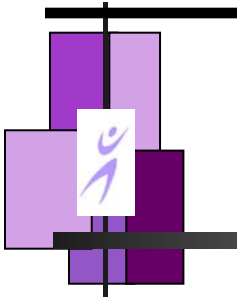


UNIVERSAL

MH/DD/SAS

*"Caring People, Caring for People"*



---

# 2008 Annual Report

January, 2009





MH/DD/SAS

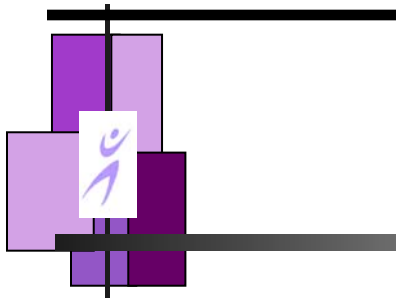
"Caring People, Caring for People"

# 2008 Annual Report

January, 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.



### MESSAGE FROM THE AGENCY DIRECTOR

If one looks at the 2007 Annual Report financials pie charts, one will see that our company is moving to balance our MH services and our DD services. We are attempting to balance our overall delivery systems. Universal has not been immune from state and federal changes that are affecting every industry across our state and nation. Our attempt to balance our service delivery will help us remain solvent during the most recent economic challenges.

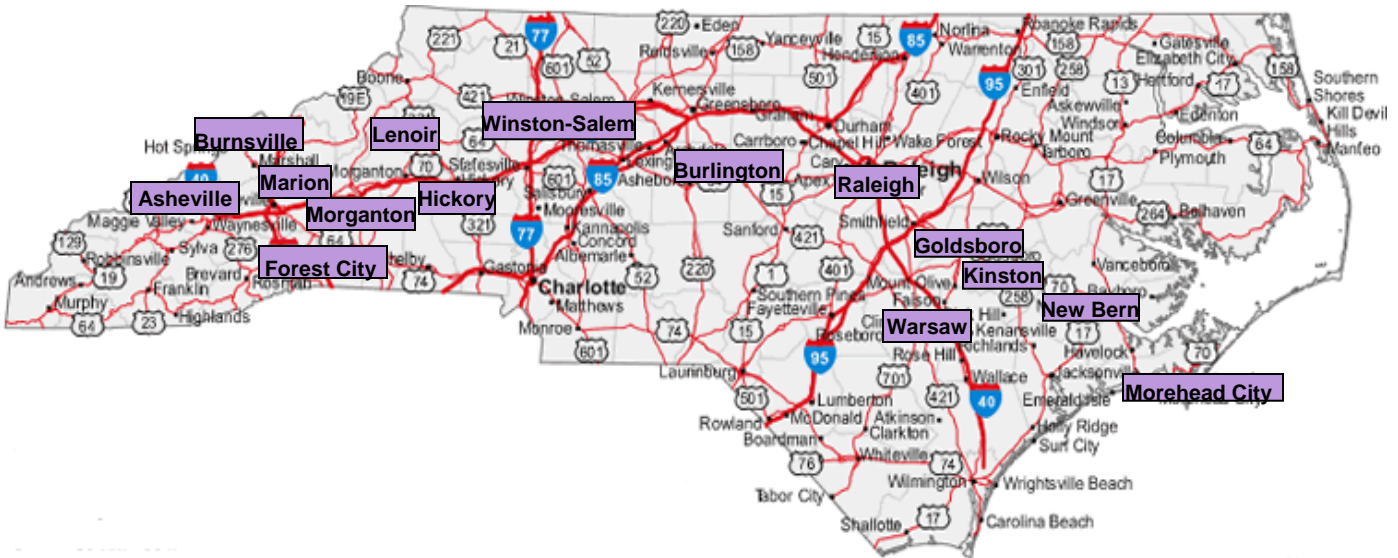
On a more positive note, Universal MH/DD/SAS received a three year national accreditation from CARF International for our Case Management/Services Coordination – Mental Health (Adults) and Case Management/Service Coordination – Mental Health (Children and Adolescents) programs. CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. This accreditation represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. CARF's President/CEO states "This achievement is an indication of your organization's dedication and commitment to improving the established pattern of practice excellence". An organization receiving a three year accreditation puts itself through a rigorous peer review process and must demonstrate to a team of surveyors, during an on-site visit that its programs and services are of the highest quality, measurable, and accountable. This is an amazing accomplishment for a company that is only 5 years old.

<b>Inside This Issue</b>
❖ Message from the Agency Director
❖ Office Locations
❖ Services Provided/Client Focus
❖ Community Service/Satisfaction Surveys
❖ 2008 Performance Goals
❖ Demographics

*-Amy*



## UNIVERSAL IN NORTH CAROLINA



**In 2008**, Universal's 387 staff provided services with 1581 individuals. We experienced much growth in that we have expanded services in 15 different cities across the state. Each office operates with administrative and clinical staff to provide services to individuals in their own communities – right where individuals can achieve their full potential to live, work and grow.

We partner with 10 Local Management Entities (LMEs), North Carolina Division of Facility Services, the North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services, The North Carolina Division of Medical Assistance and the State of North Carolina.

***People supported by Universal MH/DD/SAS are achieving their potential all across the state.***

Refer to page 3 or page 7 for a list of ALL Universal MH/DD/SAS offices. For further information, please refer to [www.umhs.net](http://www.umhs.net) or contact (828) 759-2228.



## SERVICES PROVIDED

### Universal MH/DD/SAS provides the following services:

- ✓ *Alternative Family Living*
- ✓ *Case Management Services*
- ✓ *Developmental Therapy*
- ✓ *Community Support Services*
- ✓ *Medication Administration*
- ✓ *Medication Management*
- ✓ *Outpatient Treatment*
- ✓ *Emergency On-Call*
- ✓ *School Based Services*
- ✓ *Intensive In-Home Services*

### CAP –MR Waiver Services

- ✓ *Day Supports*
- ✓ *Family Training*
- ✓ *In-Home Aide Level I*
- ✓ *Enhanced Personal Care*
- ✓ *Respite Non-Institutional Community Based*
- ✓ *Supported Employment*
- ✓ *Home and Community Support*
- ✓ *Therapeutic Care Consultation*
- ✓ *Residential Support*



### 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.

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."



**COMMUNITY SERVICE**

**BEYOND THE OFFICE**

Morganton - Special Olympics, Quality Council for Mental Health Partners and Smoky Mountain Center, Girl Scout Shoes

Corporate – Relay for Life, Kyrkistan Orphanage donations, NC Provider Council, Sponsored a local needy family @ Christmas

Goldsboro – NC Providers Council Secretary, NC Providers Council Ethics Member and Membership/Marketing Committee, Mt Olive College Tillman School of Business Advisory Board, Eastpointe Quality Improvement Committee, Lenoir County “More at 4” Policy Committee, Crisis Intervention for local law enforcement

Warsaw – NC-TOPPS forms revision panel, Special Needs Kid’s field day

New Bern & Morehead City - Special Olympics, ARC of Craven county, Vanceboro Christian Help Center donations, Coastal Health Resources, Christmas for refugee families

Asheville – Luggage for Foster Kids, Sponsored Summer Program Scholarship

Burnsville - Special Olympics, Torch Run, Christmas Angel gift boxes to military troops

Forest City - Fall Festival for clients, Litter Pick-Up within community

Winston Salem - Toys For Tots

**CLIENT SATISFACTION SURVEY RESULTS:**

Client satisfaction survey results reveal that **97%** of our clients were pleased with the services they received from Universal MH/DD/SAS.



**PERSONNEL SATISFACTION SURVEY RESULTS:**

Personnel satisfaction survey reveal **97%** of staff recommend this agency as a good place to receive services



**STAKEHOLDER SATISFACTION SURVEY RESULTS:**

These surveys were sent to stakeholders such as the LMEs, vendors, schools, DSS, etc.

Overall satisfaction was **100%** in the “Good to Excellent” category.



## PERFORMANCE GOALS ATTAINED in 2008

**GOAL #1:** UMHS expanded the Enhanced Medicaid Services to include Intensive In-Home Services as requested by Western Highlands Network and other LMEs.

**GOAL #2:** Opened an office in Hickory, NC which is located within the Mental Health Partners region.

**GOAL #3:** Opened an office in Marion, NC which is located in the Smoky Mountain Center region.

**GOAL #4:** Met internal review of medical records policy requirements.

**GOAL #5:** Expanded and enhance the Universal MH/DD/SAS web site.

**GOAL #6:** Developed budget processes for company's quarterly review.

**GOAL #7:** Achieved CARF accreditation by 12/01/08.



## LOOKING FORWARD to 2009



**GOAL #1:** Expand Enhanced Medicaid Services to include Community Support Team in Western Highlands Network.

**GOAL #2:** Open additional office in Smithfield and expand current office in Raleigh.

**GOAL #3:** Develop internal review process for personnel training files.

**GOAL #4:** Increase client satisfaction and Universal MH/DD/SAS performance.

**GOAL #5:** Continue expansion and enhancement of Universal MH/DD/SAS web site.

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



## 2008 At A Glance

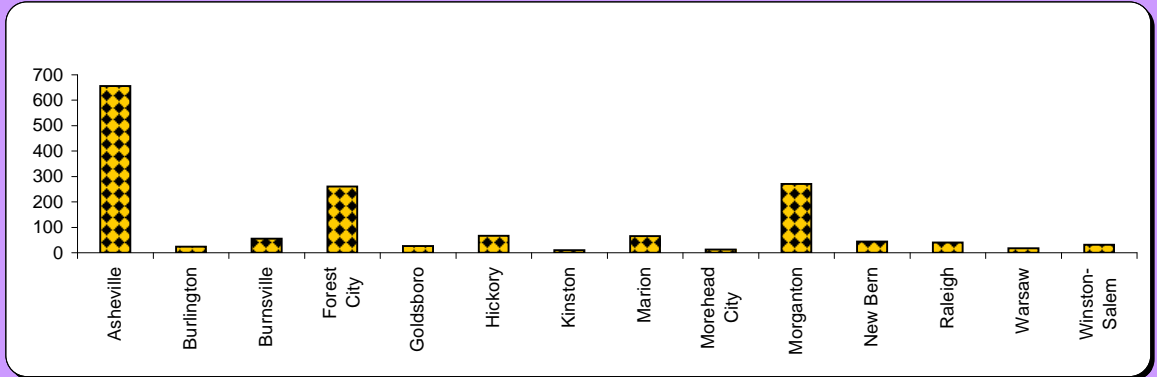
**UNIVERSAL**

MH/DD/SAS

"Caring People, Caring for People"

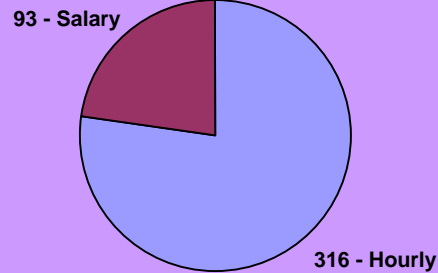
### Number of Clients Per Office

Office	Number of Clients
Asheville	656
Burlington	24
Burnsville	56
Forest City	260
Goldsboro	26
Hickory	67
Kinston	10
Marion	66
Morehead City	13
Morganton	271
New Bern	44
Raleigh	40
Warsaw	17
Winston-Salem	31
<b>TOTAL</b>	<b>1581</b>

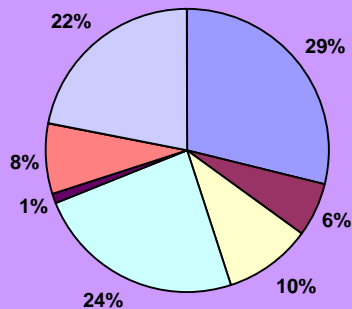


### EMPLOYEES

NUMBER OF EMPLOYEES	
HOURLY	316
SALARY	93
<b>TOTAL</b>	<b>409</b>



### EXPENSES



PROGRAM SERVICES	%
COMMUNITY SUPPORT	29%
MENTAL HEALTH SERVICES	6%
TARGETED CASE MANAGEMENT	10%
DEVELOPMENTALLY DISABLED	24%
SUBSTANCE ABUSE	1%
ASSISTED LIVING	8%
<b>SUPPORTING SERVICES</b>	<b>22%</b>