

# Abound Health

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We Empower People

# Our History



Janet Presson, the mother of a child with special needs, founded A Small Miracle

A Small Miracle acquires 8 additional regional provider agencies and advances its clinical processes and procedures by developing best practices



Abound Health is a leading IDD agency in NC, NJ and PA that continues to serve Janet Presson's son and other children of former founders and has consistently earned a remarkable client NPS >90

1997

2015 - 2021

2024

2015

2021

2022-2023

A Small Miracle and a NC EHR platform join forces to create a technology and compliance-driven provider agency



A Small Miracle rebrands to Abound Health.

Receives a 3-year CARF accreditation with NO recommendations and is recognized in the top 3% of providers nationally



Abound Health Expands. Using the proven strategy of partnering with top tier founders, abound expands services to both New Jersey and Pennsylvania



We empower people.

# Abound at a glance

Since 2015, 16 agencies have come together to create a leading IDD agency, Abound Health, which is supported by a proprietary EHR, OnTarget. Today Abound is run by a brother and sister duo and an incredible leadership team (pictured right). We pride ourselves on creating a fun, innovative and people-first organization.

**Our Purpose:** To empower people.

**Our Mission:** To provide tools and services people need to enhance their lives and the lives of others.

**Our Vision:** To enhance lives by empowering people to reach their potential.

**Our Core Values** – Our values are more than just words on a wall. We use them as a guide to determine how we act and treat each other.

- Never Stop Looking for a Better Way
- Us and We Versus I and Me
- Commitment to Excellence
- Do the Right Thing Even if it is Hard
- Celebrate What Makes Us Different
- Every Voice Matters
- Work Hard in Silence, Let Your Successes Make the Noise

## Our Keys to Success

1. We prioritize person-centered supports
2. We are committed to quality
3. We put our people first
4. We have a culture of innovation



Aloha is part of our culture. It's more than just a word, it is a way of life. It is a way of showing compassion and kindness to others, of working together in harmony, and of approaching every situation with a positive attitude.

# We prioritize person-centered supports

Abound delivers high-quality services and provides resources to help our clients achieve their goals

## Service Delivery Settings

- HCBS
- Day Programs
- Integrated Employment
- Host Homes / AFL

## Supported Services

- Supported Living
- Host Home
- Community Networking
- Supported Employment
- Crisis Services
- Day Supports
- Community Living & Supports
- TBI Waiver Services
- Respite
- Group Living
- Transportation
- Behavior Supports
- Specialty Therapies

## Additional client-focused initiatives

- **Dream Squad** – we empower clients by creating personalized experiences that make their incredible wishes come true. Check out our website for some awesome examples.
- **Client rights committee** – a group of clients meet quarterly with our team to ensure we’re upholding our commitment to supporting all our clients’ needs.
- **Our Supported employment team** – we have a team dedicated to establishing employer relationships and providing vocational training. They’ve helped secure employment for >200 individuals!
- **Client Advocacy** – we lead and participate in a multitude of client advocacy events to further the mission of Abound and other IDD providers.

## Spotlight: A Client’s Employment Dream



When Gabi was 18, she started looking for jobs, but no one would hire her. That’s when Gabi decided to open her own business and Gabi’s Grounds was born.

Today they employ 26 people with various abilities. They advocate for the value, inclusion, and acceptance of individuals with IDD. We are so proud of her and her positive impact in the community.

Support Gabi at – [www.gabisgrounds.com](http://www.gabisgrounds.com)

# We are committed to quality

## Safety & Compliance First



### High MCO Audits Scores

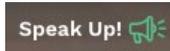
100% Vaya  
100% Sandhills  
100% Partners  
100% Alliance

Monthly  
Human Rights  
Committee

Quarterly  
Safety  
Committee

Quarterly  
Quality  
Assurance  
Committee

## Client and Staff Advocacy



Speak Up Program Available to All  
- Staff, DSPs, Families, Clients

92  
Client NPS

## Family Advisory Board

Abound-funded  
**Caregiver Relief**  
for all AFL  
providers

**Regular Support Groups**  
- AFLs  
- DSPs  
- Families/Guardians

## Continuous Improvement



We reinvest into our software to be compliant and efficient

## Rockefeller Habits Company-wide



## Learning & Development



LMS with hundreds of training modules for all staff

Dedicated QP Trainer & 4-month QP Learning Path

Medication Management for Supervisors

Quarterly QP Enhancement Meeting

# We put our people first

Abound offers a variety of programs to support our team members

- **Our Impact and Advancement Team** – Our team of individuals dedicated to providing a voice for both families and DSPs. They organize events within the community, support advocacy at all levels of state government, and drive initiatives that move the organization forward.
- **The Abound Cares Program**– For families and staff who have come upon hard times, we created a program to provide a safe haven and to lend a helping hand. We'll help find housing, grief counseling and other resource assistance for those in need.
- **Our Employee Benefits Package** – We provide an awesome array of benefits for ALL of our team members including healthcare, dental, vision, disability, and a retirement plan with a company match.
- **Our Team Building Activities** – We organize events almost weekly across the state including BBQs, team outings, our annual summit, our quarterly book club and our Couch-to-5K events. We're also excited to add a company-wide-volunteer day to the calendar this May!
- **Aloha Friday's** –The best way we celebrate Aloha Friday is by wearing Hawaiian shirts together. It's corny, but we love it. We also give staff PTO on every Friday in July to show our appreciation.
- **Our Promise Scholarship** – Each year we provide \$20K in scholarships to 5-10 team members to support academic and career advancement opportunities.

## Spotlight: Abound Scholarship Recipient



Eric Auth, one of our incredible DSPs, was a recipient of our promise scholarship in 2022. The funding helped Eric complete his undergraduate degree, graduating Summa Cum Laude. Eric is now one of our best QPs, supporting clients achieve their goals across Raleigh, NC.

Eric's story is both inspiring and uplifting, reminding us all of the importance of looking towards the future. It also speaks to the power of embracing a growth mindset and never giving up in the pursuit of our dreams.

# We have a culture of innovation

Technology and data are at the center of everything we do. As our core value states, we strive to “never stop looking for a better way”

- **OnTarget** – our proprietary software helps create efficiency and simplifies the work for our clinicians, finance team, HR team and our staff.
- **Business Intelligence** – our analytics platform helps our team members make informed decisions including better utilization management, client outcomes tracking, and overall business performance.
- **Staffing algorithm** – we’ve developed an algorithm that helps us to better match clients and staff based on fit, helping to increase utilization and reduce turnover.
- **Innovation Teams** – we’ve created a framework that brings functional teams together to solve some of the company’s biggest challenges (e.g. DSP engagement, recruiting, and med management).

