



"BUILDING BRIDGES TO THE COMMUNITY"

[www.uniquecaringnetwork.com](http://www.uniquecaringnetwork.com)

# ***2015 ANNUAL REPORT***

**"BUILDING BRIDGES TO THE COMMUNITY"**

## ***Dear Friends and Supporters,***

We are pleased to present our 2015 annual report (January 1, 2015 – December 30, 2015), summarizing the accomplishments of Network (UCN) during our 2015, calendar year as a North Carolina Community provider of Innovations Services for individuals with specialized needs. This year has been a very busy one as we endeavored prepare for National Re-Accreditation. We are proud of our stakeholders who have assisted us in achieving this goal.

This Annual Report highlights many of the accomplishments that The Unique Caring Network, Inc. has been able to achieve since its last CARF survey. We have outlined many of the successes, accomplishments, and obstacles that we have had to face based on recommendations from our last CARF survey. As a result, we have provide in our annual report statistical data describing our Performance Measurements and areas of Performance Improvements. These will become the benchmarks in which we will measure our progress and growth in the future. Although we have made some significant gains since 2015, we realize there is still much work to be done in 2016 and beyond.

Many of the reforms and cuts that continue to challenge mental health agencies have led to the many of the changes in the way that they operate and run business. Equally important, the lack of appropriate community-based services has created a gap in services for individuals with special needs. Not to mention, the continued cuts to based community service.

The challenges that agencies face in today's system is a battle that will require the effort and support of agencies working collaboratively to improve quality care for persons served. This is a battle that Unique Caring Network can't win alone. It is a struggle where being on the side of right may not be enough to balance the scales of justice. It will take more than sheer dedication and legal advocacy skills. But working together, we stand a chance of success in realizing a fair and accountable system of services for people with special needs.

People with disabilities need a clear and independent voice in the public policy arena. Laws must be changed and discrimination must be eliminated. However, our federal dollars, which are restricted, cannot be used to lobby state or federal legislators. Add your voice to ours. Call your legislators, talk to neighbors, and continue to let us know how we can do a better job of providing services to individuals with special needs.

Thank you for supporting the civil rights of people with disabilities and The Unique Caring Network, Inc. in its efforts to provide quality service to individuals with special needs.

Sincerely,

Tyrone Miller  
Executive Director

## **OUR MISSION:**

Our mission is to build effective and lasting bridges to the community by providing opportunities for individuals in need so that their purpose in life may be fulfilled.

## **SERVICE PHILOSOPHY**

Individuals should have meaningful input into the design, planning and services that they receive. Unique Caring Network, Inc. services focuses on creating Individual Support Plans are consumer-driven, outcome oriented, cultural and age appropriate, and are built around the evidence based practice of self determination.

### **Corporate Values and Beliefs**

**Diversity and Pluralism.** The Unique Caring Network, Inc.'s board, staff, providers, consumers and the communities it serve are enriched by inclusion, cooperation, and partnerships across the lines of race, ethnicity, class, nationality, religion, and many other characteristics that often divide people and groups. The Unique Caring Network, Inc. is effective because it strives to ensure that its board, staff, care providers, consultants, and persons served reflect and value varying backgrounds and experiences.

**Commitment to Empowerment.** The Unique Caring Network, Inc. recognizes that the ability and leadership potential of individuals should not be solely related to their level of education, access to resources, or other social advantages. Therefore, the organization's special commitment is to strengthen and support the persons served through habilitation, rehabilitation, and treatment programs, whereby they are empowered with the skills necessary for becoming productive members of society.

**Ethics and Integrity.** As a social change organization, The Unique Caring Network, Inc. must hold itself to the highest possible standards of ethics and integrity. The organization and the individuals who are part of it will behave ethically in all aspects of their work and show integrity in consistently standing by those ethical values.

**Teamwork and Collaboration.** The Unique Caring Network, Inc. works in teams involving both the staff, consumers, and their Family Service Coordinators and encourages collaborative networking within the organization and the community. This approach, which includes cross-sector collaboration, enriches and strengthens The Unique Caring Network, Inc.'s work and models an operating style that is effective for all consumers and the community in general.

**Commitment to Social Justice.** The Unique Caring Network, Inc. believes that all individuals have the right to freedom, a safe environment, the basic necessities of life, and the opportunity to develop to their fullest potential. The life opportunities of individuals should be determined by their capacities and efforts, not by social barriers and conditions beyond their control. The

organization provides the tools necessary so the persons served can face their daily challenges with pride, dignity and independence.

**Quality.** Unique Caring Network, Inc. is committed to excellence in its work. Teamwork and diversity help ensure the effectiveness of its treatment plans, consultation, and other services provided. All its activities are designed to meet the specific needs of individual person served. The Unique Caring Network, Inc.'s reputation for consistent high-quality work is its best selling point.

**Respectfulness** – The Unique Caring Network, Inc. honors the choices of people with disabilities, encouraging each person to take control over his/her own life, and helps to shape these based on what is important to each consumer. We respect the role that families have in helping to shape these choices as well.

**Individualized Support** – The Unique Caring Network, Inc. knows that people's needs vary significantly and can change over time; we seek to understand the individual consumer and co-create the right supports for each person's development.

**Diversity** – The Unique Caring Network, Inc. understands that people with disabilities are part of all races, ethnicities and religions; we seek to assist as many people as our financial resources support.

**Integrity and Accountability** – The Unique Caring Network, Inc. has the highest level of integrity in its administrative, service, and outreach activities; we tie these activities directly to our mission, and we maintain and report our records accurately.

**State of the Art Practices** –The Unique Caring Network, Inc. aims for excellent, high quality, state-of-the-art approaches that people with disabilities and their families can always count on to be there.

**Partnerships** – The Unique Caring Network, Inc. works with a wide variety of partners and advocates for quality service by all partners.

**Advocacy** – The Unique Caring Network, Inc. educates the public and advocates for the long-term best interests of people with disabilities and their families.

**Financial Sustainability** – The Unique Caring Network, Inc. believes its work as an advocate and service provider will be needed for many years into the future. Therefore, we strive to deliver on our mission with thoughtful strategic choices that ensure we have sufficient financial resources.

## Services Provided:

### **Community Networking:**

The Unique Caring Network's Community Networking services provide individualized day activities that support the participant's definition of a meaningful day in an integrated community setting, with persons who are not disabled. This service is provided separate and apart from the participant's private residence, other residential living arrangement, and/or the home of a service provider. These services do not take place in licensed facilities and are intended to offer the participant the opportunity to develop meaningful community relationships with non-disabled individuals. Services are designated to promote maximum participation in community life while developing natural supports within integrated settings. Community Networking services enable the participant to increase or maintain their capacity for independence and develop social roles valued by non-disabled members of the community. As participants gain skills and increase community connections.

### **Day Support**

The Unique Caring Network's Day Support program is primarily a group service that provides assistance to the adult persons served with acquisition, retention, or improvement in self help, socialization and adaptive skills. Day Supports are furnished in a non-residential setting, separate from the home or facility where the participant resides. Day Supports focus on enabling the participant to attain or maintain his or her maximum functional level and it coordinated with any physical, occupational, or speech therapies listed in the Individual Support Plan. Transportation to/from the participant's home, the day supports facility and travel within the community is included.

### **In-Home Intensive Supports**

The Unique Caring Network's In-Home Intensive support is available to support participants in their private home, when the participant needs extensive support and supervision. Habilitation, support and/or supervision are provided to assist with positioning, intensive medical needs, elopement and/or behaviors that would result in injury to self or other people. Staff implements interventions and assistance as defined in the ISP.

### **In-Home Skill Building**

The Unique Caring Network's In-Home Skill Building provides habilitation and skill building to enable the participant to acquire and maintain skills, which support more independence. In-Home Skill Building augments the family and natural supports of the participant and consists of an array of services that are required to maintain and assist the participant to live in community settings.

In-Home Skill Building consists of:

1. Training in interpersonal skills and development and maintenance of personal relationships.

2. Skill building to support the participant in increasing community living skills, such as shopping, recreation, personal banking, grocery shopping and other community activities.
3. Training with therapeutic exercises, supervision of self-administration of medication and other services essential to healthcare at home, including transferring, ambulation and use of special mobility devices.
4. Transportation to support implementation of in-home skill building.

### **Personal Care**

The Unique Caring Network's Personal Care Services includes support, supervision and engaging participation with eating, bathing, dressing, personal hygiene and other activities of daily living. Support and engaging the person served describes the flexibility of activities that may encourage the participant to maintain skills gained during habilitation while also providing supervision for independent activities. This service may include preparation of meals, but does not include the cost of the meals themselves.

### **AFL (Alternative Family Living) or Residential Support**

The Unique Caring Network's Residential Supports consists of an integrated array of individually designed training activities, assistance and supervision including:

1. Habilitation Services aimed at assisting the adult persons served to acquire, improve, and retain skills in self-help, general household management and meal preparation, personal finance management, socialization and other adaptive areas. Training outcomes focus on allowing the participant to improve his/her ability to reside as independently as possible in the community.
2. Assistance in activities of daily living when the persons served to participate in home life or community activities. Transportation to and from the residence and points of travel in the community is included to the degree that they are not reimbursed by another funding source.

### **Respite**

The Unique Caring Network's Respite services provide periodic support and relief to the primary caregiver(s) from the responsibility and stress of caring for the persons served. This service enables the primary caregiver to meet or participate in planned or emergency events, and to have planned time for him/her and/or family members. Respite may include in and out-of-home services, inclusive of overnight, weekend care, emergency care (family emergency based, not to include out of home crisis) or continuous care up to ten consecutive (10) days. The primary caregiver is the person principally responsible for the care and supervision of the person served and must maintain his/her primary residence at the same address as the person served.

## **2015 Report Annual Report Review**

The Unique Caring Network, Inc. strives to develop systems that focuses on quality of service delivery including: performance measures, outcomes, and performance improvement goals that we ensure that we continue to ensure persons served fulfill a meaning role in life. Our performance based service delivery includes reporting tools and protocols for client satisfaction, quality indicators, clinical outcomes, service monitoring and risk management. This approach is critical in our efforts to minimize the risk for provider performance failures. This report outlines the performance measures and outcomes of The Unique Caring Network, Inc. The following domains are the Network of our evaluation: effectiveness, efficiency, access, and satisfaction. Data from these domains are then assessed and aggregated into measurable information.

### **Performance Improvement Outcomes:**

#### **Service Delivery**

In 2015, The Unique Caring Network, Inc. continued to provide model supports for persons served with disabilities and their families, either directly or through partnerships with or referrals to other service providers, such as: J.C.S.U., Project C.A.R.E.S., the food bank, churches, Friendship Trays, etc.

#### **Human Resources**

The Unique Caring Network, Inc. continues to develop a stable, highly qualified and motivated workforce including staff and providers that actively delivers the organization's mission.

#### **Program Development**

The Unique Caring Network, continues to seek input from stakeholder to improve the quality of supports and services delivered to its consumers.

#### **Organization of the Strategic Plan**

The Unique Caring Network continues to share the its strategic plan with persons served, personnel, and other stakeholders in an effort to ensure all stakeholders understands the strategic direction of the agency.

#### **Funding Sources**

The Unique Caring Network continues to explore different fundraising opportunities to generate additional capital besides our current funding sources.

#### **Financial Planning & Management**

The Unique Caring Network continues to ensure its financial solvent by monitoring its expenses and developing a financial plan that address financial obstacles and opportunities that can help The Unique Caring Network continues to grow.

#### **Performance Measures**

The Unique Caring Network continues to develop performance measurements and goals that are efficient, effective, allows service access, and satisfaction measurements.

### **Performance Improvements**

The Unique Caring Network Performance Improvement Plan has been developed to ensure that the agency identifies areas of program growth.

### **Input from Persons Served**

The Unique Caring Network uses input from persons served to help improve the quality of services and support that we provide for individuals with specialized needs.

### **Rights of Persons Served**

The Unique Caring Networks continue to provide ongoing training to staff and providers to ensure that the rights of persons served are protected.

### **Achieve Three Year CARF accreditation.**

The organization has worked diligently with staff, providers, guardians, and other stakeholders to ensure that we meet and are in compliance with all of the CARF standards needed to achieve a 3 year accreditation.

### **Medical Records**

The Unique Caring Network has contracted with Alpha Flex to design our new electronic practice management medical records system.

### **Health & Safety**

The Unique Caring Network worked diligently in 2015 to ensure that we are meeting all health & safety requirements recommended during our last survey CARF survey in 2015.

### **Program/Service Structure**

The Unique Caring Network worked diligently in 2015 to ensure that we are meeting all meeting all of the program requirements recommended during its last CARF survey in 2015.

### **Performance Improvement: Input from the Persons Served and Other Stakeholders Input from persons served, stakeholders and clients were obtained periodically throughout the 2015 year.**

The Unique Caring Network, Inc. received back over 4 surveys back from Employees in 2015

The Unique Caring Network, Inc. received 20 surveys back from Providers in 2015

The Unique Caring Network, Inc. received 10 surveys back from Stakeholders in 2015

The Unique Caring Network, Inc. received over 10 suggestions back from Stakeholders in 2015

The Unique Caring Network, Inc. received 10 surveys back from persons served/guardians in 2015

Overall, the survey data showed that Unique Caring Network was doing a really good job, but needed to continue to find ways to ensure that we are utilizing input from stakeholders in our strategic planning.

**Performance Improvement: Financial (business functions)**

The Unique Caring Network continues to show a profit each year. In 2015, we showed over \$26,000 in profits. In 2016, we project over 50,000 in profits because of the number of recent increase in referrals that we received.

**Performance Improvement: Risk Management**

There were several significant risks identified for the year 2015 that we have addressed.

The financial technician has created a spreadsheet with the information on any authorizations that were denied, decreased, missing documentation and authorizations that were not timely for 2015

The Family Service Coordinator reviews the authorizations spreadsheets generated by the Finance & Billing Technician to ensure authorizations are completed appropriately and requested on a timely manner.

During 2015, approximately 4% of the authorizations were denied or not completed on a timely basis. Approximately 96% of the authorizations were approved. 40 authorizations were submitted. The number of authorizations that are denied due to the lack of measurable goals has been decreased as reflected in our Billing Technician reports.

**Performance Improvement:**

In 2015, although we have made great strides to remove many of the barriers needed to provide quality service deliver we still have work to do in 2016.

**Service Delivery Performance Outcomes:**

In 2015, we are pleased to report that we did not receive any grievances from persons served, staff, or foster parents.

Also, we received several audits from the local Manage Care Organizations responsible for issuing our contracts and are pleased to report that we are above the standards based upon the performance reports that we have received.

**Program Performance Outcomes:**

In 2015, the Unique Caring Foundation set 5 program performance goals. We are pleased to report that we meet 80% of the goals that we set.

**Performance Improvement: Health and Safety**

In 2015, The Unique Caring Network meet 100% of its health & safety performance goals including an:

Analysis of tests of emergency procedures

Analysis of critical incidents

Issues addressed on external safety inspection/recommendations

Analysis of health and safety self inspections

Analysis of vehicle repairs

Analysis of safety audit

**Performance Improvement: Technology**

During 2015, Unique Caring Network implemented several new technological changes. Perhaps that greatest one was the introduction of our new Alpha Flex Medical Records Practice Management System. We are well underway to implementing this new practice medical records systems to help us provide quality service to the consumers that we serve. I going to cut down on expenditures, as well as, manage our entire agency practice. Not to mention, giving us an opportunity to measure our performance outcomes in every area of our business practice.

**Performance Improvement: 2015 Accessibility Plan Status Report**

<b>Compliant Summary</b>	<b>Compliant</b>	<b>Summary</b>
<b>ARCHITECTURE</b>		
A1) Need office desk and furniture because office furniture is very old	Completed	Local organization donated the furniture
A1) Need computers because computer are very old	Completed	We were able to purchase new computers
<b>ENVIRONMENT</b>		
B1) Staff do not feel safe in office after dark	Completed	Staff are allowed to work after dark in the office alone
B2) Ensure client confidentiality due to limited office space, conference room did not work out due to scheduling issues	Completed	Local community based organization will be donating office space to be used for training of providers. Personnel using the office will ensure that only PHI related to the conference is available in the office space.
<b>ATTITUDAL</b>		
C1) The community at large needs to be made more aware of the need for children to be placed in Innovation Services. Unique Caring Network has the responsibility to continuously educate the community about the population served.	Ongoing	We are creating an advertising budget to redesign our company's website and marketing materials
<b>FINANCES</b>		
D1) Additional funding to provide extra curricula activities	Ongoing	Brenda Burris one of our Board member has working diligently with her church Missionary Board to provide additional funding to our Innovation Services program. We

		have also partnered with other community based organizations to provide funding to our Innovation Services program, such as: Project CARES
<b>EMPLOYMENT</b>		
E1) Finding qualified Family Service Coordinators that have experience working in Innovation Services	Ongoing	We have begun posting ads with the Employment Security Commission
<b>COMMUNICATION</b>		
F1) Unable to communication with the Hispanic population that is shown an influx in the area.	Ongoing	We have started to meet with possible contractors that can assist us with this imitative we will work in 2015 to move forward with revamping some of our marketing material. We don't plan on having everything completed until December 2016.
<b>TRANSPORTATION</b>		
Finding transportation to transportation to transport persons served to community outtings	Completed	Project CARES has agreed to provided free transportation for our community outtings
<b>ACCESS TO SERVICES</b>		
H1) Community unaware of organization's mission and programs/services provided	Ongoing	We have contracted with a web design company to begin redesigning our company website
H4) Increase community members' perception of person served receiving Innovation Services	Ongoing	We have begun seeking free community events that we can attend to share information about Innovations Services
<b>PERSONNEL</b>		

I1) Difficulty with communicating with staff members, persons served and families as needed regarding trainings and policies.	Ongoing	Use of mass to inform staff members, persons served and/or guardians of upcoming trainings. All information communicated will not contain confidential information
I2) No signage for no smoking at the main office	Completed	We have ensured that non-smoking signage is visible at the main office