



UCP SEGUIN OF GREATER CHICAGO

# Strategic Plan Annual Review Of Accomplishments 2023

# Strategic Initiative—Planning and Services:

Identify, design and deliver best in class opportunities and environments to support the evolving needs and desires of our UCP Seguin of Greater Chicago Community.

## Accomplishments

1. During the recent Arc of Illinois Leadership Conference, Acting Director Sarah Myerscough–Mueller stated that the Division is close to signing a contract with a consulting firm to revisit the Community Integrated Living Arrangement (CILA) rate methodology changes which were originally scheduled to go into effect January 1st. As we have discussed, if the January 1st changes were fully implemented, UCP Seguin would have seen reimbursable hours reduced by over 66,000 annually equating to an approximate revenue loss of almost \$1.2 million. After much protest by providers statewide, the DHS put a moratorium on that rate change until they can do a deeper dive into this action. We received several extensions and are being told that the moratorium will remain in effect until the end of October giving time for the consultants to complete their analysis. Acting Director Myerscough–Mueller stated that after preliminary review of the changes, DHS has found discrepancies and providers would be impacted but not on the large scale originally presented.

2. UCP's Workforce Well-Being and Resilience Learning Collaborative

UCP Seguin continues participation in the UCP Workforce Well-Being and Resilience Learning Collaborative. We completed our 4th and final training session on June 15th. A Courageous Workforce Survey was distributed to all staff. An amazing 255 people (representing over 50% of our workforce) responded to the survey. We received the initial survey results and comments on June 29th in a meeting with Social Current staff. We asked for a deeper dive into the data and are awaiting those reports. Overall, the feedback was positive but there are areas we plan to further look into before implementing action plans. Communication was sent to UCP staff by Joe Mengoni thanking them for their support and ensuring follow-up will occur. Results of the survey and action plans will be shared with the Program Committee and Human Resources and Compensation Committee. UCP presented this as a membership opportunity to UCP affiliates with an approximate value of \$20,000.

3. We are currently serving 272 individuals in our 24-hour and Intermittent Community Integrated Living Arrangement (CILA) programs. We have six (6) vacancies throughout our 24-hour CILA program, three (3) vacancies have identified participants that will take the placements, and we have three (3) vacancies that we are actively seeking participants for. The CILA occupancy rate ending June 30th is 97.05%.

4. CILA occupancy rate:

April = 95.9 % May = 96.6 % June = 97.05%

5. Currently, there are 123 children served throughout 111 licensed foster homes. 13 children have received permanency/positive outcomes year-to-date.

6. Adult Intake Accomplishments (April 2023/May 2023):

Completed 3 Admissions (2 SDA; 1 CDS); Received 28 Referrals Na(22 CILA/ICILA; 6 HBS/SDA; 2 CDS); considered placement of 20 individuals (10 CILA; 1 ICILA; 3 HBS/SDA; 6 CDS); Provided 14 tours to potential families (10 CDS; 4 CILA); and completed 2 new screenings to those seeking CILA/ICILA services.

# Accomplishments (contd)

## 7. Bridges Transition Program Accomplishments (April 2023/May 2023):

Provided trial visits to 10 individuals; completed 105 in person/virtual guardianship appointments; 17 in person/virtual SSI applications; provided 10 in person DT tours; 1 CDS admission; Attended 32 IEP meetings; 6 Outreach events: (4/5/23 UCP Seguin Lunch and Learn Autism in the Workplace Presentation; 4/12/23 DuPage Virtual TPC Meeting; 4/25/23 IDD Consortium Meeting; 4/26/23 Morton Transition Center Open House; 5/10/23 Parent Connections Transition – Adult Providers Presentation at Bensenville Transition Learning Center; and 5/24/23 OMPHB 50th Anniversary Celebration at Cheney Mansion in Oak Park).

- Laura Gonzalez, Director of Intake and Transition and Veronica Tapia, Transition Outreach Specialist are participating in The Arc School Education Advocacy Curriculum. The curriculum includes eight (8) online, self-paced modules on the legal foundation of the special education system, early intervention services, individualized education programs (IEPs), procedural safeguards, Section 504, educational records and more. Users who complete all eight (8) modules will receive a certificate of completion.
- Laura Gonzalez and Nancy Salgado, Transition Outreach Specialist, completed the Financial Wellness for People with Disabilities Train-the-Trainer Training offered by the UIC Department of Disability and Human Development. Trainees were expected to learn how to provide financial wellness information and education to people with disabilities and/or their supporters.
- The Building Bridges to the Future team successfully completed year 1 of the DHS Latino Outreach grant. We were funded \$121,331 to provide outreach to Latino communities. We have been awarded a 2nd year of funding beginning July 1st in the amount of \$121,396.

8. Our Special Olympic Bocce team competed in the Illinois State Tournament in May. All athletes who participated placed and brought home gold, silver and bronze medals.

9. There were 15 social rec outings over the past two (2) months. Some of the outings included arts and crafts, dinner and movie, budding outings and assisting to coordinate the UCP Seguin Juneteenth Event.

10. As we continue to stress the importance of physical fitness, the various Community Day Service (CDS) sites had been practicing for a few months and engaged in a friendly basketball competition between the sites. At the end of June, the games began complete with a cheerleading squad.

11. The first weekend in June the social rec club went to Wisconsin Dells. 12 members stayed in a beautiful house and had a fun filled weekend which included visits to the water parks, Wisconsin Dells Ducks, Ripley's Believe It or Not Museum, and miniature golf.

12. In June, we accepted a summer intern from Augustana College. The intern is receiving their degree in speech and language pathology. We are looking forward to working with additional interns throughout the year from local colleges.

13. The Levinson CDS site hosted a phenomenal Juneteenth celebration. The festivities included a fashion show, educational tour of Levinson complete with significant historical posters, videos, speeches, food, and songs performed by the Berkeley Choir.

14. The My25 Nutritional Program was rolled out to two (2) more houses with a plan in place to roll incorporate all of our CILAs at a rate of least three (3) houses per month. The BMI of participants enrolled in the program for the past couple of years (6 CILA homes in DuPage) has reduced significantly. When My25 started in our houses, approximately 25% of people supported were at a normal BMI. Now, post and ongoing My25, 90% of people supported are at or moving toward a normal BMI.

# Accomplishments (contd)

15. There are eighty-five individuals employed in gainful community employment that are receiving services from Community Employment Department (CEA). Seguin Enterprises (SE) employs an additional thirteen individuals, eight (8) at SG&G and five (5) at the Auto Center. We ended the fiscal year maxing out all of our supported employment contracts in addition to exceeding our expected placements under our DHS contract, we were able to secure additional funding.

16. Lottery update – On June 6th and 7th, Participant Danny Temponeras along with staff completed a mandatory training to learn how to operate the Lottery PHOTON and WIN30 machines. As you can see in the pictures Danny was at the head of the class! Danny said he is excited for his new career opportunity at O’Hare International Airport.

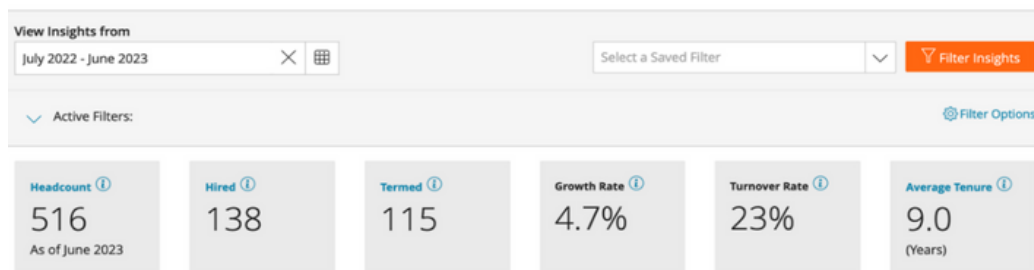
17. Through outreach efforts, UCP Seguin’s student intern program has continued to grow and thrive as we expanded our network of university affiliations and students continued to seek in-person opportunities for practical learning experiences as part of their degree/graduation requirements. Interns were provided with task and field supervision by several credentialed, professional UCP Seguin staff. We continue with our commitment to ensure that our intern program is mutually beneficial, always with the students’ learning at the core of their experiential learning. Throughout the course of the fiscal year, we hosted eight students from five (5) Universities – Governors State University, St. Augustine College, Lewis University, Augustana College and the University of Illinois–Champaign. The students’ opportunities were tailored to their individual learning needs, based on each intern’s degree requirements. We are excited to be hosting three interns for the summer semester, from three separate universities. The chart below illustrates details including site assignment, the interns’ universities, and their areas of study for the 2022 – 2023 school year.

Semester	UCP Seguin Program	College/University	Area of Study
Fall 2022	OT/Betty Scheck Senior Center	Governors State University	Occupational Therapy
Fall 2022	OT/Betty Scheck Senior Center	Governors State University	Occupational Therapy
Fall 2022-Spring 2023	Bridges	Lewis University	Bachelors (Social Work)
Fall 2022-Spring 2023	CFC-Intake/Licensing	Governors State University	Masters (Social Work)
Fall 2022-Spring 2023	Intake-Adult	Governors State University	Bachelors (Social Work)
Summer 2023	CFC-Intake/Licensing	St. Augustine College	Bachelors (Social Work)
Summer 2023	Behavior Specialist	Augustana	Bachelors (Speech/Lang)
Summer 2023	Development Marketing	University of Illinois-Champaign (Health Ambassador Program-Corazon)	Bachelors (Physical Therapy)

18. UCP Seguin has created an extremely robust Risk Management Program that is woven into the very fiber of the organizational culture. Over the past five years, we have seen a downward trend in all safety-related incidents including allegations of abuse and neglect, participant behavior incidents, and staff/participant injuries). Excellent performance in this area has not only created safer environments but has also had positive impact on our organizational insurance lines. From 2018 to present, we have experienced a 79% decrease in staff injuries and an 89% reduction in workers’ comp related incurred costs, much of which is attributable to our focus on safety including our efforts to ensure continuity of care, relationship building, less staff burnout, and overall higher levels of employee and participant satisfaction. To provide perspective, in the plan year of FY23, our out-of-pocket over premium equated to a total of \$7,800 and our experience modifier reduced by 13 points. These are monumental accomplishments and require the participation and commitment of staff across the agency.

# Accomplishments (contd)

19. At the end of FY23, we employ 516 staff and we continue to experience a consistent growth in employee census that has fluctuated between 489 – 516 staff during the year. As illustrated in the chart below, we had a positive growth rate of 4.7% in fiscal year 2023 as compared to a -0.8% growth rate in FY22. Additionally, our FY23 agency turnover came in at 23% as compared to a rate of 30.9% in FY22. We continue to offer non-traditional, well-paying, flexible scheduling options to our workforce which has been the most positively impactful variable related to agency turnover. Additionally meaningful are our efforts to create opportunities for career growth through learning and development sessions, our work with staff to start up employee resource groups and then support those groups, and intentional effort to create safe psychological spaces for staff at every level which encourages innovation, creativity, engagement and satisfaction. There is always more work to be done and we will be focusing on data collected from our workforce that has provided us with important feedback related to perceptions of organizational strengths as well as opportunities for growth.



20. As we have been scheduled to do for several months, we have now upgraded the Carr Center internet connection to fiber and all homes to 200/20 Internet connectivity. Fiber optic internet speeds are about 20 times faster than regular cable and some other benefits of the migration to fiber include but are not limited to better reliability, safety for the environment/people, greater accessibility for people who utilize telemedicine. The homes having 200/20 internet connectivity – much greater internet speeds – effectively handles multiple online activities for multiple users at once without service interruption.

21. Staff now have secure access to all critical documents via the cloud, even when working remotely and 10 years post-merger, all staff email addresses merged under a single directory: [ucpseguin.org](mailto:ucpseguin.org). Cloud-based "SharePoint" not only provides secure on site and remote access but will also allow implementation of electronic document folders which will help us to begin to replace paper files and the retention of those paper files. SharePoint also provides a UCP Seguin Intranet that will support and encourage improved staff communication and collaboration on documents and projects.

22. Our new newest home located at 371 N. Oaklawn Ave in Elmhurst is renovated and ready for occupancy. This beautiful four-bedroom home located in a wonderful neighborhood is truly an example of our level of commitment to ensuring that our clients will have a life without limits! We look forward to the dedication of this home to the Catalano Family, scheduled for July 27th at the home.

23. Prepared/solicited bids and secured contractors for the \$975,000 Garcia Grant which will include further improvements at the Carr Center. This historic grant will include payment for all new windows to replace the original windows on all 3 floors and all four elevations at 3100 and will also provide the funds for a total overhaul of our two parking lots. Additionally, it will allow for installation of new flooring in various locations at the Carr Center. We are weeks away from contract execution and commencement of work!

24. ATEN – From July 1 to June 30, 2023, UCP Seguin ATEN's program acquired, adapted, and distributed 5,367 complete computer systems valued at \$1,803,441.65 to 542 public schools covering 102 counties in Illinois. This project is partially funded by Illinois State Board of Education (ISBE).

# Strategic Initiative—Fundraising:

Engage the UCP Seguin of Greater Chicago Community in securing diverse, ethical, growing and sustainable funding sources.

## Accomplishments

1. Great News! We have been granted access to our Federal Community Project Funding (CPF). These dollars were awarded to us under the auspices of Congressman Jesus “Chuy” Garcia through his sponsorship of our grant request. The change orders submitted to the Department of Housing and Urban Development (HUD) were accepted and we can begin executing contracts for work to be done at the Carr Center in Cicero. This work will be complete at the Carr Center and includes a total rebuild of the two main parking lots, complete window replacement and new flooring throughout the 3rd floor.

I am pleased to announce that we have received our first installment of our Infnitec Improvement & Growth Project grant from the UCP Seguin Foundation. As reported in my last report \$50,000 was to be paid in FY2023 and the remaining \$281,644 to be paid in FY2024. This relationship continues to get stronger and Richard Brown continues to participate on the Foundation board as a non-voting member, representing the agencies interests.

2. Happy Birthday UCP Seguin of Greater Chicago! July 8th marks the 10-year anniversary of the merger between Seguin Services and United Cerebral Palsy Association of Greater Chicago and was celebrated at all levels throughout the organization. Cake and cupcakes were provided to all day center locations and those homes not attending day program received their special delivery. Julie Lerch and the Development team have made attempts to recognize this monumental date as we embark on a 10-day campaign to raise \$10,000 to mark the anniversary. All new donations made to the organization for our anniversary will go towards a matching grant with the Greer Foundation and support the efforts of Infnitec.

3. On Sunday, June 11th, the 2nd Annual UCP Seguin Stroll & Roll took place at the Village Commons in North Riverside and for the second year in a row, the weather proved to be a bit uncooperative with chilly temps and a drizzle rain for most of the morning. The Strollers raised over \$13,500 with more than 225 individuals registered to participate. A big thanks to UCP Seguin Board Member Terry Carr and his family for cooking burgers and hot dogs for lunch as well as Mike Maher and his family who also participated. ABC7 Meteorologist Greg Dutra was the MC for the event. We look forward to a bigger & better (and WARMER & DRYER) Stroll & Roll in 2024!

4. They Deserve More (TDM) Huge THANKS to all! We did not get the \$4 we wanted but did get \$2.50 (split 50 to wage and 50 flexible). We DID get more than many others. Our message was heard as Legislators were using our talking points in the final budget testimonies. There are 6,530 people on our “Supporters” email list and 192 people on the “Coalition Member” email list. All in all the activity for the They Deserve More Coalition of 90 providers:

- 15,504 letters were sent
- 1,700 phone calls were made
- 4,000 witness slips filed
- Sun Times Op Ed story
- CBS news story

### 5. UCP Elsie S. Bellows Fund

We were awarded \$13,000 for grants to support the assistive technology needs of 26 individuals. Items requested include iPads, communication devices, a stimulation adult swing, and travel wheelchairs and other items. We are hopeful the Bellows Fund will release additional dollars that other affiliates did not use. If that occurs, we are ready to submit additional applications.

# Accomplishments (contd)

## 7. FUND DEVELOPMENT

- We can report the overall FY23 Individual Giving total (including gifts in kind) – from 7.1.22 to 6.30.22 – is \$1,142,162 or 130.5% of our annual goal of \$875,000.
- Major Gifts – Of the \$1,142,162 in individual giving raised in FY23, \$734,283 has been in the form of major gifts. Out of that, \$734,283 was a house donated in the amount of \$540,000. We anticipate more major gifts during FY2023, and we are working to attract other major gifts for this fiscal year through best practices and industry standards for major gifts programs.
- Hearts, Homes, Families Campaign – The HHF campaign runs throughout the fiscal year and raises funds through personal donations given by family members and funds they raise through personal appeals and other peer-to-peer appeals. We are pleased to report we have surpassed our goal of \$225,000 and are currently at \$748,040. Out of that \$748,040, there was a house, located in Lombard, donated by a family member valued at \$540,000.
- Spring 2023 Appeal – We are pleased to report that the Spring Appeal was a resounding success! As of 6.30.23, the appeal raised \$34,004 or 170% of our goal of \$20,000. We were fortunate to receive large donation from a brand new donor as well as a two other corporate donations who chose to support UCP Seguin through their corporate giving programs. The Spring Appeal concluded on June 30, 2023.
- On July 8, 2023, UCP Seguin celebrated our 10th Birthday/Anniversary of the merger between UCP Chicago and Seguin Services. To commemorate the auspicious occasion, we hosted “birthday” parties at all eight of the CDS locations on Monday, July 10th for the participants and staff! A video/slideshow retrospective was compiled and emailed out to our constituents on Saturday, July 8th. We will be using this as a fundraising opportunity to meet the Greer Foundation matching grant. All revenue raised through this effort will be directed towards Infinitec and its efforts to translate training resources into Spanish.

## 8. GRANTS

- The Proviso Township Mental Health Commission announced two awards to us for our FY2024, totaling \$128,000 in funding. The first award was for \$98,000 for our Weekend and In-Home Respite Services – at our requested amount, representing a \$3,000 increase from FY2023. The other was for new funding, also granted at the level of our request – \$30,000 for our Social/Recreational Program.
- Based on the success of our newly funded Latinx Outreach initiative, the Illinois Department of Human Services’ (DHS) Division of Developmental Disabilities renewed its support with a 2nd year grant award of \$121,396. If DHS continues to identify the need the services provided by our Latinx Outreach initiative, then this program is likely to receive renewal funding from them for an additional year (FY2025), and possibly for the foreseeable future beyond the next two years.
- The Oak Park Community Development Citizens Advisory Committee (CDCAC) recommended us for a PY2023 Community Development Block Grant (CDBG) award of \$46,800 to renovate two of our Community Integrated Living Arrangement (CILA) group homes in the Village. The total is slightly less than we requested, but it is still equal to that which we received in our PY2022 award. Note that this year, the CDCAC recommended funding for many more organizations, as there was more funding available for public facilities. Still, over the years, we have consistently received the highest or near the highest CDBG allocation for public facilities and capital improvements.
- We were pleasantly surprised to learn that the Town of Cicero has recommended a PY2023 CDBG grant of \$20,000 for renovations to one of our CILA group homes in the Town. If finalized later this summer (once the Town receives final U.S. HUD approval), this will be the first such standard CDBG allocation they have awarded to us in about two decades.

# Accomplishments (contd)

- The River Forest Township Mental Health Committee awarded us three grants this year. The first was for \$7,800 in support of our Developmental/Life Skills Training Program. The second was for our Building Bridges to the Future: Transition from School to Adulthood Program at \$6,500, with the final award being \$3,700 in support of our Weekend and In-Home Respite Services. We received the total amount (\$18,000) we requested – \$1,000 more than was awarded last year.
- As reported at the last Board meeting, in May the UCP Seguin Foundation notified us of a major grant of \$331,644 for our Infinitec Improvement and Growth Project. The first \$50,000 was to be awarded for FY2023, with the remaining \$281,644 to be paid in FY2024.
- The Community Memorial Foundation awarded us a grant of \$4,125, toward the cost of an annual membership in HR Source, a human resources consultation entity. We will be able to access HR information and resources through this organization, while sending a representative to attend their regular roundtable events to discuss current issues in human resources.
- The Greer Foundation has issued us a challenge grant of \$40,000 to assist in covering costs of our Infinitec Training Module Development/Translation Project. To receive the funding payment, we need to secure a “match” of \$40,000 in new and/or increased donations, which we plan to raise through various appeals in the first half of FY024.
- The Pulte Family Charitable Foundation – including its chair Nancy Pulte Rickard and four of its top Foundation staff – made a special site visit to UCP Seguin on 6/27/23. Based in Boca Raton, Florida, the Pulte Foundation was founded by Bill Pulte of nationally known Pulte Homes. We have asked them to consider making a substantial capital grant in support of one or more of our residential projects, such as homes for our Youth with Autism program and our CILA program. The Pulte team expressed their strong admiration and support for UCP Seguin in their nearly three-hour visit. Based on their feedback, we plan to submit a \$70,000 grant request later in August. We will also be cultivating additional interest among several Pulte family members who reside in the Greater Chicago area, in hopes of furthering enhancing our opportunities for funding.

Pulte has awarded UCP Seguin grants for the past three years increasing from \$25,000 to \$40,000, in support of our Pediatric Nursing Care services to children in our foster care program.

- As previously reported, Congressman Sean Casten of the 6th District of Illinois has submitted our “Community Employment and Day Services Center Improvements Project” – an \$842,000 request – to the US House Appropriations Committee for FY2024 Community Project Funding (CPF). We expect a decision by later this summer as to whether the Appropriations Committee will agree to include our grant in their FY2024 budget proposal. In the meantime, his staff have reached out to us to arrange a site visit by Rep Casten to occur at a date to be determined in August. The Congressman already toured our Tinley Park site, capital improvements for which are included in our FY24 CPF request. For the August visit he will be able to tour our Villa Park CLIMB site – also included in the FY24 CPF request.



# Accomplishments (contd)

## 9. EVENTS/MARKETING

- We can report the preliminary, FY23 Special Event total – from 7.1.22 to 6.30.23 is \$267,081 in cash plus \$12,706 in gifts in-kind for a total of \$279,787 which is 99% of our goal of \$281,000.
- Get your foursome ready for the 3rd Annual Life Without Limits Classic taking place Monday, August 28th at Riverside Golf Club. The day will include 18 holes of challenging golf, fabulous food, an exciting Silent Auctions, raffles, and the 1st ever Crazy Pants Contest. We are expecting a full outing once again so reserve your spot today at <https://lw2023.givesmart.com>. For Sponsorship questions, contact Julie Lerch at [jlerch@ucpseguin.org](mailto:jlerch@ucpseguin.org) or 708.222.4253. For all other questions, contact Kelley Currier at [kcurrier@ucpseguin.org](mailto:kcurrier@ucpseguin.org) or 630.481.6002.
- Pints With A Purpose is coming up again this fall! Venue and Date are still TBD, but plan for mid-September

## 10. Illinois Housing Development Authority (IHDA)

- Funding Award: \$250,000 Agreement Term: August 16, 2021 – August 17, 2023
- Ten home modifications have been identified, including exterior platform lifts, chair rides, and bathroom modifications for residents of Cook County. The grant award is to complete ten modifications serving five residents with an AMI income below 30% and five residents with an AMI income below 50%—all slated projects to be completed by July 30, 2023.

## 11. HARP Funding Round 4

- UCP Seguin was awarded IHDA funding for HRAP Round 4. A funding award of \$600,000 will provide accessibility modifications or home improvement rehabilitation for 28 homeowners residing in Cook County. The grant award will assist 11 residents with an Area Median Income (AMI) income below 30% (\$21,900), 15 residents with an AMI income below 50% (\$36,500), and two residents with an AMI income below 80% (\$58,350). Agreement Term: Start and End Timeline TBA.

12. The Greer Foundation approved a \$40,000 matching grant to convert old content and create new content into Spanish.

## Strategic Initiative—Financial Management:

Manage resources responsibly and transparently to ensure the financial integrity of the agency and the people it serves.

## Accomplishments

1. Our accounting staff are feverishly working to close our FY23 and preliminarily are anticipating a positive year end of just over \$1 million. This positive surplus is primarily due to the Illinois Department of Human Services (DHS) revenue increases provided by the Department of Human Services starting January 1, 2023. Also adding to the surplus is the donated home in Lombard which is valued at \$540,000, and the overall positive market value adjustments in our investment account in the amount of \$279,197. We are planning to allocate a portion of this surplus to cover bonuses which will be paid out to staff in FY24. The amount that will be allocated for bonuses will be determined after we do our “soft fiscal year close” later this month.

# Accomplishments (contd)

2. April financial statements show a surplus in operations for the month of \$212,467 and an overall surplus of \$299,078.
3. May financial statements show a surplus in operations for the month, in the amount of \$120,887 and an overall deficit of (\$9,046). The YTD surplus in Operations through the end of May is \$719,566 with an overall YTD surplus of \$1,133,785.
4. The line of credit currently has a zero balance and has not been utilized since 07/10/23.
5. As DHS has continued to increase funding earmarked for DSP wage adjustments, which has been long overdue, UCP Seguin has been faced with wage compression issues: for example, new DSPS being paid a wage nearly the same as the wages of their supervisors and entry level staff being paid similar wages to those of longer-tenured employees. Wage compression creates pay equity issues that require attention. Effective July 1st, after much analysis over the last 2 months, we raised the base wages of over 25 positions agency-wide which resulted in pay increases for dozens of non-DSP employees. With these increases, wage compression is not an issue at UCP Seguin right now but this is an area that will require ongoing attention and analysis as minimum wage continues to increase and funding adjustments become more regular.
6. Multi-Factor Authentication (MFA) is now enabled on all users' Office 365 accounts agency-wide. This measure provides added security for email accounts and includes the capability to send encrypted email for additional protection of data. It has become increasingly more crucial for heightened and additional cyber security measures are woven into our IT programs. Since COVID struck and the resulting subsequent hybrid and remote work arrangements began all over the world, companies have had to take measures to protect themselves from cyber-crimes, which at the beginning of the pandemic rose by 158 – 610%! IT is in a continual process of assessing new threats and risks for organizational data and infrastructure and MFA is one of several measures taken by Great Computer Solutions (our IT consultant group) to keep UCP Seguin protected against cyber-crimes and criminals.

## 7. Membership Renewal Cycle Exceeds Industry Standards

We are extremely excited about Infnitec's current retention rates for FY24. As of June 30, 2023, with memberships still coming in, Infnitec members have shown a deep commitment to the services and support provided by Infnitec.

Infnitec's current retention rate already exceeds the industry standards of 75% for membership organizations:

- 92% of Social Services Agencies members returning for FY24
- 100% of Kansas members returning for FY24
- 100% of Pennsylvania members returning for FY24
- 89 % of Illinois members returning for FY24
- 76% of Minnesota members returning for FY24

We are confident these numbers will improve as we close out our renewal season in late July and early August.

# Strategic Initiative—Communication and Public Relations:

Build relationships and foster connections both internal and external to the organization.

## Accomplishments

1. Efforts continue throughout the Carr Center and surrounding area to update the visual marketing. New photos of participants and staff have been installed in the main entrance exterior lobby and third floor hallways; new logo signs are in the 3150 lobby and President/CEO office; and the main interior lobby features UCP Seguin Mission Statement as well as the Strategic Initiatives and other parts of the new Strategic Plan. There will be additional changes and updates in the coming months including the exterior signage and at the Auto Center.
2. UCP National is in the process of reviewing proposals from marketing agencies to engage with in their efforts to refresh the UCP brand. Little is known at this point as to what impact this will have on our UCP Seguin brand as some of their decisions will impact our overall branding and marketing materials. Julie Lerch, Chief Development Officer has been selected to take part in the efforts in reshaping the UCP brand at the national level.
3. Mark your calendars! We will formally dedicate 371 Oaklawn in Elmhurst as The Catalano House on Thursday, July 27th at 5:30 pm CST. We hope you will join us as we recognize the years of support provided by former board chair Frank and his wife Debbie. RSVP to Kelley Currier at [kcurrier@ucpseguin.org](mailto:kcurrier@ucpseguin.org) or 630.481.6002 by Thursday, July 20th.
4. In May, the UCP Seguin Adult Services Department hosted a 4-day visit with Kazuya Nakasone, a Registered Nurse from Japan who works with adults with IDD. Kazuya spent four days touring our programs and interviewing staff. His goal was to gain a better understanding of services and how we he may better support people with IDD in Japan. Below is a copy of the thank you note from Kazuya.

*Hello Amber and Jesus,*

*The four days I spent at UCP Seguin until yesterday were very meaningful and stimulating for me. What especially impressed me were the voices of the staff and participants. I talked with various participants and staff during this training. I asked them why they chose UCP Seguin. Then, everyone's answer was that they like the people here, both participants and staff answered the same way. What I want to tell you is that I felt that if we practice person-centered support, not only the participants but also those around them will be happy. I would like to do my best to put the "Life without limits" concept that I learned from them into practice in Japan.*

*Thank you very much for this really valuable opportunity.*

5. Both the Seguin Garden & Gifts and Seguin Auto Center had a busy spring. At Seguin Garden and Gifts, customers were greeted with new products. We offered many beautiful flowers and vegetables ready to meet everyone's garden needs. While at the Auto Center, customer are now greeted with Ximena Velazquez, our new General Manager. She brings new ideas and is paying close attention to customer satisfaction.

Seguin Garden and Gifts	May = \$88,433	June = \$27,808
Seguin Auto Center	May = \$12,745	June = \$14,241

# Accomplishments (contd)

6. Here is a picture of a recent Facebook posting from the Cicero Public Library. What a great example of Seguin Enterprises working with and supporting our local community.



7. We are currently finalizing the individual performance appraisal document and associated review process, which for the first time will be done utilizing the Paylocity platform. The form itself allows us to create our own UCP Seguin-specific rating areas and criteria, all of which will be aligned with the strategic plan initiatives. We are also going to align the agency's newly identified value words with the rating sections in the appraisal document. During the month of August, the Strategic Planning Steering Committee will be meeting with groups of supervisor to provide training sessions with a focus on how to access, use, and save each appraisal and also will include review on writing SMART goals including accessing the newly developed Goal Library that includes sample goals that can be used as is, if appropriate, or adjusted to ensure relevance.

## 8. International Society for Technology in Education

Infinitec was invited to participate in an Inclusion and tech roundtable facilitated by the President of the National Association of State Directors of Special Education at the International Society for Technology in Education to explore how students with disabilities can be included in the curriculum. This invitation was a result of work done by Kansas Infinitec's Project for High-Quality Instruction for Inclusive Learning Environments.

## 9. Team Infinitec Delivers

This Infinitec team conducted 166 professional learning events serving 6,625 participants. Our professional learning is spearheaded by Samantha Conklin. With respect to delivery of evaluations/collaborations, many thanks to the Illinois collaboration and training team: Amanda Khan, Samantha Conklin, Jenn Skalitzky, Anastasia Alter, Dr. Fani Lee, led by Heather Miller. This team performed 76 collaborations (assessments) or coaching events in FY23.

## 10. Kansas Infinitec received a 100% on the HQPD evaluation

The Kansas Infinitec Summer Institute was hugely successful. The Infinitec team and an international speaker led 57 Infinitec Cadre members through a 2-day intense professional learning opportunity that will allow Infinitec to build capacity throughout Kansas. Three state department evaluators assess the professional learning for High-Quality Professional Development using the Kansas State Department Evaluation tool, and Infinitec received a rating of 100%

# Accomplishments (contd)

During the 2022–23 school year, Infinitec’s AT Cadre’s members, the Co-Teaching’s coaches, and the Access for All’s liaisons represented 19 school districts and 13 special education organizations across the state.

AT Cadre’s members provided 101 professional development sessions on topics such as use of the uPAR, engaging all students with digital text, and literacy for complex and emergent learners, reaching 2197 participants across all regions in the state.

Kansas Infinitec also provided 119 professional development events, many as part of a series, addressing the topics of Assistive Technology, Co-Teaching, and Universal Design for Learning throughout the year with 1817 participants.

## 11. Infinitec Web Services

During the past year of FY23, myinfinitec.org was stable year-round and achieved 99.987% uptime with 1,377,862 user sessions conducted on the site. During those sessions, eLearning Module viewers passed a combined 637,826 online quizzes, documenting competency for the eLearning Modules they completed.

## 12. ENGAGE

Engage Infinitec’s Learner Management System is growing – 94,576 participants during FY23, a usage increase of 4% over FY22.

## NEW WEB CONTENT: (Content is King)

During FY23, our team uploaded 244 new presentations, including webinars and video productions. Our member agencies created and posted 96 private content production for a total of 340 new additions to the myinfinitec.org website.

# Strategic Initiative—Board Relations:

**Develop a Board of Directors who are mission focused and committed to continuous growth.**

# Accomplishments

## 1. UCP CEO to Visit UCP Seguin (again!)

Armando Contreras, UCP National CEO, will be attending our September 27th UCP Seguin Board of Directors meeting sharing the strategic framework of the UCP Strategic Plan. We anticipate he will be joined by Kismet Salam, a UCP consultant based out of Northbrook. Armando and Kismet recently visited UCP Seguin on April 25th. Because of that meeting, Seguin Gardens and Gifts (SGG) was connected with Darwin Perennials for possible philanthropic donations and volunteer support.

2. Through the Board Governance and Nominating Committee, UCP Seguin continues to strengthen its board through more robust new member recruitment, addressing expertise needed in areas of finance, information technology, human resources, legal and consumer representation, with several new board members slated for nomination and approval.

3. All board committees continue to recruit new members and each committee remains very active in reviewing operational and policy issues that lead to full board review and approval.

# Strategic Initiative—Administration:

Ensure all agency practices, policies and procedures are thoughtfully developed and applied with Diversity, Equity and Inclusion at its core.

## Accomplishments

### 1. UCP Seguin Advocacy Network

UCP Seguin will engage in summer August Advocacy with visits to local and federal elected officials. We have identified 13 key officials to connect with. Please consider joining us in meetings. Sign up for UCP Seguin Advocacy Network – go to UCP Seguin website to sign up!

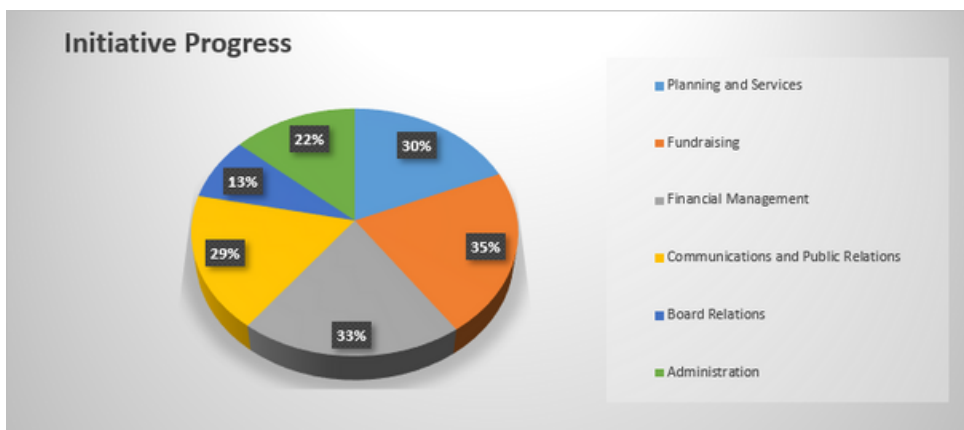
[UCP Seguin Advocacy Network.](#)

2. Safety Cares is our crisis management training that provides the skills and competencies necessary to effectively prevent, minimize, and manage behavioral challenges with dignity, safety and the possibility of change. Beginning in May, all Safety Cares classes for our employees are now in-person which increases the competencies across all staff.

3. In May, the Bureau of Quality Management (BQM) completed a full review of our adult services. There were minimal findings and the surveyors gave us several compliments about how wonderful our programs and homes were.

4. We have maintained our level of behavior incident reports from FY22 to FY23, which is significantly lower than years prior to the pandemic.

5. Departments continue to work toward their outcomes goals, of which there are a total of 60, all aligned to the strategic plan initiatives. There are 300 tasks – outputs – that staff are working on that are the actual actions associated with movement toward outcomes goal achievements. Department heads continue to provide written updates on a regular basis, including identifying when there are barriers to achievement. The Steering Committee meets regularly to review progress and any challenges. The dashboards below illustrates outcomes progress to date.



# Accomplishments (contd)

6. In the Spring, UCP Seguin entered a partnership with Corazon Community Services to initiate a Health Ambassador program. The Health Ambassador Program is a one-of-a-kind approach to training youth and adult community members as peer leaders and advocates working together to create a healthier community. Health Ambassadors work creatively to improve health outcomes via community canvassing, public service announcements, social media campaigns, news articles, testing opportunities, survey research, community garden work and more. At UCP Seguin, Brianna Hernandez currently serves as a Health Ambassador intern within the Marketing and Development department. Brianna is a rising Senior at the University of Illinois Urbana-Champaign campus. Her level of expertise in the social media auspice has been utilized to expand our brand recognition on all platforms utilized by the organization.

7. Last month, a committee of dedicated staff and participants organized UCP Seguin's "Inaugural Juneteenth Celebration". Juneteenth is a holiday celebrated on June 19 to commemorate the emancipation of enslaved people in the US. The holiday was first celebrated in Texas, where on that date in 1865, in the aftermath of the Civil War, enslaved people were declared free under the terms of the 1862 Emancipation Proclamation. UCP Seguin initiated the inaugural celebration at the Levinson Center in Oak Park. There were several individuals in attendance that represented several sites within the organization. Festivities included a fashion show that highlighted traditional African garments, a musical selection sung by the Berkeley Gospel Choir, and a praise dance; commonly used within Christian churches as a symbol of worship and communication to God. Participants also had the opportunity to create artistic displays that recognized the historical significance and symbolism of Juneteenth.

8. Dani Chitwood, former Director of Diversity, Equity, and Inclusion has been promoted to the role of Vice President of People, Equity, and Culture. In her new role, Dani provides day-to-day leadership of the agency's Human Resources Department while also moving forward with the important DEI work that continues to have important organizational impact including but not limited to providing staff learning opportunities, celebrating diversity, and revising/designing policies, procedures, and practices that support our UCP Seguin community in its entirety.