



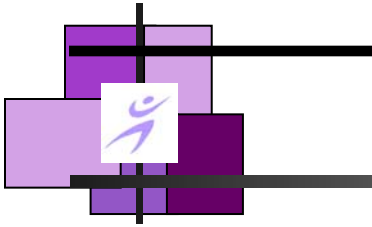
The Insider

August, 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

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In order to keep our employees informed, here are a few points of importance:

- *It has finally happened – the state has passed the budget.*
- *Now that we are officially a CABHA, we are looking to begin ramping up our CABHA services*
- *Per the service definition, we are waiting to hear from the state on the new start date for MH Case Management Services*
- *We continue to grow in the DD service area. This growth provides a good balance to Universal's overall service delivery.*

Thank you for your hard work. Because of you Universal has the highest quality of service delivery possible.

~Amy



What is CABHA?

The Department of Health and Human Services (DHHS) has approved a definition and description of a new category of provider agency, Critical Access Behavioral Health Agency (CABHA). The CABHA represents a new category for mental health and substance abuse services which has been touted as the future of mental health care in the state of North Carolina. CABHAs' may be for profit, not for profit, public, or private behavior health care companies.

The Goals of Critical Access Behavioral Health Agencies:

The Department's goals in developing the Critical Access Behavioral Health Agency designation are to:

- 1. Ensure that critical services are delivered by a clinically competent organization with appropriate medical oversight and the ability to deliver a robust array of services.*
- 2. Move the public system over time to a more coherent service delivery model that reduces clinical fragmentation at the local level and begins to prepare the provider community for the changes that will be required in a waiver environment.*
- 3. Ensure that consumer care is based upon a comprehensive clinical assessment and an appropriate array of services for the population to be served.*

CABHA certified agencies must provide a comprehensive continuum of care for the consumers it serves.

"Universal Mental Health Services, Inc. is excited about our new CABHA designation. We understand that this achievement would not have been possible had it not been for the hard work and diligence of all our staff. We have great trust and respect for our management team and know that with their help, Universal will remain a leader in our community," says Robert Greer, CEO of Universal Mental Health Services. "We are excited about this new phase in our agency's life and know that consumers will inevitably be the benefactors."

Universal's CABHA is being certified in Asheville, North Carolina.

Patra Lowe has completed 78+ hours of Motivational Interviewing training. She is one of the first Trainers in NC to be certified as a MI TNT Trainer.

Congratulations are in order for Patra!



Featured Employees



Anita Butler
Regional Program Manager

Anita Butler, Regional Program Manager says *"I was born and raised in Southern New Jersey where I attended Rowan University. I moved to North Carolina in 1995 where I began my career in Human Services. I lived in Raleigh then made the move to Greensboro. I ended up in Winston-Salem and I love it here! I am a single mother of a 4 year old son.*

Jai is the center of my world. Everything that I do, I do for him. He definitely keeps me on my toes!! Since my son has shown such an interest in sports, we often play football and basketball on the weekends. I am a diehard NFL fan.....Go Eagles!!!!

My mother, sister and I also do catering. Cooking is one of my passions. It relaxes me and it brings me joy to see others get pleasure from what I have prepared. In my spare time, I enjoy reading, roller skating, dancing and spending time with family and friends.

I have worked in the Mental Health field for 16 years. I am so thankful that I am given this chance to demonstrate what I have learned over the years. I am up for the challenge and I will continue to put my all into what I do for Universal!"

Anita's supervisor Brook Phillips has this to say about Anita. "Anita displays the confidence needed to face the toughest leadership challenges. She also makes the best professional impression in every situation. We are lucky to have her on the Universal team."

"Having graduated from Mt. Olive College with a B.S. in Psychology, I first began working in this field with Willie M. girls in a group home. I then spent time teaching Chapter 2 children at the middle school level. I loved spending time with special needs children where I really felt that I was able to make a difference in their lives. My next adventure was with Lenoir County Mental Health in the Infant Toddler Program (currently called the CDSA). I provided Case Management and habilitation services for children from the ages of birth to the age of 3. Assisting children and their families with services that enriched their lives was very rewarding.

After taking time off to have my two children, I then returned to the field for Universal in February of 2009 as a Targeted Case Manager. I became Program Manager and then Regional Program Manager covering Goldsboro, New Bern and Wilmington. My husband and I have 2 wonderful daughters ages 13 and 9. They really keep us busy with traveling softball, dance and a ton of other activities. My family currently lives in Kinston. I have felt really lucky to find the Universal family and feel honored to work for such a company."

Christy's supervisor Brook Phillips says "Christy demonstrates a high level of expertise and strong interpersonal competence in her day to day task. She is a valued member of the Universal team."



Christy Allen
Regional Program Manager



Universal Relationships

Chrystal Dickason has finally retired from her work with the City of Raleigh and is now blessed to work with Catherine and her family. She works at least three times a week enjoying every minute of her time with Catherine and her daughters.

Chrystal says "over the years, Catherine has become a very good bargain shopper whether it is at Ross's, the Thrift stores or Harris Teeter where she is quick to locate the 'buy one get one free' items to stretch her dollars. So, each week the search is on for the best bargains.



"Thank you Chrystal"
~ from Catherine

The best part of my daily activities is going to her home and doing my best to assist in meeting her needs. Chrystal says "I love my job as Home and Community Support staff. I am very passionate about making Catherine feel that she is special, loved, cared for, valued and just as important as anyone else."

Catherine says "Chrystal helps me reach my goals. I enjoy working with her. We've come a long ways from Westside to Zebulon to Knightdale to Raleigh. We went everywhere ~ shopping to Ross's, Big Lots, Food Lion and to church. We went to the shoe store too. She's done a good job."

Chrystal has helped me with budgeting money, fire safety, medicines, exercising, food goals, getting along with my girls and people about my house, keeping up with the mail and talking to people.

Chrystal treats me like a good woman."



Universal Relationships

The Burlington Office received a call from Tricia Davis at the Alamance County YMCA. Tricia said she called because she wanted to recognize someone who was doing a great job. In Tricia's words, "lots of times we are quick to complain about the stuff we don't like ~ but don't take the time to pick up the phone when we see something good." Tricia said this about Sonya Seaberry, *"She always looks happy. She's always smiling. You'd never know that she ever has a bad day. You can tell how much she loves that guy (Jeff) and that she really enjoys working with him."*

When Sonya was told about the phone call we received, she seemed surprised. She said she does indeed love her job and *"who could not love Jeff?!"* Sonya has been Jeff's full time PC provider for the past 3 years.

Jeff's mother Jean, says every word that describes a good worker applies to Sonya, "dependable, energetic, reliable, honorable, loving."

She agrees that Sonya loves Jeff and says it's mutual. She and her husband refer to Sonya as Jeff's second mother and joke that they think Sonya walks on water.

Sonya says "my job makes me appreciate all people more. Jeff's smile is very motivating, his will to live a normal productive life motivate me to be a more productive person. Working with Jeff shows me that my problems are minimum. As therapeutic as it is to Jeff, it is more therapeutic to me. This is a HEARTFELT AND EMOTIONALLY REWARDING JOB !"



Sonya and Jeff working out @ the YMCA



OFFICE HAPPENINGS . . .

"Like Father ~ Like Son"

David Smith, son of Corporate employee Beverly Smith, graduated from Catawba Valley Community College Law Enforcement Training Program on July 29th. David has worked a full-time job as Service Manager



at Armstrong Ford in Hickory, NC and gone to school at night and on week-ends. David will follow in his dad's footsteps. His dad retired as Detective Lieutenant with the Burke County Sheriff's Dept. His immediate plans are to work as a reserve officer with Burke County. After seven (7) months of long days, study and physical endurance, congratulations are in order!

Terry Bedford's son Jeffrey, is so much like him, it is uncanny. Just as Terry is always giving of himself, so is his son. Jeffrey will soon return from 7 weeks of volunteering at an orphanage

for children with disabilities in Ho Chi Minh City, Vietnam. This city has a population of 8 to 9 million people. Therefore there are a lot of kids that need attention! Most of the children in the orphanage are there as a result of parents' exposure to chemicals used during the Vietnam war. Jeffrey gained this experience through "The Volunteers for Peace Vietnam." He will graduate from Lenoir Rhyne University, Hickory, N.C. with a B.A. in Psychology this December.

"Thank you for giving Jeffrey!" Your dad's Universal family is proud of you!



"If you want something done, ask a busy person to do it."

Leslie Cothren, UMHS IT Director is one busy man! He has spent many hours lately *volunteering* for a worthy cause. He has a passion to help others through Advancing Lives ~ Fighting AIDS (ALFA). This organization has provided supportive services to those infected and/or affected by HIV/AIDS since 1987. ALFA currently provides supportive and medical case management, prevention education, and outreach to an eight county service area; Alexander, Alleghany, Ashe, Burke, Caldwell, Catawba, Watauga, and Wilkes counties. ALFA is able to continue providing quality services to communities of need through generous funding from entities such as the [United Way](#), [Ryan White CARE Act](#), and [Broadway Cares/Equity Fights AIDS](#).



**Les Cothren -
"UMHS IT Guru"**

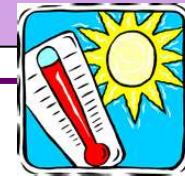
Below are a few of Les's volunteer efforts:

- Co-Chair ALFA's first annual Hike for Hope
- Created website for Hike for Hope
- Donated www.alfahikeforhope.org domain
- Largest individual fundraiser for the Hike for Hope Events
- ALFA Hike for Hope raised over \$23,000
- Hops for Hope at the Catawba Valley Brewery
- ALFA Board of Directors
- ALFA Marketing Committee
- Assist ALFA staff with computer issues

When asked why he volunteers, Les said *"I volunteer because I've come to realize how truly blessed I have been in both my personal and professional life. I feel passionate about giving to causes that I know make a difference."*

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





VERY IMPORTANT - IT IS HOT!

Wow! What a scorcher! You knew it was going to be a hot day but with this humidity it has to be 105° F outside. You reach for that power tool to finish your job and start to feel lightheaded. It's probably because you haven't eaten much this morning. You can make it until lunch! Time passes and your condition hasn't gotten any better - in fact it's worse! Your breathing has increased, you're sweating profusely, and your mouth is dry. Something's wrong! You start to climb down the scaffolding but you're almost too weak to move. You feel like you're going to be sick. With no control over your movements, you fall to the ground below. The workers above you are trying to get your attention but you can't understand them. You yell, "Help me up guys!" but they don't respond. Can't they hear? All you can see is black...what's happening...? Heat Exhaustion! That is what's happening. Heat exhaustion can occur when you are subjected to hot environments and fail to take in enough fluids, salts, or both. And even worse, this can lead to a life threatening condition known as a heat stroke. Sun stroke or heat stroke happens when the body's internal mechanism fails to regulate its core temperature. At this point, the body stops cooling itself through perspiration and can't get rid of excess heat. Unfortunately, the end result can be death if the body temperature isn't lowered immediately! So, especially if you work in hot environments, it's critical to recognize when you're suffering from a Heat Stress Disorder.

SYMPTOMS OF HEAT STRESS DISORDERS:

Heat Cramps - Symptoms are painful spasms of the muscles. Heat cramps are caused when workers consume large quantities of water but fail to take in enough salt to replace the salt their body lost through sweating. Tired muscles are most susceptible to cramping.

Heat Exhaustion - Symptoms for this disorder are moist, clammy, pale skin, profuse sweating; extreme weakness or fatigue; dry mouth; dizziness; fast pulse; rapid breathing; muscle cramps and nausea.

Heat/Sun Stroke - Symptoms are a very high body temperature (104°F or higher); lack of sweat; mental confusion, delirium, or hallucinations; deep breathing and rapid pulse; hot, dry, red or mottled skin; and dilated pupils. Seek medical help at once for this condition.

TIPS FOR PREVENTION:

Acclimatization - Adjust yourself to the heat through short exposure periods followed by longer exposure until your body is accustomed to the heat. It may take 5-7 days of hot weather exposure before the body undergoes changes that make heat more bearable.

Drink lots of Water/Liquids - Replenish the fluid that your body is losing through sweating. Not only water, but critical electrolytes such as sodium, potassium and calcium are lost through sweating, so consider using electrolyte drinks to combat heat related disorders.

Education - Know the signs and symptoms of heat stress disorders and *act quickly*.

Use Your Head - *Do not* ignore possible symptoms of heat stress disorders. If you feel very hot, dizzy, nauseous or if your muscles cramp, stop and cool off!

Heat Stress Disorders are serious. Workers who have ignored the symptoms have lost their lives. Humans have an ingenious system for regulating body temperature - a personal, "natural" air conditioner. We sweat, it evaporates through our skin, and we're cooled off. But this personal air conditioner can fail, and often does if we overexert when environmental temperatures are high.



CLOSING THE GAP

“Deflower your language to spur workers to action”

The next time you send a memo asking an employee to do something, skip the flowery speech and get to the point. For instance, don't tell workers to “make an alteration” to a report, tell them to “change” it. Don't ask them to “render assistance,” ask them to “help.” Don't instruct them to “initiate a discussion” with a client, tell them to “talk” with the person in question. Avoid ambiguity ~ and stick to the action.

~ Adapted from *How to Take the Fog out of Business Writing*, Gunning and Kallan

Happiness is a present attitude, not a future condition. ~ Hugh Prather

SPECIAL AUG EMPLOYEES

| | |
|-------------------------|--------|
| @ Deann Lail - Morg | Aug 02 |
| @ Lillie Forney - Morg | Aug 04 |
| @ Julie Shankle - Morg | Aug 07 |
| @ Ann Harbison - Morg | Aug 10 |
| @ Jodi Hopkins - Ash | Aug 11 |
| @ Ginger Parker - Mar | Aug 12 |
| @ Beverly Smith - Corp | Aug 18 |
| @ Brook Phillips - Corp | Aug 20 |
| @ Genell Carson - Ash | Aug 20 |
| @ Kristan Wahlert - Ash | Aug 20 |
| @ Danielle Dever - Gold | Aug 21 |

SPECIAL SEPT EMPLOYEES

| | |
|-------------------------|---------|
| @ Bruce Claytor - Ash | Sept 16 |
| @ Randa Scott - Gold | Sept 22 |
| @ Rhonda Hamilton - Ash | Sept 28 |
| @ Vicki Siler - Burl | Sept 29 |

SPECIAL OCT EMPLOYEES

| | |
|------------------------|--------|
| @ Carol Casico - Ash | Oct 01 |
| @ Amy Gumbus - Wilm | Oct 08 |
| @ Lisa Toler - NB | Oct 12 |
| @ Karen Cole - Mar | Oct 15 |
| @ Jessie Ramsey - Wilm | Oct 23 |
| @ Tricia Hinshaw - Ash | Oct 31 |

