

UCP SEGUIN OF GREATER CHICAGO

Strategic Plan Annual Review Of Accomplishments 2026

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. Our Long-Term Stabilization Program continues to achieve important milestones, with the first long-term stabilization home now at full capacity, serving four (4) women with complex behavioral support needs. While participants have experienced significant trauma, the program has experienced very little physical aggression, demonstrating the effectiveness of trauma-informed, person-centered supports.

Transition visits have also begun for the second long-term stabilization home, which will serve two (2) non-ambulatory individuals with complex behavioral needs. A key contributor to the program's success has been UCP Seguin's investment in training direct support professionals to become Registered Behavior Technicians (RBTs), strengthening our clinical expertise and improving outcomes for the individuals we support.

2. In May, the Adult Services Department (ASD) celebrated the opening of its newest Community Integrated Living Arrangement (CILA) located at 449 Windemere in Villa Park. The home currently serves two (2) individuals, both of whom have transitioned successfully into their new residence. Families have expressed overwhelming satisfaction with the home and the opportunities it provides, sharing that they are thrilled to see their loved ones settled into what they view as their forever home. The two (2) residents have quickly begun forming meaningful friendships with one another while actively exploring and becoming part of their new community. As additional individuals transition into the home, 449 Windemere will continue to provide a safe, welcoming, and person-centered environment that promotes independence, community inclusion, and an enhanced quality of life.

3. The Children's Foster Care (CFC) Department hosted its 23rd Annual Foster Parent Appreciation Luncheon at Crystal Sky Banquets located at 7941 W. 47th Street in McCook. The event featured remarks from myself, Patrice Vining, Chief Program Officer for Children's Foster Care and Hugh Joseph, Vice President of Children's Specialized Services. I want to extend a special thanks to Board Vice Chair Mike Maher and my Executive Leadership staff for their particpation. I also would like to thank Mr. Renardo Johnson, Advanced Licensing Specialist for the Illinois Department of Children & Family Services (DCFS) and additional Human Resources personnel. A total of 86 people attended the event, including 32 foster parents and 54 staff members.





<u>Program Services</u>

4. As of June 30th, we are serving 262 participants across our 24-hour and Intermittent Community Integrated Living Arrangement (CILA) programs, maintaining a strong occupancy rate of 97%. During May and June, we received 31 new referral packets and completed four (4) participant screenings. In total, we welcomed 13 new participants into the Adult Services Department (ASD), three (3) into Home-Based Services (HBS), one (1) into CILA and eight (8) into Community Day Services (CDS), with one (1) individual dually enrolled in both HBS and CDS.

Accomplishments (contd)

4. The Adult Services Department (ASD) is nearing completion of the organization-wide implementation of the Electronic Medication Administration Record (eMAR) system across all 24-hour Community Integrated Living Arrangement (CILA) homes.

This initiative represents a significant advancement in medication management, improving accuracy, accountability and real-time documentation while reducing the potential for medication administration errors.

The phased rollout has been highly successful, with staff receiving training and ongoing support throughout implementation. As the final homes transition to the system, ASD is well positioned to achieve full implementation across all 24-hour residential programs. The eMAR system will continue to strengthen medication oversight, enhance regulatory compliance, and improve the quality and safety of services provided to the individuals we support.

5. Congratulations to UCP Seguin's BCBA Administrator Alessandra Villela on the successful completion of her Ph.D. dissertation, The Effects of Textual and Tactile Functional Communication Training on Manding with Dually Diagnosed Intellectually/Developmentally Disabled and Deaf and/or Blind Adults. Over an eight-week study conducted with six ((6) UCP Seguin participants, Alessandra developed an innovative communication system using custom 3D-printed tactile objects to help individuals who are deaf and/or blind independently communicate their wants and needs. The study demonstrated positive outcomes for four of the six participants, with several continuing to use the tactile communication system beyond the completion of the research. This groundbreaking work highlights UCP Seguin's commitment to advancing evidence-based practices and improving communication opportunities for individuals with complex support needs.



6. Community Day Services (CDS) participants continue to expand meaningful, person-centered opportunities that promote choice, community inclusion, health, wellness, and employment across all program sites. Participants now have access to a broader variety of daily activities through monthly activity calendars that emphasize individual choice and include classroom learning, community outings, volunteer experiences, wellness programming and employment opportunities. Health and wellness initiatives, including yoga, dance, walking clubs, chair exercises, stretching, fitness games, and Pilates, encourage active lifestyles and personal well-being.







Accomplishments (contd)

7. Participants have also explored educational, cultural, recreational, and life-skills experiences throughout the community, including hands-on learning projects such as planting and growing gardens after visiting local businesses to purchase supplies. Volunteer partnerships with organizations such as Our Lady of Charity, World Vision and Meals on Wheels continue to provide meaningful opportunities to develop work skills while giving back to the community. In addition, 35 participants are employed in paid seasonal positions at Brookfield Zoo, reinforcing the department's commitment to expanding competitive and meaningful employment opportunities.

Together, these initiatives continue to strengthen participant choice, independence, community engagement, and overall quality of life.

9. CDS participants and staff came together to celebrate Juneteenth with a special breakfast brunch focused on fellowship, education, and community. The event provided an opportunity to recognize the significance of Juneteenth while honoring the history, resilience, and achievements that the day represents. Through shared conversations, meaningful reflection, and time spent together, participants celebrated unity, inclusion, and cultural awareness, reinforcing UCP Seguin's commitment to creating welcoming environments where diversity is recognized, respected, and celebrated.

9. Community Day Services (CDS) Advocacy 2026

CDS sites continue to be supported on implementation of activities from The Current. Monthly activity selections are sent to supervisors as well as monthly check ins and support. Recent activities focused on the Juneteenth and 4th of July celebrations.

The development of self-advocacy groups continues through identification and orientation of interested self-advocates. These groups are based out of CDS sites. The CDS sites in Wheaton and Villa Park have held their meeting with five (5) self-advocates participating with positive results. Staff at all sites have been recruited to lead groups and training materials were sent to facilitators. Follow-up meetings have been scheduled.







Accomplishments (contd)

10. The Social Recreation Department continued to expand opportunities for community engagement, advocacy and wellness during the quarter. Staff organized and facilitated more than 110 recreation events, including group activities and buddy outings that promoted community inclusion, socialization, and skill development.

Eleven participants traveled to Springfield to participate in Action Day as part of the They Deserve More (TDM) advocacy movement, providing individuals with the opportunity to advocate directly for services and supports impacting people with intellectual and developmental disabilities.

Our athletes also represented UCP Seguin at the Boccia Regionals in Kansas, where Darius earned 1st Place in the Open Boccia division and one of our participants earned 3rd Place in the BC3 division. The program continued to grow with the addition of three (3) new members and launched the Summer Sports, Steps & Smoothies 12-week wellness initiative, promoting physical activity, healthy living, and meaningful social connections for participants.



11. Our Community Employment Alternatives (CEA) Program proudly launched its first quarterly intake enrollment class, marking an exciting milestone in expanding access to employment supports and career development opportunities. The orientation welcomed new participants, staff and leadership as they began a journey focused on skill development, community engagement and achieving meaningful employment.

As part of our commitment to collaboration and continuous improvement, the session also included Employment Leadership from Avenues to Independence, one of our valued community partners. By inviting partner organizations to participate in program activities, UCP Seguin is strengthening relationships, sharing best practices, and fostering greater collaboration across the provider community to enhance employment opportunities and outcomes for individuals with intellectual and developmental disabilities.

12. The Community Employment participants, Isabel and Owen reached an exciting milestone as they began orientation for their new positions at Artis Senior Living. This achievement reflects the ongoing success of UCP Seguin's Employment Services program in creating meaningful, integrated employment opportunities for individuals with intellectual and developmental disabilities. During orientation, Isabel and Owen met their new team members, learned about the organization's mission and values and received training on workplace expectations and procedures to prepare them for success in their new roles.

Employment in community businesses not only provides participants with competitive wages but also fosters greater independence, confidence, social connections and opportunities to build valuable job skills. UCP Seguin is proud to partner with employers like Artis Senior Living that recognize the talents and contributions of individuals with disabilities and are committed to creating inclusive workplaces. We look forward to supporting Isabel and Owen as they continue to grow professionally and make meaningful contributions to their new team.

Accomplishments (contd)

13. This year, the O'Hare Lottery Team demonstrated continued program growth, successful job matches, and strong operational outcomes. The program now includes three Lottery kiosks and day-to-day management of 11 Dream Touch Smart lottery terminals. This steady expansion reflects the success of the program and the strength of the working relationship with the Illinois State Lottery.
This fiscal year, lottery machines are available in every terminal at O'Hare, creating greater visibility for the program and meaningful opportunities for participants to take pride in the important work they perform.

O'Hare Lottery Sales Commission Revenue
May = $21,453.20 and June = $27,413.62

14. We are currently serving 111 Youth-in-Care. There are currently 100 licensed foster care homes, 29 of which are supervised by other agencies. To date, Children's Foster Care (CFC) has achieved 24 permanencies/positive outcomes.



15. Seguin Enterprises
Seguin Gardens & Gifts (SGG) Participant employees continued to work trying to keep up with the significant need for handmadegreeting cards and ceramics. These products made their debut at Empowering Gardens where we were constantly restocking items as they were in high demand by the Empowering Gardens (EG) customers. Staff and participants continued with our Town & Village planted container program at with the Town of Cicero and The Village of North Riverside.

Seguin Gardens & Gifts Sales
- May 2026 - $84,093.42
- June 2026 - $40,053.19

Empowering Gardens Sales
- May 2026 - $130,420.44
- June 2026 - $46,706.98

16. Bridges Transition Program Accomplishments (April/May 2026):
Provided trial visits to 4 individuals; completed 117 in person/virtual Guardianship appointments; 21 in person/virtual SSI applications; 15 provided in person DT/CILA tours; 1 CDS admissions; Attended 9 IEP meetings; 12 Outreach events: Cicero Mental Health Board Meeting 4/15/26 @ 11am; Glenbard's Community Partney Appreciation Breakfast in Addison 4/16/26 @10:30am; TAP's Future Planning Expo in Bloomingdale 4/17/26 @1pm; OP/RF High School Resource Fair 4/28/26 @ 6pm; Parent Connections Night at TLC in Bensenville 4/29/26 @ 6pm; LADSE Student Day Program CLIMB visit in Villa Park 4/30/26 @ 12pm; Day of Connections Resource Fair at Giant Steps in Lisle 5/2/26 @ 10am; Virtual Agency Presentation to Elim Christian School Parents on 5/4/26; Building An Inclusive Workplace Workgroup Meeting in Oak Park 5/6/26 @ 10:30am; LADSE Community Partner Appreciation Luncheon in Lagrange on 5/8/26 @ 11am; DuPage TPC Meeting (Virtual) 5/13/26 @ 1pm; and Hinsdale (D86) Community Partner Appreciation Breakfast in Willowbrook on 5/22/26 @ 8:30am.

Accomplishments (contd)

Infinitec Services

17. Access & Equipment

- The people who received ATEN equipment rate the program a 98% 402 of 599 receiving schools responded to ATEN's FY26 consumer satisfaction survey, producing a combined 98% overall rating — a read on service quality that the May update's distribution figures didn't cover.
- That same refurbishment mission kept 2,002 tons of hazardous waste out of Illinois landfills. ATEN's refurbish-and-redistribute model diverted more than 2,002.16 tons of e-waste this year as a byproduct of its core disability-access mission.
- 8,446 pieces of free medical equipment and counting. Since the Durable Medical Exchange (DME) launched in 2003, it has distributed over 8,400 free wheelchairs, pediatric therapy equipment, canes, walkers, and shower benches. In FY26 alone, 279 items went to schools and 283 to individuals in the community — 562 people served this year. DME hasn't appeared in a board update yet.

18. UCP Seguin Increases Workforce Capacity Through Professional Learning

- Compliance-related organizational risk is down 66%. A redesigned training accountability process accelerated follow-up, increased management ownership, and lifted completion rates — a measured outcome from the Compliance Training Program rebuild the May update introduced but didn't yet quantify.
- 75 employees are now proficient in Microsoft Teams as a phone and messaging platform. A workplace skills training program kicked off in April 2026 and has already built this capability — advancing the shift to modern, unified communication tools. Not previously reported to the board.

19. Infinitec Frontline Support Scale

- One person supports roughly 1,319 member organizations. Infinitec tech support covers login issues, training enrollment, badging campaigns, and on-the-spot ENGAGE administrator training for approximately 1,319 agencies, school districts, and cooperatives across Illinois, Kansas, Pennsylvania, Minnesota, and social services.
- 98 custom trainings built this year, up from 84 last year (+17%). Nearly every one of those private content trainings for member districts, cooperatives, and social service agencies ran through a single team member who taught themselves Articulate Rise this past year to build them.
- 170 new ENGAGE administrators onboarded. Beyond granting access, each addition included coordination with the relevant Infinitec regional rep and setup of training tutorials — plus ongoing support gathering documentation to keep the agency's IDFPR licenses current.

20. Infinitec Membership Growth

- Retention held above 95% — in a membership model, that's the real scorecard. A 95%+ retention rate this school year reflects member engagement, responsiveness, and service quality more directly than any acquisition number could.
- 6 new agencies joined one of them brought 44 districts with it. The Southwest West Central Service Cooperative alone adds 44 districts to Infinitec's reach, meaning the true expansion is far larger than the agency count suggests.

Accomplishments (contd)

21. Assistive Technology Leadership & Content

- 162 sessions, 5,024 Illinois educators trained on the ISBE grant this year. The ISBE-funded professional learning grant delivered 162 knowledge-based sessions total, plus two Comprehensive Literacy for All book studies both of which carried waiting lists.
- 53 assessments and collaborations this year, with coaching engagements growing. ISBE work produced 20 assessments (2 standard, 10 extended, 8 coaching); COAL added 33 collaborations (14 standard, 18 extended, 1 coaching) Each coaching assessment is roughly 20–25 hours of direct service designed to build staff capacity that outlasts the engagement itself.

Human Resources

22. Workforce Overview

- 576 total employees at fiscal year end
- 334 Direct Support Professionals (DSPs)
- 825.67 budgeted FTEs
- 113.84 vacant FTEs, including 92.84 DSP vacancies
- 127 hires and 97 separations
- Average employee tenure of 8.8 years

Key Workforce Metrics

Metric	FY26	FY25
Overall Turnover	17.20%	19.00%
DSP Turnover	20.70%	19.40%
Hires	127	90
Separations	97	105

23. Workforce Highlights

Agencywide turnover improved from 19% to 17.2%, demonstrating stronger retention. Hiring exceeded separations resulting in a net gain of 30 employees. While DSP vacancies remain a challenge, overall workforce stability improved during FY26.

23. Benefits and Wellness Overview

FY26 marked a significant advancement in employee benefits, retirement readiness, and financial wellbeing initiatives.

24. Retirement Benefits Enhancement

- 403(b) brokerage transitioned from Empower to Mutual of America in July 2025
- $3,731,315 in plan assets through December 31, 2025
- 41% participation rate among eligible employees
- 14.63% average reduction in employee fees
- First-ever employer 403(b) matching contribution up to $100 approved
- Mandatory retirement planning seminars offered in-person and virtually
- Cost of living adjustment were provided to all staff for the first time in recent memory

Accomplishments (contd)

25. Financial Wellness and Literacy

The partnership with PNC Bank continued to support employee financial wellbeing.

- Direct deposit enrollment during onboarding
- One-on-one banking consultations
- Budgeting education
- Credit and lending guidance
- Retirement planning support

26. Medical Benefits and Employee Education

- Lunch & Learns: Understanding Your Benefits
- Lunch & Learns: Open Enrollment
- Ongoing benefits education and awareness communications
- Medicare 101 seminars offered in-person and virtually

27. Medical Benefits and Employee Education

The transition to Mutual of America reduced participant costs while strengthening retirement plan value. Expanded wellness, Medicare, retirement, and financial education programs increased employee access to information and resources that support long-term financial security and wellbeing.

28. Conclusion

The agency made measurable progress in FY26 through improved retention, workforce growth, enhanced retirement benefits, and expanded employee wellness programming. Continued focus in FY27 in collaboration with the board's HR and Compensation Committee, will include reducing DSP vacancies, strengthening recruitment pipelines, maintaining retention gains, and increasing employee participation in benefit and wellness offerings

Quality Assurance

29. Student Internship Program Overview

A total of six (6) interns participated in the 2025–2026 academic year. The student internship program continued to grow and thrive this fiscal year as we expanded our network of university affiliations, adding both Indiana University and the University of Phoenix. Interns received both task and field supervision from credentialed professional staff across the organization.

We remain committed to ensuring that our internship program is mutually beneficial, with student learning and professional development at the center of the experience.

During the fiscal year, we hosted six students representing four universities:

- Governors State University
- University of Illinois Urbana-Champaign
- Indiana University
- University of Phoenix

Students completed internships across a variety of disciplines and departments, providing valuable support while gaining practical experience in their chosen fields.

Accomplishments (contd)

Semester	UCP Seguin Program	College/University	Area of Study
Summer 2025	Adult Placement	University of Illinois	Psychology/Social Work
Summer 2025	Scheck Center	Governors State University	Occupational Therapy
Summer 2025	Scheck Center	Governors State University	Occupational Therapy
Fall 2025-Spring 2026	CFC Case Management	Governors State University	Social Work
Spring-Summer 2026	Adult Case Management	University of Phoenix	Social Work
Summer 2026	Adult Placement	Indiana University	Social Work

30. Internship Highlights:

- One undergraduate student from the University of Illinois Urbana-Champaign completed an internship with the Adult Placement Department. She shadowed staff and worked three days per week throughout her placement.
- Two (2) Occupational Therapy interns from Governors State University completed short-term projects at the Betty Scheck Senior Center. Working five (5) days per week over several weeks, they gained valuable exposure to the clinical practice of occupational therapy.
- One undergraduate Social Work student from Governors State University interned with the Children's Case Management Department. He worked three days per week, shadowed staff members, and participated in meetings and staffing discussions for youth receiving services.
- One undergraduate Social Work student from the University of Phoenix completed an internship within the Adult Case Management Department. She worked four days per week, shadowing staff, attending meetings and staffings, and participating in home visits.
- One undergraduate Social Work student from Indiana University interned with the Adult Placement Department, working three days per week and shadowing staff throughout the placement experience.

Accomplishments (contd)

31. Risk Management

UCP Seguin continues to maintain a robust and proactive Risk Management Program. Five (5) safety sub-committees meet monthly or bi-monthly and report quarterly to the Risk Management Committee. The Risk Management Committee is chaired by Andrea Palm, Vice President of Quality & Risk Management, while the safety subcommittees are led by department leaders from Nursing, Maintenance and Quality Assurance.

Committee responsibilities include the review of:

- Staff and participant injuries and incidents
- Agency and state investigations
- Inspections of UCP Seguin-owned properties
- Exposure incidents
- Medication errors

We continued to see positive outcomes this fiscal year, with a downward trend across key incident measures. Since 2018, UCP Seguin has achieved:

- A reduction in staff injuries
- A reduction in total incurred costs associated with staff injuries

In addition, our loss experience performance remains better than industry peers, demonstrating the organization's ongoing commitment to safety, prevention, and risk mitigation.

UCP Seguin of Greater Chicago was chosen as an honoree of the 2025 Encova Safety Recognition Award. This recognition reflects the organization's steadfast commitment to safety and its dedication to fostering a secure and healthy environment for staff, participants, and visitors alike. Through the establishment of dedicated subcommittees, UCP Seguin has promoted strong collaboration and demonstrated a proactive, continuous approach to safety improvement. UCP Seguin's efforts exemplify excellence and establish a meaningful standard for safety and care for individuals with I/DD and all persons served throughout their local communities.



Property Management

32. FY2026 was a strong year for UCP Seguin's Property Management Department, marked by strategic property expansion, major capital improvements, fleet modernization, and continued focus on safety, compliance, and operational reliability across more than 80 agency locations.

33. Strategic property expansion: Advanced residential capacity through the successful licensure and occupancy of 1537 Westchester Boulevard in Westchester; acquisition, renovation, licensure, and occupancy of 449 N. Westmore in Villa Park; renovation of 5132 Madison in Hillside and acquisition of 1300 S. Wayside in Villa Park with life-safety permitting underway and target licensing in Fall 2026.

34. Carr Center HVAC project: Completed engineering assessment and design work for HVAC upgrades at the Carr Center in Cicero, including more than 100 hours of evaluation and permit-ready construction plans following Board approval.

Accomplishments (contd)

35. Fleet modernization: Deployed 23 new Enterprise-leased vehicles, improving safety, reliability, comfort, and operational efficiency while contributing to a nearly 30% reduction in fleet repair costs. Established a new Buddy Bear Car Wash partnership to support vehicle upkeep and professional presentation.

36. Safety and risk management: Completed 316 safety inspections, with 86% of sites receiving an "A" rating and received the 2025 Encova Safety Recognition Award. Annual house tours were completed for 83 agency-operated sites, with 91% receiving an "A" rating.

Strategic Initiative—Fundraising:

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

Accomplishments

1. Capital improvements: Completed $1.4 million in grant-funded renovations and improvements, including acquisition/renovation funding, roofing, HVAC, parking lot, door, window, and interior projects. Additional capital improvements were completed at 18 agency-operated sites.

2. UCP Elsie S. Bellows Funds

We were awarded $12,573 in Elsie S. Bellows funds again this year. 15 applications were submitted. Requests included iPads with protective cases, headphones, communication programs, transport wheelchairs, and bathroom mobility devices. All items have been ordered and in process of being delivered to individuals. Training is provided on use of the devices needed. We anticipate additional Bellows funds becoming available in early fall. We are prepared to submit additional requests if the opportunity arises.

3. They Deserve More (TDM)

The TDM legislative session for 2026 launched in Janaury, with the Leadership Team meeting to set the priority area for 2026. TDM Leadership meets weekly through the end of May. The TDM Provider Coalition meetings began on January 26th and meet monthly through the end of May. The legislative priorities for 2026 include – Direct Support Professional (DSP) Wage Increases, preserving 37U At-Home Day Programming hours and Medicaid Legislation specific to Illinois and people with IDD.

The They Deserve More Coalition, along with the help of Governor Pritzker, successfully advocated for a DSP wage increase of $0.60/hour effective January 1, 2027, pending approval by The Center for Medicare and Medicaid Services (CMS). This occurred despite an extremely challenging budget year. It should be noted that the Governor included the $0.60/hour DSP wage in in his proposed budget in February. This is the first time this has occurred. Additionally, TDM supported the Governor's proposed transition to the CILA Zero-hour model ensuring CILA hours were not cut and financial stability was maintained.

Accomplishments (contd)

UCP Seguin, and the They Deserve More Coalition, will continue pushing for the remaining $0.60 /hour increase in the FY2028 budget, which would meet the state's commitment to reimbursing DSP wages at 150% of minimum wage, as recommended in the state-commissioned Guidehouse Rate Study.
During Veto Session in November and December, we will continue to advocate for the following bills we have been supporting.

- HB4784; SB3294 - Medicaid - Continued Coverage Bill
- HB1843, Homes for Everyone in Every Community Zoning Bill
- HB5488 - Together for Youth with IDD bill

Resource Development

4. Fundraising & Events

- Special Events: Raised $365,000 - achieving 112% of $321,500 goal, plus $42,800+ of in-kind donations.
- Individual Giving: Generated $474,741
  - received (2) $50,000 gift(s) from Taylor Jaeger and Tom E. Gleitsman
- Grant/Corporate foundation Funding: Secured $555,073 in Foundation and Corporate grants
- Government Grants:
  - State of Illinois reappropriated funding: $1.3 million
  - State of Illinois FY27: $287,000
  - Infinitec: United Cerebral Palsy-Seguin ($450,000 & $300,000) = $750,000
- Spring Appeal: $24,855
- Staff Giving: $29,553
- Board Giving $32,460

Independence at Home: Illinois Housing Department Authority (IHDA) Grant Process

- 9 households approved, $340,000 already reserved. Within the $400,000 HRAP Round 2 award reported in May, construction is now underway on the first cohort of approved Cook County projects — exterior vertical platform lifts, roll-in showers, interior chair rises, and ramps — weather permitting.

Strategic Initiative—Financial Management

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

Accomplishments

1. The proposed FY 2027 budget reflects an 8% increase over the prior fiscal year, primarily driven by the Illinois Department of Human Services (DHS) Stabilization Homes contract, which represents approximately $2.9 million in annual revenue. Key highlights of the budget include a 2.5% cost-of-living adjustment for all staff, continuation of the employer match for employees participating in the retirement savings plan and an increase in the staff mileage reimbursement rate from our current $0.52/per mile to $0.65/per mile. While this is still below federal reimbursement rate, this is a step in the right direction.

Operations
Finance

1. April's financials show a surplus in operations for the month, in the amount of $34,612 with an overall surplus of $586,735.

2. May financial results reflect an operating deficit of $226,850.10 for the month and an overall monthly surplus of $526,126.61.Year-to-date (YTD), operations reflect a deficit of $1,094,962.89, with an overall surplus of $897,476.07. The YTD surplus is primarily attributable to positive market value adjustments and the recognition of revenue under extraordinary items related to completed capital projects.
As of July 10, 2026, the organization's line of credit had an outstanding balance of $2,372,111 against total available credit of $6.5 million.

Strategic Initiative—Communication and Public Relations:

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

Accomplishments

1. We celebrated the dedication of the Danny Davis House last month in Westchester, creating housing opportunities for six (6) adults with disabilities and celebrating Congressman Davis' long-standing advocacy and support of affordable housing and disability services. We were deeply honored to recognize Congressman Davis for his longstanding dedication to expanding affordable housing, his steadfast support of our mission and his unwavering advocacy for creating a life without limits for people with disabilities. We were fortunate to have Rep. Davis speak eloquently on his dedication to public service. We were also grateful to have State Rep. LaShawn Ford join us for the celebration to honor Rep. Davis. A big thank you to Board Members Mike Maher, Terry Carr, Cyrus Walker, Carlos Sava, and Kathy Hansen for joining us for the dedication.





2. When the State of Illinois sold the old Tinley Park Mental Health Center and Howe Developmental Center property to the Tinley Park District there was a question as to our Tinley Park Center parcel and whether or not it was properly deeded to UCP back in 2000 when it was first sold to the organization. We met with Senator Hastings out in New Lenox who assured us he would work on correcting the error and getting our parcel properly deeded to UCP Seguin so that no future questions should ever arise. Thank you, Senator Hastings!

Policy & Advocacy

UCP Seguin in the News – How We Are Making Headlines

3. Summer Advocacy

Summer Advocacy initiatives launched on May 29th with a visit with U.S. Representative Sean Caste at our Tinley Park location. Representative Casten was able see the renovations to the Tinley Park location which was a result of the $842,000 Community Project Funding received from him. We also spoke to issues impacting the people we support, the staff who support them and their families being SNAP reductions, Medicaid Work Requirements and loss of benefits and the growing need for services for people with IDD and lack of supports to meet the needs.

This summer we are working to engage our elected leaders in opportunities at UCP Seguin to experience firsthand the work we do every day. We will also continue to engage in meetings at homes and Community Day Services locations.

Accomplishments (contd)

- U.S. Representative Sean Casten – Tinley Park
- Representative Camille Lilly – UCP Seguin Stroll and Roll
- Representative Marti Deuter – SeniorCares home
- Representative Margaret DeLaRosa – CILA home
- Representative Nicole La Ha – CILA home
- Representative Debbie Meyers-Martin – District Office
- Senator Michael Hastings – District Office



Follow-Up from Representative Deuter -
"Representative Deuter and I are deeply appreciative of the opportunity to learn more about UCP Seguin's vital mission. It was clear to both of us how dedicated everyone is to supporting the children and adults you serve." - District Affairs Manager

Thought Leadership
Sharing deep insights, innovative ideas, and forward-thinking perspectives to educate audiences and shape our industry.

4. ANCOR Government Relations Advisory Committee
- Workforce Recommendations for **STRENGTHEN THE DIRECT CARE WORKFORCE** response to potential cuts to HCBS.
- Home Care Recommendations for MAKE HOME CARE AFFORDABLE AND ACCESSSIBLE response to potential cuts to HCBS.

5. NBC/Universal Community Action Board
- Julie Lerch participates in brings concerns of the IDD and Foster Care community for consideration for action.

6. Intersect for Ability Transition Outreach Services Community of Practice
- Laura Gonzalez provides leadership to this CoP

7. Federal Legislative Advocacy
Beginning in May, individuals began seeing reduction and/or elimination of their Supplemental Nutrition Assistance Program (SNAP) food benefits. Currently, 67 individuals have seen a reduction or elimination of the food benefits. Through advocacy channels, this is a statewide issue not solely a UCP Seguin issue.UCP Seguin has worked with The Institute on Public Policy for People with Disabilities to advance our concerns.The Director of the Department of Human Services Division of Development Disabilities (DHS) is currently involved an assisting with seeking correction. Individuals are now beginning to lose their Medicaid benefits.Currently, ten (10) individuals have lost Medicaid benefits. These benefits are crucial to their medical care and the funds use to provide residential services. Both loss/reduction of SNAP benefits and lost Medicaid benefits appear to be a paperwork issue with the implementation of new work requirements stemming from HR1. We are closely monitoring these situations.

We also continue to closely monitor the activity of the federal government as related to the Medicaid and SNAP benefits for people with IDD and the staff who may also be impacted. We are particularly concerned with the potential impact to staff who may lose benefits of Medicaid and SNAP (due to work requirements and reporting). We are also monitoring potential Social Security impacts. Membership and participation in the ICOY PAC, The Arc of Illinois Public Policy Committee, ANCOR, ANCOR Government Relations Advisory Committee, The Institute, IARF. and the UCP National Public Policy Committee provide valuable resources, opportunities to influence decisions through input and calls to action when warranted.

Accomplishments (contd)

8. UCP Seguin Advocacy Network

The UCP Seguin Advocacy Network has grown to 45 stakeholders! We are continuing to recruit advocates to join us in our advocacy efforts with elected officials. Please consider taking this opportunity to take part 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.

9. Riverside Resource Center through Mental Health Board Funding

Bridges Transition Program continues to provide coverage at the Community Resource Center (CRC) office in Riverside. As of Monday, September 4th, Transition Outreach Specialist (TOS) staff cover Mondays and Thursdays from 1:00pm-5:00pm. Each transition team member rotates weekly to ensure adequate coverage throughout the month. We make sure to answer phones, take care of residents that walk in seeking services and support. We also utilize office space to meet with transition parents that live in that area as this is more convenient for them. We have also started to cover a resource table in North Riverside Library every third Thursday from 3:00-5:00pm.

10. Community/Volunteer Updates



- The Horton Group, a Marsh & McLennan Agency LLC Company - On June 23rd, a dedicated group of 19 volunteers visited the Tinley Park Community Day Services (CDS) Building for a day of service, teamwork, and community connection. Together, the volunteers worked alongside UCP Seguin participants to construct, and stain raised garden beds as well as painting decorative garden stones that will brighten the outdoor space for years to come. The new garden beds will provide participants with opportunities to engage in hands-on gardening activities, learn about growing fresh produce, and enjoy the benefits of spending time outdoors.By the end of the day, both the volunteers and participants left with a sense of accomplishment and the satisfaction of knowing they had helped create a welcoming and beautiful space that will be enjoyed by many. We are incredibly grateful to Greg Grill, Heidi Russell-Green, and Regina Guffie for their support and for helping make this impactful project possible.





- Options Clearing Corporation (OCC) – A group of volunteers from The OCC visited Community Connections Berkeley to help install two hydroponic growing towers. With guidance from Rickey Loggins, our participants ensured that the seedlings were ready to be placed in the towers as soon as the towers became operational. While OCC has generously supported our annual Golf Classic in the past, this project gave them an opportunity to see firsthand the impact of UCP Seguin's programs and services.

Accomplishments (contd)

- Levy/Soldier Field Non-Profit Concession Stand – We have worked hard to grow volunteerism at our Soldier Field concession stands. Their efforts not only generated important revenue for UCP Seguin but also showcased the power of teamwork, dedication, and community engagement both internally and externally in the UCP Seguin family. As we head into the Bears' football season, we will be looking for volunteers to help us run the concession stand for the following dates:

    - September 20 – Bears vs. Vikings
    - September 28 – Bears vs. Eagles
    - October 4 – Bears vs. Jets
    - November 8 – Bears vs. Buccaneers
    - November 22 – Bears vs. Saints
    - December 6 – Bears vs. Jaguars
    - December 25 – Bears vs. Packers
    - January 3, 2027 – Bears vs. Lions



If you or anyone is interested in volunteering, please email volunteer@ucpseguin.org, and more specific details will be shared.

Below is a list of upcoming volunteer projects we are planning to fulfill by the end of 2026:

- Partnering with ChiPride to recruit volunteers for Soldier Field, where UCP Seguin volunteers can enjoy a respite
- Carr Center Winter Wonderland
- Tinley Park Winter Wonderland
- Cicero Home Depot Project
- Northern Trust Project
- St. Ignatius Senior Capstone Project
- We are looking for a group to help with the Children's Foster Care Holiday Party. If you know of any group or corporation you would like to introduce to UCP Seguin, please let Tomas Ruiz Dominguez at truiz@ucpseguin.org know so we can start a volunteer project.

Communications

10. Check your mailboxes for the NEW Summer Spotlight newsletter. This new, annual mailing was physically mailed to over 1,200 recipients with everyone on our email list receiving a digital copy. This newsletter highlights our advocacy efforts, participant activities, and update on special events.



11. Available now, UCP Seguin notecards. Featuring several UCP Seguin homes, the Carr Center, and participant artwork, notecards are available for all Board members wishing to send a personal note to donors, legislators, or other community partners. Notecards will be available by contacting Damon Ard at 708.222.5643 or dard@ucpseguin.org.

Accomplishments (contd)

12. Digital & Social Media Performance (May and June 2026)

- **Website:** 5,220 visitors | 11,243 page views |
- **Facebook:** 2,165 followers | 39,652 views | 24 new followers
- **Instagram:** 564 followers | 4,753 views | 16 new followers
- **LinkedIn:** 1,645 followers | 7,399 impressions | 17 new followers
- **YouTube:** 61 subscribers | 28 views
- **Email Marketing:** 3,186 contacts | 40.1% average open rate | average open rate grew 12%
- **Empowering Gardens:** 24,500+ Facebook views in May, ended June with 2,269 followers
- **Seguin Gardens & Gifts:** email open rates ~50%, May-June website traffic 5,500+ visitors

13. Infinitec Brand & Digital Reach

- 372,974 website visits from people who aren't yet members. Coordinated email, social, direct mail, and digital campaigns generated over 175,000 direct outreach touchpoints and 115,000+ social media impressions this year, on top of that non-member web traffic.
- Facebook followers up 470%; content interactions up nearly 475%. Instagram launched from zero this year, while Facebook grew 470% in followers, 275.8% in post views, and 474.6% in interactions year-over-year.
- 26 original videos told the story numbers can't. A significant investment in video storytelling captured member success stories, programs, events, and badges giving the organization a more engaging way to communicate impact.
- The pitch changed from “here's a service” to “here's your outcome.” A full messaging strategy overhaul repositions Infinitec as a strategic partner that builds workforce capacity, reduces compliance risk, and maintains consistency through staff turnover a stronger value proposition for future growth.

Strategic Initiative—Board Relations:

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

Accomplishments

1. **Strengthening Board Diversity and Recruitment**

UCP Seguin continues to build a strong and diverse Board of Directors through enhanced recruitment and engagement strategies. Working closely with the Board Governance and Nominating Committee, we actively seek individuals who bring diverse perspectives, experiences, and expertise, including stakeholders who represent the disability community. Several highly qualified candidates have been nominated for board approval, further strengthening the board's leadership and representation.

2. **Board Development and Leadership Growth**

In November, the Board participated in a retreat facilitated by the Alfred Group. The retreat focused on board roles and responsibilities, leadership development, governance best practices, and strategies for strengthening board engagement. Participants explored various board structures and succession planning approaches designed to create clear pathways to board leadership and increase member involvement.

Accomplishments (contd)

3. **Increased Board Engagement in Agency Events**
Board members have demonstrated a strong commitment to the organization by regularly attending and supporting key agency events, including The Gala, the Golf Outing, Stroll and Roll, and the Staff Recognition Luncheon. Their presence helps strengthen connections with stakeholders, staff, and the communities we serve.

4. **Legislative Advocacy and Community Representation**
Board members actively participated in the organization's Legislative Breakfast, demonstrating their support for advocacy efforts and their commitment to advancing issues important to individuals with disabilities and the broader UCP Seguin community.

4. **Strategic Planning Participation**
In May, the Board participated in a strategic planning retreat facilitated by the organization's consultants. The retreat provided valuable input and insights that are being incorporated into the development of the new Strategic Plan. To ensure broad participation, individual interviews were also conducted with board members who were unable to attend the retreat.

5. **Active Committee Leadership and Governance**
Board committees remain highly engaged in advancing the organization's mission and governance responsibilities. Committees continue to recruit new members while actively reviewing operational matters and policy recommendations that support informed decision-making at the full Board level. Their work contributes significantly to organizational oversight, strategic direction, and continuous improvement.

Strategic Initiative—Administration:

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

Accomplishments

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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. A big Thank You to everyone who has assisted with the creation of the draft Strategic Plan. The draft plan is included in the board packet for discussion and presentation for passage at the next meeting. I also want to give a big shout out to our team of volunteers from The University of Chicago Booth School of Business (BANC) who got us this draft plan from all our initial thoughts and ideas, which were many. **THANK YOU!**

2. Praesidium Accreditation

After completing all phases of the accreditation process over the past year—including a comprehensive self-assessment, submission of supporting documentation, an on-site review, and completion of corrective action requirements—UCP Seguin of Greater Chicago was notified that it successfully achieved Praesidium reaccreditation on July 8, 2026.

This achievement extends our accreditation status through 2029 and marks our 6th consecutive three-year accreditation cycle.

We are proud to have earned this distinction once again. Praesidium accreditation validates our organization's dedication to excellence in risk management, abuse prevention and adherence to industry best practices. Most importantly, it reflects our ongoing commitment to protecting and supporting the vulnerable individuals and families we serve every day.

Licensure

3. In May 2026, the adult service program completed its annual Accreditation survey with the Bureau of Quality Management (BQM). Five (5) surveyors were on-site for a full week reviewing participant records, staff training documentation, human resources files, conducting interviews with participants and guardians, and visiting multiple CILA homes throughout the program.

Surveyors commented that our homes were among the best they had seen in terms of cleanliness, upkeep and personalization for the individuals served.

They also highlighted the high level of engagement, interaction and positive relationships observed between staff and participants throughout the survey process. Overall, the survey was extremely positive and reflects the dedication and hard work of our staff across Adult Services.

4. During the second week of July, Adult Services completed its licensing survey conducted by the Illinois Department of Human Services Bureau of Accreditation, Licensure and Certification (BALC). The BALC survey team spoke very positively about the quality of programming, participant engagement, and the interactions they observed between staff and the individuals we support throughout their visit.

Accomplishments (contd)

5. Information Technology

- The IT Department's primary year-end accomplishment was the successful migration of our phone system to the Microsoft Teams platform.
- We have continued our efforts to replace user laptops that have reached the end of their lifecycle to ensure optimal performance and security.
- With the assistance of ATEN, we were able to provide several residential homes and AFPs with Chromebooks, enabling access to the EMAR system, HSMS, and work email.Additionally, ATEN supplied 20 Chromebooks for professional development purposes. These devices will be configured and deployed by the IT Department.
- Our Website & Technology Infrastructure & Reliability
    - Zero minutes of unplanned downtime for the third year running. The last unplanned outage was May 25, 2023. By comparison, FY23 saw 66 minutes of downtime across three incidents (99.987% uptime); FY26 delivered 100%.
    - 117,000 active users, 14 million page views, 85,222 served through the LMS. Google Analytics puts average engagement at 15 minutes per user — evidence people are using the platform, not just visiting it.
    - A structurally risky Adobe dependency was retired. 610 eLearning modules were manually migrated off an unsupported, unofficial use of Adobe Connect onto Infinitec's own hosted repository, removing a standing platform risk; new content has flowed directly into the new system since Q2.
    - 610 hours of behind-the-scenes updates kept the platform current and stable. MongoDB, Kubernetes auto-scaling, and the React framework were all tested and updated this year to keep the technology stack on supported versions and handle peak user loads without user-facing disruption.
    - 75+ production issues resolved end to end. Each was reproduced, documented, coordinated with the development vendor and helpdesk, tested, and deployed to resolution — the unglamorous work that produces the uptime number above.
    - A prototype member value dashboard is queued for FY27. Design work is complete on a tool that will show member agencies their own usage data and insights from the MyInfinitec.org platform, pending FY27 funding.