

FROM THE CEO



Dear Friends,

Thank you for taking time to review our 2021 annual report. The process of compiling information to recap 12 months of UCS Healthcare is daunting but also incredibly satisfying. We can recognize all that we've accomplished, either planned or in reaction to a situation we didn't anticipate. It's safe to say the past year brought a mix of both.

Our team continued to respond to COVID-19 with compassion and consistency. Throughout the year, we developed safety protocols to keep our team and our patients as safe as possible. The task of making decisions about masking, vaccine mandates, testing, and patient care felt like a roller coaster ride. We'd update our policies and announce them, just in time for the state or federal government to make changes that upended what we had just announced. Despite these twists and turns, **the team at UCS continues to stay focused on our mission: to create hope for healing and lifelong wellbeing.**

"The Great Resignation" impacts all industries and health care is no exception. UCS Healthcare continues to offer an incredible benefits package and competitive wages. **We were recently designated as a "Best Place For Working Parents"**. But as the impact of COVID-19 rips through our society, rising mental health care needs, childcare challenges, long-term health concerns, and overall fatigue are issues that are causing people to reconsider their careers. In 2021, we created programs to retain, recruit and encourage referrals of people who believe in our mission and want to work in an inclusive and supportive environment. **We also invested in programs to support our employees' brain health and wellness.** Our philosophy of training and educating employees

to prepare for their next career move at UCS Healthcare has created pathways

to promotions. We will continue to be diligent and resourceful in building our team to care for our patients and the community.

UCS must be a welcoming environment for employees and patients. Our internal survey and leadership from our Cultural Empowerment Committee indicated that while we have made significant progress in the past decade relating to our LGBTQIA+ representation and support, we have work to do in other areas. We implemented regular education and outreach, and for the first time, **we added a role focused on diversity, equity, and inclusion.** In 2022, this progress will continue with meaningful and actionable education and integration.

The work we do at UCS is critical to the wellbeing of thousands of lowans. It would not be possible without our partners and patients. We appreciate your support and invite you to learn more as you review our 2021 annual report.

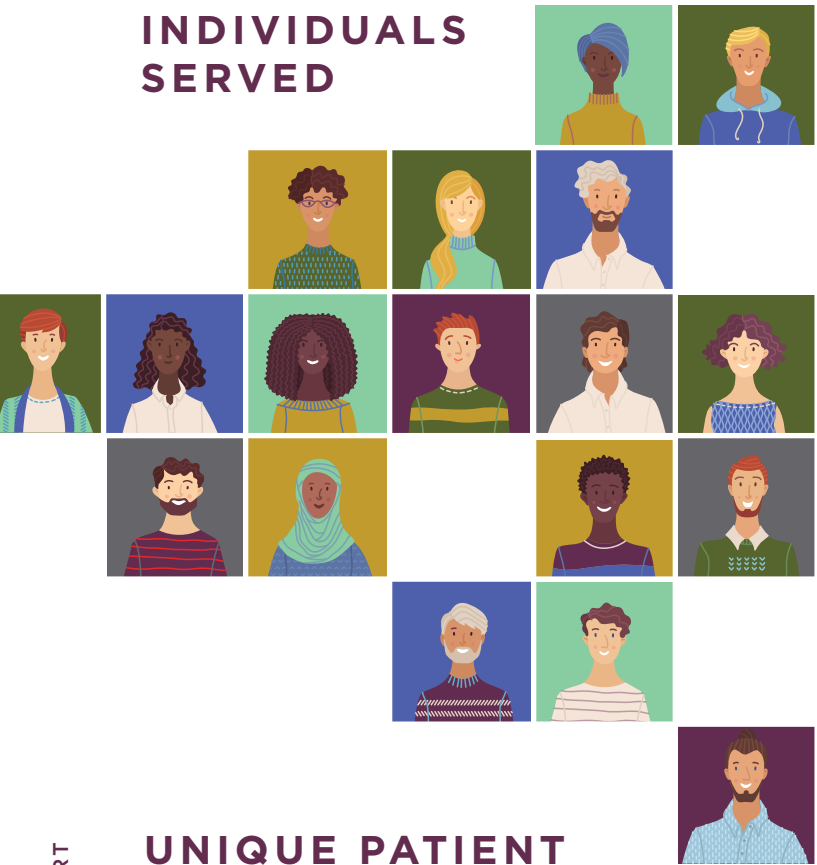
A handwritten signature in black ink that reads "Jen Pearson". The signature is fluid and cursive, written over a white background.

Jen Pearson
Chief Executive Officer
She/Her/Hers

WHO WE ARE AND WHO WE SERVE

4,906

UNIQUE
INDIVIDUALS
SERVED



UNIQUE PATIENT
PARTICIPATION BY
PROGRAM

Many patients receive more than one service at UCS Healthcare.

PROGRAM	NUMBER OF PATIENTS
Recovery Peer Coaching	3
Guest Dosing	4
Gambling	12
Relapse Prevention	14
Intensive Outpatient	16
National Guard	37
Substance Abuse Group Education	50
Medication Assisted Treatment - Naltrexone	78
Medication Assisted Treatment - Suboxone	487
Psychiatry	615
Continuing Care	837
Mental Health	873
Extended Outpatient	1,260
Medication Assisted Treatment - Methadone	1,321
Assessment	1,374
Primary Health	1,934

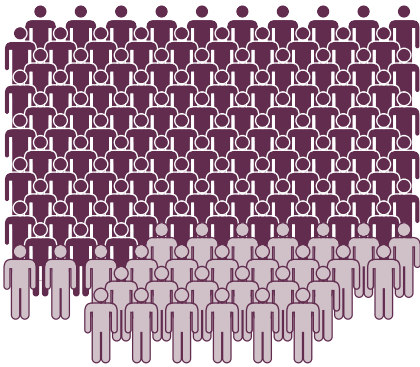
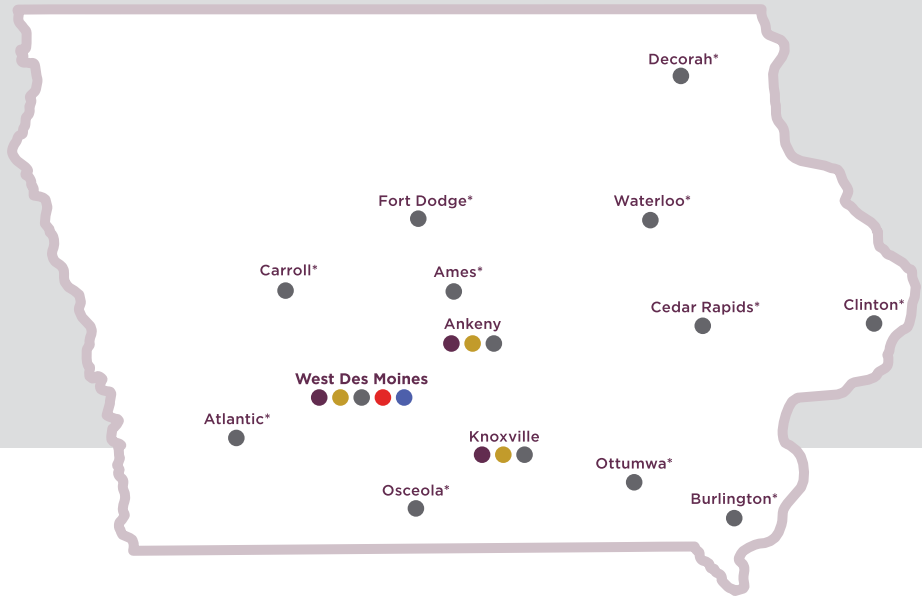
14

LOCATIONS

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

As of January 2022

- Substance Use Disorder Treatment
- Mental Health Treatment
- Medication Assisted Treatment
- Medical Treatment
- Psychiatric Care



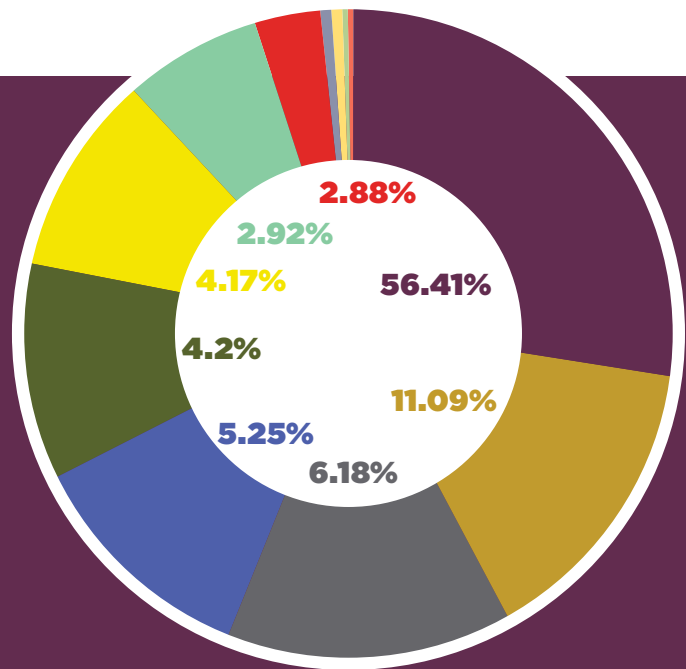
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EMPLOYEES

WITH
103 FULL-TIME
29 PART-TIME/PRN

MAT PATIENTS BY LOCATION:

- Des Moines
- Ankeny
- Waterloo
- Knoxville
- Ottumwa
- Burlington
- Fort Dodge
- Cedar Rapids
- Ames
- Carroll
- Clinton
- Osceola
- Atlantic
- Decorah



SERVING DURING A PANDEMIC

UCS Healthcare employees persevered in providing compassionate health care despite the ever-fluctuating circumstances surrounding the COVID-19 pandemic. Patients diagnosed or exposed to COVID-19 were seen via telehealth if possible and those receiving medication assisted treatment were provided their doses in their cars. A separate waiting area was established for those who had COVID-19 or flu-like symptoms which required frequent disinfecting with specialized equipment by our facilities team. We were unable to provide COVID-19 testing or vaccines, but we continually looked for resources to direct patients to access that care.

One unique service we provided was bringing two VaxiTaxi clinics to our West Des Moines location. VaxiTaxi is a mobile pharmacist team that delivers immunizations and vaccines to homes and businesses. Our team saw this as a way to reduce barriers to our patients who wanted to receive the COVID-19 vaccines but had issues with scheduling or transportation. Through our partnership, approximately 10 patients and a few employees received their first or second COVID-19 vaccine dose. Others had conversations with VaxiTaxi's specialty pharmacists to answer questions and concerns about the COVID-19 vaccine. These are just a few of the ways we continued to provide care despite the pandemic's lingering threats.



PEER RECOVERY

UCS continues to expand its Peer Recovery program. Peer Recovery Coaches are individuals who have been successful in their recovery and want to use that experience to help others. At UCS Healthcare, our Peer Recovery Coach is certified to help patients recovering from substance use, mental health and co-occurring disorders. A Peer Recovery Coach can work with patients to help them be successful in their recovery, and to set goals for the future. They can do this by making a recovery plan, assisting with resume building and career searches, attending recovery-related meeting, support groups, and sober living activities; and in connecting the patient to community resources. At UCS Healthcare, our Peer Recovery Coach can work with any of our patients, or people who are still ambivalent about treatment. A Peer Recovery Coach can be a gateway to treatment and support for individuals who have successfully completed treatment.

COVID-19 THERAPY SERVICES

In August of 2019, the Iowa Department of Public Health awarded UCS Healthcare an Iowa COVID-19 Emergency grant. This grant is specifically designed for people who don't have insurance or are under-insured to give them access to mental health and substance use treatment, and to reduce barriers for individuals working in the health care field. This grant will cover copays, coinsurance and deductibles for Iowans who have been impacted by COVID-19. The funds were originally supposed to expire in 2020, but in August of 2020, UCS still had a significant remaining amount of funds and was awarded an extension grant allowing us to offer grant funding through August 2022. To date, there have been 85 UCS Healthcare patients who have received close to \$80,000 in assistance from this grant. In 2022, the Grant Team will continue to direct outreach efforts to health care workers who will benefit from these funds.

ON THE ROAD WITH UCS HEALTHCARE

Over the years, we have discussed the idea of a mobile unit we could take to community events to provide assessments and information to people who may have transportation as a barrier to treatment. This year, we were able to make our dreams come true with the purchase of a 33' Winnebago custom recreational vehicle that provides accessibility in style. We worked with a local signage firm to add our UCS brand to her plain panels and now we are ready to roll her out for 2022 in-person events. We plan to utilize our mobile office for community events, training, outreach, and more.



INVESTING IN PEOPLE



In the midst of the pandemic and a shortage of available workers, UCS Healthcare continually refined its benefits offering to provide the options today's professionals are seeking. In addition to generous medical, dental, vision and life insurance plans and paid time off, we brought awareness to how our standard business operations might be seen as benefits. For example, UCS Healthcare all locations are closed on Sundays and on eight paid holidays. Our medical clinic hours are 8:30 a.m. – 5:00 p.m. Monday through Friday. Our behavioral health services conclude in the early evening at all offices, which provides patient services and counseling team members the opportunity for flexible schedules. We have free parking and casual business attire at all locations. Our West Des Moines location offers gender-neutral restrooms and a lactation room. In a series of videos on social media, we began sharing our culture of promoting from within, providing career mobility through lateral and upward movement.

Our **Wellness Team** is actively communicating and implementing programming throughout the year with a Yammer channel, wellness challenges, and webinars on a variety of health topics including all eight components of total health: emotional, physical, occupational, spiritual, intellectual, social, financial, and environmental.

Our **Fun Committee** members play an active role in promoting fun in our culture. Each month, all employees are invited to take a break for a Zoom-based friendly competition. Game shows, trivia contests, costume parades, you name it – this creative group encourages community, healthy breaks, and getting to know team members across our network.

2021 BEST PLACE FOR WORKING PARENTS

We are proud to share that our inclusive and welcoming nonprofit organization has been awarded the designation of Best Place for Working Parents! This acknowledges our commitment to supporting working parents through family-friendly policies and practices. No matter your definition of family, UCS Healthcare works to support our team members with competitive benefits and ongoing analysis of how we can improve.



DIVERSITY, EQUITY AND INCLUSION

David Depew was named Diversity, Equity & Inclusion Specialist for UCS Healthcare in 2021. In this role, David will be responsible for identifying opportunities for communication, engagement, and training internally and externally as we work to strengthen our Diversity, Equity, and Inclusion systems, representation, and outreach. David is a long-term UCS Healthcare employee and a licensed Mental Health Therapist and Certified Alcohol and Drug Counselor. He is developing plans for improving our DEI strategies and actions for implementation.



DO YOU KNOW SOMEONE WHO IS LOOKING FOR A CAREER CHANGE?

Encourage them to visit our website to find out more about available positions at UCS. Our team enjoys the following benefits:



- Medical clinic staff do not work weekends or nights.
- All staff members enjoy eight paid holidays, our offices are closed on Sundays, and many positions provide for flexible schedules.
- Health Insurance PPO or HMO premium for employee paid at 95% (a \$6,674.46/year value)
- Family health insurance plan available
- Employee dental insurance paid at 95% (a value of \$574.08/year)
- Family dental insurance plan available
- Employee and family vision insurance plan available
- \$15,000 employee life insurance coverage
- Employee and family supplemental life and AD&D plan available
- 403(b) plan with matching employer contribution up to 4% after 1 year
- Flexible spending account(s)
- Paid time off (PTO) bank (accrue up to 240 hours first year)
- Volunteer time off (VTO) up to 8 hours per calendar year
- Employee assistance program (EAP)
- Casual business attire
- Tuition reimbursement
- Free parking on-site
- Expenses for ongoing training and conferences
- Payment of licensing fees and continuing education credit fees
- Malpractice insurance (for medical providers)
- On-site lunchroom (Ankeny, Des Moines, Knoxville)
- Lactation room (West Des Moines)
- Gender-neutral restrooms (West Des Moines)

MINDFULNESS TRAINING

The Iowa Department of Public Health has provided UCS Healthcare with State Opioid Response grant funds to support our staff and offer Mindfulness Based Stress Reduction (MBSR) training. The MBSR training is 8 weeks long. It required a 2.5-hour weekly group, a daily 45-minute practice, and a day-long silent retreat. There have been 12 UCS employees who have learned how to use mindfulness to improve mental clarity and performance, change habitual reactivity patterns, and to cultivate self-awareness. MBSR is available as a group, or UCS employees can engage in one-on-one training with a seasoned certified instructor. MBSR is available via Zoom or in person.

“MBSR has definitely helped me to be more aware that I am not always “present” and how to work on being present.”

PATIENT-CENTERED CARE

Improvement and expansion of services to make our patient delivery better.

3 NEW CURRICULA

1 LIVING IN BALANCE

Updated to meet DSM-5 classifications, this flexible evidence-based program draws from cognitive-behavioral, experiential, and Twelve Step approaches to help patients achieve lifelong recovery.



2 SEEKING SAFETY

Seeking Safety is an evidence-based, present-focused counseling model to help people attain safety from trauma and/or substance use. It can be conducted in group (any size) and/or individual modality. It is an extremely safe model as it directly addresses both trauma and addiction, but without requiring clients to delve into the trauma narrative (the detailed account of disturbing trauma memories), thus making it relevant to a very broad range of clients and easy to implement.



3 STRATEGIES FOR SELF-IMPROVEMENT AND CHANGE; PATHWAYS TO RESPONSIBLE LIVING

Designed for providers who work with judicial clients, the Providers Guide presents effective cognitive-behavioral treatment approaches. The Second Edition of this bestseller unveils a state-of-the-art approach for effectively preventing criminal recidivism and substance abuse relapse within community-based and correctional settings.



LISTENING AND RECEIVING INPUT FROM OUR PATIENTS

In 2021, we launched the UCS Healthcare Patient Advisory Group (UPAG). We had discussed creating a formal feedback mechanism for patients and their families that was beyond a survey for a number of years. Receiving this firsthand feedback and utilizing the information to strengthen our programs is one way to ensure we are delivering on the needs of our community. The pandemic delayed the first meeting but gave us more time to organize and set a process.

Applications were received from patients and family members from across all of UCS's care areas and the inaugural meeting was held in early December. This meeting was attended by 15 individuals: 12 members and 3 UCS Healthcare staff.

We look forward to the valuable feedback UPAG members can provide to help UCS Healthcare staff understand our patients' experience in our care. After just one meeting, it is apparent their valuable perspective will assist UCS in improving care delivery processes and quality. Follow-up communication is sent to group members between meetings to maintain engagement and ensure they know UCS Healthcare is taking their concerns seriously and making improvements as we are able.

Quarterly UPAG meetings are scheduled for 2022.

CONGRATULATIONS TO OUR 2021 LIVING OUR VALUES AWARD RECIPIENTS

Each quarter, we ask UCS Healthcare employees to nominate a colleague who they believe best exemplifies our core values. Each winner 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.



Q1
BETHANY ZEITZ



Q2
SHANNON STEWART

OUR CORE VALUES

- People
- Trust
- Diversity
- Privacy
- Health
- Commitment
- Respect



Q3
LEAH SQUIRES



Q4
SEVLJA ADEMOVIC

ZERO SUICIDE ACADEMY



UCS Healthcare believes in a harm reduction model, which means we meet patients where they are, no matter what the situation may be. Sometimes, mental illness, the process of recovery, and life's trials can lead to suicidal thoughts or ideations. We are here for you no matter what. Our team recently received a grant from the Iowa Department of Public Health to implement Zero Suicide Academy. This program provides for a company-wide survey to assess personal experience with suicide, comfort level of addressing suicide with others, and training needs for an organization to help reduce suicide rates. It also provides funding for training of our entire agency and developing tools and resources for our team and our patients.

A QUALITY IMPROVEMENT MODEL THAT TRANSFORMS SYSTEM-WIDE SUICIDE PREVENTION AND CARE TO SAVE LIVES.

HUNDREDS OF HEALTH CARE SYSTEMS HAVE ADOPTED ZERO SUICIDE — AND THEY'RE SEEING RESULTS:

- Reductions in suicide deaths
- Decreases in hospitalizations
- Increases in quality and continuity of care
- Improvement in post-discharge follow-up visit attendance
- Improvements in screening rates according to protocol
- System-wide care pathway implementation
- Fewer inpatient psychiatric hospital readmissions
- Cost savings

LEARN MORE AT
[ZEROSUICIDE.COM](https://zerosuicide.com)

COMMUNITY MINDED

Even during a pandemic, UCS Healthcare found safe ways to support and connect with the community. Here are just a few examples of our 2021 outreach initiatives.

PRIDE

Capital City Pride (CCP) looked a little different this year as the group worked around the complications of COVID-19. Instead of one weekend celebration for Pride Fest, CCP held “30 Days of Pride” with events spread throughout the month of June. UCS Healthcare sponsored a sand volleyball tournament and participated in the “reverse parade” in Waterworks Park. Thousands of people passed through the park in their cars where participants had tents and handed out swag.

Our UCS Healthcare booth was full of Pride pride with a group of high school flag squad team members performing and lots of our employees and family members handing out information and giveaways. This is an event series we love to support and our team always has fun!



RECOVERY MONTH

September is nationally recognized as Recovery Month. On September 24, UCS Healthcare held its first Recovery Month event. Our friends at the Iowa Department of Public Health allowed us to spend up to \$3,000 from our State Opioid Response grants to celebrate recovery. We used these funds in a couple of creative ways; in our Ankeny and Knoxville locations, counselors were invited to purchase art supplies they could use with their groups, making recovery-related art projects. In West Des Moines, we took advantage of the green space next to our building and rented a 21' movie screen. We invited patients and their families, community partners, and our neighbors to view the Disney Pixar movie SOUL. Recovery Month was a success and we look forward to making this an annual event.



DMACC CAREER FAIR

In November, Ashley, nursing supervisor, and Nancy, UA technician, spoke to students and alumni at the DMACC Ankeny Campus about career opportunities at our 14 locations in Iowa.



IOWA SAFE SCHOOLS TRANS EDUCATION SUMMIT

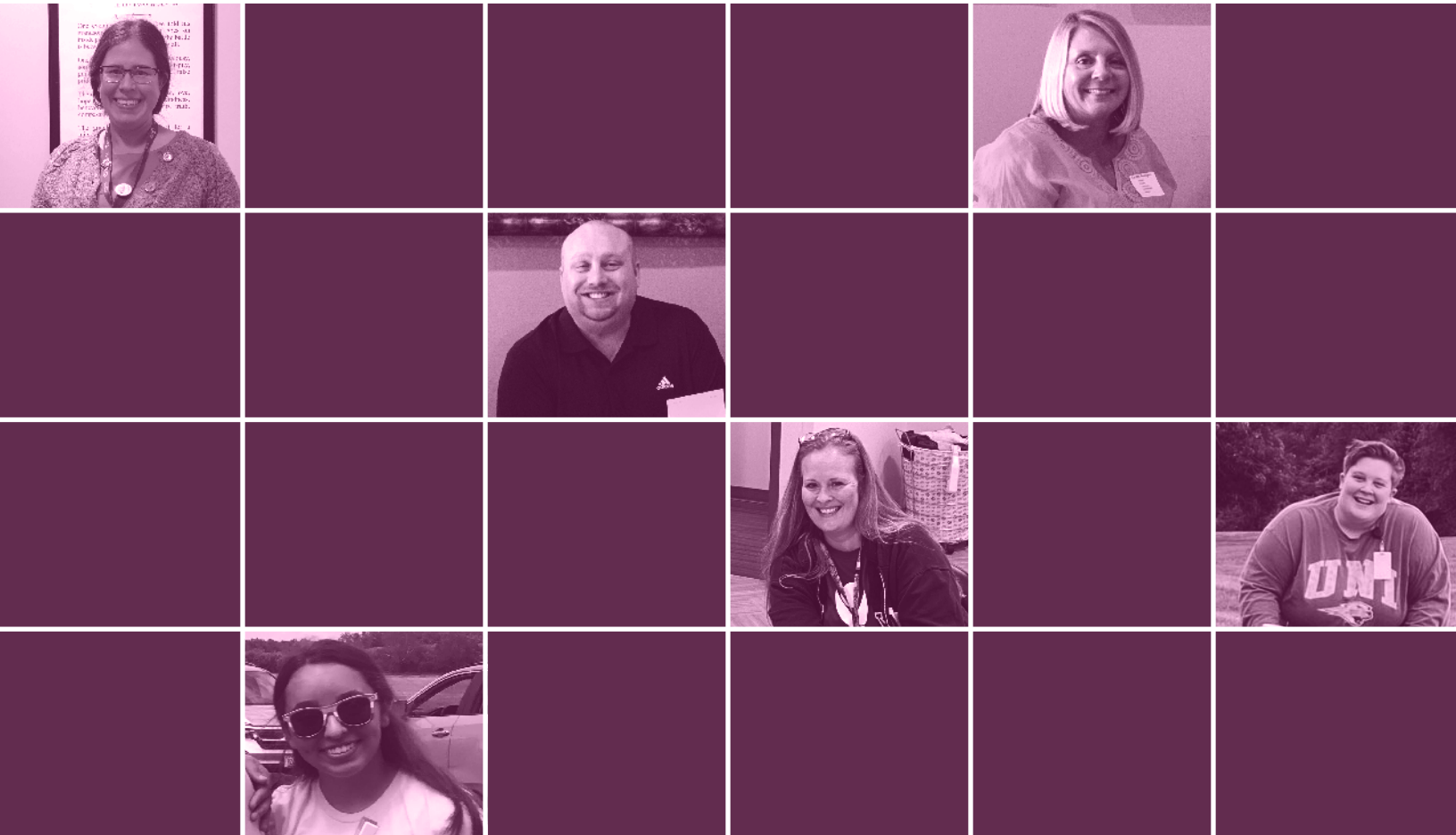
Nurse practitioners LeeAnn and TJ, as well as crisis counselor Jen, represented UCS Healthcare at the Iowa Safe Schools 5th Annual Trans Education Summit in November. There they spoke with attendees about our services, including our LGBTQIA+ informed health care and free teen, parent, and adult trans support groups.



FUTURE READY IOWA

Justin Cochrane, IT Director at UCS Healthcare, represented our organization in December at the Future Ready Iowa meeting with Governor Kim Reynolds, Iowa Workforce Development, and representatives from Google. The group discussed workforce shortages, particularly in IT and technology, and how to up-skill Iowans to grow a future-ready workforce.





West Des Moines

1300 Woodland Avenue
West Des Moines, Iowa 50265

Ankeny

1555 SE Delaware, Suite M
Ankeny, IA 50021

Knoxville

813 N. Lincoln Street, Suite #9
Knoxville, IA 50138

