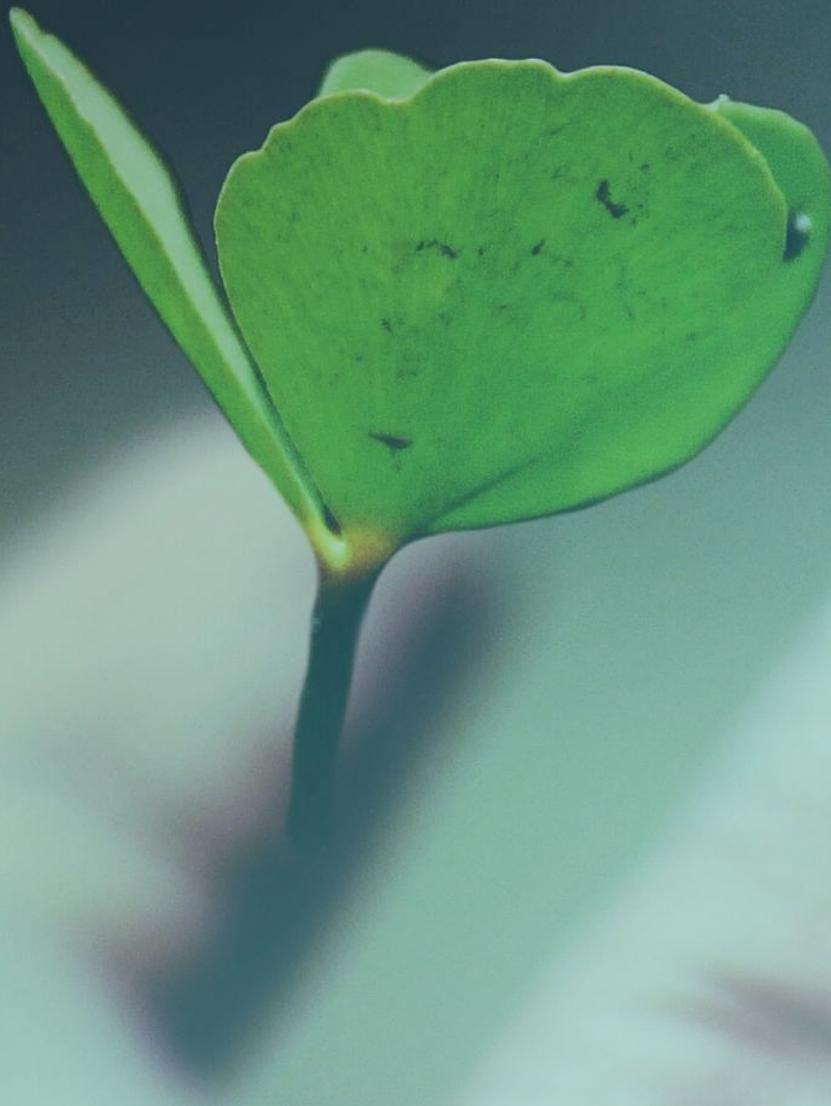




Alleghenies United
Cerebral Palsy
Service Coordination



2018-2019 Annual Report

A YEAR OF GROWTH

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A look inside AUCP's 2019 Annual Report

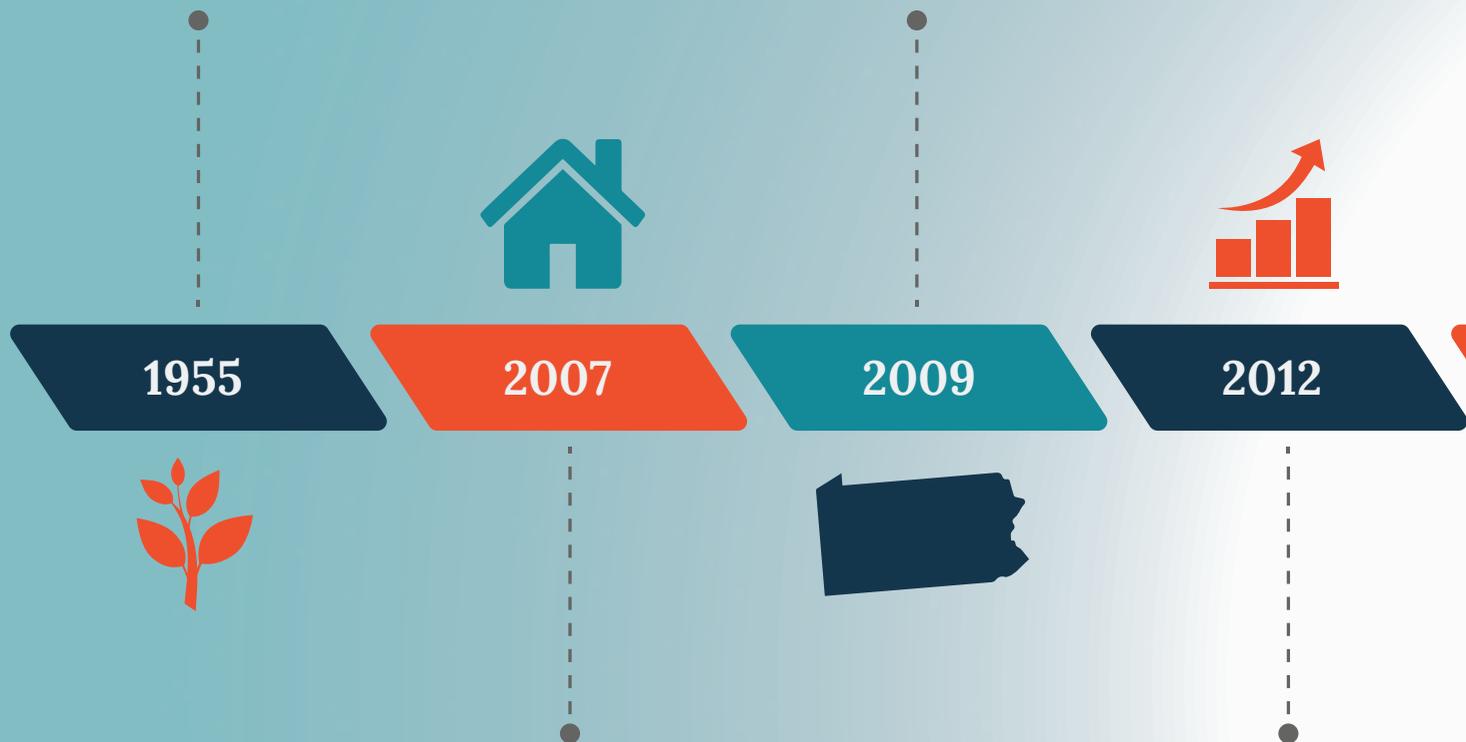
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Milestones

A timeline of AUCP's history.

In 1955 AUCP began as a grassroots effort by families looking to find services for their children with Cerebral Palsy. The organization started out in a small church basement.

In 2009 AUCP was approached by the State to serve as the state's Independent Enrollment Broker, serving 6 Pennsylvania counties. We served successfully in this role for one year reaching an efficient 90-day enrollment processing period of state waivers/programs including, but not limited to, Attendant Care, Traumatic Brain Injury, Adult Autism, and Aging.



From mid-1950's to the early 2000's AUCP grew into its current main office building located in Johnstown, PA serving individuals with both physical and intellectual disabilities. They also began operating group homes that served up to 30 disabled individuals. In 2007, the organization expanded its services to direct care, residential homes, and service coordination in 22 Pennsylvania counties.

By 2012 the organization became an independent agency for Supports Coordination to adhere to new state and federal regulations. At that time, we were serving over 600 participants age 18 or older (including the aging population) in all 67 counties in Pennsylvania.

During the summer of 2016 AUCP was presented with the opportunity to take on 200 participants in Allegheny and surrounding counties when TRCIL went out of business. This resulted in the opening of an office in the Pittsburgh area.

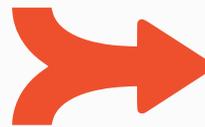
February of 2018 Through a merger with Service Coordination of South Central Pennsylvania. We were able to add two additional locations, increase our staff by 15, and serve over 300 additional participants.

2016

2018

2018

2019



January 2018, Pennsylvania began their mandatory managed care program called Community HealthChoices (CHC) for dually eligible individuals and individuals with physical disabilities.

May of 2019 UCP Connections to Independence made the decision to no longer provide Service Coordination services to the central part of the state. They gave AUCP the opportunity to merge this portion of their services, allowing AUCP to employ their staff and continue participant services. This merger resulted in onboarding 10 of their former Service Coordinators and over 300 of their participants.

Welcome

A word from the CEO

This is Alleghenies United Cerebral Palsy (AUCP) Supports Coordination's first annual report, but not our first year of doing business and certainly not our last! It is our hope that you will find the information you read in this report both interesting and informative.

Providing an annual report is a great way for us to inform you about our company's profitability and potential growth. In addition, it gives us an opportunity to share with you concerns and challenges we face as an organization and how certain risks and other factors can affect our company's performance.

The work that we do every day helps us to stay connected with our agency's mission statement to meet everyone's basic needs and to increase the quality of life of children, youth, and adults with disabilities. To support people's independence, we empower them so they can participate in daily decision-making and in directing their services.

Need I say I am extremely proud of our agency? With all the changes that have occurred over the years, we have been able to stay true to our mission and also to those we have the privilege of serving. Through hard work and dedication we have garnered a reputation as premier agency and provider of quality services.

I would like to thank our Board of Trustees for their dedication, support and leadership throughout the years. We understand your time is valuable and appreciate your advice and guidance. We want you to be as proud to serve on our board as we are to have you as a member.

As we move forward, we have some lofty goals we hope to accomplish. These are not without their share of challenges, but with your support and the hard work and dedication of those committed to making us a first-class organization, there is no doubt we can achieve success in our pursuits.

First and foremost, we will be focusing on expanding our contracts with the Managed Care Organizations (MCOs) through the last phase of the Community HealthChoices (CHC) rollout. Fortunately, we have gained a great deal of respect with the MCOs since the beginning and it is our hope they will want to continue to do business with us throughout the final phase. In addition, we will be renewing our National Committee for Quality Assurance (NCQA) Long-Term Services and Supports (LTSS) accreditation. Again, because of the fact we were one of the first to obtain the NCQA accreditation we are viewed as a quality organization by the MCOs. Thankfully that reputation has spread throughout the state. Rebranding is also on the horizon as we seek ways to diversify our business model to include other lines of business, both in Pennsylvania and other states.

We would like to share with you some significant accomplishments that we are very proud of. These include the following:

- **2012-13:** Became an independent agency and expanded to all 67 counties in PA
- **2016:** Added 200 additional participants in Pittsburgh area and opened an office
- **2017:** Became one of the first Home and Community Based Agencies in PA to receive an NCQA accreditation
- **2018:** Received contracts from all 3 MCOs to provide services in the Southwest region of PA
- **2018:** Merged with Service Coordination of South Central PA (SCSC) adding 15 staff and over 300 participants
- **2019:** Acquired an additional 300 plus participants and 10 staff from UCP Connections

I am so very proud of this agency and the staff for keeping to our mission and growing throughout the years.

Tammy Rhoades
Alleghenies United Cerebral Palsy
CEO

Mission:

To assist individuals with disabilities in meeting their basic needs, enhancing their quality of life, and promoting their independence, while encouraging them to be active participants in making decisions and the direction of their services.

Vision:

Our vision is to be the most qualified agency throughout the state of Pennsylvania. We strive to provide the best service coordination for all individuals with physical disabilities and their healthcare providers.

Values:

Quality
Empowerment
Dedication
Dependability
Consistency

Contact:

Toll Free:
844-819-4455

Local:
814-619-3398

Email:
info@scalucp.org

Services & Programs

Providing quality services across Pennsylvania.



Service Coordination helps individuals locate community resources that will enhance and enrich their quality of life based on their individual needs.

Services Include:

- Finding Community Resources
- Establishing and managing services
- Providing in-home assessments for quality services
- Maintaining communication between the participant and their care team

Funding for this program is provided by the PA Department of Human Services

Nursing Home Transition assists adult residents of long-term care facilities move out of the nursing home and into their own independent community.

Services Include:

- Providing assistance in locating appropriate housing
- Coordinating services that are identified to provide a safe transition from the nursing home
- Assisting in establishing household and connecting the individual with needed services



Referral Services assist individuals that are looking for in-home service coordination services in getting their services setup.

Services Include:

- Providing step-by-step Waiver and CHC enrollment assistance
- Helping with Medical Assistance applications
- Providing assistance throughout the waiting period to begin services with the PA Independent Enrollment Broker (PA IEB)

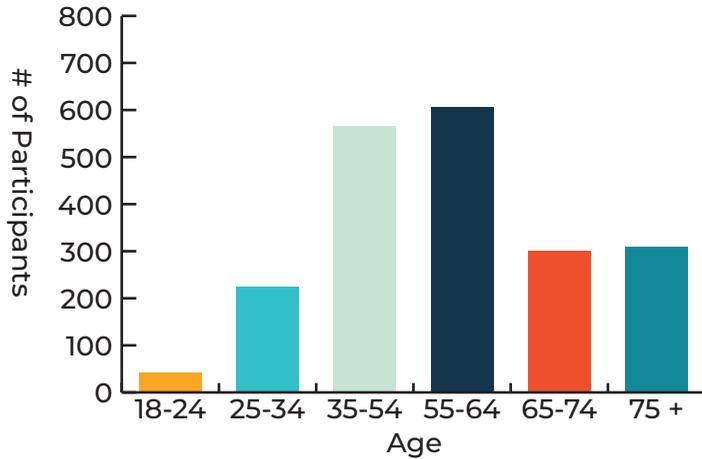
Person Centered Counseling assists members of the community in locating and utilizing resources to meet their needs. It is a resource provided through the PA Link to help participants navigate their way through the vast array of Long-Term Services and Supports options available.



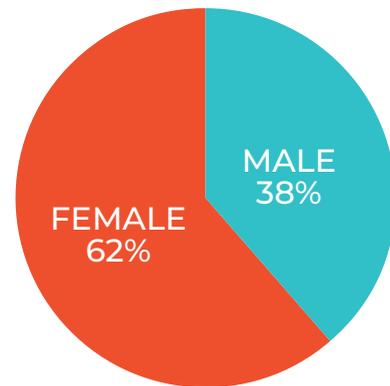
Demographics

A look at who AUCP serves.

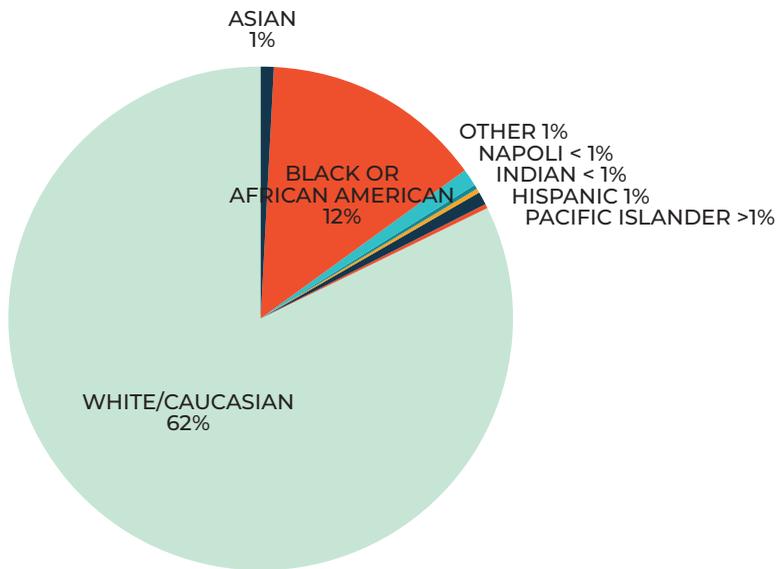
Age Ranges



Participant Gender



Participant Race



Languages Represented

(participants)

- English (1,866)
- Nepali (14)
- Spanish (13)
- Russian (4)
- Arabic (3)
- Bengali (3)
- ASL (2)
- Albanian (1)
- Chinese (1)
- French (1)
- German (1)
- Gestures (1)
- Greek (1)

Top 5 Diagnoses

Cerebral Palsy

Cerebral Infraction

Multiple Sclerosis

Autism

Diabetes

2018-19 Survey Data

Find out what our participants have to say about AUCP.

Each year Alleghenies United Cerebral Palsy sends out a survey to our participants asking for their feedback on their services. This year **895** were sent out and we received **521** back. Here's what our participants had to say:



Q: Does your Service Coordinator return your calls within 24 hours?

96% said yes **4%** said no

** 497 participants responded to this question*

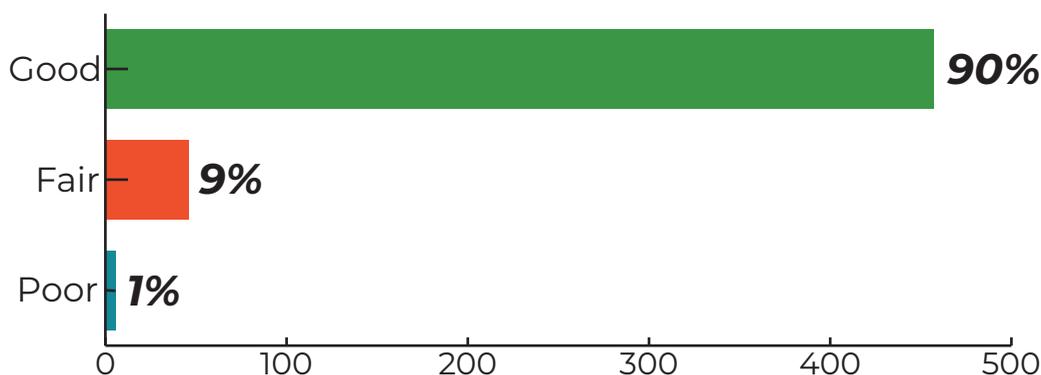
Q: Do you feel the Service Coordinator follows up with your requests in a timely manner?

95% said yes **5%** said no

** 500 participants responded to this question*



Q: How would you rate Alleghenies United Cerebral Palsy Service Coordination?



** 509 participants responded to this question*

Accomplishments

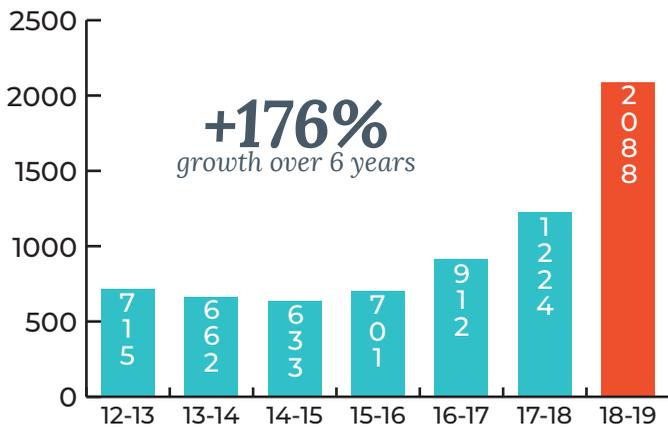
Celebrating our accomplishments.

#1 Growth

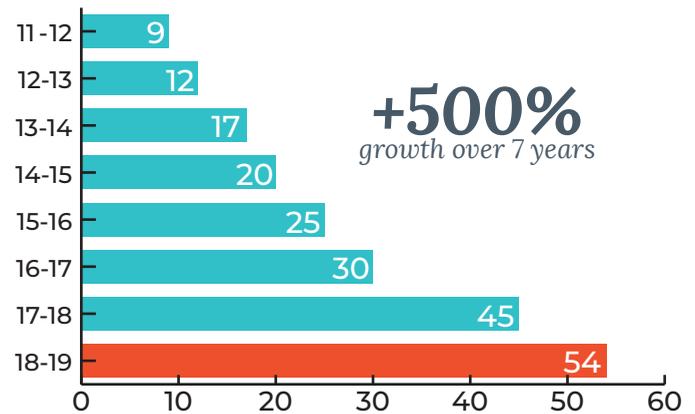
In just the last few years, Alleghenies United Cerebral Palsy has witnessed a significant amount of growth within our agency. Growth in staff, participants, and service areas which you will see demonstrated in the graphs below.

We attribute most of this growth to our ability to successfully merge with businesses that offered the same services that we do. So far, we have done this on three separate occasions in just the last three years. The agencies that we merged with were facing difficulty keeping up with changes being mandated by the state that directly affect the services we provide. As this continues, along with the movement of Community HealthChoices, we expect to see even more of these opportunities in the future.

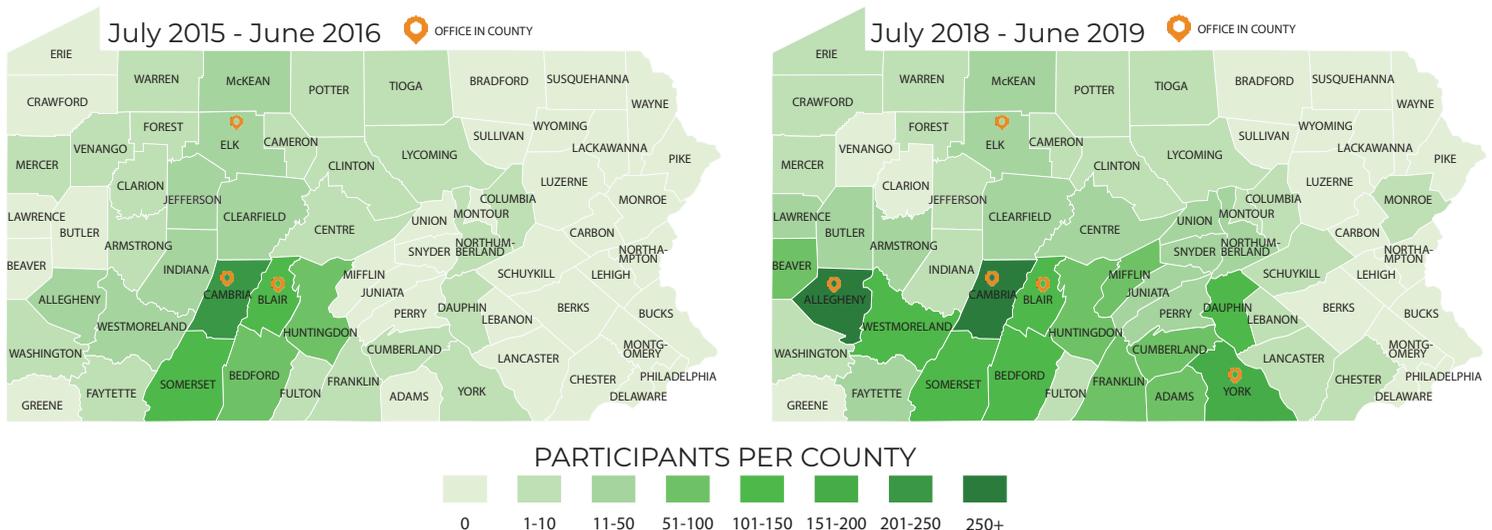
Participant Growth



Staff Growth



Service Area & Office Growth



#2 NCQA Accreditation

On November 1st, 2017, AUCP was awarded a 3 year accreditation of Case Management for Long-Term Services and Supports (LTSS) by the National Committee for Quality Accreditation (NCQA). This accreditation is a comprehensive, evidence-based program that is awarded to programs that meet NCQA's Standards and Guidelines. It addresses how the organization delivers efficient and effective person-centered care that meets each participant needs, measures the quality improvement to support people living in their preferred setting, and meets the states Managed Care requirements.



SCORES:

Year One: **95%**

Year Two: **94%**

All agencies need a score of at least 70% in order to receive their accreditation and are re-tested each year.

Scores **85-100** receive **3** year accreditation
Scores **70-84** receive a **2** year accreditation

#3 Community HealthChoices Contracts

Early 2018, Pennsylvania began their mandatory managed care program called Community HealthChoices (CHC) for dually eligible individuals and individuals with physical disabilities. In order to continue to provide services across the state and continue to grow as an agency, it was important that AUCP contracted with the Managed Care Organizations (MCOs) under CHC. The MCOs are AmeriHealth Caritas, PA Health and Wellness, and UPMC Community HealthChoices. By mid-year 2018, AUCP had successfully contracted with each MCO in the Southwest region and will continue their efforts to contract with other MCOs as the rest of the state rolls into CHC.

After contracting with each of the MCOs, AUCP quickly realized that each of the organizations had different internal expectations and processes in providing their long-term support services. With this, AUCP took the approach of creating teams of staff under each of the MCOs that are lead by an internal AUCP supervisor. Within each of the teams, the staff is trained according to the MCO expectations to ensure that all requirements are being met so that our agency has a strong working relationship with each MCO.

AUCP Community HealthChoices Teams

UPMC Community HealthChoices

12
Coordinators

877
Participants

94%
Avg. Audit Score¹

AmeriHealth
Caritas

3
Coordinators

196
Participants

95%
Avg. Audit Score²

pa health & wellness

3
Coordinators

195
Participants

89%
June Audit Score³

¹ UPMC's audit score was derived from the average of audit scores completed by UPMC on 6 AUCP coordinator caseloads under UPMC.

² AmeriHealth's audit score was derived from a monthly average between March-June 2019 of the AmeriHealth caseload.

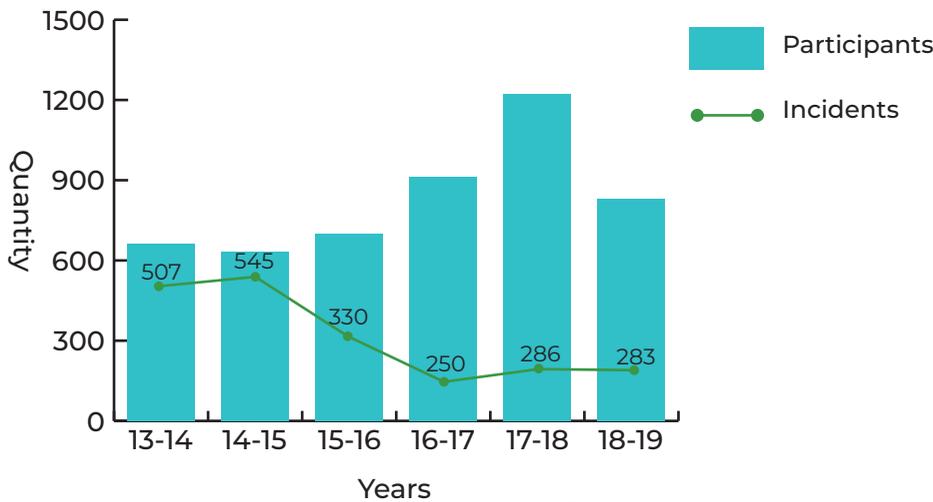
³ PA Health and Wellness began audits in June 2019 on the entire PHW caseload.

Quality Report

A look inside the quality services that AUCP provides.

* Data reflects AUCP's Office of Long-Term Living participants only due to MCOs tracking quality data internally.

Incidents vs. Total Participants



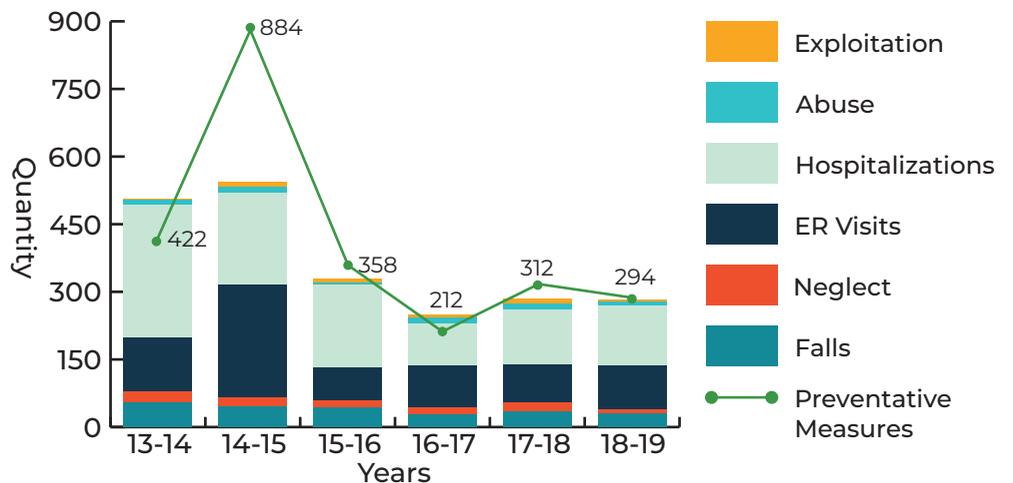
GOAL:
To experience a decrease in incidents per year.

VARIABLE:
Between 2017/18 and 2018/19, AUCP changed our tracking process for participants that were transitioned to the MCO's.

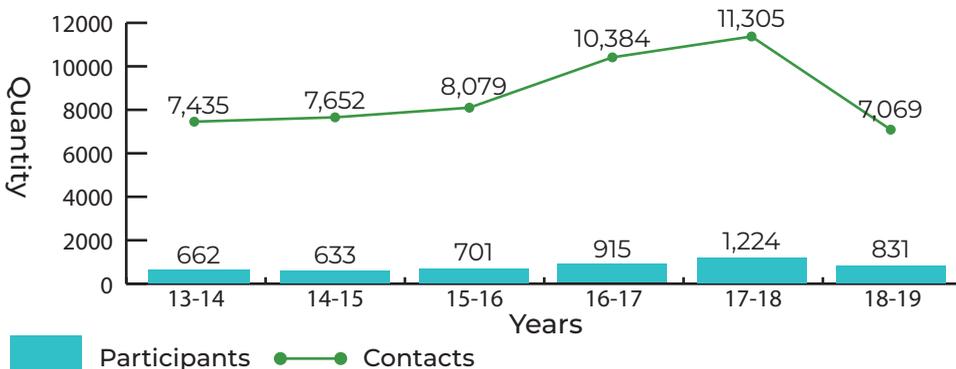
Incidents vs. Preventative Measures

GOAL:
To provide at least one preventative measure per incident so that the incidents do not re-occur.

VARIABLE:
Between 2017/18 and 2018/19, AUCP changed our tracking process for participants that were transitioned to the MCO's.



Contacts Made Per Year vs. Total Participants



GOAL:
To make at least 12 contacts (8 calls / 4 visits) per participant per year.

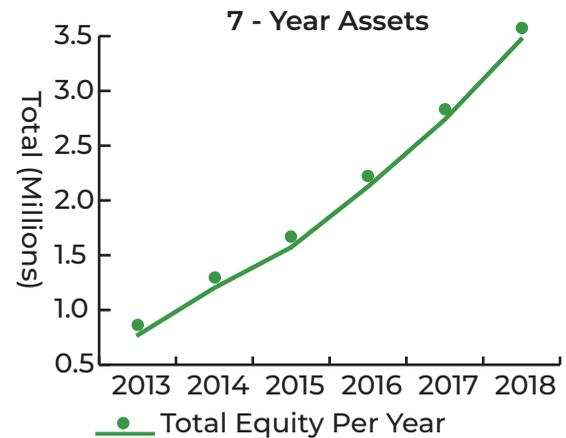
VARIABLE:
Between 2017/18 and 2018/19, AUCP changed our processes for tracking the number of contacts made for participants under the MCOs and are not represented in this graph. However, contacts are still being made with MCO participants.

Financial Report

A snapshot of AUCP's 2017-2018 fiscal year financials.

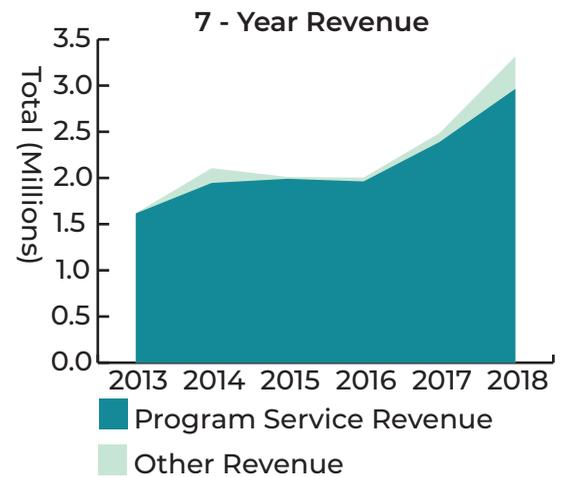
2018 Total Assets	
Assets	\$3,475,207
Liabilities	\$231,755
Total Equity	\$2,706,962

Percentage Change (1 year): +27%



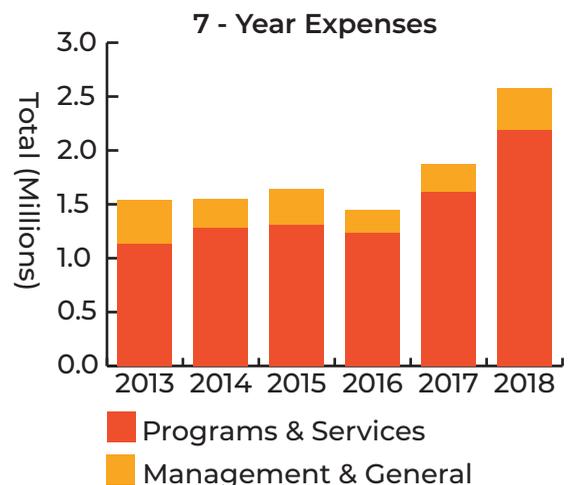
2018 Total Revenue	
Programs	\$2,964,764
Other	\$352,110
Revenue	\$3,316,874

Percentage Change (1 year): +33%



2018 Total Expenses	
Programs & Services	\$2,189,551
Management & General	\$231,755
Total Expenses	\$2,579,519

Percentage Change (1 year): +38%



Community Fund

Making an impact on our community.

In addition to our everyday services, AUCP offers the **Community Fund** that allows us to support members of our community in various ways.

In order to sustain the Community Fund, AUCP hosts fundraisers and events as well as receiving donations from various donors throughout the year. **100%** of the proceeds from these fundraising efforts go directly towards our

4 - year Financial History of the Community Fund

YEAR <i>July - June</i>	REVENUE	EXPENSES ¹	YEAR-END TOTAL
2015-16	\$19,307.83	\$6,008.01	\$13,299.82
2016-17	\$9,836.50	\$3,947.87	\$19,188.45
2017-18	\$9,335.25	\$3,204.10	\$25,319.60
2018-19	\$62,334.05 ²	\$6,925.97	\$80,727.68

¹ Includes grants and administrative costs

² Includes a \$50,000 one-time donation from TRPL in 2019.

Community Fund Sponsored Programs



Community Fund Grant: AUCP's Community Fund was created to benefit community members who are experiencing financial hardship and is used to support members of the community with achieving goals and ensuring their safety. This fund is supported completely by our fundraising initiatives, generous donors, and dedicated staff.

Holiday Blessings Fund: AUCP celebrates the holidays by hosting a Holiday Blessings initiative to help those in our local communities as well as our participants. Individuals are chosen through a nomination process starting in October each year. In the past, we have provided assistance to community members with outstanding bills, purchased batteries for a ceiling lift, and our staff purchased holiday toys for a family in need.



Be the Future Scholarship: In 2019 Alleghenies United Cerebral Palsy initiated our first-ever Scholarship Fund. With the help of donations received, it is our goal to provide two-\$1,000 scholarships to graduating seniors pursuing a college degree in the Human Services field.

2018-19 Fundraising Report

A snapshot of the fundraising efforts during the 2018-2019 fiscal year.

Dollars Raised:

\$7,402

Dollars Given:

\$6,202

Fundraising Events:

Highmark Walk for
a Health Community

Giving Tuesday
Campaign

Chalk Couture
Painting Party

Party Time Mixes

Thank you!

We would like to thank each of our donors for choosing to support our fundraising events. The Community Fund is only possible with the support of our company sponsors, individual donors, and staff members.

AUCP Gives Back

Stories of giving with AUCP.



A Maryland family with a 3 year-old daughter with Cerebral Palsy were in need of repairs done to their vehicle in order to be able to transport her back and forth to medical appointments. Through the Community Fund we were able to provide monetary assistance for the repairs.



AUCP's participant, Joyce Wilbur, has a history of Lymphedema and in order to keep her legs from infection, she needed to wear compression stockings. Unfortunately, her insurance was not able to pay for them. AUCP's Community Fund allowed us to purchase the compression stockings for her.



AUCP's Re-Use It Program accepts and redistributes donated medical equipment and assistive technology to those in need through a grant from Pennsylvania's Initiative on Assistive Technology (PIAT) and Temple University. For the 2018-19 program year, AUCP was able to provide 79 individuals with equipment completely free of charge.



Four families were nominated a recipients of our first Holiday Blessings initiative. Gifts of up to \$500 were given including a month of rent, lift batteries, and payment of utility bills. AUCP staff also pitched in to purchase toys for a family with three children.



In 2019, AUCP initiated our first-ever Scholarship Fund. We awarded a \$1,000 scholarship to a senior at Central Cambria School District in Ebensburg, PA (pictured above, left) and a senior at South Western School District in Hanover, PA (pictured above, right.)

Through the UCP Elsie S. Bellow's Fund, we were able to assist our participant, Diana Kylor, in purchasing a new artificial larynx that allows her to communicate after her battle with throat cancer. The UCP Elsie S. Bellows fund is a phenomenal resource available to individuals in need of assistive technology. The funds are granted through an application that each UCP affiliate, like AUCP, has access to.

Looking Ahead

A look at what is to come for AUCP.

February 2020 marks the end of our current three year Case Management accreditation with the National Committee for Quality Assurance (NCQA). Our internal NCQA committee is already working towards re-applying.



JAN 2020

FEB 2020

2020-2021



AUCP is in the negotiation stages of contracting with the MCOs for the Third and Final Stage of the Community HealthChoices. Due to our current standing with each of the MCOs, things are looking positive for the contracts. The team structure that we implemented beginning Phase One will continue through the final stage.

As we continue to grow we are actively seeking new opportunities to diversify our services in new markets. In the next few years, we will be pursuing a variety of opportunities, here are some examples:

Early Intervention Services for Children

Intellectual or Developmental Disability Programs

Expanding into areas outside of Pennsylvania.

Acknowledgements

The contributions of the following are gratefully acknowledged.

Board of Directors

William Bratton - Board Chair
Don Yeager - Vice Chair
Brett Smith - Secretary
Cindy Bauer - Participant Member
Kim Forst - Member
Don Dudley - Member
Allen Hockenberry - Member

Our Team

AUCP would like to thank our team members for your hardwork and dedication, you are really making a positive difference in the lives of many across the state.

5+ years

Briana Becquet
Linda Freidhoff
Krista Marino
Kala Penrose
William Bendis
Emily Chwatek
Terri Feather
Tammy Rhoades
Kayla Fisher
Valerie Johnston
Lori Higgins
Jessica Pulliam Petrunak
Christine Trimbath

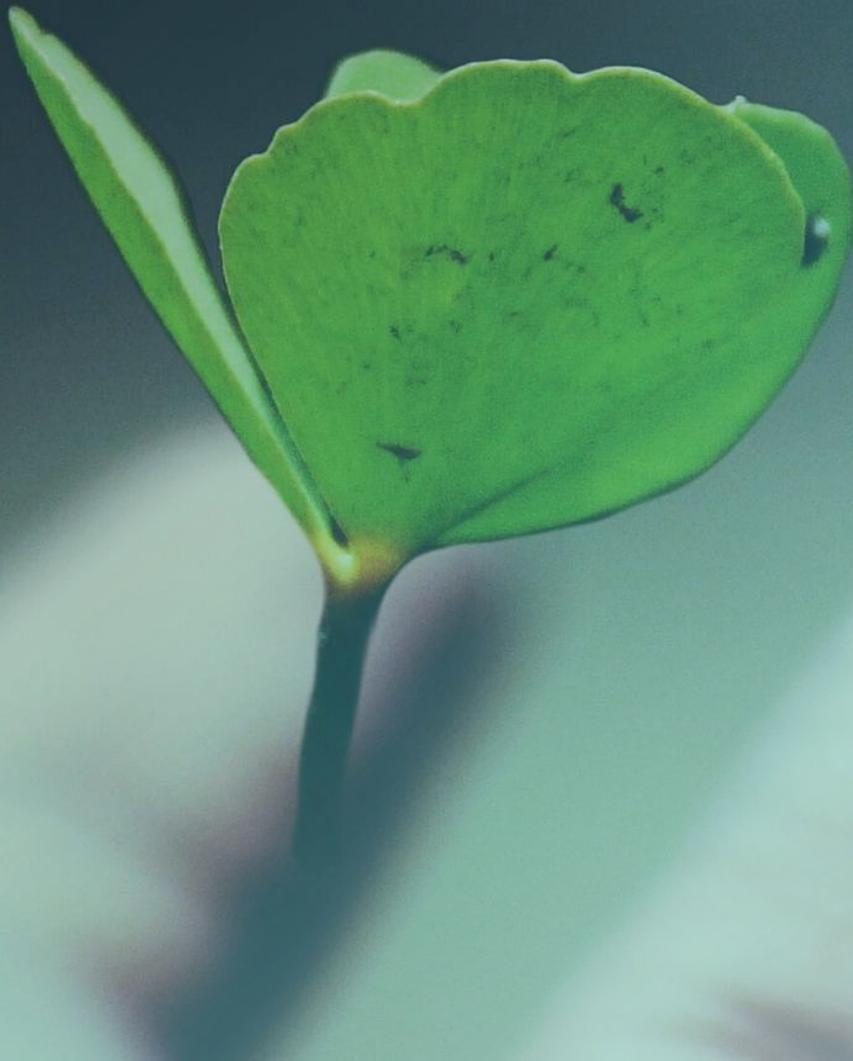
1 to 4 years

Gwendolyn Msolomba
Kelly Miller
Jennifer Hauser
Amanda Maul
Corri McGinnis
Teil Uhring
Erica Hanna
Jessica Backus
Kristin Jacobs
Erica Lau
Jennifer Myers
Roxeen Stewart
Hollie Orris
Jessica Ponist
Rocky Grim
Kathryn Freedman
Ashley Murphy
Kristine DePalma
Katelyn McClain

< 1 year

Scott Williams
LaKessha Dokes
Amanda Urban
Jocelyn Hartman
Lori Kennedy
Tara Leininger
Donna Strause
Lindsay Vogt
Georgiana Smith
Amanda Auker
Lindsey Hamilton
Sommer Lawson
Mikayla Brinker
Samanatha Graham
Olivia Penrod
Magdala Clissaint
Tara Herwig
Michelle Murry
Pipsmy Phimmachack
Darrie'l Hadley
Thomas Lawson





Alleghenies United
Cerebral Palsy
Service Coordination

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