

UNIVERSAL

M H / D D / S A S

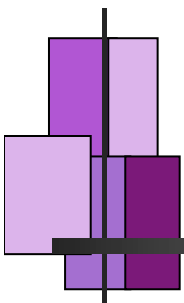
"Caring People, Caring for People"

UNIVERSAL

2013

Annual Report

January, 2014





MH/DD/SAS

"Caring People, Caring for People"

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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

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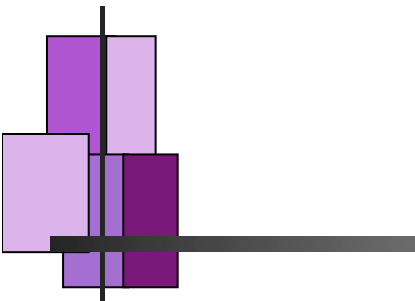
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This year was a year with many challenges yet many successes for Universal. We successfully implemented the On Target electronic software which basically streamlines our billing, human resources and training records. We have also grown services in every region of the state in which we have an office. Our residential services, Early Intervention services, IDD and Mental Health services have all grown significantly.

On the challenging side, this year we have dealt with the reorganization of the regulatory agencies. The Managed Care Organizations are continuing to merge. This in turn causes many issues regarding audits and payment for services rendered. Through our involvement with the Benchmarks association, we are one of the few agencies who have made significant progress in improving the quality of the services we deliver. There are three main reasons for this year's success: 1) Universal delivers quality services to the persons we serve. 2) Universal has a well rounded service array and we manage our agency in a fiscally responsible manner. 3) Universal has the BEST employees in the state on our team.

We are looking forward to another great year of "Caring People, Caring for People."

~**Brook Phillips**



UNIVERSAL IN NORTH CAROLINA

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



In 2013, Universal's 744 staff provided services with 2,373 individuals. We served our clientele from 10 different offices across North Carolina. Inclusive of administrative and clinical staff we were able to provide services to individuals in their own communities – right where individuals can achieve their full potential to live, work and grow.

We partnered with the majority of Local Management Entities (LMEs)/Managed Care Organizations (MCOs), North Carolina Division of Health Service Regulation, 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 or contact (828) 759-2228.



SERVICES PROVIDED

- ✓ *Alternative Family Living*
- ✓ *Assessment and Evaluative Services*
- ✓ *Developmental Therapy / Personal Assistance*
- ✓ *Community Support Team*
- ✓ *Early Intervention Services*
- ✓ *Emergency On-Call*
- ✓ *Intensive In-Home Services*
- ✓ *Medication Administration*
- ✓ *Medication Management*
- ✓ *Outpatient Treatment*
- ✓ *Psychosocial Rehabilitation*
- ✓ *School Based Services*

- ✓ *Community Guide*
- ✓ *Community Networking*
- ✓ *Home and Community Supports*
- ✓ *In-Home Intensive Supports*
- ✓ *In-Home Skill Building*
- ✓ *Personal Care*
- ✓ *Residential Supports*
- ✓ *Respite Non-Institutional Community Based*
- ✓ *Supported Employment*
- ✓ *Specialized Consultative Services*

THE Reason We Do What We Do!

Asheville Times-News, Asheville, NC: Tiger, an 8 month old orange and white cat at the Henderson County Animal Shelter, clings to Walter, his outstretched paws affectionately tapping Walter's face. Tiger is in good hands. He just loves working with the cats, says Teri Bencover. As a dedicated volunteer, Walter, 30, has become a fixture at the shelter. He volunteers two mornings a week, and the animals from the smallest of kittens to the largest of dogs – appear to adore him as much as the staff does.

I just love animals, Walter said. During one recent trip to the shelter, Walter encountered a huge black Doberman that others found an intimidating sight, recalled Ryan Freeman of Universal Mental Health, who accompanies and assists Walter while he volunteers. He was the only one that would walk the dog. It was almost like the dog had seen him before. They were like a pair.

Those who know Walter say such close interaction embodies Walter's character and demeanor. Andy Ungaris, Community Outreach Coordinator for the shelter said Walter has a warm, soothing influence on the animals and staff each time he comes in to volunteer. He is very helpful and kind. I don't think he has a mean bone in his body, and I've never seen him the least bit perturbed or upset. The shelter's Director, Brad Rayfield, said "volunteers like Walter are invaluable, particularly when it comes to socializing the animals, since the staff is often overwhelmed with providing basic care and medical needs."

Walter says "there is no better feeling than volunteering and helping somewhere."



COMMUNITY SERVICE

BEYOND THE OFFICE

Asheville – MANNA food bank, Coaching Youth Basketball, Foster Parenting, Goodwill, Youth Basketball League, PBIS, Asheville Rape Crisis, Walk-a-Mile, **Burlington** – Teens Destined to Succeed, Food Drop-off to Allied Churches, Piedmont Health Services, Young Life 5K Splatter Run, Human Race, Cook-Out for DED of Alamance and Caswell Counties, Kopper Top Life Learning Center, Fun on the Farm, NAMI Walk

Corporate – Sponsored family @ Christmas, Special Olympics, ALFA, Burke Arts Council Member, PFLAG – Lenoir, Room at the Table, Burke County Homelessness Awareness, ALFA Vice President Board of Directors, Hike for Hope, Refocusonlife Team, Big Brothers Big Sisters Bowling, Burke County Public Library Trustee Member appointed by the Burke County Board of Commissioners, NCSA volunteer Photographer, Hospice

Forest City – Christmas Cheer for Clients and their families, local food bank, Coaching Youth Sports, Foster Parenting, Goodwill, Newfoundland Club of America

Morganton – Blood Drives, Rising Hope Farms, Burke Christian Ministry, Through Healing Eyes- breast cancer survivors, ALFA's Hike for Hope, Women's Resource Center, AVID –sexual assault program

New Bern – Special Olympics & Special Needs Athletics Games, Monthly Social Dances and Jamborees, Halloween and Christmas Parties

Raleigh – Special Olympics, Kindred Homes, Flower Shuttle, YMCA, bowling league,

Wilmington – Special Olympics, Disabled Fishing Tournament

Wilson - Special Olympics

Winston Salem – Second Harvest Food Bank of NC, Goodwill, Salvation Army, Josh Howard Foundation, Cell Phones for Soldiers, Autism Society, Kiwanis Pancake Jamboree



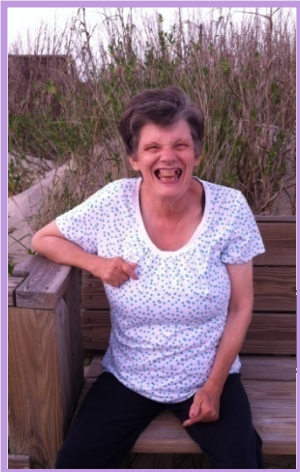
PERFORMANCE GOALS ATTAINED in 2013

GOAL #1: Improved persons served satisfaction in achieving their full potential to live, work and grow in the community.

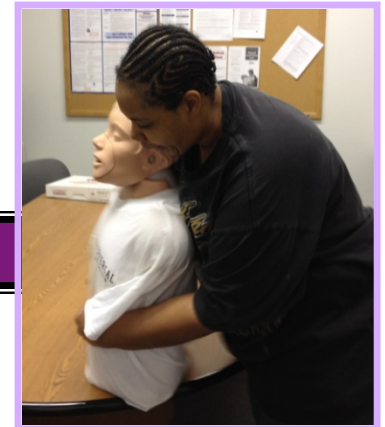
GOAL #2: Completed the implementation of the On Target clinical module.

GOAL #3: Persons served received comprehensive care based on outcomes.

GOAL #4: Worked in close collaboration with MCOs to improve appropriate clinical service delivery and timely payment for services.



LOOKING FORWARD to 2014



GOAL #1: Obtain 3rd 3 year CARF accreditation.

GOAL #2: Maintain a 10% or less denial rate on claims during identified quarter of each fiscal year (per funding source.)

GOAL #3: Ensure that 100% of persons served have a functional back up staffing plan that is consistently implemented.

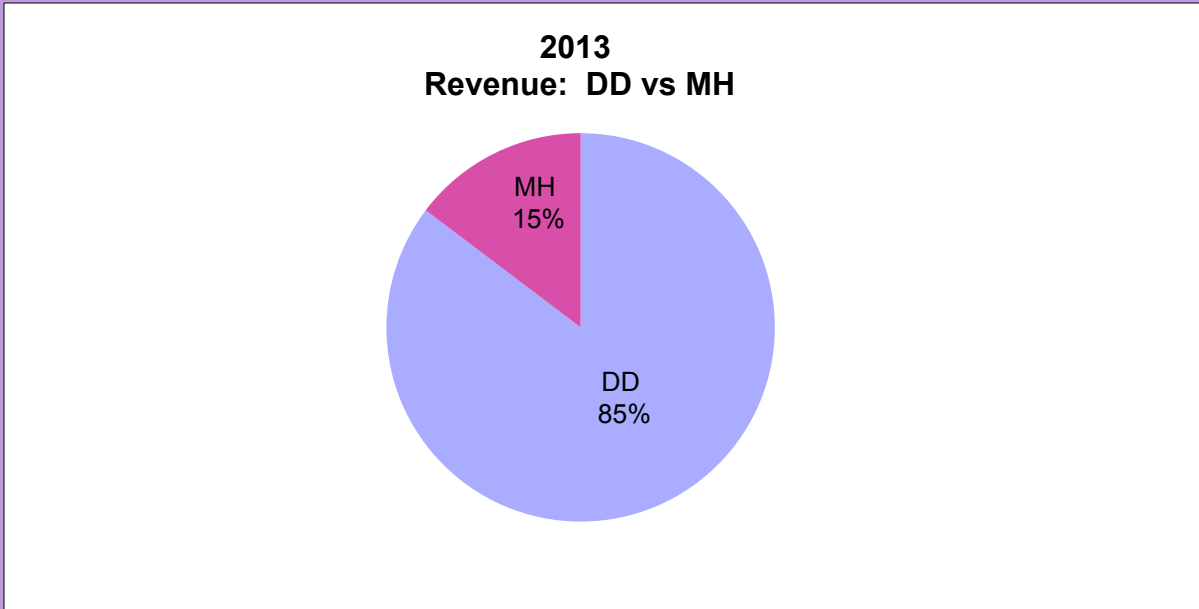
GOAL #4: Achieve a minimum of 90% compliance with all monitoring reviews.

GOAL #5: As a comprehensive service provider, Universal will endeavor to expand services across the state.

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



Revenue: DD vs MH



Revenue: Funding Source

