

# CULTIVATING AN UNLIMITED TOMORROW



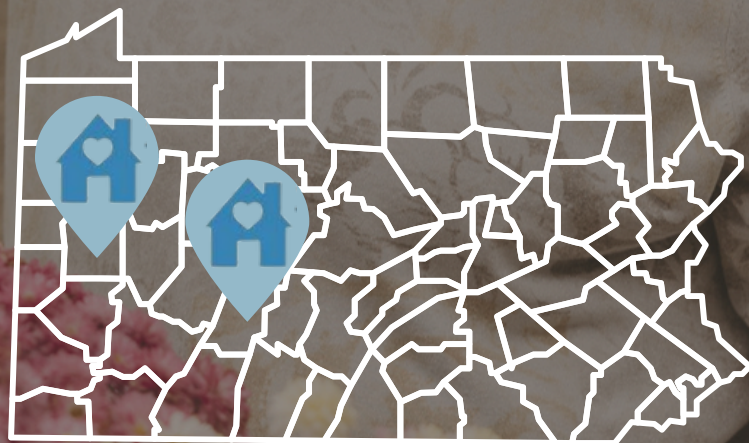
# EMPOWERING PEOPLE OF ALL ABILITIES

## 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.

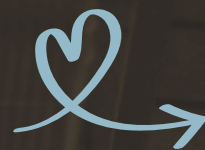
We look forward to focusing more intently on harnessing partnerships to develop leaders in every community we serve. This will take time and significant investment in our system, processes, human resources, and business model planning to prepare, lead, and advocate for this systemic shift.

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

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@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.



# 67%

**decrease** in accidents  
& readmissions from  
previous fiscal year

# 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

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## COMING SOON!



### Ripple Effect Network

"Building Bridges,  
Creating Opportunities"