



The Insider

August 1, 2007

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.

By providing news from the project level and the company level, Universal MH/DD/SAS management believes that all employees will better understand how the company works and where each employee fits in.

When we all understand the goals of the company and see how our work helps to achieve those goals, we all become better service providers.

The key to **The Insider** is making it useful to you! To make this newsletter useful, we need your input. Please tell us what information you want and need included in **The Insider**.

Do you have valuable insight?

Please contact dgreer@umhs.net

MESSAGE FROM THE AGENCY DIRECTOR

"I continue to be amazed at the growth and expansion that Universal MH/DD/SAS has experienced. In September of 2006 we opened an office in New Bern. February of 2007 we opened the Warsaw office. Then in April of 2007 we opened the Winston Salem office. I want you to be aware of the fact that we will continue to look across the state for expansion opportunities. But more importantly, I want you to know that I appreciate every employee ~ YOU are such an integral part of the Universal MH/DD/SAS growth".

"...amazed at the growth and expansion."

~ Amy England 

PROFILE OF NEW OFFICES

Since July 2006, Universal MH/DD/SAS has opened 4 new offices: New Bern, Morehead City, Warsaw and Winston Salem.



*"...from the mountains
to the coast..."*

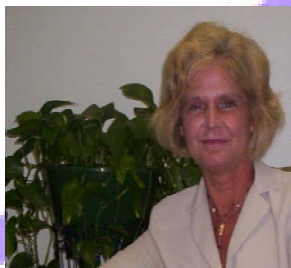


While expanding from the mountains of Western North Carolina to the Eastern coast, Universal continues to provide quality services statewide. Two new offices have been opened in the eastern part of North Carolina. The New Bern and Warsaw offices are supervised by Regional Program Manager Tanya Roberts. Currently New Bern is staffed by 38 employees that provide services to 38 clients. In Morehead City, we have 8 employees who provide services to 18 clients. Rounding out the additions in the eastern part of the state, Warsaw is staffed by 4 employees who provide services to 2 clients.

In efforts to provide services to individuals in the middle of the state Agency Director Amy England concentrated her efforts in Winston Salem. The Winston Salem office is supervised by Program Manager Ron Connor. Winston Salem employees 30 staff who provide services to 26 clients.

The addition of these offices adds to Universal MH/DD/SAS's presence throughout the entire state of North Carolina.

DEPARTMENT PROFILE: Quality Improvement



*Tracy Frye, Quality
Improvement
Specialist*

We are proud to announce one of the most recent additions to Universal MH/DD/SAS ~ the Quality Improvement Department. The QI Department is facilitated by Tracy Frye, Quality Improvement Specialist. Tracy is responsible for coordinating all QA/QI efforts within the entire company. She is responsible for monitoring internal record review and evaluations. Under the direction of Tracy Frye, Universal MH/DD/SAS has already experienced remarkable improvement in the provision of services to our clients. According to Brook Phillips, VP of Operations, *"Tracy has already made a remarkable impact on Universal's effectiveness and efficiency."*

NATIONAL (CARF) ACCREDITATION

Did you know that Universal MH/DD/SAS is currently in the process of national accreditation? This means every facet of Universal MH/DD/SAS is under review. In preparation for this national process, Universal is also currently conducting a self study in preparation for CARF accreditation.

BECAUSE OF THE AWESOME UNIVERSAL MH/DD/SAS TEAM ~ ~ ~

ANTICIPATE GREAT REVIEWS!





PREVENTING HEAT RELATED ILLNESSES



- **Drink water.** Carry water or juice with you and drink continuously even if you do not feel thirsty. Avoid alcohol and caffeine, which dehydrate the body.
- **Eat small meals and eat more often.** Avoid foods that are high in protein which increase metabolic heat.
- **Stay indoors when possible.**
- **Take regular breaks** when engaged in physical activity on warm days. Take time out to find a cool place. If you recognize that you, or someone else, are showing the signals of a heat-related illness, stop activity and find a cool place.

REMEMBER ~ HAVE FUN, BUT STAY COOL!



EXERCISING IN THE HEAT



- Ⓜ **Do** exercise in the early morning or early evening (less sun, less air pollution) if possible. Try to avoid exercising between 10:00 am and 2:30 pm.
- Ⓜ **Do** drink more water than usual. A person of average weight should drink at least 12 cups of water a day while working out in the heat; an overweight individual needs even more. Children should drink about six to eight cups of water a day. Cool water is the best choice unless you exercise for periods longer than 90 minutes, in which case nutrients other than water may get depleted. Then sports drinks will help restore those nutrients.
- Ⓜ **Do** carry a frozen water bottle in a fanny pack or in the back of your shorts. The bottle will keep you cool, supply you with cold water (cold liquids leave your stomach faster) and even help reduce inflammation in your low back.
- Ⓜ **Do** wear loose clothing (preferably made of cotton or sweat-wicking fabric). Avoid open-mesh jerseys and tank tops; they expose you to too much sun. Light-colored clothes best reflect the sun. Wear sun block (SPF 15 or higher), a cap or hat and sunglasses. Keep cool by wearing a wet bandana or an ice pack scarf around your neck.
- Ⓜ **Do** try to walk/run/bike along shaded pathways or trails. Alternately, walk/jog in malls, where it is cool and shady. Most malls are now open early for mall walkers.
- Ⓜ **Do** take special care if you are very underweight, very overweight, if you are pregnant or an older adult. Many experts recommend you maintain a moderate intensity level--60 to 70 percent of predicted maximum heart rate--when exercising in the heat. Remember ~ stay hydrated and take many rest breaks.

Remember: You never want to sacrifice one body part for another. Going for a hard run in the very hot part of the day might be great for your legs but could damage your skin, heart and lungs. The trade-off is not worth it in the "long run."

Enjoy your workout!



WORKPLACE WELLNESS PROGRAM

Is there some
New News?



Be on the lookout ~
It's coming soon!

Universal MH/DD/SAS believes a healthy employee is a happy employee. Therefore we plan to initiate a new program to focus solely on the employee – **YOU!** Several of your colleagues are building this program from the ground level. The following individuals comprise this organizational team:

Becky Franklin – Morganton office
Jan Montgomery - Forest City office
Lillie Forney – Asheville office
Tracy Frye – Morganton office
Patra Lowe – Asheville office
Julie Zoller - Corporate office
Drema Greer – Corporate office

Got ideas? Contact one of the above team members!

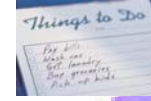


Kick-Off is the week of September 17th

CLOSING THE GAP

WHAT IS THIS SECTION ABOUT?

The most important type of recognition is that which occurs on a day-to-day basis – where the rubber meets the road. In Bob Nelson's research with employees, "99.4% percent reported it was somewhat, very or extremely important for them to be recognized by their managers when they did good work...however, the amount of praise employees think they give their employees and the amount employees report receiving is unfortunately wide." So this section is about how we close that gap?



Management consultant Marshall Goldsmith offers the following advice:

- 1- List the key groups of people that impact your life: your friends, family, colleagues, and customers.
- 2- List the names of the people in those individual groups.
- 3- Two times per week, once on Wednesdays and Fridays, ask yourself, "Did anyone on this page do anything I should recognize?" If they did, send them a little note, an email or a voice mail to say thank you. Don't do anything that takes more than 2 minutes.
- 4- If no one on the list did something you should recognize do nothing ~ you don't want to come across phony.

It is the daily interactions at work that add up to define our relationships at work. It is the little things that managers do or do not do that can end up making a big difference. A systematic focus on the positives serves as a foundation and a buffer to negative challenges, problems or stresses. Try working sincere thanks into your daily activities on an ongoing basis!

Employee Birthdays

When Greg Peel, a zone manager for Paychex in Dallas, TX sees an employee working really hard, he calls that person's mother and thanks her!

Special August Employees

| | |
|-----------------|------|
| Lillie Forney | 8-4 |
| Mike Watkins | 8-7 |
| Jodi Hopkins | 8-11 |
| Virginia Parker | 8-12 |
| Brook Phillips | 8-20 |
| John Alspaugh | 8-20 |
| Kristan Wahlert | 8-20 |
| Jeffery Bonito | 8-25 |
| Angela Austin | 8-28 |

Special September Employees

| | |
|------------------|------|
| Jan Montgomery | 9-2 |
| Cynthia Garland | 9-8 |
| Sharon Singleton | 9-9 |
| Javed Igbal | 9-10 |
| Bruce Claytor | 9-16 |
| Rhonda Michael | 9-17 |
| Tonya Hughes | 9-22 |
| Karan Eifried | 9-27 |
| Rhonda Hamilton | 9-28 |
| Levon Lindsey | 9-27 |

Special October Employees

| | |
|-----------------|-------|
| Greg Kramer | 10-3 |
| Vonda Burns | 10-11 |
| Scott Nunnery | 10-15 |
| Sybil Jefferson | 10-29 |