

# Impact Report 2024-25

*Leighton and her dad react to her ability to “blow bubbles” at UCP’s Adaptive Toy Workshop, a collaboration between UCP Assistive Technology Services and Messiah University Master of Occupational Therapy*

*empowering life without limits*



# Thank you

for supporting our **MISSION:**

*Empowering people of diverse abilities to live a meaningful life through innovative supports and services.*

and for bringing life to our **VISION:**

*Communities that embrace every individual's abilities.*



The quality of Mischelle's everyday life is made richer because of her UCP connections: she shares a UCP licensed home with **three** roommates and also participates in our Community Participation Supports service four days a week. Here she is shown sharing a laugh with UCP Community Relations and Development Coordinator Bernadette

## WHO do we support?

Over the past 70+ years, UCP Central PA (UCP) has evolved to become a premier provider of services and supports for individuals with a wide range of ages, diagnoses and conditions... and an equally wide range of interests, abilities, and aspirations. Over the past year alone, UCP has provided comprehensive services that made a marked difference in the everyday lives of nearly 5,000 individuals across the 22 Central PA counties listed below.

### COUNTIES SERVED

- Adams
- Centre
- Clinton
- Columbia
- Cumberland
- Dauphin
- Franklin
- Fulton
- Huntingdon
- Juniata
- Lancaster
- Lebanon
- Luzerne
- Lycoming
- Mifflin
- Montour
- Northumberland
- Perry
- Schuylkill
- Snyder
- Union
- York



If HUMAN BEINGS are  
perceived as having  
*potential* rather than  
PROBLEMS...  
as possessing *strengths*  
instead of  
WEAKNESSES...  
then they can *thrive*  
and grow to  
their CAPABILITIES.

- BARBARA BUSH



## WHAT do we do?

We are a person-centered human service agency serving the disability community for over 70 years. *Today, our commitment to forge a better life for people of all abilities remains constant.* To that end, we do everything in our power so the people we support can reach their full potential and live their best lives.

We embrace inclusion just as we promote independence. For individuals who may feel powerless to change their situation, we encourage them to do more and be more... to explore their interests and to pursue what brings them joy. We identify challenges and imagine opportunities in their place. And then we come up with innovative solutions and supports.

## UCP Service Divisions

- Agency with Choice
- Childhood and Ancillary
  - Early Intervention
  - Family Support
  - Assistive Technology
- Community Participation Supports
- Employment
- Home and Community
- Residential

## HOW do we do it?

UCP relies on a core set of principles that guide both our everyday operations and our future planning, and which form the basis of our agency-wide recognition program. We call it “Living the Principles.”

The centerpiece of the program is the STAR/ACE Awards which recognize and reward staff for *modeling the principles that demonstrate who we are and what we do on our best days.* This peer-to-peer recognition allows UCP to recognize more staff, more often, for the vital work they do. In 2024-25, 187 distinct members of staff and leadership were nominated for STAR Awards. Of those, 40 staff received the quarterly ACE Award which includes a cash prize.

## Core principles

- Person-focused
- Communication
- Connected
- Innovation
- Inspiring Leadership
- Teamwork

## WHY do we do it?

You’ll find the answers to that question in the success stories that follow.



UCP DSP Jessica E cuts a concrete rug with Lizzie at Deloitte Impact Day at Adventure Park in Mechanicsburg



*Whoever said "money can't buy happiness..." clearly hasn't seen the impact of your contributions.*

## Agency with Choice Self-Directed Services

**Agency with Choice (AWC)** is a participant-directed support service model that empowers individuals with Intellectual/Developmental Disability or Autism (IDD/A) to direct their own services, both at home and in the community.

This leads to greater choice and control over where, when, how--and most critically, by whom--those supports are delivered. UCP's role is to offer administrative and employer-related guidance and support.

## By the numbers...

924 individuals supported

1,364 employees

13 Central PA counties served

1,225,606 service hours delivered

Learn more: [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

## Greer's Story

Thanks to UCP's AWC service model, Greer's mother Judy has been her primary Support Service Provider for the past 7 years. The consistent support from trusted family (including a SISTER and a family friend) has allowed Greer to expand both her artistic and entrepreneurial horizons. The result was the development and introduction of the "Magic by Greer" product line in 2019.

A little backstory... 28-year-old Greer has a ready smile, a sunny disposition, an artistic flair... and Down Syndrome. She is the creative mastermind and force behind a growing inventory of products: shirts, aprons, towels, ball caps and bucket hats, travel mugs, tablets, and more... all featuring her hand-written appeal to "Be Kind." "Be Happy." "Be Awesome." You can purchase the full line of "Greer gear" at Carriage House Collective (the shop or the website) where Greer sells her merchandise.

Greer donates a percentage of all her sales to two local organizations that have supported her growth and achievements. To date, she has donated over \$9,000 to Special Olympics and Developmental and Disability Services of Lebanon Valley.

Greer has developed a sizable and growing customer base who believe in her message of kindness. When people meet her they find her pure heart and joy for life to be contagious.

Shop Magic by Greer inventory here:  
<https://www.thecarriagehousecollective.com/store/category/Greer%20Gear>

Greer shows off one of her shirts with kind-hearted fellow entrepreneur, John C of John's Crazy Socks.



Greer has become a popular vendor at various UCP functions. She is shown here--along with her mother Judy (right) and Aunt Jane--at UCP's 2024 Staff Retreat.



“

Agency with Choice has given Greer the opportunity to impact the lives of others through speaking engagements, requests for custom-designed shirts, and ongoing Magic by Greer vendor opportunities. She would not be able to increase community awareness without the AWC support that enables me to orchestrate speaking engagements and business collaborations. Our family is so thankful to UCP for their ongoing support!”

~ Judy L, Greer's mother and Support Service Professional

## Childhood & Ancillary

Early Intervention/Family Support/Assistive Technology

- **Early Intervention (EI) services support the cognitive, motor, communication, and social development of infants and children** who have or are at risk for developmental delays. Our team of therapists works closely with family members and other caregivers to help foster early growth and skill development, thereby laying a strong foundation for future success.
- **Family Support Services (FSS) strengthens the family unit as a whole through support and activities** that are focused on the wellbeing of each member.
- **Assistive Technology (AT) services give new life to used equipment, improving lives and enhancing independence** at home, school, work, and in the community.

## By the numbers...

EI	FSS	AT
363/350/4,000		
individuals and families supported		
26 employees		
12 Central PA counties served		
4,646 EI service hours delivered		

Learn more: [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

## Elyse's Story

Elyse B is more than one in a million. In fact, she is the only known person born with her specific genetic mutation—an indicator of the Mitochondrial Disease diagnosis she received at just under 2 years of age.

When the number or function of mitochondria in the body's cells is low, as with Elyse, less energy is produced, resulting in dysfunction of such high-energy-demand organs as the heart, muscles, and brain. The disease is primarily managed through supportive therapies: in Elyse's case, physical, occupational, vision, hearing, speech and music.

Much of what Elyse is able to do today is a result of EI therapies... and the commitment and quiet professionalism of UCP Physical Therapist Erin C. At her initial visit, Erin raised a concern about Elyse's hips. It was found to be hip displacia which required surgery, spika casts on both legs, and extensive rehab. For the next year and a half, Erin accompanied Amanda and Elyse on all medical appointments. *"Erin literally was our angel,"* Amanda relates now. *"Having her--and her expertise--by our side made all the difference. She set us up with a great foundation, and gave me confidence to trust my decisions in an emotionally charged situation. She taught me that 'if it's on your mind, ask the question.'"* Amanda says that would be her message to other parents faced with a daunting diagnosis.

After 15 years as a caring classroom teacher, today Amanda channels her energy and passion as Elyse's Home Health Aide. This has allowed her to support Elyse, now an active 9-year-old, through preschool and into elementary school, and to advocate for her as needed so Elyse continues to receive the therapies and services that will empower her to thrive, both now and in the future.



*Elyse's mother channels her background as an educator to be an advocate for Elyse in reaching her full potential... in the family and in the community. Elyse is not a spectator in anyone else's life. She's got her own things."*

*~ Erin C. UCP EI Physical Therapist who worked with Elyse and Amanda*



Elyse expresses herself through the use of a picture card communication system. Inset, Amanda, the “tooth fairy” with Elyse at the UCP Family Fun Fair in Mechanicsburg.



## CPS Services

**UCP's Community Participation Supports (CPS)** provides adults with disabilities the opportunity to explore--and embrace--more of what life has to offer. We encourage and empower participants to build strong community connections by focusing on each individual's interests, strengths, abilities, and aspirations.

CPS offers individuals the prospect of forming and developing lifelong friendships, along with plenty of opportunities for meaningful community participation, including volunteerism.

## By the numbers...

177 individuals supported

86 employees

10 CPS locations

7 Central PA counties served

143,459 service hours delivered

Learn more: [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

## Kiki's Story

Soft spoken and shy by nature, Kiki has a ready smile that lights up a room. She has been active with CPS Carlisle for just over a year, volunteering on Fridays alongside other CPS participants at Community Cares emergency shelter in Carlisle. They regularly help pack snack bags for people who come to the shelter for a shower, rest, and resources. Kiki also works two days a week at Red Tomato Farm in Newville, a working farm aimed at providing adults with intellectual disabilities meaningful work rooted in farm tasks.

Kiki, who has Down Syndrome and Autism, has been living in a provider-run group home for 4 years. At her most recent ISP meeting, she told her team that she had a new goal: she wants to live on her own. Her previous goal was communication-based, with a focus on peer-to-peer interactions. Given the progress she's made in that area, when the team learned of her desire to live independently, they began discussing what would have to happen for her to achieve that goal. CPS staff worked with Kiki to revamp tasks to work toward her new program goal, asking what she wanted to work on first.

Since the CPS facility has a full kitchen, Kiki has chosen to focus first on her cooking skills. She goes to the library or on YouTube for easy-to-follow recipes. One of her recent efforts--a batch of Rice Krispie treats for CPS staff and participants--was a huge hit!

It's uncertain when--or even if--Kiki will attain the goal of living on her own. But she's taken a huge first step in imagining it for herself and being willing--and fully supported--to go for it!

Below, UCP DSP Debbie W helps Kiki work on her skills in the kitchen; Kiki proudly shows off her batch of Rice Krispie treats!





Kiki and fellow CPS participant Christian take a break from stuffing snack bags for visitors to Community Cares emergency shelter in Carlisle.

“

In her relatively short time with CPS, we've seen Kiki grow in confidence and self-assurance, and be better able to communicate her wants. The fact that she has decided on a long-term goal of living independently is huge for her. And we will do everything we can to help her achieve it.”

~ Nicole Henry, CPS Carlisle Supervisor



## Employment Services

**UCP Employment Services** work wonders for individuals who have both the desire and ability to become gainfully employed. *We empower individuals to search for, secure, and sustain meaningful employment, reach their career aspirations, and achieve long-term success in their chosen line of work.*

Our dedicated Employment Specialists provide one-on-one support, connecting individuals with forward-thinking employers who recognize the value of an inclusive workplace.

## By the numbers...

**57** individuals supported

**33** employers currently working with UCP Employment Services

**6** Central PA counties served

**5** employees

**3,879** service hours delivered

Learn more: [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

## Molly's Story

Molly first connected with UCP through Pathways Academy—our independent residential life skills training program. Following her 2024 graduation from the Academy, Molly took the skills she learned there and moved into her own one-bedroom apartment. She was employed, but wasn't happy in her line of work.

Molly reached out to UCP Employment Services, looking for help to find a new job. Employment Specialist Shannon B coaxed her to think bigger: she asked Molly to identify her "dream job." Six months later, after working together to revamp Molly's resume, scour for appropriate openings in the childcare field, and work on interview skills, it happened. Molly nailed the interview, and was offered the job of her dreams. With Shannon's assistance she was able to secure all the necessary clearances and credentials.

Molly has recently celebrated one year of employment at Inspiration Station Early Learning Center, where she spends most of her time in the Snuggles room (infant to six months). She has a job she loves, is bringing home a paycheck she earned, and is experiencing the confidence and fulfillment that comes with being a fully contributing member of the community. Shannon says Molly is a "natural at the job."

Molly's next goal is to work with children with special needs. Given Inspiration Station's commitment to inclusion, it probably won't be long before that dream also becomes a reality.

Below, Molly receives Special Olympics medal in tennis; Molly curls up at home with her Penn State throw.





Molly and Shannon share a moment at Inspiration Station;  
Inset: Molly with Violet, one of the kiddos she cares for.



Molly's cheerful spirit shines with the children, and she brings positivity to her team every day. She embraces feedback, continues to grow, and is a reliable team member who demonstrates our core values."

~ Jennifer P., Director of Inspiration Station

## Home & Community Services

**UCP's Home and Community Services** support individuals in leading fulfilling, independent lives of their choosing in the comfort of their own homes and within the broader community.

UCP's personalized on-on-one support helps individuals access ongoing skills training, engage in volunteer opportunities, participate in recreational activities, develop meaningful relationships and more--all designed to foster independence and community involvement.

### By the numbers...

55 individuals supported

16 employees

8 Central PA counties served

12,002 service hours delivered

Learn more: [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

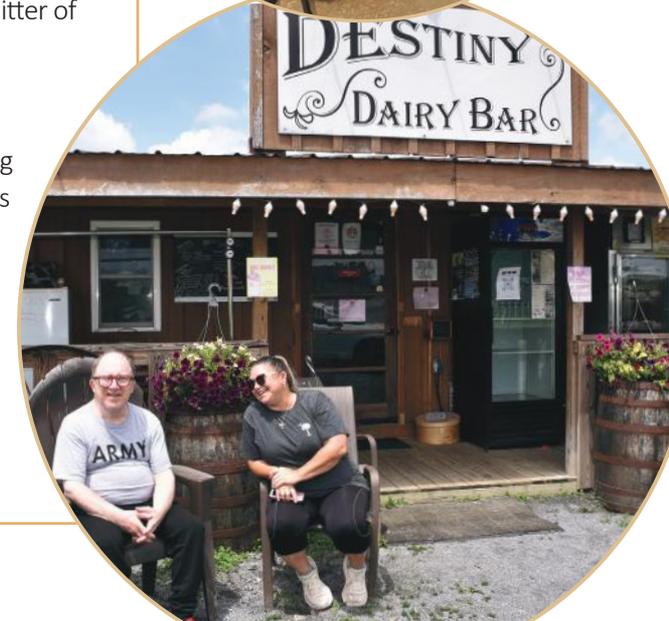
## Barry's Story

For over a year, Barry has been living the good life. Through UCP's Lifesharing service, Barry is safe and secure in a welcoming home with a family who cares deeply about him. He also receives Home and Community services through UCP throughout the week. His time out and about in the community provides opportunities for Barry to expand and explore his interests and to develop and nurture relationships, both human and otherwise.

Along with Habilitation Specialist Jennifer W, Barry regularly (and happily) volunteers at Destiny Dairy Bar in Carlisle, where he works side by side with other community members to care for animals, sweep floors, clean stalls, and organize supplies. He has come to find comfort in the routine of daily farm life, as he performs the tasks of feeding and watering calves and goats. He and Jennifer were even on hand to welcome a litter of newborn piglets.

These opportunities represent much more than a good time for Barry. They are helping build lifelong skills and instill character traits of self-determination, responsibility, job readiness, confidence, and commitment... all tools that will serve Barry well far beyond today.

Barry sweeping the floor; taking a break with Jennifer after volunteering at Destiny Dairy Bar.



"When I first met Barry and we headed out into the community, he was very shy and didn't talk much at all. Since finding his place at the farm, Barry has shown a personality that is inspiring. His love for the animals is so strong."

~ Jennifer W,  
Habilitation Specialist



Barry enjoys watering the calves at Destiny Dairy Bar.

## Residential Services

**UCP Residential Services** include 19 licensed homes, a respite home, and 11 supported living apartments, with support options ranging from a few hours to 24/7. All provide a nurturing family-like environment, rich with life experiences. Included in the licensed homes is Pathways Academy, a four-person transitional residence for individuals who desire to attain the knowledge and skills necessary to live independently. To date, we have had 20 “graduates” from the Academy, including Molly who is featured in the Employment Services section of this **Impact Report**.

## By the numbers...

65 individuals supported

165 employees

5 Central PA counties served

232,291 service hours delivered

**Learn more:** [referrals@ucpcentralpa.org](mailto:referrals@ucpcentralpa.org)  
or 800-998-4827

## Christian's Story

Christian (or “Chuck” as he is affectionately known by UCP staff because of his fondness for Charlie Brown) has experienced significant growth in all aspects of his life since he made the move to a UCP-run home in May 2020.

Thanks to the tireless work that Residential Supervisor McKenna M and her team have put in over the past 5+ years, Christian’s life has been transformed. When he arrived on the scene (in the early months of the COVID pandemic no less), Christian was nonverbal, weighed 265 pounds, had significant behaviors, and was on a bunch of medications. Over time, as he settled into his new home and routine, and as he developed a trusting relationship with a consistent caring team of staff, his behaviors began to subside.

The team encouraged Christian to adopt a healthier lifestyle and he rose to the challenge. Between eating better and taking up walking for daily exercise, he is now down to 185 pounds. The weight loss had nothing to do with a restrictive diet; rather, it had everything to do with Christian making wiser, healthier choices based on the options presented to him. He makes a grocery list and shops at the start of each week. He has also developed a keen interest in gardening, especially growing and tending to his grape tomatos and cucumbers.

Christian is also making progress in learning how to use a communication device to express his wants and needs. That, in turn, has helped with his social skills. He has most recently taken up painting. Today, Christian is living his best life, thanks to the endless support of his UCP residential team.

Below, Christian and Jamal show off their pumpkins; Christian and McKenna take a dip at LA Fitness; Christian experiments with acrylics.





Christian's UCP team encourages him to pursue his interests. He learned that he enjoys taking care of (and eating) produce... whether garden grown or store bought.

“

McKenna (residential supervisor) and her team consistently exceed our expectations for all they do for our son 'C.' We see the results of their passion and the attention to detail and compassion toward the unique needs of our son to help him access social, educational and recreational services in the community. Thank you for helping 'C' live his best life.”

~ Don and Judy C., Christian's parents



## Thank You to Our Contributors and Donors

**Your contributions help move our mission forward, broadening both our reach and our impact.** This vital giving supplements UCP's core human services funding and multiplies our ability to deliver quality services across a broad swath of the midstate. Equally as important, your generosity enables us to continue to meet an ever-growing need for opportunities--and spaces--where individuals can learn, do, explore, laugh, develop relationships, and ultimately thrive as a meaningful part of their community.

Consider Greer's story on page 4 of this Report. Your contributions help support our Agency with Choice service model, which empowered Greer to choose her mother as her primary paid support person. That translated into personal growth in ways that nobody ever saw coming. Greer now has her own product line... and she donates a percentage of all sales back to two local nonprofits. **We call that the ripple effect.**

*Each time you give... you contribute to the ripple effect.*

For a complete listing of 2024-25 donors, scan the QR code at right or visit:



## Thank You to Our Volunteers

The caring people who volunteer with UCP come from all walks of life... and are often motivated to give back to their local community in some way. One characteristic they all have in common: **they desire to make a difference in the world around them.**

Your time and talents as a UCP volunteer increase our reach into the community and magnify the impact we have on the lives of people of all ages and abilities across central Pennsylvania. We have individual and group volunteer opportunities, for as little as a few hours or on an ongoing basis. We encourage you to explore these opportunities.

*UCP volunteers are ordinary people... with extraordinary hearts.*

For four years straight, UCP Central PA has been selected the "Charity of Choice" for the Hot Cider Hustle. In return for securing volunteers to work the event, UCP receives a portion of the proceeds.

Shown below, a handful of volunteers recruited by UCP prior to the start of the 2024 Hot Cider Hustle.



# Special Events 2024-25

## Magic Night 2025

### Another Magical Evening

A ballroom full of people dedicated to a common cause is a powerful--and magical--thing to behold. That was especially true of **UCP's 38th Annual Magic Night Gala** as Keynote Speaker and UCP residential participant Hope P mesmerized the crowd with her story of perseverance and self-determination which was followed by a spectacular evening of wining, dining, and dancing to the tunes of the *Uptown Band*.

Long-time Magic Night Emcees Valerie Pritchett and Nancy Ryan joined "Auctioneer George" in encouraging guests to bid on an array of live, premier, and silent auction items. As always, copious credit for the evening's success goes to the the all-volunteer Magic Night Committee, and the inspiring leadership of Committee Co-Chairs Cathy Sweeney and Colleen Weber.

### By the Event...

#### EVENT PRESENTER

GEORGE & CATHY SWEENEY

#### LOCATION

Colonial Golf & Tennis Club

#### DATE

March 8, 2025

220 attendees

\$105,400 revenue raised

## Thank You to Our Sponsors

### Event Presenter

George and Cathy Sweeney

### Sponsors

#### Platinum

Alera Group  
Betty Butler  
Don Mark Hamilton  
Tom and Colleen Weber

#### Gold

Buchanan  
Highmark Blue Shield  
and Penn State Health  
PrimeCare Medical Inc.  
RE/MAX Premier Services  
Triple Crown Corporation  
Vibrant-A Christian Church

#### Reception

Cocktails UPMC  
Hors D'Oeuvres Wayne F. Shade, Esq.  
and Fran Shade  
Signature Drink Frank and Patti Gertzen  
Wine Valley Grange #1360

Band SelectTech, Inc.

Decor Rick and Cheryl Long

Photography PSECU

Dessert Good Day Pharmacy



# 38TH ANNUAL UCP CENTRAL PA Sports Memorabilia Auction

An event for sports lovers of all ages, the **38th Annual UCP Central PA Sports Memorabilia Auction** featured Live, Silent, and BUY IT NOW auctions of signed and unsigned sports items from your favorite college and professional teams.

The success of the UCP Sports Auction once again was driven by the tireless efforts and irreplaceable passion of one man, Billy Kaldes, and his family. The dedicated legion of supporters known as “Friends of Billy” (or FOBs) showed up as strong as ever. Dennis Owens of abc27 fame served as auctioneer, and to the delight of children attending the Auction, Rascal (the Senators mascot) made an appearance.

## By the Event...

**EVENT PARTNER**  
HARRISBURG SENATORS

**LOCATION**  
Carousel Pavilion, City Island

**DATE**  
June 14, 2025

*est. 150* sports fans and volunteers  
*\$44,200* revenue raised



## UCP/SchmidtKramer Golf Tournament

The 37th Annual **UCP/SchmidtKramer Golf Tournament** proved to be yet another day of *great golf, on a great course, for a great cause*. The autumn leaves and awe-inspiring views overlooking the Susquehanna from the foothills of the Blue Mountains made for a great escape from work on a Monday.

A HUGE thank you to the law firm of SchmidtKramer--Golf Event Sponsor for the past 34 years--for their extraordinary ongoing financial support and for the unbelievable team of volunteers they provide each year the day of the event. Kudos once more to Gerry Kramer for his time and energy as Chair of the Golf Committee year in and year out.

### By the Event...

**EVENT SPONSOR**  
SCHMIDTKRAMER PC

**LOCATION**  
The Country Club of Harrisburg

**DATE**  
October 14, 2024

109 golfers  
\$55,602 revenue raised

## Thank You to Our Sponsors

**EVENT SPONSOR**  
SchmidtKramer, PC

**DINNER SPONSOR**  
AIA/Alera Group

**LUNCH SPONSOR**  
SötirIS Information Strategies

**DIAMOND SPONSORS**  
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Kramer Warner  
PSI Capital Management  
S&T Bank  
SelectTech, Inc.  
Wayne and Fran Shade  
George and Cathy Sweeney

**GOLD SPONSORS**  
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Maher Duessel  
PSECU  
UPMC  
USI Insurance

**SILVER SPONSORS**  
Harold Haldeman  
Members 1st Credit Union



# FY25 Strategic Accomplishments

## **ACHIEVED Select Status through Performance-Based Contracting in Residential Services**

The organization earned Select Status, a recognition reserved for top-performing providers delivering exceptional outcomes. This distinction reflects the strength of our service quality, operational discipline, and commitment to continuous improvement. It also reinforces our reputation as a trusted, high-performing partner in the human services field.

## **EXPANDED licensed residential services**

We successfully broadened our residential footprint by opening new licensed homes and progressing additional sites toward readiness. This expansion increases our capacity to meet community needs and strengthens our continuum of care. The continued development of these services demonstrates a long-term commitment to providing safe, supportive, and inclusive living environments.

## **ESTABLISHED a comprehensive partnership evaluation framework**

To support long-term organizational growth, we developed a structured and data-informed process for assessing potential acquisition opportunities. This framework ensures that any future expansion efforts are mission-aligned, financially responsible, and strategically sound. It positions the organization to respond proactively to emerging opportunities within the sector.

## **IMPLEMENTED a digitized audit system to enhance efficiency and accountability**

The digitization of our audit processes represents a significant advancement in program oversight. This new system improves accuracy, streamlines workflows, and supports stronger compliance across key service areas. It provides staff with more accessible tools while ensuring high standards of quality and regulatory alignment.

## **MADE substantial investments in employee compensation**

In FY25, the organization made strategic wage investments across a wide range of positions to remain competitive, recognize employee contributions, and strengthen recruitment and retention. This included targeted base wage increases in critical roles to align with market standards and ensure essential positions remain well-supported and valued.



# A Year Ahead: FY26 Goals and Strategic Priorities

## **Renew Select Provider status through Performance-Based Contracting**

Maintaining Select Provider status is a key priority for FY26. The organization will continue building on its strong performance record by focusing on service quality, accountability, and consistency across programs. Renewing this designation requires meeting rigorous performance metrics and demonstrating a steadfast commitment to continuous improvement. Achieving this renewal signals to stakeholders that the organization remains among the highest performing providers in its sector.

## **Further expanding Residential Services across multiple models**

Residential Services will remain a key area of growth in the year ahead. The organization plans to broaden offerings across Lifesharing, Supported Living, and licensed residential programs to meet increasing demand and provide more individualized support options. Expansion efforts will prioritize high-quality environments, strong staffing models, and the development of supports that reflect person-centered planning principles.

## **Explore strategic partnerships that support mission advancement**

FY26 will include a focused exploration of mission-aligned partnerships that can expand organizational reach and enhance service capacity. These partnerships may take the form of program collaborations, shared services, or strategic alliances with community organizations. By pursuing thoughtful, mutually beneficial partnerships, the organization can strengthen sustainability, broaden impact, and build new opportunities for innovation.

## **Attain the SHIFT Technology First Accreditation**

Achieving the SHIFT Technology First Accreditation will serve as a significant step in strengthening the organization's commitment to person-centered, technology-forward supports. This accreditation signifies not only operational readiness but a deeper cultural commitment to using technology as a means of promoting independence, improving quality of life, and empowering individuals to live, work, and thrive in the ways that best align with their goals.

## **Advance the organization's cloud-based technology strategy**

To build a more resilient and secure digital environment, the organization will continue advancing its cloud-based technology strategy. Transitioning key systems to the cloud will provide stronger cybersecurity protection, reduce downtime, and improve overall systems performance. A cloud-first approach will also allow for future innovation by enabling smoother integrations with new tools, enhancing remote accessibility for staff, and supporting long-term scalability across all departments.



# Leading the Way

## EXECUTIVE TEAM



**Janeen Latin**  
President/CEO



**Dereje Zewdu**  
Chief Financial Officer



**Bridget Pugh**  
Senior Director of Operations

## LEADERSHIP TEAM

**Katherine Bobeck**  
Controller

**Jamie Fleck**  
Director of Agency with Choice

**Maddy Keiper**  
Manager of Quality and Compliance

**Thomas McDermott**  
Director of Administrative Services

**Pamela Morales**  
Assistant Director of Residential Services

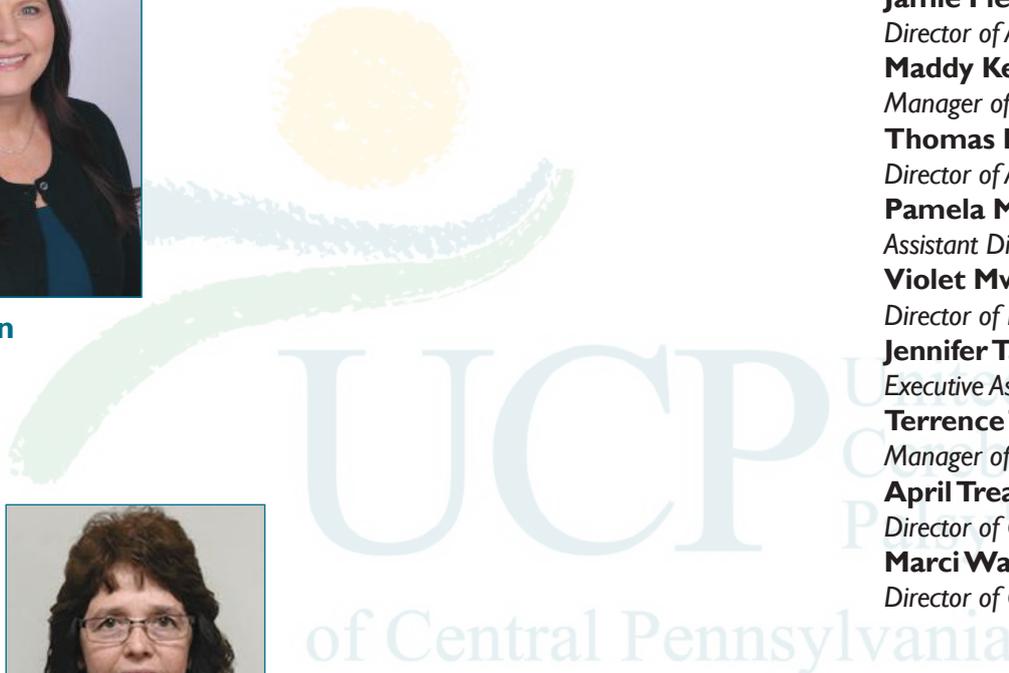
**Violet Mwangi**  
Director of Residential and Clinical Services

**Jennifer Taylor**  
Executive Assistant

**Terrence Thoman**  
Manager of Information Technology

**April Treaster**  
Director of Community Participation Supports

**Marci Walborn**  
Director of Childhood and Ancillary Services



# Governing by Example (2024-2025)

## EXECUTIVE COMMITTEE



**David Burns, Board Chair**  
*Retired, Peak Performance HR, LLC*

**Brian J. Murren, Esquire**  
*Chair-Elect*  
*Pennsylvania Automobile Association*

**Homer Renteria**  
*Vice-Chair*  
*PSECU*

**Caleb Sisak**  
*Secretary*  
*Bravo Group*

**Richard Long**  
*Treasurer*  
*Retired, PSECU*

**Jessica Mitchell, Esquire**  
*Immediate Past Chair*  
*Rice Park Law*

## BOARD COMMITTEES

**Marisa Tokarsky**  
*Community Relations & Development Chair*  
*Deloitte Consulting, LLP*

**Charles E. Schmidt, Jr., Esquire**  
*Human Resources Chair*  
*Founder (Retired), SchmidtKramer PC*

**Richard Long**  
*Operations & Finance Chair, Treasurer*  
*Retired, PSECU*

**Stephanie V. Bowen, Ed.D.**  
*Programs & Services Chair*  
*Retired, Cumberland Valley School District*

**Christine Baksi**  
*Grant Allocation Chair*

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*Domino Technologies, Inc.*

**Joseph Chapman, Esquire**  
*McNees Wallace & Nurick, LLC*

**Jessica Fisher Greene, Esquire**  
*Walters & Galloway, PLLC*

**Jeffry Haas**  
*Haas Printing Company*

**Don Mark Hamilton, D. Min.**  
*DonMarkHamilton.com*

**Brian Keefer**  
*Community Volunteer*

**Myles D. Miller, Ph.D.**  
*LEADUP*

**James L. Snyder**  
*Retired, Mowery Construction*

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**Todd R. Vander Woude**

## Board Chair Message

A Board's-eye View of 2024-2025

The leadership and staff of UCP Central PA (UCP) are committed to empowering people of diverse abilities to live a meaningful life through innovative supports and services. Over the past year, UCP enhanced the everyday lives of nearly 5,000 individuals!

As illustrated in the pages of this Impact Report, UCP staff go the extra mile each and every day; ensuring individuals of all ages and abilities experience more of what life has to offer. An infant with developmental delays receives the necessary Early Intervention therapies and family supports that give her every opportunity for a great start in life, and the ability to reach future milestones. A young adult is given skills training and resources to live on her own... and the motivation and support she needs to land her dream job. Adults with varying diagnoses and conditions receive the services and supports—along with the understanding and tools—that open up a world of possibilities for them.

As a result, each of these individuals—and so many others—are pursuing their passions, striving daily to become more independent, developing meaningful relationships, and living their best lives. They are creating, working, volunteering, stretching, and growing in ways they didn't even know were possible. I consider myself beyond fortunate to have had a front row seat to witness the tireless efforts of UCP staff and the achievements of participants.

Throughout my time on the Board, it has been an honor and a privilege to walk alongside and work hand in hand with such an extraordinary group of people. UCP leadership and staff are tireless in their dedication to the success of each individual, and to fulfilling both the mission and the vision of the organization. For them, obstacles are nothing more than opportunities. On behalf of a grateful Board of Directors, I would like to extend my heartfelt appreciation to each and every member of Team UCP.

I also wish to convey my gratitude to my fellow Board members for their dedicated service which ensures that our new 5-year strategic plan continues to focus on programs and services that maximize UCP's impact. With your collective leadership, we continue to assess organizational activities, ensure adequate financial resources, and enhance UCP's presence in the communities we serve. Your goodwill and sense of humor is sincerely appreciated.

~ David Burns, UCP Board Chair 2024-25

## The Power of Our Stories

Sharing and Celebrating Lives Transformed

If you've reached this point in the Impact Report, I hope you've felt even a spark of the profound impact your support brings to the lives of the people UCP serves across the midstate.

The stories you read here—one from each of our six service divisions—are more than updates; they are testaments to hope, resilience, and transformation. They are reminders that every act of support, every moment of care, and every connection we make has the power to change a life. Our stories inspire. They move hearts. They open minds. They remind us that, together, we can create possibilities where once there were limits.

And yet, these stories represent only a glimpse of the everyday miracles happening across UCP. Small steps become leaps forward. Quiet victories become life-changing milestones. What may seem ordinary to some is, for the individuals we serve, extraordinary. Every story matters, and every story deserves to be celebrated.

To our incredible team, donors, volunteers, and partners: thank you. Thank you for showing up with courage, compassion, and unwavering dedication. Thank you for believing in what is possible and for making that belief real. Your generosity, your time, and your heart are the fuel that drives this work.

And to the individuals and families who entrust us with their journeys: thank you for letting us walk alongside you. Your strength, your determination, and your courage to reach for independence inspire all of us every day. If there is one truth I have seen in every story, it is this: the individuals themselves are the greatest force for change. Their dreams, their resilience, and their courage transform possibilities into realities.

From the bottom of my heart, thank you—for believing, for caring, and for investing in the lives of people with disabilities. Together, we are creating a world where every story matters, and every life has the opportunity to flourish.

~ Janeen Latin, President/CEO

# We invite you to come alongside us.

Your gifts of resources, time, energy, creativity, and optimism help make UCP into the extraordinary service provider we are today. More importantly, *you have been instrumental in making a meaningful difference in the lives of others in our shared community.*

**WITH YOUR SUPPORT, we will continue to forge a better life and a better future for people of ALL abilities.**

## The angel within...

Michaelangelo, the world-renowned artist, was once asked: How is it that you are such a superb sculptor?

He responded: 'I saw the angel in the marble and carved until I set her free.'

Michaelangelo saw the beauty in the block of marble and he carved until he set it free. He carved until he set the angel free.

The team members at UCP are superb sculptors as well. Our caring and compassionate team members see beyond the surface to the beauty in each individual, the uniqueness of each person. The angel within.

They work tirelessly with each individual, helping reveal their pre-existing inner beauty for all the world to see.

## MAKE A DONATION

- One-time support
- Recurring monthly gift
- Honorary or Memorial Gift

## SUPPORT AN EVENT

- Sponsorship
- Advertising
- In-kind Donation

## VOLUNTEER YOUR TIME

- Special Events
- Programs and Services
- Board or Committee

## LEAVE A LEGACY

- Legacy gift or bequest
- Cornerstone Society

### To get involved with UCP:

- Visit [www.ucpcentralpa.org](http://www.ucpcentralpa.org)
- Call 800-998-4827
- Scan the QR code



### To learn about employment opportunities with UCP:

- Visit [www.ucpjobs.com](http://www.ucpjobs.com)
- Call 877-UCP4JOB / 877-827-4562

Find us at [ucpcentralpa](http://ucpcentralpa)





## UCP Administrative Offices

### ~ Camp Hill ~

55 Utley Drive  
Camp Hill, PA 17011  
717-737-3477 • 1-800-998-4827

### ~ Lewistown ~

3 Monument Square  
Lewistown, PA 17044  
717-247-2944

### ~ Selinsgrove ~

1372 N. Susquehanna Trail • Suite 240  
Selinsgrove, PA 17870  
570-743-5022

### ~ Lititz ~

201 E. Oregon Rd. • Suite 208  
Lititz, PA 17543  
717-807-4135

[www.ucpcentralpa.org](http://www.ucpcentralpa.org)