

UNIVERSAL

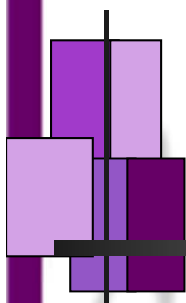
MH/DD/SAS

*"Caring People, Caring for People"*

**2010**

**Annual Report**

January, 2011





MH/DD/SAS

"Caring People, Caring for People"

# 2010 Annual Report

January, 2010

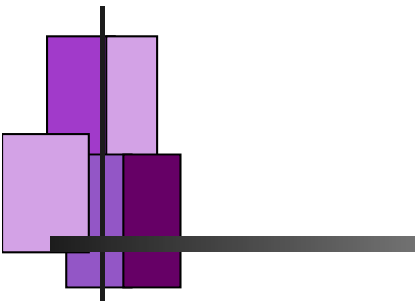
## UNIVERSAL MH/DD/SAS Mission Statement

Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving potential to live, work and grow in the community.

### MESSAGE FROM THE AGENCY DIRECTOR

#### Inside This Issue

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*To say the least, 2010 has been one "roller-coaster" of a year for Universal. How so? Rate changes, service definition changes, monitoring reviews, increased training requirements then decreased training requirements. Basically it has been challenging to meet all the requirements imposed upon us; not only from the Division but also from the different LMEs. I am proud to report, with all the hard work our team put forth, we had very favorable outcomes. Quite frankly, throughout all these changes, the Universal team responded phenomenally!*

*The addition of Early Intervention in our Raleigh location has increased our service capacity. Speaking of increase, 2010 resulted in Universal 's largest number of persons served and the largest number of employees in the history of our company. We believe our increase comes from our continued effort to advocate for quality services. Good things come to those who believe in providing services the "right way."*

*In summary, 2010 resulted in significant accomplishments for Universal. I simply cannot thank each individual enough. We all pulled together, and in every sense of the word ~ worked as a team!*

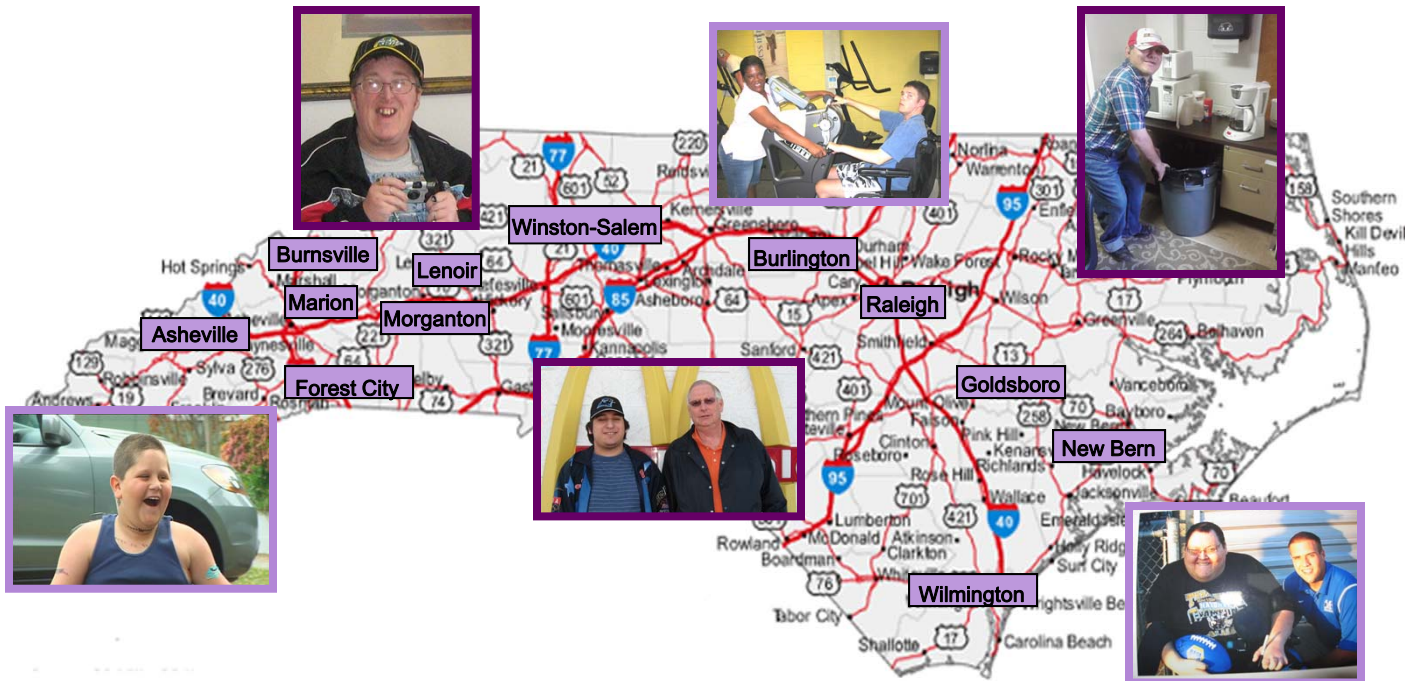
*We look forward to being one of the premier leaders in providing quality services.*

*~Amy England*



## UNIVERSAL IN NORTH CAROLINA

PEOPLE SUPPORTED BY UNIVERSAL ACHIEVE  
THEIR **POTENTIAL** ALL  
ACROSS THE STATE.



**In 2010**, Universal's **771** staff provided services with **2441** individuals. We served our clientele from **12** 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 **17** 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.

Refer to page 6 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*
- ✓ *Community Support Team*
- ✓ *Early Intervention Services*
- ✓ *Emergency On-Call*
- ✓ *Intensive In-Home Services*
- ✓ *Medication Administration*
- ✓ *Medication Management*
- ✓ *Outpatient Treatment*
- ✓ *Psychosocial Rehabilitation*
- ✓ *School Based 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*

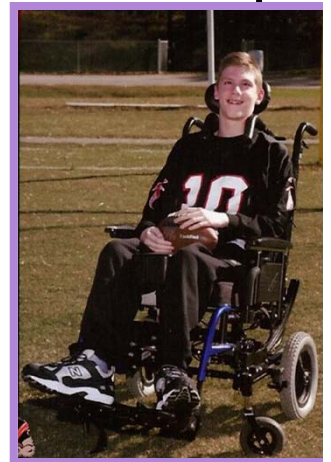
## THE Reason We Do What We Do!

### *Team gives fellow athlete the chance of a lifetime ~ Tracy Farnham*

Mitchell Greathouse is your average sixth-grade athlete at Table Rock Middle School, except for one thing – v he uses a wheelchair. Mitchell is active in sports – walk-and-roll T-ball, wheelchair basketball, bowling and swimming – but being part of his middle school's football team is a dream come true. "He was born with cerebral palsy and has been in that chair all of his life, so it was special for him to be on this team," said his grandmother, Wanda DeHart.

Earlier this school year, one of Table Rock's assistant football coaches approached head coach Jeff Haught about the possibility of Mitchell's becoming involved with the sport. Haught and Mitchell's dad, David Greathouse, already knew each other. Haught said, "I started talking with some folks about the possibility and the team was 100 percent behind it. That says volumes about our kids. We gave him a couple of jerseys and he only missed one game because he was sick." DeHart added, "It was very special for the boys to put him on the team." Mitchell's dad said, "He is revved up about sports and revved up about football." During warm-ups before the Table Rock football games Mitchell is out on the field with his team. "He was so excited that he got to be out with the players, and he got involved," Greathouse said. As the games progressed, the offensive players and coaches came to him on the sidelines for strategy meetings. DeHart said, "The players would all talk to him and they made it very special for him."

Mitchell's dad says, "It is not about competition but involvement. He feels like he is a part of the team." During a recent pep rally, the team honored Greathouse with a football signed by all of his teammates. He received a standing ovation from the school.



## COMMUNITY SERVICE

BEYOND THE OFFICE

**Asheville** – Goodwill, Sponsored Summer Program Scholarship, volunteer with Elementary School Programs

**Burlington** – Salvation Army, Loaves and Fishes, Goodwill

**Burnsville** – Special Olympics, Goodwill

**Corporate** – Kidney Walk, Sponsored family @ Christmas, Coats for the Homeless, Special Olympics, LQIC, Burke Adult Collaborative, Relay for Life, Hospice, ALFA Hike for Hope Committee, Catawba Valley Pride, PFLAG – Lenoir, PTO Board, McDowell Foundation

**Goldsboro** – Salvation Army, Relay for Life, Habitat for Humanity, Operation Santa, Girl Scouts, Women's Shelter, Special Olympics, Holiday food boxes, MS Walk

**Forest City** – Christmas Cheer for Clients and their families

**Marion** – A Special Day for Special People

**Morganton** – Children's Advocacy Center, NAMI, Back Pack for Children, Special Olympics, Through Healing Eyes, Hospice, Breast Cancer Awareness

**New Bern** – American Cancer Society, Special Olympics, ARC of Craven County, Bedtime Stories from Iraq, Family Food Drive

**Raleigh** – NC Library volunteer, Homeless Shelter and Children's Outreach, Pregnancy Support Services, Orphans in Haiti, donations to GFC and EI families, Big Brother and Youth flag football, WCHS Parent Advocate Program

**Wilmington** – Special Olympics, Disabled Fishing Tournament, Soup Kitchen, Salvation Army, First in Families, Muscular Dystrophy Association, Step Up for Soldiers

**Winston Salem** – Muscular Dystrophy Association Lock-Up



## PERFORMANCE GOALS ATTAINED in 2010

**GOAL #1:** Attained CABHA status on June 07, 2010.

**GOAL #2:** Opened Psychosocial Rehabilitation and support program (PSR) to meet identified needs within the mental health community in Asheville on April 30, 2010.

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

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

**GOAL #5:** Advocated for a broad continuum of services for all citizens in North Carolina.



## LOOKING FORWARD to 2011



**GOAL #1:** To obtain renewal of 3 year national CARF accreditation.

**GOAL #2:** To expand child services by opening an Early Intervention program and an After School program for Intellectual Developmental Disabilities population in additional regions.

**GOAL #3:** Continuation of services within the CABHA arena according to collection of data and as needed.

**GOAL #4:** Continue to advocate for a broad continuum of services for all citizens of North Carolina.

**GOAL #5:** Continue to participate and advocate at state levels for the standardization and clarification of training requirements.

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





## 2010 At A Glance

