



UCP SEGUIN OF GREATER CHICAGO

Strategic Plan Annual Review Of Accomplishments 2024

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. To date, we serve 108 children throughout 103 licensed foster homes. 15 children have received permanency/positive outcomes year-to-date.

2. Children's Foster Care:

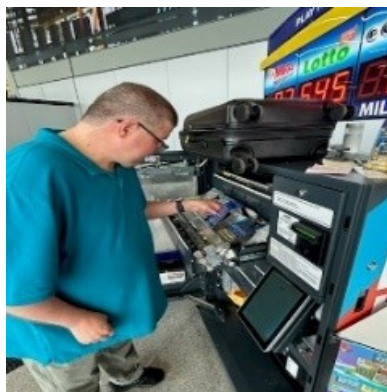
- 3 Reunited with Biological Home
- 5 Subsidized Guardianships
- 8 Adoptions
- 11 Transitions to Adulthood (emancipation, CILA, other Independent Living arrangements)

On November 6, 2023, Group Home #2 opened in Stickney and was set up as an all-male home servicing youth 12 to 21. The home is currently at capacity with 3 young men who have daily challenges but are adjusting to their new home and establishing a pseudo-family, both with staff and one another.

3. Currently we are serving 271 participants in our 24-hour and Intermittent Community Integrated Living Arrangement (CILA) programs. Please note, this number has increased by one (1) over the last two (2) months due to a new CILA admission. We are continuing to focus on quality over quantity and decreasing capacity in homes with higher behavioral or medical needs. When we decrease the working capacity in a CILA home, individual participant rates for that CILA increase. We have ten (10) vacancies throughout our residential sites. The increase is because we opened a new home and two (2) participants moved from one shift CILA to the new one and two (2) participants passed away. There have been numerous screenings that have occurred over the last two (2) months. The CILA occupancy rate remained consistent for our open CILA homes ending June 30th at 96.6%.

4. Each month, Social Recreation averages 31 outings serving 71 members. Our members continue to do more buddy outings created by them and we continue to strive to create meaningful activities for our members to enjoy and enrich their social lives. Over the past two months, our buddy outings consisted of its usual dining, shopping and movies outings. Other outings chosen by our members include bowling, downtown walks, Medieval Times, Aquarium visits, Cubs game, holiday celebrations, and an in-home game night/music & social night.

5. We welcomed a new participant employee to our O'Hare Lottery Team! Peter Caden is in training with Danny and staff to start operating and selling the lottery tickets in our Kiosks at O'Hare.



Accomplishments (contd)

6. Building Bridges to the Future:

- Successfully completed Year 2 of the DHS Latino Outreach grant – \$121,395.93.
 - Awarded 3rd year of funding at the same amount!
- UCP Latinos With Disabilities Conference
 - Participated on the planning committee.
 - Coordinated, presented, and moderated a panel discussion on Building Bridges to the Future.

7. Latino Grant 4th Quarter Summary Review:

4th Quarter: (April to June 2024)	Age Range: 8 yrs old to 58 yrs old
Individuals served: 190	Females 59; Males 131
Service Hours: 994.25	Outreach: 7
Cook 120; DuPage 68; Will 1; Kane:1	Peer to Peer: 2

8. Infinitec's Stellar Year in Professional Learning and Collaboration

The Infinitec team took professional learning to new heights this year, hosting 167 dynamic events that engaged 6,069 participants! Leading the charge in professional development is the brilliant Samantha Conklin. A special shoutout goes to our incredible Illinois collaboration and training team. This powerhouse group includes Amanda Khan, Samantha Conklin, Jenn Skalitzky, Anastasia Alter, and Dr. Fani Lee. Also, thanks to our speech and language team, spearheaded by the indomitable Heather Miller, this team delivered 45 outstanding collaborations (assessments) and coaching events in FY24.

Kansas Infinitec, led by Janet Peters, hosted an impressive 129 professional development events, many as part of dynamic series, diving deep into cutting-edge topics like Assistive Technology (AT), Co-Teaching, and Universal Design for Learning. These events captivated and empowered 3,056 participants throughout the year, fueling their passion and expertise in these transformative fields.

9. First Social Service Practitioner's Conference

The inaugural Social Service Practitioner's Conference was a huge success. This event marked a significant milestone in our efforts to foster collaboration, professional development, and knowledge exchange within the social service sector. A dedicated task force was cultivated and led by Lisa Sabres, who organized the event logistics, secured a venue, and curated a comprehensive agenda. Over 150 participants from 31 agencies attended, representing a broad spectrum of roles from Frontline Supervisors to Direct Support Professionals (DSPs). The success of our first Social Service Practitioner's Conference is a testament to our commitment to excellence and ability to bring together a diverse group of professionals for meaningful dialogue and learning. The positive feedback underscores the impact of this event and sets a strong foundation for future conferences.

10. Unstoppable Success: MyInfinitec.org Achieves 100% Uptime Milestone and Serves Millions in FY24

Myinfinitec.org has thrived! In FY24 alone, we achieved an outstanding milestone: 100% uptime without a single minute of unscheduled downtime. We proudly served over 213,000 users, hosted 1 million user sessions and delivered 13 million pages of valuable content.

Accomplishments (contd)

11. ENGAGE: Infinitec's Learning Management System is Surging!

1. We're thrilled to share the incredible growth of Infinitec's Learning Management System (LMS) this year! In FY24, we've welcomed 88,300 participants, a testament to our platform's value and effectiveness. But that's not all, 15 new agencies have joined us, further expanding our reach and impact. This growth highlights the trust and confidence in our LMS and underscores our commitment to providing top-notch resources and support.

12. Content Is King

During FY24, we achieved remarkable progress in enhancing our digital resources. Our dedicated team, spearheaded by Mary Bettlach, Lisa Sabres, and Meg Ormiston, successfully uploaded 101 new presentations, including engaging webinars and high-quality video productions. Additionally, our member agencies contributed by creating and posting 170 private content productions. This collaborative effort resulted in a total of 271 impressive new additions to the myinfinitec.org website. This outstanding accomplishment underscores our commitment to providing usable and timely content, as reflected in our strategic plan.

13. Human Resources:

Mental Health First Aid Certification

- 21 staff members received certification in Mental Health First Aid. The course was facilitated by NAMI (National Association of Mental Illness). Mental Health First Aid (MHFA) is an education program designed to teach individuals how to identify, understand, and respond to signs of mental health issues and substance use disorders.

Workforce Trends

- Staff turnover over the last 3 fiscal years stats are trending nicely – we have decreased both DSP and All Staff by 1%–1.5% annually.
- All-staff workforce increased by from 493 in 2022 to 562 total employees in 2024, an increase of 14%!
- DSP workforce also increases from 277 in 2022 to 343 total DSPs in 2024, an increase of 23.9%!

14. ATEN

In 2024, the UCP Seguin ATEN program achieved remarkable strides in enhancing educational equity across Illinois through its innovative Assistive Technology Exchange Network (ATEN).

Over the fiscal year, from July 1st to June 30th, ATEN facilitated the acquisition, adaptation, and distribution of an impressive 5,274 complete computer systems valued at about \$1.8 million. These state-of-the-art technologies were delivered to 493 public schools spanning 102 counties, significantly expanding student access to empowering technology throughout the region.

Additionally, through collaborative efforts with the Illinois Housing Department Authority (IHDA) and the Illinois Affordable Housing Trust Fund, UCP Seguin's Ramp Up program has continued to lead transformative initiatives. This includes securing a substantial two-year grant of \$1 million to address critical home modification challenges. By partnering with the Home Repair and Accessibility Program (HRAP), Ramp Up remains dedicated to preserving affordable housing, enhancing community investment, and improving the quality of life for low-income households, individuals with disabilities, and those with mobility impairments across underserved communities.

Accomplishments (contd)

Quality Assurance

15. The student intern program continued to grow and thrive this fiscal year as we expanded our network of university affiliations and students continued to seek in-person opportunities for learning and meeting degree requirements. Interns were provided with task and field supervision by several credentialed professional 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 (8) students from five (5) different universities – Governors State University, St. Augustine College, Augustana College, University of Illinois–Champaign and Dominican University. The students' opportunities varied as did their degree requirements.

Semester	UCP Seguin Program	College/University	Area of Study
Summer 2023	CFC Intake/Licensing	St. Augustine	Social Work
Summer 2023	Behavior Specialist	Augustana	Speech Therapy
Summer 2023	Development	University of Illinois	Physical Therapy
Fall 2023-Spring 2024	CFC Case Management	Dominican University	Social Work
Spring 2024	CFC Licensing	St. Augustine	Social Work
Spring 2024	Scheck Center	Governors State University	Occupational Therapy
Spring 2024	Scheck Center	Governors State University	Occupational Therapy
Summer 2024	Adult Placement	University of Illinois	Psychology/Social Work

16. UCP Seguin takes pride in our very robust Risk Management program. Five (5) Safety-Sub Committees meet either monthly or bi-monthly and report to the Risk Management Committee on a quarterly basis. The committees review: staff and participant injuries and incidents, agency and state investigations, inspections of all UCP Seguin owned properties, exposure incidents and medication errors. We have continued to see a downward trend in all our incidents this fiscal year. For example, since 2018, we have seen a 65% decrease to our staff injuries and 56% decrease total incurred costs due to staff injuries. We are 32% better from a loss experience standpoint than all our peers in the industry. Our brokers, The Horton Group, continue to attend our Risk Management meetings and indicate that they use UCP Seguin as the "Gold Standard" of how a Risk Management Program should be run/organized. We have also consistently seen that on average, 94% of the cases over the past three fiscal years have been deemed unfounded or unsubstantiated by the Office of the Inspector General. The Quality Assurance Department works with other departments to mitigate allegations and make recommendations as needed. The procedures that are in place, along with the consistency in programming for our participants have led to a decrease in overall incidents.

Property Management

17. The biggest achievement of the fiscal year is the execution/completion of the \$975,000 grant for improvement at the Carr Center—windows, flooring and new parking lots. The amount of the grant itself is historic, but the monumental improvements in the areas of safety, energy and aesthetics benefit countless employees, clients and visitors that frequent the Carr Center. The transformations of the parking lots and the overall look of the 3100 buildings as the new windows were installed were widely applauded by many.

Accomplishments (contd)

18. Huge accomplishment was to be able to renovate and turn over five homes: 424, 616, 909, 1045 and 1441. As long-term foster parents moved out, having these homes empty proved to be a great opportunity to renovate and renew them in preparation for new occupancy. New flooring, fresh paint, new doors, new kitchens, and bathrooms will welcome new residents and staff! In addition, one of our first Seguin Cares home at 1844 Austin, also received a total makeover that included all new windows, new flooring, new bathroom and entire new kitchen, fresh paint and lighting upgrades. Another home—436 S Taylor is still undergoing various interior and exterior work and will reopen in the fall.

19. In all through the course of the fiscal year, Property Management Dept. completed over 50 separate capital improvements in our homes and CDS sites. While the total cost was over \$1.7 million, the Agency out of pocket expense was just over \$500,000 as there was various grant funding allocated for these projects. With these improvements, we have been able to enhance someone's life by providing a safe, accessible, and beautiful environment to live and work in. The department has come \$400,000 under the projected budget YTD.

20. During the last few months, we also completed several projects at the Betty Scheck day program site. When the restaurant was donated to us in 2009, all of the funds went to renovations to transform the space from a food establishment to an office/day program site. Now after 15 years of continuous use, it was time to spruce things up with new flooring, fresh paint and new bathroom partitions in all four bathrooms.

Strategic Initiative—Fundraising:

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

Accomplishments

1. After years of pursuing the Mental Health Commission of Lyons Township for their support, a change in their leadership led to UCP Seguin's first-ever funding award! The Commission awarded us our full funding request of \$60,000 in support of our Community Day Services (CDS) rendered to our participants who live in the Township.

2. The Coleman Foundation awarded UCP Seguin a \$70,000 general operating grant after several years of limiting funding to I/DD organizations. We plan to use the funding to produce an agency video covering all services we render along with staff recruitment and to produce realistic job preview videos for Human Resources to recruit and train staff involved in direct service provision.

3. On June 28th, we received \$296,644 from the UCP Seguin Foundation. Of this total, \$221,039 is allocable to FY2024 - \$15,000 for Infinitec Coalition Award Dinners conducted this past spring and \$206,039 for the Infinitec Improvement and Growth project. The remaining \$75,605 is deferred for work to be completed on the aforementioned project in FY25. Enclosed for consideration is the final Trademark Agreement between UCP Seguin and the Foundation to utilize the Infinitec Trademark as they pursue rebranding using the Infinitec name.

Accomplishments (contd)

4. UCP Elsie S. Bellows Fund

On May 2nd, we submitted 18 applications for 2024 Bellows funds. We have been awarded \$12,500 as the allocation for this year. Requests included numerous iPads with communication applications, a desktop computer and monitor, shower chair, Dot door lock, and transfer lifts and slings. Equipment is in the process of being purchased and delivered to the recipients.

5. They Deserve More

The They Deserve More (TDM) Coalition successfully advocated for a \$1/hour DSP wage increase for FY2025 pending Centers for Medicare and Medicaid Services (CMS) approval. If approved, this wage increase will go into effect in January 2025. The Governor's proposed budget did not include a DSP wage increase. TDM steadfastly advocated for a \$3/hour wage increase throughout the spring session while meeting with elected officials and testifying at budget hearings.

TDM was also successful in getting the \$12.5 million appropriations – approved in January 2023 – released. The funding was passed through to providers depending on the size of the Community Day Services (CDS) budget and intended for recruitment and retention use. As mentioned earlier, UCP Seguin awarded all employees a one-time bonus on June 26th.

On behalf of TDM, the Development Team submitted an application to Mutual of America for competition in a Community Partnership Award. The award amount is anticipated to be as much as \$100,000. The selections will be made in December 2024.

6. FUND DEVELOPMENT

The Proviso Township Mental Health Commission awarded us two renewal grants: \$99,300 in support of our Weekend and In-Home Respite Services and \$30,900 in support of our Social/Recreational Services. Both grants saw a 3% increase over last year.

7. The Village of Oak Park has allocated UCP Seguin a PY2024 Community Development Block Grant (CDBG) of \$62,250 in support of capital improvement projects at three of our Community Integrated Living Arrangement (CILA) group homes in the Village. This allocation represents a 33% increase from our PY2023 award and the highest PY2024 allocation awarded by the Village to any organization.

8. The Riverside Township Mental Health Board renewed its support of the Township's Community Resource Center and the collaborative partnership (between UCP Seguin, Aging Care Connections, and Way Back Inn) necessary to administer it. We will receive an award of \$28,734 for our role in the partnership.

9. The DuPage Foundation awarded us \$23,000 in support of our Telemedicine Expansion Project. This award will allow us to provide telemedicine services to 24 residents with IDD living in our highest-needed CILA group homes in DuPage County.

10. The Community Memorial Foundation continued its support of us and our deserving Direct Support Professionals this year with a special grant award of \$5,500 for our use in employee appreciation activities.

11. The Community Chest of Cicero presented us with a grant award of \$1,000 at their Annual Board Meeting in June.

Accomplishments (contd)

12. The Town of Cicero's PY2024 Annual Action Plan includes a \$15,000 Community Development Block Grant. This grant will go toward a new roof and related needs at our CILA at 3316 S 61st Ct.

13. As previously reported, we submitted special capital funding requests – totaling \$1,693,000 – to 13 Illinois General Assembly members for inclusion in the FY2025 State Budget through their “member initiative” process. We are pleased to report that the FY2025 State Budget included \$817,912 in new appropriations for capital and infrastructure improvements for UCP Seguin. In addition, the Budget included another \$277,912 in re-appropriations for previously approved UCP Seguin projects, for a combined total of \$1,095,824 in new and re-appropriated allocations.

14. Development:

Total CPF Grants Awarded in 3 years – over \$2.5 million

Awarded \$842,000 for capital projects at Tinley Park and Villa Park buildings sponsored by Congressman Sean Casten.

15. The search continues for a suitable multi-unit residential site associated with the FY2023 Community Project Funding (CPF) grant. Each of our recent offers for such a site – one in Forest Park, one in Westchester – were not accepted. Our offers are contingent on completing successful environmental and other reviews required by HUD, presenting delays for any owner anxious to consummate a sale. We are confident we will find such a site and will keep the Board apprised of our progress. At the same time, we completed a portion of the FY23 CPF project – installing HVAC rooftop units at the Oak Park CDS building, utilizing \$35,000 of the \$750,000 FY2023 CPF award.

16. Applications submitted since May 7th:

- St. Margaret Mary Parish – Requested \$2,500 to purchase a washer/dryer at The Beth Mannino Center in Wheaton.
- Mutual of America Foundation Community Partnership Awards Program – Requested \$100,000 in support of They Deserve More.
- Good Shephard Lutheran Church Capital Improvement Program – Requested \$8,200 to purchase sensory equipment for the Tinley Park CDS program.
- Ahern Foundation – Requested \$30,000 in support of our Community Day and Enterprise Services.

17. Grant applications in the works:

- Frankenmuth Foundation
- Cicero CMHB PY2025 funding
- Endeavor Health multi-year grant request to establish an integrative healthcare clinic specifically for individuals with I/DD
- Mental Health Boards for PY2025 funding: Cicero, Bloomingdale, Milton, Addison Townships
- DuPage County Community Development Block Grant for 2025–2029
- Greer Foundation
- Brunner Foundation
- Other applications in development/planning stages

Comparable revenues generated through the Grants Team as of the end of June for FY23 vs FY24 are as follows:

Accomplishments (contd)

	FY2023 – as of end of June 2023	FY2024 – as of end of June 2024	% of change (+ or -)
PUBLIC: Special Government Grants (federal, state, local mental health boards, local CDBG grants, etc.)	\$1,005,379	\$3,587,811 NOTE: This includes the payment of \$975,000 toward the FY2022 CPF grant, state capital grants, state legislative grants for equipment and staff recruitment/retention, and misc. other public grants.	257% increase
PRIVATE: Foundation Grants	\$602,534	\$737,664	22.4% increase
TOTALS	\$1,607,913	\$4,325,475	169% increase

18. INSTITUTIONAL GIVING:

The FY24 Individual Giving Total from 7.1.2023 to 6.30.2024 is \$857,233.04. The total for the same period in FY2023 is \$1,065,192.86. However, this total from FY23 includes the gift of a house (valued at \$540,000) made in January 2023. The FY23 total, excluding this gift, is \$525,192.86. Total individual giving for FY24 (without the house gift, an outlier) is up 63.22% over FY23. (The percentage change does not include the house gift for total giving, major gifts, or the Hearts, Homes, Families campaign).

19. To date, \$382,121.12 has been raised in Major Gifts in FY24, a 357.63% increase over the FY23 total for the same period (\$83,500 without adding the house gift). This total includes a one-time \$100,000 gift from the trust of a participant but does not include a \$25,000 gift that will be used for a Spring Appeal match or any gifts that were applied to Holiday Appeal matching.

20. Included in the Major Gifts amount is the long-anticipated (over 3 years) estate gift from Suzanne McKinley Tice – we received \$83,333.

21. The Hearts, Homes, Families campaign has raised \$395,344.85 in FY24, a 98.03% increase over FY23, when \$199,642.50 was raised (this does not include the house gift). The FY24 figure includes the aforementioned one-time \$100,000 trust gift.

22. Staff Giving for FY24 is currently at \$29,269.66, a 26.93% decrease over FY23 (\$40,254.20). The Spring Appeal period concluded on June 30th. The FY24 Spring Appeal raised \$27,094.04 during this period. This figure does not include the \$25,000 matching gift, which was not included in the Major Gifts total. This is 20.32% lower than the FY23 Spring Appeal, which raised \$34,005.59, but is still in excess of the budgeted \$20,000 goal.

23. EVENTS AND COMMUNICATION

We can report the preliminary FY24 Special Event Fundraising totals – from 7.1.23 through 6.30.2024, which is \$279,787, 93% of our goal of \$282,500.

Accomplishments (contd)

24. On Sunday, June 23rd, the 3rd Annual UCP Seguin Stroll & Roll presented by CITGO Lubricants took place at the Village Commons in North Riverside and the weather was AMAZING! The Strollers raised over \$30,000 with more than 280 individuals registered to participate. A big thanks to UCP Seguin Board Members Mike Maher, Sue Waldman and Carlos Sava for coming out to support us. Special thanks to Richard Brown for MCing the event! We look forward to a bigger Stroll & Roll in 2025!

25. Get your foursome ready for the 4th Annual Life Without Limits Classic on Monday, August 26th at Bolingbrook Golf Club. The day will include 18 holes of challenging golf, fabulous food, an exciting Silent Auction, raffles, and the return of the Golf Ball Launcher. We are expecting a full outing again, so reserve your spot today at https://ucpseguin.org/get_involved/events/life-without-limits-classic.html. For Sponsorship questions, contact Julie Lerch at jlerch@ucpseguin.org or 708.222.4253. For all other questions, contact Tomas Ruiz Dominguez at truiz@ucpseguin.org or 708.222.2248.

26. Pints With A Purpose is coming up again this fall. Venue and Date are still TBD.

27. FOUNDATIONS:

The Greer Foundation Matching Grant was approved. The Greer Foundation for FY 24 has been completed. Content supported by the Greer Grant is on the site and ready to be used by Infinitec agencies has invited UCP Seguin Infinitec to apply for FY25 funding.

Strategic Initiative—Financial Management

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

Accomplishments

1. Finance

Ended the year with a surplus in excess of \$1,000,000. All staff received \$1,000 bonuses at year-end. The investment portfolio increased by \$852,000.

2. April financial statements show a surplus in operations for the month, in the amount of \$64,299 and an overall deficit of (\$131,105). The YTD surplus in Operations through the end of April is \$1,370,545 with an overall YTD surplus of \$3,112,029.

3. May financial statements show a surplus in operations for the month, in the amount of \$271,490 and an overall surplus of \$576,956. The YTD surplus in Operations through the end of May is \$1,642,035 with an overall YTD surplus of \$3,688,985. This overall surplus is primarily due to the extraordinary revenue that has been released based on completed capital projects, additional IDHS revenue, and having positive market value adjustments from our investment accounts.

4. The line of credit currently has a zero balance and has not been utilized since 5/22/24.

Accomplishments (contd)

5. Infinitec Services:

- **Celebrating Strategic Success: Infinitec's Membership Revenue Climbing 41% Increase**
I am delighted to share a significant milestone in our journey toward realizing the ambitious growth targets outlined in the FY22 Strategic Plan. Since the plan's inception, we have seen a remarkable 41% increase in membership revenues. This growth is a direct reflection of our unwavering commitment to the strategic objectives and the exceptional efforts of our team.
- **As of FY24, Infinitec's membership revenues have reached an impressive \$1.7 million.** This accomplishment underscores our alignment with the FY22 Strategic Plan and highlights our ability to execute and deliver on our promises. Our team's dedication and hard work have been instrumental in achieving these results, and their contributions have positioned Infinitec for continued success and growth.
- **Infinitec FY25 Membership Renewal Update: Strong Commitment and Record Retention**
Each year, the Infinitec team strives to earn the trust of its members. As the Infinitec membership drive nears its close, we continue to see a firm commitment from our members to the services and support provided by Infinitec. Infinitec's 2025 membership drive is underway and poised for another record year in retention. At the time of this report:
 - 90% of Social Services Agencies members returning for FY25
 - 93% of Kansas members returning for FY25
 - 100% of Pennsylvania members returning for FY25
 - 100% of Michigan members returning for FY25
 - 97% of Illinois members returning for FY25
 - 92% of Minnesota members returning for FY25

We are confident that these numbers will further improve as we approach the conclusion of 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. Wednesday, June 26th was our Employee Appreciation Carnival held at the Carr Center. In addition to all the festivities offered for staff to enjoy, staff were notified of the mid-year bonus which was approved by the board back in May. This was a huge morale booster and staff felt truly appreciated by the board and management of the organization. A big Thank You goes out to Board Members Terry Carr and Mike Maher for their contributions to making this day special for all the employees. Enclosed in this packet are a few emails from staff showing how much they appreciate all we do for them to show their appreciation.

Accomplishments (contd)

2. UCP Seguin was honored to receive this year's Robert W. Teeter Award from the Berwyn PAV YMCA. This award was presented to during their annual dinner on Friday, May 17th and was given to us for our long-term dedication and commitment to services within the communities served by the YMCA.

3. Seguin Garden & Gifts (SGG) is working with the Town of Cicero to meet all their landscaping needs for the Cicero Town Hall Building. Participants and staff were busy providing plants and installing container planters. Thank you to the town of Cicero for this great opportunity.

4. Seguin Auto Center continues to have a successful flea market season with over 80 vendors vendors each weekend and growing.

Policy and Advocacy:

5. UCP Seguin Advocacy Network

We are continuing to recruit advocates to join us in our advocacy efforts with elected officials. Please consider taking this opportunity to participate in the UCP Seguin Advocacy Network. Also, please feel free to share with family, colleagues and other supporters. Click here to join with us in our work [UCP Seguin Advocacy Network](#). Thanks to those family members who joined us in our Advocacy meetings. Personal stories truly make a difference.

6. Policy/Research/Advocacy:

- We welcomed Armando Contreras, UCP CEO, and Kismet Saglam, UCP Consultant, at the September Board of Director meeting.
 - Mr. Contreras shared the history and current direction of UCP.
 - We also engaged in a discussion on UCP Seguin and UCP affiliates partnering through Infinitec.
- On April 19, 2024, UCP Seguin hosted Katy Neas, the new CEO of The Arc, at The Arc of Illinois Executive Forum. Katy listened to the chapter representatives as she sought input on the future direction of The Arc.

7. The Arc of the US

Laura Gonzalez, Director of Transition Services participated in an interactive conversation led by The Arc CEO, Katy Neas. The Arc@School, the education program of The Arc of the US, was looking for insights on any school in your state that is doing a wonderful job supporting students with disabilities by demonstrating both academic success and social inclusion. Laura shared our experiences with the Oak Park-River Forest high school transition program. Our Bridges program has a strong collaborative relationship with school personnel.

8. 3rd Quarter Satisfaction Surveys:

UCP Seguin initiated and conducted a Satisfaction Survey among the persons with IDD and their families served in the Latinx Outreach Program during 3rd Quarter.

Number of Surveys Distributed: 53; Number of Surveys Returned: 25; Response Rate % = 47%; Overall Satisfaction Rate % = 100%

Accomplishments (contd)

Events and Communications

9. On May 23, 2024, 10 Nationwide Insurance Employees volunteered at the Betty Scheck Center in LaGrange Park and added some much-needed TLC to the garden beds. With their help, we replanted the front bed, cleaned out and planted the raised garden beds and cleaned up the back patio so our participants could enjoy a beautiful oasis.

10. On June 11th, UCP Seguin was fortunate to have a future Eagle Scout complete her Eagle project at the Betty Scheck Center CDS building. She and her troopmates designed, funded, built, and planted two new raised garden planter beds for the patio.

Communications & Marketing

11. UCP Seguin is partnering with the Intersect for Ability collaborative on the 5th Annual Developmental Disabilities Awareness Night at Guaranteed Rate Field. Tickets start at just \$15 for the 7:10PM start on Tuesday, August 27th.

12. Refreshed branding will be coming soon to all UCP Seguin staff emails with a unified email signature – it is projected to be launched by the end of July.

13. Website & Social Media Traffic

www.ucpseguin.org

- 22,200 visitors YTD
- 63,100 page views YTD

Facebook

- 1,975 followers
- 2,800 + visits in May–June 2024
- 27 new followers in May–June 2024

Instagram

- 470 followers
- 167 visits in May–June 2024
- 26 new followers in May–June 2024

X (formerly known as Twitter)

- 268 followers
- 16 new followers in May–June 2024

LinkedIn

- 1,352 followers
- 34 new followers in May–June 2024

TikTok

- 13 followers
- 2 new followers in May–June 2024
- 201 likes

YouTube

- 39 subscribers
- 3 new subscribers in May–June 2024

Accomplishments (contd)

E-Marketing/Constant Contact

- 2,503 contacts
- 45 new subscribers in May–June 2024
- 31 contacts who unsubscribed in May–June 2024
- 104,994 individual emails sent in May–June 2024
- 38% email open rate
- 2% email click rate
- 723 users with high engagement
- 727 users with little engagement

14. Look for a refresh in all UCP Seguin E-Marketing Materials as we transition to a new provider, iContact. Development has been working with Seguin Gardens & Gifts (SGG) on this process. SGG is piloting iContact for the Spring marketing campaign and is pleased with the results. We anticipate a slight reduction in annual fees with the new service, but it is a much “friendlier” user platform.

15. As part of our increased focus on communications, we will undertake an Search Engine Optimization (SEO) analysis of our website and social media. This analysis will result in actionable measures to improve UCP Seguin’s brand recognition and lead to increased awareness.

16. Work is in progress on new/updated departmental marketing materials for Social Recreation, Infinitec, Seguin Gardens & Gifts, an updated Summary of Services, and our technology/Infinitec offerings. These materials will also be translated into Spanish and should be completed by late summer.

17. Amplifying Infinitec's Reach through Strategic Digital Marketing and Outreach

In 2024, we are moving toward increasing Infinitec's reach by amplifying our reach to the end user. Our efforts are raising awareness and expanding our reach to current and new members. We've effectively leveraged social media platforms to increase our visibility and engagement:

- Our National Infinitec Coalition Page has grown from inception to 50 followers, marking a solid start.
- The Kansas Coalition Page has shown exceptional growth, nearing 500 followers, with an increase of over 125 this year alone.
- The ISBE event page has garnered 26 dedicated followers, indicating targeted interest and engagement.
- Importantly, feedback from our district members highlights the effectiveness of Facebook as a communication channel, supplementing traditional email outreach.
- We've actively connected with 70% of Illinois districts through their respective Facebook pages, fostering a community-driven approach to disseminating information and resources.

Strategic Initiative—Board Relations:

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

Accomplishments

1. Our current Board of Directors represents a diverse Board, but we are always striving to improve by actively recruiting through the newly revised Board engagement recruitment methods. Through the Board Governance and Nominating Committee, UCP Seguin continues to strengthen its board. The board is comprised of men and women, ethnically diverse, stakeholders who represent people with disabilities. Several new board members have been nominated for approval.
2. We hosted one Board retreat in May, which included the Financial Training. All Board members are members of Board working committees, such as Development for additional funding opportunities. Numerous Board members are regularly attending agency events such as The Big Event, the Golf Outing, Stroll and Roll, Staff Recognition Luncheon and the Legislative Breakfast.
3. During the Board retreat, the Board participated in a fundraising learning and development session. A Board member was a part of the Advocacy Team when meeting with Representative Sean Casten to secure federal funding for facility improvements.
4. 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. In May, surveys and accreditation was the name of the game! The Illinois Department of Human Services (DHS) Bureau of Accreditation and Licensure and Certification (BALC) completed their full CILA – shift and Adult Foster Care (AFC) – and annual Community Day Service (CDS) review. We are pleased to announce we received a score of 94% in Residential and 96% in Community Day services. The feedback given by the surveyors was excellent! They were highly impressed with the conditions of all our locations but especially complimentary on the engagement they witnessed between our staff and participants.
2. The Bureau of Clinical Management (BCM) also decided to get in on the action with a full review of our Medication Administration Program – Rule 116. The clinical surveyors spent the week reviewing our Direct Support Professional (DSP) training records, visiting CILA homes to observe the DSPs administering medication, reviewing medication records in addition to reviewing medical appointment summaries to ensure that we are following the administrative rule. Once again, UCP Seguin did a great job. The surveyors had great feedback and said they would like other agencies to follow our training as it relates to medication administration.

Accomplishments (contd)

3. Intersect for Ability Workforce Growth Project

Senior leaders of the Core Implementation Team (CIT) met with Pecos Consulting on April 22nd. A series of front-line supervisor and middle-manager training courses will launch in mid-July. UCP Seguin will send 25 leaders to each training session. Each session will be 90 minutes long and offered virtually. In addition, topical Round Table discussions will launch in the fall. This will give key staff members an opportunity to engage with others from provider organizations to discuss and strategize areas of mutual interest.

4. Infinitec's Commitment to Excellence Validated by ISBE Audit

We are pleased to highlight the recent audit conducted by the Illinois State Board of Education (ISBE) in June, where Infinitec, a leading provider of Continuing Education Credit, successfully passed with no findings. This achievement underscores Infinitec's unwavering commitment to high standards of practice and operational excellence. Infinitec has maintained eight licenses this year, demonstrating our dedication to providing top-quality continuing education services.

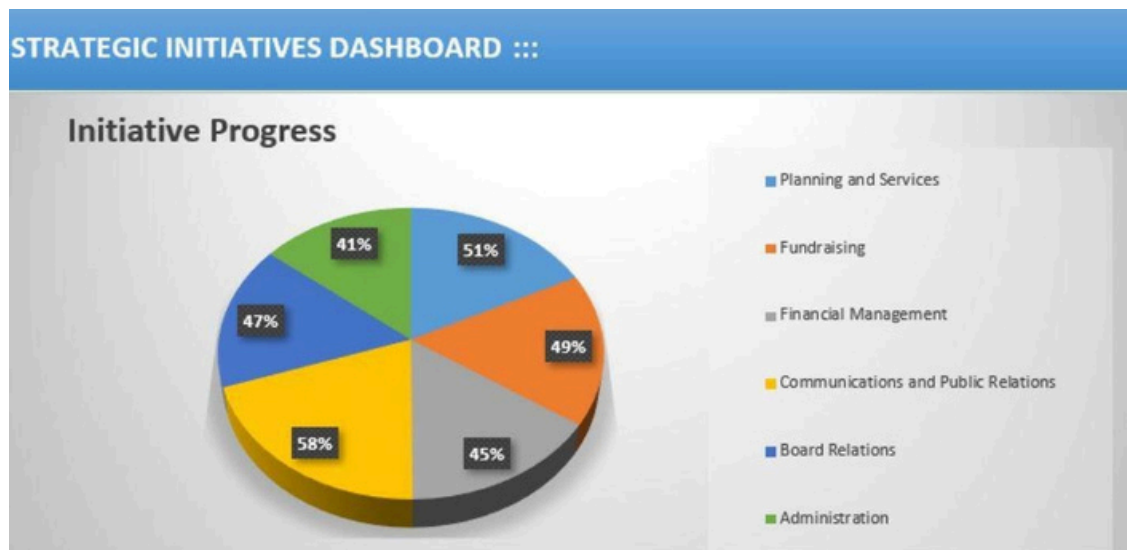
The clean audit report from ISBE is a testament to our adherence to rigorous standards and operational integrity. Being fully licensed and having a flawless audit record enhances Infinitec's reputation, making us the preferred provider for schools and social service agencies seeking reliable, high-quality continuing education solutions.

Cybersecurity

5. We continue strengthening our cybersecurity footprint by providing users with training and updating policies that help safeguard our data and network.

6. Outcome progress continues across departments. As previously reported, agency departments continue to work on and report progress of over 60 overarching outcomes and 300 outputs (tasks to complete to achieve the outcomes) that are aligned to the strategic plan initiatives. Department heads are asked to report on a bi-monthly basis to update their output tracking status along with a bi-monthly status narrative update. The output updates connect directly to the Outcome progress dashboard, so the data is updated in real time.

7. To date, 100% of all Strategic Planning goals have made progress, in most cases, significant progress. Below are the most current dashboard updates.



OUTCOMES (OUTCOME STATUS FOR PLAN)

