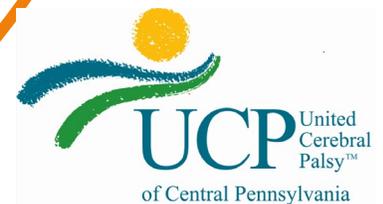


TOWN HALL

Janeen Latin

President/CEO

December 19, 2025



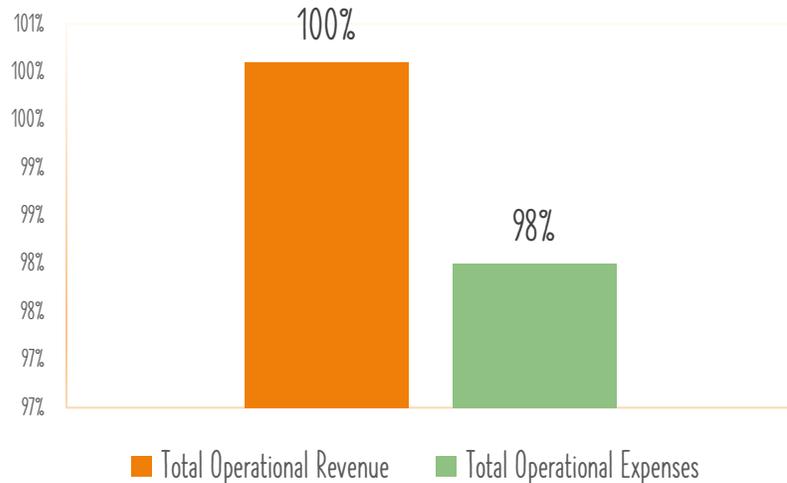
MISSION MOMENT

START THINKING...about a moment when you made a meaningful impact on someone's life, what was the outcome for the individual?

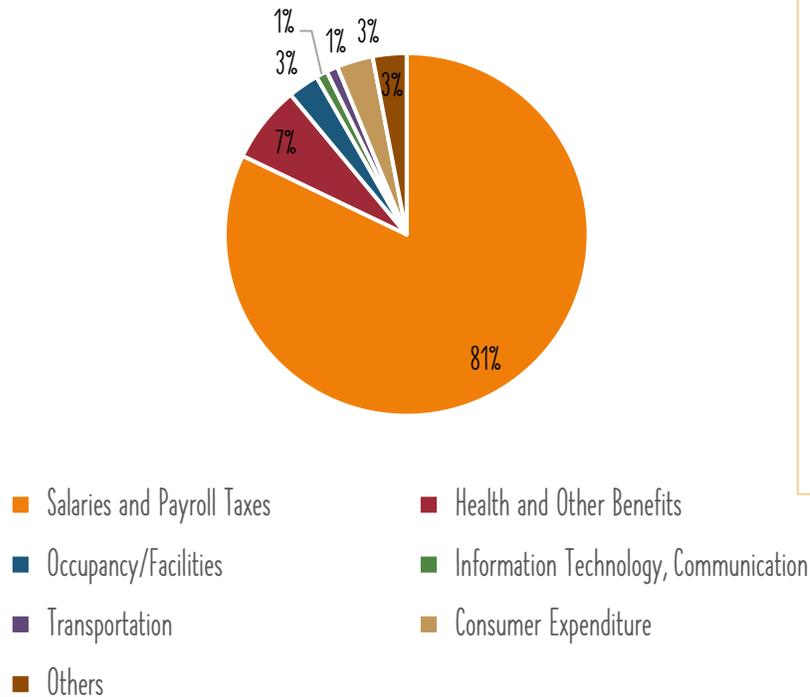
THINGS TO KNOW

Financial Highlights- July 2025- October 2025

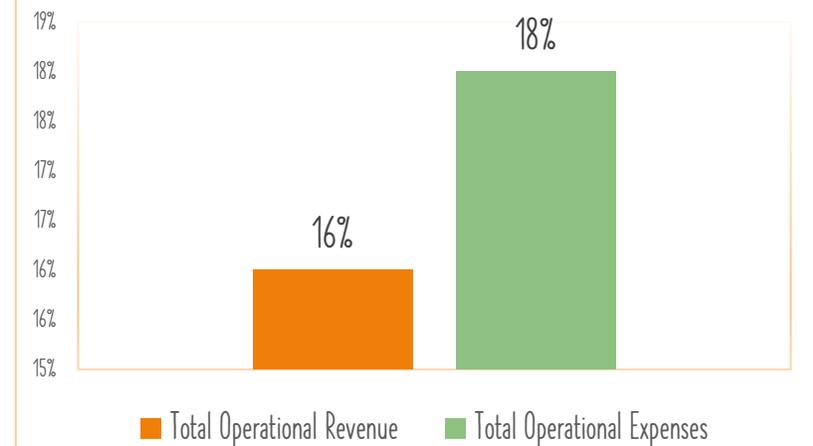
Revenue & Expense Compared to Budget



Where do we Spend our Money?



FY26 1st Quarter Vs. FY25 1st Quarter



THINGS TO KNOW

Personnel

Total Employees- 1791

- Admin- 48
- AWC- 32 (1,397 SSPs)
- Childhood & Ancillary- 23
- CPS- 87
- Employment & Community- 24
- Residential- 180

Hires

Since July 1, we hired 75 employees.

- Admin- 5
- AWC- 3
- Childhood & Ancillary- 1
- CPS- 17
- Employment & Community- 4
- Residential- 45

Turnover

Since July 1, we lost 54 employees.

- Admin-6
- AWC-4
- Childhood & Ancillary-2
- CPS-15
- Employment & Community-0
- Residential-27

Less than 30
days.- 93%
(5ppl)

Net Gain: 21
Openings: 43

THINGS TO KNOW

Employee Engagement

Sharing Sheds

UCP Employee Food Pantries

- Sharing Sheds are now open at each of the four UCP offices (Camp Hill, Lewistown, Lititz, Selinsgrove), an employee food pantry created to support our UCP team members.
- Check out the email from Megan Link on Monday, 12/15 for more details.



Employee Private Facebook Page

- The UCP team members only Facebook page is ACTIVE.
- Group Rules are Simple:
 - Be Kind
 - Be Courteous
 - Be Respectful

Sign up by scanning the QR code below:



UCP One Team: Members Only

Private group · 79 members

+ Invite Share Join

HEALTH INSURANCE CHANGE

Effective 1/1/2026

- Move from a traditional group health plan to an individual coverage health reimbursement account (ICHRA) through Remodel Health

WHY?

- Rising cost of health insurance (75% increase proposed)
- Greater plan choice & flexibility
- More cost-effective options for employees

We are interested in your feedback related to your experience.

www.ucplistsens.com

How Did it Go?

<https://www.surveymonkey.com/r/89NY86Q>



CAREER PATHFINDER

Professional Development/Credentialing Opportunities for staff in ODP funded programs

About

- Launched January 26, 2023
- Opportunity for bonus and wage increase (UCP funded) for eligible agency employees

Opportunities!

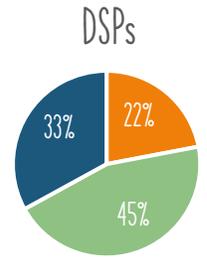
NADSP- DSP I, II, III

NADSP- Front Line Supervisor

Charting the Life Course

Progress in Residential

(Goal - 25% completed NADSP Front Line Supervisor (FLS) Certification & NADSP DSP- Certification)



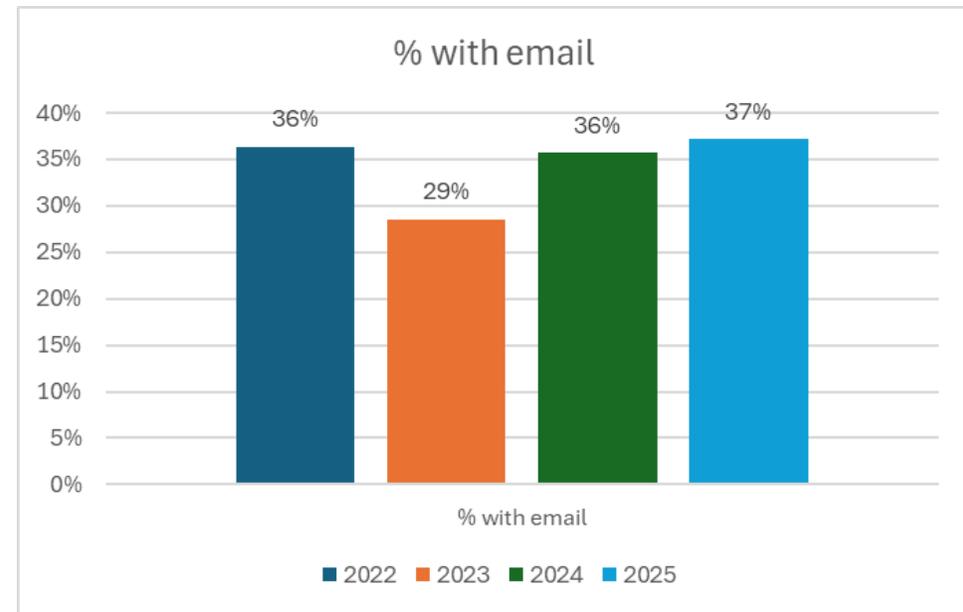
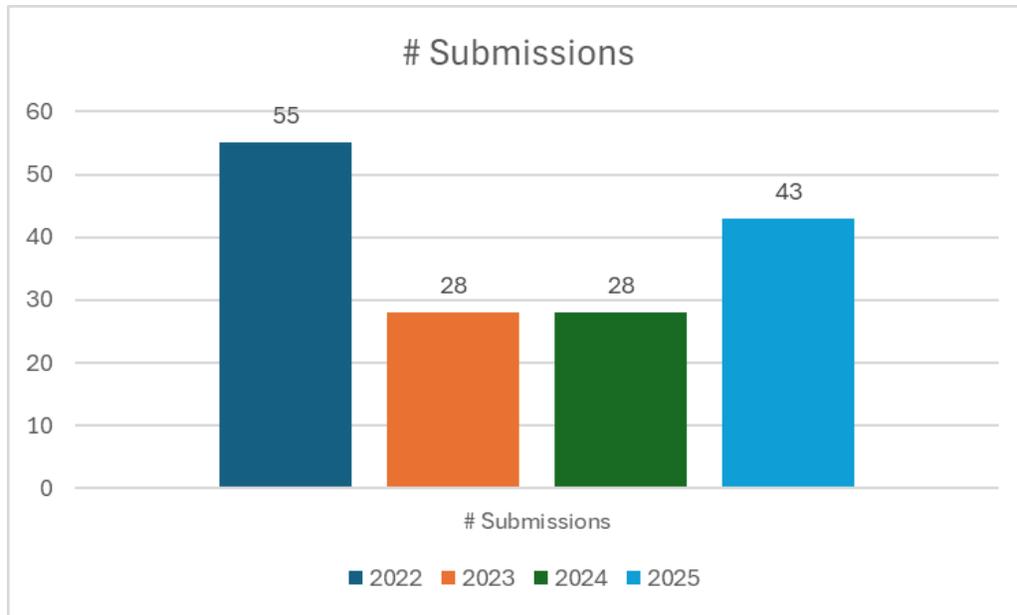
Completed Enrolled Not Enrolled

Completed Enrolled Not Enrolled

Opportunity for a bonus extended through June 2026!

MY 2 CENTS

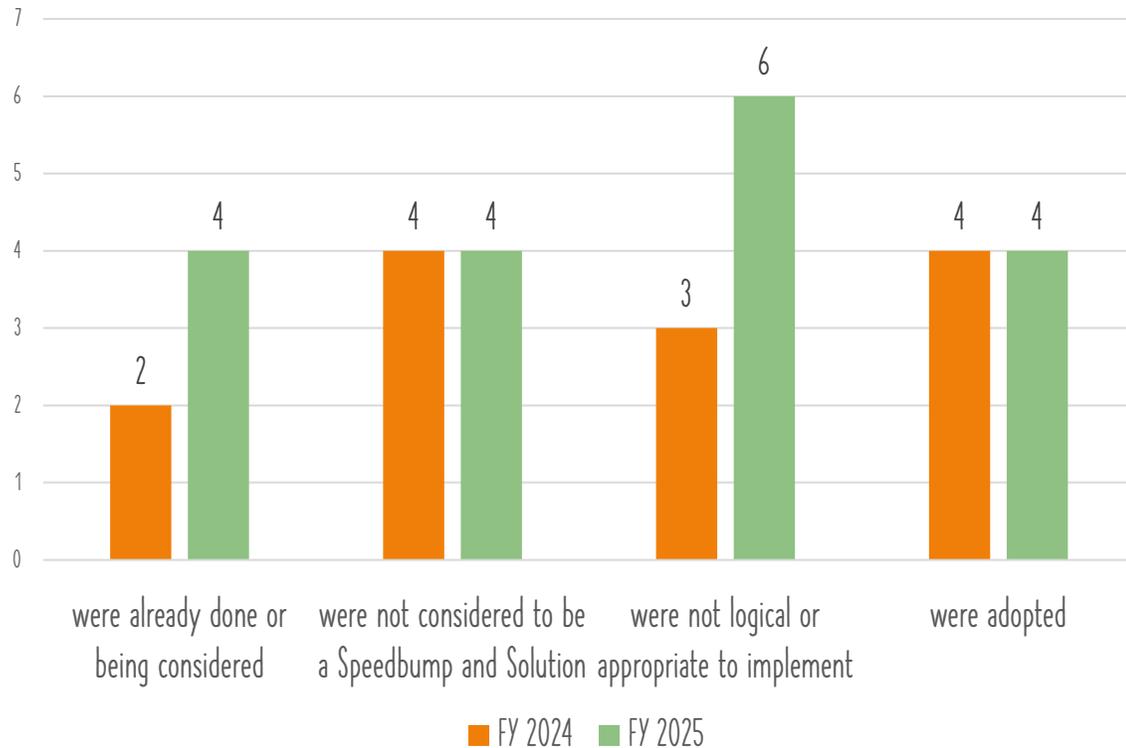
4 years, 154 Submissions



SPEEDBUMPS & SOLUTIONS

8 years, 153 Submissions

Speedbump and Solutions Submissions



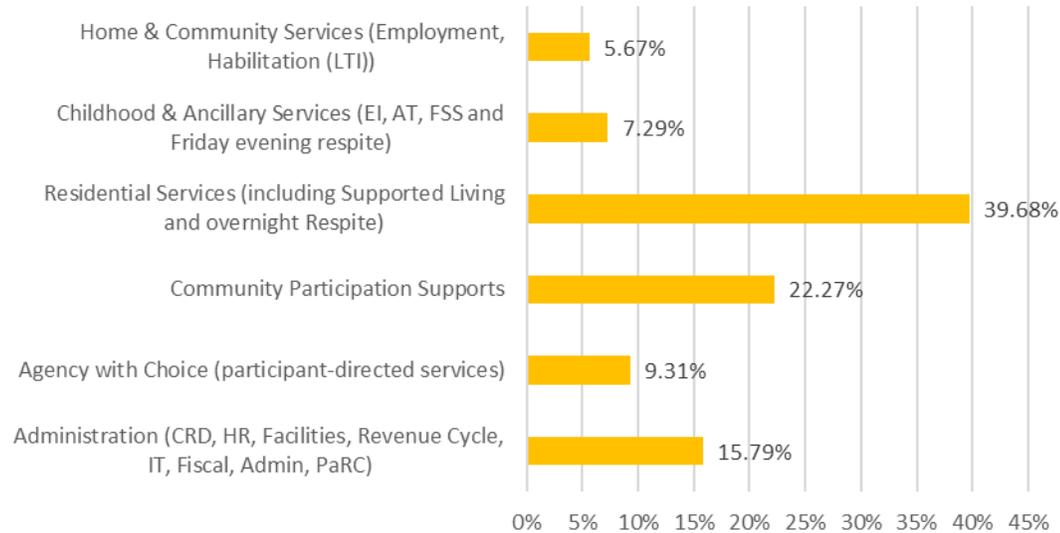
Solutions that were implemented in FY 2025:

- Stylus pens were purchased to be given to help SSP's who have trouble typing using their finger, often leading to times of getting locked out of the application. This was also suggested so Specialist could read the notes easier as many notes were misspelled.
- Added a space to put the county where a person requesting services/ help is from on the general UCP email to make it easier to provide help.
- Added more handicapped accessible spots for Uteley parking lot.
- Began holding an Ask AT to help staff know what is available to them in the lending library or Tech Owl.

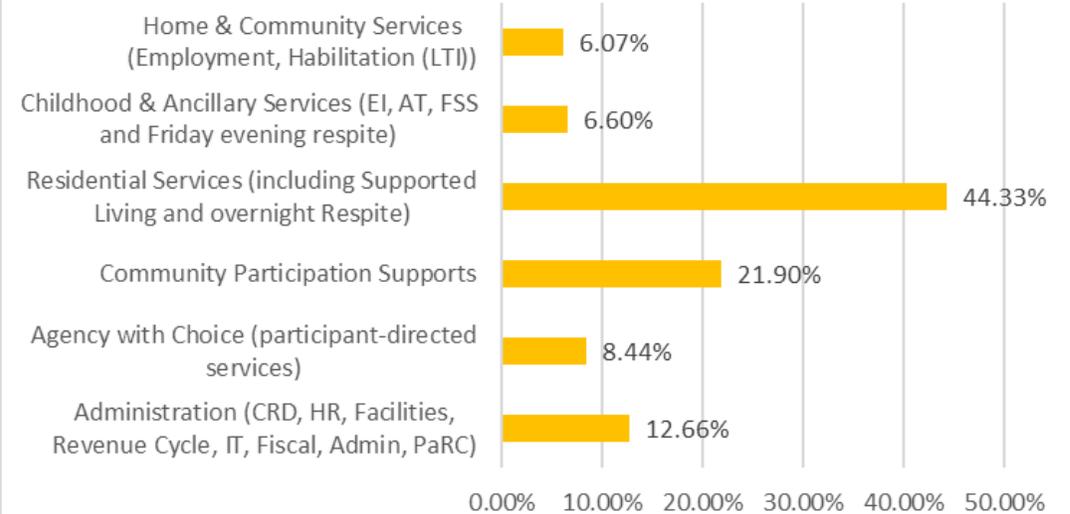
SATISFACTION & ENGAGEMENT SURVEY RESULTS

WHO PARTICIPATED?

Survey Responses n. 247

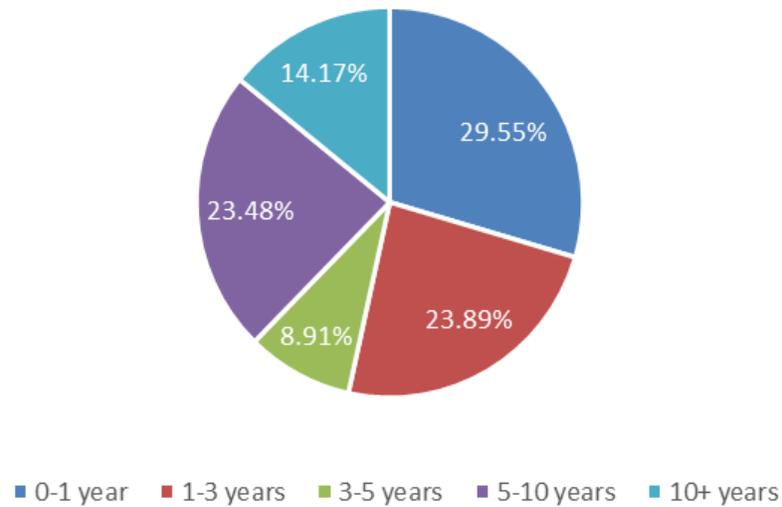


Employees n. 379

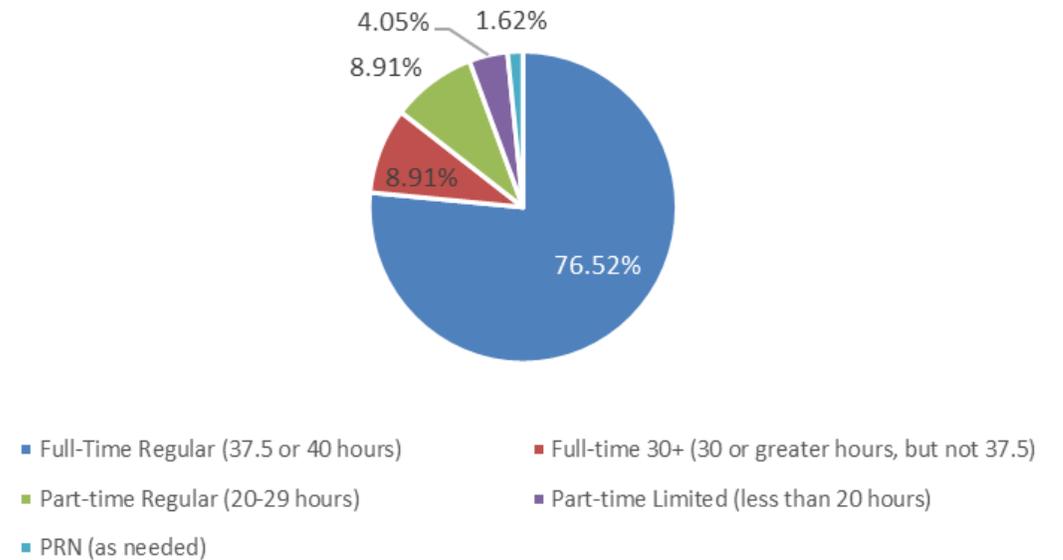


WHO PARTICIPATED?

Tenure



Status



Job Satisfaction 4.0 (2024 3.98, 2023 4.02, 2022 4.04; 2021 3.93)

Benchmark (SHRM) for job satisfaction 3.97

77.9% report very satisfied/satisfied (75.6% 2024, 75.6% 2023, 78.2 2022; 74.6% 2021)

Engagement 4.2 (2024 4.2, 2023 4.3 2022 4.3; 2021 4.3)

Benchmark (SHRM) for engagement 3.9

83.8% report very satisfied/satisfied (85.5% 2024, 85.2% 2023, 85.4% 2022, 85.8% 2021, 69.9% 2020)

Net Promoter Score 41.96

- 0-30: Good
- 30 to 70: Excellent
- 70+: World-class

TOP AREAS OF IMPORTANCE

(GREATER THAN 4.5, 4.51 -4.64)

- ✓ Trust between employees and Leadership Team
- ✓ Supportive coworkers.
- ✓ Trust between employees and HR staff.
- ✓ Trust between employees and Division leadership.
- ✓ Supportive supervisor!
- ✓ Pleasant work environment.
- ✓ Safe work environment.
- ✓ Good working relationship with coworkers.*
- ✓ Communication between Supervisor and employees.*
- ✓ Good working relationship with my supervisor.*
- ✓ Being an accepted member of a work team.
- ✓ Salary that aligns with contribution and skills.
- ✓ Overall job security.#
- ✓ Respectful treatment of employees.*

Items in green are not on the areas to grow list

** Was a top area of importance in 2021, 2022, and 2023, 2024, 2025*

! Was a top area in 2023, 2024, 2025

15 on the list in 2023, 6 on the list in 2024

AREAS TO GROW

(IMPORTANCE GREATER THAN 4, SATISFACTION GAP GREATER THAN .50)

- ✓ Trust between employees and Division leadership.
- ✓ Trust between employees and Leadership Team.
- ✓ Trust between employees and HR staff.
- ✓ Respectful treatment of employees.
- ✓ Actions by leadership to make efforts to retain employees.
- ✓ Recognition of strong job performance.*
- ✓ Competitive salary relative to other employers in the same field.*
- ✓ Review and adjustment of salary based on performance and work responsibilities.*
- ✓ Salary that aligns with contribution and skills.*

Area to grow in 2021, 2022, 2023, 2024, 2025 15 items in 2023, 4 items on the list in 2024

NEXT STEPS

- ✓ Deep dive into results/comments for Agency
 - ✓ Executive Team Review and Agency Action Plan
- ✓ Deep dive into results/comments for Division (Division Directors)
 - ✓ Action plan for Division (Division Directors)

MISSION MOMENT

Discuss a moment when you made a meaningful impact on someone's life, what was the outcome for the individual?

LEGISLATOR VISITS

Fulton
visited
Rep Nate Davidson



Neponsit
visited
Rep Thomas Kutz



QUALITY ASSURANCE & IMPROVEMENT

QAI is a statewide framework designed to:

- Monitor and evaluate the quality of services and supports for individuals with intellectual disabilities and autism
- Ensure health, safety, rights, and personal outcomes
- Promote continuous quality improvement across providers and programs

Focused On the Following Key Areas:

- Incident Management (reporting, investigation, and prevention)
- Provider Monitoring & Certification
- Participant Outcomes & Satisfaction
- Risk Management
- Compliance with HCBS regulations
- Data-driven quality improvement plans

ODP Monitoring

- Self audit every year
- On-site audit every three years
- Results guide the agency's quality plan.

QUALITY ASSURANCE & IMPROVEMENT AUDIT

Our on-site audit was held on 11/20/25.

THERE WERE ONLY 2 FINDINGS

- Further work is needed to try to ensure more of the individuals receiving CPS services are going into the community at least 25% of the time. *Despite the finding, we have increased CPS community time significantly over the past year!*
- One incident was identified where a certified investigator was not assigned within 24 hours of the incident discovery as the team was working to clarify the situation.

Results were overall positive! They were complimentary of the practices we have in place to maintain and analyze quality. The work from our operational, fiscal and support teams are all tied to the success of this audit!

THINGS TO KNOW

COMMUNITY PARTICIPATION SUPPORTS (CPS)



CPS Licensing

Carlisle - 10/20

Citations all related to paperwork, no health & safety findings

CONGRATULATIONS!

Fundraisers

Thank you to everyone who participated in the Camp Hill West, Middleburg and Newport fundraisers!!!

THINGS TO KNOW

RESIDENTIAL SERVICES

Performance Based Contracting

Preparing for the renewal of our select status. Key areas of focus:

- Employment
- Technology
- Credentialing
- HRST
- Wellness

Holiday Party

Cookie decorating area, dancing, karaoke, good food and time with friends all combined for a wonderful event!



THINGS TO KNOW

RESIDENTIAL SERVICES: WE ARE GROWING!

New Homes

- Hiddenwood opened on November 17, 2025 to support 2 people.
- New Kingstown opened on December 15, 2025 to support 3 people.

Future Homes- TBD

- Church Road in Hershey (2 ppl)
- Summit Lane in Lewistown
- Penn Street in Harrisburg

Thoughts about growth?

<https://www.surveymonkey.com/r/89HRNWJ>

WHY? The need is growing. Across Central Pennsylvania, individuals with disabilities and their families continue to face long waitlists and limited residential options. We're seeing increasing demand for person-centered, community-based housing models.

HOW YOU CAN HELP...



Advocate [ANCOR - ANCOR Link](#)



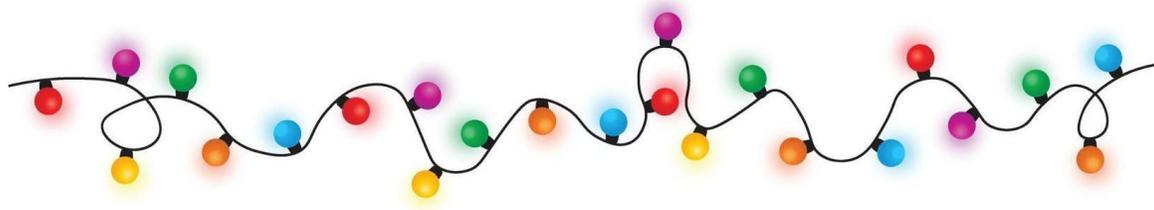
Nominate a coworker for a STAR Award!



Refer a Friend to work at UCP... you could receive \$1,000 for EACH referral!



Share jobs on social media



HERSHEYPARK...



Promo Code:
UCPTIX

If you are planning a trip to Hersheypark, UCP employees have access to discounted tickets.

The following discounted tickets are available with this offer:

Christmas Candylane - Now thru 01/04/26

\$39.99 (typically \$90.80)

After scanning the QR code, enter company code: UCPTIX

***TICKETS WILL BE EMAILED TO YOU FROM HERSHEY PARK
AFTER ORDERING***

What to
Watch for in
the coming
months...

Employee Survey from
Strategic Consulting
Partners January 6



QUESTIONS?
