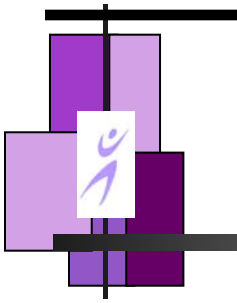


UNIVERSAL

MH/DD/SAS

"Caring People, Caring for People"



2009 Annual Report

January, 2010





MH/DD/SAS

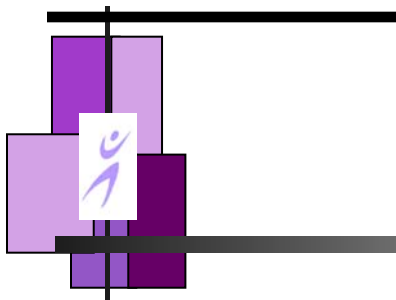
"Caring People, Caring for People"

2009 Annual Report

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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

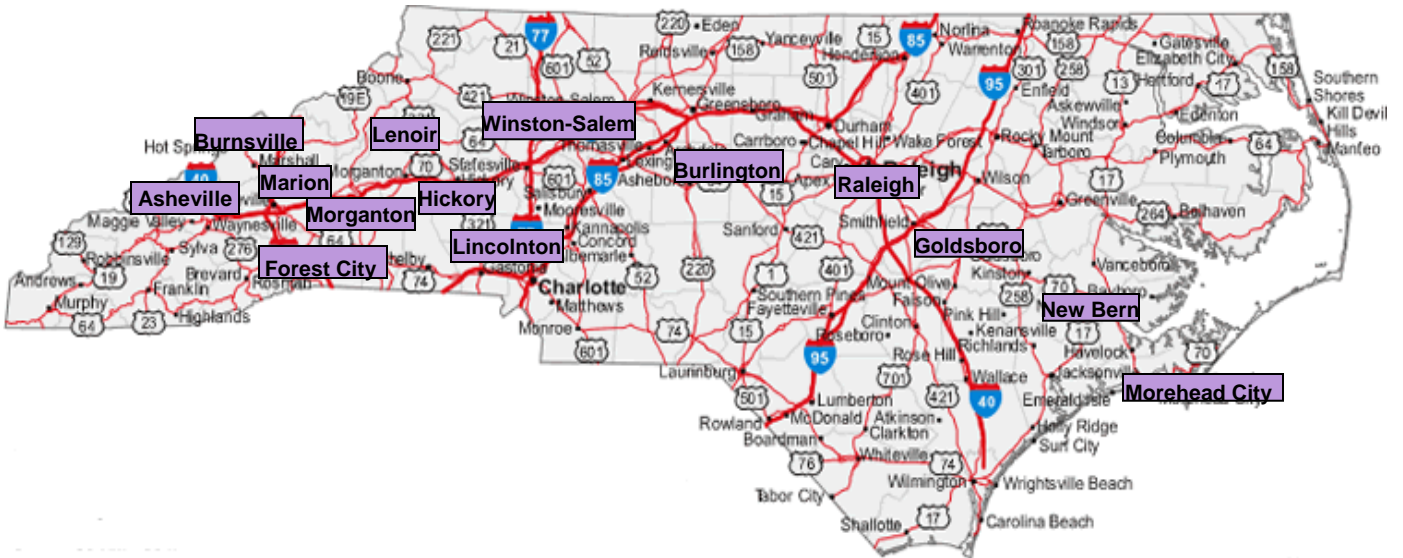
Inside This Issue
❖ Message from the Agency Director
❖ Office Locations
❖ Services Provided/Client Focus
❖ Community Service
❖ 2009/2010 Performance Goals
❖ Demographics

We are pleased to say that 2009 has been a very productive year for Universal. We continue to advocate for quality community services by participating in negotiations for individual rates and meaningful service definitions. Also in utilizing trade associations, we have participated on committees and in meetings to help establish a person centered continuum of services. While enduring what at times seems to be arbitrary funding cuts, we have maintained a stable work environment for employees and meaningful services for the persons we serve. We have consistently monitored and evaluated the current trends of our industry and have managed accordingly. We are looking forward to remaining the leader in providing positive caring services to the community now and into the future.

~Amy



UNIVERSAL IN NORTH CAROLINA



In 2009, Universal's 450 staff provided services with 1302 individuals. We served our clientele from 14 different cities across North Carolina. 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 13 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 6 for a list of ALL Universal MH/DD/SAS offices. For further information, please refer to 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*
- ✓ *Community Support Team*

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!



Courtney's mother Gwen, excitedly shares the following about how Universal has impacted her daughter's life: "Universal has been a great service to my daughters. Courtney has been able to achieve goals that otherwise would have been very hard to reach if we had not had such a caring Case Manager finding all the available resources she needed. Also, our newest adopted daughter has enjoyed her workers and going out in the community. She had evaluations done that our Case Manager set up that made it possible to know all of the needs she has. Our Case Manager is always available to answer any needs or question that we need. Thanks Universal, for being such a great part of our lives and helping our daughters get the greatest possible care."



COMMUNITY SERVICE

BEYOND THE OFFICE

Asheville – Luggage for Foster Kids, Sponsored Summer Program Scholarship

Burlington – TOP Soccer, Christmas for family in need

Corporate – Relay for Life, NC Provider Council President, Sponsored a local family @ Christmas, Backpacks for the Homeless, Special Olympics, Quality Council for Mental Health Partners and Smoky Mountain Center ALFA Hike for Hope Committee

Goldsboro – NC Providers Council Secretary, NC Providers Council Ethics Member and Membership/Marketing Committee, Training for Intervention for local law enforcement

Forest City – Christmas Cheer for Clients and their families

Marion – A Special Day for Special People

Morganton - Special Olympics,, Girl Scout Shoes

New Bern & Morehead City – American Cancer Society, Special Olympics, ARC of Craven County, Bedtime Stories from Iraq, Family Food Drive, Chair of Human Rights Committee for RHA, Community Education

Winston Salem – Muscular Dystrophy Association Lock-Up



PERFORMANCE GOALS ATTAINED in 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.



LOOKING FORWARD to 2010

GOAL #1: To expand our service array to include the new category of provider agency, a Critical Access Behavioral Health Agency (CABHA). The CABHA is designed to ensure that critical services are delivered by a clinically competent organization with appropriate medical oversight and the ability to deliver a continuum of services.

GOAL #2: To open a Psychosocial Rehabilitation and support program (PSR) in Asheville to meet identified needs within the mental health community.

GOAL #3: Continue developing a broad continuum of services based on needs identified by both internal and external empirical data.

GOAL #4: To increase client satisfaction and Universal performance.

GOAL #5: Continue to advocate for a broad continuum of services for all citizens in North Carolina.

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

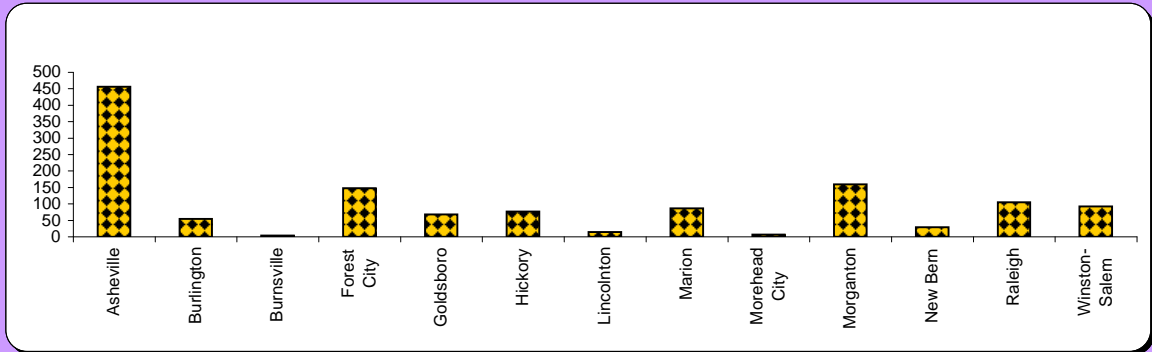




2009 At A Glance

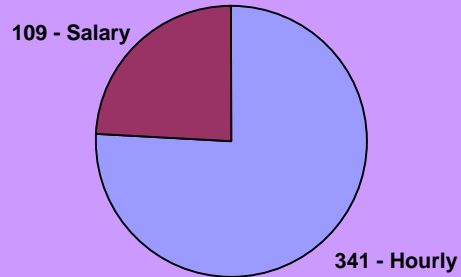
Number of Clients Per Office

Office	Number of Clients
Asheville	456
Burlington	54
Burnsville	4
Forest City	148
Goldsboro	68
Hickory	77
Lincolnton	15
Marion	87
Morehead City	7
Morganton	160
New Bern	29
Raleigh	105
Winston-Salem	92
TOTAL	1302

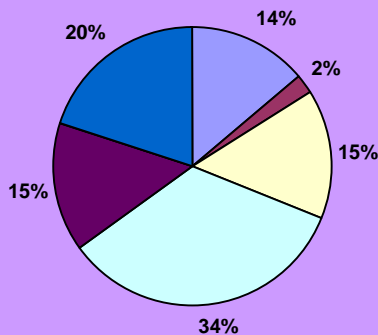


EMPLOYEES

NUMBER OF EMPLOYEES	
HOURLY	341
SALARY	109
TOTAL	450



EXPENSES



PROGRAM SERVICES	%
COMMUNITY SUPPORT	14%
MENTAL HEALTH SERVICES	2%
TARGETED CASE MANAGEMENT	15%
DEVELOPMENTALLY DISABLED	34%
ASSISTED LIVING	15%
SUPPORTING SERVICES	20%

2009 Revenues

