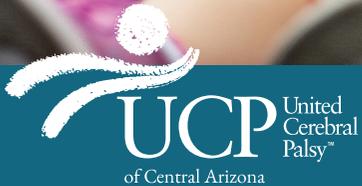


2020



POSSIBILITIES REALIZED.™

ANNUAL REPORT

MY DISABILITY WON'T HOLD ME BACK.



ABOUT US

At UCP of Central Arizona, we are more than our name. Many of the individuals we serve have delays or disabilities that were undiagnosed or misunderstood in prior years. As research and medicine advance, so does the ability to detect brain abnormalities, genetic conditions and many other diagnoses affecting development. What they all hold in common is the need for expertise, uncompromised quality of care, and an organization made up of individuals who provide hope through an unwavering focus on abilities, not disabilities. This effort has always been at the core of UCP's work.

Since 1952, UCP has served as one of the oldest private, nonprofit health and human services organizations in Arizona. Every year, our highly trained therapists, educators and direct care support professionals improve the lives of thousands of individuals with disabilities and their families. We are continually striving to develop new and innovative ways to provide programs and services to meet the needs of those we serve. What will never change is our focus on bringing hope, expertise and support one person at a time, one family at a time.

OUR MISSION

UCP of Central Arizona provides comprehensive services to individuals with disabilities and their families by providing physical and developmental support as well as educational growth which is the foundation for independent living.

BOARD OF DIRECTORS

Executive Board

Manuel Cairo Chair, Assistant General Counsel Midwestern University

Brett Heising Vice Chair, Founder/CEO, brettapproved.com

Daniel Williams Treasurer, Senior Managing Director, J.S. Held LLC

Gary Brennan Secretary, Brennan , Grey Consulting

Board Members at Large

Nicole Almond Anderson Director of Communications, Sandra Day O'Connor College of Law Arizona State University

Philip Barber Store Manager #3241, Wal-Mart

Randall Howe Judge, Arizona Court of Appeals, Division 1

Michael Kruer, M.D. Director, Cerebral Palsy Program, Phoenix Children's Hospital

Son Yong Pak Director, Member Advocacy Care1st Health Plan Arizona

Suzy Peel Director of Real Estate Development, Circle K Stores, Arizona Region

A LETTER FROM **BRENDA HANSERD** CEO OF UCP OF CENTRAL AZ



Dear Friends,

One year ago, the world changed and the impact was catastrophe. The COVID-19 global pandemic arrived, and by early summer, we knew — like every other organization — the pandemic reality would bring an entirely new set of challenges, requiring an exceptionally swift response to ways we delivered services. We wasted no time adjusting our reality and within 30 days, we quickly converted our pediatric therapy services to an online platform and permitted our employees to work remotely. We made these changes to protect our people, continue providing life-changing services for our clients; and to keep our agency and the community safe.

I am proud to say that while the pandemic might have slowed us down, it certainly did not stop us. Over the past fiscal year, we provided pediatric therapy treatment, early learning services and community-based services to over 700 children and adults with disabilities and their family members. In total, we provided 329,300 hours of therapy sessions, childcare services, adult day training and treatment hours and home and community based service hours.

I am deeply grateful to our passionate staff members for your compassionate service. This past year has been challenging and has affected all of us in some way; however, our staff have remained dedicated to help us achieve our mission of providing critical services to our children and adults with disabilities. To our families receiving services from UCP, I want to thank you for the privilege of allowing our staff to serve your needs.

I am grateful to our donors, volunteers, and community supporters for your generous gifts of time, talents, and treasure. And a special thank you to Circle K for the continued support through the canister fundraising program that has literally changed the lives of hundreds of families. We are forever grateful for your significant commitment to assist individuals and their families achieve a life without limits.

Together, no matter your role, we all have made these life-changing and supportive services possible to those counting on us, especially during this pandemic. This past year has been tough, but we remain hopeful for 2021! We continue to develop and expand to bring new and innovative services to our agency and hope that you will be inspired to get involved with us.

Brenda Hanserd, CEO



OUR IMPACT 712

Individuals with disabilities were impacted by our work resulting in a better quality of life for them and their families.

MAKING IT POSSIBLE

448 THERAPY CLINIC SERVICES

Our Therapy Clinics give children access to physical, occupational, speech and feeding therapies that helped them achieve or improve their developmental goals.

92 EARLY LEARNING CENTER

In our Early Learning Center (ELC), children with and without disabilities receive the best possible education and care which assures children will be ready for school no matter their ability level.

142 HOME & COMMUNITY BASED SERVICES

The Home and Community Based Program (HCBS) provides individuals with disabilities 1-1 ongoing care in their home or community while helping them improve their day-to-day activities.

30 DAY TREATMENT FOR ADULTS

The Adult Day Program (DTA) gives adults with various conditions and disabilities a place designed to enhance their socialization, communication, activities of daily living, and physical health.

298 STAFF

STAFF

Our passionate team of experts help bring our mission to life. We thank our 298 team members for providing our services with love and compassion every single day they show up to work.

73 VOLUNTEERS

VOLUNTEERS

The time and talent from our 73 volunteers who assisted in our programs or at an event is unwavering and a very important part to our success, we thank you.

20 PARTNERS

PARTNERS

Organizations with a similar vision for people with disabilities who looked to us as a partner, we say thank you for your faith and support. Together we are making the disabilities community better.

161 SPONSORS

SPONSORS

Local businesses to large corporations who sponsor our cause whether at an event, a project or through a grant, your support allows us to do what we do best.

329 INDIVIDUAL HOUSEHOLDS

INDIVIDUAL HOUSEHOLDS

With faithful contributions from our individual donors, they've demonstrated their deep commitment to our work. Thank you for your continued partnership.

1M CIRCLE K CUSTOMERS

CIRCLE K CUSTOMERS

Circle K, a partner of almost 40 years, has allowed us the opportunity to engage with their 1 million customers a day through in-store coin collections. Without Circle K's support, we would not be able to serve our members with the quality that we do.



THANK YOU

DONORS & PARTNERS

Faithful contributions from our corporate, foundation and individual donors allows UCP to provide hope for families and increased independence for children, teens and adults with disabilities.



\$50,000+

Michael J. McGreevy

\$50,000 - \$10,000

Alliance Beverage Distributing Company LLC

Altria Group Distributing Company

Anheuser-Busch Inc.

Arizona Lottery

Blue Cross Blue Shield of Arizona

Boeing Company ECF

Circle K

Crescent Crown Distributing

Diageo-Guinness USA

Hensley Beverage Company

Maricopa Association Of Governments

Rose Marie Nelson

Opportunity Village Foundation

Wells Fargo Private Bank

Young's Market Company

\$9,999 - \$5,000

Arizona Diamondbacks Foundation

Beam Suntory

Mark Anthony Brands

Breakthru Beverage R&J Gallo Winery

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Diego Beer

Finely Distributing Company/ Miller Coors

Heineken USA

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Mercy Care Plan

Rob and Melani Walton Foundation

Southern Glazer's Wine and Spirits

Swisher International Inc

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Unity of Phoenix Spiritual Center

USI Insurance Services

Valero Services Inc

\$4,999 - \$1,000

The Albertsons Companies Foundation

The Allen School Of Health Sciences

American Title Service Agency LLC

APS VSUW Employee Giving

The Arc Arizona

Arizona Cardinals Charities

AtLee Family Foundation

The Benevity Community Impact Fund

Scott and Rosaria Cain

CBIZ MHM, LLC

Desert Diamond Casinos & Entertainment

Dignity Health / St. Joseph's Hospital and Medical Center

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Fenix Financial Forensics LLC

Firestone Walker Brewing Company

Brenda Hanserd

Hobaica Service, Inc.

Ralph and Ann Holmstrom

Huss Brewing Company

knoodle

Midwestern University

Mutual of America

Pabst Brewing Company

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Paul and Valerie Pieraccini

Jennings Strouss & Salmon

Santan Brewing

SRP Employee Boosters VSUW

State Farm Insurance

Sundt Foundation

Swoon

Talking Stick Resort/Casino Arizona

Ultimate Property Maintenance, Inc.

Vanguard Matching Gift Program

Walmart Phoenix Store #3465

Walmart Store #5330

Warnock MacKinlay Law PLLC

Yavapai-Prescott Indian Tribe

\$999 - \$500

Matt and Nicole Anderson

Ronald and Jennifer Bahling

Judith F. Beach

Richard and Patricia Beissel

Amy Blau

Christopher and Lucia Byrne

Brent and Megan Pawelski Carver

Delia Chavez

Shelley Coate

Community Health Charities Of Arizona

Dorothy Dew

Martyn Duffy

Fairway Independent Mortgage Corporation

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John and Lynn Graft

Paul and Katy Hansen

Claudia Provencio and Brett Heising

Cory and Alyssa Jurgensmeier

Gerald and Janet Keller

Christopher and Tawny Kohler

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Michael and Laura Lagace

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Loriel McCormick

Joseph and Tracy McNally

Cameron and Katie Mehin

Brooks and Briana Naegeli

James and Darlene Osborne

Hollie Owsley

Kathleen Patrick

Jason and Katie Schuler

Mr. and Mrs. Robert Schwimmer

Julie Frisoni Shumway

Rhonda Slater

Kelly J. Song

Thomas and Deborah Stone

WCD LLC

West Valley Mavericks Foundation, Inc.

John and Desirae Whitney

Rebekah and Jeremy Wortzman

Jeremy and Betsy Zangara

POSSIBILITIES REALIZED.™

THANK YOU

IN-KIND DONORS

American Furniture Warehouse
Arcis Golf - Stone Creek Golf Club
Arizona Diamond Center
Arizona Diamondbacks
Arizona Museum Of Natural History
Arizona Puppet Theatre
Arizona Science Center
ASU Gammage
Augusta Ranch Golf Club
Banas Sports Therapy
Bearizona Wildlife Park
Biltmore Portrait Studios
Blazin' M Ranch
Bradford Renaissance Portrait
Camelback Dermatology
Care Transit
Children's Museum Of Phoenix
Circle K
Classy Closets
Costco
Costco #1058
Courtyard by Marriott
Dahl Restaurant Group
Desert Botanical Gardens
Desert Stages Theatre
Ms. Adrienne Diga
Ms. Natasha Dobbs
Elements Massage
Mr. Michael Emanuelli
Enchanted Island

Equine Expenenhal Coaching
European Bakery and Cafe
Federal Pizza
Ferri Light Candles
Alexis R. Ferri
Four Seasons Resort Scottsdale
Fox Restaurant Concepts
Jack and Marisue Garganta
Rodney and Sasha Glassman
Grand Canyon Railway
Harkins Theatres
Heard Museum
Ms. Jillian Hinckley
John Samsill Farrier Service
Leasures Designer Portraits
Ms. Joy Limpuangthip
MacDonald's Ranch
Macy's
Mountainside Fitness
Dr. Shannan Murphy
The Napa Valley Wine Train
N. Loftis Photography
Natural Life
PamPer Me Up
Phoenix Arthur Murray
Dance Centers
Phoenix Rock Gym
Pointe Hilton Squaw Peak Resort
Ms. Diane Jezek-Powell
PRP Wine International, Inc.
R Salon

Rainbow Ryders Hot Air Balloon
Ride Company
Rusconis American Kitchen
Kendra Scott
Spinato's
Jason and Anne Sullivan
Surprise Date Challenge
Swire Coca-Cola, USA
Tierra Madre Horse and Human Sanctuary
Tommy Bahama Restaurant & Bar
U-Haul
Valle Luna
Verde Canyon Railroad
Vibrant Skin Bar
Vien Nails and Spa
Village Health Clubs & Spa
Walmart Org
Walmart Peoria Store 1533
Wave Promos
The White Chocolate
Rick and Serena (Simms) Werner
Wildlife World Zoo & Aquarium
Wines For Humanity

CIRCLE K DESERT KLASSIC

CHARITY GOLF INVITATIONAL DONORS

Thank you to all of the Circle K vendors and partners who support the Circle K Desert Klassic Charity Golf Invitational.

Altria Group Distributing Company
Anheuser-Busch Inc.
Arizona Beverages
Arizona Diamondbacks
Beam Suntory
Breakthru Beverage R&J Gallo Winery
Crescent Crown Distributing
Diageo-Guinness USA

Diego Beer
Firestone Walker Brewing Company
Huss Brewing Company
Santan Brewing
T.L. Hughes Enterprises
Valero Services Inc
Wells Fargo Private Bank
Young's Market Company



IN 2020 CIRCLE K
CUSTOMERS RAISED
\$2,188,046

THANK YOU FOR HELPING US MAKE A DIFFERENCE

You might not have noticed, but at one point you have supported our cause without even realizing it! How, you ask? Well, did you know that Arizona's 630 Circle K convenience stores have been a place where UCP has reached the hearts of thousands of people? Thanks to Circle K, UCP has a prominent place on the checkout counters where millions of customers like you have been dropping in spare change and making miracles happen in the lives of people with disabilities! Thank you and we hope you will continue to support us.

Donate your spare change to UCP at any Circle K counter in Arizona and make a change in the life of someone with a disability.

FINANCIALS FY20

REVENUE

Program Revenue, Support and Gains

Government Agencies	\$4,639,729
Insurance & Service Fees	\$814,637

Corporate & Community Support

Contributions	\$3,140,478
Special Events	\$28,407

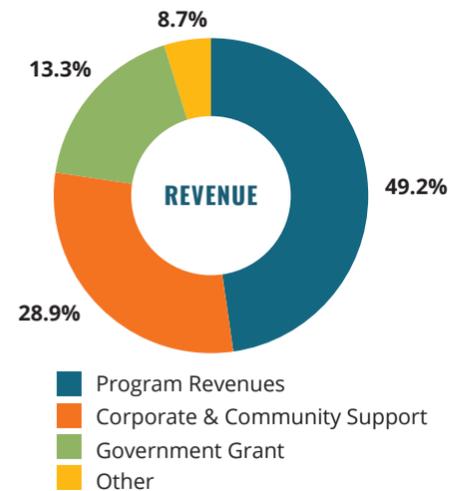
Other Contracts/Grants

PPP Loan Forgiveness	\$1,475,290
In-Kind Contributions	\$36,047

Other

Other Income	\$960,398
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Total Revenue \$11,094,986



EXPENSES

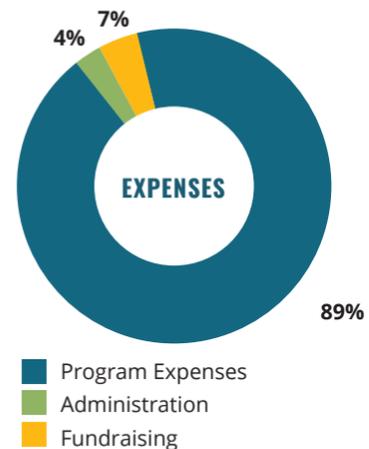
Program Services

Home Care	\$4,582,414
Child Services & Therapy	\$3,508,887
Adult Services	\$927,688

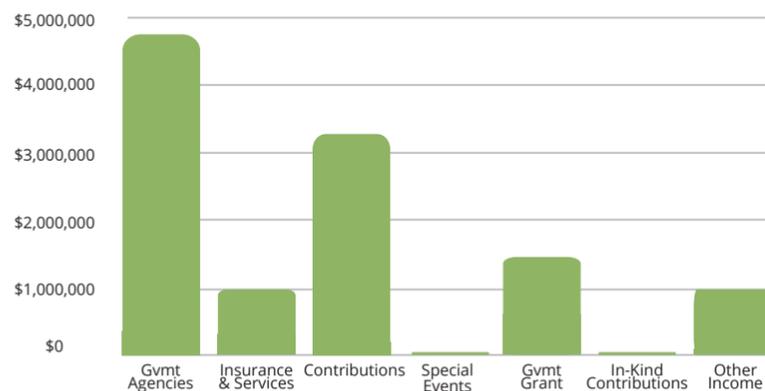
Supporting Activities

Administration	\$416,367
Fundraising	\$752,737

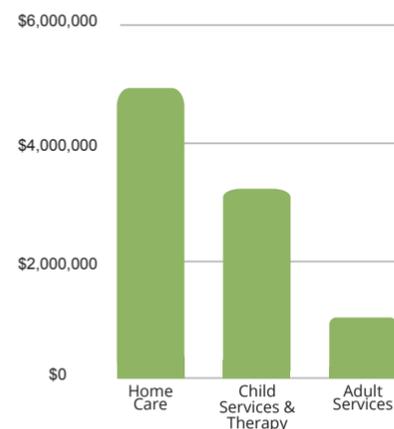
Total Expenses \$10,188,093



REVENUE



EXPENSES



WAYS YOU CAN GIVE BACK



MAKE A GIFT TO UCP

No donation is too small. We need the support of people like you to continue our great work. Every donation you make to UCP qualifies as a charitable tax credit.



SIGN UP TO GIVE

We make it easy to Sign Up and Give! Sign up at smile.amazon.com and 0.5% of eligible purchases will be donated to your favorite charitable organization- no fees, no extra cost. You can also sign up for Fry's Community Rewards which makes fundraising easy by donating to local organizations based on the shopping you do every day!



VOLUNTEER YOUR TIME

Volunteering at UCP of Central Arizona is a powerful way to give back to your community and make a difference in the lives of people with disabilities. It is extremely rewarding to see the impact your time can have on the lives of our families.



SPREAD THE WORD

Share with your friends and family about the good work of UCP! Follow us on social media or talk about UCP through word of mouth.



PLANNED GIVING

Charitable bequests are a powerful way to give back. You can combine your desire to give to charity with your overall financial tax and estate planning goals. Some types of gifts accepted include: charitable bequest through a will or trust, charitable trusts, life insurance policies, retirement account assets.



BECOME A CORPORATE PARTNER

Corporate support is an integral part of UCP's philanthropic efforts. Whether your company supports one of our annual events with a sponsorship or an in-kind gift, or would like to partner to support one of our many programs, we will work with you to enhance your brand and provide the benefits that make the most sense for your company.



DROP IN YOUR CHANGE AT CIRCLE K

Next time you visit your local Circle K store, drop in your spare change in the UCP canister at checkout. Your small change makes a big difference.

Visit our website to learn more about ways you can give back to UCP, or talk to one of our Development Associates at UCPofCentralAZ.org | 602.943.5472





KRISTA IS UNSTOPPABLE

Kathy was not going to let a pandemic stop Krista's good work... Individuals do more than just daily care, they learn and grow together, practicing skills for living an independent and purposeful life.

22-year-old Krista who was diagnosed with Down Syndrome, receives care from her mother, Kathy, through our Home and Community Based Services (HCBS). Although Krista is very independent, her success is owed to her care providers, including her mom Kathy who pushes her every day to learn new skills and challenge her potential. Krista recently shared with us her most recent accomplishment. Krista has been volunteering in the kindergarten classrooms at four elementary schools since she graduated high school in 2016. She has helped with everything from bulletin boards to filing papers, bingo games and alphabet flashcards. With the support of her mother, Krista was working to gain sponsors to help transform her volunteer work into a part-time job. Unfortunately, COVID-19 has put a halt on that opportunity and her work in the classroom. But Kathy was not going to let a pandemic stop Krista's good work. Drawing on her own skills in teaching and technology, Kathy works patiently and persistently to create 45-second videos of Krista demonstrating "the letter of the week." Several of the teachers Krista volunteers for now show her videos to their students. The kindergarteners not only learn the alphabet but also learn about people who have different and unique abilities, like Krista.

"We all struggle with change. For individuals with disabilities, it can be harder to understand that this too, shall pass and that eventually, life will go back to what we remember or at least be a new, exciting norm we can embrace", says Kathy.

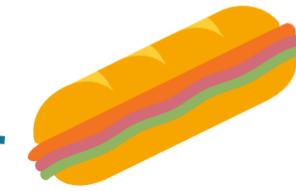
UCP's Home and Community Based program is available to both children and adults who are being served by the Division of Developmental Disabilities (DDD). The program's objective is to provide highly-personalized, attentive and well-trained care. Individuals do more than just daily care, they learn and grow together, practicing skills for living an independent and purposeful life.

When businesses closed their doors in March due to the pandemic, the HCBS program needed more hours of support in the home. The state regulatory agency issued some flexibilities, authorizing more hours of care for many people. Before the pandemic, UCP staff collectively worked over 2,500 hours with our members in HCBS care. During the height of quarantine, we reached nearly 3,000 hours of care. The demand is falling slightly as we resume some activities outside the home, but the need since July has consistently been over 2,600 hours.

BECAUSE OF YOUR HELP, SOMEONE...



WROTE THEIR NAME FOR THE FIRST TIME



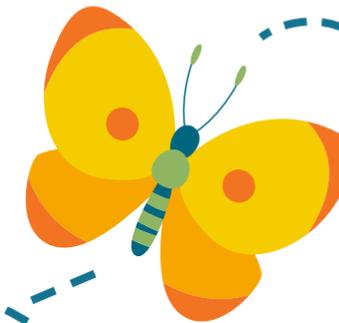
TOOK A BITE OF FOOD AND LEFT THEIR FEEDING TUBE BEHIND



SAID A 3-WORD SENTENCE FOR THE FIRST TIME



LEARNED HOW TO BRUSH THEIR TEETH AND PUT ON A SHIRT



TIED THEIR SHOE LACES FOR THE FIRST TIME



WALKED 20 STEPS IN A GAIT TRAINER FOR THE FIRST TIME



STOOD FOR 5 MINUTES



PEDALED FOR THE FIRST TIME

THE ARTISTRY OF UCP

Through our remarkable dedication and commitment over the years, we literally perform miracles daily. A child says “I love you” for the first time. An adult cooks his first meal. We champion small steps of independence. We are a safe place for families to come and be understood, accepted and find purpose. We champion independence and inclusion within our community. We are focused on transformative treatments with an individualized purpose empowering lives to reach their full potential. We provide hope, care and expertise which gives them a skill set to participate in a world that is rightfully theirs. We create visible value and go beyond the ordinary.

We are UCP of Central Arizona.





RIBBON CUTTING CEREMONY OF UCP DOWNTOWN- EAST



Follow Us



Laura Dozer Center
1802 W Parkside Ln.
Phoenix, AZ 85027

UCP Downtown-East At Ability 360
5025 E Washington St. Ste.108
Phoenix, AZ 85034

(602) 943-5472
UCPofCentralAZ.org