



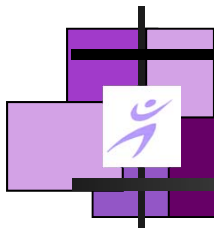
The Insider

Sept 2011

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

Can you spell C-A-R-F p-r-e-p-a-r-a-t-i-o-n?

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You've probably already been inundated with CARF information...just take a deep breath folks...before you know it, all of your hard work will be paying off! It will pay off because you are prepared. Why do I have confidence that you are prepared? Because Universal operates within the CARF boundaries on a daily basis. Therefore we will simply brush up on a few things and be prepared to shine on September 21-23, 2011.

Just so you know, CARF reviewers will visit every single Universal office. Many of you may be asked questions by the CARF reviewers. If your supervisor has not already done so...not to worry ~ they will make sure you are clear on all you will need to know in the very near future.

If the team has not already been to your office, be looking for our "Mock CARF Review Team" who will be coming your way soon.

I'm expecting another 3 year accreditation. Thank you for all you do!

~Amy



Tis CARF time again!

Coming Soon

A survey team from CARF International will be visiting on September 21-23, 2011. We invited the surveyors to evaluate how well we meet international standards for quality. The survey will tell us what we are doing well and ways we might improve. As a result of this survey, we will continue accreditation.*

As part of the survey, the surveyors will interview people who receive services, their families, our staff, and others. Some questions the survey team members might ask people are:

Do we provide a clean and safe setting?

Do you receive the services you need and want?

Are you treated with respect?

Do you take part in planning your services?

Are you told what you need to know about your services?

Are your questions answered in a way you understand?

Do you know where to go with questions or concerns?

If you would like to talk with one of the survey team members or want to learn more about CARF International, please let one of our staff members know. You may also contact CARF International directly.

Internet: www.carf.org/contact-us

E-mail: feedback@carf.org

Mail: CARF International, 6951 East Southpoint Road, Tucson, AZ 85756

Toll-free telephone: (866) 510-2273

Fax: (520) 318-1129

**CARF International is an independent, not-for-profit family of organizations (including CARF, CARF Canada, and CARF-CCAC) that provides accreditation in the field of human services.*



Universal's Shelley Welch



Regional Director, Shelley Welch
~ Raleigh, NC

Shelley Welch came to Universal MH/DD/SAS in May 2011 with over 20 years of experience working with people -and their families- who have been diagnosed with Intellectual and/or Developmental Disabilities and also those with Mental Health disorders. She is a 1991 Graduate of the University of North Carolina at Chapel Hill where she majored in Therapeutic Recreation and Recreation Administration.

Shelley's earliest "real" experience in the mental health field was being a Counselor for Raleigh Parks and Recreation's Camp Friendly for children and adults with special needs, working in the summers while in school at UNC. It has been reported that she was interested in learning sign language and meeting people of all ability levels and backgrounds from a very early age.

Shelley says *"after graduating in 1991 from UNC, I worked at Murdoch Center in the Therapeutic Recreation Dept. and then moved into administration as a Unit Manager in 1995. I worked at Pineview and Arbor Cottages and gained quite a bit of experience working with challenging behaviors and individual program development. After taking a break to sell computers for a couple of years, in 2000, I began working as a CAP-MR/DD Case Manager for the Wake County Area Program (now LME). I was very dedicated to the people with whom I worked, many of whom have Autism, and am proud to maintain very meaningful relationships with the families. I assisted with the Wake County CAP database(s) and stayed informed of state level mental health reform. In 2006, in response to the Case Management divestiture, I developed and led the Targeted Case Management Program for Coordinated Health Services in Wake County. I also gained Quality Improvement experience as the Compliance Specialist for 3 partnering agencies, CHS/AHR/TRS, before moving to Universal."*

On a personal note, Shelley is married to Michael Welch and they have two daughters - Jennifer Bethea (15year old - sophomore in High School) and Christina Welch (7year old - second grader). Shelley has a passion for the sport of soccer and had played since 3rd grade. She holds a NCYSA "D" coaching license and was the 2008 NCYSA Girls Challenge Coach of the year. She coaches both of her girls' soccer teams, assists her brother coaching her nephew's team, and is very active with the CASL youth soccer program at different levels. She is an active member of Wakefield United Methodist Church (WUMC) as well, working on the media team, and recently went with her oldest daughter on a weeklong ASP mission trip to West Virginia. She loves to travel whenever she gets the chance! Shelley hopes to use her professional and personal experiences to contribute meaningfully to Universal's mission: "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."

Welcome to the Universal team Shelley!



Running For a Cure

Why am I racing?

I race for ~ ~ those who have gone before me ~ ~

I race for ~ ~ those who will come after me ~ ~

I race for ~ ~ early detection

I race for ~ ~ those living with metastasized breast cancer

I race for ~ ~ research

I race for ~ ~ the hope needed by us all ~ ~

I race for ~ ~ the cure ~ ~

I race for ~ ~ a day without breast cancer!!

On October 15, 2001 at Lenoir Rhyne University my family, friends, co workers and I will join thousands of others in the 12th Annual Susan G. Komen NC Foothills "Race for the Cure." Last year the 2600 registered participants raised over \$130,000. for the Foothills affiliation!! Of this amount, 75% stays in Burke, Caldwell and Catawba Counties. 25% goes to Susan G. Komen fund for research. To learn more about Susan G. Komen NC Foothills visit www.komenncfoothills.org

This year I am team captain for the "Through Healing Eyes" team. This is the first year T.H.E has had a team in the Komen NC Foothills race. Through Healing Eyes is a nonprofit organization headquartered in Hickory, NC. Founded in 2003 by a breast cancer survivor to make education, diagnosis and treatment for breast cancer available to each person regardless of financial status. Using artistic photographs of regional breast cancer survivors, along with their personal words of inspiration and hope, calendar pages are created as daily reminders of breast health, advocating for breast cancer awareness, and promoting a rich, meaningful life for those affected by breast cancer. All donations and proceeds from calendar sales are returned to local communities for breast health. To learn more about Through Healing Eyes visit www.throughhealingeyes.org



Donna Rauschenberg ~ Morganton, NC

Breast Cancer Survivor

Diagnosed 9/2007 ~ ~ Ductal carcinoma in situ

Treatment - bilateral mastectomies 10/2007

Through Healing Eyes September 2009 model

I am currently training to participate in the race using the run, walk, run program. On race day I will run 2 minutes, walk 1 minute, run 2 minutes, etc to complete a 5 K. I have walked this event for several years however this will be my first timed race. My 11 year old grandson, Kaleb Anderson will join me in the race and will run, walk, run beside of me. When I was diagnosed so many friends, family and complete strangers came alongside of me to offer support. I give back by being involved in groups that deliver education, support and healing to other survivors. And therefore, I race ~ ~ ~



"I Love To Help Other People!"

~ Mary Moore



Mary Moore says "I love the staff here at Universal. I am a people person. This job gives me the chance to be out in public with my person served in the community."

Office Assistant Tamara Bedford says "Mary is an exemplary worker. She has always provided quality care to the person she serves through a therapeutic yet loving relationship. She has always been proactive in submitting her documentation in a timely fashion and has always prided herself by turning in quality documentation with minimal corrections.

Not only is she an exceptional employee, Mary brings happiness to the office every time that she walks in.

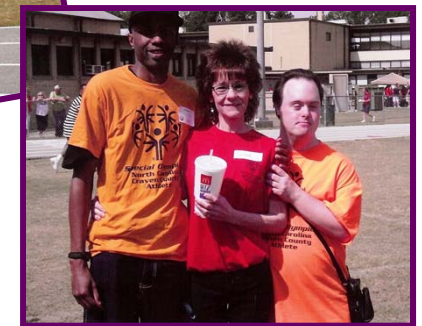
She has always shown such passion in what she does here at Universal." Mary has been employed with Universal since 2007. She says *"as far as my hopes and dreams for the future, I pray that God will always keep me healthy so that I can always help others. I love to help other people"*.

Special Olympics in New Bern, NC

The New Bern Special Olympics fielded over 250 participants and 300 volunteers. The torch was brought in from Cherry Point Marine Corp station. The local police and marines were joined by our very own Travis B. The photo below shows Travis running the last 100 meters while he carried the torch to light the flame of the opening ceremonies.

Also pictured below is IDD-QP Lisa Toler with Ira and Robert.

We are so proud of all our New Bern champions!



Amazing Interaction

In May of 2010, Barbara Perkins came to Universal to provide services with her granddaughter Tia. Before joining the Universal family Ms. Perkins worked with at risk youth in a residential setting for three years. She also gave of herself as an In-Home-Aide for elderly persons.

Prior to living in North Carolina, Ms. Perkins lived in Queens, New York. She and her family have now resided in North Carolina for 26 years.

Ms. Perkins always has a warm, thoughtful greeting, but here is one of the most special things about her - - she and her granddaughter have an uncanny ability to communicate and interact!

Now to the remarkable relationship and amazing interaction that she and her granddaughter have.....

Tia is a 21 year old young lady who has Cerebral Palsy and Spastic Quadriplegia. She does not communicate verbally. However, it is truly amazing to observe Ms. Perkins interpret Tia's every nuance of body movement. Simply put, Ms. Perkins does a remarkable job to provide for Tia's wants and needs. THANK YOU for your dedication Ms. Perkins!



Ms. Barbara Perkins and Tia ~ Burlington, NC

Due to fact that Ms. Perkins is able to provide home supports though Universal, Tia is able to remain in her natural home.

She attends school at Cummings High School and often attends events with her family and friends. Tia is a shy young lady and although she has limited communication skills, meeting new people is a daily goal. Thanks to the trusting relationship built with her loving grandmother, Tia has been able to improve in this area.

We are so proud of you Tia!





**OBSERVE, THINK—
THEN ACT!**

LIFTING (THE SAFE WAY)

- 1** Never lift beyond your strength. Get help.
- 2** Always crouch down to what you are going to lift. **Don't bend down** to the load.
- 3** Get a good footing. Place your feet comfortably apart.
- 4** Keep your arms straight and your back as nearly straight up and down as possible.
- 5** Lift gradually. Don't jerk upward.
- 6** Avoid twisting motions by shifting the position of your feet.
- 7** Lift by standing up or pushing up with your leg muscles. This takes the strain off your back muscles.
- 8** If you've completed these steps and find you cannot lift the load, **get help!**
- 9** To put down a load, generally reverse the above methods.

If you don't follow these safe-lifting rules, you may severely injure yourself.



LOSS CONTROL SERVICES

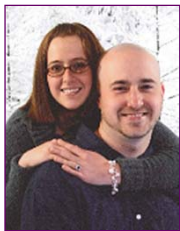
Summit manages workers' compensation insurance programs.

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~~ Happenings ~~

CONGRATULATIONS to David Smith, son of QI Assistant Beverly Smith. David married Jeni Brinkley of Lenoir on August 13, 2011. David & Jeni have a nine year old daughter Emma Haas.



CONGRATULATIONS to Financial Assistant Lead, Heather Woods on her engagement! Heather will be tying the knot on October 15, 2011 along the Yadkin River. She will be marrying Robert Everhart III.

CONGRATULATIONS to Morganton's TCM-IDD Amber Bentley. This past February Amber became engaged to Dylan Anderson of Morganton. The wedding bells will be ringing on June 23, 2012.



CONGRATULATIONS are in order for Raleigh's Early Intervention Therapist Renee Bullard. Renee married Bracken Liles on August 20th in Asheville, NC. Renee and Bracken will take a cruise to Spain for their honeymoon and will reside in Fuquay Varina. They have a 2 year old daughter Lily.



ALWAYS Giving

Recently Terry, Tamara Bedford and daughter Skylar all reached out to others. Terry & Tamara participated in the Cell Phones for soldiers. Skylar wanted to give an extra helping of friendship to some kids at her school. So she started a project called "Buddy Art." Skylar just thought it would be good to have people working together that were of similar age. She said "I just thought that a special needs kid would enjoy help with a project from someone their own age." Skylar wants her next project to be painting pumpkins for fall/Halloween.



Who Is That In the Kitchen?

Steve Greer volunteers his time to assist those less fortunate. He can often be found serving a hot meal to folks in need at the St. James Episcopal Church "Room At The Table."



Burlington Gives Back...The Burlington office is **very** involved in the community. Items were collected throughout the month of July for a pregnancy resource center in Graham "A Heart's Cry." Direct care employee Jane LaTour was instrumental in organizing the collection of over 5 boxes of supplies.



A Star Is Born

Asheville's Trainer/PSR QP Joy Clark participates in the Worship Center Choir ~ Marshall, NC. On August 30th, the choir featured on Niteline (Greenville, SC WGGG TV Channel 16). The program aired from 7-9pm.



One day I decided to quit... I quit my job, my relationship, my spirituality... I wanted to quit my life. I went to the woods to have 1 last talk with NATURE.

NATURE", I said. "Can you give me one good reason not to quit?"

Look around", NATURE said. "Do you see the fern & the bamboo? When I planted the fern & the bamboo seeds, I took very good care of them. I gave them light. I gave them water. The fern quickly grew from the earth. Its brilliant green covered the floor. Yet nothing came from the bamboo seed. But I did not quit on the bamboo.

In the 2nd year the fern grew more vibrant & plentiful & again, nothing came from the bamboo seed. But I did not quit on the bamboo."

In year 3 there was still nothing from the bamboo seed. But I would not quit. In year 4, again, there was nothing from the bamboo seed. I would not quit." NATURE said.

"Then in the 5th year a tiny sprout emerged from the earth. Compared to the fern it was seemingly small & insignificant. But just 6 months later the bamboo rose to over 100 feet tall. It had spent the five years growing roots. Those roots made it strong & gave it what it needed to survive. I would not give any of my creations a challenge it couldn't handle."

"Did you know, that all this time you have been struggling, you have actually been growing roots?" "I would not quit on the bamboo. I will never quit on you."

"Don't compare yourself to others. The bamboo had a different purpose than the fern. Yet they both make the forest beautiful."

"Your time will come, you will rise high."

"How high should I rise?" I asked.

"How high will the bamboo rise?" NATURE asked in return.

"As high as it can?" I asked.

"Yes, give me glory by rising as high as you can." NATURE said

Now I realize that what ever is around me is what I want to see.

"Life is not a problem to be solved, but a gift to be enjoyed" ~ Author unknown

"Do the right thing even if it is not the popular choice! ~ Red Greer

SPECIAL SEPT EMPLOYEES

@ Bruce Claytor – Ash	Sept 16
@ Rhonda Hamilton – Ash	Sept 28
@ Vicki Siler – Burl	Sept 29

SPECIAL OCT EMPLOYEES

@ Jeannie Murtagh – Ash	Oct 10
@ Lisa Toler – NB	Oct 12
@ Katharine Lowery – Ash	Oct 17
@ Dormeka Headen – Win	Oct 25
@ Tricia Hinshaw – Ash	Oct 31

SPECIAL NOV EMPLOYEES

@ Zsa Zsa Johnson – Ral	Nov 10
@ Tonya Venable – Ral	Nov 14
@ Rebekah Bowden – Corp	Nov 15
@ Shavonda Walker – Ral	Nov 18

