



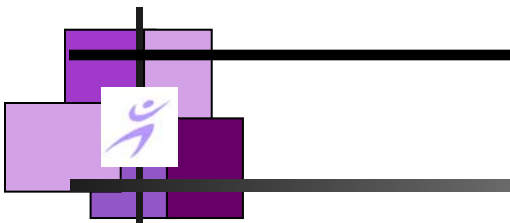
# The Insider

May, 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

- ❖ Message from the Director
- ❖ Featured Employee
- ❖ Featured Employee
- ❖ Dancing Queen
- ❖ In the News
- ❖ Office Happenings
- ❖ Reminder
- ❖ Closing the Gap
- ❖ Birthdays

*Just an update on our Critical Access Behavioral Health Agency (CABHA) progress:*

*#1- In December of 2009, we signed our letter of intent to become a CABHA for which Patra Lowe will be leading the way in Asheville.*

*#2- Our Letter of Attestation was completed in March of 2010.*

*#3- Now ... we await feedback from the Division. Once we receive this feedback we will be prepared to move forward with operating as an approved Critical Access Behavioral Health Agency .*

*~Amy*



## Featured Employee



**Beverly Smith – Corporate  
Quality Improvement  
Assistant**

***Beverly Smith*** is the Quality Improvement Assistant at the corporate office. Beverly says, “I live in Morganton with my husband, Jim and our son David. I am an active member of Catawba Valley Baptist Church where I play the piano occasionally, sing in the choir and the praise ensemble. I am a member of the Carolina FaithRiders which is a motorcycle ministry of our church. My hobbies include riding a Harley Davidson Softail Deluxe, antiques, camping, and sewing.

*I worked for Foothills Area Program (LME) for 37 years. I retired from Foothills when they merged with Smoky Mountain Center (LME). Afterwards I worked temporarily for Smoky Mountain and then came to Universal (**I only retired for a week-end**).*

*While at Foothills I wore various hats ~ my experiences ranged from a Clerk-Typist and Office Supervisor in the Mental Health Clinic, Administrative Assistant at the Area Office, Accounting Clerk with the Finance Department, Administrative Assistant to the Director of*

*Developmental Disabilities (DD)/ Supervisor of DD Support Staff, Administrative Assistant to the Chief Clinical Officer and Executive Assistant to the Area Director and Clerk to the Board of Directors. I feel very fortunate to have found an opportunity with Universal to continue working in the same field. Although I had never been involved directly with Quality Improvement, I have found that I use my knowledge from the past 37 years every day. This has helped make my adjustment to a new company and a new job much less stressful. “Thank you” Universal for hiring me and “thank you” Tracy Frye for the confidence you have expressed in my abilities. I look forward to the future with Universal.”*

*Tracy Frye, Quality Improvement Specialist says, “I am delighted to have Beverly Smith as the Quality Improvement Assistant. Beverly has become our “Forms and Reports **GENIUS**”. Needless to say, Beverly is a very welcomed addition to the Quality Improvement Department.”*



# Featured Employee

## Carol Casico Administrative Assistant - Asheville Office

*If you've ever called the Asheville office, no doubt you've been greeted by the pleasant voice of Carol Casico. Here is a snapshot of Carol. "My journey with Universal began seven years ago when I was hired as a tech for a precious deaf woman. She and I were able to communicate with ASL (American Sign Language). She and her family will always have a very special place in my heart and I still get my hugs when she and "mom" come into the office on paydays.*

*I took a two year sabbatical to help raise my little grandson and just before sending him off to pre-school, I received a friendly phone call asking if I would like to interview for an office position at Universal. I have now been with Universal for a total of 6+ years and both times that I was brought on board was a matter of "answered prayer". God is good all the time!!*

*While I love my Universal family very much; I must tell you about my grandchildren (smile)...they are the apples of my eye. Sophia (5), Madelyn (3), and Zoe (1) live in Atlanta. Their cousin Tristan (5) lives here in Asheville. I also have two grand-doggies, Susie and Lucy who live in Tennessee.*

*Carol's supervisor Lillie Forney says "Carol is such an inspiration to the Asheville office staff. All the Universal clients just LOVE her ~ probably because she treats everyone with such respect. Carol adapts to change with ease and always has Universal's best interest at heart."*



Carol Casico – Asheville Office  
Administrative Assistant

A very special "Thank You" Carol - from the Universal family !



Have you seen the "Dancing Queen of 139" at the Panther's games?

... look no further than our very own Pattie Fries. Pattie may be the "Dancing Queen " by night, but by day she is the one of Universal's Regional Office Managers. If you've been to Ericsson Stadium over the past 7 years and have passed by 139 Jersey Shop, you might have seen Pattie Fries "*dancing*" in front of the store. At the same time she is probably shouting out "*Go Panthers*" or lending a sales pitch for any of the items being sold in the store. Pattie has been with Stadium Food and Beverage since 2003. She'll proudly tell you that she is the "Number One" 3 ft. Julius Peppers Bobble Head seller. She is also known for selling "WOOL" ski caps in 100 degree temperature or selling Panther's gear to fans in opposing team colors. How? By luring them into the store for just one "must have" game day souvenir. Word on the streets is that "qualifications for working at the store require dancing." There is no doubt that if you're passing by ~ you'll at least wave and give Pattie a smile."



**Pattie Fries** – Morganton Office  
Regional Office Manager

Pattie is the PROUD mother of three grown children and a son-in-law. It is obviously a family affair at 139 Jersey Shop. Pattie's son who is serving in the United States Navy is the only one not working at the shop. However when home, mom has been known to drag Matt to the stadium to help out as well.

Pattie attends Caldwell Community College as an Appalachian State University student, working towards a degree in Business. By the antics of this lady, it looks like a professional Marketing career is not far away!



## Universal --- in the News

### Boy trades in wheelchair for motorcycle, takes ride of a lifetime

Posted: Apr 24, 2010 7:33 PM EDT Updated: Apr 24, 2010 7:37 PM EDT



WILMINGTON, NC (WECT) - 11 year old Gage Justice has a passion for motorcycles. He also has Muscular Dystrophy and is bound to a wheelchair. On Saturday, several organizations including the Welcome Home Angel Foundation and the Harley Owners Group in Wilmington came together to make a dream come true for Gage. He traded his wheelchair in for some much bigger, and louder, wheels and a ride he will never forget.

Ellen Willis volunteers with the Welcome Home Angel Foundation. She is Gage's guardian angel. Willis wanted to make Gage's wish come true the minute she met him. "He's always had a wonderful attitude," said Willis. "He's so resilient and the whole family has been so warm." Gage had no idea he was going to get to ride a motorcycle. He said he almost passed out when he found out the news. Gage dressed for the part with some temporary tattoos and his very own Harley jacket.

The ride lasted 40 minutes, but Gage and the team of riders who rode with him will remember it for a lifetime. The Welcome Home Foundation is also redecorating Gage's bedroom and bathroom. The rooms will have a Harley Davidson theme.

*New Bern, The ARC of Craven County held its Annual Awards Banquet on Friday, March 12, 2010 in New Bern, NC. Our own Lisa Toler, QP in the New Bern office, was nominated and won the award for **Professional of the Year**. A few of the things that local professionals had written about her were ~ Lisa is a true advocate for consumers and their families, she is very dependable, she always returns your calls and she is a wonderful supervisor.*

*Lisa has been a QP in the New Bern office since October 2007. She says "I love my job here at Universal working with the DD population. Making sure my families/consumers get the best services possible is my TOP PRIORITY. In the past, I worked as a special education teacher, so I know how important it is to be an advocate for the people we support. The rewards are evident every day when my consumers work towards goals and then accomplish goals. The best part of my week is Thursday afternoon because I go to Special Olympics bowling; yes it is part of work, but I also get lots of hugs and smiles which makes even the worst day melt away!"*

### Craven County ARC Awards Banquet



A very special "Thank You" Lisa - from the Universal family !



## OFFICE HAPPENINGS . . .

**Cape Fear Disabled Sportsman Fishing Tournament on May 14th**  
**8am-12 noon at Currie Beach**  
**Wilmington, NC**  
 Check out the website  
[www.got-em-on.com](http://www.got-em-on.com)



Congratulations are in order for Raleigh's Administrative Assistant Sheena Forsythe. Sheena will be obtaining her AA in Criminal Justice from Vance Community College in May 2010.



President Obama and the First Lady were vacationing in Asheville recently. Ashley Young, QP-DD and Sharon McDay, P-MH had the opportunity to meet them.



Wilmington's finest QDDPs Amy Gumbus and Jessie Ramsey volunteering at the 2009 tournament



Controller Laura Arndt's husband Chris, returned home from a 13 month deployment at the end of April. Chris has been in the National Guard for 7 years, and this completes his second deployment to Iraq. Welcome Home!



CONGRATS to VP of Human Resources, Steve Greer on the birth of his grandson Jackson Randall Greer born April 3<sup>rd</sup>, 5.6 lbs and 20 inches long!





## Reminder for CABHA trainings



### **VERY IMPORTANT!**

New service definitions for  
Intensive In-Home Teams,  
Community Support Teams and  
Targeted Case Management  
become effective July 01, 2010.

Please contact Drema Greer Ph#: 828-759-4070 or email:  
dgreer@umhs.net to confirm required trainings.

### **CLOSING THE GAP**

“There’s the coaching and mentoring element of (management). It’s making sure you’re delegating at the right time. That you give people the empowerment to make the right decisions and then coach them if there is a learning opportunity in there. It really is polishing the gems. I think that everyone comes to work wanting to do a great job, and it’s finding out what they are good at and helping them get there, working through that is people development.”

~ Lori Thielen, VP of client services for CIGNA Retirement and Investment Services

*Interested in learning more about Universal MH/DD/SAS? Visit our website at [www.umhs.net](http://www.umhs.net).*



### ***“Slow down your listening!”***

“How many times do you find your mind wandering when someone else is talking to you? No, you’re not abnormal. And you don’t have Attention Deficit Disorder. Most people speak at an average rate of about 120 words a minute. But most people can **listen** about four times faster. So your mind fills in the gaps by thinking of other things. Be aware of this and **slow down your listening**. Force yourself to stay focused, so that you can really comprehend everything the speaker is saying.”

*~ a submission from “Communication Solutions” for Today’s Manager*

**Every great achievement of humankind has been preceded by a long period of hard, concentrated work until the job was done. Your ability to select your most important task, to begin it, and then to concentrate on it single-mindedly until it is complete is the key to high levels of performance and personal productivity.**

*~ Brian Tracy*

### **SPECIAL May EMPLOYEES**

@ Richard Greer - Corp	May 01
@ Theresa Miller – FC	May 05
@ Heather Woods – Corp	May 15
@ Sophia Bartlett – FC	May 16
@ Donna Claybrook – Ral	May 22
@ Lynne Machie – Win	May 23
@ Kim Riggs – NB	May 23
@ Susan Rainsford – Ashe	May 24
@ Tracy Frye – Corp	May 26
@ Pattie Fries – Morg	May 27
@ Angela Fuller – Ash	May 28

### **SPECIAL June EMPLOYEES**

@ Amie Wilkins – FC	June 16
@ Emily Sherlin – Ash	June 27

### **SPECIAL July EMPLOYEES**

@ Marsha Greene – FC	July 01
@ Ron Burns – Win	July 11
@ Deborah Watts –Wilm	July 14
@ Dennis Caldwell – Win	July 17
@ Natalie Clifton – Ral	July 19
@ Christine Beatty – Morg	July 20
@ Donna Rauschenberg – Morg	July 22
@ Sherry Douglas – Ash	July 26
@ Alice Ramseur-Nunn – Ral	July 28
@ Jessica Jones – Mar	July 29
@ Jimmy Bradley – Mar	July 31

