

the

SAGUARO GROUP



Year in Review
2010

TRIUMPH, LLC

Triumph is committed to empowering individuals and families by delivering effective human services which encourage choice and promote wellness.

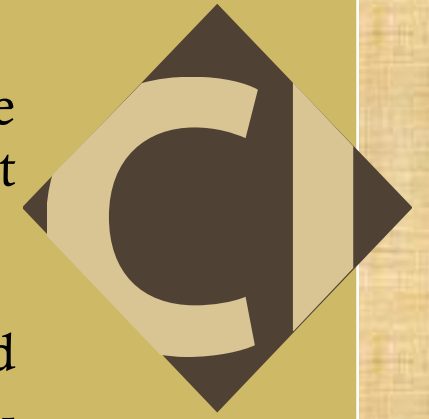


Triumph provides comprehensive mental health, developmental disability and substance abuse services to adults, children and families. Services are evidence-based, best practice models, outcome-oriented and consumer driven. Services include: Clinical Assessment, Outpatient Therapy, Community Support, Psycho-Social Rehabilitation, Community Support Team, Intensive In-Home and Assertive Community Treatment Team. Evidence-based models include Wellness Management and Recovery, Functional Family Therapy, Seven Challenges, Dialectical Behavioral Therapy and Cognitive Behavioral Therapy.

www.triumphcares.com

COMMUNITY INNOVATIONS, INC.

To enable individuals who we support to access services, make choices, pursue aspirations, live and interact with dignity and respect in their communities.



Community Innovations (CI) supports individuals in discovering and creating what they most want in their lives. We provide comprehensive services that focus on what is working and build a bridge between where the individual is to where they want to be. CI provides ICF/MR residential and day services, residential programs for individuals with dual diagnoses, community-based services supporting persons with developmental disabilities and enhanced outpatient and community-based services.

www.communityinnovations.com

SAGUARO MANAGEMENT & ACCOUNTING SERVICES, INC.

To create an effective and efficient business environment in support of organizations that assist people with disabilities in attaining meaningful lives in their community.



Saguaro Management and Accounting Services, Inc. provides management and accounting services to the human services companies within the group. Services include: fiscal services, human resources, program development, clinical staff recruitment and marketing & risk management.

www.saguaromanagement.com

the **SAGUARO**

Saguaro Group . . . This is Who We Are

Saguaro Group and its affiliates provide and support mental health, developmental disability and substance abuse services that demonstrate a commitment to the community, put customers first, and honor our history of quality. The Saguaro Group is made up of three wholly owned subsidiary companies: Saguaro Management and Accounting Services, Inc., Triumph, LLC and Community Innovations, Inc.

Our Mission . . .

The Saguaro Group of Companies supports its member organizations in delivering excellent services with integrity by valuing partnerships and promoting best practices for success.

We Value . . .

Social Responsiveness
Integrity
Professionalism
Effectiveness
Leadership
Innovation
Ethics

RO GROUP

2010 HIGHLIGHTS

CORE

Course of Recovery Enhancement (CORE®) Activities

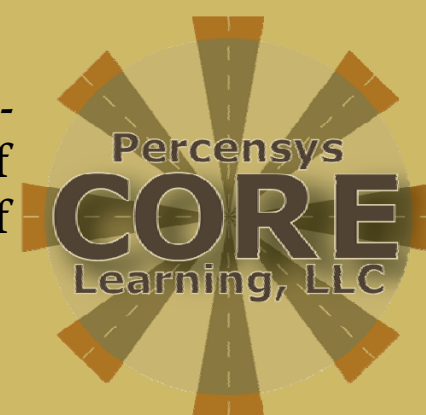
In 2010, Saguardo Group continued its development of the CORE Learning System and introduced enhancements which promote meaningful and interactive participation by persons served, improve the ease of access for staff and increase the consistency, measurability and quality of our service provision.

The CORE Learning System is a proprietary, person centered planning tool which includes a curriculum of skill building activities that relate to symptoms and characteristics specific to the person's clinical needs. Included in the learning system are activities that focus on psycho-education, self management, socialization and independent activities of daily living.

Key 2010 CORE enhancements include the development, distribution and implementation of CORE 2010 – a new and improved version of CORE that features:

- ♦ Revised Adult Focused Activities
- ♦ Printed Books
- ♦ Course of Recovery–PCP Reference Tool
- ♦ A New CORE Computer Application:

The application includes CORE selection tools by diagnosis, the complete library of activities and professional toolkits to help mental health professionals deliver effective human services.



CABHA

Saguardo Group LLC received its certification as a Critical Access Behavioral Health Agency from the State of NC on June 3, 2010. The NC Department of Health and Human Services implemented new requirements to create these more comprehensive provider agencies to better meet the needs of individuals with severe and persistent mental illness and substance use disorders. .

In response to this initiative the owners of our three operating companies exchanged their ownership interests in those companies for interests in Saguardo Group, LLC. Each subsidiary division continues to provide services as before in order to provide the greatest continuity possible to persons it serves. All of the companies are directed by the Board of Directors of the CABHA, which is wholly responsible for and accountable to the State for the activities of each operating entity.

Saguardo Group, LLC. demonstrates a clear focus on the persons we serve, their expectations, and the results of services provided to them through their achievement of desired goals and satisfaction with services. We believe that CABHA certification is a recognition of our dedication to our mission and principals.

STRATEGIC PLAN

Saguaro Group Senior Management adopted a new Strategic Plan in January of 2010 to guide its work over the next three years. The development of the plan included a review of our previous plan, an analysis of our strengths, weaknesses, opportunities and threats (S.W.O.T), review of feedback from our staff, consumer and stakeholder satisfaction surveys and information from focus groups conducted across program sites.

Our goals for 2101– 2013 include:

- ◆ Business practice improvements,
- ◆ Workforce development,
- ◆ Enhanced quality management.
- ◆ Improve customer service
- ◆ Increase community engagement.

DAY TREATMENT SERVICES

Triumph opened three Day Treatment programs in 2010. Triumph Day Treatment Centers opened in Raleigh/Wake County, and in King/Stokes County. The Triumph Academy opened in Hillsborough/Orange County. A Day Treatment Model of Practice Guide was developed to support consistency across day treatment services operated by Saguaro Group, LLC. The model is based on a Cognitive Behavioral Therapy approach incorporating CORE Interventions in a three-staged individualized program.

Assessment: The Child and Family Team works with the youth, family and school representative to develop a comprehensive Person-Centered Plan, provide crisis stabilization, begin individualized treatment and planning for transition back to their traditional program.

Practice: The youth continues their individualized treatment program including individual and group therapies to learn relapse prevention and symptom management strategies. Parents receive training and support services. The Child and Family Team continues to work on transition and discharge planning.

Transition: The stepping down/out plan is implemented. The team provides teacher support and training and the youth practice their skills incrementally. The youth and their family are linked to ongoing services and supports to promote success post-discharge.

DIRECT SUPPORT PROFESSIONAL WEEK

Direct Support Professionals Week: The U.S. Senate approved Senate Resolution 558 designating the week of September 12th, 2010 as “National Direct Support Professional Recognition Week.” CI initiated collaboration with other provider agencies, advocacy groups and service stakeholders to request and receive a similar proclamation in recognition of direct support professionals in North Carolina from Governor Perdue



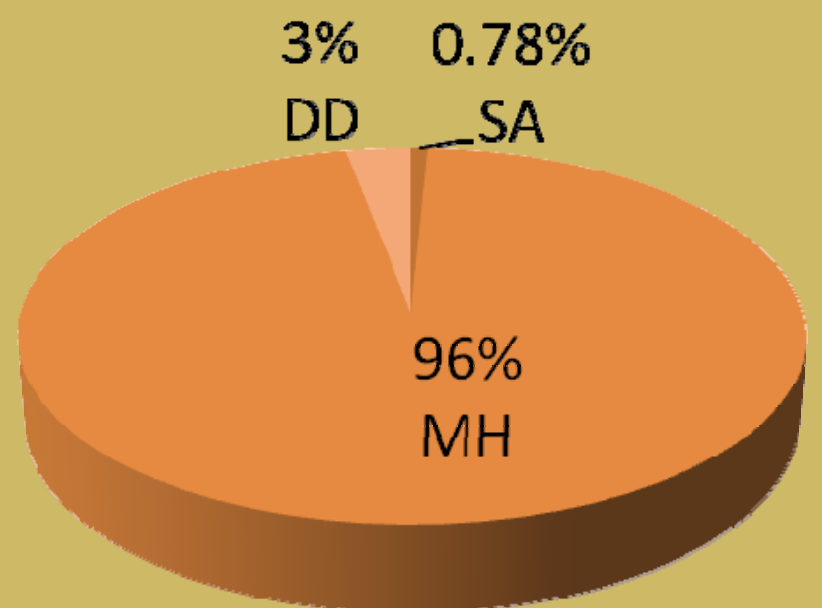
SERVICES

Substance Abuse

- SA Intensive Outpatient Program
- SA Counseling
- MH/SA Targeted Case Management

Mental Health

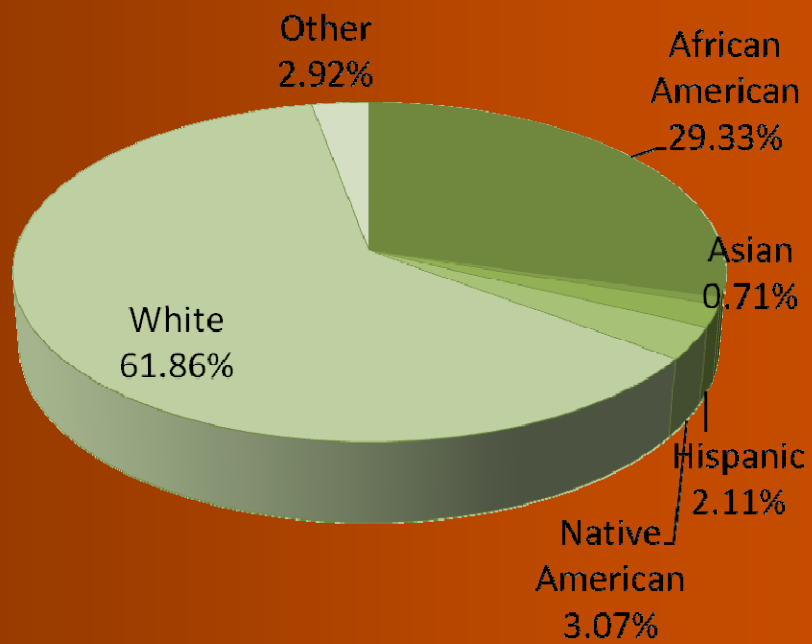
- Community Support
- Community Support Team
- Intensive In-Home
- Assertive Community Treatment Team
- Psychosocial Rehabilitation
- Day Treatment
- Outpatient Therapy (*Indiv., Group & Family*)
- Psychiatry/Medication Management
- MH/SA Targeted Case Management



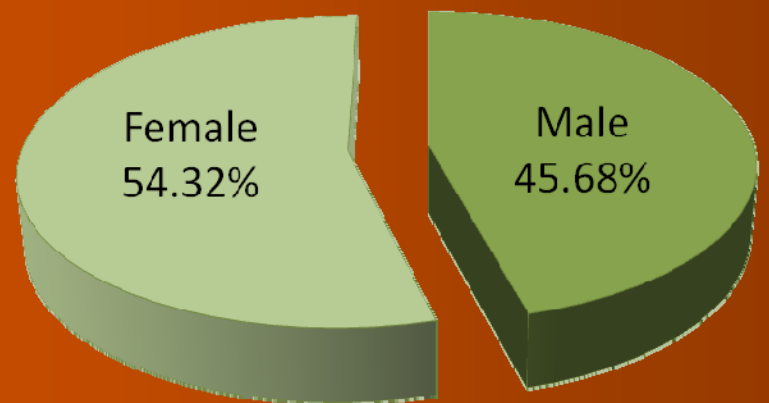
Developmental Disabilities

- Independent Living
- Alternative Family Living
- Supported Living
- ICF/MR Group Homes
- Day Activity Programs
- CAP Services
- Personal Assistance
- Developmental Therapy
- I/DD Targeted Case Management

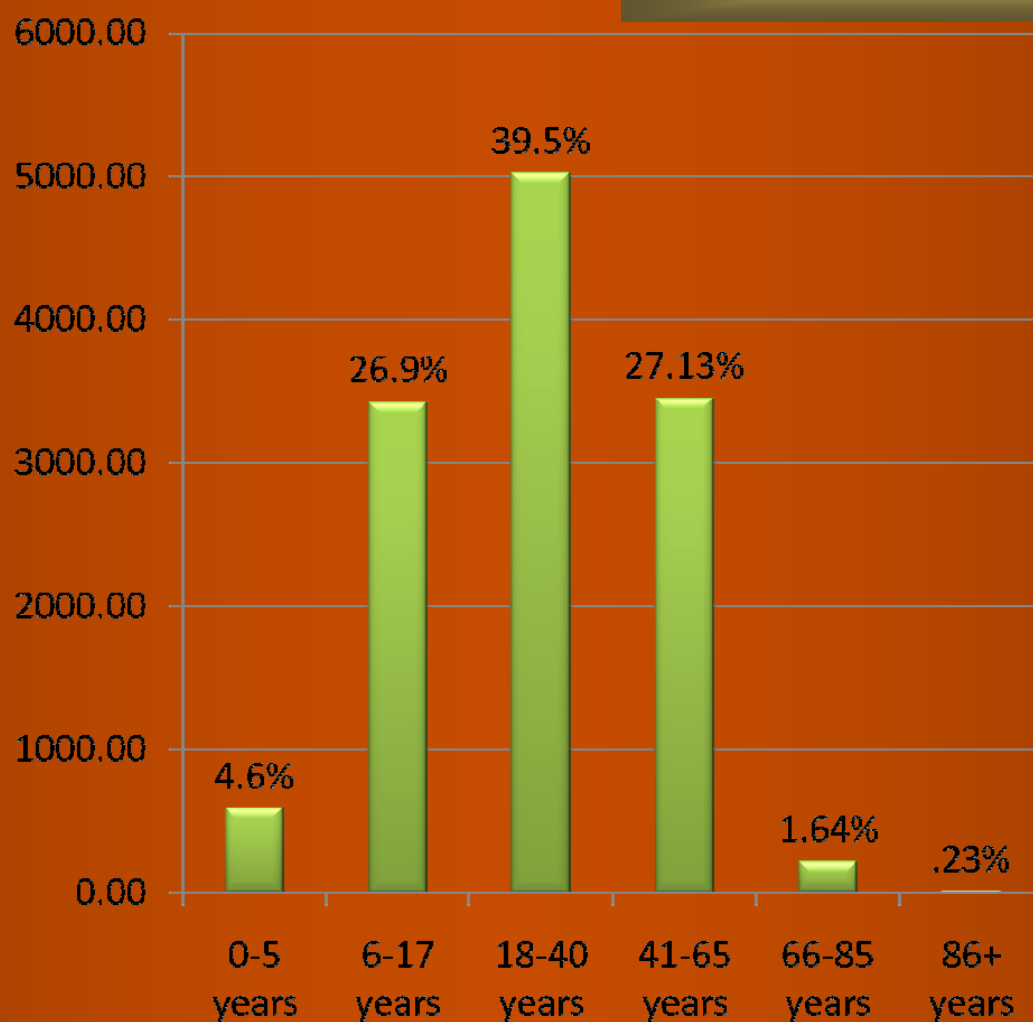
Consumers by Race



Consumers by Gender



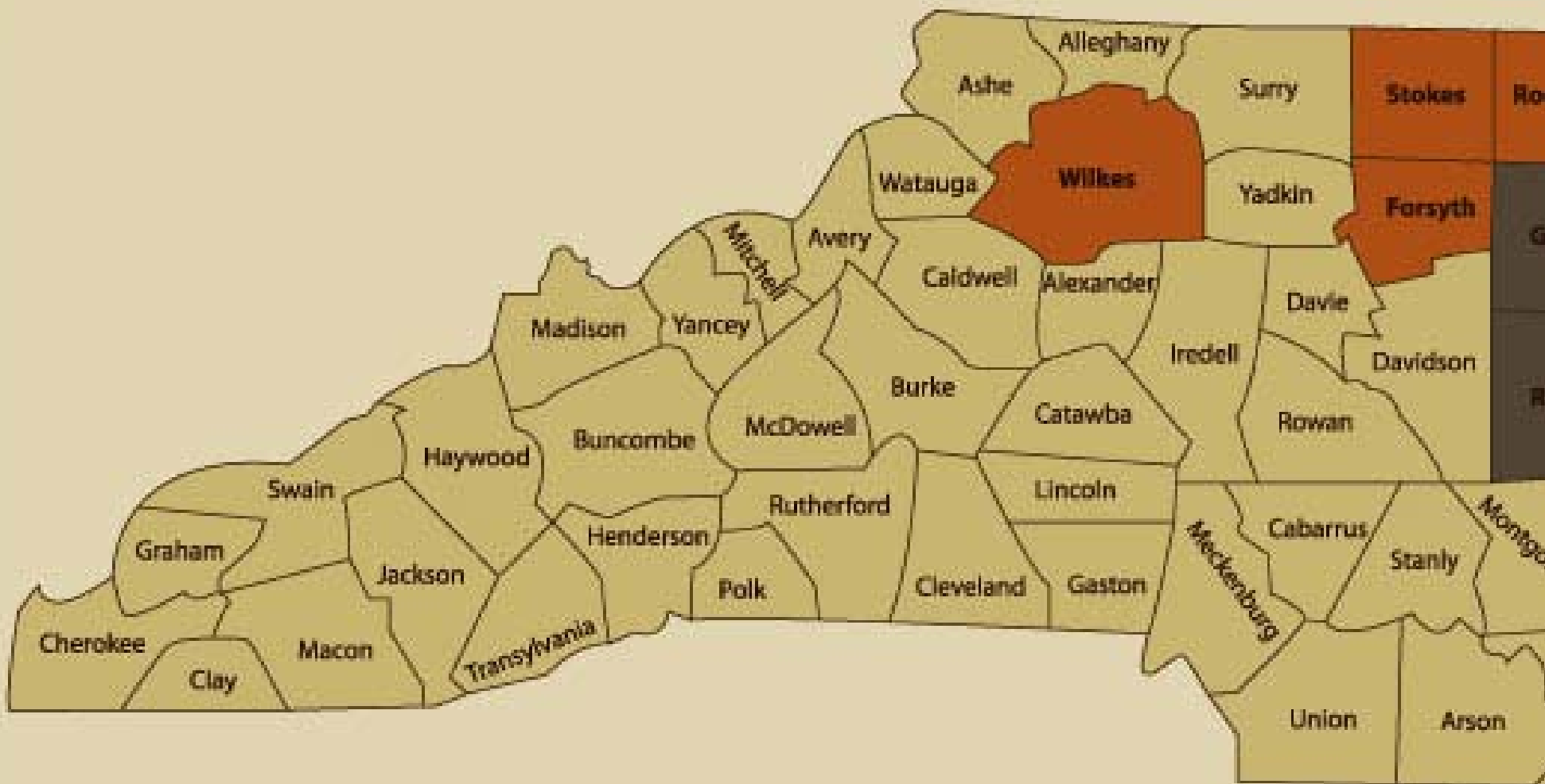
Consumers by Age



Who We Serve

LOCATIONS

*Triumph's Corporate office is located in Morrisville, NC.
Community Innovations' Corporate office is located in Whiteville, NC.
Saguaro Management and Accounting is located in Raleigh, NC.*



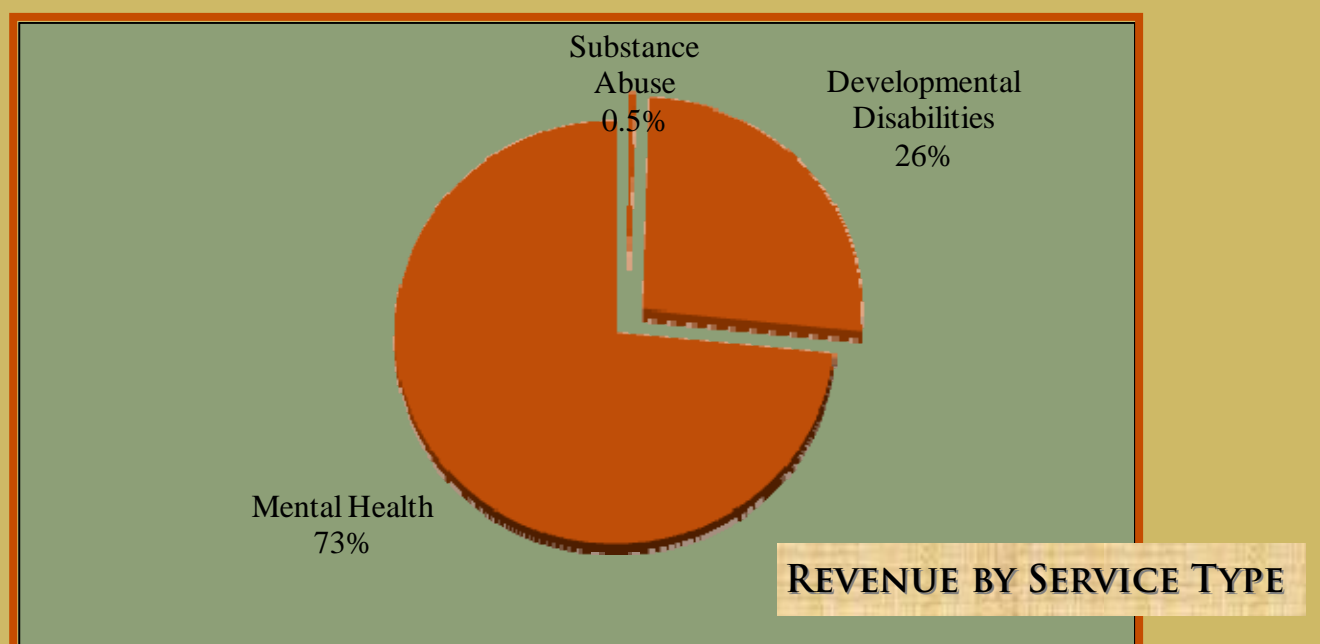
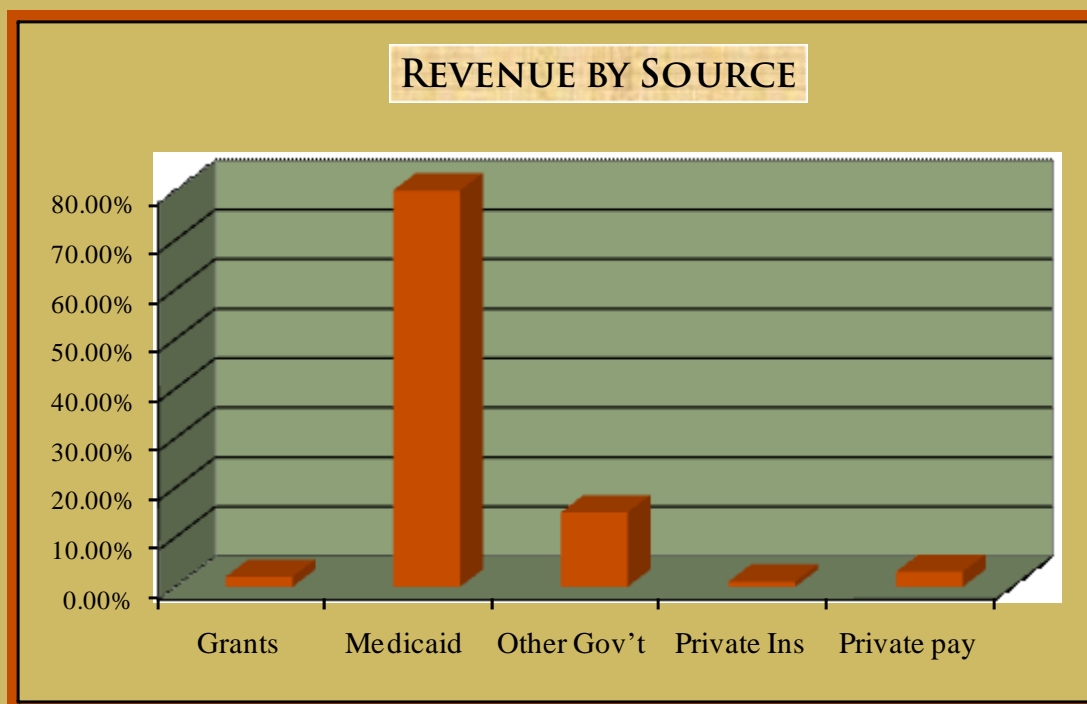
TRIUMPH

Wilkes	Stokes	Person	Chatham	Vance	Warren
Davie	Rocking- ham	Alamance	Durham	Franklin	Wake
Forsyth	Caswell	Orange	Granville	Halifax	

2010 Accomplishments

BUSINESS PRACTICES

- ◆ CABHA Leadership Group and Directors Team created to ensure communication, accountability, planning & facilitation of ongoing self-monitoring and to address cross company issues and ensure compliance.
- ◆ SMA Operations Subcommittee established to identify, communicate and implement needed changes to organizational structure at SMA operations.
- ◆ Expanded Intranet use for centralized posting of calendars and to meet other interoffice needs.



SERVICE DEVELOPMENT

- ◆ Program development activities initiated related to Therapeutic Foster Services (TFS) in preparation for obtaining Child Placement Agency license.
- ◆ Start up of Employment Services begun including employment of Division Director.
- ◆ Community Innovations started two Psychosocial Rehabilitation Programs in the Southeastern Regional catchment area.
- ◆ Targeted Case Management for individuals with mental illness and/or addictive disorders began as the state closed Community Support Services for these populations.
- ◆ Community Innovations expanded into Cumberland County offering Intensive In-Home, Community Support Team, MH/SA Targeted Case Management and I/DD Case Management services.

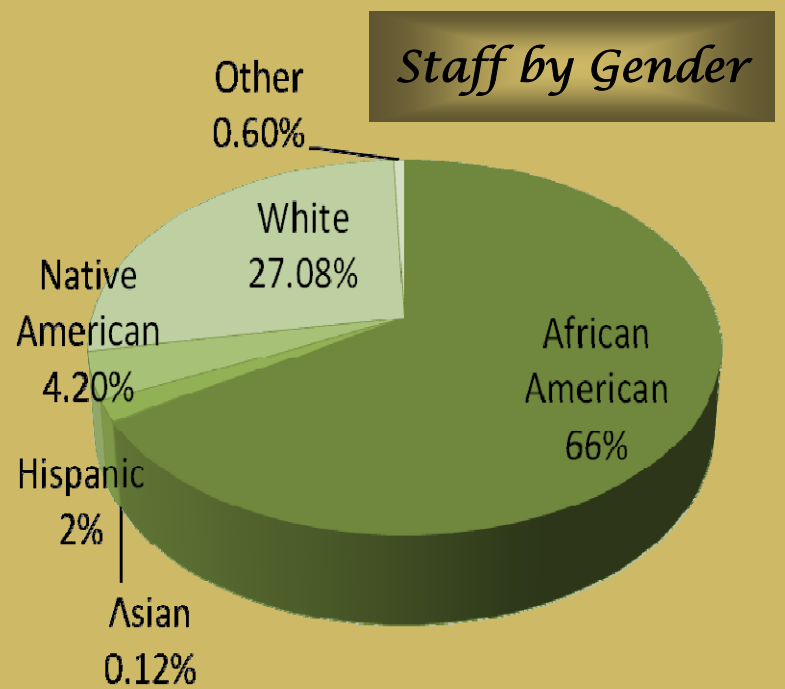
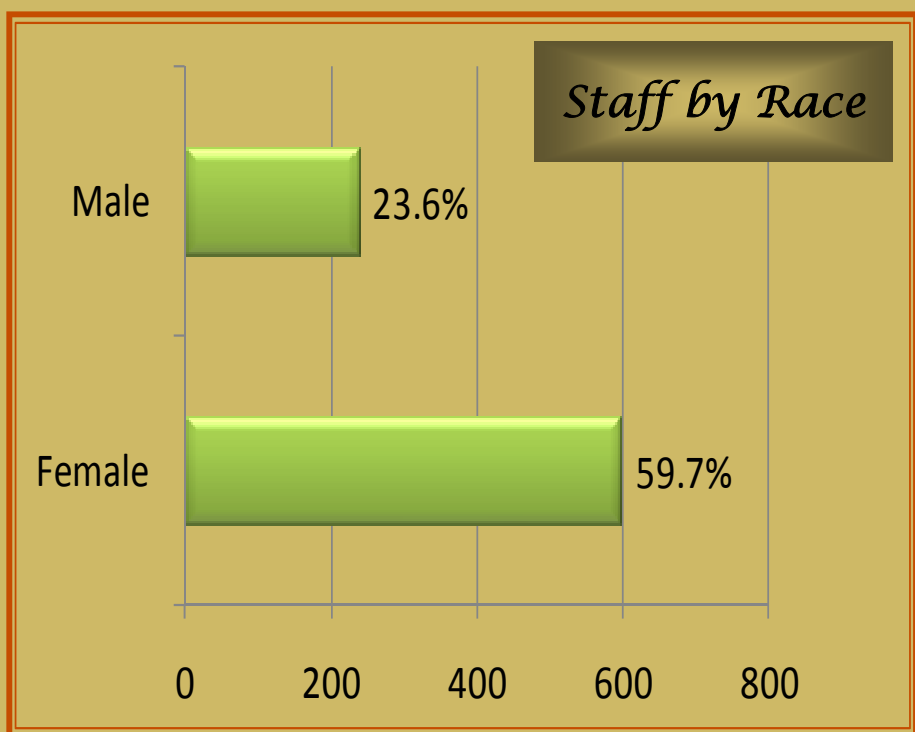
CUSTOMER SERVICE & COMMUNITY CONNECTIONS

- ◆ Internal communications enhanced: created and distributed staff directories across companies, weekly summaries for both provider companies are shared and posted.
- ◆ Planning underway for website redesign and improved functionality.
- ◆ Created an increased focus on staff participation in community activities across the companies. Some examples include:
 - ⇒ Wilkes Senior Alliance
 - ⇒ Homeless Provider Case Management
 - ⇒ Forum End the r-word campaign
 - ⇒ Relay for Life
 - ⇒ Race for the Cure
- ◆ Both companies sponsored activities in support of Mental Health Awareness month in May.

2010 Accomplishments

QUALITY WORKFORCE

- ◆ Saguaro Group Training Director received additional training in Cognitive Behavioral Therapy as the adopted best practice clinical model across the companies.
- ◆ Training curriculums were revised and updated to keep abreast of changes in service definitions.
- ◆ Clinical and administrative competencies were established for CST service delivery.



- ◆ Both Community Innovations and Triumph Training Directors received Person Centered Thinking trainer certification.
- ◆ Staff providing Targeted Case Management for individuals with developmental disabilities received additional training as the service was revised and became a directly enrolled in Medicaid.
- ◆ Staff Retention Workgroup convened to reduce staff turnover and address issues from staff satisfaction surveys.

CULTURE OF QUALITY

- ◆ All satisfaction surveys converted from paper to web based tool.
- ◆ Preparation activities for reaccreditation initiated. Residential services will be included in accreditation for the first time.
- ◆ Quarterly QM reports enhanced to include updated lists of evidence based practices available across the companies and highlights of community involvement activities.
- ◆ Enhanced involvement of medical staff in QM processes including the initiation of formal case collaborative conferences with medical staff at each site location.
- ◆ Established new procedures for improving integration of primary care and our behavioral health services.

2011 Goals

- **Obtain license as Child Placing Agency and initiate Therapeutic Foster Care Services**
- **Attain CARF three year re-accreditation**
- **Grow Employment Services**
- **Prepare for the transition from a fee-for-service environment to a managed care system**
- **Continue information management systems enhancements to improve internal and external communications**
- **Enhance implementation of best practices**
- **Develop service coordination protocols to be incorporated into all Models of Practice Guidelines**
- **Strengthen self advocacy/self determination focus within all service delivery**
- **Focus on improved community engagement**

Affiliates



CAROLINA BEHAVIORAL CARE

Carolina Behavioral Care

(CBC) is a comprehensive psychiatric practice with 24 years experience. CBC offers a multi-specialty clinic providing services to individuals of all ages. CBC provides diagnostic and treatment services for children, adolescents, adults and geriatric consumers in all areas of psychiatry and substance abuse. The clinic provides inpatient psychiatric and substance abuse treatment, as well as consultative liaison services at First Health of the Carolinas in Pinehurst, NC and Sandhills Regional Hospital in Hamlet, NC.

www.carolinabehavioralcare.com



Arizona Health Care Contract Management, Inc.

(AHCCMS) provides quality services to consumers with multiple disabilities. The company promotes the integrity, self-reliance and well-being of each consumer. AHCCMS builds an individual plan for maximizing the strengths and meeting the needs of each consumer through a variety of community-based settings and programs.



**COMMUNITY
CONCEPTS, INC.**

Community Concepts

(CCI) is a non-profit organization incorporated in September of 1983 to provide services and supports to individuals with disabilities in communities of their choice and to conduct research, development and education to support service delivery. CCI acts as a “laboratory” for new services with a focus on evidence-based and best practices, programming initiatives and other activities to support recovery and self-determination of people with disabilities.

SPECIAL THANKS

The Saguaro Group would like to thank the staff of our member and affiliate companies for their contributions in assembling this annual report.



