

I stay at UCP because.... I believe whole-heartedly in the mission of UCP Central PA and the services we provide, and I love the individuals and families that we support!

I started working at UCP part-time in Family Support Services in August of 2001 when my son, who has ID and autism, attended UCP's inclusive preschool. I worked about 16 years in Family Services advocating for and empowering families of school-age children with disabilities. I understood the challenges that families encountered. So, with my personal experiences and the knowledge I gained during my employment at UCP, I was able to support parents, caregivers, siblings, and children with disabilities through a variety of services that we provide.

About the time my son was graduating and moving to adult services, I too transitioned to manager of UCP's in-home and community supports for adults. I loved working with all the individuals we supported. I feel like I learned as much from them as they learned from me. Although I only worked in this division for a few years, I still help with one individual, and I stay connected with others as much as possible.

I am currently manager of Program Revenue Cycle and have been doing this for a few years. While this position is completely different in the aspect that I work behind the scenes, I have found it both challenging and rewarding in different ways. I may not have direct contact with individuals like I once did, but the work is essential in allowing UCP to maintain its operations and continue to support all the individuals who receive our services.

I've had great mentors over the years, who have provided invaluable direction and encouragement; I've made lasting friendships with both co-workers and the individuals we support; and above all, UCP is comprised of many wonderful staff members who are dedicated and passionate about making positive impacts in the lives of the individuals we support.

My advice for new staff.... Take time to build a wonderful rapport with the individuals you support. Learn all you can about them and be creative in expanding their abilities and making a difference in their lives. Learn from seasoned staff and ask questions, but also be confident in your contributions. Make work fun.



Roxanne Daniel
Manager, Revenue Cycle

Celebrating 20 years

