than a year and has stood out as an excellent service member. She is dutiful about submitting documentation, attending trainings, and advocating for Marcos! She is truly an asset here in Winston. Thank you for your service, Tonya!”*



Bronze medalists, Caleb and Danny, had a great experience in Russelton, Pennsylvania. On September 5, 2024, they competed in the SONA (Special Olympics North America) softball tournament. Along with their coach, Tim Betts of the Wake Tornados, they chartered a bus for the long trip. They also attended the Nationals vs. Pirates baseball game on September 6th. The entire team was excited about this opportunity.

Universal is so very proud of these fine young men!



Congratulations to Winston's Vanessa Cooper, the 2024 Marilyn Porter Scholarship winner. Her application states why she is the awesome winner. *"Although I've had many trials, I have always persevered. Even though life was tough, I always figured things out. I went back to school and got my GED while being a single mom of five kids. I also got my CNA license in that same year. I made plans to buy a house, and everyone laughed at my dream. They didn't see the big picture, but I always had faith and saw the vision. I was able to buy a house and now own two vehicles as well."*

Now I am going back to school to get my Associates Degree and looking to transfer to either to Winston-Salem State or UNC Wilmington to obtain my bachelor degree in Social Work, then go for my Masters in Social Work. I plan on becoming a Licensed Social Worker and open a non-profit home for abandoned teens. With the help of the scholarship, I know that my goal will be possible. I have achieved so much now being a mom of eight and three of my kids have health issues and I want to be an example for them to push forward and know that no wall is strong enough to hold them back."

Well deserved Vanessa, Universal is very proud of you!



Recently Asheville's Barb McKenzie taught lessons about white water rafting to a group of PSR members. They also read a fiction chapter book about white water rafting and camping. PSR members also enjoyed eating smores (via the microwave.) As a culminating activity, Asheville Adventures came to PSR and gave a presentation on white water rafting. PSR members tried on the PFDs (personal flotation devices) and helmets and took turns getting in a raft with the guides. Thanks Barb, a grand time was had by all!



Staff
Appreciation
Days





Here are the top ten note writer winners for the 3rd Quarter of 2024.



**ANDREA ALEXANDER
VERONICA MCPHERSON
ROSHELL RODRIGUEZ
CHARMAINE HAMILTON
ALFREDA STEWARD
BILLY SEABERRY JR.
ADAM SMITH
ERDEENA HALL
DEBBIE HILL
SANDRA DENNING**



You guys ROCK!

IT Director Sabin Carroll says “Please join me in welcoming Jonathan Euper to the IT Department. A native of Western North Carolina, Jonathan brings his experience from working in Cyber Defense Operations in the United States Air Force to Universal.”



*Raleigh's
newest RN,
A'Nalah Williams*



*Raleigh's newest
QP, Shakerria Morrison*



*Raleigh's
newest OA,
Barbara Hardy*

"All he ever wanted was a chance. And if he was given that chance, they'd never forget him. They said Jake Pratt of Vestavia Hills would never contribute. They said he'd never make his high school football team. They said he'd never graduate from high school. They said he'd never get his driver's permit. They said he'd never graduate from college. Jake Pratt has proven them all wrong, and now I have the pleasure of announcing some big news! Jake has landed a job at UPS!!! He's not driving a truck, but he is working up to 8 hours a day running packages to our doorsteps. He's walking some 15,000 steps a day. He's doing it with a smile. Yes, he's now 'Jake From UPS.' Oh, and that's in addition to Jake working maintenance at a golf course from 6-10 a.m. seven days a week. That big backpack blower? Piece of cake.

Yes, Jake Pratt is making his lunch the night before each workday. Placing his clothes out. Turning in early. Ready to remind us he will not be forgotten. All he ever wanted was a chance, and the UPS folks have given him a chance. Now, this 21-year-old with Down's Syndrome is showing the world what people with special needs can accomplish with hard work. This young man is helping to make our Christmas merrier. My heart is full as my pride in Jake runs deep.

Please congratulate Jake, and if you see him on his route, give him a yell. All he ever wanted was a chance. And if he was given that chance, they'd never forget him. I have to admit, 'Jake From UPS' is going to be tough to forget."

Source: Karle WVTM 13 Credits goes to the respective author ~



PHOTOS: WORLD ARCHERY



**MATT STUTZMAN WINS
SHOOT OFF WITH PERFECT
SHOT AT PARIS PARALYMPICS**

Four-time Paralympian Matt Stutzman wins GOLD! 🏆 The "Armless Archer" beat his final opponent, Ai Xinliang from China, in a nail-biting 149-147 match. His 149 points, out of a possible 150, in the final game set a new Paralympic record. 🙌🙌🙌

**Never limit yourself
because of others'
limited imagination;
never limit others
because of your
own limited
imagination.**

Mae Jemison

positivityblog.com

October is National Fire Safety Month, and October 7–13 is National Fire Prevention Week. October 13 is National Home Fire Drill Day.

Here are some tips for fire safety:

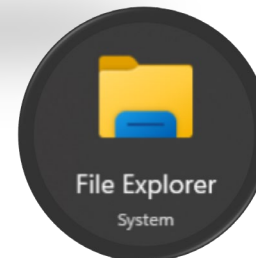
- Use caution with candles. Keep lit candles away from children and pets and extinguish them before going to bed.
- Test your fire and carbon monoxide detectors, and make sure they're not more than 10 years old.
- Check gifts for loose strings and ribbons, as they could strangle or choke children.
- Store gift wrapping materials out of sight of children.
- Use flameless candles or plastic candles to avoid burns and fires.



Common Keyboard Shortcuts

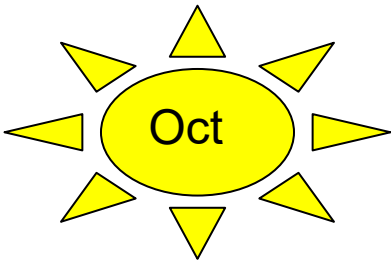
Keyboard shortcuts can be used nearly anywhere. Try them in documents, web browsers, and file explorer.

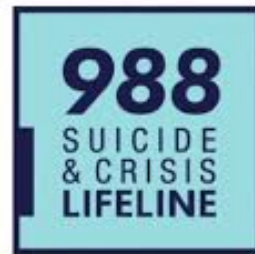
- **Ctrl+X:** Cut the selected text / file.
- **Ctrl+C:** Copy the selected text / file.
- **Ctrl+V:** Paste the copied or cut text / file.
- **Ctrl+P:** Print document or webpage
- **Ctrl+A:** Select all text or files.
- **Ctrl+D:** Deselect all text or files.
- **Ctrl+F:** Find text on a document or webpage.
- **Ctrl+Z:** Undo.
- **Ctrl+Shift+Z:** Redo.
- **Ctrl+Y:** Redo.
- **Ctrl+B:** Bold the selected text.
- **Ctrl+I:** Italicize the selected text.
- **Ctrl+U:** Underline the selected text.
- **Ctrl+Click:** Select multiple files one click at a time
- **Shift+Click:** Select continuously between the first and second file selected.
- **Ctrl+Alt+Delete:** Access password reset, sign out, etc.



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."





NCDHHS is celebrating the second anniversary of the [988 Suicide and Crisis Lifeline](#). Help through 988 is available 24 hours a day, 7 days a week.

During the past two years, 988 counselors have responded to nearly 190,000 calls, texts and chats, providing critical access to mental health and substance use crisis support and in the second year, the number of North Carolinians contacting 988 each month has nearly doubled.

In the past year, 988 Lifeline services have expanded to include chat and text [options in Spanish](#) and video chat capabilities for people with disabilities, furthering its commitment to accessibility and inclusivity. The [988 Performance Dashboard](#) enables the department to make data-informed decisions to continue to improve access to services.

The 988 Suicide and Crisis Lifeline is an important component of NCDHHS' ongoing work to ensure every North Carolinian has someone to contact, someone to respond and a safe place for help when experiencing a behavioral health crisis.



“There are some very simple norms around managing trauma when it shows up in the workplace. Whether it’s death or disaster, crises come to work with the people who experience them.

While there may be a natural, and appropriate temporary dimming or confusion in their performance--what anyone would experience--customers, suppliers, and stakeholders still expect the business to go on. Many times, they want it to go on as if nothing happened.

These norms can help you give trauma a seat at the table without having to convert your office into a clinic.

1. **Assume everyone has been or will be overwhelmed by something sometime.** They’ll fear for their sanity, their life, or maybe just their bodily integrity because of natural disasters, medical crises, abuse, loss by death, crime, war, marginalization, and more.
2. **Assume everyone reacts differently even if two experiences share a common name.** Factors like age at the time of the event, development, support, culture, whether the event was one-time or chronic; an individual, group, or mass event? These and more influence each person’s reaction.
3. **Accept the fact that up to only 25% of the people who experience something traumatic develop PTSD.** About 8 out of 10 don’t develop a clinical disorder. They face, embrace, and resolve the distress the event caused and return to their world, changed. Mental distress doesn’t mean mental disorder. Neither does discomfort.
4. **Improve Emotional Intelligence skills through the trauma-responsive lens.** It’s always better to dig a well before you get thirsty. Make talent development and trauma-responsive emotional intelligence a cultural requirement.

Of course, it’s more than this--it’s change, it changes resilience, and it means learning and practicing very specific skills. It’s a frame, and it can take a little time to adopt it. Even when folks do, it takes more time for it to become second nature.”



The UMHS Tree

Leaders are the roots that provide structure, allowing the company to grow and thrive.

Administrative (OAs) are the branches that provide support, helping to hold things together.

Clinical and Direct Care are the leaves reaching out to help others to achieve their full potential to live, work and grow in the community.

Thank you to all leaders, administrative assistants, clinical and direct care for everything you do for UMHS, your co-workers, the community and the members we serve. You all deserve to be thanked.





Amber Anderson is so proud of her daughter, Joleigh. She decided to be baptized!



New Bern's Michelle Boomer demonstrating abdominal thrusts...yes her hands are a little high...but it was only a photo-op



Raleigh's Jun at Adventure Landing...FUN, FUN, FUN!

I would like to introduce my grandson, Xavier Amiri Edwards born 7/3/24 weighing 8lbs 4oz. He would have been Marilyn Porter's great great grandson.



Patra Lowe says *“Kudos to Brook Phillips our CEO who has worked diligently for Universal through the challenges of Covid as well as the countless changes in behavioral health. I appreciate all his years of service to all employees, contractors, and members of Universal.”*

Audrey Cobb says, *“Kudos to Sabin Carroll and Jonathan Euper for their patience with me, Heather Everhart for her dedication in assisting others and all the Raleigh QPs for their cooperation in making the work run smoothly.”*



Christina Clatterbuck says *“I would like to give a big shout out to the Training Department, QI Department, & Finance Department!! Thank you all for always helping us out!! Also a HUGE thank you to my team! They all go the extra mile to support our team and the families we serve! They each make a profound difference in the lives of others and I’m beyond grateful to have them on my team! ❤️”*



Garry Wiley says, *“Kudos to the Central Region for powering through challenges and making a difference in the lives we partner with in the helping process!” 😊*



LeSheka Kings says *“Melissa Abshire is an awesome co-worker. She is informative and is willing to assist with all types of issues even if it is out of her scope of practice, she will direct you to the proper chain of command if she does not have the answers. She will solve the issues at hand.”*



Brently Carr says *“Kudos to our accounting staff. They are so kind and very patient with me, especially when at my wits end with issues with my staff. Also, to my supervisor I can be a little rough in my thinking and problem solving but can count on her to provide me her expertise when needed, or she will find the answer and get back with me ASAP. Thanks to them both for all they do ☺ Also a special Kudo to my Office Manager, Brittany Clemens. I know she has a full plate but thanks to her for all she does for me. I know I can ask for things last minute, and she always gets what I need right away. A special thank you to her for all she does. I appreciate you very much!”*

Sherry D. Wilkins says *“Kudos to DSP (Denisia Harper) for going above and beyond to support one of our members during a time when they needed someone professional and dependable, to AFL provider (Candy McEntyre) for always motivating her member to engage in community/social inclusive activities, to Taylor Smith for assisting her co-worker (Ryan Freeman) with finding a tech to support his members, to Michael Johnson and Ryan Freeman regarding their collaboration with Genell Carson as they all maneuver through the 1915(i) Waiver to ensure their members are not going without services, to Joi Kirby for maintaining routine communication with a Forest City member; allowing the QP (Johnea Littlejohn) the opportunity to focus on others, to Johnea Littlejohn for returning to her Western team after giving birth to a beautiful baby boy, and to all corporate departments and presenters for a fun and informative BASIC training session that occurred August 15, 2024.”*

Wilson's beloved Tameka Newkirk passed 8-9-24. Brentley Carr says "I was very shocked to learn of the news , especially having visited her 8-5-24. Her mom included me (Universal Mental Health), the care coordinator in the acknowledgement and I wanted to share this with the company. You brightened our lives Tameka!



Sherry D. Wilkins and Patra Lowe say *"HUGE Kudos to Terry Bedford and Drema Greer for going beyond the call of duty for their presentation at the Vaya DSP Appreciation Week. 😊"*



Amber Anderson says *"Kudos to Alexis Pittman who had perfect notes (0 corrections) for the month of August 😊"*

Latonja McLean says *"Kudos to Lasheka who demonstrates excellent skills with staffing our cases, to April who is awesome with establishing great relations with our guardians and members, to Lester who is our systems guy who responds quickly regarding overrides and EVV's and to Melissa who has the smiling face for newcomers to the agency."*

