

uds

FOUNDATION

Strategic Plan

2019–2021



Building A Sustainable Future

About Us

United Disabilities Services Foundation (UDSF)

Offers the most comprehensive and wide-ranging services available to support people who are living with disabilities, who are aging, or who are recovering from an injury. UDSF has headquarters in Lancaster County and serves clients in more than 50 counties throughout Pennsylvania. UDSF provides services which are funded by government, insurance, and private payers. UDSF oversees five additional separate organizations described below:

Non-Profit Management Solutions (NPMS)

Provides administrative, management, business development and consulting services to all entities under the Foundation as well as other non-profit organizations in need of those services.

United Disabilities Services (UDS)

A non-profit organization that provides care and support services for seniors and individuals with disabilities.

Accessing Independence (AI)

A non-profit direct care services organization that provides in-home care to seniors and individuals with disabilities as well as an Adult Day Enrichment Program.

Mobility and Rehab Equipment (MRE)

A Comprehensive Mobility and Rehab Equipment Provider of rehab mobility devices, wheelchairs, and other accessibility equipment for individuals with disabilities.

Accessible Solutions Brokerage (ASB)

A non-profit organization that provides home modification project management to larger payer sources required to provide enhanced accessibility in the home.



Our Stakeholders

Participants (4,000+)

Families (12,000+)

Donors (700+)

Employees (340+)

Volunteers (1,500+)

Boards and Committees (30+)

Government & Legislators (300+)

Payer Sources (400+)

Referral Sources (500+)

Vision

*Creating a World Where Everyone Can
Live Their Best Life*

Core Values & Beliefs = SERVICE

S

Safety and Well-being

We are committed to the safety and well-being of our stakeholders by providing an environment free from unsafe acts and one that fosters trust and respect.

E

Excellence

We strive to excel in every aspect of our business including the highest return on investments and tackle challenges with determination to succeed.

R

Resourceful

We manage our resources responsibly and effectively utilize technology for sustainability.

V

Value Diversity

We value the differences of others and work to be a leading advocate for those we serve.

I

Integrity

We are accountable, honest, ethical and professional in conducting business. We are consistent and fair in all practices.

C

Compassionate Care

We have a true concern for others in our actions. We are sensitive and responsive to their needs through high-quality care.

E

Empower

We strive to inspire individuals to live their best life and to achieve their highest potential.

*Enhancing Abilities and
Changing Lives*

Mission

Strategic Goals

Compliance and Mitigating Risk

- Safety and well-being of all stakeholders
- Compliance with all internal and external regulations
- Successful accreditation renewals
- Excellence in financial and operational audit results
- Legal, financial and insurance risk mitigation
- Practice uncompromising ethical values

Grow Profitable Revenue

- Sustainable revenue growth
- Diversification of payers
- New product / service development
- Increased donor support
- Planned giving / legacy building
- Expert partner to ensure ease of service access

Operational Excellence

- Exceptional business process, practices and productivity
- Anticipate and implement strategies for our changing environment
- Innovative business models
- Strategic alliances and expansion
- Reliable and emerging technology
- Expand our service footprint

Stakeholder Satisfaction – Employee, Customer, Donor

- Be an Employer of Choice
- Enhance employee retention and morale
- Deliver a great customer experience
- Provide exceptional customer and family satisfaction
- Celebrate Donor, Board and Volunteer engagement

Financial Stability

- Improve net income
- Exhibit strong fiscal stewardship
- Sustain positive cash flow
- Strong effective asset management
- Maintain robust ratios

Our Services

ENRICHMENT & LIFE SKILLS



Adult Enrichment



Transition School



Employment Services



Challenger Football and Cheerleading

PERSONAL CARE & INDEPENDENCE



In-Home Personal Care



Accessible Home Modifications



Mobility and Rehab Equipment



Custom Wheelchair Seating



Service Dogs

PLANNING & SUPPORT



Care Management



Adult Autism Care Management



Resource Center



Non-Profit Management Solutions (NPMS)





We help people live like themselves and **BE MORE** than their disability.

*Celebrating more than five decades of services
and a legacy of helping others*

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www.udservices.org

888-837-4235

UDS is a 501(c)3 non-profit organization.

Connect with us



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