

2020-2021

UCP OREGON

ANNUAL REPORT



WE ARE UCP OREGON

We support people who experience Intellectual/Developmental Disabilities (I/DD). We've been advocating for real choice, real jobs, real homes, and real connections since 1955.

As the pandemic continues, we're using that same grit and determination to face a changing world.



CONTENTS

From the Desk of Ann Coffey	4
From the Desk of Jerry Hoffert	5-6
About UCP Oregon	7-9
Equity, Diversity & Inclusion	10
Meet Emmanuel, A UCP Customer	11-12
Meet Lara, A UCP Job Coach	13-14
Drive-Thru Joy	15-16
Keeping Safe	17
A Year in Pictures	18
UCP Finances	19
Thanks!	20



*"We stood together. We
found new ways to connect.
We discovered new ways to
find balance and purpose."*

FROM THE DESK OF ANN COFFEY

*UCP Oregon's Executive
Director*



It's July of 2021. This means that COVID-19 has been with us for more than a year.

What a year it's been; the words exhausting, terrifying, and traumatic come to mind.

There has been so much change—some of it exciting, and some of it very painful. But, through it all, the UCP community stood strong and resilient.

We stood together. We sought new ways to complete our work. We found new ways to connect. We discovered new ways to find balance and purpose.

And now, here we are, in July of 2021.

Change—good change—is on the horizon. We're starting to envision a new future.

But we're not at the finish line yet. Stay strong. Mask up. Be safe. Rest when you need to.

Thank you to everyone involved in keeping UCP safe. Someday, we will look back on these years and feel proud. Proud that we rose to the occasion. Proud that we got through a complex and unique year.

Cordially yours, Ann

FROM THE DESK OF **JERRY HOFFERT**

Board President, UCP Oregon



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

The one constant that has endured through these years: change.

Much of this change has been exciting and inspirational. The developmental disabilities services landscape in Oregon has undergone dramatic transformation during this period, including the closure of institutions and the dissolution of sheltered workshop services.

UCP has been on the forefront of not only adapting to but *embracing* this change through the progression of its service delivery models and in its ardent advocacy efforts.

Other change has proved more challenging—economic volatility and the strain it has placed on state budgets, labor market deficiencies, and, perhaps the most onerous, an ongoing COVID-19 pandemic.

One thing that hasn't changed, however, is UCP Oregon's commitment to customer-centered services, advocacy and financial stability.

Needless to say, our customers remained our priority and our primary focus in all areas in the midst of the pandemic. This required an "all hands on deck" approach to our work, and our staff demonstrated an unparalleled focus and resilience as they supported customers in ways not previously imagined pre-pandemic.

Despite the hindering effects of the pandemic on the well-being and retention of our labor force, we were able to maintain services at comparable levels to the prior year, as well as strengthen our overall financial position. This was achieved through a number of different efforts, including:

- Restructuring within our Employment Solutions program, which has moved the financial trajectory in the right direction and has bolstered team cohesion.

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- Leading of a statewide Supported Living workgroup to make recommendations to the State about the future of the model, which was successful in gaining additional in-home hours for kids and adults.
- Incorporating improvements based on results of UCP Oregon's recent customer survey.
- Investment in an Employee Assistance Program to help our employees navigate the increased pressures of work and daily life brought on by COVID.
- Investment in technology to replace equipment, and improve our email and server functionality.



With the pandemic often requiring the full attention of our leadership and staff, we continued to hold off on implementation of our new Strategic Plan. The plan encompasses four key areas: full life services, diversifying funding, enhancing community partnerships, and advocacy. Despite the delay in the plan's formal launch, we have continued working on each of these areas on a daily, organic basis. We look forward to the future rollout of the plan.

I wholeheartedly applaud the hard work, creativity, and spirit of our staff, leadership and volunteers during this time of immense change.

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

Kind regards, Jerry

OUR 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 MISSION

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

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 ongoing supports as needed.

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 supports.

CHILDREN'S SERVICES

UCP's Children's Services Department ("Building Blocks") offers one-to-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.

CASE MANAGEMENT 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 services providers. We also provide person-centered planning and case management.

FAMILY SUPPORT

In honor of our roots, our Family Support Department supports children with cerebral palsy and other intellectual and developmental disabilities. We offer 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

Jerry Hoffer (Board President)

Peter Blasco, M.D.

Nancy Cicirello, PT, MPH, EdD

Jeni Davis

Amy Ferrell

Grant Guernsey

John R. Hancock

Sean Heaton

Molly Holsapple

Brad Parsons

Michael Steen

Colleen Welsh

"All the big things that we are longing for are made up of a lot of small, personal, radical, brave choices."

EQUITY, DIVERSITY & INCLUSION



By Ann Coffey, Executive Director

UCP Oregon's mission is to empower, assist and advocate for persons with intellectual/developmental disabilities (I/DD), who are among the most vulnerable in our communities. Many of the people we support are also Black, Indigenous and People of Color (BIPOC), and, as such, are at greater risk of violence and harm.

UCP believes all humans should feel safe and supported by our organization. In 2020, like so many others, UCP Oregon was called to action by the Black Lives Matter movement.

To meet the call, UCP Oregon obtained funding approval from the Board of Directors to invest in the initial stages of effecting a change process.

Our Diversity Committee researched and hired our first Diversity Consultant, who will offer training to existing and new employees. We also sought out additional Diversity Consultants who can teach about a variety of topics.

We contracted with an organization

called Cascade Employers Association, which gave us access to training and consultation.

We increased our commitment to amplifying voices from within marginalized communities, including the Black community (celebrating the history and meaning of Juneteenth and Black History Month), and the LGBTQIA+ community (celebrating Pride). We also celebrated Women's History Month.

UCP's Sally Lee, a Personal Assistant in UCP's Supported Living Department (and the Chair of the Diversity Committee), wrote about Asian American and Pacific Islander (AAPI) Heritage Month from a personal perspective, as she identifies as Asian American.

In the coming year, we will continue this hard work. As Adrienne Maree Brown says, "All the big things that we are longing for are made up of a lot of small, personal, radical, brave choices."

We can do it. Together.

"I want people to know that what I do is not impossible with a disability. Go for it!"

MEET EMANUEL

A Customer in UCP's Supported Employment Division



Emanuel is a customer of UCP's Supported Employment division (known as "Employment Solutions"). He began job development in 2015, working with Nicole Vivanco (who you may know now as the Department Manager of Employment Solutions).

Emanuel experiences autism. He prefers to identify his disability when talking about his work experience so that he can empower other people with similar identities to feel that they, too, can work.

Emanuel currently works with a UCP Job Coach, Lara. (You'll get the chance to "meet" Lara later in this report.)

Most of Lara's supports take the form of conversations, as she assists him to preplan

for (and decompress from) situations that arise at work.

This can look like joining phone calls and in-person meetings with Emanuel's managers at his request, supporting Emanuel to request reasonable accommodations at work, supporting Emanuel to follow company procedures when he needs to take a leave of absence, or just talking through a challenging social situation at work.

Emanuel began working as a Transportation Aid at a Portland-area hospital in 2016. He's still there to this day. When COVID-19 hit, both Emanuel and Lara had their worries, but Emanuel managed to stay employed, even in a shrinking economy.

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Here's what Emanuel has to say about his job:

What are your job duties?

My job duties vary. I collect labs from the clinic. I also transport beds, stretchers, wheelchairs, and items such as pumps to other departments. I also run the elevator for patients to get to their destinations.

What do you like about your job?

My co-workers. I have good co-workers who help me out if I need help or have questions. I also have good supervisors.

What is it like working at a hospital during a pandemic?

It has been really tough for me—I need to be extra cautious so that I will not contract the virus. I am getting through it, but it is not easy.

Is there anything else you want to share?

For people with disabilities who might think working at a hospital is not possible for them. I want to tell them "No, it IS possible for you."

In the hospital you need to talk to people a lot, and that is hard for me, but time went by and I got used to it. At times it is still difficult—sometimes people don't understand me—but that doesn't mean that I can't work at the hospital.

I want people to know that what I do is not impossible with a disability. "Go for it," is what I say.



MEET LARA

A UCP Oregon Job Coach



Now that you've met Emanuel (one of the customers in our Supported Employment Department), we thought you'd like to meet Emanuel's Job Coach, Lara Ohland.

Here's what Lara has to say about her position as a Job Coach, and what it's like working with Emanuel:

How long have you been at UCP? What was your experience before you started here?

I have worked for UCP's Employment Solutions for four+ years.

My background is in fine art and arts organizing. Art is about capturing the human experience, and I think there is no better way to engage with the human experience than by providing direct support to the rad humans we support as customers.

What do you like about your job?

I love being present for the long run. I love getting to know a customer's long-term goals, and then assisting them as they build the scaffolding to get there.

I've had the privilege of being with Emanuel during some truly monumental moments, and I know I'll be there as he achieves even more of his dreams.

How long have you been working with Emanuel?

Emanuel and I began working together early in 2021. At that time, our Supported Employment Team wasn't providing in-person supports due to the pandemic, so Emanuel and I communicated primarily through text messages.

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Over time, we developed the plan we have now, which is a combination of remote and in-person support.

We adapt our plan as COVID concerns change. At times, Emanuel and I meet entirely outside. When it feels safe to do so, I give Emanuel a ride home from work. Flexibility—and communicating our personal comfort levels—has become second nature.

How would you describe Emanuel?

Emanuel is an incredibly caring person and a thoughtful communicator. He also has incredible perseverance.

He has maintained his job as a front-line worker during the pandemic. I appreciate that, despite working exhaustingly long hours, Emanuel still has the capacity to be a forward thinker and outline aspirations for his future.

Is there anything else you'd like us to know about?

I am so thankful to have this chance to reflect on why I love my job!

When I think about Supported Employment, I think about the metaphor of a bike wheel. A job is the center of a wheel from which many aspects of our life branch off from, like spokes.

Employment allows us the empowerment of purchasing power, recognition of our natural skills, opportunity to develop new skills, access to healthcare, access to community, being seen as a provider by our loved ones... the list never ends! The empowerment that comes from working is part of the human experience, and everyone deserves the chance to engage with it.

As a Job Coach, my focus is the individual customer I support.

But I also get the benefit of assisting workplaces to be more inclusive. In many cases, hiring one of our job seekers may be the first time they've talked directly to someone with Down Syndrome, or who is a wheelchair user, or who has a different communication style.

It's such an empowering experience to watch workplaces gain context on the skills and strengths of our job seekers. I believe the process has long-reaching, positive effects on our community.

*"I loved being
Santa's helper to
spread joy this
holiday season."*

DRIVE-THRU JOY

UCP Oregon's First-Ever Drive-Thru Toy Giveaway



The COVID-19 pandemic has taken away many joys—but Katherine Ball (our Family Support Director) was determined to protect one of UCP's favorite holiday traditions, the Annual Toy Giveaway.

The Toy Giveaway is for the families in UCP's Family Support Department, all of whom are raising children with disabilities.

In non-pandemic times, the Toy Giveaway was fun and festive. Dozens of families would attend, enjoying a joyful atmosphere, yummy snacks, and a huge assortment of toys to choose from.

And then the pandemic struck. Suddenly, in-person events were no longer safe, especially for some of our most vulnerable families.

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Luckily, Katherine had a brilliant idea. She could create a drive-thru giveaway event!

We held our first-ever Drive-Thru Toy Giveaway in our parking lot. Families registered for a 15-minute time slot, which gave them plenty of time to choose a toy and talk to our Holiday Elves. Attendees and volunteers all wore masks and made sure to social distance. The drive-thru format was a huge success!

We'd like to thank our Holiday Elves/Volunteers, who included:

- Sarah Noack, Director of UCP Connections (UCP's Brokerage)
- Martha Terry, an awesome UCP employee
- Jeni Davis, a UCP Board Member and owner of New Horizons

We'd also like to thank FOX 12, Les Schwab Tire Centers, and Portland Fire and Rescue Recruits.



KEEPING SAFE



Another Year of the Pandemic

COVID-19 is certainly proving to be a marathon!

UCP Oregon is committed to responding to COVID-19 in a way that keeps customers, employees, and the community safe.

Over the past year, we have continued to keep the office closed and limit face-to-face supports when possible. As needed, we've made some adjustments in specific service areas to be responsive to customer needs. But these adjustments have been made cautiously and thoughtfully.

As always, we thank our employees.

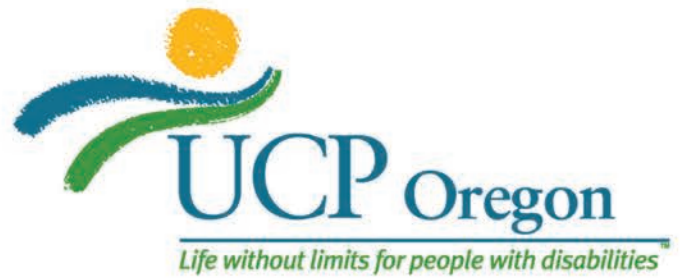
All of them are working under unprecedented conditions,

especially those who are providing in-person supports. Many employees have experienced changes to their roles and duties, and are having far less social interaction with team members. They are handling these changes with grace and grit.

A shout-out to our customers as well. Many customers have had their supports changed or paused. We're grateful for their flexibility and resilience.

We'll get through this, together. One day and one step at a time.

A Year in Pictures



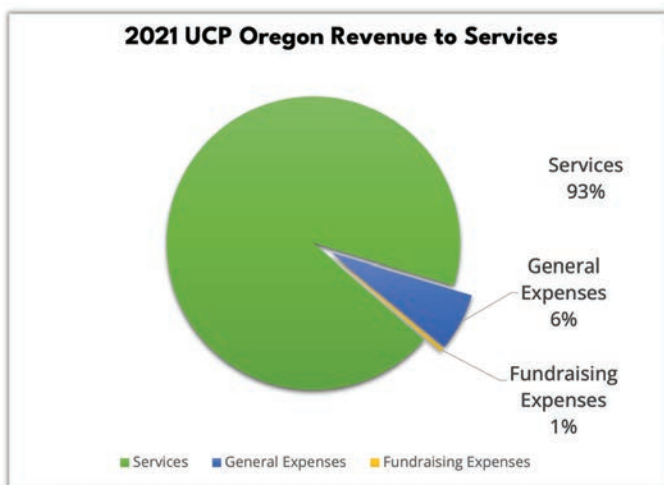


UCP Oregon (formerly United Cerebral Palsy of Oregon & SW Washington) offers individualized supports, information, and advocacy for people with cerebral palsy and other developmental and intellectual disabilities, and their families. We've been committed to improving supports for people experiencing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

Below is an overview of UCP Oregon's income and expenses for the fiscal year which ended 6/30/2021.

We are proud to show that 93% of our expenses go to support our services, while only 7% is used for administrative and fundraising costs.



TOTAL SUPPORT & REVENUE	8,258,370
Program Expenses:	
• Family Support	97,042
• Supported Employment	741,412
• Building Blocks	115,518
• Supported Living	5,097,159
• Support Services	1,193,151
Management & General Expenses	495,252
Fundraising Expenses	29,547
Total Expenses	7,769,081
Total Liabilities And Net Assets	8,079,446



**As always, thanks
to our amazing
customers,
employees, and
supporters. You
make everything
possible.**

*UCP Oregon:
A Community
for Everyone*

