



**UNITED
ABILITY**

2019
IMPACT FOR CHANGE
United Ability Annual Report

FROM THE CHAIR

Friends,

Thank you for your steadfast support of United Ability.

You help empower individuals living with disabilities. **You help ensure** that resources are available for children, adults, and families in need. **You are a pillar** for remarkable outcomes, as dreams are realized and what was thought impossible becomes possible.

In 2019, United Ability served 5,787 individuals. This represents a 47% growth over the prior four years. It also speaks to the ongoing, critical need for United Ability services – and your support.

Each person impacted by United Ability has a story. Through your support, **you have become a part of their stories.**

Perhaps it's when our Early Intervention team first connects with a family, not only providing therapy for a young child but also offering hope to the parents. It might be when a medically fragile toddler attends Hand In Hand Early Learning and becomes surrounded by classmates that become friends ... family ... and cheerleaders.

Countless stories evolved in the Ability Clinic Medical Services and Outpatient Therapy programs. Oh, to see a child take those first steps to mom. Or to hear an adolescent communicate to dad for the first time using an augmentative device.

Of course, the stories continue with our Adult Day, Enterprises, and Employment Services programs. Over 1,200 adults benefitted from these services in 2019. Gaining critical life skills training, embarking on the journey toward employment, and earning a paycheck are opportunities that underscore independence and self-worth.

As we look to the future, our sights remain focused on continuing to be a leader in every facet of our work. The individuals who rely on United Ability deserve this commitment, and so do you.

On behalf of the entire United Ability Family, I extend my deepest gratitude to you for walking alongside United Ability, and every individual served. **We could not achieve what we do without you.**



G. Allen Bolton, Jr.
Chair, United Ability Board of Directors





EI Physical Therapist Daphne beautifully states:
“For me, being an EI provider is so much more than providing therapy to little ones. The bigger picture is that we are welcomed into a family and given the opportunity to provide hope. We teach families and caregivers how to help their little ones achieve their greatest potential, and we are allowed to witness the impossible become possible and teach the children that no diagnosis has to define or limit them.”

HAND IN HAND EARLY INTERVENTION

United Ability is the largest Early Intervention (EI) service provider of its kind in Alabama, serving a five-county footprint. In 2019, **776** infants, toddlers, and their families directly benefitted from visits by our therapists, special instructors, and service providers

Our EI program serves children from birth to three years old who:

1. have at least a 25% delay in one or more of the five major areas of development;
2. have a diagnosis that results in a high probability of developmental delays; or
3. are at risk for developmental delays.

Team members work closely with the family to provide holistic training and therapy to help them meet the goals for their child. We provide these services in the child’s natural environment — homes, daycares, parks, and playgrounds. The Reeses are one family that benefitted from one of the **8,078** individual instruction and therapy visits made in 2019. Their family acknowledges that the foundation provided by Hand In Hand’s Early Intervention program will help fill their daughters’ lives with independence and inclusion.

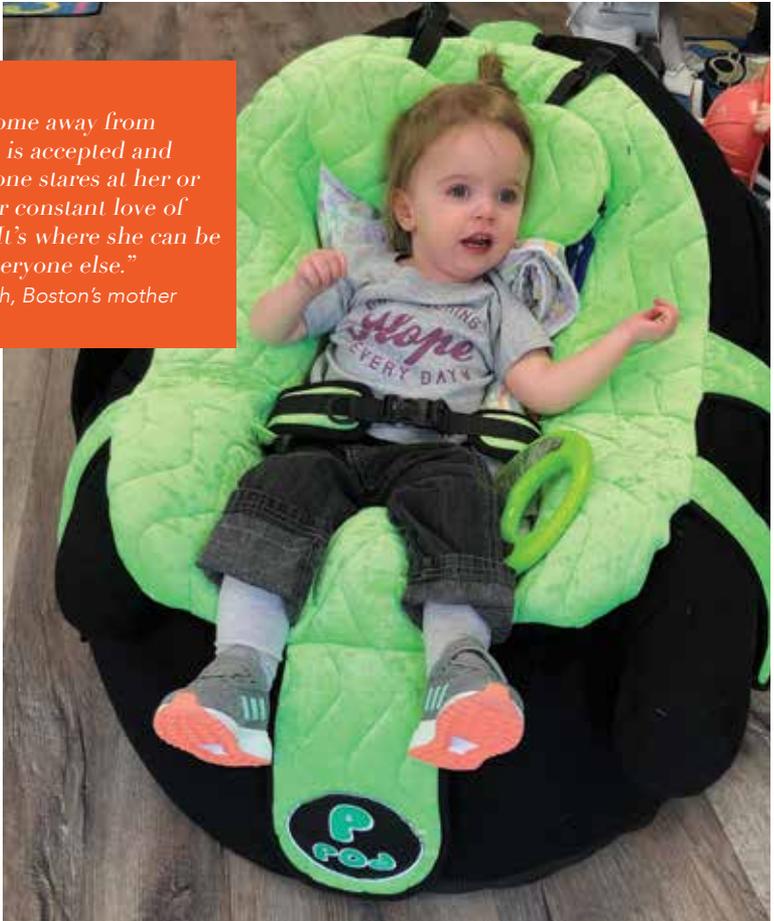
HAND IN HAND EARLY LEARNING

Hand In Hand reflects more than just a state-of-the-art early learning program for children and families like Boston's. It is a place where children of all abilities learn, play, and grow together to develop understanding, acceptance, and caring for one another. Strengthening the foundation for future success, children from 6 weeks of age to five years who have delays in one or more areas of development and those who are typically developing learn side by side in 10 spacious classrooms.

Fully accredited and licensed by the National Association for Education of Young Children (NAEYC) and the Department of Human Resources, this unique program features the latest in technology tools, nature gardens, and fully accessible outdoor experiences. Because of YOU, **203** infants, toddlers, and preschoolers — with and without disabilities — benefitted from Hand In Hand this year.

"It's her home away from home. She is accepted and loved. No one stares at her or ignores her constant love of attention. It's where she can be just like everyone else."

Payton Smith, Boston's mother



PROGRAMS

Employment Services

United Ability's Employment Services Program offers adults with a wide range of physical and cognitive disabilities individualized job placement and support within competitive employment sites. At United Ability, we envision disability as an everyday part of the human experience, and we are committed to making this vision a reality. Our goal is to help both employers and individuals with disabilities acquire and maintain a beneficial relationship. Employment brings both a sense of pride and accomplishment. With your help, our supported employment team helped **1,225 adults, a 20% increase over our 2018 total**, learn job readiness skills and find or maintain MEANINGFUL employment.



High School students gaining valuable work experience

Transition Services

Transition Services is part of our Employment Services department. Transition Services offers pre-employment training to our local school systems. Our Transition Specialists go into the special education classes and teach job-readiness skills to enhance employability skills for high school students after graduation.

This past year we were in **34** high schools and worked with **820** students, exposing them to **1,051** training course encounters.

United Ability Enterprises - Gone for Good and Outsource Solutions

United Ability Enterprises was established to employ people with disabilities and employed **85** adults living with physical, developmental, and intellectual challenges in 2019. Gone for Good (GFG), United Ability's secure document destruction business, is NAID AAA certified and adheres to the highest levels of security in the industry. Gone for Good's services include recurring daily and weekly pick-ups, one-time purges, and on-site services. In 2019 GFG had **815** active customers, and of those, **158** were new. When individuals or companies partner with Gone for Good, they can trust that their documents will be securely destroyed while they are making a difference by supporting our mission of employing individuals with disabilities.



Cedric, who lives with disability, has worked at Gone for Good for seven years

LINCPoint Adult Day Program

LINCPoint's Adult Day program provides various experiences and services that promote independence, work skills, and community involvement to individuals age 21 and over with a wide range of disabilities. Our dedicated staff strives to give the **168** Adult Day program participants the best day of their life **every day** by offering enrichment activities, socialization, nursing and medical services, art programs, community outings, and vocational training. The socialization and family atmosphere brings joy and smiles to all.

The adults took part in **1,317** community outings to places like the Birmingham Museum of Art, the BJCC, and Barons Baseball games. Because of you, our Physical, Occupational, and Speech-Language therapists provided therapy services to **128** of our adult participants to foster independence and improve their quality of life. Eric is one individual that has benefitted from these services.



Team Eric

Eric has been a part of our United Ability family for 18 years. When asked what United Ability means to him, he immediately went to the "people" page on his device and named every person he could think of. He also expressed pride and excitement about his job at United Ability shredding documents.

LAST YEAR...

HAND IN HAND EARLY INTERVENTION

776

children from birth to age 3 and their families received holistic training and therapy in each child's natural environment — at no cost to the family.

HAND IN HAND INCLUSIVE EARLY LEARNING

203

children ages 6 weeks to 5 years attended our nationally-accredited program where children with and without disabilities learn and play side by side.

CHILDCARE ENHANCEMENT WITH A PURPOSE

955

teachers in community childcare settings were given training and support in serving children with special needs.

FIRST TEACHER HOME VISITING

215

children and family members were served, receiving training and support to improve parenting skills and strengthen relationships.

MEDICAL SERVICES

1591

children and adults received physical medicine and rehabilitation services from Dr. Charlie Law through 2870 patient encounters.

More than 5,700 children, adults, and families living with a wide range of challenges and disabilities benefitted from 10 United Ability programs:

OUTPATIENT THERAPY

speech, occupational, and physical therapy sessions were conducted by our licensed team for 421 patients (up to age 14).

4972

HEARTS RESPITE

families were given financial assistance to cover a caregiver, allowing family members some much-needed respite to recharge.

83

LINCPOINT ADULT DAY

adults (ages 21 and up) worked on personal goals and life enrichment activities while enjoying 1317 outings to fully experience and participate in their communities.

168

ENTERPRISES

adults were enrolled in on-campus employment programs including Gone for Good (secure document destruction) and Outsource Solutions (kitting, assembly, and packaging).

85

EMPLOYMENT SERVICES

adults (ages 18–67) with physical and cognitive disabilities received individualized job readiness instruction on their journey to meaningful job placement.

1225

Your support is life-changing. THANK YOU for your generosity!



“Every parent wants the best for their child, and for Opal, that is United Ability.”

Opal’s mother

Ability Clinic Physical Medicine & Rehabilitation

As a source of hope and support to families, the Ability Clinic provides a new level of care to children and adults living with disabilities. Through innovative medical and therapeutic interventions, our team delivers a family-focused approach designed to improve the overall health and quality of life for children AND adults living with special needs. Under the direction of Dr. Charlie Law, the clinic provides Physical Medicine and Rehabilitative Services to reduce symptoms caused by disabilities. Dr. Law is the only practicing physiatrist in the state of Alabama dually-certified to serve both pediatric and adult patients throughout their lifetime.

“When we left our appointment, I cried happy tears because someone was finally going to help us. The atmosphere, compassion, and time given my child and me was priceless. I am looking forward to our next appointment.”

Parent, EISC

With your help, **1,591** children and adults received medical services through the Ability Clinic for a total of **2,870** patient encounters in 2019. Also, of note, Dr. Law and his team had **677** patient encounters at ten satellite locations throughout the state, bringing care and compassion to those who could not travel to Birmingham.

In 2019 you enabled us to create the Early Intervention Specialty Clinic (EISC). This new service has had an immediate impact on 65 children from birth to age three and their families needing assistance and the coordinated on-site care of Dr. Law and our therapists.



Ozzie’s family, therapists, and providers unite in our Early Intervention Specialty Clinic

Ability Clinic Outpatient Therapy

United Ability's Outpatient Therapy Program offers holistic care that centers around the child and family. Our multi-disciplinary team is specially trained in pediatrics and serves children from birth through 14 years. In addition to speech therapy, physical therapy, and occupational therapy, our outpatient clinic is home to specialized feeding clinics, wheelchair evaluations and training, and assistive technology and augmentative communication training. This year our team helped secure **20** augmentative communication devices for patients.

Shep is one of **421** patients who received Outpatient Therapy in 2019. He began Outpatient Physical Therapy while receiving Early Intervention services in our inclusive Hand In Hand Early Learning Program.

Thank you for helping make **4,972** therapy sessions possible for children in our community.



"When he was a year old, if someone asked me what I dreamed he would be able to do, I would have said that I would love to see him walk without assistance one day. He is 3-1/2 and has far surpassed that dream! He now walks without a medical device and is now trying to speed up to a run."

Kati Maddox, Shep's mother

FINANCIALS

FOR FISCAL YEAR ENDING SEPTEMBER 30, 2019

OPERATING EXPENSES

Children's Services

Child Nutrition Program	\$101,098	
Early Learning Program	\$2,147,374	
Early Intervention Gadsden	\$382,721	
CCEP	\$147,663	
First 5 Alabama	\$40,149	
ELP Therapy	\$234,558	
Outpatient Therapy	\$615,389	
Early Intervention Birmingham	\$2,125,080	
First Teacher Home Visiting Program	\$270,716	
Respite	\$30,000	
	<u>\$6,094,748</u>	48%

Adult Services

Adult Day	\$2,185,415	
	<u>\$2,185,415</u>	17%

Admin/Fundraising

Admin	\$82,894	
Development	\$572,821	
	<u>\$655,715</u>	5%

Employment Services

Community Work	\$25,608	
Community Rehab Program	\$490,592	
Project Search - Birmingham	\$80,501	
Project Search - Hoover	\$13,797	
WIOA	\$12,665	
School-Based Training Programs	\$225,260	
Summer Work	\$75,857	
	<u>\$924,280</u>	8%

United Ability Enterprises

Gone for Good	\$1,023,652	
Outsource Solution	\$22,071	
	<u>\$1,045,723</u>	8%

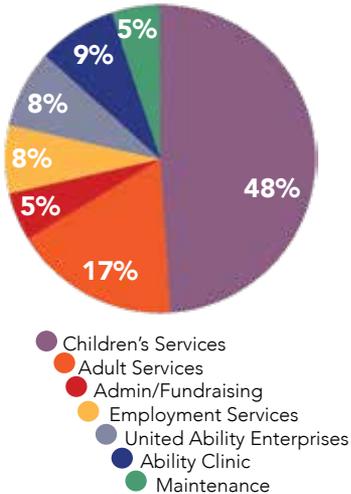
United Ability's most recent 990 form along with the most recent Audit Report certified by Haley & Woods, LLP can be found at unitedability.org/accountability

Ability Clinic	\$1,049,730	
	<u>\$1,049,730</u>	9%
Maintenance		
LINCPoint Maintenance	\$285,858	
Hand In Hand Maintenance	\$318,616	
Admin Maintenance	<u>\$60,535</u>	
	\$665,009	5%
TOTAL	\$12,620,620	100%

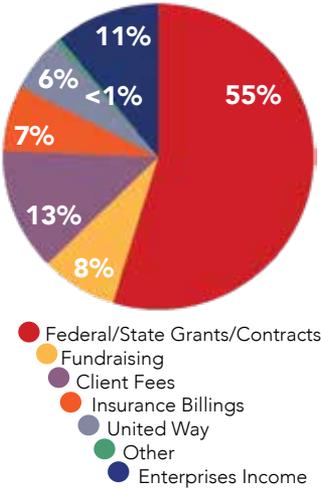
OPERATING REVENUE

Federal & State Grants/Contracts	\$6,876,951	55%
Fundraising	\$974,784	8%
Client Fees	\$1,638,220	13%
Insurance Billings	\$882,774	7%
United Way	\$753,044	6%
Other	\$2,416	0%
Enterprises Income	\$1,377,344	11%
TOTAL	\$12,505,533	100%

OPERATING EXPENSES



OPERATING REVENUE



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Grant Rafield
Isabelle Rohr

Amy Teske
Ben Teske
Blake Thomas
Van Trefethen
Sara Beth Wilcox
Colin Winkler
Brooke Yarbrough



With the help of his occupational therapist, Jercolbie wrote a letter to Mayor Randall Woodfin asking him to visit United Ability, an invitation which the Mayor accepted.





UNITED ABILITY

100 Oslo Circle
Birmingham, AL 35211
unitedability.org

OUR MISSION

United Ability provides innovative services connecting people with disabilities to their communities and empowering individuals to live full and meaningful lives.

OUR VISION

United Ability envisions a world where disability is neither defining nor limiting.