



They Found A Place Where They Belonged!



Annual Report - Fiscal Year 2019

*"Great coaches! Good friendships!  
People who understand us!"  
-- Matthew, Angela, Julian, Jeremiah, Yesenia*



## They Found A Place Where They Belong

These are some of the things parents Valerie and Dan Martin said about the UDS Challenger Football and Cheerleading Program which just ended its 12th UDS season in October. The Martins were looking for a place to help their kids socialize and get involved physically. All five of the Martin kids are adopted and all have a range of disabilities.

When Valerie and Dan found out they could not have their own children several years ago, they decided to adopt and were put on a waiting list for 3 ½ years. Angela was their first adopted child. The doctors told them that Angela had several brain issues and might never lead a normal life. Though faced with Cerebral Palsy, Epileptic Aphasia and learning delays, Angela has surpassed all predicted outcomes with fierce determination. Three years later, Matthew, who has autism, came into their home. Then around four years ago, they first fostered, and then formally adopted biological siblings Yesenia, Jeremiah and Julian. All these children have severe anxiety, ADHD and trauma issues.

About the same time, the Martins got involved with Challenger Football and it has been a blessing to their family. "Our kids have finally found a place where they belong," said Valerie.

Angela, Matthew and Jeremiah play football. And Yesenia is a cheerleader. "Not only are they physically active, but we found it has been a great social connector and it helps their brains develop and helps them learn to strategize and to be members of a team," said Dan.

Even though the Challenger season ended in October, the Martins carry great memories and friendships with them to last throughout the year until the 2020 season begins next summer.



# Message From The President & CEO

Dear Friends of UDSF,

Thanks to you and your generous support of our vital mission through donations, dedicated acts of volunteerism and gifts, 2019 was our most successful year. Your support of our Building Independence Campaign brought in \$800,000 which greatly enabled us to reach new heights.

UDSF through its stakeholders including boards, staff, caring volunteers and donors continues to positively impact the lives of thousands of persons with disabilities (PWD), their families and caregivers. I feel so privileged to be a part of this caring and life changing mission and feel we have laid a strong foundation for our future.

Led by our long term vision that focuses on enhancing stakeholder satisfaction, increased financial stability, operational excellence and innovation through an inspired team, strong revenue growth and mitigating risk, we generated our highest positive net income ever. This strategic focus enabled us to serve an additional 2,500 consumers through our home and community based services and to handle 30,000 calls through our resource center.

UDSF has positioned itself to seize and expand our opportunities through strategic deployment and discipline, fine-tuned business models and innovative use of technology. Our six years of planning paid off as we were able to thrive and grow as Community HealthChoices, the state's managed long term supports and services initiative launched in the Southeast. We now have 50 new employees serving over 1,900 new clients in the Philadelphia area. We also expanded our successful local program models from 40 to 50 counties and plan next year to be statewide. We are also focusing future efforts on expansion of our Home Modifications program, and create more opportunities for clients to receive one of our service dogs. All of this will expand service accessibility, quality and opportunity for those we serve.

In closing, despite continued challenges from government funding particularly in providing personal care services, I look forward to the future. We have a strong foundation and will utilize all our assets including your continued support and the support of those we serve, our community, our engaged Boards, and our talented and committed staff. Together we will continue to implement our strategies and deliver excellence and hope to those we advocate for and serve.

Sincerely



Bill Kepner CEO



# Message From The Board Chairman

In 2019, the Board of Directors embraced UDSF's responsibility as a nonprofit leader, and identified and responded to the human services needs of our community. In striving to help everyone live their best life, the entire UDSF team has served with caring, dedication, and high quality honoring our vision and mission in providing resources, supporting vital programs and championing advocacy for those in need. In addition, we have mobilized the growing support of donors, volunteers, and grown collaboration with community friends to significantly improve lives.

The Board supported the investment into our new home at 2270 Erin Court and to recruit and retain top talent throughout the UDSF organization. This investment allowed us to enhance our vital services to thousands of clients while also expanding our geographical footprint. Working closely with the Senior Leadership Team, the Board is blessed to participate with clients, employees, donors and other charitable partners to improve the abilities and enhance the lives of our clients. Through this participation, we encountered amazing success stories and were inspired by many courageous people.

The Board is deeply grateful to all of UDSF's clients, employees, donors and other advocates. It is through your efforts that we are able to continue to enrich the local communities that we serve. Our heartfelt thanks to you for continuing your commitment to protect our most vulnerable citizens and to nurture their future.



**Shawn Long**  
UDS Foundation, Board Chairman

## Board of Directors

### UDS Foundation

Chairman	Shawn Long, Barley Snyder
Vice Chair	Matthew Pfeiffenberger, Murray Securus
Treasurer	Thomas K. Seiger, BB&T Bank
Director	M. Jason Asbell, Gibbel Kraybill & Hess, LLP
Director	William Kepner, UDS Foundation
Director	Karen Meck, KBM Consulting, LLC
Director	Jennifer Roof, Brown Schultz Sheridan & Fritz
Director	Edward Schoenberger, Retired
Director	Brock Snider, Co-founder Oola Bowls
Director	Nicole Zimmerman, DO, Lancaster General Health

### Accessing Independence

Chairman	Charles Manners, Godfrey Advertising, Inc.
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Secretary	Jane Hartin, Retired RN
Director	Jasa Dickson, PNC Bank
Director	Sandra Forbes, K&W Tire
Director	Brooke Hoxworth, Travel Time Travel Agency
Director	Dr. Vanessa Lee, Entrepreneur

# 2019 Financial Summary

FISCAL YEAR	2019	2018
PUBLIC SUPPORT AND REVENUES (Ordinary Operations)	\$ 18,994,866	\$ 17,079,169
EXPENSES	\$ 16,852,380	\$ 16,489,820
<b>Excess (Deficiency) of Public Support and Revenue Over Expenses</b>	<b>\$ 2,142,486</b>	<b>\$ 589,349</b>

## REVENUE BY PAYOR SOURCE

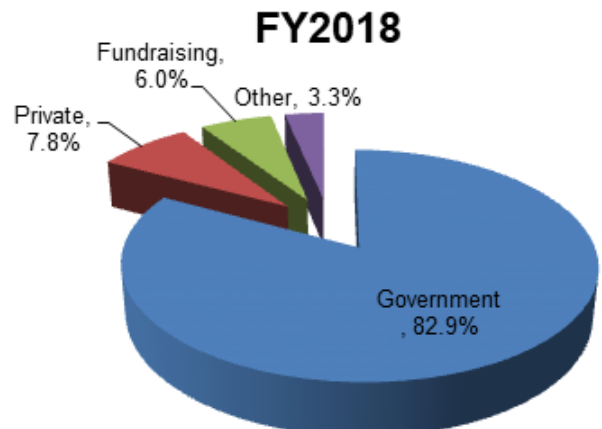
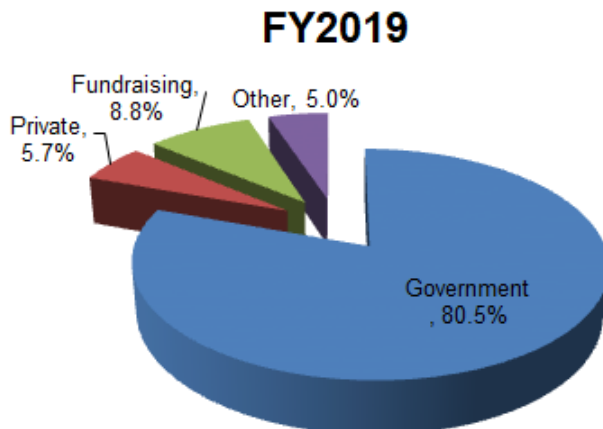
	2019	2018
TOTAL PUBLIC SUPPORT	\$ 1,263,204	\$ 741,805
TOTAL PROGRAM REVENUE	\$ 16,823,013	\$ 15,508,735
TOTAL OTHER REVENUE	\$ 908,649	\$ 828,629
<b>TOTAL (Ordinary Operations)</b>	<b>\$ 18,994,866</b>	<b>\$ 17,079,169</b>
Change vs. Prior Fiscal Year:		
Overall Revenue	11%	6%
Program Revenue	8%	7%

United Disabilities Services Foundation (UDSF) significantly improved the financial health of the organization in fiscal 2019, as it increased overall revenues by 11%, including net investment returns, and a healthy 8% excluding net investment returns, while expenses increased by only 2.2%. The leading service provided by UDSF was Supports Coordination, which made up 33% of the total revenue generated in FY2019. Independent Living Services made up 19% and Accessible Home Modifications made up 19%, making these the top three services provided.

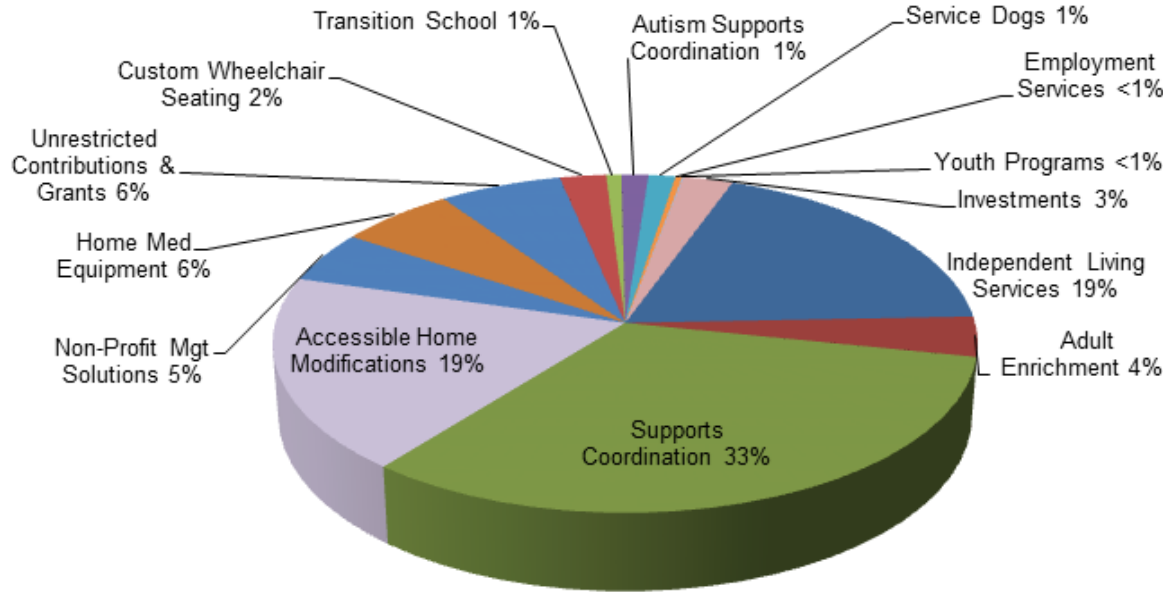
We are pleased to note that UDSF generated a net excess in FY2019, with revenues exceeding expenses by \$2,142,486, equating to a very healthy 11% profit margin from overall operations; as seen in the Revenue By Source charts, this was largely attributable to the increased generosity of contributors in helping us enhance abilities and restore lives for our clients. This compares very favorably to 3% in the prior fiscal year. UDSF achieved a low debt ratio of 0.31 in FY2019, which also compared favorably to the prior year's ratio of 0.33.

## Payor Source Diversification

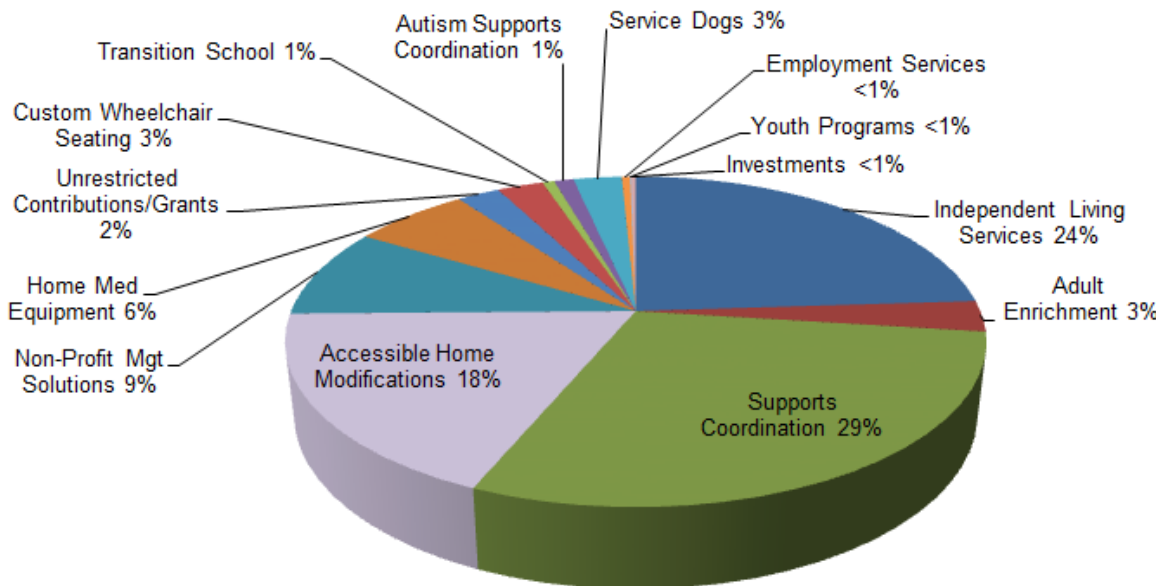
UDSF continues to make strides in diversifying our revenue sources. Reliance on government funding has decreased 2.4% from FY18 to FY19. In the 7-years prior to FY18, we had been experiencing only a 1% decrease in government reliance per year.



## FY2019 UDSF Revenues By Program: Source of Funds



## FY2019 UDSF Expenses By Program: Use of Funds





## They Found The Resources They Needed

Pattie never imagined that she would be in a wheelchair, or that her husband, Roy, would be using a cane and unable to work. And yet that is exactly what happened.

Several back surgeries coupled with neuropathy and diabetes have made it impossible for Pattie to walk unassisted. Roy received a severe head injury on his job and now struggles with movement, speech and memory issues.

Once Pattie connected with the UDS Resource Center things changed for the better right away. The Resource Center helped her get the Medicaid waiver that helps people with disabilities stay in their homes and also connected Pattie with a UDS Care Manager, Joan.

Joan helped Pattie get a home attendant and connected her with UDS Home Modifications who installed a front door ramp and a roll-in shower. She also helped connect Pattie and Roy with Mom's Meals and they now have hot meals each day.

"Joan has been a lifesaver. I don't know what we would have done without her," said Pattie.

Since receiving UDS services, Pattie has been actively serving in the community and honoring the memory of her late son Roy Jr. by knitting headbands and hats. Roy Jr. lost his fight with heroin addiction and was often out on the street and living in his car during cold weather. Pattie works with the Mt. Joy Food Bank to distribute the headbands and hats along with first aid kits that Roy prepares to give to folks who are out on the streets with no place to live.

UDS services helped to ensure that Pattie and Roy are not only living independent lives in their own home, but that they can also help and inspire others.

