GROWING With New Leadership

2019—A Marquee Year

What a tremendous year 2019 was for UCP Heartland. The agency realized an increase in program capacity, building amenities and physical space. Our new program building in Berkeley, Community Services North, (CSN) has twice as much program space as the building it replaced in University City. At 20,000 square feet, the beautiful new building provides dual training kitchens, an indoor gym, ceiling lifts, a spacious computer lab, therapy spaces and five times as much bathroom capacity.

The universally designed space at CSN is based on the new Jefferson City Gibbs Center, opened last year. Community Services North houses our weekday Adult Day program, Saturday Respite Club and our new Beacon Behavior Services program space. The building is also home base for Family Services, Employment Resources, Services Navigator and Residential Services.

The year also welcomed Oak Tree Respite house, our beautiful 4,000 square foot emergency respite program in Webster Groves. Oak Tree Respite is the only program of its kind in Missouri, providing 24/7/365 care for families with disabilities who need planned or emergency assistance caring for a loved one. The house offers four guest suites, ample recreation space, a training kitchen and outdoor garden activities.

Finally, you may have noticed a new face in this space. I was hired at the very end of 2019, just in time to see all of this great work completed.

I want to thank Shari Clay on behalf of the UCP Heartland staff for mastering the art of overseeing building projects and selling our two previous buildings. This was a portfolio of work that would be heavy spread over several years. Shari accomplished this in only 9 months and together with Lori Burch and the staff, did an incredible job.

My vision for 2020 is to enjoy this new team, help programs wherever they need assistance and to continue building more great services. I am also looking forward to working with staff, leadership and the Board of Directors on developing the next strategic plan for UCP Heartland.

Thank you for continuing to support UCP Heartland’s mission to provide outstanding programs for people and families living with disabilities.
With all the building UCP Heartland has been doing in the past couple of years, what does 2020 look like? A year of more building!

The agency’s south location, currently on Manchester Road, has been going through some growing pains. We doubled occupancy in our building from 22 people to 44 in a short amount of time. This coming year, we are going to be looking at possible ways to increase capacity for our south Adult Day program as well as look at ways to expand Beacon Behavior Services. This may include buying a new building for our south programs that will also provide space for our administrative headquarters. It might mean looking at two separate building spaces. Either way, by the end of 2020, we hope to have another great program space that mirrors Gibbs Center in Jefferson City and CSN in Berkeley. Please stay in touch with us for updates through our brand new website, www.ucpheartland.org and through Facebook, Twitter and Instagram.

**EXPLAINING Our Footprint**

<table>
<thead>
<tr>
<th>Revenue</th>
<th>FY 2018-2019</th>
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</thead>
<tbody>
<tr>
<td>Contributions/Gifts/Grants</td>
<td>$751,066</td>
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<tr>
<td>Program Service Revenue</td>
<td>$9,091,667</td>
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<tr>
<td>Special Event Income</td>
<td>$314,700</td>
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<td>Management Fees</td>
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<tr>
<td>Other Revenue</td>
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<tr>
<td>United Way</td>
<td>$386,172</td>
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<tr>
<td>Investments</td>
<td>$717,207</td>
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<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$11,268,821</strong></td>
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<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$8,847,212</td>
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<tr>
<td>Management &amp; General</td>
<td>$1,764,625</td>
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<tr>
<td>Fundraising</td>
<td>$469,262</td>
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<tr>
<td><strong>Total Expenses</strong></td>
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<tr>
<td>Change in Net Assets</td>
<td><strong>$187,722</strong></td>
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<tr>
<td><strong>Unrestricted Net Assets</strong></td>
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<tr>
<td>- Beginning of Year</td>
<td><strong>$12,320,345</strong></td>
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<tr>
<td>- End of Year</td>
<td><strong>$12,319,770</strong></td>
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<tr>
<td><strong>Total Capital Investments</strong></td>
<td><strong>$1,897,807</strong></td>
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NEW BUILDINGS Bring Greater Capacity

Oak Tree Respite—NEW 24/7/365 respite house in Webster Groves can accommodate 8 guests at a time for a planned or emergency visit.

Community Services North (CSN) - NEW program building in Berkeley

Both staff and program participants are excited about the new CSN restrooms.

Oak Tree Cardinal Guest Suite

Gym amenities at CSN

Wheelchair-friendly access at Oak Tree

CSN dual training kitchens—amazing!
Events Connect our Mission to the Community

Gala – Casey Gundlach with Gala puppy

Young Professional Board (YPB) Trivia

Food Truck Day—Blues Mascot Louie makes friends with Matthew

Salt + Smoke - Team shot - 1st Place Traditional Wings
BECOME A VOLUNTEER!

Make a difference as an on-site or off-site volunteer. Both groups and individuals can get involved in ongoing or one-time volunteer opportunities.

Volunteer roles include:
Service Project Days/Special Events
Classroom Assistants
Admin Support

Contact our volunteer office to learn more: 636.779.2276
volunteer@ucpheartland.org

2019 Volunteer Impact:
314 Volunteers • 4,037 Hours

Wells Fargo Advisors at Oak Tree Respite—5th from left, UCP Board Chair Jeff Rayfield

Ferguson Community Garden — Crane Agency helping build a walk for wheelchair use

Volunteer High School Student Sydni — CDC

The Ferguson Community garden walkway completed

Wells Fargo spring pruning at Oak Tree Respite

Volunteers — St. Louis University High school students with program participant Andrew

Liz and Jack Hansen. Jack volunteers to raise money at his school, Ste. Genevieve DuBois, for UCP Heartland programs.
Our Programs: Expand the Possibilities for our participants

Oak Tree Respite
76 Clients Served

Beacon Behavior Services
Goal to start in 2020/2021

Adult Day Services
(3 total programs)
98 Clients Served

Residential
43 Clients Served

Children’s Camps
63 Clients Served

Employment Services
224 Clients Served

Family Navigator
85 Clients Served

Child Development Center
93 Clients Served
(includes 26 summer camp)

**Respite Family Services**
- Short-Term Respite: Caring staff offers families temporary relief from the daily stress of caring for a family member living with a disability.
- Emergency Residential: Provides safe, 24-hour care for adults living with disabilities requiring emergency assistance in the absence of their regular caregivers.

**Beacon Behavior Services**
- Applied Behavior Analysis (ABA) based therapeutic environment where people with developmental disabilities may engage in functional, meaningful activities and learn new skills through individualized treatment.

**Adult Day Habilitation**
- Each adult day center focuses on choice. Clients choose the level of activity that is right for them.
- Services correspond with each individual’s abilities to include assistance with social and adaptive skills that foster a greater level of independence.

**Residential Services**
- Independent Supported Living (ISL): 24-hour assistance with all aspects of personal care, cooking, medication, and arranging transportation.
- Independent Supported Living Assistance (ISLA): up to 10 hours/week of support to clients living in their own homes. Residents learn new skills in medical care, shopping, laundry, housework, safety, finance, transportation, jobs, socialization and cooking.

**Children’s Camps**
- Summer Voucher: Provides financial assistance for St. Louis County children with a diagnosed disability to attend a variety of summer camps.
- Summer Day Camp: A day camp for school-aged children with a disability diagnosis, living in metro St. Louis. Camp meets daily for 10 weeks in the summer, during winter break from school and during spring break.

**Employment Services**
- Helps individuals identify their skills and interest to obtain and maintain a job of their choice. The program provides support to help job candidates develop relationships with co-workers, create a support network and shape their careers. Employment Resources helps program participants work toward independence.

**FAMILY NAVIGATOR**
- Personalized one-on-one support to help connect families to resources including information, referrals, advocacy, education and assistance.
- Families are presented choices and solutions that will improve quality of care, welfare, security, and dignity.

**EARLY CHILDHOOD DEVELOPMENT**
- The CDC is an accredited early education center that provides a unique environment where young children of all abilities grow, play and learn together.
- Program Goal: Early identification minimizes developmental delays to prepare children for kindergarten.
### GIVING CIRCLE Membership Levels

#### Humanitarian ($50,000+)
- Meeker Trust
- Productive Living Board
- Souers Trust
- United Way of Greater St. Louis

#### Hero ($20,000 - $29,000)
- Express Scripts
- Hallie & Karen Gibbs

#### Ambassador ($10,000 - $19,000)
- Brian & Liz Hansen
- Dick Otke Construction Company
- Elliot & Sandy Farmer Foundation
- Enterprise Holdings
- Gateway to Innovation
- Jeff & Ann Rayfield
- John & Nancy Ross
- Richard & Kimberly Chong
- William R. Cady

#### Advocate ($6,000 - $9,999)
- Central Bank of Jefferson City
- IBM-International Business Machines Corp.
- Kmeier Roof Systems, Inc.
- Microsoft
- Missouri Employers Mutual
- Morris Converting LLC
- Network for Good
- Sally W. & William C. Proffitt Foundation

#### Community Enthusiast ($4,000 - $5,999)
- BAM Contracting Co. LLC
- Hawthorn Bank
- Jefferson Bank of Missouri
- Jeffrey & Cheri Cooper
- Michael & Kathy Farmer Foundation
- Midwest Bank Centre
- Nancy Hanik
- Richard Aselage
- Wells Fargo Community Support Campaign

#### Guardian ($2,000 - $3,999)
- Ascension Health
- Bernard & Maureen McDonnell
- Bill & Maureen Elliott
- Brian & Elizabeth O’Neal
- Brian & Nina Murphy
- CliftonLarsonAllen LLP
- Community Foundation for the Land of Lincoln
- Daniel & Henry Company
- Dave & Christine Houston
- Drury Development Corp.
- First Bank
- Gene & Joan Slay Charitable Foundation
- George Von Hoffmann Foundation, Inc.
- GFI Digital - Gibbs Technology
- Gibbs Pool & Turner, PC
- Jacques & Donna Thro
- Jane Kaiser
- Kendra Scott, Plaza Frontenac
- MFA Oil
- Modern Land Company, LLC
- Naught-Naught Insurance Agency
- Nick & Kristin Meador
- PNC Financial Services Group
- R.B. Kahn (Trust)
- RGA
- Richard Bright
- River Region Credit Union
- Ronald & Sandra Otto
- Sean & Jill Hunt
- United Access
- United HealthCare Services, Inc.
- U.S. Foods
- Woodman Engineering Co.

#### Crusader ($1,000 - $1,999)
- Alliance Technologies
- Andrew & Lauren Gillentine
- Ankit & Marcia Kumar
- Annie Sandfort
- Bick & Abby Hall
- Charlie & Kathleen Beach
- Dan & Mary Hebrank
- Everyday Hero
- Isle of Capri Casino
- James & Judy O’Donnell
- James & Linda Landwehr
- Jeff & Jen Bierling
- Jim & Renee Bogacz
- Joe & Helen Heimann
- John Raymond Groebl Cerebral Palsy Fund
- Joyce Blackwell
- Katie’s Pizza & Pasta Osteria
- Keller North America
- Larry Neill
- Laura J. Dunsmoor
- Lori Burch
- Michael & Jill Larsen
- Mick & Casey Gundlach
- Missouri Foundation for Health
- Prudential
- Rubin Brown LLP
- Sandy Wedewer
- Schwab Charitable Fund
- Shaun Swearengen
- Southern Hills Townhouses and—
  Apartments 2
- Steve & Becky Kling
- TD Ameritrade
- Tim & Kelli Williams

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Thank you for investing in our mission!
GIVING CIRCLE Membership Levels

Crusader (cont’d)
Tod & Kristen Raeber
Tom & Patti Miller
US Bank
Winter-Dent & Co.

Patron ($500 - $999)
Ann Young
Ashly Huber
Bill & Linda Smittle
Central Bank of Boone County
Charles & Margaret Hudson
Children’s Therapy Services (University of Missouri)
Color Art
Dan & Debbie Haskell
Direct Service Works
Dive Bomb Industries
Don & Nancy Ross
Doug & Joy Voss
Edward J. Balmes
Edward Jones
Eric & Judy Grainger
Erica Webb
Fechtel Beverage & Sales
Gundlach Services
Hugh Bissell
IBM Employee Services Center
Jain Family Charitable Fund
Joel & Sue Housewright
Kevin & Mary Knopf
Kohl’s Department Stores, Inc.
Krista Peasel
Lalo & Mary Berezo
Laura McCarthy Real Estate
Linda Adams

Patron (cont’d)
Marian Nunn
Matthew & Patti Billings
Michael & Rosemary Roth
Michelle Barbeau
Myles McDonnell
NAI DESCO
Najwa Ismail
National Sales Solutions, LLC
Office Essentials, Inc.
Paul & Lisa Sombart
Peoples Bank & Trust Co.
Rex & Lauren Fennessey
Richard & Julie Fitzer
Richard Holmes Construction
Roberto Rodezno
Rose International
Ryan & Carrie Richter
St. Louis Community Foundation
Staci & Phil Young
Steven & Sally Hudson
Tim & Ricci Moore
Todd & Sara Pingleton
YourCause.com

Jason at the Butterfly House
Marian McMillion and her Pup (I Gave to UCP)
Vincent and Megan
Welcome to Oak Tree Christine and Director Shawna

Tom Ackerman—KMOX Sport Broadcaster, Andrew, and John—South Adults Day Services
Halloween at Gibbs Center
Jessica, Volunteer Vic and Tarika
Gavin and Tanner—Camp
Programs Create New Possibilities

Merdis showing off new hairdo—Residential

Juan playing ball—CSN gym, Adult Day

New Years party—Manchester Adult Day Services

Daniel at the Zoo's Insectarium—Children’s Camps

Programs and Admin staff advocating at the Capitol in Jefferson City for residential program wage increases — a success!

Miranda reading to students—CDC, Columbia MO

Sarah wiping tables at St. Louis Bread Co—Employment Resources

Oats bus driver and Kathy arrive at the opening day of Community Services North Adult Day program

Jerome and Jamie planting flowers in Oak Tree Respite's spacious backyard. The house also features herb & produce garden boxes.

Jake & Jeremiah Gibbs Center Adult Day helping Jefferson City’s tornado first responders. The Adult Day program participants also made hundreds of sandwiches for tornado victims.
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Vice Chair
Tod Raeber

Brian O’Neal
Secretary

Jeff Rayfield
Vice Chair Governance

Ed Balmes
Vice Chair Finance

Richard Chong
Vice Chair, Operations

Vice Chair, Development
Chrissy Teske

Mani Amin

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Richard Chong, SVP Business Operations, Centene

Chrissy Teske  Senior Attorney  Commerce Bancshares, Inc.

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Mani Amin  VP, Technical Support  Cass Infosystems

Jane Kaiser  Head, NA Seed Production  Bayer Crop Science

Clint Bolser  President & CEO  UCP Heartland

Marian McMillion
Chair

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Fiona Waller
Co-Vice Chair

Andrew Gillentine
Treasurer
UCP Heartland Locations

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Corporate Offices
13975 Manchester Rd.
Manchester MO 63011
(636) 227-6030

Community Services North
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Berkeley MO 63134
(314) 994-1600

Oak Tree Respite
450 Oak Tree Drive
Webster Groves MO 63119
(314) 962-0015

Central Missouri
UCP Heartland
Child Development Center
3804 Santiago Dr.
Columbia, MO 65203
(573) 449-6783