

UNIVERSAL

MH/DD/SAS

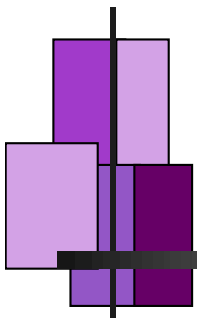
*"Caring People, Caring for People"*

UNIVERSAL

2015

Annual Report

January, 2016





MH/DD/SAS

“Caring People, Caring for People”

# 2015 Annual Report

January, 2016

## 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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*It is with pride and gratitude that I look back at this past year’s accomplishments. I am proud that UMHS has created impactful change in the delivery of Mental Health, Intellectual Disabilities, Supported Employment and Early Intervention services in North Carolina. We have taken a hard look at our service delivery system and made significant changes that benefit our consumers, family members and employees.*

*I am also grateful to all our stakeholders, MCO partners and staff members who make our successes possible. It takes many individuals working together who dedicate time and resources to strengthen UMHS’s capacity to provide support to the individuals who need it most. The accomplishments in this report are a testament to that dedication.*

*UMHS will continue to move forward as a leading provider in the North Carolina service provider system. Our agency looks forward to exploring new avenues of our service provision array and improving the delivery of our current services.*

*Brook Phillips  
Executive Vice President/Agency Director*



## UNIVERSAL IN NORTH CAROLINA

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



**In 2015**, Universal's **847** employees and contractors provided services with **1,460** 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. In addition, Universal is proud to continue active participation within the Benchmarks organization.

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

- ✓ *Alternative Family Living*
- ✓ *Assessment and Evaluative Services*
- ✓ *Day Programs*
- ✓ *Developmental Therapy / Personal Assistance*
- ✓ *Early Intervention Services*
- ✓ *Emergency On-Call*
- ✓ *Medication Administration*
- ✓ *Medication Management*
- ✓ *Outpatient Treatment*
- ✓ *Psychosocial Rehabilitation*
- ✓ *Community Guide*
- ✓ *VR Supported Employment*

- ✓ *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!

Anna is an enthusiastic, outgoing young lady who has made great progress with her independent living skills to the extent that she recently purchased a home. Anna will be living in this home with her grandmother. Anna says, "The house used to be my other grandmother's until she passed away. So the house is full of memories of my grandmother."

Anna has been practicing her "at home skills" and is getting so good at cooking, laundry and organizing her chore board. "We have worked hard to make a chore board with colored markers so I can keep the house clean with my grandmother's help. We agreed that my grandmother will do dishes three times per week and I'll do them twice a week." With a big grin on her face Anna said, "We will share the responsibilities!"

Anna and her staff Kim have gotten very close and work very well together. While getting tickled at herself, Anna said, "Sometimes, I'll be doing laundry the way Kim showed me and I'll send her a picture of it!" Anna knows that being responsible for her own home will be a challenge, but she looks forward to living on her own; saying, "I'm a very quiet person and don't like a lot of people being busy around me. Living with my grandmother will help me relax better in my own home."





## COMMUNITY SERVICE

### BEYOND THE OFFICE

**Asheville** – MANNA food bank, Coaching Youth Basketball, Foster Parenting, Goodwill, Asheville Rape Crisis, Walk-a-Mile

**Burlington** – Teens Destined to Succeed, Food Drop-off to Allied Churches, Piedmont Health Services, Cook-Out for DED of Alamance and Caswell Counties, Fun on the Farm, NAMI Walk

**Corporate** – Sponsored family @ Christmas, Special Olympics, ALFA, PFLAG, Room at the Table, Burke Cares Committee, Backpacks for the Needy, Homeless Awareness, Golf Tourney for Missions, NCTA, Art of Chocolate, Burke Arts Council, Burke Co. Board of Elections Judge, Foster Home for Dogs, Church Nursery, NC Senior Games

**Forest City** – Christmas Cheer for Clients and their families, local food bank, 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

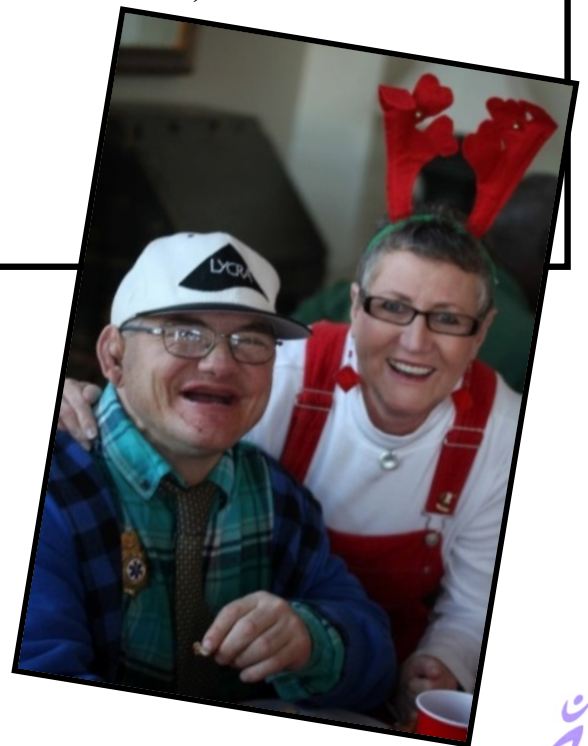
**New Bern** – Special Olympics & Special Needs Athletics Games

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

**Wilmington** – Special Olympics, Disabled Fishing Tournament

**Wilson** - Special Olympics

**Winston Salem** – Volunteer with North Star LGBT Center, 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 2015

**GOAL #1: Implemented Direct Deposit across the state.**

**GOAL #2: Implemented Early Intervention Services into OnTarget.**

**GOAL #3: Identified comprehensive outcomes agency wide.**

**GOAL #4: Obtained licensure, opened and served individuals in a Day Program within the company.**

**GOAL #5: Began Vocational Rehabilitation Supported Employment Services.**



## LOOKING FORWARD TO 2016



**GOAL #1: Obtain training and begin using CMT Network.**

**GOAL #2: Expand Vocational Rehabilitation into Rutherford and Polk Counties.**

**GOAL #3: Implement the new Fair Labor Standards Act regulations.**

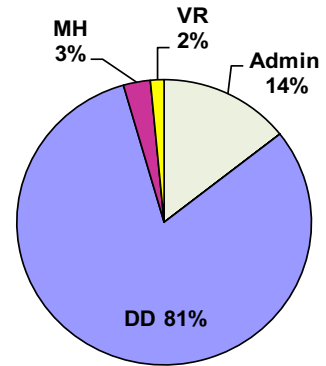
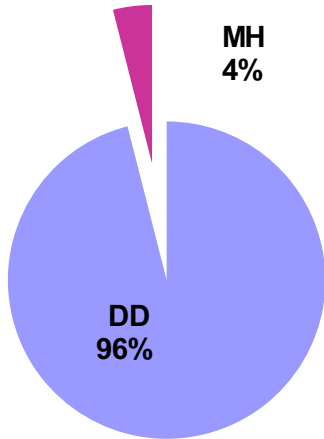
**GOAL #4: Continue monitoring and improving implementation of the Affordable Care Act.**

**GOAL #5: Collaborate within the Managed Care Organizations transitions.**



### Revenue

### Expenses



### Revenue: Funding Source

