

UCP of Maine

Annual Report FY11



We are SO much more....



**UCP of Maine is a comprehensive *Disability Resource Network* – providing individuals and families with the programs and services they need in order to live more productive and fulfilling lives...
WE ARE SO MUCH MORE!!!**

WHO WE ARE:

- A private, 501(c)3, non-profit organization established in 1954 by a group of concerned citizens who saw a need in the community for greater services and support for people with disabilities.
- Governed by a volunteer Board of Directors that works closely with staff to establish goals and objectives to make our operations more efficient and broaden our reach in the community.
- A highly regarded employer of nearly 200 qualified staff members who serve 1200 individuals and families across the state each year.
- A fiscally conscious organization which allocates just 11% of our annual budget to administrative and general expenses.

WHAT WE DO

- Advance the independence, productivity and full citizenship of people with disabilities who have multiple needs.
- Support children and adults with disabilities to overcome challenges, achieve goals, and lead productive, fulfilling lives.
- Attend to the needs of individuals with disabilities by offering the following services:

Residential Care
Respite Care
RCS: Home and Community Support
Case Management
Early Childhood Education
Behavioral Health Services
Home and Community ABA Service

BOARD OF DIRECTORS

Michael Haenn
President

Don Meagher
Vice President

Erica Engelmann
Secretary

Valerie Roy
Treasurer



A LETTER FROM OUR CHIEF EXECUTIVE OFFICER

Dear Clients, Families, Staff and Friends,

If I had a time machine, I would fast forward into the future. All of our important questions would be answered such as; will Medicaid survive as a viable funding source for people with disabilities? what happens to Social Security? how about the state offices that oversee disability services? are there huge wait lists for services? If only we knew the future...

In lieu of a time machine, we are left with our best assumptions. This requires constant scanning of our environments and playing out scenarios that we think might happen. The *Institute for Alternative Futures*, which is funded by the *Robert Wood's Foundation*, released a report titled "Vulnerability 2030". This report looks at four possible scenarios for the future of compromised populations, and then walks the participants through thinking of possible solutions for the future. So much has changed in just a few years that many of us believe that it's nearly impossible to plan for our future. Anticipating and planning for our future, despite the uncertainties, is a priority for all of us at UCP of Maine. Past successes for people with disabilities came from people caring, daring and working hard for a cause they believed in. Future successes will require the same dedication and passion from all involved.

We have been working to execute what the *Institute for Alternative Futures* calls "robust solutions"; -solutions that will work in more than one scenario. UCP has experienced two re-organizations over past couple years to make us more unified as an agency. We are currently piloting a team approach to offer our employees better supervision, and our consumers better service. We are upgrading our access to technologies that will make us more efficient and cost effective. UCP has chartered a Business Development Committee to investigate and pursue new lines of business and alternative funding sources for UCP. In addition, we are exploring mergers with other organizations to broaden our scope of services and our geographical area.

This report highlights the many accomplishment of UCP's talented and dedicated staff, as well as the drive and determination of our clients and their families. They continue to exceed expectations and the mission of UCP Maine is in their very capable hands.

Best Wishes,
Bobbi Jo Yeager

Kathleen Bell
Jim Bradley
Ron Cote

Joyce Engelmann
John Heald
Jim Hayes

Judy Hilton
Avery Olmstead
Joseph (Jay) Vetelino

CHIEF FINANCIAL OFFICER'S REPORT

Fiscal year 2011 has been challenging for UCP of Maine. Despite growth in program service fees of \$324,259, the organization's net income at June 30, 2011, was \$62,271. This is down from \$93,225 at June 30, 2010. UCP's increased revenue for the year was solely as a result of the number of billable units of service provided to Maine Care clients by UCP employees. Our team of professionals and support staff work very hard to assure that our clients receive not only the units of service they need, but also the best service we are able to deliver.

Though fiscal year 2011 ended with a surplus, being so heavily funded by Maine Care creates a challenge for UCP. The State of Maine is continually changing rates and modifying licensing requirements and regulations, which makes it challenging to continue providing service while maintaining financial stability. UCP's division directors and supervisors have continually adapted to the demands of the State assuring that UCP is able to continue providing service to its clients. UCP's success would not be possible without the dedication of our staff and the support of our community.

Linda M. Orlando
MBA, CPA

Statement of Activities Year Ending June 30, 2011		
Revenues	2010	2011
Program Service Fees	\$7,779,406	\$8,103,655
State of Maine Grants	\$819,573	\$809,121
Contributions/Grants for Programs	\$157,840	\$149,115
United Way Grant/Means Trust Grant	\$12,750	\$38,260
Other Revenue	\$65,817	\$60,652
Total Revenues, Gains and Support	\$8,835,386	\$9,160,813
Expenses		
Client Services	\$7,875,303	\$7,832,949
Management & General	\$756,323	\$1,113,013
Fundraising	\$110,445	\$152,580
Total Expenses from Operations	\$8,742,161	\$9,098,542
Equity in Foundation Income	\$15,094	\$61,278
Change in Net Assets	\$81,047	\$123,549
Net Assets, beginning of year	\$1,931,766	\$2,012,813
Net Assets, end of year	\$2,012,813	\$2,136,362

Family Support Services



CASE MANAGEMENT

UCP's Case Management Services are for children and adults with diagnosis of mental retardation, developmental disabilities, Asperger's syndrome and autism and their families or caregivers. Our goal is to assist our clients in gaining access to educational, medical, psychological and other resources to help them reach their personal goals.

RESPIRE CARE

Respite Care offers parents and caregivers of children with disabilities scheduled time off to attend to their personal needs. Many use the time away from care giving to attend meetings, go out to dinner or a movie, or even just go for a walk. Respite care is offered for up to 24 hours at a time, and children are cared for in their home environment or that of a certified respite provider. Parents may choose a respite care provider, such as a family member or friend, or they can choose from a list of certified professionals in their area.

REHABILITATIVE AND COMMUNITY SUPPORT (RCS)

RCS is a program to assist children with developmental disabilities or autism in acquiring and maintaining life skills that will assist them in becoming productive members of their communities.

"Case Management has been a godsend for our family. It has helped us to keep our daughter home living with us. Our case managers have been the best! Thank You UCP!" -Parent

Elizabeth Levinson Center



The Elizabeth Levinson Center (ELC) is a 14 bed Intermediate Care Facility providing long-term residential care for medically fragile children and adults with significant cognitive and medical needs. The center's primary purpose is evaluation and treatment for children and adults with severe and profound intellectual and medical disabilities. Consumers receive 24-hour support services by direct care, counseling, and medical professionals. Residents attend school, community activities and local events to the fullest extent possible according to their individual needs and abilities.





Adult Residential Services

UCP manages four supported living homes in Bangor and Brewer for adults diagnosed with intellectual disabilities. These homes offer comfortable, individualized, home-like environments to give residents the greatest level of independence possible while still maintaining their safety. Consumers work, attend community programs and events, and stay very involved in the daily responsibilities of managing a home.



Behavioral Health Services



OUTPATIENT THERAPY

UCP provides individual, group and family therapy services in an agency setting by a licensed clinician. Our goal is to assist to children and adults in maintaining positive emotional, behavioral and psychological health.

TRANSITIONAL RESIDENTIAL

Fort James House is a six-bed, short-term, residential facility designed for children with a mental health diagnosis who need an out-of-home placement or transitional living space. Fort James House is located in Old Town and provides children and their families with support, guidance, and structure from direct care, counseling, and administrative professionals. Through emotional regulation, social integration and daily living activities, children are assisted in learning healthy social skills and behaviors to help them be successful upon return to their home.

RCS SPECIALIZED

This program, for all ages with autism spectrum disorders, is directed by a BCBA. The service uses applied behavioral analysis (ABA), targeting children and youth.

"For me, one of the best parts of working at UCP is working with families that really want to make positive changes for themselves and their children. When providers can encourage and support families that are laughing together and making a genuine effort and persevering despite some really difficult circumstances, there's a real sense of hope for everyone involved." -Andrea Gray, UCP Clinician

BRIDGES

Bridges Preschool Program offers educational services for children with diagnosis of autism or severe language disorders. This ABA teaching program provides self-help, socialization, adaptive skills and manual and perceptual skills through typical early childhood activities such as free play, art, physical education and music.

BEHAVIORAL SUPPORTS

UCP's Behavioral Supports is for children with emotional and behavioral challenges as well as developmental delays or disabilities. The mission of the service is to prepare each child to the best of his or her ability to be successful in school or in the community and to become an integral, functional member of his or her family, community or school.

HOME AND COMMUNITY BASED CHILD AND FAMILY TREATMENT (HCT)

This short-term treatment program is for children diagnosed with significant emotional disorders and their families or caregivers. Our clinicians and trained behavioral health professionals provide education and training to assist children and their families/caregivers in acquiring the skills to live together and thrive in their homes and in the community.



"I have been with UCP for eight years now and don't know what I would do with out it. Thank you so very much!" - Parent

Resource Development



The Resource Development team creates opportunities in the community to raise funds in support of our programs and services and to increase awareness of the important work that we do.

SPECIAL EVENTS:

Blueberry Smoothie Booth

Each year, UCP hosts a Blueberry Smoothie Booth at the *American Folk Festival*. The smoothies are made with Wyman's Maine wild blueberries and are always a hit for volunteers and festival go-ers. We have even been voted "Best Food at the Folk Festival."

These three jam-packed days allow us raise funds and awareness of UCP's mission, advocate for our cause and gain exposure to thousands of people from all over the world. This popular event generates an average of \$11,000 each year.



Pumpkins in the Park

This annual fundraiser at the Bangor Auditorium saw RECORD numbers in 2010, boasting over 4,000 in attendance! A community Halloween party, featuring bounce houses, clowns, games, candy and hundreds of jack-o'-lanterns, this event is a wonderful treat for the whole family.





Holiday Gift Wrapping

Taking place during the entire month of December, UCP's Holiday Gift Wrapping booth at the Bangor Mall gives us an opportunity to advocate for our mission to thousands. Hundreds of volunteers come together to pull off this event, which offers low-cost gift wrapping to holiday shoppers. In 2010, we raised over \$12,000 in support of our many programs and services through this successful event.

"Life Without Limits" Gala

Raising almost \$8,000, UCP of Maine's first annual Life without Limits Gala was held on May 6th, 2011 at Hollywood Slots Hotel & Raceway. Guests enjoyed a live and silent auction, entertainment, dinner and the opportunity to experience Hollywood Slot's beautiful venue.



UCP NEWS

UCP News is a once-monthly YouTube broadcast, designed to entertain and inform the public on news related to UCP's mission, at local and national levels.



AWARDS AND RECOGNITION:

- **2010 WLBY 2 Those Who Care Agency of Distinction Award**
- **2010 MACSP's NESCOM Communications Award for the design and overall appearance of UCP's FY09 Annual Report**
- **2011 Governor's Exemplary Service Award**





UCP of Maine Community Partners 2010

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B.A.H. Siding Services
Bangor Daily News
Bangor Fire Department
Bangor Mall
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Bangor Y
Bella Luna
Best Buy
Betsy Boss
Boston Celtics
Hannaford Supermarkets, Brewer
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Life without limits for people with disabilities™

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