

# WELCOME TO UCP CENTRAL PA!



Who are we?

What do we do?

Why do we do  
what we do?

What are your  
responsibilities?

# MISSION & VISION

## Living Out Our MISSION

We empower people of diverse abilities to live a meaningful life through innovative support and services.

## Pursuing Our VISION

Communities that embrace every individual's abilities.



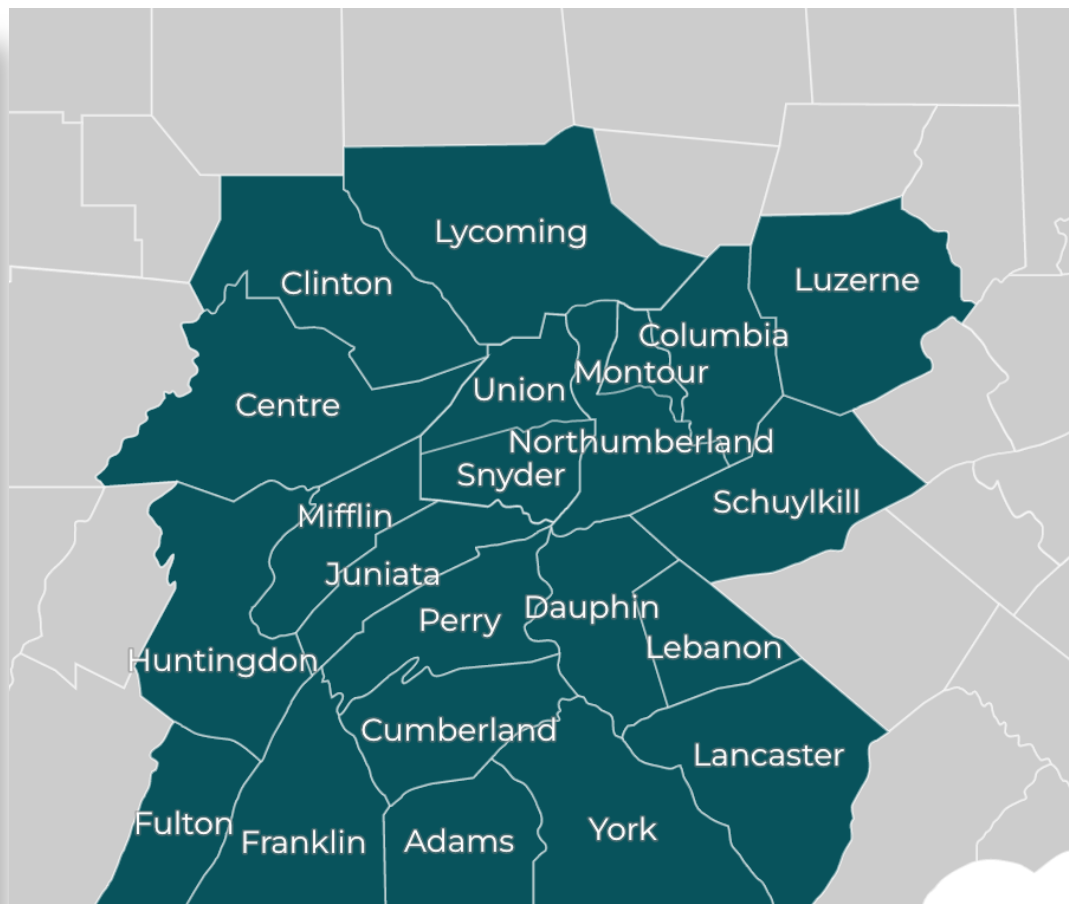


Our 1,600 staff members provide supports and services in the home, in facility-based settings, and in the community to more than 2,500 individuals of all ages and abilities each year.

## Diagnosis/Type of Disability

Despite our name, Cerebral Palsy is only one of more than 80 conditions and diagnoses for which UCP provides care and services. The ***most prevalent diagnoses or conditions*** of the people who have benefitted from our services in the last year include:

- Intellectual/developmental disability
- Developmental delay
- Cerebral Palsy
- Autism
- Down Syndrome



**Supports and Services** are offered in the central PA region as shown above, including administrative offices in Camp Hill, Selinsgrove and Lewistown.

# WHAT WE DO...

## Early Intervention Services

We offer children who are experiencing delays in meeting developmental milestones various therapies to help them reach their full potential.



## Family Support Services

We deliver a broad system of support for the entire family including grandparents and siblings.

# WHAT WE DO...

## Changing Hands

We restore and refurbish home medical equipment and assistive technology (AT) devices and redistribute them to the community free of charge.



## Assistive Technology Services

Our AT devices and services make everyday living easier, and otherwise impossible tasks possible.

# WHAT WE DO...

## Employment Services

We provide the support, resources, and access that helps people secure, maintain, and succeed at competitive, meaningful employment.



## Home and Community Services

We help people lead fuller, more independent, engaging lives while volunteering, working, shopping, or participating in recreational opportunities.

# WHAT WE DO...

## Community Participation Supports

We match each person's strengths, preferences, and abilities with available local opportunities in order to help them build strong community connections.



## Residential Services

We provide a place to call home, and a nurturing and supportive family environment rich with life experiences.



# WHAT WE DO...

## **Agency with Choice**

We provide the opportunity for individuals to manage their own supports and services.



# WHY WE DO WHAT WE DO?

Our talented team of caring and compassionate employees facilitate a life without limits in many ways. Although, one thing remains constant—our unwavering focus on the needs, interests, and abilities of each person. This is what they have to say...

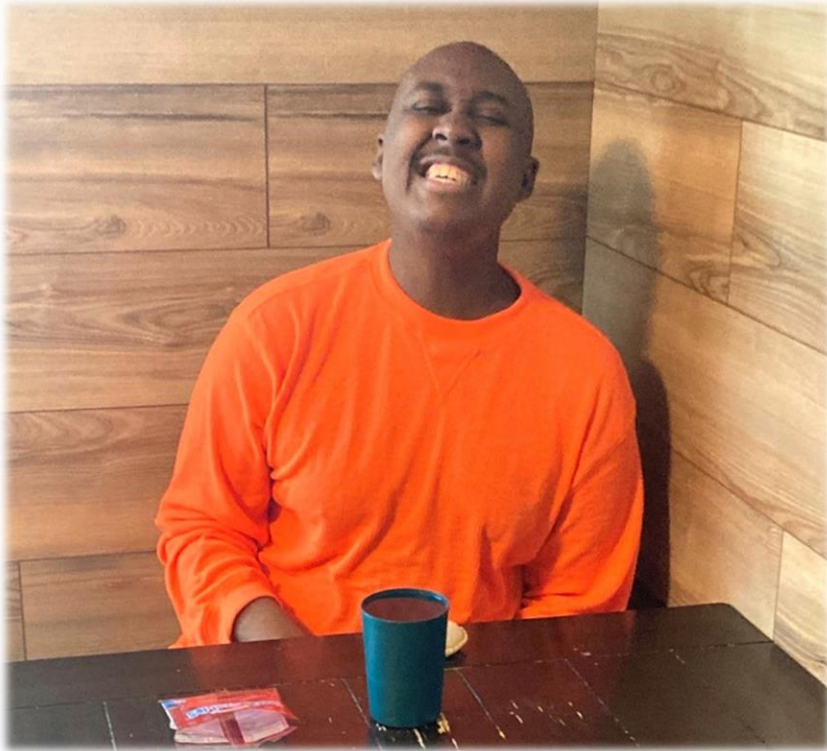
*“Not a lot of people enjoy going to work every day, but I do. I want to help each individual reach their goals and love the home they live in.”*

~Tandi Lauver, Residential Services



*“I had no way of knowing when I first took this job that it would end up being my calling. I love the fact that no two days are alike, that the dynamics change day to day. I take it as a challenge to think outside the box to find ways to improve someone’s capabilities and potential...”*

~ Sue Eynon, Community Participation Supports



*"I have always loved working with individuals, dating back to my early years as a special education teacher. Even before that, my first summer job was working with disadvantaged teens. I love all aspects of my current position with UCP--everything from helping individuals secure the job and helping employers find a match—to supporting individuals in their new job and training them for growth. Bottom line: you either have it in you to do this line of work, or you don't. I'm so glad that I do."*  
~ Bonnie George, Employment Services

*"The approach we've taken, the changes we've adopted, and the adjustments we've made in the home and to his routine all have one over-arching goal: to ensure JT lives the best life possible."*  
~ Zaire Brown, Supervisor Residential Services



# OUR CULTURE DEFINED

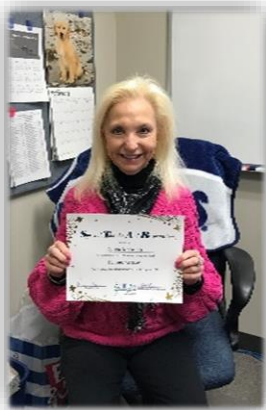
Our employees ensure that our **six culture principles** (*AKA pillars*) are prominent in everything we do.

- Be **person focused**, ensure that each person's interests and needs are the driving force behind your actions.
- **communicate** effectively, be clear and concise and ensure understanding with all stakeholders.
- Exhibit **teamwork**, foster collaboration through trust, accountability, and respect.
- **inspire leadership**, demonstrate a commitment to help others learn new skills in a highly collaborative manner.
- Remain **connected**, be passionate about—and proud of—the work you do, individually and with your team.
- **innovate**, work together to find creative and innovative ways to develop and deliver programs and services.

# UCP CULTURE AT WORK

## LIVING THE PRINCIPLES RECOGNITION PROGRAM

Our employee recognition program is built upon those six core principles--and when we see someone exemplify these traits, we want them to know!



Recognize a team member for being a STAR  
[www.UPCultureAtWork.org](http://www.UPCultureAtWork.org)

# WHAT'S IMPORTANT TO US?

*In addition to ensuring that the **SIX UCP Culture Principles** are prominent in everything you do, Life Themes are just as important as you deliver the UCP Mission:*

**Life Themes** (*dominant patterns of a person's attitudes, beliefs, and behaviors*) that are important in our work:

- Be positive in nature; quickly connect with others to develop positive and collaborative relationships.
- Remain mission focused; understand how your personal efforts impact others' lives.
- Be action oriented; remain goal driven and strive to balance the personal needs of others with the task at hand.
- Be results driven; maintain a balance between outcomes and the steps necessary to achieve them.

Employees at UCP are on-track when they live the culture principles and the life themes. Employees who master the fifteen competencies as defined by the *National Alliance for Direct Support Professionals* reach the gold standard for performance.

<https://nadsp.org/resources/the-nadsp-competency-areas/>

# A CULTURE OF LISTENING

**UCPListens.com** is your one stop place for our feedback opportunities. We want to listen to you, learn from you, and grow as an organization as a result.

- ✓ **My 2 Cents**- An electronic comment box for employees to share feedback with leadership.
- ✓ **Speedbumps & Solutions**- An opportunity to define a speedbump (problem) you are encountering and proposing a solution to that problem.
- ✓ **Recognition Program: Living the Principles**- An opportunity for you to recognize your peers for modeling the principles that define who we are on our best days.
- ✓ **Surveys**- An opportunity for you to provide feedback to leadership through structured surveys.
- ✓ **Compliance**- An opportunity for you to share concerns about improper conduct related to policies, laws, or regulations with our compliance officer without fear of retaliation.

*Welcome to the UCP team! We are happy you chose UCP as a place to continue to grow in your career. You are important to us—as we simply cannot deliver our mission without your caring heart and selfless spirit.*

~Janeen Latin, President/CEO

