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West Des Moines, Iowa 50265

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Growing with Purpose

2023 Annual Report

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Letter from CEO Jen Pearson

UCS Healthcare has become a key player in meeting the healthcare needs of the communities we serve. We have seen remarkable growth in 2023, measurable across several key metrics, including patient registrations, service utilization, and healthcare outcomes.

Our advantage is adapting and reacting quickly to the ever-changing healthcare landscape. There is a growing recognition of the need and importance of accessible healthcare. As awareness increases, more individuals seek the services that UCS Healthcare provides. Our commitment to providing total health care with our mental health, substance use, and physical health solutions working in concert, we continue to provide comprehensive health care options.

UCS Healthcare's proactive approach to community engagement has built a solid local presence, resulting in increased trust within the community. Additionally, UCS Healthcare's investment in staff and training has ensured that the quality of our patient care continues to improve. Finally, with our focus on preventative care and well-attended support groups, we are meeting the needs of Iowans, who are increasingly focused on long-term wellness.

Community outreach continues to be a cornerstone of UCS Healthcare's

strategy to foster a healthier population. This outreach is essential in identifying and addressing community-specific health concerns. While we learned a lot in 2023, we are setting the stage for more unique ways to tailor services to meet the population's changing needs.

Our Mobile Clinic served record numbers of clients this year. It helped bring services to underrepresented areas and provided care to those without access. We were fortunate to be able to help so many acquire insurance and badly needed care. You will read more about this in the pages that follow.

In anticipation of the rising demand for healthcare services in 2024, UCS Healthcare has proactively implemented strategies to ensure readiness. The organization has increased its investment in infrastructure, expanding facilities and incorporating technologies to enhance patient care. A significant part of this preparation involves recruiting and training additional staff to maintain the high level of service that UCS Healthcare is known for.

We continue to focus on strengthening its service capacity to meet the growing demand. This includes the expansion of its physical footprint with new clinics and upgrading existing facilities to

accommodate more patients. Additionally, UCS Healthcare continues to invest in developing our staff, ensuring everyone has the latest knowledge and skills to provide top-tier healthcare services.

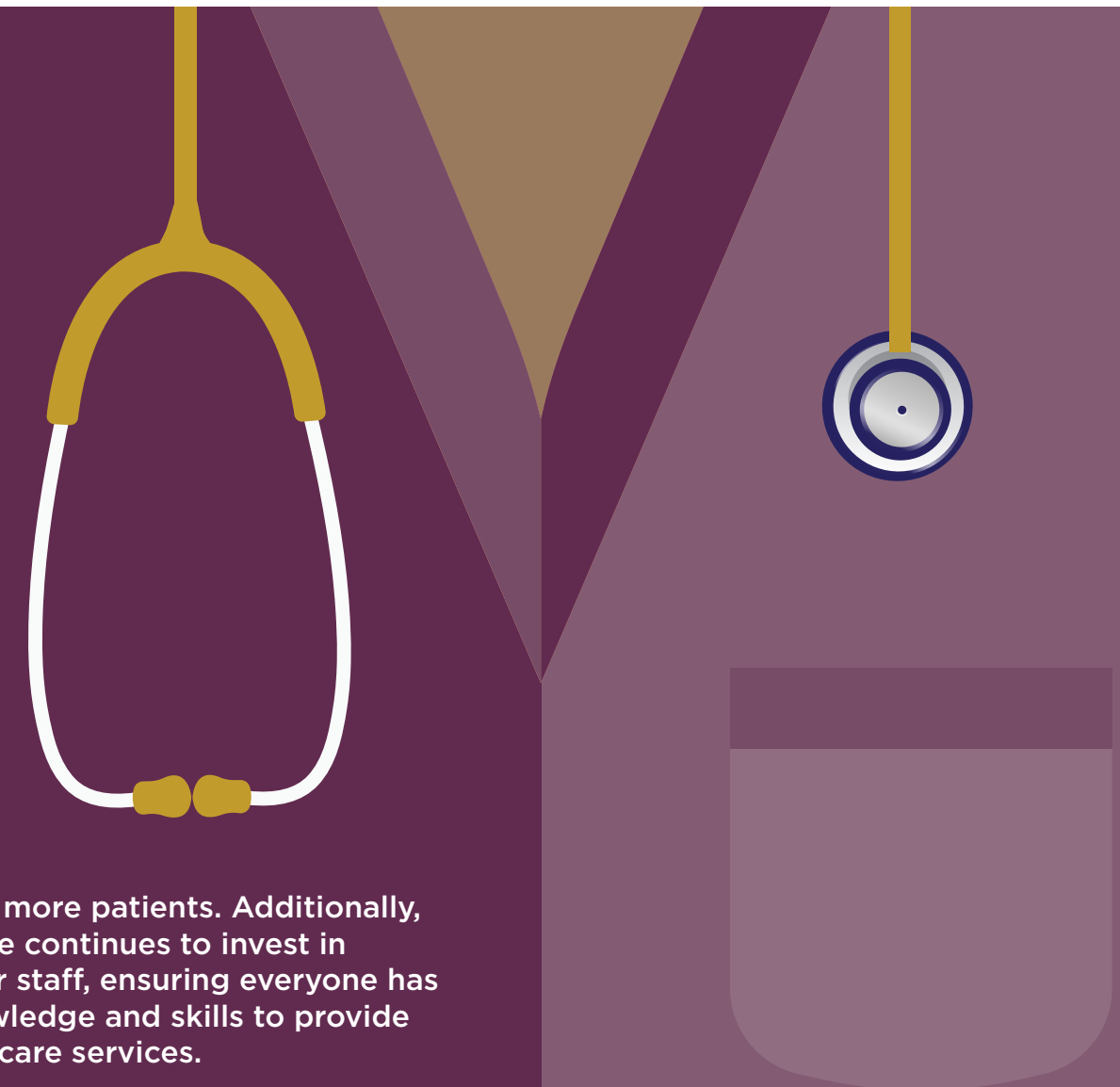
I could not be more proud of the progress and what we have accomplished in 2023. It is setting the stage for UCS Healthcare to continue to deliver on our promise of providing exceptional care with the help of an outstanding organization.

We have high expectations for 2024 and hope you enjoy some of the highlights of 2023 that will make this possible. I hope you enjoy the highlights featured in this annual report and learning more about the great people who make our work possible.

Sincerely,



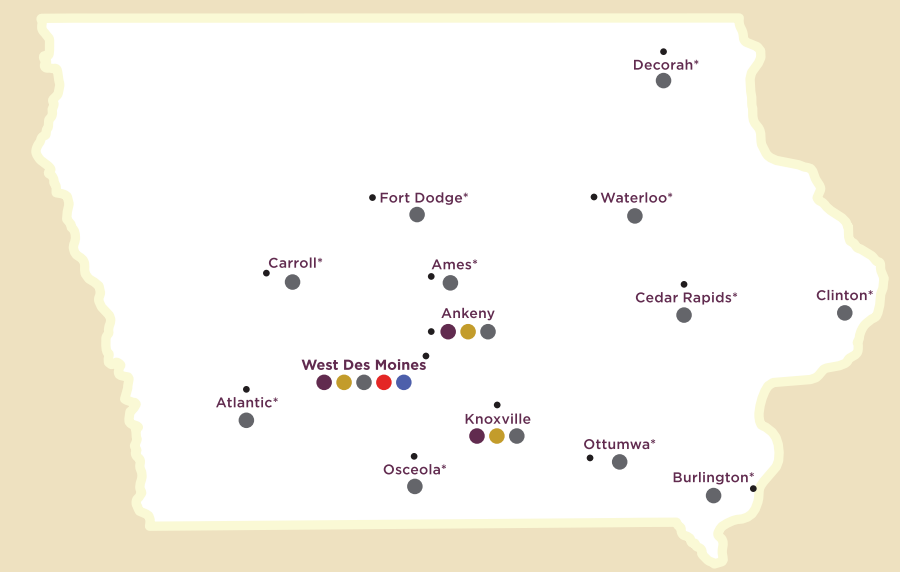
Jen Pearson
Chief Executive Officer





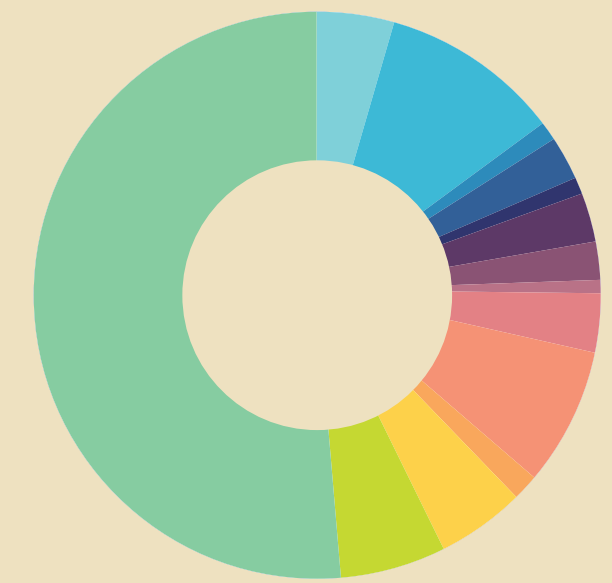
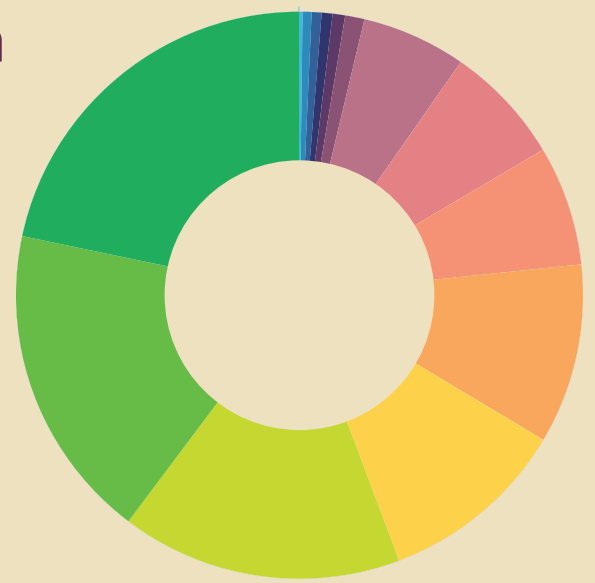
5,244
unique individuals
served

14 locations



Unique Patient Participation Per Program

- Primary Health - 2,065
- Assessment - 1,714
- Extended Outpatient - 1,516
- Medication Assisted Treatment — Methadone - 1,018
- Mental Health - 972
- Continuing Care - 650
- Medication Assisted Treatment — Suboxone - 647
- Psychiatry - 568
- Recovery Peer Coaching - 105
- Medication Assisted Treatment — Naltrexone - 68
- Substance Abuse Group Education - 59
- Guest Dosing - 54
- Intensive Outpatient - 49
- Relapse Prevention - 19
- Gambling - 8

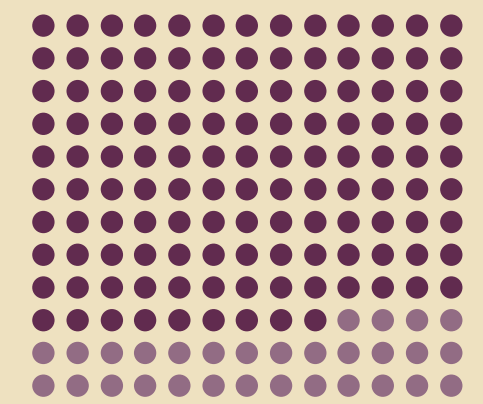


MAT Patient Count Per Location

- Ames - 107
- Ankeny - 248
- Atlantic - 26
- Burlington - 60
- Carroll - 23
- Cedar Rapids - 67
- Clinton - 52
- Decorah - 18
- Fort Dodge - 80
- Knoxville - 186
- Osceola - 35
- Ottumwa - 118
- Waterloo - 141
- West Des Moines - 1,225

WHO WE ARE
&
WHO WE SERVE

156 employees with
126 Full-Time and
30 Part-Time/PRN



Expanding

A Look into UCS Healthcare's New Building – 1200 12th Street.

UCS Healthcare began an exciting new chapter by acquiring a building in November. Located south of their office on 1300 Woodland Avenue, 1200 12th Street is a welcome addition to the organization.

UCS spent most of 2023 'bursting at the seams.' The new location was purchased from GuideOne Insurance and included a large parcel of land to the South and West.

In addition, the location features a spacious garage that can be transformed into storage space for the UCS Mobile Clinic. Currently, the office space is primarily utilized by administrative staff, allowing for more room for clinical, counseling, and patient care teams.

The 1200 12th St. location was recently updated and remodeled. The expansive land surrounding our new facility on 12th Street opens up a realm of possibilities for future development and community engagement.

Expanding into the new location is more than physical growth; it represents a renewed commitment to patient well-being. UCS Healthcare has always placed the health and comfort of our patients at the forefront of our mission. We are even better equipped to uphold this commitment with the additional space and resources.



Horizons

2023 Staffing Growth

13 Newly Created Roles

Chief Advancement Officer • Network Support Liaison and Outreach Coordinator
Chief Technology Officer • Spanish Speaking Substance Use Disorder Counselor
Physician Assistant • Network Administrator • IT Specialist
Quality Assurance Coordinator • Credentialing Education Specialist
Mental Health Peer Support Specialist • PRN Regional Float MAT RN

5 Additional Existing Roles:

1 Patient Advocate • 2 Billing Supervisors
1 Lead Mental Health Therapist • Credentialing Specialist

14 Internships, Residents, and Preceptors:

6 Student Counselors • 6 Medical Residents • 2 Medical Student Observers

7 Rehires



On A Positive Note Cultivating a Culture of Care

At UCS Healthcare, employee engagement and exceptional care are central to our mission. That's why we are launched a pilot project to acquire feedback from our clients.

The "On A Positive Note" initiative provides a fresh and interactive way for our clients to share their experiences. The concept is simple yet impactful — we have placed "Positive Note" feedback cards in our waiting rooms, where clients can quickly deposit their notes.

These notes are collected, read during our weekly management meeting, and shared with the respective individuals.

With an average of five to ten notes received per week, "On A Positive Note" has already proven to be a valuable tool for recognizing exceptional care and fostering a culture of appreciation.

Based on our initial success of 'On A Positive Note,' We are thrilled to announce that this project will be rolled out to our satellite locations in 2024.

Dear Debbie H:
Thank you for your support, hard work, positive attitude, and conversation. You are the best, a kind soul, and responsible for making my day.

Dear Tonya:
I love your energy. I wish more people were like you. Thank you for being so positive and supportive.

Dear Gabe:
Thank you for listening! I appreciate the compassion you show for what's going on in my life.



UCS Healthcare Earns Sharon Malheiro Award from One Iowa

The Sharon Malheiro Award recognizes an organization's steadfast commitment to uplifting the LGBTQ+ community. UCS was presented the award during One Iowa's June Gala and was included in a video presented during the event.

UCS was recognized for its commitment to providing support groups for the LGBTQ+ community. UCS Healthcare's commitment to the LGBTQ+ community is fostered with training, integrating 'Safe Spaces' best practices, and a track record of providing compassionate care.

Congratulations to our 2023 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
Kelly Srader
Grants Billing Specialist



Q2
Shanna Zwanziger
Pharmacist



Q3
Alex Fowler
Network Administrator



Q4
Kelly Hensel
MAT Nurse

Our Core Values

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



Capital City Pride

Connecting with 40,000+



UCS Healthcare's Family Picnic

A Tradition of Fun

On October 15, UCS Healthcare sponsored a 'Family Fun Festival' at SmashPark in West Des Moines. This annual event brings together UCS employees and their families for a day of celebration and enjoyment.

The festival offered a wide array of activities, including pickleball, shuffleboard, table games, and arcades, ensuring there was something for everyone to enjoy.

In addition to the games and entertainment, there were exciting prize drawings for a camping package, Adventureland passes, local pumpkin patches, and gift cards. Of course, delicious food and snacks were provided for all attendees.

The UCS Family Picnic is a fun-filled event and an opportunity to foster an inclusive and positive company culture. It allows employees to strengthen their bonds with their colleagues and families, creating a sense of community and camaraderie within the organization.

Attendants' feedback ranged from 'Thank you so much for doing this' to 'The kids had so much fun and went home exhausted!' Fun was had by all!



Reaching out to over 40,000 attendees at Des Moines Capital Pride, UCS Healthcare made a significant impact through its outreach. This large-scale engagement indicates our commitment to touch lives and create a positive difference.

UCS Healthcare employees listened to attendees' stories, understood their health concerns, and provided support. This connection goes beyond the event—it builds long-term relationships and a sense of trust within the community. The impact of our outreach is measured not just by the number of people we reach but by the depth of the connections we make and the conversations we have.

We captured many smiles by setting up a photo booth, allowing attendees to capture memorable moments with their loved ones. Additionally, we organized an interactive

painting project, allowing individuals to express their creativity and contribute to a collective work of art. As the prime sponsor of the 'Health and Fitness Zone,' we took the opportunity to raise awareness about our services and provide mental health and substance use screenings.

The dedication of our fifty UCS volunteers was evident as they distributed rainbow sunglasses, Pride temporary tattoos, and frisbees during the event and parade.

UCS Healthcare's presence at Des Moines Capital Pride is a testament to our role as more than just a sponsor – we are an active ally and advocate for the LGBTQ+ community. Participating in events like Capital Pride reinforces our dedication to creating a healthcare environment where everyone feels welcome and respected.



UCS Healthcare's Strategic Recruitment Efforts

UCS recruitment efforts continue to be instrumental in securing top talent to drive the mission of delivering high-quality healthcare services. With a focus on engaging with potential candidates directly, UCS Healthcare attended ten hiring events, including recruiting fairs and health exhibitions, to connect with individuals seeking careers in the healthcare field.

These events brought UCS HR and medical staff face-to-face with over 200 individuals, specifically targeting nursing, patient services representatives, and billing staff positions. Notable institutions where UCS Healthcare was present include Iowa State University, Des Moines Area Community College, University of Northern Iowa, Grand View University, Iowa Academy of Family Physicians, and the Iowa

Nurses Association. Through these efforts, UCS Healthcare underscores its commitment to attracting and retaining exceptional talent to provide outstanding care.

UCS Healthcare is not just filling positions; we're creating pathways for fulfilling careers in healthcare. Our recruitment efforts go beyond the job description to emphasize career development opportunities within our organization. We outline precise trajectories for professional growth, emphasizing our commitment to continual learning and advancement. By doing this, we attract individuals looking for more than just a job—they're looking for a place to grow, contribute, and make a lasting impact.



IOWA

A Decade of Dedication: UCS Healthcare's Commitment to Supporting the Iowa National Guard

For over a decade, UCS Healthcare has been dedicated to supporting the Iowa National Guard through its Screening, Brief Intervention, and Referral Treatment (SBIRT) program. This unique program provides confidential integrated healthcare services free of charge to all members of the Iowa National Guard and veterans.

The SBIRT program has been instrumental in addressing substance abuse issues within the Guard, whether individuals self-refer or are referred through positive urine analysis or legal charges such as alcohol offenses.

UCS Healthcare's SBIRT program has proven to be a vital resource, with an impressive track record of success, including a 60% completion rate for individuals on probation, an average of 20 self/unit referrals per year, and an average of 6-7 individuals receiving resident treatment coordination annually. By offering comprehensive support, UCS Healthcare is not only saving careers but also individuals' lives. The SBIRT program is critical in proactively addressing

substance abuse issues within the Iowa National Guard, supporting soldiers' well-being, and ensuring the Guard can recruit and retain valuable personnel.

By addressing substance use issues discreetly and early, the program helps service members avoid the far-reaching consequences that such challenges can have on their military and civilian careers. It also preempts the potential negative impact on their personal lives and relationships. Moreover, the program's success stories testify to its effectiveness, reinforcing trust in UCS Healthcare's commitment to service members' health and their ability to continue serving honorably.

Embracing Diversity: UCS Healthcare's Transgender Support Groups

UCS Healthcare stands as a beacon of support for the transgender community by providing free support groups designed to meet the diverse needs of gender-diverse individuals. Recognizing the importance of accessibility to all, we ensure that every person who identifies as transgender, queer, non-binary, or gender diverse has a place to turn to.

Our groups create an environment where individuals can share their experiences, seek advice, and find solace among others who understand their journey. It's not just about providing support; it's also about fostering a sense of community where every member feels valued and heard.

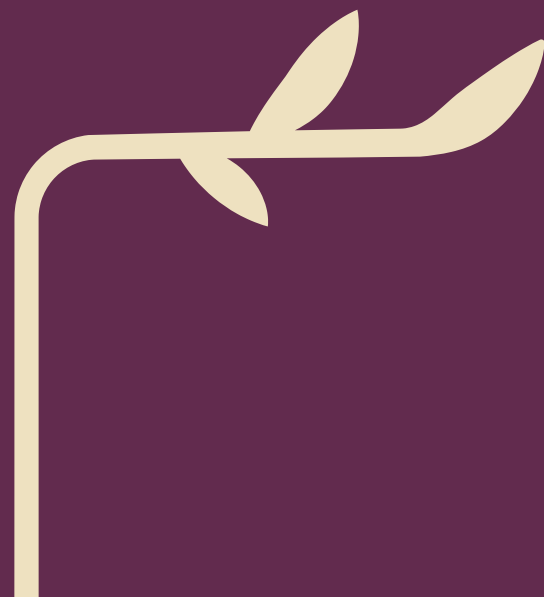
By making these groups free, we reaffirm our commitment to inclusivity and the well-being of all individuals, regardless of their financial situation. These support groups are a cornerstone of our dedication to serving and empowering the transgender community.

Our support groups are held twice a month in person at UCS Healthcare in Iowa and on Zoom for those who reside in the area. For adults 18 and older, we have specific support group sessions, and for teens under 18, we offer separate sessions every Tuesday evening.

Additionally, we provide a support group for parents of transgender individuals and partners of transgender individuals, held at the same time as the teen group but in a different room.

We invite you to join our private Facebook groups and contact us at support@ucsdsm.org or call 515-280-3860 for any questions or accommodations.

At UCS Healthcare, we are committed to providing a caring and supportive environment for the transgender community and their loved ones.





The Power of Community: Our Family Support Group's Impact

Confronting addiction can be a harrowing experience for both the individual and their loved ones. Thanks to the UCS Family and Concerned Others Group, family and friends don't have to tread this path alone.

UCS's Family and Concerned Others Group provides a haven of support to those helping loved ones manage substance abuse. Participants gain tools, resources, knowledge, and valuable insights from those who've walked similar paths in a caring and supportive environment.

Substance use disorders can trigger wide-reaching repercussions, including health problems, emotional distress, and strained relationships. The Family and Concerned Others Group is a lifeline that enables members to share experiences, learn about addiction, gain effective coping strategies, and develop essential communication skills. It emphasizes collective strength and aligns with our mission to empower individuals and their support networks.

UCS counselors offer practical pointers for fostering stable relationships to sustain recovery. These include setting boundaries, open communication and self-care tips, patience, forgiveness, and recognizing the non-linear path of recovery.

Shared experiences within our support group create a network of comfort and strength, reminding members that they are not alone, boosting confidence, and fostering resilience.

Participation in the UCS Family & Concerned Others Support Group is open to all who are committed to privacy and respecting all members. Membership involves no cost, just an investment of time and emotional energy.

Joining our support groups is simple and involves contacting us via the website, phone, or a visit. Our group coordinators are at hand to guide them through the initial steps and make participants feel welcome and comfortable.

Enhancing Patient Safety: The Zero Suicide Approach at UCS Healthcare

Enhancing patient safety is a top priority for healthcare organizations, and UCS Healthcare has taken a groundbreaking approach with the implementation of Zero Suicide training. Zero Suicide is more than just a program; it is a transformative way to improve suicide care within health and behavioral health systems. The core belief of Zero Suicide is that suicide deaths among individuals under the care of these systems are preventable.

With a commitment to system-wide transformation and a focus on safer suicide care, UCS Healthcare is leading the way in ensuring that patient safety is paramount. By adopting the Zero Suicide framework, UCS Healthcare aims to address the gaps in the current healthcare system that often leave individuals experiencing suicidal thoughts and urges without the necessary support.

With studies showing that a significant number of people who died by suicide had contact with healthcare providers before their deaths, there is a clear opportunity for healthcare systems to make a real difference by implementing comprehensive screening and providing appropriate care.

The Prevention Mindset

Adopting a prevention mindset is crucial to the Zero Suicide initiative at UCS Healthcare. This proactive approach centers on the belief that suicides can be prevented with the right interventions.

Our strategy includes:

- **Early Detection:** Identifying at-risk individuals before a crisis occurs.
- **Empowered Staff:** Training all healthcare professionals to recognize warning signs and intervene confidently.
- **Patient Empowerment:** Engaging patients in their safety planning to foster a sense of control and hope.
- **Community Collaboration:** Partnering with local organizations to extend support networks for patients.

By fostering a prevention mindset, UCS Healthcare proactively addresses the factors that can lead to suicide. We work to create an environment where the risk of suicide is reduced, not just within our walls but throughout the community we serve.



Improving Access to Care: UCS Mobile Clinic

The UCS Mobile Clinic received a significant financial boost from the Iowa Attorney General's office in 2023. UCS was awarded money from the Opioid Settlement Fund. This helped make significant strides in improving access to care for underserved populations. Through outreach efforts, the Mobile Clinic team provided primary healthcare services to 443 individuals who had not visited a medical professional in a long time.

In addition to primary care, the UCS Mobile Clinic has also been instrumental in providing information and guidance on medication-assisted treatment (MAT) for opioid use disorder. This treatment approach, which combines medications with counseling and behavioral therapies, has proven effective in sustaining recovery.

The UCS Healthcare Mobile Clinic also offers harm reduction services, including Narcan, to reverse opioid overdoses. Furthermore, the UCS Mobile Clinic utilizes telehealth appointments to provide ongoing care beyond their visits, ensuring that patients can receive substance use disorder and mental health assessments and treatment. With expanded services across the state of Iowa, the UCS Mobile Clinic is making significant strides in addressing the needs of vulnerable populations and improving access to crucial healthcare services.

Screening, Brief Intervention, and Referral to Treatment (SBIRT) is an evidence-based practice used by UCS Healthcare to identify, reduce, and prevent problematic use, abuse, and dependence on alcohol and illicit drugs. The UCS Mobile Clinic incorporates SBIRT evaluations as a critical component of its outreach. This tool is significant because it

allows healthcare providers to quickly assess the severity of substance use and identify the appropriate level of treatment. SBIRT is particularly beneficial in the mobile clinic setting because it can be administered efficiently and effectively in a community-based environment.

Building trust within the communities served is a cornerstone of the UCS Mobile Clinic's approach. Engagement goes beyond providing medical services; it involves listening to the community, understanding their needs, and respecting their experiences. Trust is also built through education, as the clinic provides resources and guidance on preventive care and healthy lifestyle choices.

The UCS Mobile Clinic's presence at community events and collaboration with local organizations further reinforces its commitment to being a reliable healthcare provider. Through these efforts, the UCS Mobile Clinic is not just a visitor but a trusted partner in the health of the communities it serves.

As UCS Healthcare looks to the future of the Mobile Clinic, the focus is on maintaining and building upon the momentum achieved. The next steps involve:

- Expanding the reach of the UCS Mobile Clinic to new areas.
- Enhancing telehealth capabilities.
- Integrating even more comprehensive services to meet the needs of Iowans.

The commitment to innovation and excellence in healthcare delivery drives UCS Healthcare's vision for a healthier, more accessible future for all.





Partnering for Success: How Anawim Housing and UCS Healthcare are Transforming Lives

Since 1987, Anawim Housing has been dedicated to building homes, hope, and community in Iowa. As the state's largest provider of permanent Supportive Housing, they tirelessly work to develop stable housing and strengthen individuals and communities.

The collaboration between Anawim Housing and UCS Healthcare took a significant leap forward with the rollout of the UCS Mobile Clinic. Weekly visits took place to two of the Des Moines Anawim locations. This innovative approach to healthcare delivery ensures that medical services reach the doorsteps of those who need them most.

The Mobile Clinic is equipped to provide various healthcare services, including primary care, chronic disease management, and behavioral health services. By bringing these services directly to Anawim Housing locations, residents who might otherwise face barriers to accessing healthcare can receive consistent, quality care.

The UCS Mobile Clinic also serves as a tangible representation of the partnership's commitment to not just health but also accessibility and convenience for its residents. As a result, the Mobile Clinic has become a cornerstone of the supportive services offered, ensuring health care is within reach for all residents.



RECOVERY

Full Circle Recovery Community Center and UCS Healthcare's Peer-Based Support Programs Make a Difference

The collaboration between Full Circle and UCS Healthcare underscores a fundamental shift in the approach to recovery: seeing individuals as whole humans with diverse needs rather than just patients requiring treatment. Both organizations excel in providing support that resonates on a human level, offering peer counselors who have walked the path of recovery themselves.

These counselors offer a listening ear, a shared understanding, and moral support that can only come from personal experience. Meanwhile, UCS Healthcare provides clinical backing, ensuring that the medical needs of individuals are met with the same level of care and attention. This intersection of professional healthcare and compassionate, community-driven

support creates a nurturing environment where individuals are not just treated but understood, respected, and empowered to reclaim control over their lives.

The ultimate objective of Recovery Community Organizations (RCOs) is to facilitate lifelong recovery for each individual they assist. This goal is ambitious but central to the mission of organizations like Full Circle and UCS Healthcare.

Lifelong recovery goes beyond the initial stages of detox and treatment; it encompasses the ongoing journey to maintain sobriety and a high quality of life. RCOs understand that recovery is not a finite process but an enduring commitment to personal growth and wellness.

