



UPPER VALLEY
SERVICES

UPPER VALLEY SERVICES
PROVIDES INCLUSIVE
AND PERSON CENTERED
SUPPORTS FOR PEOPLE
TO LIVE THEIR BEST
LIVES.

~UVS Mission

CORE VALUES

HONESTY & INTEGRITY



We commit to being **accountable, transparent, & trustworthy.**

UNCONDITIONAL POSITIVE REGARD



We accept each person's **experience, potential, and unique contributions.**

INNOVATION



We embrace **constant learning and creativity** to promote **personal development and best practices.**

WHO WE ARE

UVS is a state Designated Agency

Currently serves 250 individuals with developmental disabilities in Orange County and 7 of it's surrounding counties.

We operate 3 statewide crisis beds through the Vermont Crisis Network (VCIN).

We operate 2 crisis homes through our Collaborative Crisis program shared statewide.

We support over 120 adults through our Adult Family Care- Vermont Comforts of Home program in 8 counties.



STRENGTHS

High quality & person-centered services

Fully redesignated August 2023

ARIS Solutions is our business office/admin rate of 5.39%

Decreased vacancy rate- 9% from 44% in 2022

Improved turnover rate- currently at 30% down from 51% in 2021

Increased wages & health and wellness benefits for staff

Enhanced recruitment initiatives

Thriving culture

Long-time SLPs:

28 providers 6-10years

8 providers 11-15 years

8 providers 16-20 years

12 providers 21-25 years

6 providers 26-30 years

1 provider 38 years





**currently serves 250
individuals with
developmental disabilities
in the following counties:**

- Addison
- Caledonia
- Chittenden
- Lamoille
- Orange
- Washington
- Windsor

SERVICE & SUPPORTS LOCATIONS

Bradford Office

Randolph Office

Moretown Office

Snow Goose Duplex- supports 2 individuals

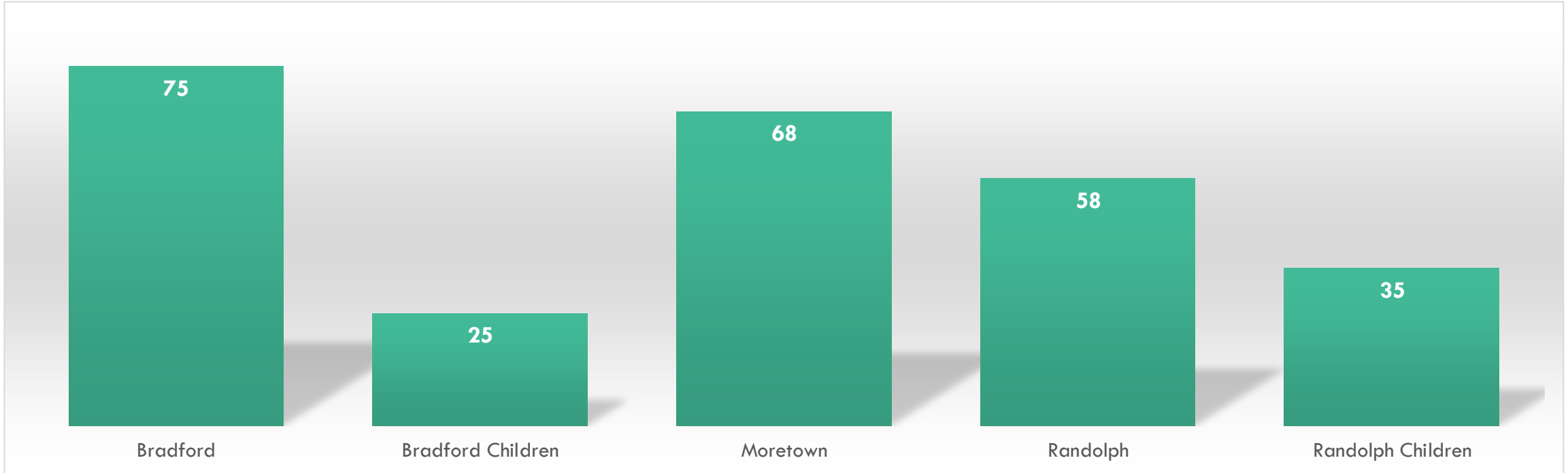
Pleasant Street- licensed care home 3 individuals

Greene Hill- supports 1 individual with 24/7 services

Collaborative Crisis- 2 crisis support homes

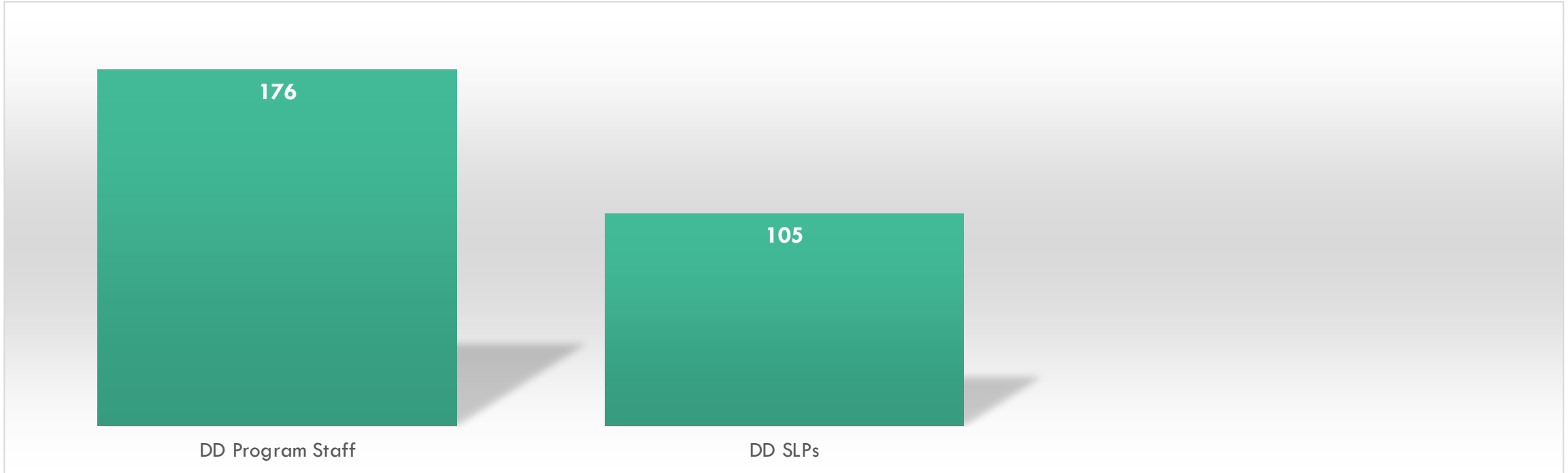
VCIN- 3 beds + mobile supports when requested

VCOH Office- Essex Jct.



DD INDIVIDUALS SERVED





DD PROGRAM STAFF & SHARED LIVING PROVIDERS



DD HOME AND COMMUNITY BASED SERVICES

**Service
Coordination**

**Community
supports**

**Employment
supports (Work
Unlimited
Program)**

Respite

**In-home family
supports**

Home supports

**·Shared living
support**

**·Staffed living
support**

**·Supervised
living support**

**·Group living
(licensed level 3
home)**

Clinical supports

**Other supportive
services**

**·Communication
supports**

**·Behavioral
consultation**

Transportation

CHILDREN & FAMILY SERVICES

Bridge Care
Coordination

Family
Managed
Respite

Flexible
Family
Funding

Children's
Personal Care
Assessments

CRISIS SUPPORTS

Vermont Crisis Intervention
Network (VCIN)
3 beds statewide

VCIN served 8 individuals
since July 1, 2023

Collaborative Crisis Services
2 beds shared statewide

Collaborative Crisis Services
served 19 individuals since
July 1, 2023
47% of those served receive
services from other agencies

Vermont



Comforts of Home

This program offers an alternative to nursing home placement for Vermonters 18 and older who qualify for nursing home level of care.

Currently supports 122 participants throughout 8 of Vermont's 14 counties and contracts with 98 shared living providers.

- ✓ Services provided include:
- ✓ Service Coordination
- ✓ Shared Living
- ✓ Respite
- ✓ Nursing consultation

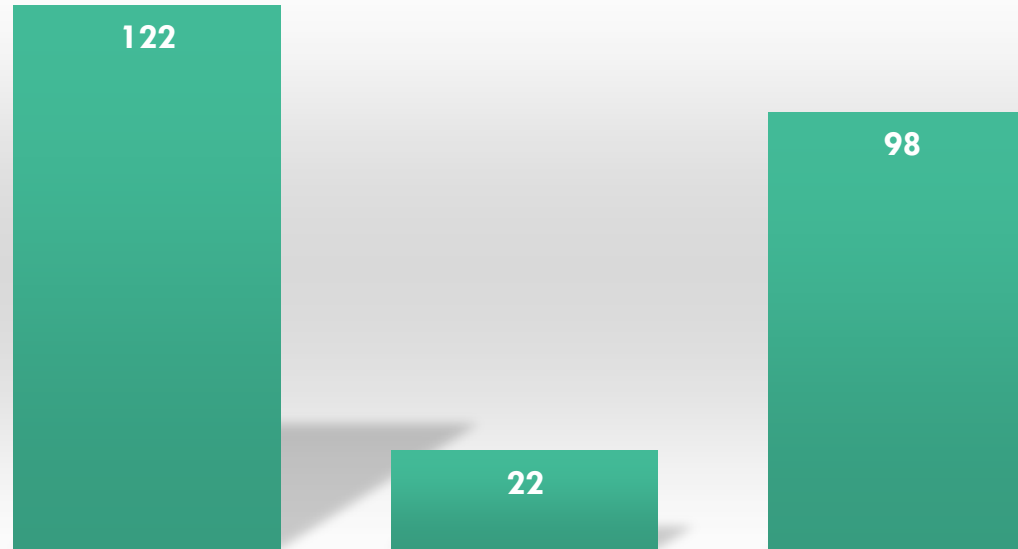


Vermont

Comforts of Home

**currently serves 122 people
in the following counties:**

- Addison
- Caledonia
- Chittenden
- Franklin
- Lamoille
- Orange
- Orleans
- Washington



VCOH Participants

VCOH Staff

VCOH SLPs

VCOH PROGRAM



INITIATIVES & INNOVATIONS

- Expanded VCIN Services
- Established Collaborative Crisis Services
- Act 186 Housing Initiative- development of two housing projects to expand individualized housing options
- Peer Growth & Lifelong Learning
- UVS Learning Community



INITIATIVES & INNOVATIONS CONTINUED

- Expanding Self-Advocacy opportunities
- 3 Peer- Mentors
- Developed & implemented Environmental Risk Assessment
- Expanded training initiatives
- Expanded HR, IT & Facilities capacity



QUALITY/ PRACTICE IMPROVEMENTS

- Professional Development
 - Training Standards
 - Supervision standards
 - UVS Learning Community
- Resource Development
 - Quality
 - IT
 - HR
 - Housing
 - Facilities



QUALITY/ PRACTICE IMPROVEMENTS CONTINUED

- Crisis Services
 - After hours crisis support line
 - In-person after hours crisis support
- Enhanced Monitoring and Data Collection
 - Encounter data
 - Service utilization monitoring
 - Database tracking of regulatory standards
 - Clinical Review Committee assures oversight of individual rights and safety standards



DD 2023 INDIVIDUAL SATISFACTION SURVEY RESULTS



I received the services that were right for me- 100% responded Agree/Strongly Agree



Staff treat me with respect- 100% responded Agree/Strongly Agree



The services I received made a difference- 93.75% responded Agree/Strongly Agree, 6.25% responded Neutral



My quality of life improved as a result of the services I received- 93.75% responded Agree/Strongly Agree, 6.25% responded Neutral



I love where I live- 100% responded Agree/Strongly Agree

SHARED LIVING PROVIDER SURVEY

The top 3 reasons for becoming a shared living provider are:

- Ability to work at home
- Lifestyle choice
- Relationship with the person

The top 3 challenges of being a shared living provider are:

- Emotional and physical demands
- Finding respite staff
- Financial constraints

The supports most valued by shared living providers are:

- Regular communication and updates
- Emotional and moral support
- Training and development opportunities

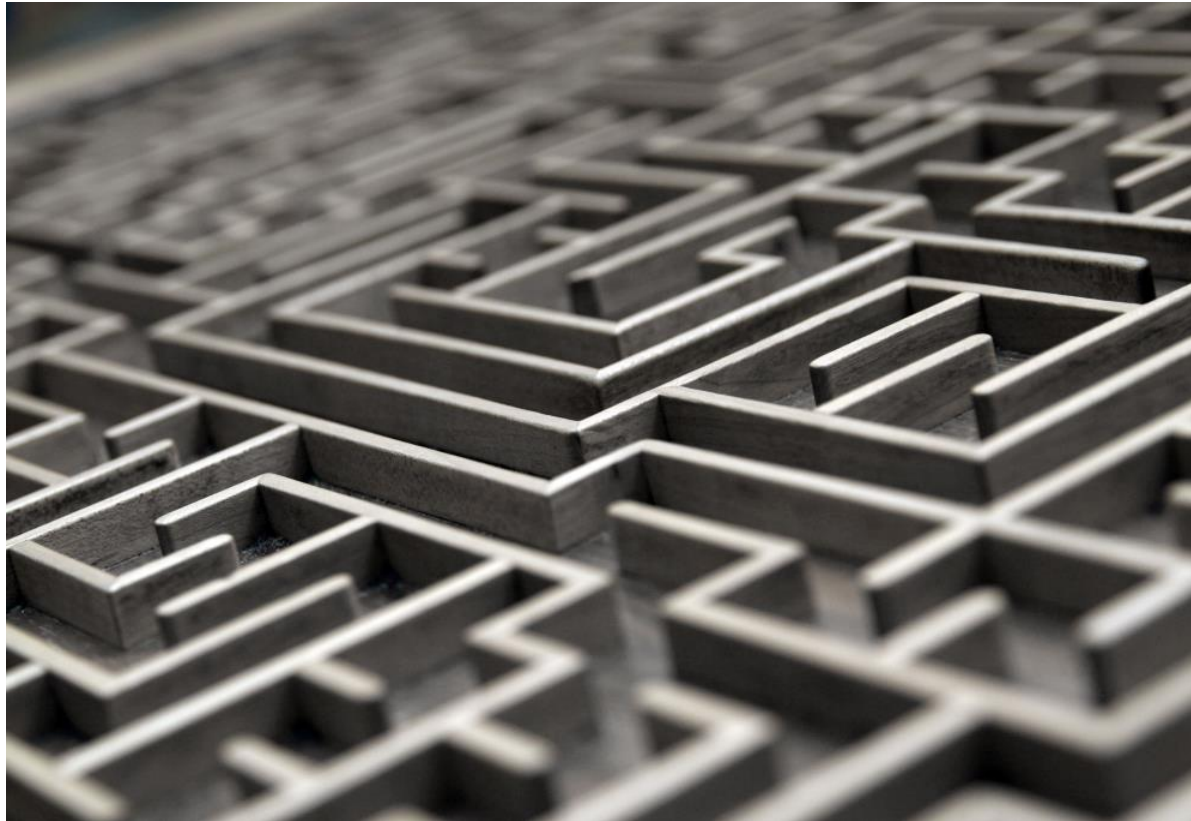
22% of respondents indicated they would be leaving the role within the next 5 years.

DD PERFORMANCE MEASURES



DAIL Value based payments/outcome measures:

- Service coordinator in-person home visits
- Encounter data
- SIS A referrals and assessments
- Critical incident report timely filing
- Employment rate



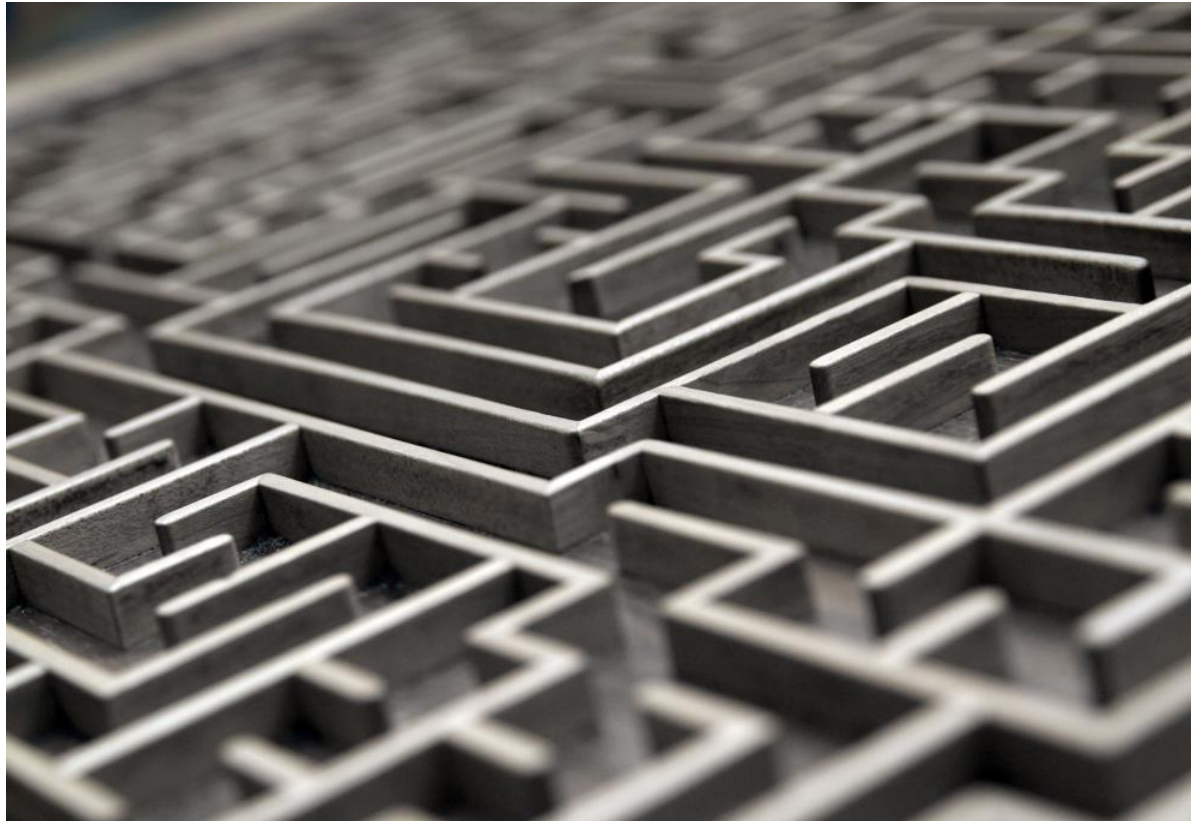
NEEDS & CHALLENGES

Multiple, concurrent DDS system changes

- COI
- SIS A
- Payment Reform
- Funding to continue to expand and maintain integral supports and services to individuals with disabilities and vulnerable Vermonters

Staffing

- Funding to remain competitive and attractive
- Aging workforce
- Recruitment and retention



NEEDS & CHALLENGES CONTINUED

Housing

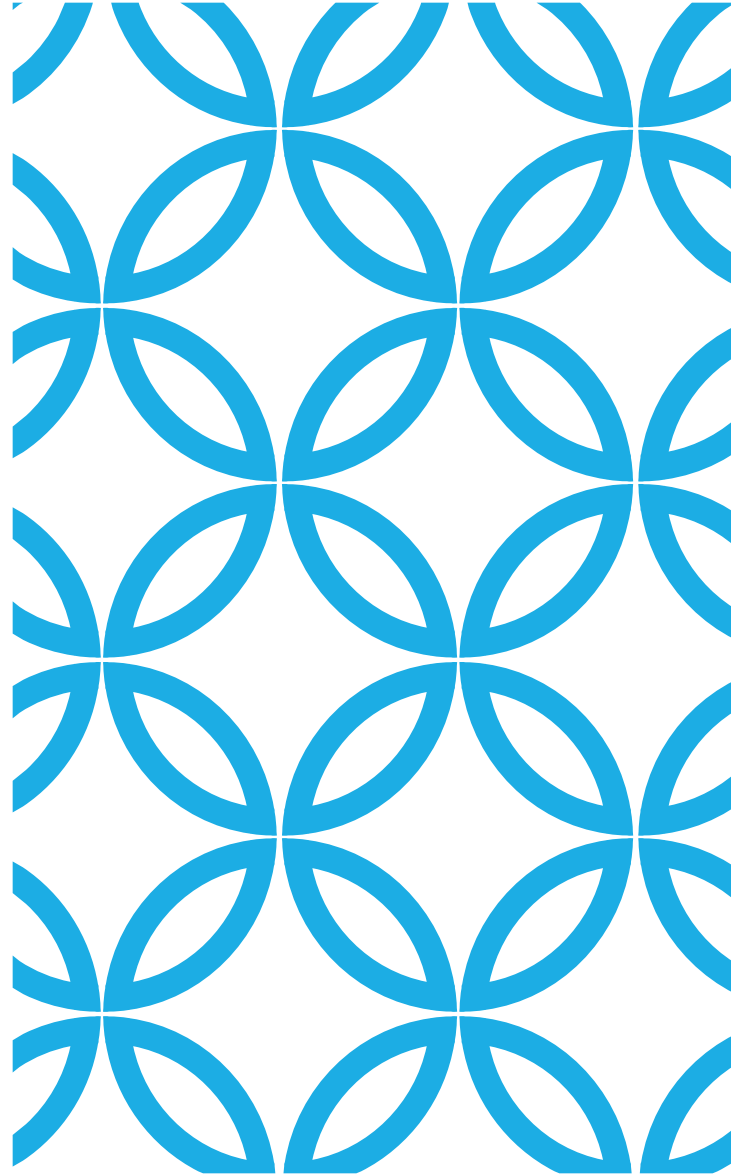
- Lack of housing for potential staff to move into the state
- Lack of affordable accessible housing for individuals with disabilities

Resources

- Lack of clinical/psychiatric providers
- Increased acuity levels

Aging Caregivers

- 22% of UVS SLP survey respondents indicate they will leave the role within 5 years
- Aging parents and siblings



QUESTIONS?
