

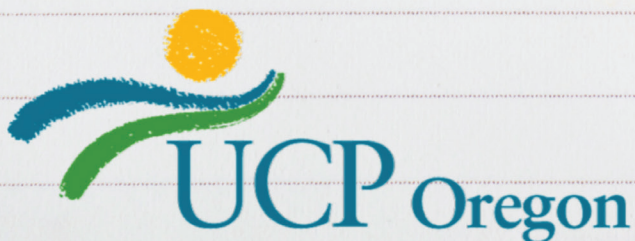
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NO.

RESILIENCE

UCP OREGON'S
ANNUAL REPORT,
FISCAL YEAR
2019-2020





WE ARE UCP OREGON.

WE SUPPORT PEOPLE WHO EXPERIENCE INTELLECTUAL/DEVELOPMENTAL DISABILITIES. WE'VE BEEN ADVOCATING FOR REAL CHOICE, REAL JOBS, REAL HOMES, AND REAL CONNECTIONS SINCE 1955.

IN 2020, WE'RE USING THAT SAME GRIT AND DETERMINATION TO FACE A CHANGING WORLD.

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**FROM THE DESK OF ANN COFFEY,
EXECUTIVE DIRECTOR**



RESILIENCE

Here we are, just a few months into a world with COVID-19.

Like you, UCP Oregon has experienced many changes, some good, and some incredibly difficult.

What remains true is that we are working as hard as ever to take care of each other—our customers, employees, families, supporters, and community partners.

In this time of great uncertainty, our customers are the best role models.

They're the *real* experts at navigating barriers, exceptions and challenges. They already know how to wade deep into unknown waters, and how to find coping mechanisms and moments of joy.

Meanwhile, our employees are rising to any challenge, whether it's finding personal protective gear and emergency supplies, or finding ways to help customers socialize at a distance.

In this Annual Report, which covers our most recent fiscal year (July 1, 2019 to June 30, 2020), you'll read about UCP Oregon's pre-pandemic life. You'll also learn how we're pivoting to work within a strange new world.

Thank you for joining us on this journey.

**CORDIALLY YOURS,
ANN**

**FROM THE DESK OF JERRY HOFFERT,
UCP OREGON BOARD PRESIDENT**



DEAR FRIENDS,

For 65 years, UCP Oregon has been working to advance the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities.

During these years, we have endured numerous external challenges, ranging from government funding shortages, economic volatility and societal stigmas, to—more recently—a global pandemic.

Through our commitment to customer-centered services, advocacy and financial stability, we have not only endured these challenges but have come out of them stronger and more resilient.

The 2019-20 fiscal year saw the beginning of COVID-19, which required rapid responses among healthcare and social service organizations.

UCP Oregon's response required tireless hours and creative solutions on a daily basis, at all levels.

Unsurprisingly, these unplanned efforts came at the cost of focusing our energies on implementing our new Strategic Plan. (This plan encompasses four key areas: full life services, diversifying funding, enhancing community partnerships, and advocacy.)

Ironically, although the formal rollout of our plan was curtailed, we have been working on each of these organically.

Our work to enhance the full life principles of independence and productivity has flourished. Our advocacy efforts for higher wages have continued unabated. And our work with community partners in diversifying employment opportunities has also continued.

In the year ahead, we will take the opportunity to take a fresh look at our strategic plan, review progress made so far, and plot out next steps in executing these important objectives.

I heartily commend the hard work, creativity, and—most notably—the resilience of our staff, leadership and volunteers during these unparalleled times.

We invite you to reach out, and partner together with us, in the exciting times ahead.

**KIND REGARDS,
JERRY**

UCP'S MISSION:

To advance the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities.

UCP VALUES:

INCLUSION:

Individuals are included in every aspect of life including home, school, workforce, and community.

EMPOWERMENT:

People with disabilities, and families of children with disabilities, have a right to make decisions about things that affect their lives. We help them identify their options and utilize the same means as anyone else in the community to achieve their goals.

FAMILY SOLIDARITY:

Families having a member with disabilities are supported so they may stay together and flourish.

TEAMWORK:

It takes teamwork to produce positive results. The many people who contribute to our mission are appreciated, encouraged, and supported.

DIVERSITY:

All persons are valued and respected for their individual differences.

OUR SERVICES

SUPPORTED EMPLOYMENT

UCP's Supported Employment Department ("Employment Solutions") assists job-seekers who experience disabilities to find meaningful jobs in the community. Once the customer has the job, we can provide initial trainings and on-going supports as needed—all with the goal of ensuring the customer is as independent as possible.

SUPPORTED LIVING

Adults who experience developmental disabilities use our Supported Living services ("UCP Foundations") to live independently in their own homes. We provide whatever is needed, including quick check-ins, medical or financial oversight, or round-the-clock staffing.

CHILDREN'S SERVICES

UCP's Children's Services Department ("Building Blocks") offers one-on-one supports, both at home and in the community, for families raising children who experience developmental disabilities. Services include personal care, skills training and community inclusion.

BROKERAGE SERVICES

Our Brokerage Department is known as "UCP Connections" for a good reason—these services are all about connecting adults who experience disabilities to the resources they need, including funding and service providers. We also provide person-centered planning and case management.

FAMILY SUPPORT

In honor of our roots, our Family Support Department offers unique services to families who experience cerebral palsy, such as information and referral, support groups, recreational outings, and a sense of connection and hope.



OUR LEADERSHIP

DEPARTMENT DIRECTORS

EXECUTIVE DIRECTOR:

- Ann Coffey

BROKERAGE DIRECTOR:

- Sarah Noack

COMMUNITY SERVICES DIRECTOR:

- John Goff

EMPLOYMENT SERVICES DIRECTOR:

- Melissa Miller

FAMILY SUPPORT DIRECTOR:

- Katherine Ball

FINANCE DIRECTOR:

- Esther Large

HUMAN RESOURCES DIRECTOR:

- Suzannah Newman, JD, PHR

BOARD OF DIRECTORS

OFFICERS:

- President: Jerry Hoffert (Native American Rehabilitation Association of the Northwest, Inc)
- Vice President: Lori Beight, JD (Cascade Legal Planning, LLC)
- Treasurer: Sean Heaton

MEMBERS:

- Peter Blasco, M.D. (CDRC)
- David Brezinski, (Retired—PricewaterhouseCoopers, LLP)
- Nancy Cicirello, PT, MPH, EdD (Retired—Professor at Pacific University)
- Jeni Davis (New Horizons NW, LLC)
- Amy Ferrell (The Center for Medically Fragile Children at Providence Child Center)
- Grant Guernsey (Cushman & Wakefield)
- John R. Hancock (Retired—Moss Adams, LLP)
- Molly Holsapple (SMART Program)
- Brad Parsons (Meadow Outdoor Advertising)
- Michael Steen (Beneficial State Bank)
- Colleen Welsh (Legacy Health Systems)



THOUGHTS ON EQUITY

By Tara Coen, Lead Personal Agent, UCP Connections

We have been witness to a racial reckoning in this country over the last year, as the murders of George Floyd and Breonna Taylor (and many more) have asked us to collectively consider what safety looks like in our communities, and what equity looks like in our lives.

Like so many others, UCP Oregon has been called to action by the Black Lives Matter movement.

We have deepened our commitment to becoming an Anti-Racist organization. This has meant a lot of listening, reflection, and education. Our teams and departments have come together to discuss how racism, ableism, gender bias, ethnocentrism, homophobia, classism, and other harmful biases affect our work and the communities we serve.

In seeking to understand where we are today, we can begin to develop a vision for where we want to go.

Currently that vision includes:

- Uplifting voices throughout the organization;
- Seeking ongoing training opportunities; developing hiring practices that address implicit bias;
- Creating community agreements to support teams to engage in difficult conversations;
- Relentlessly applying an equity lens as we develop policies and procedures;
- Preparing to work with a DEI (diversity, equity and inclusion) consultant to complete an organizational assessment.

These are early steps on a long path to creating more equity, safety, and justice in our community, and UCP is committed to the work that lies ahead.



CREATIVE SOLUTIONS

By Katherine Ball, Family Support Director

UCP Oregon's Family Support Department (FSD) has been around since 1984. The Family Support Department is a lifeline to families of children who experience cerebral palsy, or a closely-related disability.

In a pandemic, FSD is a *literal* lifeline.

In April of 2020, I woke up to a frantic phone call from a mom who is raising a child who experiences cerebral palsy. He has a tracheostomy and a vent to help

him breathe, but the family didn't have enough supplies to get them through the weekend. This was a serious emergency.

I jumped into instant action. As many of you know, my own child experiences disabilities, so I have a stash of medical supplies at home.

I was able to share a week's worth of medical supplies, including vent circuits, filters, trachs, trach cleaning kits, and suction catheters.

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But I knew that a one-time set of emergency supplies wasn't enough. So, I connected the mom to a new durable medical equipment company, a new nursing agency, and several other resources—all with the goal of hopefully preventing any future supply-related emergencies.

I also wanted to ensure that the mom had emotional support. I told her about our department's services, which include support groups, classes, and a Facebook group for parents in her exact situation.

The mom was so happy, knowing that she had both the emergency supplies she needed and long-term resources for support and connection.

I love that this is my job—that I can make a difference every day, especially during times like these.





RESILIENCE

HOW WE'VE ADAPTED

By Andrew Haynes, Administrative Assistant at UCP Connections

I have worked for UCP Oregon, as a part of our Brokerage ("UCP Connections") for a little over three years.

My role is to support our staff and customers by making information accessible. I run reports, do mail-outs, digitize records, assist with billing, and do data entry. It's a busy job.

When COVID-19 hit, I was scared—I felt a fear of the unknown.

As a person with Asperger's, I am a creature of habit. COVID-19 pushed me way out of my comfort zone.

The first two weeks of the lockdown changed my whole routine, which made me very nervous.

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**"AS A PERSON
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—Andrew Haynes,
Administrative Assistant at
UCP Connections

I had to work from home. We also began to have virtual team meetings instead of in-person ones.

The pandemic also changed my job tasks in several ways.

UCP Connections managed to get face masks and gloves before many other agencies, so we did a mass mail-out to customers and staff. I was used to doing monthly mass mailings for Individual Support Plan renewals, but now I was stuffing envelopes with masks and information about how to properly use a face mask. These envelopes were so full that I had to use a glue stick to fasten envelopes shut.

We also had to adapt the Brokerage's billing and payroll systems to ensure that people would be paid on time, even during a lockdown. We created a dropbox so care providers could have a reliable way to turn in their timesheets. We also moved more of our timesheet/billing procedures to a digital format.

Now with vaccines hopefully on the horizon, I am happy to report that I am feeling better. My anxiety is much less!

I am excited to see where things go for our employees and the customers that we serve.

I still miss seeing my co-workers face-to-face, but I am happy to be a part of something so much bigger than me.



ADMIN TO THE RESCUE!

By Corrie Hausman, Marketing Coordinator

Spring of 2020. A scary time.

The COVID-19 pandemic was just beginning in America. UCP Oregon—like everyone else—had to learn what to do.

We had a vast matrix of risk, needs and people to consider, including 500+

customers and 200+ UCP Oregon employees.

Plus there were other folks in the mix, too—the families of our customers and staff, and various service providers not employed by UCP.

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Almost instantly, we pivoted to allow staff to work from home when possible, meeting as needed via phone and videoconference.

But many of UCP's supports must be done face-to-face. You can't cook a lunch for someone remotely. You also can't assist someone to get dressed or to get out of bed unless you're in the room to give a hand.

It was urgent for us to find "personal protective equipment" (PPE) such as face masks, to keep our staff and customers safe. We also needed extra household supplies—hand sanitizer, disinfectant sprays and wipes, and extra hand soap.

Meanwhile, almost everyone in America seemed to be searching for the exact same PPE and cleaning supplies.

Luckily, our brilliant administrative team jumped in to save the day. Kristin and Mackenzie searched stores across Multnomah and Washington counties. They also searched online daily, purchasing supplies time and time again, until we finally had what we needed.

HEALTHY
AND
SAFE

Kristin and Mackenzie created "go-bags" of supplies for staff and customers. Staff could schedule a time to pick up their go-bag with minimal contact. As needed, supplies could also be dropped off in a no-contact manner—frequently by our Executive Director, Ann!

We were also able to secure nearly \$45,000 in grants and other funds to cover the costs of purchasing the PPE.

Thank you, Mackenzie, Kristin and Ann, for working so hard to keep our staff and customers safe!



MORE THAN A PAYCHECK

By Corrie Hausman, Marketing Coordinator

**"WORK IS SO
MUCH MORE THAN
A PAYCHECK. IT'S
THE ABILITY TO BE
SOCIALLY ACTIVE,
TO MEET NEW
PEOPLE, TO BUILD
FRIENDSHIPS, TO
GROW."**

— Julie Guzman,
Employment Specialist

We've shared a lot about COVID-19 and our response, but we'd also like to share some successes from the past year.

Here's a big one: a customer of UCP's Supported Employment Division ("Employment Solutions") not only got a great job—he also got to appear on a local TV channel!

Here's the scoop.

The customer, Alex, worked with Julie Guzman, one of our Employment Specialists to find a job. Julie knows how important employment is to everyone—not just Alex.

As Julie says, "Work is so much more than a paycheck. It's the ability to be socially active, to meet new people, to build friendships, to grow."

Alex experiences Fragile X Syndrome. Julie says, "Alex is just an amazing guy. He has significant challenges, but he is so resilient, and he just overcomes them with his personality, with his enthusiasm and he is one of the hardest workers I know."

Together, Alex and Julie found a great job for Alex at a local Parr Lumber location.

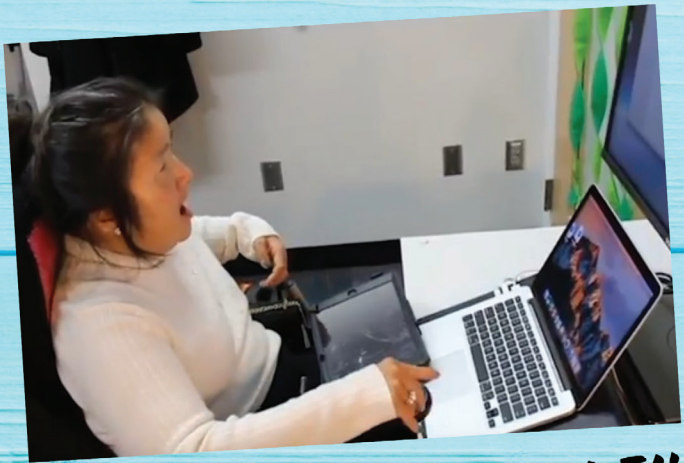
Alex loves his job! And Alex's co-workers love him, too.

Chris Hansen, Parr's District Manager, says that he doesn't know who "gained more from the experience, my guys or Alex, or myself. It was just completely a good experience all around."

Recently, Alex was interviewed on a local TV channel, KGW. Yay for Alex!



**ROBERT'S
ADVENTURES**



LINDA



**A QUARANTINE
BIRTHDAY**



ABIGAIL



**ELLIE TRIES OUT
DISTANCE LEARNING**



**JACKIE'S COOL
SHADES**



DON'T FORGET TO CELEBRATE!

By Corrie Hausman, Marketing Coordinator

As we end this report, we'd like to leave you with some final success stories.

First up: one of the customers in our Children's Services Department (Building Blocks), Abigail.

Abigail performed in The Wizard of Oz at Grant High School. Abigail was supported by a Children's Support Professional named Barbara. Abigail and Barbara attended rehearsals together, learning the songs and dances, and how to handle the staging and costume changes.

Next: a customer of UCP's

Supported Employment Department (Employment Solutions).

Linda published her first research publication. Linda Akagi experiences cerebral palsy and complex communication needs, and is a research assistant in Portland State University's Universal Design Lab. Linda also leads a forum to influence the direction of Augmentative and Alternative Communication technology and research.

We launched our first-ever survey of all UCP customers and families. We learned a ton, and can't wait to do it again!

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We supported customers as they attended the GO Project Advocacy Days in Salem. Our customers advocated for their needs with State employees. Our customers also met and worked with folks from other Oregon organizations.

We hosted our first-ever “UCP Oregon Job Fair.” The event featured on-the-spot interviews, and presentations about UCP and our culture.

We did a fundraiser at the Oregon Brewers Festival and raised approximately \$17,000! More than 50 UCP Oregon volunteers were scattered across the event, sharing the UCP Oregon story, staffing booths, pouring beer, and even helping at the dunk tank!

Finally, a UCP customer and self-advocate, John Griffiths, and UCP’s Executive Director, Ann Coffey, were interviewed on KBOO, a local radio station. They talked about “This Is Our Voice,” UCP’s statewide advocacy program. (You can read more about “This Is Our Voice” in the previous edition of UCP’s Annual Report.)

Way to go, everyone!



UCP FINANCES



TOTAL SUPPORT & REVENUE	7,589,475
PROGRAM EXPENSES:	
• FAMILY SUPPORT	100,727
• SUPPORTED EMPLOYMENT	1,128,161
• BUILDING BLOCKS	211,764
• SUPPORTED LIVING	4,878,416
• SUPPORT SERVICES (BROKERAGE)	1,121,952
MANAGEMENT & GENERAL EXPENSES	482,740
FUNDRAISING EXPENSES	121,041
TOTAL EXPENSES	8,044,801
TOTAL LIABILITIES & NET ASSETS	7,597,765

UCP Oregon (formerly United Cerebral Palsy of Oregon & SW Washington) offers individualized supports, information, and advocacy for people with cerebral palsy and other developmental and intellectual disabilities, and their families. We've been committed to improving supports for people experiencing disabilities for over 60 years.

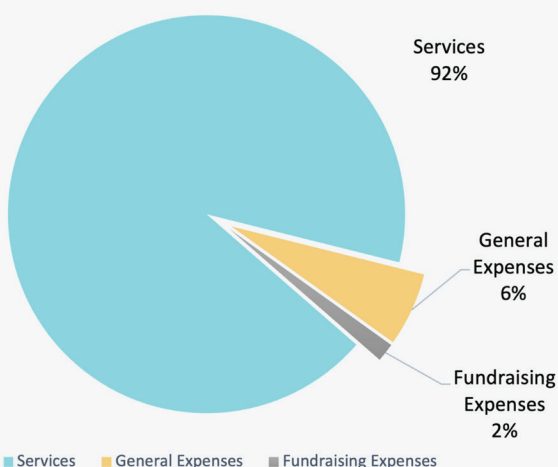
Our mission is to discover new ways to assist the people we support to lead meaningful and fulfilling lives, full of personal choice and rich in community experiences and relationships.

To your left is an overview of UCP Oregon's income and expenses for the fiscal year which ended 6/30/2020.

We are proud to show that 92% of our expenses go to support our services, while only 8% is used for administrative and fundraising costs.

SPECIAL NOTE: The Paycheck Protection Program (PPP) loan guaranteed by the Small Business Administration (SBA) is accounted for as a conditional advance and accrues interest at 1%. The advance may be forgiven partially or in its entirety if certain conditions are met, including incurrence of allowable qualifying expenses (mostly personnel and occupancy costs) and acceptance and approval of the forgiveness application by the lender. Upon satisfaction of the conditions, the advance will be recognized as revenue. As of June 30, 2020, UCP has met these conditions and has recognized \$1,388,500 as revenue.

2020 UCP Oregon Revenue to Services



THANKS TO OUR
AMAZING
CUSTOMERS,
EMPLOYEES AND
SUPPORTERS. YOU
MAKE EVERYTHING
POSSIBLE.

