



UNITED DISABILITIES SERVICES



your way of living



*Improving lives of people with
physical and age related
disabilities.*

Focus On The Mission



MESSAGE FROM UDS PRESIDENT & CEO

The 2010-2011 Fiscal Year presented great opportunity to assist UDS in expanding our mission to serve people with disabilities and the elderly. We were able to focus on improving and expanding consumer services, implementing more efficient business practices, enhancing our use of technology and strategy deployment.

Our expanded range of home and community-based services now includes the UDS Independent Living Resource Center, designed to help consumers and their families navigate the complexities of service needs and funding sources, and our new Home Medical Equipment Company. Our consumer advocacy groups told us what they needed and we listened. Both of these new entities have expanded our service mission by filling critical service gaps in our community to those with physical and age related disabilities.

By serving over 3,000 customers in Pennsylvania this past year, we have grown to be one of the leading human service providers in the Commonwealth. We take our role as a leader seriously and as a result, UDS has become an active advocate to champion the causes that affect our consumers and to give them a voice in their communities. UDS led several successful advocacy campaigns to educate State and local officials and legislators on the issues facing this population and the opportunities they have to make a difference in their lives.

We have been challenged more than ever this past year with declining State funding and will continue to face dramatic funding cuts the next several years due to the financial situation in our Commonwealth. It is a perfect storm because the number of people needing services is growing. We recognize that as government funding sources continue to decline, we need to diversify our payor sources, create a lower-cost operating model and seize collaborative opportunities to sustain vital services to an increasing market to adapt to this ever changing landscape. We have taken proactive steps in adjusting our sails through innovative focus and enhanced strategic planning and deployment.

Although I recognize the future holds many challenges, these challenges are also opportunities and I am certain we have assembled a team of leaders within our staff and Board at UDS to guide us effectively.

I would like to thank all of you, our community supporters, business partners, volunteers and employees who are so vital in fulfilling our mission. Your support is critical to our success. It is truly heartfelt as I extend my appreciation to you and invite you to review on the following pages, the many ways your support has contributed to the lives of those we serve.

A handwritten signature in black ink, reading "William H. Kepner". The signature is written in a cursive, flowing style.

William H. Kepner, President & CEO

Board Chairman Message



Over the last eight years, the United Disabilities Services Foundation (UDSF) has changed the way it operated so that it could expand the scope of products and services it provided, the geography it covered and the customers it served. And, over this period it accomplished a lot to improve life for people with physical and age-related disabilities, as well as for the people who serve them.

By changing the practices to manage more efficiently within the reimbursement and payment parameters set by the Commonwealth, the UDSF was able to generate operating reserves which it used to help fund programs and services that would not otherwise have been readily available to consumers in need. Going forward the UDSF will undergo even more significant change as it responds to a number of swift and severe alterations to State policies and reimbursement rates that affect 85% of the service revenues UDSF entities earn.

In The 2010 - 2011 Fiscal Year

- The United Disabilities Services Foundation (UDSF) enterprises served more than 3,000 customers in 33 counties across Pennsylvania. This included more than 1,100 who received in-home care or other in-home services provided by UDS employees. Nearly 900 received in-home and daily living care management and coordination services and 500 received help with hiring and managing their own in-home personal care attendants.
- UDS also delivered medical equipment to over 150 customers through the new acquisition last December of a Home Medical Equipment Company. This allowed us to fill gaps in power mobility equipment and wheelchair services.
- UDS completed 120 Accessible Home Modifications allowing the elderly and those with physical disabilities to live safely and securely at home.
- By providing services to improve life for people with physical and age-related disabilities, UDSF entities not only helped thousands of people, but also saved Pennsylvania taxpayers in the neighborhood of \$70,000,000 this past year alone. This is because when Pennsylvanians with disabilities receive in-home care and are able to stay at home instead of moving to a nursing facility, the Commonwealth saves \$45,000 per consumer per year.

Growth. Change. Achievement.

In fact, the change has already begun. Effective January 2011, some of the Commonwealth's parameters were modified in ways that make it impossible for the UDSF to generate the operating reserves that many of its programs rely on. As a result, many UDSF programs will need increased public support to sustain them. And, it is possible that some UDSF entities will be forced - either as a result of Commonwealth policies or service economics - to discontinue providing some State-funded services.

So, although we do not know exactly what changes are ahead or how UDSF entities will fare in the aftermath (because as of January 2012 Pennsylvania has not finished making and communicating changes to the programs and services UDSF entities provide), the UDSF Board is committed to taking action in anticipation of, as well as in reaction to, the changes that lie ahead, so that UDSF remains financially able to carry out its mission.

Gary C. Graziano,
Chairman United Disabilities Services Foundation

2010 - 2011 Board of Directors

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New Opportunities

Nadine to Dance Again

Imagine what it is like being a dancer and recovering from ankle replacement surgery. The UDS Independent Living Resource Center which opened in October 2010, received such a call.

Nadine's dance career took her to New York and Europe. She was a soloist with the New York City Opera, American Ballet Theatre and the New York City Ballet. After undergoing surgery, Nadine realized she was going to need help temporarily to live at home.

The UDS Independent Living Resource Center connected her with private duty personal care attendants who helped her with activities of daily living in her own home twenty-four hours a day for approximately one month.

When asked about her experience, Nadine said, "I was very pleased. Everyone was wonderful! I don't know what I would have done without UDS."



Helping Peter Live Safely and Comfortably

In December 2010, UDS added a new service with the acquisition of a Home Medical Equipment Company, as this equipment is vital to independent living at home and in the community. The UDS team uses their many years of experience helping customers find correct equipment and support solutions for their unique needs.

Peter is one of our Home Medical Equipment customers. Although he owned a high level power wheelchair, he needed critical adjustments to allow him to use it effectively. His chair did not fit him properly and was uncomfortable and unsafe.

Peter is very happy with the modifications that the UDS Home Medical Equipment division made to his wheelchair, which allow him use his chair safely and give him greater comfort and support.

Kate Finds Friends at UDS Adult Enrichment

Kate started going to the UDS Adult Enrichment program held at the First Presbyterian Church in downtown Lancaster in 2010. Kate's parents encouraged her to attend, make friends and learn new skills. While Kate was reluctant at first, she has blossomed in the program.

She enjoys her Spanish and cooking classes. Her chorus class uncovered her beautiful voice and has allowed her to sing solos in both the Spring and Holiday Adult Enrichment concerts.

Kate says the program is great and she can't wait to get back to class each week to be with all of her friends. Her participation has made her feel a part of the community and has given her greater self-confidence.



An Accessible Home Modification for Kenny

Kenny is a vibrant thirteen year old with a bubbly disposition. A birth injury, resulting in a diagnosis of Cerebral Palsy, left Kenny without the ability to walk, talk or do many of the things most of us take for granted.

Kenny requires special seating for his wheelchair to keep him safe and comfortable and has received services from UDS Custom Wheelchair Seating employees for several years.

As Kenny grew, so did his needs. Soon, Kenny's parents realized that as he entered his adolescent years, they were not going to be able to lift and carry him as they had in the past. The family consulted with experts on the UDS Accessible Home Modifications team to redesign and construct their garage into a new accessible living suite for Kenny, including an accessible bathroom and bedroom.

Kenny and his parents are thrilled with the new living area that allows him to live safely at home.

Stories From Our Customers

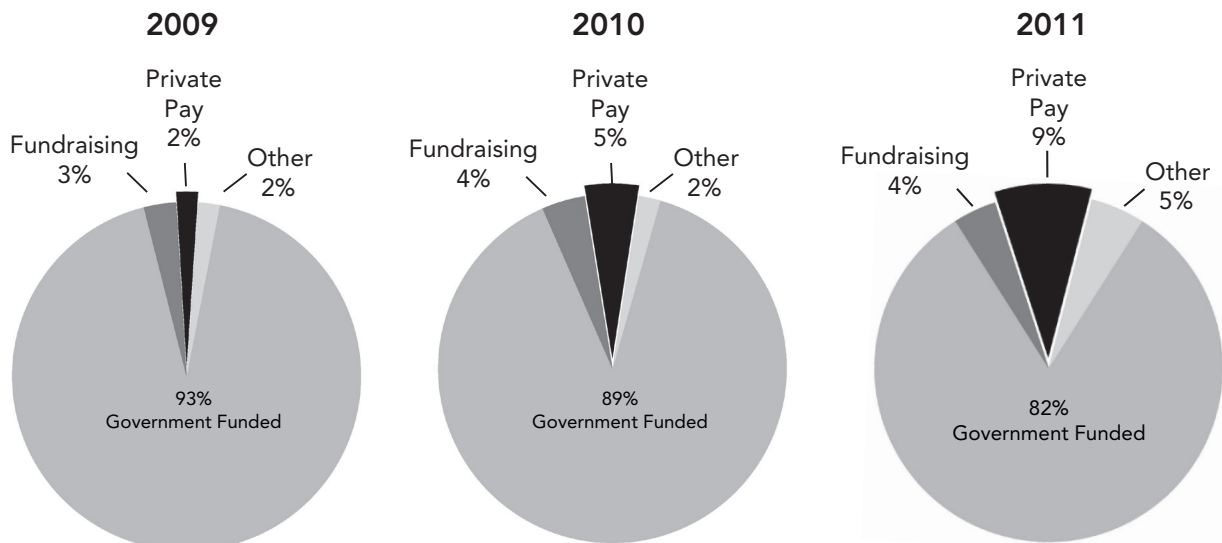
Financial Summary

	2010	2011
PUBLIC SUPPORT AND REVENUE	\$25,318,544	\$19,408,126
EXPENSES	24,077,028	19,807,227
Excess (Deficiency) of Public Support and Revenue Over Expenses	1,241,516	(399,101)
Ruth E. Lasof Bequest	584,069	256,495
TOTAL	1,825,585	(\$142,606)

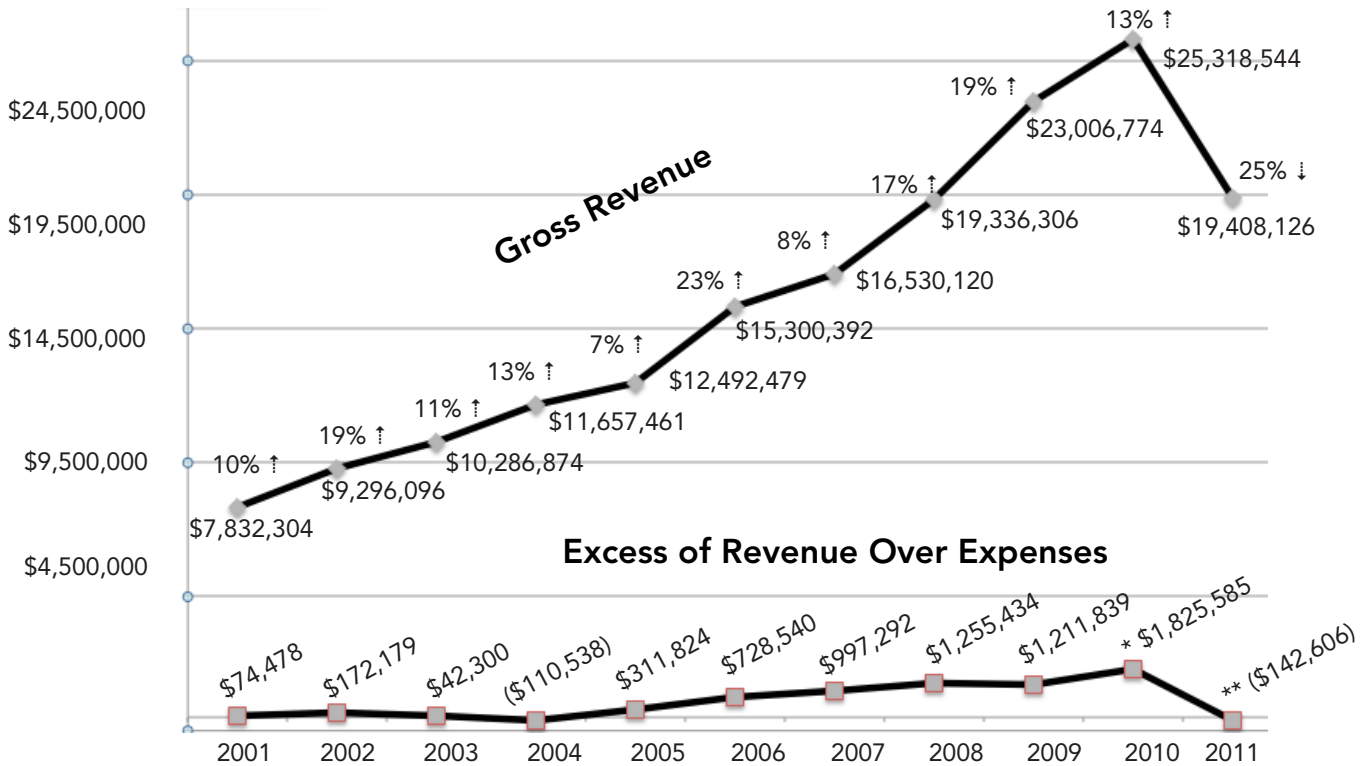
During fiscal year 2011, the Office of Long Term Living (OLTL) of the Pennsylvania Department of Welfare mandated new regulations regarding payments for fiscal services programs (FMS). According to the new regulations, which became effective January 1, 2011, the net profits of the FMS programs are not to be used to fund deficits in other Direct Services programs. All monies received from Medicaid and the State for FMS programs are to be deposited in a dedicated bank account. Administrative fees (FMS fees) received are not to be comingled with the funds in this account. The funds are to be used only for payment of direct costs (labor) and are to be protected from creditors. Bank charges are to be absorbed by Direct Services and not funded from the account.

As a result of the new regulations, as of June 30, 2011, Direct Services reclassified \$1,894,661 of net profits from its FMS programs to a restricted state funds liability account. This resulted in UDS posting a loss of \$399,101. A portion of the Ruth E. Lasof Bequest made in 2010 was received in 2011 offsetting \$256,495 of this loss, resulting in a net loss in 2011 of \$142,606.

PAYER SOURCE DIVERSIFICATION



11 YEAR REVENUE TREND



* Includes \$584,069 from Ruth E. Lasof bequest
 ** Includes \$256,495 from Ruth E. Lasof bequest

DIVERSIFICATION AND FUNDRAISING

The UDS mission is to improve the lives of people with physical and age-related disabilities. Since most of the folks we currently serve are funded by state and county programs, our financial results have been negatively impacted as our partner government agencies seek savings. During this fiscal year, we have been able to further shift our percentage of revenue into the private pay sector by reaching out to all individuals who need our service in the community, including those who are covered by long-term care insurance, trust funds, and those who pay privately for services.

Our customers can take pride in the fact that any income generated from goods and services they purchase are used to support programs that are underfunded. In addition, our donors can be assured that our fundraising efforts are more important than ever and will continue to be going forward. UDS will need to rely more heavily on community support for investments needed to sustain programs like Service Dogs and expand programs like Adult Enrichment. We anticipate that the years ahead will be financially challenging and we will need to be diligent at controlling our expenses and managing our resources wisely.

Glenn and Ellie

Glenn had a service dog companion since the 1970's. When his second companion dog, Meggan, was diagnosed with canine MS, he knew he would be needing a new companion and contacted the UDS Service Dog Program.

Glenn's limited motion required a dog with tremendous retrieval skills and Jill Harris, the program manager, matched him perfectly with his new companion, Ellie, an expert retriever.

Glenn recently expressed his gratefulness for the volunteers stating, "UDS Service Dog volunteers are wonderful! Their efforts in helping train Ellie have given me independence and help me feel normal in my life."



New Seating for Ronald

Ronald was recently moved to Allegheny Valley School in Hummelstown from very difficult circumstances. He had multiple disabilities from birth, but could walk until 2009, when he fell and sustained a brain injury. Now Ronald cannot stand, walk or care for himself.

Ron's muscles flex him into a curled-up position. He was using a wheelchair that was inappropriate for him. Because he did not have proper physical support he was not getting the therapy he needed.

Allegheny's call to UDS Custom Wheelchair Seating changed that with a state-of-the-art wheelchair and seating system allowing Ronald to participate in normal everyday activities.

Staff at Allegheny celebrated Ron's ability to sit up comfortably and at ease for the first time since his accident and receive the therapy he needs.

Stories From Our Customers

Thank You Donors

To all of our UDS donors we want to say thank you. Your contributions continue to make a difference in the lives of the individuals we serve with disabilities.

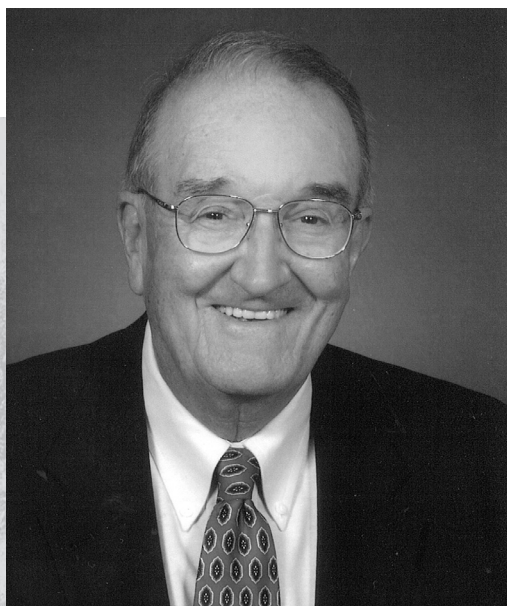
The heart of UDS lies within the very special programs that improve the lives of people with physical and age-related disabilities in our community and allow them to live independently. Our programs are all supported entirely or in part by the community. UDS has been fortunate to be the recipient of support from individuals, corporate and foundation donors during the 2010 - 2011 fiscal year. This report contains just a few of the stories that highlight how your donations have made a difference in the lives of people and we thank you for your commitment to our service.



Cindy Davidson
Chief Communications & Development Officer

I found that among its other benefits, giving liberates the soul of the giver.

-- Maya Angelou



Milton Morgan, Jr.

In Memoriam:

One of UDS' best friends and greatest benefactors, Milton Morgan, Jr., passed away recently. Milt and his wife, Lois, have been actively involved with UDS for almost twenty years as volunteers and donors. Their encouragement, cheerfulness and enthusiasm have been an inspiration as giving leaders in the community. Through their gifts of time and money, Lois and Milt have impacted the daily lives of many people with disabilities. We honor Milt and thank Lois for their ongoing support and loyalty to those we serve.

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Yaz Gets A Job with Help From UDS Transition School

Yazniel, a senior at Conestoga Valley High School, began attending the UDS Transition School in January 2010 after having tremendous challenges in socializing and self-confidence. Through the program's courses in self-esteem, anger management, team building and practical application of studying for his driver's license, after graduation, Yaz was hired by Lowe's and now works full time as a utility/loader person. He says the Transition School became a haven for him and has helped him find his place in the world.

The UDS Transition School is funded through the Educational Improvement Tax Credit (EITC) which allows businesses the opportunity to invest in tomorrow's workforce and earn substantial tax credits in return.

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