



Life without limits for people with disabilities



2010 Annual Report



Our Mission

United Cerebral Palsy (UCP) of Central Arizona works to advance the independence, productivity, and full citizenship of people with disabilities.

Our Work

UCP is one of the nation's largest health charities. Since 1952, UCP of Central Arizona has assisted countless individuals with disabilities and their families. We value the importance of each person.

We recognize that each individual's needs and desires are unique.

Sometimes measured in wide strides, sometimes in small feats - success is just as magnificent either way. Quality of life is invaluable, true bliss is irreplaceable, and every life can be lived without limits.

UCP is committed to creating possibilities and nurturing opportunities for those with disabilities. To do this, we've become a leader in providing therapies, life skill and independent living services, inclusive and integrated educational based programs, and innovative social outlets. In addition, UCP is a community and information resource for families addressing the needs of those with disabilities.

We are amazed, every day, with the strength of the human spirit.

We continue to prove that, with proper understanding, loving support, and the commitment from many people working as one, the possibilities are endless. Together, we can continue to provide comprehensive services to individuals with various disabilities including cerebral palsy, autism, Down syndrome, developmental delays, and learning disabilities.

Down syndrome, developmental delays, and learning disabilities.

As a civic leader, a caregiver, a family member, a direct consumer, or simply a giving individual who wants to be involved, we welcome you to UCP of Central Arizona.

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Dear Friends and Colleagues,

On behalf of our Board of Directors, staff, consumers, and their families, we thank you for the support you have continued to provide to United Cerebral Palsy (UCP) of Central Arizona over the years. We are very proud to share the 2010 Annual Report with you as it reflects our dedication to *life without limits for people with disabilities*.

The year of 2010 has brought many great opportunities to the organization; we are both honored to join the UCP Leadership Team, as the new Chief Executive Officer, and the new Board Chairwoman. We are extremely excited about leading a team that has been committed to *advancing the independence, productivity, and full citizenship of people with disabilities* since 1952.

UCP of Central Arizona's staff has worked diligently over the last few months in developing a thorough and comprehensive strategic plan for the organization. The plan will serve as a blueprint for the future of the organization, and specifically will chart the course of direction for the next five years. This plan will assist the leadership of UCP in identifying our needs and determining how we can maximize our resources to better serve those with disabilities and their families.

In 2010, we have increased the number of individuals and families we serve from 3,000 to 5,000. We are currently providing early intervention services to approximately 75% of those infants and toddlers in Maricopa County participating in the Arizona Early Intervention Program (AzEIP). We have implemented a Café Without Limits program which offers our adult aged consumers an opportunity to receive employment experience.

UCP continues to reach out to new individual donors, corporate sponsors, and foundations to diversify funding for our critical services. Our ongoing partnership with Circle K, which has been in place for nearly thirty years, continues to flourish, and is instrumental in carrying out UCP's mission. We are truly grateful for the unwavering commitment from Circle K's leadership, staff, customers and business partner community.

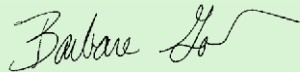
We continue to increase awareness throughout the Central Arizona community in an effort to involve more leaders and families in the work of the organization. We invite you to tour our Laura Dozer Center to see, first-hand, the work of UCP and the many children and adults UCP's work is impacting. We also encourage you to visit our website at www.UCPofCentralAZ.org to learn more about those we serve, as well as upcoming events and activities.

Please review our report and learn more about our success this past year, none of which would be possible without the staff, volunteers, and supporters who give generously of their time, treasure and talents. On behalf of everyone we serve, thank you!

Sincerely,



Armando A. Contreras
Chief Executive Officer



Barb Goldberg
Board Chairwoman

Board of Directors

Officers

Barb Goldberg, Chairwoman - *Frito-Lay*
Chuck Smith, Vice Chairman - *Portico Software*
Jane Wilbershide, Treasurer - *Community Volunteer*
Alane Pignotti, Secretary - *US Digital Media*

Members

Robert Anderson - *Posinelli Shughart PC*
Charlie Bennett - *Community Volunteer*
Cristina Carballo Perelman, MD - *Neonatology Associates, LTD*
Veronica De La O - *Purple Coyote Catering, LLC*
Christopher A. Jones - *Schmidt Westergard & Company, PLLC*
Richard Mart - *Wal-Mart*
Terry Morrison - *Crescent Crown Distributing*





Early Intervention

The Early Intervention (EI) Program provides quality services to infants and toddlers up to age three with developmental delays or disabilities in the child's natural environment, such as the home or daycare setting. Teams of professionals work in partnership with families to identify the needs and strengths of the family and child with the goal of *Unlocking a Child's Potential (UCP)*. Each team includes an Occupational Therapist, Speech Therapist, Physical Therapist, Developmental Special Instructionists, and a Social Worker, who have all completed or initiated the Arizona Standards of Practice for Early Intervention Providers. The team supports the child's growth and development by involving the family as an active participant in this program. The services encompass all areas of development, including speech, physical, self-help, cognitive, and social.

- Over 36,486 hours of early intervention services were provided to 4,120 children and their families in fiscal year 2009-2010.
- The Early Intervention Program has opened a satellite office at *The Foundation for Blind Children* to further improve our collaboration with other local agencies.
- The program provides services in three regions for the Arizona Early Intervention Program (AzEIP), which covers approximately 75% of Maricopa County with an average of 300 new referrals each month.
- The Early Intervention Program also offers specialized services to families such as the Phonological Disorder Program, and the Hannen Parent Training to further meet the communities' needs.

Early Learning Center

The program serves young children with and without disabilities from the age of six weeks to five years of age in an integrated childcare setting. Commitment and excellence in providing the best learning environment through a team based approach is a standard of practice for the Early Learning Center (ELC). The ELC utilizes *The Creative Curriculum*, a nationally recognized curriculum that incorporates Arizona's Early Childhood Education Standards. The program is accredited by the National Association for Education of Young Children (NAEYC), and has completed its first year of enrollment in the Quality First Program of Arizona's First Things First.

- The Early Learning Center (ELC) provided approximately 170,000 hours of child care and early education services to 111 children in fiscal year 2009-2010.
- Approximately 95% of participants reached age appropriate milestones based on age and stage questionnaires.
- Twenty four children graduated from the ELC prepared for kindergarten with skills necessary for success (i.e. writing their full names, recognizing shapes, colors, and letters and counting to 100).
- ELC staff members completed over 400 hours of combined training and seminars. Staff training included topics such as Keys to Inclusion, Conscious Discipline, Basic Classroom Design, and Early Childhood Development.



Program for Infant Toddler Care

The Program for Infant Toddler Care (PITC) training is funded by the Arizona Department of Economic Security and is provided by UCP of Central Arizona free of charge to program participants. This comprehensive approach is used to create environments and relationships designed to ensure the best possible care for children from birth to three years of age.

- Over 148 hours of training were provided to 273 childcare providers free of charge to program participants in fiscal year 2009-2010.
- Twenty-two training sessions were provided. Training topics included Social-Emotional Growth, Group Care, Learning and Development, and Culture, Family, and Providers.



Therapy Services

The Therapy Program is a combination of thirty Occupational, Physical and Speech Therapists who work with consumers with a variety of diagnosis that lead to development delays, impacting their abilities to participate in life fully and without limitations. These diagnosis include but are not limited to cerebral palsy, autism, sensory integration dysfunction and a variety of syndromes. The staff offers a variety of specialized services such as feeding, sensory integration, auditory retraining and gait training. The therapists offer a team model approach and work with the other program areas and outside service providers (i.e. doctors, orthotists, etc.) and most importantly families, to provide the highest level of care to children and adults with special needs. The staff provides services in the UCP child and family friendly clinic and in the child's natural environment such

- Over 26,000 hours of therapy services were provided to over 2,700 consumers with disabilities in fiscal year 2009-2010.
- Approximately 75% of all consumers receiving therapy services met a minimum of 50% of their established therapy goals for the year.
- Staff hosted three national professional trainings open to the medical community; supervised over fifteen therapy student internships from Midwestern and AT Stills Universities.
- Several staff members have been recognized as examples of professional excellence have presented at state and national education seminars.
- Two staff members have co-authored a book addressing hand skills of young children. A staff member was published in the *Journal of Physical & Occupational Therapy In Pediatrics*.



Day Treatment and Training for Children

The Day Treatment and Training (DTT) Program is an afterschool and summer program provided to assist individuals in reaching their full potential. These services are provided to children and young adults ages 3-21 with disabilities. Typically, the program maintains a ratio of one staff member for every three consumers. However, in special situations a one on one ratio can be provided.

Training includes personal hygiene, decision making, socialization, meal planning and cooking, money management, and computer skills. Children and young adults are exposed to many real life situations through community integration, which includes field trips to museums, libraries, community recreation areas, an adaptive swimming pool, and special community events. Every activity is designed to develop new skills or assist in retention of learned skills. Services are delivered on the basis of a needs assessment.

- Over 70,867 hours of service were provided to 159 children and young adults in fiscal year 2009-2010.
- Program participants spent over 540 hours on community outings.
- Program staff participated in over 322 hours of training. Training topics included van safety, simple sign language, blood borne pathogens, CPR and first aid, orientation and passenger safety and service.



Day Treatment and Training for Adults

The Day Treatment and Training for Adults (DTA) program serves high school graduates or adults with disabilities and helps them develop the skills necessary to live more independent and self-sufficient lives.

Designed to enhance community integration, physical health, and employment skills, the program also provides activities of daily living and socialization opportunities. Participants plan meals, shop and prepare lunch, go on outings to the mall, movies, restaurants, and volunteer at community organizations. They play basketball, dance, learn karate, create art projects, and play computer games. Activities support the goals of each client's Individual Service Plan (ISP) and vary depending on each individual's abilities.

- Over 34,609 hours of service were provided to 35 adult consumers in fiscal year 2009-2010.
- Program participants volunteered over 328 hours at various community organizations.
- Program staff participated in over 122 hours of training. Training topics included van safety, simple sign language, blood borne pathogens, CPR and first aid, orientation and passenger safety and service.



Home and Community Based Services

Individuals with disabilities and their families receive a variety of useful services to afford them a more balanced and structured life through the Home and Community Based Services (HCBS) program. The goal of this program is to promise the success of every individual in every aspect of life.

Services include Respite Care, Attendant Care, and Habilitation. Respite Care provides short term care and supervision to individual with disabilities. Attendant Care provides assistance with personal hygiene, daily living activities, help in planning and preparing meals, and maintaining a sanitary living environment. These services make it easier for some individuals with disabilities to remain at home and live independently. Habilitation teaches new skills to advance independence. Habilitative therapies, developmental instruction, and behavior interventions are all designed to improve social skills, personal hygiene, and other self help skills as well as improve mobility and independent living.

- Over 230,051 hours of service were provided to individuals with disabilities and their families through the HCBS Program during the 2009-2010 fiscal year.
- HCBS supervisory staff made over 520 home visits to consumers to complete Individual Service Plan (ISP) and monitoring.
- The program provided over 1,318 hours of training to HCBS staff. Staff training included Article 9, CPR, First Aid, Medication Policies and Procedures, Universal Precautions, Administrative Procedures including ISP and Habilitation Training, and Lifting/Transferring.
- Approximately 55% of the annual goals established in the Individual Service Plans of consumers were achieved. The goals are established based on each consumer's personal ability and allow each individual to learn at their own pace.



Café Without Limits

The Café Without Limits is located at the adult campus, and is a public snack bar and retail store providing adults with disabilities important job skill training. The program provides the adult participants essential food and beverage sales and retail training, as well as customer service interaction which could ultimately to external employment opportunities. The café was opened through a \$25,000 grant from Wal-Mart, which funded the purchase of refrigeration and heating units, coffee makers, a microwave, ice and drink machines, a condiment station, and a cash register. The café's retail store includes UCP branded tee shirts, coffee mugs, and other logoed items. The café is open to the public, Monday thru Friday from 8:30 am - 2:00 pm.

- Over 954 hours of job training were provided to participants through the café in fiscal year 2009-2010.
- The café operated for more than 670 hours in fiscal year 2009-2010.



Information and Referral Services

This program serves as a source of community support for individuals with disabilities and their families as well as a source for advocacy and person-centered support. Our specialists find answers to questions regarding disability services and identify community outlets for families. They also serve as advocates in seeing families through the process of receiving necessary services.

- The Information and Referral department received over 250 phone calls in fiscal year 2009-2010 from families seeking resources and information on caring for a loved one with a disability.
- Over 50 community meetings and events were attended by our Information and Referral Department staff providing general information on disability services and available resources to individuals with disabilities and their families.
- Examples of referrals given include assistive technology equipment and loans, financial assistance, housing, therapy services, medical professionals specializing in services for children and adults with disabilities, and the process for qualifying for state funding.

Leadership Team

Armando A. Contreras, Chief Executive Officer
Perry Bramlett, Chief Human Resources Officer
Alma Chávez, Development Director
Garth Espe, Chief Financial Officer
Jerry Jones, Director of Programs

Program Managers

Tammy Ellis - Home and Community Based Services
Carol Proch - Early Learning Center, PITC
Erin Robinson - Early Intervention & Therapy Services
Marilyn Zepeda - Day Treatment and Training



Financials

UNITED CEREBRAL PALSY (UCP) OF CENTRAL ARIZONA FOR THE YEAR JULY 1, 2009 - JUNE 30, 2010

ASSETS

| | |
|--|-------------|
| Cash & Equivalent | \$1,454,265 |
| Program Receivables, Net | 1,082,658 |
| Strategic Investment Reserve | 4,584,524 |
| Land, Building, Vans & Equipment, Net | 5,012,565 |
| Other | 118,944 |

Total Assets \$12,252,956

LIABILITIES & NET ASSETS

| | |
|---------------------|-------------|
| Current Liabilities | \$1,101,105 |
| Net Assets | 11,151,851 |

Total Liabilities
& Net Assets \$12,252,956

REVENUES

| | |
|----------------------------------|-------------|
| Program Revenue | \$7,518,363 |
| Corporate & Community Support | 3,370,325 |
| Other | 242,021 |

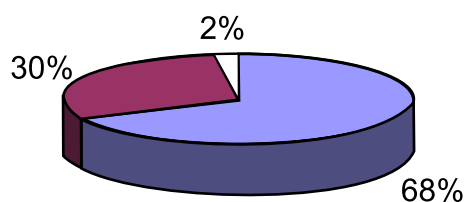
Total Revenue \$11,130,709

EXPENSES

| | |
|------------------------------|-------------|
| Program Expenses | \$9,248,842 |
| Administrative & Fundraising | 1,103,905 |

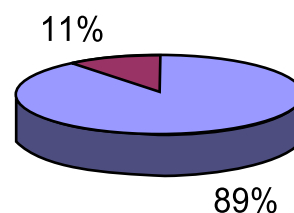
Total Expenses \$10,352,747

REVENUE



- Program Revenue
- Corporate & Community Support
- Other

EXPENSES



- Program Expenses
- Administrative & Fundraising

Donors and Partners

List Reflects Documented Donations For The Year
July 1, 2009 - June 30, 2010

\$3,000,000 +

Circle K

\$40,000 - \$100,000

Walmart

\$30,000 - \$39,999

Coca-Cola
MillerCoors

\$20,000 - \$29,999

Nestle Waters

\$15,000 - \$19,999

Alliance Beverage Distributing Company, LLC
Summer Youth Program Fund

\$10,000 - \$14,999

Altria Group
Anheuser-Busch
Community Health Charities
Dr Pepper Snapple Group
Gilbarco Veeder-Root
Haworth Corporation
Petrey Novelty, Inc.
Red Bull
The Pepsi Bottling Group
UCP of Central AZ Employees & Consumer Families
Valero
Wells Fargo Bank

\$5,000 - \$9,999

Air Valet
ANS Distributing
Arizona Select Distribution
CBE, Inc.
Crescent Crown Distributing
Crown Imports, LLC
Dupre Logistics, LLC
Golden Eagle Distributors
Hansens Beverage Company/Monster
Heineken USA
Hensley Beverage Company
Hill Phoenix Refrigeration
Kellogg's
King Brokerage Co.
Lane Supply, Inc.
Maverick Petroleum Services
MCO & Associates
MD Partners, LLC
Nevada Beverage Company
New Belgium
Phusion Projects
Q.V. Distributors, Inc.
Reddy Ice
Republic Tobacco
Shamrock Foods
Swisher International, Inc.
TSN West, LLC
Verizon Wireless
Wright Express

\$1,000 - \$4,999

5 Hour Group
ABCO Wire and Metal Products
ACE USA
Aetna
Altadis USA
Anheuser-Busch, Inc.
Arctic Glacier
Banana Boat/Hawaiian Tropic
Bar-S Foods Employees
Bell Ford Employees
Bellows Trust Fund
Blaes Environmental Management, Inc.
Canyon Distributing Company
Cardtronics
Chicago Title Insurance Company
Christopher T. Ward Photography
Circle K Employees
Coastal Transport Co., Inc.
Cochise Contractors, Inc.
Coinstar
Commonwealth Brands
Community Tire and Automotive Service Specialists
Co-Sales
Craig Realty Group - Anthem, LP
Creative Merchandise Displays
Dart Container
DBL Distributing, Inc.
Discount Tire
Don Miguel
Ecolab Inc.
ESM Association of Greater Phoenix
Fat Brain Advertising LLC
Ferrero USA

Fort McDowell Casino
Fred Nackard Wholesale Beverage Co.
Frito Lay, Inc.
FuelQuest
Georgia Pacific
Glaceau
GlaxoSmithKline
GSP Marketing Technologies
Heartland Acquisition, LLC
HM Insurance Group
Holly Corporation
Hudson Tea
Hussman Corporation
Identity Services
In Zone Brands
Inmar
Interwest
J&R Graphics
Jones, Skelton & Hochuli, P.L.C. Employees
KAG West
Knowledge Support Systems, Inc.
Kraft Foods
Liggett Vector Brands Inc.
Mercer
Mid Continental Chemical
Mike's Hard Lemonade
Mr. & Mrs. Bruce and Barb Goldberg
Mr. Jeff Mellentine
MRV Marketing, LLC
Ms. Jane Wilbershede
Ms. Jennifer Finley
National Bank of Arizona
National Tobacco Company
NB AZ Wealth Management
Nestle Purina PetCare
Net Fusion
Papago School Employees
Pearson Signs
Penn Tank Lines
Pepsico Foundation
Perfetti Van Melle, USA
Photography by Tony Ellis
Pope Transport
Pro Petroleum, Inc.
Radiant Systems
Red Bull
River City Petroleum, Inc.
RJ Reynolds
Robert J. Kawa & Co., Inc.
Romer Beverage Company
Royston LLC
S & D Coffee, Inc.
Sara Lee Foodservice
Sierra Nevada Brewing Co.
Solar Transport
Southern Ice
Southern Wine and Spirits
Specialized Office Systems Employees
Staples
Sunny Sky Products
Swedish Match
Thaten Construction, Inc.
The Arizona Group Employees
The Hershey Company
Thunderbird Charities
Tiffany & Bosco, P.A. Employees
TruWest Credit Union Employees
Unilever
United Cerebral Palsy, Inc.
United Petroleum Transports
US Digital Media
US Digital Media Employees
USA Today
Wamore, Inc.
Whitewave Foods
WinCup Holdings, Inc.
Xerxes Corporation
Xyience

\$500 - \$999

American Snuff Company LLC
American Standard
DG Fenn Construction, Inc.
Franklin Fueling Systems
General Southwest Insurance Agency Employees
Health South
Heineken USA
IHC Administrative Services Employees
Image Mover Inc.
IT1 Source
J & K Distributors
Jack Link's
Kahala Corp.
Kay Sales Company
Lorillard Tobacco
Mark VII Equipment

Mr. & Mrs. Chris and Alane Pignotti
Mr. & Mrs. Nick and Jill Mazzio
Mr. & Mrs. Richard and Dianna Mart
Mr. Dan Harkins
North American Title Company Employees
Snyder Orthodontics Employees
Strand Associates, Inc. Employees

\$250 - \$499

Arizona Biltmore Resort & Spa
Arizona Cardinals
AZ Karaoke & Audio
Barclay Communications, Inc. Employees
Beus Gilbert PLLC Employees
Kirk Gross Company
Lincoln OB/GYN Employees
Mr. & Mrs. Charlie Bennett
Mr. & Mrs. Chuck and Nancy Smith
Mr. & Mrs. Erik and Anne Bogensberger
Mr. & Mrs. John and Betsy Trombino
Mr. & Mrs. Michael and Kim Daswick
Mr. & Mrs. Bob and Ellen Uhl
Mr. & Mrs. Robert J. Davis
Mr. & Mrs. Tom and Pam Tripp
Mr. Daniel Clarke
Mr. Joseph Padilla
Mr. Paul Cyr
Mr. Scott Ziebarth
Mr. Steven Pollitt
Ms. Tracy Altemus
Ontario Refrigeration Service
Phoenix Film Foundation
SCF Arizona
State Employee Charitable Campaign
Uniquely U Jewelry

\$100 - \$249

Arizona Literacy & Learning Center, Inc.
Books Are Fun
Buyers Consultation Service
Capital Guard & Patrol
Ding Family
Facebook Donors
First Community Bank Employees
Ford Gum
Great American Title Agency, Inc.
Kelly J. Song
Krendick Family
Microsoft Matching Gift Program
Mr. & Mrs. Jesus Lerma
Mr. & Mrs. Rick and Carol Plathe
Mr. & Mrs. Brian and Shylah Crampton
Mr. & Mrs. Jim and Rose Andresen
Mr. & Mrs. Craig and Peggy Jamerson
Mr. & Mrs. Edman Devenney
Mr. & Mrs. Gerard Walsh
Mr. & Mrs. Joseph and Rosemarie Molloy
Mr. & Mrs. Joseph and Jeanette Spiguzza
Mr. & Mrs. Michael and Carol Dean
Mr. & Mrs. William and Linda Allbright
Mr. Bill Molloy
Mr. Carl Schnitzer
Mr. James R. Gill
Mr. Jerry McCormick
Mr. Jerry Rocha
Mr. Jim Duckett
Mr. Mario E Diaz and Mrs. Veronica De La O
Mr. Michael Chang
Mr. Richard J. Salow
Mr. Vic Revel
Mr. Vince Lomeo
Ms. Amy Blau
Ms. Cynthia Macluskie
Ms. Deborah Judson
Ms. Irene E. Carroll
Ms. Jane Chen
Ms. Julie Olson
Ms. Karin Smith
Ms. Kathryn Bernal
Ms. Kristine Schaefer
Ms. Merry Christine Alt
Ms. Peggy Black
Ms. R. Marie Nelson
Ms. Theresa A. Duffett
PRECO, Inc.
Pro Pacific
Red Robin International, Inc.
Stark Family
Swanson Family
The Arizona Group
The Phoenician
United Commercial Travelers Benevolent Foundation, Inc.
Vino 100
Whirlwind Golf Club at Wild Horse Pass



www.UCPofCentralAZ.org
Email: info@UCPofCentralAZ.org

Laura Dozer Center
1802 West Parkside Lane
Phoenix, Arizona 85027
T: 602.943.5472 / 888.943.5472
F: 602.943.4936

Adult Campus (DTA Program) / Café Without Limits
22601 North 17th Avenue, Suite 150
Phoenix, Arizona 85027

**Early Intervention Office Located at the
Foundation for Blind Children (FBC)**
1235 East Harmont Drive
Phoenix, Arizona 85020

