



United Support Services, Inc.

USS is a Medicaid service provider for individuals receiving Innovations Waiver services. USS is innovative and family-oriented. We specialize in helping individuals with developmental disAbilities, chronic illnesses and other special needs achieve their full potential.

"The works of many coming together for the good of One!"



USS contracts with 7 of the 9 Managed Care Organizations (MCOs) throughout North Carolina. We are able to support your loved ones, even if you move counties, with caring, highly qualified staff.



USS is committed to providing the highest quality, ethnically sensitive, and client responsive services as a CQL Internationally Accredited Agency!



The Council on Quality and Leadership
Partners in Excellence; Leadership for the Journey

What Makes **USS** Better?

- ▶ Commitment to our families and clients is second to none!
- ▶ USS's Qualified Professionals meet with families and clients regularly to ensure our support is continually evolving around the needs of the client.
- ▶ USS cares about helping our clients find their voice! We believe advocacy is the best way to ensure rights are being honored.
- ▶ USS has an “open door” policy. We answer our phones with a live person and we are happy to assist you at any time. Stop by and see us sometime!



USS Offers These Fully Endorsed Services

- ▶ Residential Services (Alternative Family Living) Levels 1-4
- ▶ Intensive In-Home Supports
- ▶ In Home Skill Building
- ▶ Community Networking
- ▶ Personal Care Services
- ▶ Supported Employment
- ▶ Respite
- ▶ B-3 Respite and Supported Employment



USS Above and Beyond Services

- ▶ USS contracts with a training company to certify all employees with the necessary trainings.
- ▶ USS has a monthly Direct Care Staff newsletter and a quarterly family / guardian newsletter.
- ▶ Our website, www.ussnc.org is interactive and alive with pictures and our activities.
- ▶ USS has a Nurse on-staff to train all employees in administering medications.
- ▶ USS has an Emergency On-Call Phone staffed by a Qualified Professional 24-hours a day / 7 days a week.



USS Committees:



- ▶ **Human Rights Committee**
 - ▶ Reviews behavior plans, client rights restrictions
- ▶ **QA / QI BAC Committee**
 - ▶ Ensures quality work throughout the agency and recommends quality improvements
- ▶ **Safety Committee**
 - ▶ Reviews safety of clients, disaster plans, first aid kits, fire safety and conducts safety checks at all our Residential homes.
- ▶ **Parent Advocacy Group**
 - ▶ A wonderful resource for all out guardians and family memebers to discuss current events or issues with other caretakers like themselves.

USS believes in giving back to our communities through volunteering our time, talent and treasures.....



- ▶ Ronald McDonald House
- ▶ Isabella Santos Foundation
- ▶ Toys for Tots
- ▶ Local Soup Kitchens
- ▶ Phones for Battered Women
- ▶ Special Olympics
- ▶ Family Fun Days
- ▶ Second Harvest Food Bank
- ▶ Individual Family Needs





The Creation of USS

United Support Services, Inc. was established in February 2002, by a family seeking an agency that put individuals with disabilities **first** to provide support for their young son. When no such agency could be found, they were determined to create a company encompassing that basic fundamental: ***"The works of many coming together for the good for One."***

United Support Services, Inc. grew from the needs of one little boy... And has grown to include numerous families across North Carolina wanting the same support for their loved ones. No matter how many people it may take, USS will formulate a team to assist you and your loved one in fulfilling all possible dreams:
EVERY person contributes to our community.





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