



2020

Annual Report



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Dear Friends,



The team at UCS Healthcare knew that 2020 was going to be a big year. We had finalized and opened our last few medication units with our treatment partners and were excited to move our Des Moines clinic and administration office to a newly remodeled location at 1300 Woodland Avenue in West Des Moines. This move was highly anticipated as we had again outgrown our location on Franklin Avenue after continued expansion of services and new team members. Timelines were in place for a fall 2020 move.

Though the logistics involved in moving an entire clinic in a weekend required high-level coordination and planning in addition to our day-to-day operations, we soon found out that 2020 was here to test our limits beyond just the move. The UCS Healthcare team and the rest of the state experienced COVID-19, protests around the country after continued incidents of racial injustice, a derecho storm that knocked out power in several of our locations around the state, and the heightened emotions of the 2020 campaign and election.

“Our greatest glory is not in never falling, but in rising every time we fall.”

— Confucius

Despite the continued chaos, the UCS Healthcare team continued tirelessly to pursue our mission: to create hope for healing and lifelong well-being.

Through the process of implementing telehealth, creating new COVID-19 protocols, sourcing PPE, training our teams on Zoom and Microsoft Teams, packing up boxes, and directing patients through the confusion, the UCS team pushed on. In one September weekend, we dosed our last patient at 1:55 p.m. on Saturday and we were ready to open our doors at the new location on Monday at 6:00 a.m. Our dedicated team across the state made this possible.

As we look forward to 2021, we reflect on all we learned about our organization, our patients and each other. We know that our mission is more important than ever as we see the surge of substance use disorders and mental health needs continue to rise along with COVID-19 cases and deaths.

It is in our DNA to hold on to hope – for ourselves and our patients. In 2021, we will focus on continued growth of our organization by recruiting, retaining and training the best team in the industry. We will continue to be diligent about COVID-19 protocols to protect our staff and our patients. We look for ways to reach our patients and potential patients where they are by actively pursuing and implementing grants and infrastructure investments like a mobile medical unit. We will continue to support and identify ways to assist the health care needs of marginalized, economically fragile and diverse persons especially BIPOC and LGBTQIA+ communities. We will continue to provide a safe, respectful and accessible environment wherever you see UCS Healthcare.

This annual report, being published externally for the first time, is a snapshot of how UCS Healthcare delivered on its mission in 2020. In all we do, we seek to live our values and help our patients discover lifelong wellbeing. Thank you for your role in our continued growth and success!

Jen Pearson

Chief Executive Officer

The Place for Comprehensive Health Care Services

UCS Healthcare offers one of the broadest arrays of mental health, substance use disorder and medical health care services in central Iowa with locations in West Des Moines, Ankeny and Knoxville — as well as medication units across the state. UCS Healthcare believes each patient's treatment should be both integrated and individualized.

Our Vision

Become the leading provider of integrated health care services for our diverse community in a safe, respectful and accessible environment.

Our Mission

Create hope for healing and lifelong well-being.

UCS Healthcare is a 501(c)3 non-profit organization incorporated in 1997. UCS is managed by a volunteer Board of Directors and the day-to-day operations are managed by the Chief Executive Officer. Our staff is comprised of certified counselors, licensed mental health therapists, physicians, nurses, nurse practitioners, pharmacists, psychiatrists, administrative and operations leaders, patient services specialists, case managers, and billing specialists.

Our Values



People

Every life is important and valuable.



Diversity

We welcome all individuals.



Health

We support health of the whole person, both physical and behavioral.



Respect

Our caring team members give every patient respect without judgment.



Trust

We earn the trust of our patients, which leads to better health outcomes.



Privacy

We respect your right to personal privacy and patient data is kept confidential.

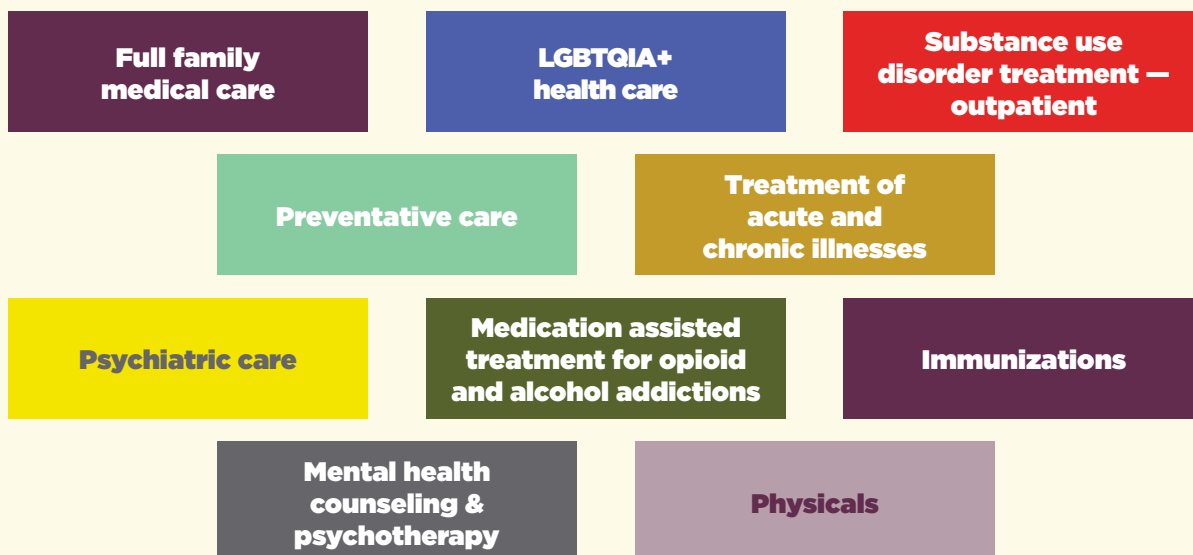


Commitment

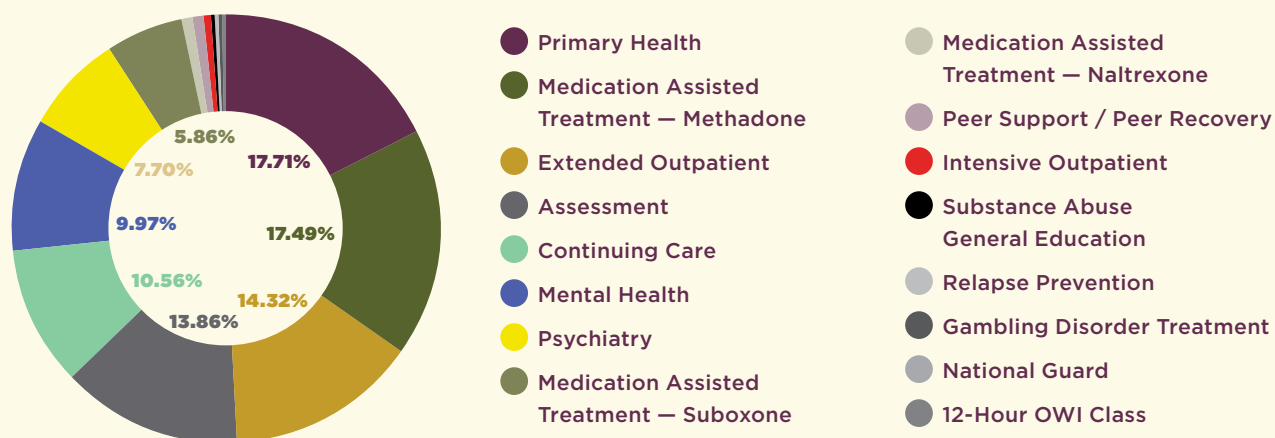
We become a supportive partner for your lifelong health journey.

The Place for Comprehensive Health Care Services

Our CARF-accredited services include:



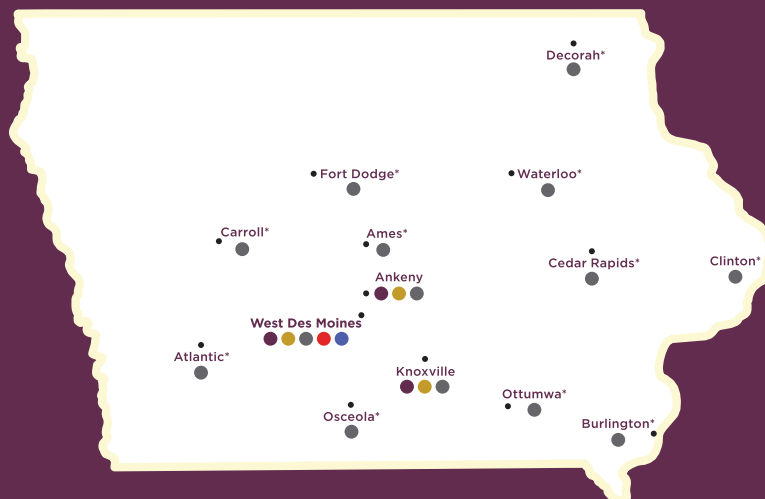
Client counts by program:





4,135
unique individuals
served

Many patients receive more than one service.



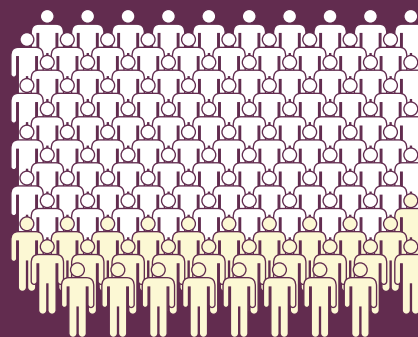
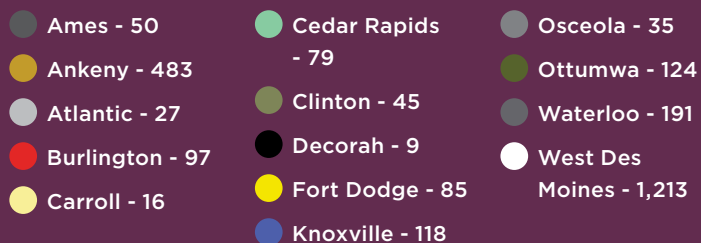
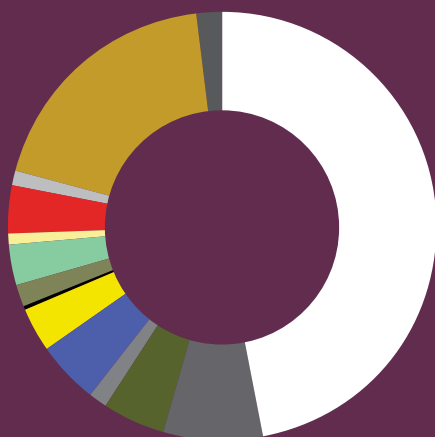
14 locations



* Substance use disorder treatment services provided by certified treatment provider partners in these locations.

As of January 2021

MAT Patients by location:



118 employees
with 89 full-time,
29 part-time/PRN

Growth Fuels Move to Larger Offices

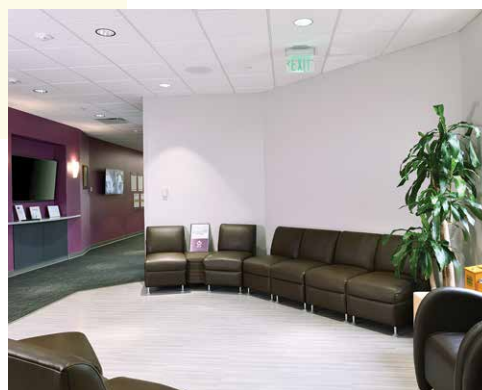


Over the past several years, we've seen significant increases in patients served and have rapidly expanded our services. It soon became apparent that a larger location in Des Moines would be instrumental to continue to fulfill the needs of our patients.

After looking at multiple options, the team found the right spot in West Des Moines, purchasing the building in 2019 and completely remodeling the building to fit our needs. In September 2020, our address changed from 4908 Franklin Avenue in Des Moines to our beautiful new space at **1300 Woodland Avenue in West Des Moines.**

The move provided a wide assortment of new benefits for our staff and patients, including:

- **More office, therapy and exam spaces**
- **Expanded service offerings**
- **Twice as many parking spots**
- **Access to bus stops**
- **More restrooms**
- **Additional group rooms**
- **Faster speed fiber internet for telehealth services**
- **IT upgrades including new laptops, iPads, webcams, headsets**
- **Enhanced security systems**



**The new North lobby at the UCS
West Des Moines location.**



Built the Revenue Services Team



When the Integrated Behavioral Health Network (IBHN) — a collaboration designed to offer administrative services to member organizations and Iowa behavioral health agencies — pared down its offerings in the fall of 2019, UCS saw an opportunity to fill the void.

In November 2019, UCS assimilated the IBHN billing and revenue team and built its Revenue Services Team to take on billing and credentialing services for partner agencies, as well as manage the billing for UCS. Seven new positions were created, and the now 14-person staff started working toward its collective goals.



Throughout 2020, best practice policies were developed for payment posting, charge capture, denials, and other areas of the revenue cycle. Numerous efficiencies were implemented for billing, receiving, auditing, and claims processes to reduce waste, increase revenue, and speed up the process.

Moving forward, the Revenue Services Team will continue to provide the outsourced services to IBHN members and further enhance their offerings.

Implemented PatientPing

By implementing the PatientPing software this year, we are now able to receive a confidential notification if one of our patients is admitted to the hospital or visits an emergency room. This allows us the opportunity to provide quick follow up care and support.

We, like most of the hospitals and health care networks across the nation, use tools such as PatientPing to create synergies and connections that allow providers to engage in better coordination of care on behalf of the patients that we serve.



Adapted to COVID-19 and the Derecho



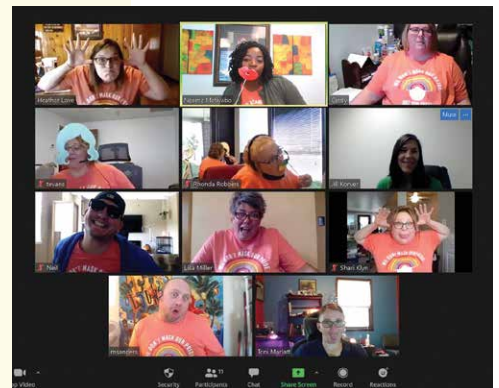
We worked diligently this year to continue our high level of service to accommodate patients during the COVID-19 pandemic and the August 10 derecho.

When COVID-19 hit, the entire UCS team coordinated with patients, staff, industry associations, and the Iowa Department of Public Health to deliver patient treatment without interruption.

We quickly transitioned to a virtual model as much as possible. Individual and group therapy and assessments were moved online, many medical appointments were conducted via telehealth, and staff interactions were happening on Zoom and Microsoft Teams. We also worked with the state to arrange for take home MAT doses for eligible patients. For our in-person services, PPE was sourced and became required to wear with even more rigorous and frequent cleaning procedures being put in place to keep staff and patients safe.

Then, when the derecho hit on August 10 several of our locations were impacted. Our Des Moines office on Franklin Avenue (prior to our move), lost power for four days. Patients were diverted to Ankeny, Knoxville or other MAT locations whenever possible, but we dosed in the dark at the Des Moines location when absolutely necessary. A team sat outside the building to notify patients and, in some cases, utilized Lyft or Uber to transport patients to our Ankeny office if needed.

Our communication and interactions may have looked a little different in 2020, but the team stayed committed to keeping patients healthy and safe by adapting.



**“Start where you are.
Use what you have.
Do you what you can!”**

- Arthur Ashe

Expanded Medication Assisted Treatment Units



UCS Healthcare is one of the largest Medication Assisted Treatment (MAT) providers in the state of Iowa. Over the last 20 years, we have successfully helped thousands of patients recover from addictions, including opioids or alcohol, through individualized treatment programs offering a combination of medication and counseling. Through our own experience and independent studies, this combination creates a greater opportunity for our patients to succeed with their long-term recovery.

As substance use disorders increase and the opioid epidemic continues to claim the lives of Iowans, UCS saw a need to further expand this important treatment program. One key barrier for patients was the distance to travel to receive MAT. In some cases, patients were driving more than one hour each way to access services. In 2020, we completed our initial medication unit expansion initiative by adding three new locations in Ames, Clinton and Cedar Rapids. UCS now has 11 medication units across Iowa in partnership with other certified treatment providers.



“ UCS Healthcare has become one of the premier service delivery providers for individuals recovering from an opioid use disorder and in need of Medication Assisted Treatment.”

— Kevin Gabbert, Opioid Initiatives Director
at Iowa Department of Public Health

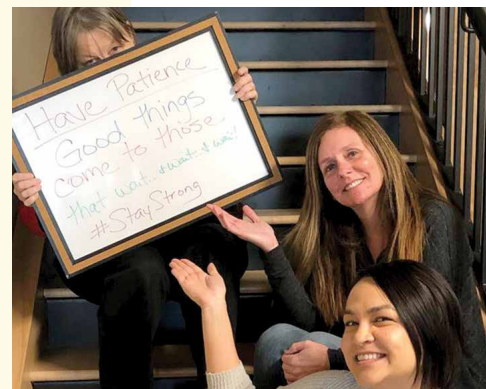


Investments in the UCS Team

In addition to being experts in our health care fields, we share a commitment to respect patients as individuals — without judgment — and to offer a full spectrum of behavioral and physical health services.

We continually strive to retain and attract team members who are passionate about our mission and excel at their skill. We currently employ more than 115 professionals across the state of Iowa.

In 2020, we reinforced our team to improve efficiencies and service offerings by creating new roles in nursing, psychology, LGBTQIA+ focused services, medical CBD, grant administration, peer recovery coaches, billing and medication unit facilitation. UCS also hosted more than 15 students pursuing degrees in psychology, nursing, social work, and family practice from Iowa State University, University of Iowa, University of Northern Iowa, Allen College, Drake University, Mercy College, and Frontier College. These student experiences ranged from job shadowing to internships and rotations. We began 2021 with five students already engaged in experiences with UCS.



Investments in the UCS Team

We pride ourselves on providing one of the most robust benefits packages in our industry. In 2020, our employees received:

- **Health paid at 95% for single coverage**
- **Dental**
- **Vision**
- **Flex**
- **Life insurance (\$15,000) free of charge**
- **Voluntary life (optional)**
- **403B with match after first year up to 4%**
- **Paid Time Off — 240 hours, which includes six paid federal holidays**
- **8 hours of volunteer time off (VTO)**
- **Lactation room (West Des Moines)**
- **Free flu vaccines**
- **Tuition reimbursement**
- **Casual dress**
- **On site breakroom (West Des Moines, Ankeny, Knoxville)**
- **Free parking**
- **Wellness facility pass (West Des Moines)**
- **Optional coverages with Aflac (Short Term Disability, Lump Sum Critical Illness, Cancer Protection Assurance, Accident Advantage)**
- **The Green Room — our plant-filled space for relaxation and recharging (West Des Moines)**
- **Competitive wages**



“ I used the volunteer time off program because I enjoy working with the underserved and contributing to an increase in access to care. I believe that showing individuals that who in the past have experienced so many barriers in the health care system whether it be financial, lack of understanding, a stigma they feel that was placed on them, or the overwhelming feeling of navigating it on their own, that help and care is available to them!”

– Danielle Penton, RN, The first employee to use Volunteer Time Off (VTO) to volunteer at a free clinic.

The Green Room at the new UCS Healthcare in West Des Moines can be reserved by employees to relax, create or work in this peaceful and energizing setting.



Congratulations to our 2020 Living Our Values Award Recipients:



Missy Howard • *Clinical Director*
1st Quarter



Nancy Quigley • *UA Tech*
2nd Quarter



Kelly Goshon • *Nursing Supervisor*
3rd Quarter



Emily Miller • *EHR Coordinator*
4th Quarter

Each quarter, we ask UCS Healthcare employees to nominate a colleague who they believe best exemplifies our core values. The winners received a \$50 gift card to the UCS Healthcare company store, a plaque for their office plus one to be added to the display in the West Des Moines office.



Building exterior — south lobby entrance to the new UCS Healthcare location at 1300 Woodland Avenue in West Des Moines.





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