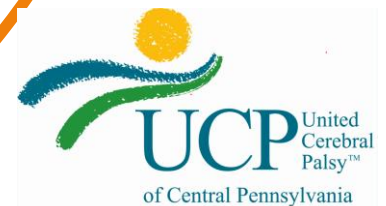


TOWN HALL

Janeen Latin
President/CEO
March 12, 2026



MISSION MOMENT

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

WE APPRECIATE YOU!

Our mission is only possible because of YOU!

The sweatshirts we distributed are a small token of our deep appreciation. When you wear the UCP logo, we hope you feel the pride that comes from knowing you are part of something meaningful.

Because of you, lives are changed.

Because of you, individuals and families feel supported.

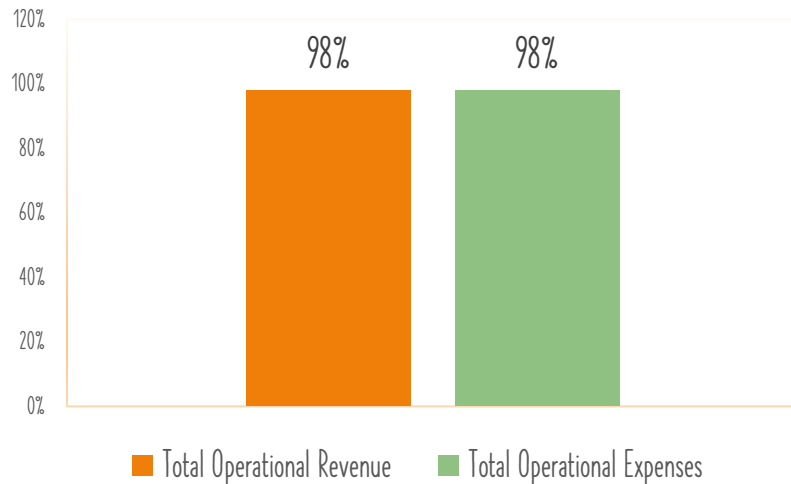
Because of you, our mission continues to grow and make an impact across our communities.



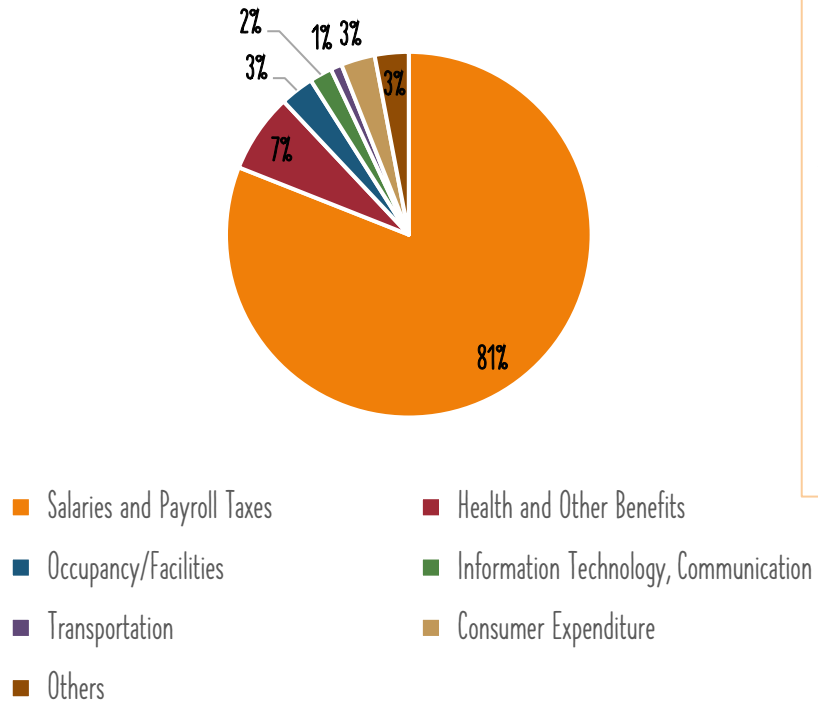
THINGS TO KNOW

Financial Highlights- July 2025- December 2025

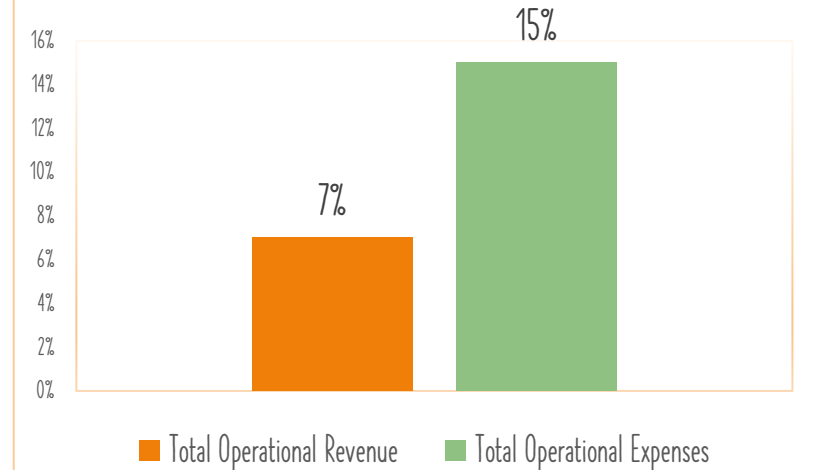
Revenue & Expense Compared to Budget



Where do we Spend our Money?



FY26 2nd Quarter Vs. FY25 2nd Quarter



THINGS TO KNOW

Personnel

Total Employees- 1786

- Admin- 47
- AWC- 34 (1,401 SSPs)
- Childhood & Ancillary- 23
- CPS- 76
- Employment & Community- 22
- Residential- 183

Hires

Since July 1, we hired 102 employees.

- Admin- 7
- AWC- 5
- Childhood & Ancillary- 2
- CPS- 22
- Employment & Community- 5
- Residential- 61

Turnover

Since July 1, we lost 90 employees.

- Admin- 8
- AWC- 5
- Childhood & Ancillary- 3
- CPS- 29
- Employment & Community- 4
- Residential- 41

Less than 30
days- 3.8%
(11 ppl)

Stay Survey in process

1 mo.-3 mo. 35ppl
6 mo.-1 yr. 44 ppl

Net Gain: 12
Openings: 39

BENEFITS

HRA and FSA 2025 Claims: If you spent more than \$2,500 individual/\$5,000 family on medical costs in 2025, you are eligible to be reimbursed for all claims above those amounts (up to \$4,400 individual/\$8,800 family) through Wex.

Contact HRHelpDesk@ucpcentralpa.org for assistance.

Last day to file is March 31, 2026

Scan the QR code for more information and directions for submitting claims.



ICHRA: 2026 Enrollment Overview

- 295 total enrollments (261 for CY2025)
- 378 waivers, reflecting a 13% increase in enrollment
- 282 Individual Marketplace plans
- 13 Medicare reimbursements

Preliminary Financial Analysis

- UCP's total health insurance cost increased by 22% after transitioning to ICHRA, significantly lower than the projected 75% increase under the traditional plan.
- Employer contributions increased by only 37% with the move to ICHRA.
- Employee payroll deductions under ICHRA decreased by 51% compared to the current plan (excluding HSA contributions), indicating that employees are selecting plans with low or zero payroll deductions.



CAREER PATHFINDER

Professional Development/Credentialing Opportunities for staff in ODP funded programs

Certifications Earned 1/1/26-3/10/26

NADSP DSP I

Traci Goodman
Jandira Marques
Jenna McCreary
Julie Renninger

NADSP DSP II

Kayla Abreu
Marisol Borreli
Jessica Dull
Jandira Marques
Jenna McCreary
Ava Omalley
Julie Renninger

NADSP DSP III

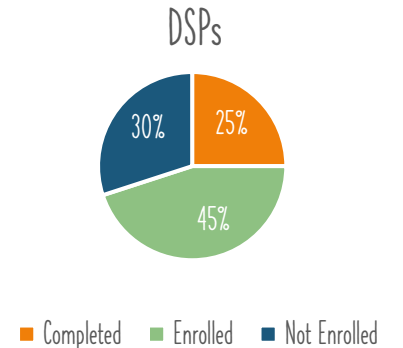
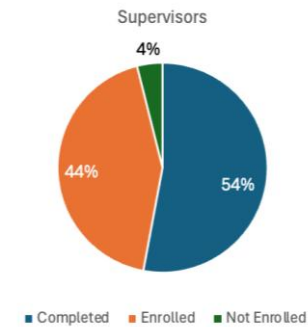
Marisol Borreli
Michele Fry
Ava Omalley

NADSP Frontline Supervisor

Amy Grexon
Jonathan Moody
Kaitlyn Locke

Progress in Residential

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



Tech First SHIFT, Enabling Technology Integration Specialist
Megan Duke

Opportunity for a bonus extended INDEFINITELY!

EMPLOYEE RESOURCES



Sharing Sheds (Employee Food Pantry) in Camp Hill, Lewistown, Lititz, and Selinsgrove



Tax Help: VITA (Volunteer Income Tax Assistance) offers free tax preparation for individuals and families with simple, non-complex returns. Things to Know: Simple returns only, Schedule C (self-employment) returns are not accepted, Trained, IRS-certified volunteers prepare returns. Visit: <https://www.pa211.org/vita/> for eligibility rules, locations and information on what to bring to your appointment.



Employee Private Facebook Page: The UCP team members only Facebook page is ACTIVE. Group Rules: Be Kind, Be Courteous, and Be Respectful. Sign up by scanning the QR code:



Hersheypark If you are planning a trip to Hersheypark, UCP employees have access to discounted tickets. Discount pricing for the 2026 season will be available in April. **Watch your email for details.**

GROWTH INDEX EMPLOYEE SURVEY

Thank you for participating in the Pilot!

A FIRST LOOK: GROWTH INDEX

Our overall employee net promoter score (eNPS) was 33.3 which is considered great. This score represents the response to the question *"How likely is it that you would recommend this company to a friend or colleague?"*

What we're good at:

- Supporting and encouraging each other - (top ranking question: There are people at work who give me support and encouragement - 86.2% sentiment score)
- Feeling a sense of purpose and connection with UCP's mission in the work - showing up in the top three ranking questions across (almost all) demographics.

Areas to address:

- Organizational accountability - this scored the lowest, showing that there is potential for an increased demonstration of accountable behaviors.
- Lower response rates from Residential services (38%) and Direct Support Professionals (36%).- ONLY 48% overall participation

MISSION MOMENT

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

THINGS TO KNOW

COMMUNITY PARTICIPATION SUPPORTS (CPS)

CPS Licensing

Harrisburg - 1/9/26 - No Violations

Camp Hill West - 2/17/26 - 3 minor citations related to paperwork
and 1 for no antiseptic in the first aid kit

Once again, there were no health & safety findings **CONGRATULATIONS!**

Upcoming

Lewistown and Mechanicsburg - Week of March 23

Middletown - Week of April 6

Shippensburg CPS Site Closure

January 30 due to deteriorating facility
conditions. In search of a new permanent space.

THINGS TO KNOW

RESIDENTIAL SERVICES: WE ARE GROWING!

New Home

- Church Road in Hershey (2 ppl)

Thoughts about growth?

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

Future Homes- TBD

- Lewistown
- Penn Street in Bressler

Life Sharing

- One new admission, 4 participants are now receiving services through Life Sharing.
- Life Sharing was licensed January 5, one citation! Congratulations!

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.

THINGS TO KNOW

RESIDENTIAL SERVICES

Performance Based Contracting

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

- Employment
- Remote Supports
- Credentialing
- HRST
- Wellness
- Incident Management

Submission due March 16, 2026

Pay for Performance

- Credentialing: **Passed: \$62,143.82** Payment equals 0.6% of CY2024 revenue.
- Technology: **Passed: \$15,535.71** Payment equals 50% of 0.3% of CY2024 revenue.
- Competitive Integrated Employment: Submitted January 31, 2026. With three individuals in Needs Groups 1 and 2, **we anticipate receiving \$7,500.**

What to
Watch for in
the coming
months...



Communication related to our plan for
a new Electronic Health Record to
replace MatrixCare...we are anticipating
a 9-month implementation period.

HOW YOU CAN HELP...



Advocate

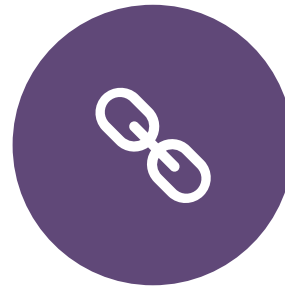
ANCOR - [ANCOR Link](#)



Nominate a coworker for a STAR Award!



Volunteer for a special event: Sports Auction June 20, contact Christine Bucher.



Share jobs on social media

REFERRAL CONTEST!



**KNOW SOMEONE
WHO COULD BE AN
ASSET TO UCP?**

**REFER
AND
EARN**

**SEND US THEIR NAME
AND CONTACT INFO!**

**YOU COULD WIN *\$1,000*
IF THEY ARE HIRED!!**

- Complete Referral Form
- Agree to share your name with the candidate
- Refer as many people as you'd like!

SCAN TO REFER!



DATES TO REMEMBER

1



2



3



4

April 10-
Staff Retreat,
Vibrant Church

June 17-
Spring Fling,
55 Utley Drive

June 20-
Sports Auction,
City Island Harrisburg

September -
Employee Picnic,
Knobels Amusement Park



QUESTIONS?
