

2024-2025 ANNUAL REPORT

A Year of Growth, Service and Impact



Our Board of Directors

David George, *Chair*
Tiffany Wetzel-Sturtz, *Treasurer*
Jessica Smith, *Secretary*
Beth Ann Eicher
Autumn Moore
Brien Warshel
James Selapack
Wendy Kelly
Nick Damin



Our Locations:

Main Office

119 Jari Drive Johnstown, PA
15904

Satellite Office

145 Chestnut Street
Zelienople, PA 16063

A Message from the Board

To our Community, Partners, and Supporters,

On behalf of the Board of Directors, I am proud to acknowledge the remarkable year of progress and purpose reflected in this Annual Report. Unlimited Care continues to demonstrate what happens when mission-driven leadership, dedicated staff, and strong community partnerships come together with clarity and heart. This past year, we have seen growth not only in the number of people served, but in the strength of our workforce, the innovation of our programs, and the depth of our commitment to helping individuals live more independently.

The Board has encouraged and witnessed as our teams' expanded services, strengthened collaboration, and embraced new technologies that position Unlimited Care for the future. These achievements underscore the organization's resilience in a rapidly changing human services environment, and they highlight the compassion and professionalism that define this agency.

We extend our sincere gratitude to the staff, partners, and supporters who make this work possible. Your dedication ensures that every individual who turns to Unlimited Care receives care grounded in dignity, respect, and opportunity.

As we look ahead, the Board remains confident in the vision and mission of this organization. Together, we will continue to build a future where every person of every ability can thrive.

With appreciation,
David George
Chair, Board of Directors

Discover how we make a difference...

**91% of clients rate
Unlimited Care
overall as excellent.**

**92% of clients state
Unlimited Care exceeds
expectations of service.**

**99% of clients strongly
agree Unlimited Care
services improve quality
of life.**

100% are likely to recommend Unlimited Care.



A Message from our CEO

This past year was about building capacity, strengthening quality, and removing barriers so people can live more independently and with dignity. We didn't just add programs, we delivered measurable outcomes for individuals and families across central western Pennsylvania.

We invested in people. By welcoming new team members and expanding services across homes and communities, we reduced wait times, improved continuity of care, and delivered more authorized hours to those who need them most. Competency-based training strengthened proficiency, documentation quality, and safety outcomes across programs.

We modernized our systems to give time back to care, reducing documentation burden, improving accuracy, and strengthening compliance.

Through Ability Works, we delivered more than 3,700 hours of connection and community participation. Those hours translated into real growth: stronger daily living skills, greater confidence, and a deeper sense of belonging.

We expanded access and reinforced our financial stability by adding new local and regional contracts. We also met the standards for newly mandated Performance-Based Contracting and Pay for Performance through the Office of Developmental Programs. A clear validation of our quality and outcomes. These achievements allow us to reinvest in training, workforce support, and continuous improvement.

Partnerships with universities, foundations, businesses, vocational initiatives, and innovative corporations strengthened our workforce pipeline, advanced evidence-based practice, and piloted technology-enabled supports. Increased transportation services also improved access and attendance for therapy, education, and support for children with special needs.

We removed digital barriers by deploying 100 laptops alongside digital literacy support. Expanding access to training, benefits, communication, and connection. For many, this wasn't just about technology; it was about choice and control.

We kept culture at the center. Retention is improving, early-tenure support is stronger, and internal promotions are rising. All signs that our investment in people is working. Our Board of Directors provided steady governance and authorized critical investments as we continue to navigate a rapidly changing funding environment.

When I say Unlimited Care is future-ready, I mean we have the right people, the right tools, strong partners, and a culture grounded in empathy, operational excellence, and accountability. We are scaling responsibly, modernizing thoughtfully, and staying focused on delivering more care, reducing barriers, and strengthening lives.

To the individuals and families we serve: thank you for your trust.

To our staff: thank you for your commitment and craft.

To our partners, donors, and Board: thank you for your confidence and stewardship.

We have more work to do, and we're ready.

With deepest gratitude,

Scott Hilliard

Chief Executive Officer



Our Mission

Helping people live independently, every day with quality care.



Leadership by the Numbers

100% of our senior leaders have frontline human-service experience.
Collectively our leadership has 84 years of combined human-service experience.

Our leadership team leads with humility, measures with vigor and acts with courage so that every person we serve experiences quality, collaboration and care.

Our leadership shares one same vision, quality, efficiency, learning and collective building.

New to our Team

We added new caregivers to our team increasing the number of qualified, certified professionals delivering care by 17%.

17 Years of leadership added to existing leadership team.



Care is now more easily accessible, personalized, consistent and safe.

Our Vision

At Unlimited Care, we believe that limitations should never define possibilities. When life presents challenges, support matters whether through loved ones, caregivers, or comprehensive community services. We are committed to compassionate care, innovative supports, and holistic solutions that empower every individual to live fully with independence and opportunity.



Our Programs

- Accessible Transportation
- Aging Services
- Community Living
- Equipment Donation Lending
- Home and Community Based Services (HCBS)
- Behavior Support Services in Home and Care
- Homemaker Services
- Ability Works Program
- In-Home Personal Care
- Long Term Support
- Veteran Services
- Vocational Support



Pennsylvania Advocacy Day

Pennsylvania Advocacy Day took place at the Pennsylvania State Capitol in April 2025. Alongside 400+ other advocates, we met with lawmakers in Harrisburg to fight for stronger investments in the Direct Care workforce. With the theme “Fund the Frontlines,” our advocacy efforts helped alleviate the workforce crisis and contributed to advancing legislative conversation around rate increases and front line workforce funding.

14 Total Advocacy Efforts
12 Call-to-Action Alerts
2 Recognition Campaigns
2 Major Awareness Campaigns



Ability Works Program

We have had \$171,000 in free community programming since 2012.

Creates a sense of belonging and inclusion in a safe environment

Builds and maintains relationships

Improves confidence and communication skills



2024-2025 Ability Works at a Glance:

3,790 Activity Hours
379 Total Participants

Ability Works Partnerships

This past year our friends at Collectively organized a **community wide fundraiser** that benefited nonprofits across the region, including Unlimited Care. Their support **helped strengthen this important program** that serves any person who is interested. We are honored to be a part of this shared effort.

Ability Works grew stronger this past year also, thanks to the generosity of Wessel & Company, and 1st Summit Bank. Their ongoing support reflects a shared commitment to creating **opportunities for people to build skills, gain independence and confidence, and develop a feeling of belonging.** We are proud to partner with companies that believe in our mission as much as we do.

Behavioral Support Services

100% of clients are satisfied with their care.

Behavioral Support Summary

0 ER visits, exhibiting our staff's response to prevention and crisis management.

Our growing client base is constantly improving and progressing towards goals through support from staff.

100% of clients feel they are benefiting from the program and that their behavioral specialist is responsive to their needs.

100% of clients feel respected, valued and supported throughout their care.

Transportation Program



Transportation At A Glance

6,310 trips providing independence and accessibility through reliable transportation.

Over 8,600 hours spent connecting individuals with the care they need!

We drove a total of **114,852 miles last year!**

(That's **4.6 trips** around the world, all in the service of care!)



Residential and Community Living

Staffed 24/7 helping individuals remain independent in their daily lives.

Residents were engaged across 5.2 community domains per quarter:

- Dining
- Arts
- Nature
- Family
- Events

71% of residents choose community oriented activities and experiences.



This year residents weren't just getting out, they were getting involved. Activities were chosen by residents themselves. This is the outcome we strive for; choice, connection, and belonging.

83% of our residents participate in 2+ community experiences per month.

PBC Accredited

Unlimited Care has earned accreditation for Performance Based Contracting (PBC), reflecting our commitment to sustainability, responsiveness, and strong clinical capacity.

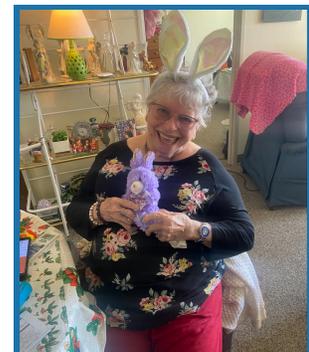


Implemented full electronic health record system (EHR) to strengthen documentation accuracy, improve audit readiness, and support better care coordination.

Clients are empowered to engage in and contribute to their communities.

Staff members are trained to provide services correctly, safely, and according to all established requirements.

Launched NADSP credentialing practices elevating staff levels, advancing professionals, and enhancing credibility.



In-Home Personal Care Services

74% of customers are satisfied with and willing to advocate for Unlimited Care's services.

3 Caregiver of the Year Award Nominees:

- Kristine Riley
- Tracey Gilliland
- Jessica Mather

97% of clients agree their quality of life was improved.

100% agree staff is competent and properly trained to provide care. 99% agree their expectations of service were met or exceeded.



Digital Connectivity Program

Our Digital Connectivity Program provides laptops to staff and clients expanding digital skill development and access. Surveys revealed challenges related to technology access and digital skills. Through active engagement with technology, our goal is to promote digital fluency through interactive exploratory learning. We offer in-person workshops and trainings on computer use and digital literacy, empowering staff and clients with the confidence and skills to navigate technology independently.



Common Uses:

- **computer literacy programs**
- **virtual health appointments**
- **educational needs**
- **socialization**
- **entertainment like music and movies**
- **attend church services**
- **learn new hobbies**
- **completing job applications**
- **virtual interviews**
- **completing certifications**

Digital Works by the numbers:
100 total laptops
65% used for trainings
35% for personal use

Laptop Grant/ Digital Connectivity Program Funding

The laptop grant and Digital Connectivity program aim to enhance computer literacy in our local area. Using this grant, **100 laptops were purchased and bookmarked with training programs and instructions** on how to use the laptop. The laptops were delivered in March 2025 and were updated and linked to our IT department by June 2025 for loaning. In addition, workshops and trainings are held in person to **teach proper use of computers and computer literacy**. Laptops are available for staff and clients to aid in virtual health appointments, educational needs, socialization, and entertainment. Over **50% of the laptops have been borrowed- 35% for leisure use and 65% for work and training related activities.**

Community Volunteering

Through hands-on volunteering efforts, our clients proudly help to serve our community in meaningful ways. Donations were gathered and organized for the Cambria County Backpack Project, Valentine’s Day cards were crafted for local nursing home residents, and appreciation gifts were made to help celebrate Direct Support Care Professionals Week.

Our service based activities generate strong attendance numbers, often matching or exceeding recreational activities. These meaningful service hours leave participants feeling more connected, proud of their efforts in giving back, and leaves them inspired to do more.

“Volunteering is not just about completing a task; it is about contributing to something bigger than ourselves.”

110 Hours of Community Service



(That’s **almost 5 straight days** of giving back- without hitting pause!)



From the Hearts of Others

“There’s something powerful about doing good together. Being able to actually see a difference we make, its connecting.” - Unlimited Care Staff

“I went in thinking I was helping others, but honestly I was helping myself too. I’m proud to give back and inspired to continue to do more” - Ability Works Program Participant

“ Embracing the opportunities afforded by Unlimited Care’s Ability Works program has created networks of friends. Individuals call each other to alleviate feelings of isolation and enrich their lives with laughter, connection, and a sense of belonging. “- Unlimited Care Staff

“Promoting independence, meaningful choice, and lifelong relationships is essential for those who attend Ability Works because these elements support dignity, self-determination, and overall quality of life. When participants are encouraged to make their own choices and develop independence, they gain confidence and skills that extend beyond the program into everyday life. Building lasting relationships with peers, staff, and community members also fosters belonging, emotional well-being, and long-term support, helping participants thrive as valued members of their communities.”- Tammy Thompson *Field Manager*



New Initiatives

Innovation for Impact

Innovation without purpose is just noise. For Unlimited Care, choosing partners isn’t about chasing the loudest ideas or the flashiest campaigns. It’s about aligning with organizations whose stories are rooted in meaning, integrity, and impact. Our partners are guided by intention, trust, and collaboration to drive our community into a place where everyone has the resources and support to grow into the best version of themselves. We welcome new partnerships that harness technological advancements to expand accessible care, improve outcomes and support innovative solutions that serve people in need.

Ripple Effect Network

We launched Ripple Effect Network (REN), a non-profit arm of the organization designed to house our group homes, expand opportunities and extend our mission in new and sustainable ways. Utilizing forward-thinking initiatives that spark innovation, sustainability, and resilience by reimagining how resources work together to strengthen communities and deliver future-ready solutions that improve lives.



Pittsburgh Gateways and The University of Pittsburgh at Johnstown

In partnership with The University of Pittsburgh at Johnstown, Unlimited Care is proud to bring the Pittsburgh Gateways Corporation to Downtown Johnstown. Unlimited Care at the Jupiter Building is a strategic leap into the future of healthcare and technology bringing a robust history of aggregating resources and organizing processes to evolve communities through its partnership with Pittsburgh Gateways. Partnering with The University of Pittsburgh at Johnstown’s resources, we aim to expand our care into the world of Artificial Intelligence and wearable technology. Other goals with technology include more efficient distribution and application of medicines and improved transportation logistics. This use of technology will help improve client independence and quality of life, increase staff retention and advancement, create new revenue streams, and create stronger relationships between academics and public-private care. Embedding skill programs into curriculum, through the accelerated deployment of inclusive technologies, will help to teach a future ready workforce that supports Pennsylvania’s goals in modernizing Medicaid and Medicare.



Silver Linings Transportation Program

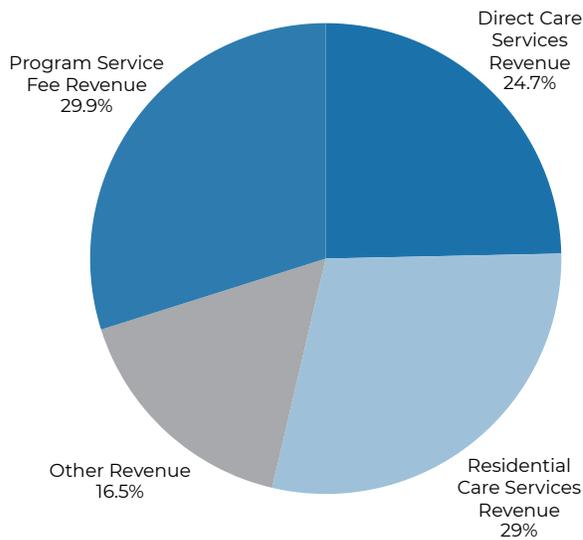
Our recent partnership between Silver Lining ABA and our transportation program has helped to increase the resources to youth in need in our area. Through Silver Lining’s Applied Behavior Analysis (ABA) therapy, children and families effected by developmental disabilities have access to the care they may need. This individualized care sets goals and helps individuals improve in communication, social interaction, behavior regulation, and daily living. Unlimited Care’s transportation program branched out to Sliver Linings to aid in providing transportation to children attending their day programs. Silver Lining’s therapy processes coordinate with parents, schools, and other community providers to teach new skills and reduce challenging behaviors through positive reinforcement.

We’ve made over 6,000 trips to transport 26 Children to ABA Therapy Services.



Revenue

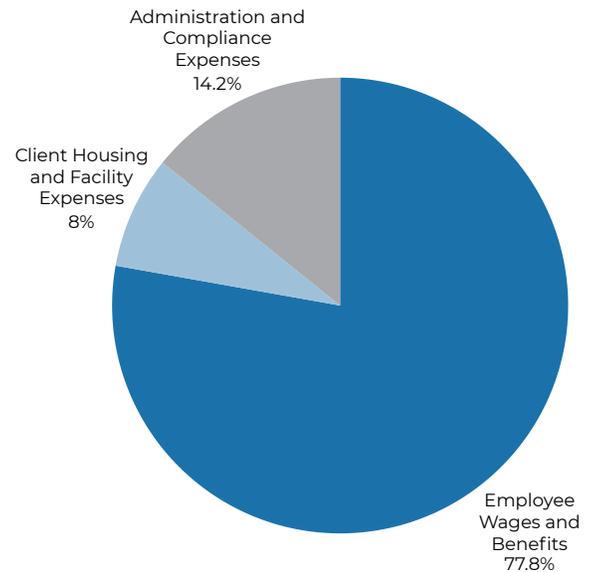
Program Service Revenue: \$7,704,997



Expenses

Program Service Expenses: \$5,187,551

Fundraising Expenses: \$1,026.5



Our largest investment is, and always will be, people.

ODP Workforce Grant

The Office of Developmental Programs (ODP) Workforce grant was used this past year to **fund an incentive program** for our care staff. This program helped with employee retention and unusual staffing expenses for our Direct Support Care Professionals, Front line Supervisors, Program Specialists and Support Coordinators. Short-term goals included combating employment difficulties through **incentive pays**. Long-term goals included **referral bonuses, certification compensation, incentives in long-term employment, and milestone/ anniversary bonuses. A total of \$116,514.04 was awarded in June of 2024**, and split between 4 programs- Community Living Arrangement, Office of Developmental Programs, Transportation, and our Zelenople office.

100% of grant funds are being allocated to direct workforce support. Funding focused on retention, funding staff, and strengthening our workforce.



To our many donors, supporters and volunteers, thank you!

Every shared hour, dollar, and encouraging word helped us move our mission forward. Your generosity reminds us that real change doesn't come from one act alone, but from countless people choosing to make a difference together.

1st Summit Bank
 Aging Services, Inc., Indiana Area Agency on Aging
 Alliance for Nonprofit Resources
 American Legion Post 343 - New Castle
 AmeriHealth-Community HealthChoices
 Baden Lions Club
 Blair Senior Services
 Cambria County Agency on Aging
 Community Foundation for the Alleghenies
 Compassionate Care Consultants
 Craftwork Studios
 D. Farra Contracting and Excavating
 Damin Printing
 Doing Better Business, Inc.
 Duquesne University
 Greater Pittsburgh Community Food Bank
 Health and Safety Institute (HSI)
 Henderson Brothers
 In-Shore Technologies Inc.
 John Casker - via Danny Veigh Memorial Fund
 Johnstown Tomahawks
 M2B Retirement Consulting LLC
 Maher Duessel
 Maranda Bonomo 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 (CHC)
 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 Corporation
 Somerset County Agency on Aging
 Spangler Subaru
 Special Olympics - Cambria & Beaver County
 Spory's Locksmith
 Student-to-Adulthood Transition Support
 The Wellington Fund Foundation
 University of Pittsburgh at Johnstown
 UPMC-Community HealthChoices (CHC)
 Veterans First
 Wessel & Company
 World's Attic Thrift Shop
 Young American Furniture



Funds



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. A recent donation was made in 2024, by a relative of Danny, to contribute to the care efforts that supported him throughout his life.

Rachael'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.



Looking to the Future...

Looking ahead, we are intentionally investing in sustainable employment and embracing technology that strengthens both our mission and workforce. These investments support stable, meaningful jobs while equipping our team with modern tools that enhance collaboration, efficiency, and quality services. With a strong focus on the people we serve, technology enables us to respond more effectively to evolving needs and improving access to services. By investing in innovative tools and forward-thinking practices, we are positioning our organization for long-term impact, operational resilience and meaningful growth ensuring that our communities remain the center of everything we do.

Kathy Sliko

Chief Operating Officer (COO)

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.

A Fresh Perspective

This year, we partnered with a student from the University of Pittsburgh at Johnstown to bring a student voice into our story. Lexi, a soon-to-be professional (Marketing), helped craft and structure this report, infusing her creativity, clarity, and a unique lens on our work. Why? Because collaboration matters. By engaging our educational partners, community, and emerging talent, we're not just telling our story; we're shaping the future together.

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providers