

Town Hall FAQ- March 2026

Can we give people their cubicles back yet? There's never anyone using them and it's a waste of space. People are having meetings in offices around others who are not privileged to the information being discussed. I have heard a few others complaining about this.

Thank you for sharing this feedback — we appreciate employees raising concerns and observations about how our workspace is functioning.

The transition to a flexible workspace model was made intentionally as our organization continues to grow and evolve. We currently do not have enough individual office or cubicle space to assign permanent workstations to every position; many roles are primarily field-based and spend limited time working onsite.

The goal of the flexible workspace approach is to ensure that available space can be shared efficiently and remain accessible for employees when they are in the office, rather than having dedicated work areas sit unused for extended periods.

We also recognize the concern you raised regarding confidential conversations. Protecting privacy is important, and we encourage staff to utilize designated private meeting rooms or reserve private offices when discussing sensitive information. Leadership will continue monitoring how space is being used to ensure it supports both collaboration and confidentiality.

We will continue evaluating workspace utilization and employee feedback as we grow, and adjustments may be made as needs evolve. Thank you again for sharing your perspective — input like this helps us improve how our work environment supports everyone.

With gas prices rising and projections that they may continue to increase, has leadership considered offering additional hybrid flexibility—either temporarily to help offset commuting costs or more permanently by adding another work-from-home day? From my personal experience, the days I'm able to work from home tend to be some of my most focused and productive, and having a hybrid schedule can also have a positive impact on mental well-being. Having that balance also makes it easier to stay engaged and enthusiastic about coming into the office on in-person days. I'm curious if expanded hybrid options have been discussed as part of supporting both employee well-being and overall productivity.

Thanks for raising this thoughtful question and for sharing your perspective. We understand that rising gas prices can have an impact on commuting costs, and we appreciate hearing feedback.

At this time, leadership has not planned any changes to our current remote work or hybrid options in response to gas prices. Because the majority of our employees provide direct services to individuals, most roles require staff to be onsite in order to effectively deliver those services.

We will continue to evaluate workplace practices over time and appreciate employees sharing their experiences and suggestions. Thank you for taking the time to bring this forward.

This message is for administrative positions and AWC. I realize some positions within UCP don't apply. I am writing to respectfully request consideration of a structured hybrid work model and

to share why this approach could benefit both employees and the organization. Many leading organizations have adopted hybrid models to improve productivity, engagement, and retention. Flexible schedules allow for focused independent work while preserving in-person collaboration and team cohesion. In today's competitive market, this flexibility is also a key factor in attracting and retaining high-performing talent. A hybrid structure meaningfully supports work-life balance and employee health. I see a lot of work-life balance referenced but nothing in our policies and benefits to support it. Reduced commute time creates space for exercise, preparing healthy meals, and maintaining sustainable routines. It also decreases prolonged sedentary time, which is linked to negative health outcomes. Healthier employees are generally more energized, focused, and resilient, ultimately supporting stronger performance and long-term organizational success. As I look around at my fellow employees it does not appear that UCP is putting our health and well-being as a top priority. Having us "in office" seem to promote an unhealthy lifestyle and weight gain. I remain committed to our mission and to delivering high quality work, and I hope leadership will consider a thoughtful hybrid framework that balances operational excellence with employee well-being. Thank you for your time and consideration.

Thank you for taking the time to share your perspective and recommendations regarding hybrid work arrangements. We value employees providing thoughtful feedback on workplace practices and organizational priorities.

We recognize that hybrid and remote work models have expanded significantly in recent years across many industries. At the same time, there has been a clear and growing trend — across healthcare, human services, government, education, and the private sector — of organizations returning employees to onsite work environments to strengthen collaboration, accountability, organizational culture, and service effectiveness.

As a mission-driven human service organization, UCP Central PA's operating environment differs from many fully remote or technology-based industries. Our work depends heavily on coordination between programming and administrative teams, often requiring real-time collaboration and shared problem-solving to support staff and the individuals and families we serve. Leadership believes that maintaining an onsite presence best supports these operational needs and the quality of services delivered across the organization.

For some positions, we do provide standard work schedule flexibility, which represents the level of flexibility we are currently able to offer while ensuring fairness, consistency, and operational reliability across departments.

We also want it to be clear that employee well-being is important to the organization. However, workplace health and wellness are influenced by many individual factors, and onsite work expectations are not intended to negatively impact employee health. Our responsibility as an employer is to provide a professional, collaborative work environment along with competitive benefits, paid leave, and supportive workplace practices that enable employees to be successful in their roles.

Leadership will continue to monitor workforce trends and organizational needs, but at this time, UCP Central PA will continue operating under its current onsite work model. We appreciate your commitment to the mission and your engagement in helping us continually evaluate how we work together as an organization.