



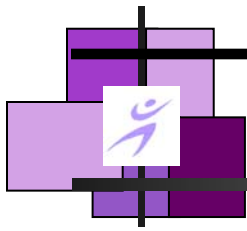
# The Insider

Aug, 2009

## 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 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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*As we write this newsletter, the North Carolina budget has not been passed. We are continuously making lobbying efforts to control and or limit cuts to our service field. Gene Rodgers, Universal's Vice President of Governmental and Community Relations, is in Raleigh every single week meeting with various stakeholders and key legislators in attempt to **PROTECT** our industry. The reality of the matter is, that Gene is working tirelessly to give "the powers that be" a realistic perspective of our service delivery.*

*The unfortunate side of this matter is that any change/cut **WILL** affect our clients and our programs. Your ideas are important and are vital to the direction of all our futures. In an effort to be as proactive as possible, I ask each of you to communicate your ideas regarding reorganization and/or restructuring of our programs. By doing so, we can make our programs much more viable. We're all in this together ~ so please share your ideas. Share with your Regional Director, Brook Phillips, or myself.*

~**Amy**





**Paula Ewing - Raleigh  
Program Manager**

**Paula Ewing** – *“(aka Midnight’s Mom): I was born and raised in Ahoskie which is located in the eastern part of North Carolina. I am the youngest of 3 siblings. I attended Elizabeth City State University earning a Bachelor of Science Degree in Special Education K-12. After graduation, I worked at Roanoke Chowan Community College, with continuation classes for high school dropouts and adults wanting to earn high school equivalency/diploma. After 2 years with the program, I relocated to Raleigh, to begin a career working with children/adults with disabilities in vocational/residential settings. I also, worked for many years as a 1:1 with one of the top providers in the state.*

*I am single, and have a 9 year old chow-chow named “Midnight”. To some he is known as “Mr.” Midnight or “non-conformance”. My favorite past time is shopping until I drop, attending the sneak preview of movies, grilling and entertaining friends as well as attending stage plays. I have worked at Universal for 1 year and 1/2. The time at Universal has been great and everyone has been very helpful. My team in Raleigh is awesome and great to work with. What has impressed me most is that each person is always willing to go the extra mile for the staff and the individuals we serve. At the end of the day I am able to go home and feel that I have given my ‘best’ to those we serve.”*

*Dave Gittler, Paula’s supervisor says “ Paula is a gifted program manager with a rich background working with people of all disabilities. She will do whatever it takes to get the job done. That includes coming in early, staying late or working weekends. Sometimes I have to tell her to ‘take it easy.’ I have TRULY enjoyed working with Paula!”*

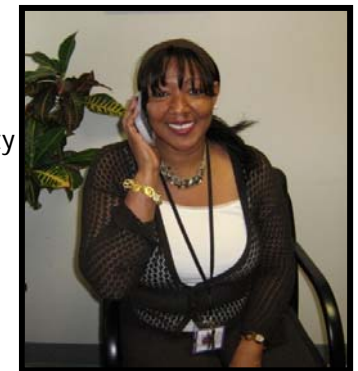
**Sherry Douglas** – In 2004 I joined the Universal team and enthusiastically started Universal’s DD program for the Western Region. Within the first three months I opened Universal’s first licensed AFL home. My purpose was to provide CAP MR/DD recipients with quality community services and a safe place to live, where good family dynamics promote self esteem, community awareness and independence. 2005 I selected Lori Wyrick as my first DD QP to assist me with expanding the DD program. In the months and years that followed, I welcomed: Amie Wilkins, Ashley Young, Joy Clark, Tammy Woodby and most recently Karen Best - all adopted my consumer first, quality always model. 2007 I was pleasantly surprised to learn that I was the first and only ever to receive North Carolina State Licensure for a vertical duplex. I credit that to the loving families willing to open their hearts and homes to MR/DD consumers and my qualified professional team.

Recently I teamed with Linda Blackburn to support/manage Universal’s DD/TCM program in the Western Region. Linda has a solid reputation of advocacy and consumer first as well. Including Linda, we now have six dedicated DD case managers: Cynthia Lipe, Steve Hardin, Elizabeth Baxley, Lauren Peasley, and Susan Clary, all who too often work late in the evenings and weekends if necessary to achieve success for those they serve.

I am and will always be extremely proud to work along side an amazing group of professionals. We have faced some difficult challenges but the desire to enrich the lives of those whom struggle for independence and self worth inspire our commitment to endure.

*“Give all you can everyday and tomorrow will always be better” ~ Sherry Douglas*

Sherry’s supervisor Patra Lowe says, “I have worked with Sherry for the last ten years and I hope we have twenty more. Sherry is an advocate for the families she serves and their well being always comes first!”



**Sherry Douglas – Western  
Regional DD Manager**



## "MATCHING FACES WITH THE NAMES!"

**Donna Rauschenberg** says "I live in Hickory with my partner Julie of 19 years, Kaleb my nine year old grandson and two cats. I am a native of Ohio and have been in Hickory for 25 years. I am a breast cancer survivor of two years this October. I volunteer in the world of breast cancer in an effort to give back what has been given to me so freely. I am honored to be one of the "calendar girls" in the 2010 Through Healing Eyes Breast Cancer calendar. I am a 10 year active member of Unifour Christian Fellowship Church, currently serving as a deacon. I enjoy reading, hiking, yoga and hanging out with my core group of friends sharing and laughing. And I must say my best buddy in the whole world is my grandson Kaleb. I never knew what joy would come from being a "Nana!"

I am blessed to be a part of the team at Universal. I believe that God puts us where He wants us and I know that I am in a wonderful place for professional and personal growth. I enjoy the challenge of keeping up with the awesome team of case managers at the Hickory office. I look forward to what lies before us in this ever changing field.

A quote by Mother Teresa "To keep a lamp burning, we have to keep putting oil in it." My prayer is that "we at Universal will be the oil that will keep a lamp burning in the lives of those who desperately need our services. May each of you be blessed!"

Pattie Fries, Donna's supervisor says, "Since I began working with Donna I admire her dedication and loyalty to Universal. She's been able to investigate and resolve outstanding issues with local agencies for reimbursement as well as maintain an office as a "one woman" administrative staff. She's a valuable employee and a pleasure to work with".



**Donna Rauschenberg  
Hickory Office Assistant**



**Dwayne Brown -  
Corporate Financial  
Assistant**

**Dwayne Brown** says "I began with Universal in August 2007. Before moving to my current position as financial assistant at the corporate office, I worked with Tracy Frye in the QI department in Morganton. I moved to Hickory in 2006 from Mount Airy, NC where I previously worked in purchasing, DSS fraud investigation and accounting. All the new friends I've made since the move has made my transition very easy.

I love to work in the yard, camping and just hanging out with my friends. Dwayne says "it's a good feeling to work for a company that cares about its clients and employees." Jennifer Carroll, Dwayne's supervisor says "Dwayne is a great asset to the accounting department. He has become the 'OnTarget Report Guru' and I am so thankful for his expertise."

## THE Reason We Do What We Do!

Brothers Zachary and Austin needed intensive treatment when they came to Universal in 2007. They were frequently in trouble with the teachers and principle at school. Both young men had difficulty controlling anger, mood swings and behaviors. Now Zachary and Austin are TRUE success stories.

Zach is a loving, kind and talented child who loves his pets and is very knowledgeable about any kind of car or truck ~ especially Dale Earnhardt cars. He has worked hard to learn anger management skills, learn how to identify and express his feelings appropriately, and to identify the triggers for his mood swings. He has worked extremely hard to learn how to use coping skills when he feels upset. Because he has chosen to use the techniques taught by his School Based Therapist, Zach has become an exemplary student at West Buncombe Elementary School; loved by teachers and students alike. Recently, Zach was on the cover of the mountain section of the Asheville Citizen Times for participating in the Special Olympics.



Zachary

Younger brother Austin often felt bullied by other children, so he would frequently get into fights. He had trouble controlling his impulsivity, anger, argumentativeness and hyper-activity. He used to challenge his teacher and principal when they gave directives. This is not the case anymore.

Austin is a friendly child who likes listening to music, playing sports and hanging out with his friends. If guided the right way by adults, he has leadership potential. Austin is very good at organizing others to play basketball or soccer. This year, his teacher has noticed that Austin is trying very hard to do the right thing.

Austin is now doing very well in the classroom. Now, he demonstrates leadership qualities and has potential and ambition to be a star on a sports team. His self-esteem has improved drastically and now is popular with other children. He says he wants to be either a country music singer or a rapper when he grows up. He is very caring of his brother, parents and grandfather who lives with them.

Zachary and Austin are fortunate in that they have supportive parents who want to do what it takes to help their children heal. Their parents have been supportive of treatment and have welcomed recommendations from their therapist. Zack and Austin's parents couldn't be more thrilled with their progress. School Based Therapist Lisa Bowen says "Zack and Austin have worked hard to learn the coping skills necessary to live happy lives. They are the kind of children who make me want to keep doing my job."



Austin





## Safety First

### Cell Phone Safety While Driving

If a cell phone call must be made while driving, follow these basic do's and don'ts:

1. Use a hands-free device and speed dial to place all calls
2. Never take notes or look up phone numbers while driving
3. Never use your wireless phone in heavy traffic, severe weather or other hazardous conditions
4. Let voicemail pick up a call if you can't easily reach your phone

**It's Your Call – Put Cell Phone Safety First**



## Did you remember to:

Wear sun screen



Wash hands frequently



Smoke in designated areas only



## Featured Employee

### Christen Fries - New Bern

*Christen Fries has been with Universal a little over a year. She lives in New Bern and obtained her Bachelor of Science in Family and Community Services from East Carolina University in 2006. She works full time with Child Care Resource and Referral as a Parent/Provider Specialist, and works part time with Universal providing Home and Community Support and Personal Care Services.*

*Lisa Toler says "when making my monthly visits, I am always impressed at how well Christen interacts and works with her consumer Briana, who has severe MR. She goes above and beyond the call of duty by making her own picture cards to help "Bri" communicate, making her own shape and color cards to work with her, and has her own personal bag of things she brings everyday to work with Briana to help stimulate her. She is always looking for new ways to work with her consumer and pushes Briana to do things for herself that no one knew she could do. That impresses me and lets me know that Christen truly cares about her consumer and making a difference in her life!"*

*In February 2009, I submitted Christen's name as a candidate for the Craven County ARC Mentor of the Year. This past April, at the Annual ARC Awards Banquet, she won the award! I am proud to say that Christen is a Universal employee and that she is an asset to our company!"*



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

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



## Friendly Reminders

### HR Reminder:

- Please adhere to the **Smoking Policy** located on page 14 of the employee handbook.
- Not sure to whom something is sent? Refer to Who's Who located in Sharepoint/Shared Documents/Forms Master/Who's Who



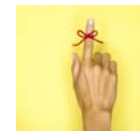
### Staff Development Reminder:

- It is no longer necessary to send an EAR for Medication Administration In-Service training. Please document the completion this training on the Change Form or on the Monthly Certification Tracking Report.



### QI Reminders:

- Reminder for Qs/CMS to turn in all GAF scores/NC SNAP scores to QI Dept.
- Reminder that each office must review all client charts annually (25% per quarter).
- Client Satisfaction Surveys were sent out in July and results will be shared in the next newsletter.



### Accounting Reminders:

- When in doubt, run a report to verify information! You can always contact us if you need assistance with generating reports.

### IT Reminder:

- Please report all IT needs to [trackit@umhs.net](mailto:trackit@umhs.net)



*Looking for something different to do?*

*"From This Day Forward" is a play about the religious persecution of the Waldenses and their move to settle the town of Valdese, N.C. It begins in the Cottian Alps in Northern Italy and then moves to the hardships of settling the new town. Our very own **Terry Bedford's** son Jeffrey Bedford, plays "John Bonous" who was instrumental in the move. Jeffrey also doubles as a soldier in one scene.*

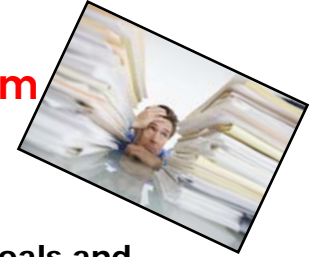
*The play is located at the Old Colony Amphitheatre in Valdese, N.C. and runs Friday and Saturday nights from July 10- Aug 15 at 7:30pm.*





## Step Back When Stress Kicks In, and Regain Your Momentum

*Management Intelligence Report, June 2009*



These days the increased pressure on you and your employees to finish projects, meet goals and cover for laid-off co-workers can cause morale, productivity, and quality to plummet. Share these stress-management techniques with your crew – or use them yourself:

1. **Find quiet moments when you can.** Take advantage of breaks and lunchtime to leave the workplace, take a walk, or simply put down your work and relax. Try the activities listed below when you do.
2. **Breathe deeply.** Tension can cause us to breathe shallowly, cutting down our oxygen supply. Deep, slow breaths help relax the chest muscles and allow greater air intake. Breathe in through your nose and out through your mouth to move the air around.
3. **Regain perspective.** Reflecting on what really matters is one way to sidestep stress. Some people reflect on their values or what is important in their lives and how their work helps them reach these goals. Others may focus on what they're grateful for and how good their lives actually are. Others turn to prayer, while for some, humor brings relaxation.
4. **Review your priorities for work.** Stress makes many people feel as though everything must be done at once. Chances are, it doesn't. Determine what the order of tasks should be and how you can rearrange your schedule to get them accomplished.
5. **Resume your usual routine.** Returning to the normal order of things for a while can help you clear your head and rebuild your confidence. After all, you've been through pressure before, and you can handle it this time, too.



## CLOSING THE GAP

### ***“A Brand–New Day”***

My boss, Kirk, told me this story when I first started my career in supervision. He received a call, and the conversation started like this:  
*“I am John’s wife – are you John’s supervisor?” He answered Yes. She said in a very stern voice, “What have you done to my husband?” He did not know what to say except “Excuse me?” She was getting emotional as she made the statement several more times without giving him a chance to answer.*

*“My husband used to treat me bad, come home drunk, he was just mean. He had not always been like that. But for the last few weeks, there is a change in him. He treats me like a wife should be treated and he treats the kids like he loves them. You see, you may not understand how jobs and the way they are run can destroy a person. He is a good man but was without good leadership. He has been a hard and distant man for a long time, and I have had to watch my family being destroyed because of it. But now, please whatever you are doing, continue to do it. I have my husband back and the children have their father back.”*

*She never gave him a chance to reply and hung up.*

*.....Thanks Kirk!*

~ a submission from “My Boss Changed My Life...”

**“Nothing great was ever achieved without enthusiasm.” ~ Ralph Waldo Emerson**

#### SPECIAL July EMPLOYEES

@ Charles Schilling	July 3
@ Tammy Woodby	July 3
@ Shelitha Ellington	July 4
@ Marsha Greene	July 10
@ Ronald Burns	July 11
@ Dawn Parker	July 16
@ Dennis Caldwell	July 17
@ Christine Beatty	July 20
@ Donna Rauschenberg	July 22
@ Sherry Meads	July 26
@ Sherry Douglas	July 26
@ Jessica Jones	July 29
@ Jimmy Bradley	July 31

#### SPECIAL Aug EMPLOYEES

@ Lillie Forney	Aug 4
@ Julie Shankle	Aug 7
@ Ann Harbison	Aug 10
@ Jodi Hopkins	Aug 11
@ Ginger Parker	Aug 12
@ Dwayne Brown	Aug 14
@ Beverly Smith	Aug 18
@ Lauren Peasley	Aug 18
@ Brook Phillips	Aug 20
@ Genell Carson	Aug 20
@ Kristan Wahlert	Aug 20
@ Danielle Dever	Aug 21

#### SPECIAL Sept EMPLOYEES

@ Sharon Singleton	Sept 9
@ Susan Clary	Sept 9
@ Bruce Claytor	Sept 16
@ Randa Scott	Sept 22
@ Rhonda Hamilton	Sept 28
@ Pam Wall	Sept 29

#### SPECIAL Oct EMPLOYEES

@ Carol Cascio	Oct 1
@ Lisa Toler	Oct 12
@ Debra Plemmons	Oct 15
@ Tricia Edmisten	Oct 28
@ Linda Blackburn	Oct 19
@ Tricia Hinshaw	Oct 31

