



# The Insider

November 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.

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**.

**YOU have valuable insight...**

**Please contact [dgreer@umhs.net](mailto:dgreer@umhs.net)**

## Inside This Issue

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## MESSAGE FROM THE AGENCY DIRECTOR

*In the last edition of **The Insider**, I stated that we "will continue to look across the state for expansion opportunities". As Universal MH/DD/SAS proves to be the best in the business – I anticipate even more future expansion. Our newest office just opened in Raleigh on October 1<sup>st</sup>. We anxiously await site endorsement and will be ready to provide services soon!*

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*"...I anticipate future expansion."*

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*Although I will continue to search for growth opportunities within the state, I am so very proud of the current quality of services that Universal MH/DD/SAS provides and of the quality of people that we employ. Each one of you is vital to Universal MH/DD/SAS! Without you providing such excellent services, Universal MH/DD/SAS would not be the quality organization that we are! Thank you for making a difference!"*

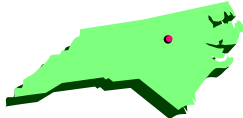
~ Amy England 

## PROFILE OF NEW OFFICES

**Forest City DD Office** - As is the case at most of the locations, the Forest City office was bursting at the seams. Therefore additional office space was necessary. The Forest City DD Office was opened in August and currently houses Case Managers Linda Blackburn, Steve Hardin and Pauline Petty.

The **New Bern** office has also opened an additional location which houses the Adult Day Program.

Watch out middle of the state! Here comes Universal MH/DD/SAS with full force. The most recent office opening is in the capital city of **Raleigh**. Once you read the section below, you'll understand why the middle of the state will soon be bursting at the seams...



## DEPARTMENT PROFILE: Vice President

We are proud to announce the most recent addition to Universal MH/DD/SAS ~ Gene Rodgers, VP of Governmental and Community Relations. Gene comes to Universal after 6 years of building, growing and expanding a periodic based agency in the Triangle and Triad while at the same time becoming a recognized and well regarded leader in both the local and state governmental sector.

Gene Rodgers has been on the Board of Directors of the NC Providers Council ([www.ncproviderscouncil.org](http://www.ncproviderscouncil.org)) for six years and has served as the President for the past two years.

The NC Providers Council is the largest cross disability trade association in North Carolina. He has a strong knowledge base of all disability services and has been involved in the day to day transitions, changes, and transformations of the Mental Health Reform system.

Gene has fifteen years experience working with consumers who have developmental disability, mental illness, and mental retardation. Gene has hands on experience as he started in 1992 with a direct care position in an ICF/MR facility. Gene has both a bachelors and master degree in Social Work.

Gene says, "I'm excited and honored to be here at Universal. I hope to add an immediate presence for Universal MH/DD/SAS in Raleigh continuing relationships and committee work, networking, and lobbying with executive and legislative branches." WELCOME ABOARD GENE!



*Gene Rodgers, VP of  
Governmental and  
Community Relations*

*"...I'm honored  
to be here..."*





## Five Fun Tips for Fall Fitness



(ARA) - With their kids in school, many parents pledge to take advantage of their family's new fall schedule by adding a daily workout to their routine. Here are five tips for making fall the most "fit" season of all:

**1. Seize the moment:** Time, or the lack of it, is often cited as the biggest challenge to sustaining an exercise regimen. When the kids return to school, what better way to use some of that precious time than getting in shape?

*Your workout doesn't have to take a lot of time. Even a half hour walking your neighborhood pays off in increased energy and stamina. Most health-club aerobics classes are just an hour long, yet offer big fitness dividends. Taking care of yourself is one of the best things you can do for your family.*

**2. Enjoy the year's most beautiful season:** in many parts of the United States, autumn is a near-sacred season, with its warm, sunny days, cool evenings and postcard perfect colors. Get outside and enjoy the season by bicycling, walking, hiking, jogging, and playing golf and tennis.

*Explore parks in your area; find a new bike path through the woods, take a walk around a lake. The time spent out in nature will do as much good for your mind as for your body.*

**3. Return to your club or gym:** It takes 30 days to make fitness a habit and supplementing outdoor exercise with increasingly frequent visits to your health club will help diversify your exercise regimen and set the stage for regular workouts once autumn's leaves have fallen.

*A well-rounded fitness regimen is important. While aerobic activity such as running or bicycling is good for your heart, resistance training is also a critical component of a balanced program, so be sure to take advantage of your club's weight lifting equipment.*

**4. An apple a day:** In many parts of the country, autumn is synonymous with the apple harvest. Rich in antioxidants and flavonoids, both of which reduce the oxidation of LDL cholesterol, inhibiting the growth of dangerous plaques along blood vessel walls, and dietary fiber, apples are a delicious and nutritious snack that can be enjoyed any time of day.

Remember that each of us should be getting at least four to five servings of fresh fruit and vegetables every day. However, nine out of 10 Americans do not meet these recommendations. As a result, many people should consider some form of supplementation, according to Jeff Zwiefel, president of Life Time Fitness' Health *Enhancement Division*.

*"While the goal for everyone should be four to five portions of fresh fruits and vegetables per day, many people simply do not have the time or opportunity to get there," said Zwiefel.*

**5. Make it social:** One of the great things about exercise is that it doesn't need to be done alone. Find a friend with a similar fitness level and goals; having a partner helps you both stay motivated. You can use your exercise time to catch up on each other's lives.



*Boredom is the number one killer of good health and fitness regimens. Exercising with a friend puts the fun back into your workout.*



# What's happening in YOUR office ?

## ... In Forest City



### "Talk Trash Friday"

Everyone pitched-in to dispose of the trash around the office. What an ingenious way to EXERCISE!

## ... At Corporate



### "The Biggest Loser"

Several folks are competing to see who can lose the highest % of body weight within 6 weeks. At the end of week 3, Financial Assistant, Karen Crawford is in the lead!

What is happening within your office? To list happenings in **The Insider** email [dgreer@umhs.net](mailto:dgreer@umhs.net)

## CLIENT SUCCESS

"Universal has always been here for me when I have needed them. I would recommend their services to anyone. Brian Justice, my one-on-one Greg Swofford, and my Q Robert Boykins are God sends. I want to extend a very heartfelt thank you to everyone at Universal for all their help."

~ Brenda Evans,  
Adult Community Support Consumer  
Forest City, North Carolina

Pictured below: Brian Justice, Brenda Evans and Greg Swofford



# U ~ on the Move"

How 'bout those massages?



MANY Universal MH/DD/SAS employees have attained the initial 100 points "U Level". We've jogged, walked the dog, walked during lunch, pushed kids on swings, rode bikes, and even danced to attain all those points. Guess what? We **ARE** taking control of our own health.

A grand total of **96** employees originally committed to participate and over 50 employees are consistently returning PALs!

Who has made it to the "U Level"?

**CONGRATULATIONS to these disciplined employees who have already received T-shirts!**

### Asheville

Emily Frey  
Jodi Hopkins  
Cynthia Lipe  
Sybil Jefferson  
Karan Eifried  
Kristan Wahlert  
TJ Thomasson  
Mary Vermette  
TJ Thomasson  
Chandra Passero  
Jane Pimenta  
Tonya Hughes  
Patra Lowe

### Morganton

Vickie Scruggs  
Tracy Frye  
Bonnie Walker  
Christine Beatty  
Becky Franklin  
Betty Silver  
Dwayne Brown  
Jonathan Broyhill  
Cindy Crump  
Shayla Means  
Leslie Cothren

### Taylorsville

John Alspaugh  
Charles Moore

### ForestCity

Anne Steen  
Marsha Greene  
Teresa Pardue  
Susan Carrier  
Jan Montgomery

### Corporate

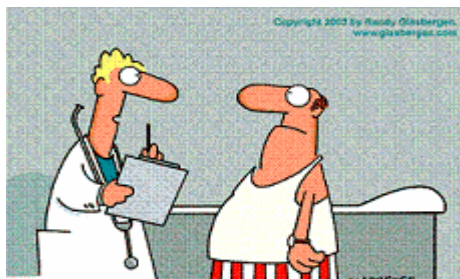
Kathy Walker  
Heather Woods  
Jenn Carroll  
Steve Greer  
Pattie Fries  
Mike Goudelock  
Karen Crawford  
Drema Greer

### Winston Salem

Anita Butler  
Ron Connor  
Dana Parris

### New Bern

Elizabeth Lyttle  
Karen Smoot  
Tanya Roberts



"What fits your busy schedule better, exercising one hour a day or being dead 24 hours a day?"



## CLOSING THE GAP

### WHAT IS THIS SECTION ABOUT?

“In Bob Nelson’s doctoral research on why managers use or don’t use recognition with their employees, he found the top variable distinguishing those managers who use recognition was that they felt it was their responsibility – not corporate’s or human resources’ – to create the motivational environment for *their* people. They truly believed that recognizing their deserving employees played an integral part in how those workers felt about their jobs.” The following is an example of how you can recognize your employees:

**“Those who give and get praise at work have increased productivity.”  
~ from the Gallup Organization**

### SAY IT IN WRITING

- ☉ Make a Thank – you card by hand
- ☉ Post a thank you note on the employee’s office door.
- ☉ Write a “letter of praise” to employees to recognize their specific contributions and accomplishments; send a copy to your boss or higher managers and to the personnel department.
- ☉ Provide managers with specifically printed packets of thank-you cards to hand out to employees who do exceptional work.
- ☉ Ask your boss, a senior manager, or the CEO to send a letter of acknowledgment or thanks to individuals or groups who make significant contributions.

## Don't miss the Annual Christmas Party

Dec 8<sup>th</sup>



@ MEEDO's in Lenoir



Dec 8<sup>th</sup>

### Employee Birthdays

#### Special November Employees

Kay Bailey-Day	11-1
Paige Albright	11-3
Chandra Passero	11-8
Mike Goude-lock	11-8
Melissa Kale	11-9
Hugh Etheredge	11-13
Thomas Snyder	11-18
Brian Justice	11-19
Becky Franklin	11-20

#### Special December Employees

Ron Connor	12-9
Yvonne Cline	12-10
Steve Greer	12-10
Gene Rodgers	12-10
Robert Boykins	12-14
Cynthia Lipe	12-17
Vickie Scruggs	12-17
Kim Williamson	12-18
Elizabeth Lyttle	12-19
Lindsey Hamilton	12-20
Charles Moore	12-27
Rob Baker	12-28
Mary Vermette	12-29
Lois Petersen	12-30
Patra Claytor	12-30
Steve Hardin	12-31
Ingrid Freeman	12-31