

## **ADDENDUM TO STRATEGIC PLAN DUE TO COVID-19**

Due to the COVID-19 pandemic, a strategic planning meeting was held to make necessary amendments to the 2020 Strategic Plan.

The members included in the virtual meeting included the following persons:

- Tracy Frye – CQI Director
- Brook Phillips – Executive VP/Agency Director
- Patra Lowe – Clinical Director
- Amber Anderson – Early Intervention Director
- Christina Clatterbuck – Interim Regional Director
- Gary Wiley – Regional Director
- Jennifer Carroll – Vice President/Controller
- Leslie Cothren – IT Director
- Drema Greer – Training Director
- Ingrid Freeman – Human Resources Director

This meeting was held on 3/24/2020. At that time, the persons in attendance were requested to send in any changes that they see are needed in the strategic plan for their area.

The information that was shared for the direction Universal now needs to focus on for the remainder of the year (or until otherwise directed) included the following:

- Provide all services allowed through telehealth and/or telephonic means until such time determined to be appropriate by the state and Universal
- Utilize all of the appendix K flexibilities as allowed by each MCO
- Stay current with all changes/directions given by the state and the MCO's regarding services during this pandemic
- Provide PPE's as available to appropriate staff and offices
- Follow the directions given in Universal's official plan and response to Contagious Pathogens, including COVID-19 to ensure the safety of the persons we serve as well as the staff members
- Limit travel for all professional and office staff among offices to prevent the spread of this virus
- QP's are directed to limit face to face supervisions of their staff
- The Senior Leadership Team will meet on a bi-weekly basis to discuss the needs that we are seeing and the flexibilities for services as they are released

It is ultimately the goal to continue to provide services for the persons as needed and desired by the individual served and/or the family/guardian in a manner that is safe for all. At this time, our initial strategic plan which included increasing the current programs is secondary and the primary goal of Universal is to maintain the services and the stability of the agency in order to continue to provide the services needed for the safety and well-being of the persons we serve. This is a live document and will be updated as the situation with the pandemic dictates.