

CULTIVATING AN UNLIMITED TOMORROW



EMPOWERING PEOPLE OF ALL ABILITIES

PROGRAMS

ACCESSIBLE TRANSPORTATION
AGING SERVICES
COMMUNITY LIVING
EQUIPMENT DONATION LENDING
HOMEMAKER SERVICES
I/DD BEHAVIORAL HEALTH
I/DD IN-HOME SERVICES
INCLUSIVE ACTIVITY PROGRAM
IN-HOME PERSONAL CARE
LONG-TERM SUPPORTS
SKILL-BUILDING
VETERAN SERVICES
VOCATIONAL SUPPORT

MISSION

HELPING PEOPLE LIVE INDEPENDENTLY,
EVERY DAY WITH QUALITY CARE



FROM THE CHAIRMAN

As we reflect on the year, we hold space for the immense resilience, compassion, and adaptability of the organization and remain inspired by the talent and tenacity of the individuals and communities we serve.

Filled with hope and strength in our mission, our staff's capacity to evolve in complex and rapidly changing environments allows us to be laser-focused in bridging local ingenuity and insights to create greater independence in one's home and advance equity for those we serve and employ.

We look forward to focusing more intently on harnessing partnerships to develop leaders in every community we serve. This will take time and significant investment in our system, processes, human resources, and business model planning to prepare, lead, and advocate for this systemic shift.

We are so grateful for your support as our previous achievements are the true result of collective effort built on the strength of our team, partners, and communities.

Together, we continue to navigate the intricate complexities of this moment in time. Our journey towards a more just and equitable community continues unabated, fueled by your unwavering support and dedication.

Thank you for your commitment to our shared vision.

David George
Board Chairman



IMPACTS

120,377 HOURS
CARING

185 CLIENTS
SUPPORTED

1 HOME FULLY
RENOVATED

0 PREVENTABLE
INCIDENTS

MAIN

119 JARI DRIVE
JOHNSTOWN, PA 15904

SATELLITE

145 CHESTNUT STREET
ZELIENOPLE, PA 16063

814.262.9600

INFO@ALUCP.ORG

WWW.ALUCP.ORG

@ALLEGHENIESUNLIMITED

Proudly serving West Central PA since 1956

UNLIMITED CONFIDENCE

Alleghenies Unlimited Care Providers (AUCP) recognizes a well-trained team is pivotal to delivering exceptional care. The organization enhanced its comprehensive paid-training program, incorporating both in-office and in-home scenarios. This hands-on approach, enriched by the participation of clients who share their experiences, ensures that caregivers are adept at meeting diverse needs with empathy and proficiency.

As a testament to its quality of care, the organization achieved a remarkable **30-point increase** in their Net Promoter Score (NPS), bringing it to a total of 71. This significant increase reflects the high level of customer satisfaction and loyalty the agency has cultivated & continues to foster.

The organization prides itself on compliance and encouraging open communication with its team in order to grow, empower, and care for its community.

- ✓ **100% Compliance** with the Office of Developmental Programs' (ODP) Quality Assessment & Improvement Process
- ✓ **100% Satisfaction** of care reported from annual Client Care Survey
- ✓ **100% Satisfaction** of safe and effective support and training from annual Employee Satisfaction Survey

Over 60 Years of Service

As a beacon of compassionate care for over 60 years, the Unlimited Care team is dedicated to helping individuals of all abilities live independently with dignity through a range of non-medical in-home services — including personal care, homemaking, and companionship, tailored to each person's unique needs and preferences.

With a focus on accessibility, inclusivity, and personal choice, AUCP continues to enrich lives across West Central Pennsylvania, ensuring that **every person** receives the support they need to lead a fulfilling, independent life.



12

assistive items distributed, including shower chairs, adaptive toileting equipment, hospital beds, rollators, & more.

“In August, I was assisting a client with her personal emergency response system (PERS) and phone line. I explained that their landline was an unnecessary expense, especially since they had been struggling to pay all their bills.

They decided to disconnect the landline and switch to a new PERS that works off cell towers. This move eliminated a \$135 monthly expense, saving them \$1,620 a year!

Their dream was to visit the beach again and see the ocean, so they used their savings from eliminating the landline to take a trip to Myrtle Beach where they spent time watching the waves, shopping, and enjoying seafood with their daughter.”

Field Manager

UNLIMITED IMPROVEMENTS

Technology plays a vital role in **enhancing the quality of care and reducing stress** for caregivers supporting residential homes. With increased independence as a guiding star, smart home technology has been fully implemented into all six (6) residential homes supporting individuals through voice-activated capabilities, audible & visual reminders, and enhanced home safety measures including smart locks and public space security cameras.

Looking ahead, the organization plans to further expand its use of technology by integrating additional smart home automation tools, telehealth solutions, and real-time monitoring systems to enhance safety, communication, and efficiency in caregiving to reduce caregiver workload, improve response times, and ultimately enhance the overall well-being of our community.



UNLIMITED RESOURCES

Through grant funding and education from The Greater Pittsburgh Community Food Bank, the organization successfully submitted referrals for 40 employees and clients who now live with greater comfort and security.

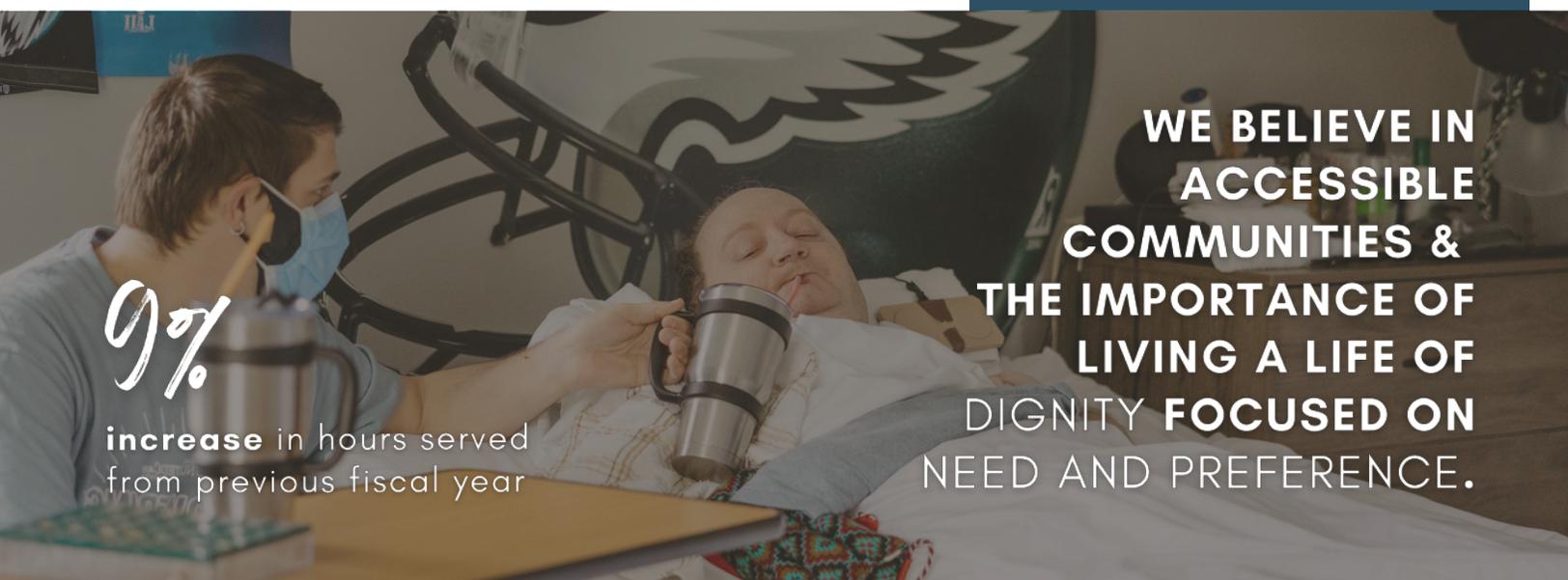
Through dedicated work, the agency added one (1) new transportation route supporting children with autism transporting youth to early intervention programs.

Additionally, the agency launched a new program supporting local transportation. The Bus Pass Program benefits both full-time and part-time employees providing a monthly bus pass for travel to and from work, as well as personal and recreational use to support work-life balance.

“One of my most memorable moments came when a client, who was unable to fully access their bathtub, was longing for a safe, accessible shower.

After suggesting a home modification grant, I visited again and was met with a huge hug and a heartfelt ‘thank you’. They had been awarded the grant money, and a contractor was already scheduled to measure and determine what updates would be needed to install a walk-in, accessible shower.”

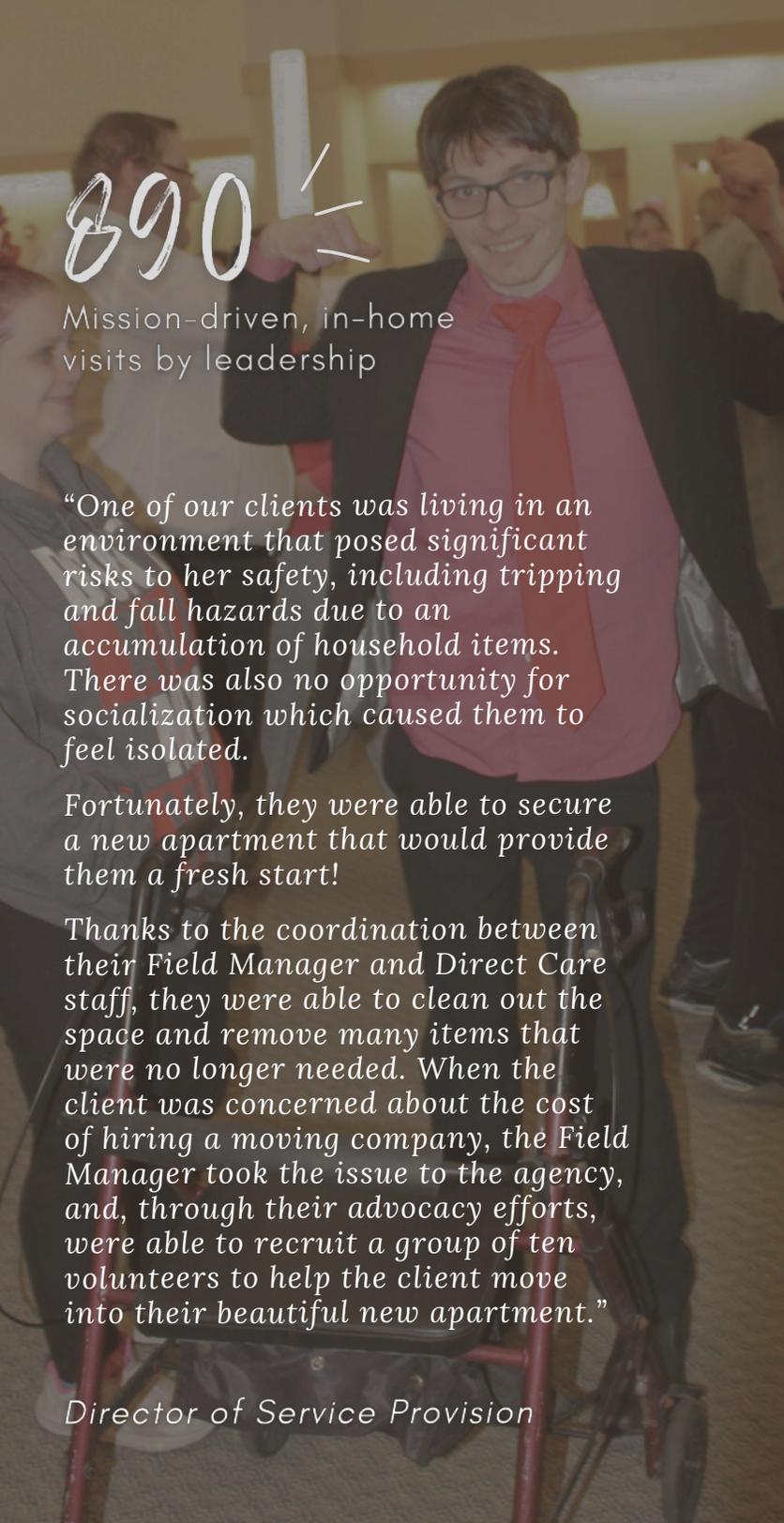
Field Manager



9%

increase in hours served
from previous fiscal year

**WE BELIEVE IN
ACCESSIBLE
COMMUNITIES &
THE IMPORTANCE OF
LIVING A LIFE OF
DIGNITY FOCUSED ON
NEED AND PREFERENCE.**



890

Mission-driven, in-home visits by leadership

“One of our clients was living in an environment that posed significant risks to her safety, including tripping and fall hazards due to an accumulation of household items. There was also no opportunity for socialization which caused them to feel isolated.

Fortunately, they were able to secure a new apartment that would provide them a fresh start!

Thanks to the coordination between their Field Manager and Direct Care staff, they were able to clean out the space and remove many items that were no longer needed. When the client was concerned about the cost of hiring a moving company, the Field Manager took the issue to the agency, and, through their advocacy efforts, were able to recruit a group of ten volunteers to help the client move into their beautiful new apartment.”

Director of Service Provision

UNLIMITED TRUST

Trust forms the cornerstone of Unlimited Care’s relationships with staff, clients and their families. Field visits play a crucial role in driving meaningful change, gathering direct feedback and insights for continuous improvements and ensuring the highest level of service and support.

Through regular in-home check ins, office personnel provide field staff and clients with resources to live more independently at-home. Visits include distribution of accessible devices, ongoing staff education, support with initiating home modifications, acquiring grocery cards through insurance, transportation logistics, SNAP benefits, LIHEAP, and more.

11%

of clients, across all programs, receive **multiple services** from the agency, including personal care, transportation, behavioral supports, & more.

UNLIMITED COMMUNITY

Community is at the heart of Unlimited Care's service model. Strengthening partnerships, engaging clients, requesting feedback, and appreciating staff through regular outings continuously proves to be instrumental when delivering comprehensive, holistic care.

A key component to the organization's wellbeing is the monthly activity program, Ability Works. A no-cost initiative that invites clients and the community at-large to gather while socializing and learning in casual, fun settings with support available, if needed.

Beyond Unlimited Care's clients, 11 outside agencies proudly participate in the program.



56 participants regularly attend the monthly Ability Works activity program

ABILITY WORKS FAVORITES

ADULT PROM

ALTOONA CURVE BASEBALL GAME

CARE PACKAGE PREPARATION

JOHNSTOWN TOMAHAWKS HOCKEY GAME

MUSIC THERAPY



FAMILY PICNICS & VOLUNTEER OPPORTUNITIES
HAVE BECOME AN INTEGRAL PART OF THE
ORGANIZATION'S STRUCTURE - BRINGING
PEOPLE TOGETHER TO CULTIVATE COMMUNITY

UNLIMITED POTENTIAL

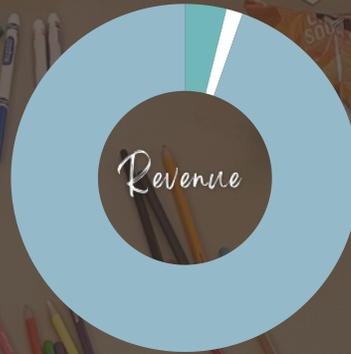
Through a continued focus on education, technological integration, potential realization, trust-building, resource allocation, and collaborative partnerships, the agency is poised to advance its impact in the years to come.

OTHER OPERATING REVENUES
\$300,657

CONTRIBUTIONS
\$118,672

FUNDRAISING EXPENSES
\$2,053

ADMINISTRATIVE EXPENSES
\$1,696,101



PROGRAM SERVICE REVENUE
\$7,382,276



PROGRAM SERVICE EXPENSES
\$5,248,617

FUNDS

Legacies live on through established funds. Caring donors continue to nurture these funds empowering others to live independently.

ARLYN EDELSTEIN MEMORIAL

In memory of Arlyn Iris Edelstein, this fund provides needed equipment, resources, and activities while supporting the St. Michael "Arlyn Home".

DANNY VEIGH MEMORIAL

In memory of Daniel Bock Veigh, this fund provides accessible equipment, technology, and home adaptations to individuals with any disability.

MARIANNE BODENSCHATZ MEMORIAL

In memory of Marianne Bodenchatz, this fund provides support to the CLA Homes.

RACHEL'S DREAM MEMORIAL

In memory of Rachel Jane Gordon, this fund provides resources, support, equipment, and adventures to individuals with cerebral palsy.

ABILITY WORKS ACTIVITY PROGRAM

Provides participants with educational, recreational, and social activities focused on autonomy, health, and wellness.

CHOICES

This fund supports ODP and Ability Works in planned activities and one-of-a-kind outings.



LOOKING TO THE FUTURE

Deep relationships of trust reside at the heart of our work. Nothing is more critical to an organization's ability to innovate, adapt, and thrive than its people. A culture that invites vulnerability, empathy, risk-taking, and discomfort is the catalyst for learning at Unlimited Care.

We're enthusiastic about the future and integrating finance into our already rich portfolio of support and sustainable programming. As part of our broader commitment to operationalize our strategic vision, we believe this pronged portfolio gives us the strength to meet the needs of those we serve as we walk the pathway of resilience together.

Part of that journey involves examining how our current strategies, structures, processes, and culture may play into partnerships within our communities. This work re-affirms our foundational commitment to offering care, support, and a voice to the voiceless as we continually seek to live our values as we follow concrete operational strategies in preparation for the **unlimited future we envision.**

Scott Hilliard
Executive Director

THANKS TO OUR DEDICATED *Board of Directors*

Because of your unwavering support, commitment, and unified vision, Unlimited Care is able to provide impactful services to community members throughout West Central PA and beyond.

DAVID GEORGE, CHAIR
TIFFANY WETZEL-STURTZ, TREASURER
JESSICA BROWN, SECRETARY
BETH ANN EICHER
WENDY KELLY
AUTUMN MOORE
JAMES SELAPACK
BRIEN WARSHEL

THANK YOU.

DONORS & PARTNERS

Partnership was instrumental in the founding of the agency in 1956 and remains integral in its success.

Aging Services, Inc., Indiana Area Agency on Aging
Alliance for Nonprofit
American Legion Post 343 - New Castle
AmeriHealth-Community HealthChoices
Baden's Lion's Club
Blair Senior Services
Cambria County Agency on Aging
Community Foundation for the Alleghenies
Compassionate Care Health Care
Craftwork Studios
D Farra Contracting and Excavating
Damin Printing
Doing Better Business
Duquesne University
First Summit
Greater Pittsburgh Community Food Bank
Health and Safety Institute (HSI)
Henderson Brothers
In-Shore Technologies
John Casker - via Danny Veigh Memorial Fund
Johnstown Tomahawks
M2B Retirement Consulting
Maher Dussel
Maranda Bomo Music Therapy
Martin-Baker America, Inc.
National Institutes of Health (NIH)

Natural Fit
Next Day Animation
PA Department of Community & Economic Development
PA Department of Human Services
PA Department of Transportation
PA Department of Veterans Affairs
PA Health and Wellness-Community HealthChoices
PA Office of Developmental Programs
PA Office of Long-Term Living
PA Office of Medical Assistance
PA Office of Vocational Rehabilitation
Pennsylvania Homecare Association
Pittsburgh Gateways
Somerset County Agency on Aging
Spangler Subaru
Special Olympics - Cambria & Beaver County
Spory's Locksmith
Student-to-Adulthood Transition Support
The Wellington Fund
University of Pittsburgh at Johnstown
UPMC-Community HealthChoices
Veterans First
Wessel & Company
World's Attic Thrift Shop
Young American Furniture



**EACH DAY, WE ARE
REMINDED OF THE
VALUE OF THIS
WORK, GIFTING THE
OPPORTUNITY
TO REMAIN SAFELY
& COMFORTABLY
AT-HOME.**



EMPOWERING PEOPLE OF ALL ABILITIES

Unlimited Care is dedicated to fostering an environment where individuals can realize their full potential. By offering personalized in-home services — including personal care, homemaker assistance, and support with activities of daily living — clients are empowered to lead independent and fulfilling lives.



MAIN

119 JARI DRIVE
JOHNSTOWN, PA 15904

SATELLITE

145 CHESTNUT STREET
ZELIENOPLE, PA 16063

814.262.9600

INFO@ALUCP.ORG

WWW.ALUCP.ORG

@ALLEGHENIESUNLIMITED



COMING SOON!



Ripple Effect Network

"Building Bridges,
Creating Opportunities"