



February 2024

Dear Friends of UCP Heartland,

I hope you are well, safe, and enjoyed the few inches of snow we received last week. It has been a mild winter, so getting a short blast of snow in mid-February is not all that bad. However, I can do away with it for now and bring on the consistent warm weather.

We are 1 week away from the UCP Heartland “70 Years of Service” Gala! If you have not purchased your tickets, now’s the time to do so...click [here](#) to purchase your tickets. This incredible event will be held on March 2<sup>nd</sup>, 2024, at the Hilton St. Louis Frontenac. The evening will be full of amazing moments; I hope to see you there. We are especially excited to honor Bill Siedhoff for his incredible leadership, philanthropy, and dedication to service here in the St. Louis region. In addition to honoring Bill and enjoying a wonderful dinner and heartfelt program, we have some enticing items for attendees to bid on and take home with them during the auction portion of the evening. Some of our live auction items include: a trip to a private house on the Island of St. Croix, a private party for you and guests on the 29<sup>th</sup> floor at One Cardinal Way, and 2 Notre Dame Football tickets! You can also purchase your Louis Vuitton raffle tickets now.

UCP Heartland’s goal this year is to raise \$360,000+. Thank you in advance for being a part of this incredible 70-year journey. Your support, your compassion, and your belief in a brighter future for people with differing abilities are what drive us forward.

#### Survey Season at UCP Heartland

Over the past few months, UCP Heartland has had back-to-back-to-back reviews from external entities. We are in an industry that is heavily regulated due to the type of services provided and the diverse funding sources to pay for those services. Some quick education - UCP Heartland has 5 different sources that do a periodic survey/review either every year or every few years depending on the outcome. National Association for the Education of Young Children (NAEYC) surveys the Child Development Center in Columbia every 5 years, Eastern Regional Alliance (this includes PLB, DDR, DDRB, and DDA) does a provider review on an annual basis, Columbus Group is a new survey entity contracted by Department of Mental Health (DMH) to conduct a survey of providers receiving Medicaid Waiver funding, CARF (Commission on Accreditation for Rehabilitation Facilities) surveys UCP Heartland every 3

years, and finally the United Way of St. Louis, Jefferson City, and Columbia all do agency reviews of programs for the funding they provide.

This has been a unique season because we have had 3 of those entities schedule surveys pretty much at the same time. Eastern Regional Alliance was in November 2023, Columbus Group visited for 3 days in December 2023, and CARF was conducted February 7<sup>th</sup>-9<sup>th</sup>. Surveys can be stressful, and it often is argued about duplication from different entities looking at the same thing. UCP Heartland embraces these processes and utilizes them to make our organization and services better, but most importantly validates the good work all our staff and our organization does for people and the communities we serve. The current survey season we have embraced has had extremely positive results with minimal issues. Congratulations to UCP Heartland employees and thank you to the individuals and families for their trust in our programs and services!!!

Sincerely,

Clint Bolser, CEO