



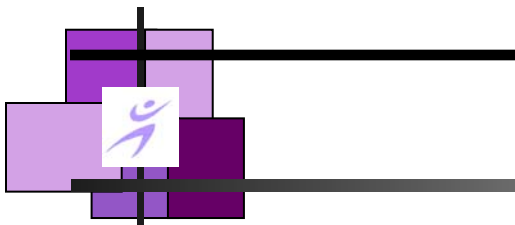
The Insider

Feb, 2010

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

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2010 is off to an interesting start as we begin to see several changes within our company. In this edition of *The Insider* I'd like to share three main points:

#1- We have signed our letter of intent to become a Critical Access Behavioral Health Agency (CABHA). Patra Lowe will be leading the way in the western region and we look for great things as we pursue the CAHBA endeavor.

#2- As of March 1st, we anticipate changes in Targeted Case Management (TCM) services. We continue to evaluate the possibilities of how to face these changes in Case Management. I will advise you more about these changes and how we plan to adapt as soon as I have more concrete information.

#3- Recently I had the opportunity to meet face to face with 2 of our employees. These folks suggested some innovative ideas. I am pleased to communicate that we accepted and plan to implement their ideas. This is evidence that your Senior Management Team is willing to listen to your ideas. Let us know of any other ideas you may have. In this current "state of change" it behooves us to explore new opportunities that can best meet the needs of our consumers and staff.

~Amy



Will Montgomery, Program Manager in Burlington says, "I grew up in the Washington DC / Maryland area and graduated from the University of Maryland ~ **"Go Terps!"** I started working in the health care field when I became a peer counselor in 1991 for the Children of Divorce and Separation Center (now The National Family Resiliency Center) in Columbia, Maryland. I also loved working as an EC teacher's assistant and an 8th grade Social Studies/Science teacher.



**Will Montgomery, Program
Manager - Burlington**

Having lived in North Carolina since 1996, I started working for Universal in 2008. I love to see the people and families we serve succeed in every goal they address. The impact that I hope I make is ... that the consumers we serve see Universal as an entity that assists them towards achieving their goals and dreams.

Outside of my job, I have been married for 14 years and I have three children ~ 2 girls and 1 boy. I love to see my children succeed in whatever they do (school, sports, band, chorus) and I love spending time with my wife.

I only wish there was a 7-ELEVEN here in North Carolina. I REALLY miss SLURPEES. ☺"

Nhtasasha Duncan, Office Assistant in the Winston Salem office says, "Here is a little bit about myself: I prefer to be called "Tasha". I've been really busy lately. I got married on May 30, 2009. I just celebrated my 34th birthday on December 23rd. My two daughters ages 14 and 10 keep me on my toes all the time and on top of that, I attend Winston-Salem State University full time in the evenings and on the weekends. My major is in Criminal Justice with a minor in Sociology.

On February 16th I will celebrate my one year anniversary with Universal. My first year with UMHS has been very pleasing and everyone has made me feel as if they have known me for years! Thanks for all you do UMHS!"

Tasha's supervisor Ingrid Freeman says "Tasha has really been a pleasure to work with. Her personality shines and she makes everyone feel welcome when they walk through the doors of Universal. She is hardworking, dedicated and makes sure that things get done in Winston. Tasha continues to be an asset to this company."



**Nhtasasha Duncan – Office
Assistant – Winston Salem**



"MATCHING the FACE WITH THE NAME!"

Rebekah Greene Financial Assistant - Corporate Office



"I have lived in the Lenoir/Hudson area all my life and I love the small-town feel of this area. In August I got engaged to my wonderful fiancé Matt and I will be getting married in March. So most of my free these days is spent planning my wedding! I love to shop, scrapbook and spend time with friends and family. In the future, I would love to do as much traveling as possible and one day start a family.

I began with Universal in January 2007. Before assuming my current position as Financial Assistant at the Corporate office, I worked in Medical Records in the Morganton office. Prior to coming to Universal, I worked as an Office Assistant at Lowes Foods in Lenoir for four years which makes me appreciate my current job that MUCH MORE!

I absolutely love the people I work with here at Universal! When I moved to the Corporate office, everyone welcomed me with open arms and made me feel like part of the family. I am proud to be a part of this great team and strive to do my best in helping out wherever I am needed."

Rebekah's supervisor Heather Woods, has this to say about her: "Rebekah is a hard working caring individual. She is prompt, and efficient. Rebekah is willing to take on any task given to her and she is simply a blessing to work with."

Featured Employee Don Jenkins, Goldsboro

Don is in charge of the special needs population bowling every week at the local bowling center. It was there that he became acquainted with many of our staff and soon joined our team. He has been with Universal since July and has been a great asset to our company. Don and his buddy Felipe are very active in our community. Felipe and Don are often seen at the bowling center, YMCA, or Herman Park Center working on goals and interacting with peers. Felipe loves to be the center of attention, and whoever is in his presence often leaves with a smile on their face. Felipe enjoys WWF Wrestling, and Godzilla.

Don has been happily married for 32 years to his wife Charlotte, and they have 3 boys. One of his sons, Alan is a perfect example of how our services can enhance life long skills. Alan volunteers at the local fire department, drives, and is currently looking for employment.

Don is currently serving as the Chairman of the Human Rights Committee at O'Berry Center in Goldsboro. He is also an active member of his church which has a group called "Hands and Hearts." This group of dedicated individuals reach out to the needy children of the area. "Hands and Hearts" works diligently to provide back-to-school supplies and Christmas gifts.

Don is retired and says "I work in this field because I love the folks I work with.



Don, a special **"thank you"**
for your dedication! ~ from the Universal Family



Our clients are THE BEST!

Michael who lives in Newton, is a 34 year old young man that has a passion for many things--two of which are collecting shot glasses and watching football. His favorite football teams are the local Maiden High School Blue Devils and the Appalachian State University Mountaineers! Michael may not get to play sports but he is a warrior of a different sort. Since he was a senior in high school, he has battled a rare genetic disorder that has gradually robbed Michael of his capability to walk around and be as independent as his spirit depicts, but he doesn't let it keep him "down" for long. Michael has rallied the second half of this year and is now very active. Each week he visits his favorite restaurants and grocery stores to shop for himself with the assistance of a one-on-one worker (and friend). Oh, and Michael sure does love to kick around with his friends and family.

The Mountaineers graciously signed Michael's Prize possession--an Appalachian Football--and provided him with three recent programs, a copy of the Appalachian Trail newspaper and a picture of some of the Team Members during their Homecoming weekend. You could see the excitement in his eyes when he received this coveted prize on the morning of October 10th. Recently Michael visited the stomping grounds of the Maiden Blue Devils. He was presented a NAPA football in their favorite color – BLUE -- and had his picture taken with the Coach! Way to go Blue Devils!



Universal in the News

Team gives fellow athlete the chance of a lifetime ~ Tracy Farnham

MORGANTON,- Mitchell Greathouse is your average sixth-grade athlete at Table Rock Middle School, except for one thing. He's confined to a wheelchair. Mitchell is active in sports – walk-and-roll T-ball, wheelchair basketball, bowling and swimming – but being part of his middle school's football team is a dream come true. "He was born with cerebral palsy and has been in that chair all of his life, so it was special for him to be on this team," said his grandmother, Wanda DeHart.

Earlier this school year, one of Table Rock's assistant football coaches approached head coach Jeff Haught about the possibility of Mitchell's becoming involved with the sport. Haught and Mitchell's dad, David Greathouse, already knew each other. Haught said, "I started talking with some folks about the possibility and the team was 100 percent behind it. That says volumes about our kids. We gave him a couple of jerseys and he only missed one game because he was sick." DeHart added, "It was very special for the boys to put him on the team." Mitchell's dad said, "He gets the football gene from me and he is a Carolina Panther fan. We watch the game every Sunday. He is revved up about sports and revved up about football." During warm-ups before the Table Rock football games Mitchell was out on the field with his team. "He was so excited that he got to be out with the players, and he got involved," Greathouse said. As the games progressed, the offensive players and coaches came to him on the sidelines for strategy meetings. DeHart said, "The players would all talk to him and they made it very special for him." Although Mitchell is very competitive, especially with the Wii, his dad said, "It was not about competition but involvement. He feels like he is a part of the team." During a recent pep rally, the team honored Greathouse with a football signed by all of his teammates. He received a standing ovation from the school.

His dad said, "I am very proud of Mitchell and I am very, very proud of the team. They accepted him and accepted him unanimously. It gives a real strong sense of community. Even though he is a little different from the rest of the kids, they aren't looking at that or treating him any different." With football season complete, Mitchell is practicing with the Got Wheels basketball team and bowls in tournaments on Saturdays. "He competes against other kids in wheelchairs. It is friendly competition, all in fun," Greathouse said. Haught is very proud of his players' attitude.

"Football is not the most important thing in the world; it is how kids react to people and this team reacted very well this year." Haught said, "If you care about people, everything will take care of itself. And these kids care about people." As another example, he mentioned the players pulling up their long pick socks for breast Cancer Awareness Month. "We had a pretty good football team, but we have better kids than a football team, Haught said.



OFFICE HAPPENINGS . . .

...News Alert...News Alert!

Holiday spirit filled the air in the Forest City office this past Christmas season. The staff received fruit and candy donations from local grocery stores in the community. Then at the December 19th gathering, "Christmas Cheer bags" were distributed to all the consumers. Staff, consumers and their families enjoyed heartfelt fellowship as they sipped cider and ate cookies.

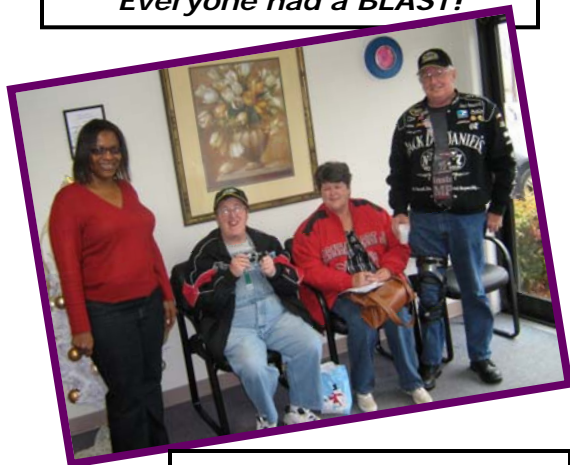
Everyone had a BLAST!



Anita Butler, Program Manager in Winston Salem recently got locked up! No, she wasn't featured on "America's Most Wanted" TV program. Anita volunteered to be locked up for Muscular Dystrophy and had fun raising \$175. Anita said "it may not have been much money, but every penny counts when you think of the importance of educating people about this terrible disease."

Universal Corporate employees volunteered to be part of Christmas for less fortunate kids. Steve happened to be the last person to carry gifts to one lady's car. As she was about to leave, she turned and looked Steve in the eye then grabbed him around the neck and just started sobbing ~ *in gratitude!* I (Drema) had already walked back inside and did not see this personally. What I did see was Steve walking back inside wiping his own eyes. *(Sorry Steve, I had to share this)!*

We literally assisted our parent to be able to provide Christmas gifts for her children. With our help, these kids had presents to open Christmas morning.



Amie Wilkins, Forest City DDQP, Larry and his family



Gifts for children in need

Interested in learning more about Universal MH/DD/SAS? Visit our website at www.umhs.net.





Reminder for Case Managers



As of January 01, 2010, all Case Managers are required to complete the Medication Overview In-service training. This training is to be completed annually in conjunction with the annual CPR recertification.

CLOSING THE GAP

“What does it take to get to the NEXT LEVEL?” You hear that question in almost every board room and meeting room – regardless of the industry or current performance level. There have been many sleepless nights pondering how we can move our organizations, our people, and ourselves to the next level of success and security. Admittedly, I’ve lost a few winks over this one, myself. But that insomnia has been reduced by a truly helpful resource – appropriately titled, **THE NEXT LEVEL** – that I’ve come to rely on for practical advice. One of the many gems that resonated with me is quite paradoxical in nature:

Stop relying totally on the things you know well and do well!

My immediate reaction to that was: Whoa ... hold the phone! That’s illogical. It’s convoluted! What kind of “advice” is that? However once the author explained, I got it. You see, the things we know well and do well are COMFORT ZONES. They’ve brought us success in the past ... they make us feel good, skillful, and valuable. But here’s the catch: The more we stay in our comfort zones, the less growth we experience. And in this ever-changing world we live in, today’s skills quickly become yesterday’s news.

So what’s the answer ... what’s the pathway to “the next level?” Keep doing what you do well AND engage in activities that produce growth and advancement. Refine your skills. Learn new ones. Tackle new challenges. Periodically “re-invent” yourself and help your people do the same. Pursue laurels – don’t rest on them. And remember that what got you to this level is not necessarily what will get you to the next one. As the old saying goes: The definition of insanity is continuing to do the same thing and expecting the results to be different.”

~ excerpts from The Leadership Solution, Walk The Talk

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“Are you waiting too long to communicate change?”

If there are big changes happening in your organization, you need to start communicating now. Do not wait until you're exactly sure of every detail before sharing what you know with your team. The rumor mill is turbocharged by e-mail these days. By the time you get around to crossing every "t" and dotting every "i," your team will be awash with rumors. (And don't forget: In business, there's no such thing as a good rumor; when employees fill in the blanks, they fill them in with bad news.)

It's ok to communicate half the picture, if that's all you know. Say to your employees; "Here's what I know now. It's not complete, and it may change tomorrow, but I want to keep you in the loop."

~ a submission from "Quick Tips – the Manager's Intelligence Report"

“There are high spots in all of our lives and most of them have come about through encouragement from someone else. I don't care how great, how famous or successful a man or woman may be, each hungers for applause.

~George M. Adams

SPECIAL Feb EMPLOYEES

@ Les Cothren - Corp	Feb 01
@ Cindy Crump - Morg	Feb 05
@ Joy Clark – Ashe	Feb 06
@ Jon Broyhill – Ral	Feb 18
@ Alicia Austin – Corp	Feb 19
@ Terry Bedford – Corp	Feb 28

SPECIAL Mar EMPLOYEES

@ Jane Pimenta – Ashe	Mar 03
@ Laura Arndt – Corp	Mar 09
@ Stephanie Walker – Burl	Mar 18
@ Jennifer Carroll – Corp	Mar 26
@ Eugene Jones – Ashe	Mar 28
@ Brenda Padgett – Gold	Mar 29
@ Amy England – Corp	Mar 31

SPECIAL Apr EMPLOYEES

@ Melissa Maxwell – FC	Apr 02
@ Ashley Young – Ashe	Apr 04
@ Helen Kedzierski – Gold	Apr 12
@ Sharon McDay – Ashe	Apr 14
@ Drema Greer – Corp	Apr 19
@ Kimberly Gardner – Gold	Apr 19

