



CELEBRATING

55 Years of Service for Children and Adults with Disabilities



United
Rehabilitation
Services
Of Greater Dayton



“I love URS! It gets me busy. My favorite part is cleaning.”

*-Raymond Arnold
Client of URS for one year*



“Without continual growth and progress, such words as improvement, achievement, and success have no meaning”. This was said by Benjamin Franklin over 200 years ago but is still relevant today and very fitting when I reflect on the past 55 years that United Rehabilitation Services has strived to constantly reach out to better meet the needs of children and adults with disabilities and their families.

URS has grown from humble beginnings as a small Dayton chapter of United Cerebral Palsy serving dozens of children with CP to the establishment of one of the largest nonprofit agencies in the Greater Dayton area serving well over 3000 children and adults with a broad range of developmental or acquired disabilities annually.

Since joining URS just 10 years ago, I have seen significant growth and expansion, adding numerous programs and increasing the number of individuals served four fold. This year we launched two exciting programs. The Discovery Program through our Community Employment Department assists high school students with disabilities to participate in vocational training through Upper Valley Career Center. We also started our Vectren 2nd Shift Vocational Training Program which expands adult services to 9 p.m. and increases our capacity, providing vocational training in the areas of janitorial and food service for up to 18 clients. We now offer a full continuum of care for infants through the elderly and provide vital support to our clients and their families, caregivers and guardians.

This has all been accomplished thanks to a dedicated staff, a strong and determined Board of Directors, hundreds of volunteers and the caring support of our community. I personally have been blessed to be a part of this experience and to ensure that the words “improvement, achievement and success” do have great meaning for so many.



Dennis G. Grant
Executive Director





Meet Jackson For George Mitzner and his wife Crystal, life as a military family is busy and unpredictable. Add to that a four year old son with a disability and life takes on a whole new level of intensity. The couple's son, Jackson, was born with ubiquitous Cerebral Palsy and his physical needs require specialized care. He has had regular seizures since six months of age and has been in and out of the hospital since birth for various evaluations with gastrointestinal doctors, geneticists, and neurologists.

When George and Crystal were faced with moving to a new military base, they were given three choices, Dayton, Washington DC, or San Antonio. After researching the various resources available for Jackson's care in each city, his parents chose to move to Dayton, in part, because of United Rehabilitation Services (URS). Jackson is unable to swallow because of his disability and requires G-tube feedings. URS is the only daycare facility in the area that has a staff of nurses and therapists to meet his unique critical care needs.



Without extended family in the area, Crystal relies on the help she receives from the staff at URS. She appreciates knowing her son can receive physical, occupational and speech therapies while he's at URS for childcare, which saves her valuable time by eliminating multiple appointments. The classroom staff and therapists work as a team to incorporate treatment goals into her son's daily routine ensuring he has the best environment for reaching new milestones. They also like the inclusive environment that allows children with disabilities and typically developing children to interact together.

Crystal finds comfort in the additional services URS provides should her family ever need the support. The Parent Café is a free support group that helps parents navigate the challenges and stress of raising children. The Respite Care Program provides parents with time away from the demands of caring for a child with a disability.

Jackson's parents are very pleased with the care and support they receive from the dedicated staff of nurses, therapists and childcare providers at URS. As with any military family, George and Crystal know a move is in their future, and they hope to find a facility like URS when the time comes.



"I like the friends and I like to work. I like to make candy wreaths and do arts and crafts."

*-Stephanie Ferguson
Client of URS for 13 years*



Work, Family & URS For Sue Reese, working at United Rehabilitation Services is a family affair. Sue has been on the nursing staff at URS for 11 years and enjoys the unique blend of medical and general care that she provides as an LPN. A typical day for Sue consists of G-tube feedings, breathing treatments, insulin shots, administering medication, annual health assessments and responding to any urgent health issues.

Another reason Sue enjoys working at URS, aside from the fact that she loves interacting with the clients, is the care and support that URS provides to both her daughter and her brother. Sue's daughter, Heather, was born with Down Syndrome and a heart defect. She started coming to URS seven years ago through the Community Employment Program to receive assistance finding employment. Heather now has a job at TJ Maxx two days a week and spends the other three days at URS in the Adult Vocational Program.

Sue's brother, Darrell, was born with hydrocephalus and Spina Bifida. Although he is very high functioning, he needed a place outside of his home where he could socialize and learn job skills. He has been coming to URS for five years and truly enjoys having a job in the building and participating in activities such as the URS bowling league.

Sue emphasizes that URS is more than just a workplace or somewhere for clients to spend their days. It is a facility in which friends are made, skills are learned, and families are brought closer together. The mission of URS has certainly been fulfilled in the lives of these three family members.



Promoting Independence Through Training and Work *In the words of Ray Webb. "My son Ryan*

was diagnosed with Asperger's Syndrome when he was nine years old. This autism spectrum disorder significantly impacts a person's ability to interact with others. In addition to Asperger's Syndrome, Ryan also has learning disabilities. These challenges make it difficult for him to pay attention to multiple details at any given time and retain information that he has learned. However, he did not allow his disabilities to hold him back, and in 2010, he graduated from high school.

After graduation, my wife and I began helping Ryan look for a job. It is important to us that Ryan becomes a productive member of society and has the ability to put his skills to work. After finally being offered an interview, his lack of social skills prevented him from getting the job. It was unclear what options were available to someone with his unique needs.

United Rehabilitation Services (URS) was a Fifth Third Bank customer when I was president of the Western Ohio Affiliate. I was impressed with the mission and success of the organization, so when the Ohio Bureau of Vocational Rehabilitation referred us to URS for help with Ryan, I knew the organization was up to the task. URS is an amazing organization, providing comprehensive programs and services for children and adults with disabilities or special needs.

The Community Employment Program at URS has been working with Ryan for about a year and has given him several job trial opportunities. This program provides Job Developers and Coaches to work with URS clients on job training, employment goals and instruction in all aspects of securing a job. The ultimate goal of this program is to help people with disabilities become independent through training and work. After several trials, Ryan landed on a type of work that seemed to fit. With the help of URS, Ryan currently is gaining job search training and is looking for work as a stock person in a department store. We're confident that with the support of URS, Ryan soon will find a job that he enjoys and meets his skills and needs.

Thanks to URS, Ryan has gained confidence and we are grateful to URS for making a difference in his life, as well as ours."

Ray Webb
Senior Vice President, Fifth Third Bank





Hearing Services for The Berry Hearing Everyone

Center (BHC) at URS offers premier service and pricing to *everyone* with hearing needs in the Miami Valley and is the only local nonprofit offering a full range of products and services, including hearing testing and hearing device sales/repairs. The BHC prides itself on serving *anyone* in our community that has a hearing need and is not limited only to individuals with disabilities. Dr. Melissa Theis, AuD., Audiology Manager at The Berry Hearing Center, says her motivation for working at URS is the fact that any profit made from sales or services supports and funds vital programs for children and adults with disabilities.

New improvements for the coming year include bringing the services of the BHC to assisted living and nursing home communities. We have also added services for tinnitus therapy and group aural rehabilitation classes and are partnering with local community service clubs including Sertoma and the Lions Club to provide additional outreach and hearing screenings to the community.

Schedule a free hearing screening today by calling 937-236-8911.

Highly Skilled Therapists Make a Difference

The Therapy Center continues to expand services to meet the needs of our community serving 1300 individuals each year with Physical, Occupational, Speech, and Aquatic Therapies with a team of certified professionals. URS therapists take an intensive team approach to care collaborating not just with each other, but with Adult Services and Childcare classroom staff who receive instruction from the therapists to incorporate clinical goals into each adult or child's daily routine. Four year old Kaiden has made tremendous progress because therapy services and the integration of learning and therapy he receives in the classroom while at URS for the Head Start Program.

Many of the therapists have additional certifications in subspecialty areas which allows them to provide additional services to families, eliminating the need to go to multiple therapy facilities. These certifications allow for advanced treatment and care of patients. Advanced specialties include:

Occupational Therapy

- Neuro-Developmental Treatment in Pediatrics
- Therapeutic Listening for Auditory Processing and Sensory Processing Disorders
- Beckman Oral Motor Protocol & Handwriting without Tears
- Hoops and Other Groups for Kinesthetic Writing

Physical Therapy

- Assistive Technology Practitioner (ATP) – provides wheelchair and equipment assessments
- Certified Kinesiotape Practitioner (CKTP)
- Trained in Pediatric EStim, casting and fitting of orthosis

Speech Therapy

- Trained and specializing in Augmentative Communication
- VitalStim for dysphagia (swallowing disorders) & Advanced VitalStim

For more information on the comprehensive services at United Rehabilitation Services' Therapy Center, visit www.ursdayton.org or call 937-233-1230.



"I like getting the training and the skills that I need. I like getting to meet people."

*-Charles Banks
Client of URS for 30+ years*



Purpose & Independence For clients like Dan

High, coming to URS is a way of life. That's because Dan has been attending URS for 43 years! He started attending in 1968 and truly enjoys the URS community. "I like interacting with friends and the fun activities at URS," Dan said. "I really enjoy learning math, playing games, and participating in special events like the recent fishing trip," he adds.



Dan chooses to ride the RTA bus to URS on the days he's not working at Kroger because it's an important part of his life. And Dan is not alone. Many of URS' clients have been receiving services for more than 25 years. URS provides a meaningful place where adults with disabilities can work, socialize and instill a sense of purpose in their lives. For those adults that aren't as capable as Dan, we offer other adult daycare options including home-based care and respite care in the home for families needing a break. URS is constantly looking for ways to expand the continuum of care to meet the complex needs of our clients.

Volunteers with Big Hearts

*"Never doubt that a small group of committed people can change the world."
- Margaret Mead*

Each year, hundreds of individuals, companies, and community groups give United Rehabilitation Services the gift of their time. Nearly 13,000 volunteer hours were donated this year by these dedicated people. Volunteers assist in a variety of ways by working with adults and children in our daycare programs, providing clerical support, landscaping, painting projects and maintenance around the building. Volunteers also help with special events like the URS Rubber Duck Regatta, Barstool Open and golf outings. This year, volunteers from Wright Patt Cares worked with adult clients in the Vocational Center to place numbered tags on 15,000 rubber ducks needed for the Regatta.

The youngest group to volunteer at URS are the Polished Girlz who have found a unique way to help others in our community. Alanna Wall, age 11, founded the nonprofit group because of her desire to help people with disabilities. Her passion for art, glitter, and painting finger nails launched the "Polished Girlz", who delight the adults during their regular visits to URS. Each session includes hand-washing education followed by nail painting. What started as a couple of Alanna's friends has grown to over 75 volunteers. Alanna's caring heart and creativity has had a profound impact on the adults at URS!

Volunteering at URS is easy and requires no special training. Put your talents to work at URS today by visiting www.ursdayton.org to learn how you can get started making a difference in the lives of children and adults with disabilities.



"I like to work as a janitor and my friends are here."

*-Kenny Smith
Client of URS for 15 years*



A Lifetime of Service

An organization is only as good as its people and URS is fortunate to have an amazing staff! Reva McElrath has been a dedicated employee of URS for 20 years. She began working in the childcare center when URS was still part of United Cerebral Palsy (UCP) and was located in the basement of the Lange Rehabilitation Center on Valley Street. She also worked in the UCP Thrift Store and eventually moved to the Adult Services Vocational Center, where she discovered her passion for working with the adults. She receives great satisfaction helping the clients reach their goals, no matter how simple they may be. Reva enjoys assisting them with tasks such as feeding, cleaning, and teaching clients to perform basic work tasks. Her mild manner and cool, steady attitude have helped her develop strong relationships with the clients and staff.



The URS Vocational Center gives the adults an opportunity to work, complete projects and earn money for their efforts. The department's jobs include the Secure Shredding Program, making holiday candy wreaths, handmade hats, scarves and buttons, as well as cleaning the building and running the fURSt coffee shop in the



lobby of URS. Clients receive great satisfaction from the skills learned through these programs and gain a valuable sense of purpose.

Reva has watched the organization grow during the last two decades. She admires URS' commitment to giving the clients choices for types of activities and field trips to participate in. For many, this is their only opportunity to have new experiences. Clients enjoy outings to the theater, restaurants, movies, shopping, and annual road trips to destinations like Chicago, Gatlinburg and Niagara Falls. Reva is well loved by the clients and a respected member of the staff. She is a tremendous asset to the Adult Services Department and lives the mission of the agency in everything she does.



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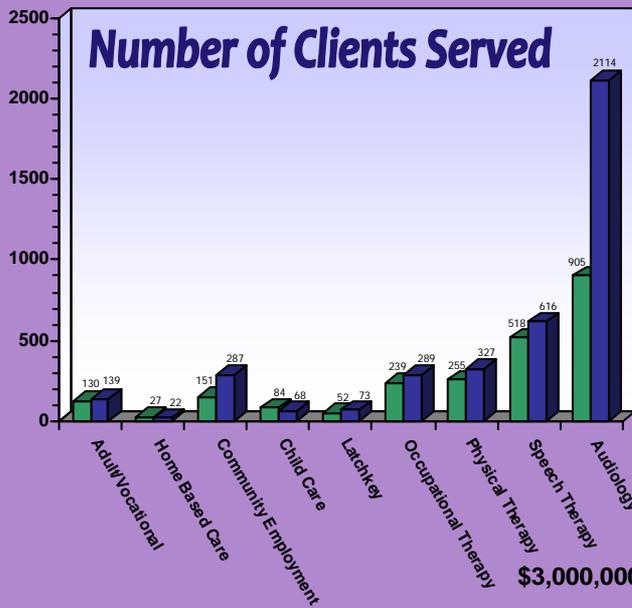
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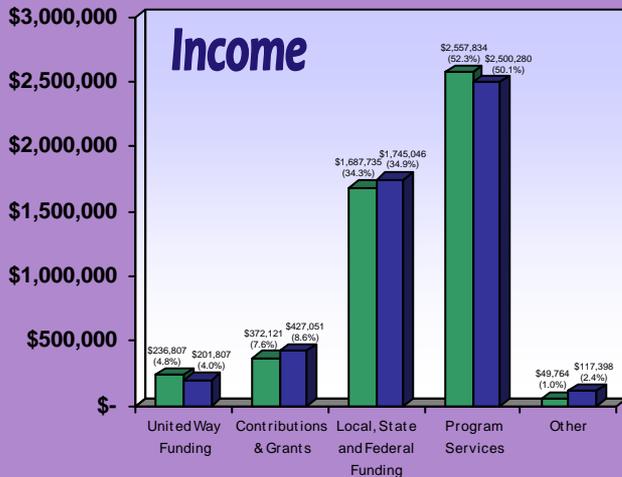
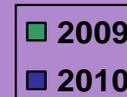
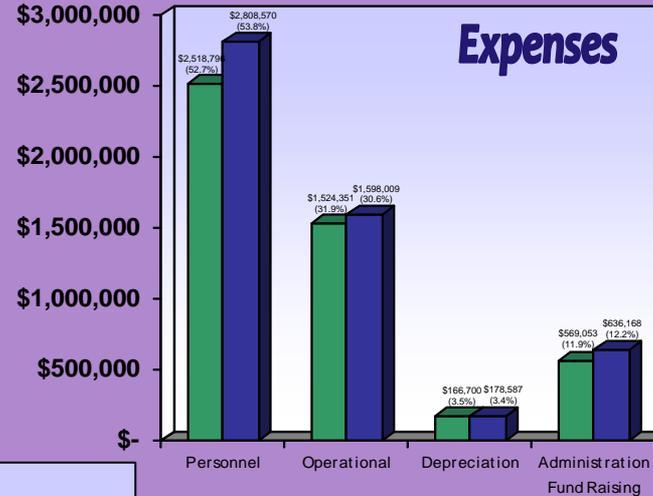
Total Number of Clients Served in 2010

3,935



2010 Total Expenses

\$5,221,334



2010 Public Support and Revenue

\$4,991,582





Outcomes Summary Report

All outcomes were based on the premise that all services focus on developing skills which will lead to increased function and result in maintaining or increasing independence. Each year our outcomes program has been improved to provide a greater focus on the impact services have on the individual participants' lives and gaining increased levels of direct feedback from those served.

This summary report is intended to document achievement of "indicators" for each of the program outcome areas. Each program establishes Initial, Intermediate and Long Term outcomes. Within each outcome, one to three indicators or specific measures of success are established that confirm whether the outcome is actually achieved. Copies of the actual reports are available upon request.

Mission

Enhancing the quality of life for children and adults with disabilities or other special needs.

Vision

URS will be the Greater Dayton leader in providing specialized programs that enhance the quality of life for children and adults with disabilities or other special needs.

Our services will promote independence, community inclusion and support for their families.

Counties Served



Adult Services

Outcome: *Clients develop skills needed for independence.*

Achieved 3 of 3 indicators

Outcome: *Adult Service Clients demonstrate improved function.*

Achieved 3 of 3 indicators

Outcome: *Adult Service Clients increase or maintain their level of independence.*

Achieved 2 of 2 indicators

Youth Services

Outcome: *Children and youth learn new skills through participation in developmentally appropriate activities.*

Achieved 1 of 1 indicator

Outcome: *Children and youth with disabilities develop new strategies for interacting with their world.*

Achieved 1 of 1 indicator

Outcome: *Children and youth with disabilities experience greater success in their development.*

Achieved 1 of 1 indicator

Clinical Services

Outcome: *Clients develop skills needed to increase independence.*

Achieved 1 of 1 indicator

Outcome: *Clients demonstrate improved function in their daily lives.*

Achieved 1 of 1 indicator

Outcome: *Clients experience increased independence in their daily lives.*

Achieved 1 of 1 indicator

Community Employment

Outcome: *Community Employment Services clients develop skills to be successful working in the community.*

Achieved 2 of 2 indicators

Outcome: *Clients will obtain community based employment in line with their vocational goals and interests.*

Achieved 1 of 1 indicator

Outcome: *Clients who obtain a job experience increased independence through successful employment.*

Achieved 1 of 1 indicator

"I like everybody's acceptance of me."

*-Essa Gombert
Client of URS for 3 years*



Commit to our Future

URS has touched the lives of more than 250,000 children and adults with disabilities and their families providing support, purpose and hope for the future. Including URS in your long-term financial planning ensures the comprehensive continuum of services will be available in our community for future generations.

A financial commitment can take many forms including Wills and Bequests, Charitable Trusts, or Life Insurance. Gifts of this nature are just one way URS supplements vital services provided to thousands of children and adults each year.

Please consider leaving *your legacy* on behalf of URS and help ensure local children and adults with disabilities will continue to receive support for years to come. Contact the URS Development Department at 937-233-1230 for additional information.

Our Generous Supporters

United Rehabilitation Services relies on the support of the community to continue its mission of serving hundreds of local children and adults with disabilities in our community. Special thanks to the following groups for their continued support: URS Board of Directors, donors, volunteers, foundations, corporations, organizations, schools/colleges, United Way, Montgomery County Human Services Levy, media partners and event attendees.

We would like to offer special gratitude to Charles D. Berry and our Corporate Partners, Dayton Power & Light and Dayton Auto Auction, for their tremendous financial support and dedication to helping children and adults with disabilities.



Thank you to the following foundations and organizations for supporting URS with monetary support through grants: The Berry Family Foundation, Brighter Tomorrow Foundation, Carol Fox Creager Fund, Civitan, CVS Caremark, The Dayton Foundation, DP&L Foundation, Geraldine E. Miller Fund, Gorman Hewitt Ayars Memorial Fund, The Iddings Foundation, LexisNexis, Levin Family Foundation, Louise Kremer Foundation, Ohio Elks Association/Dayton Elks Lodge, Physicians Charitable Trust, and Reynolds & Reynolds.



Services for Adults

Adult Activity Center
Community Employment
Home-Based Personal Care
In-Home Respite Care
Adult Latch Key Program
Vocational Center
Vectren 2nd Shift Vocational Program

Services for Children

Childcare Center
Latch Key Program
Summer Enrichment
In-Home Respite Care
Critical Care Services with
RN/LPN on site

Clinical Services

Physical Therapy
Occupational Therapy
Aquatic Therapy
Speech Pathology
Augmentative Communication
Berry Hearing Center
Hearing Device Sales & Service



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Mission: Enhancing the Quality of Life for Children and Adults with Disabilities Since 1956.

Vision: URS will be the Greater Dayton leader in providing specialized programs that enhance the quality of life for children and adults with disabilities or other special needs. Our services will promote independence, community inclusion and support for their families.

**For more information on our programs and services for children and adults with disabilities, Call: (937) 233-1230 • TDD: (937) 236-8936
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