

UNITED REHABILITATION SERVICES 2020 ANNUAL REPORT



United
Rehabilitation
Services

Of Greater Dayton

at the Charles D. Berry Center

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SERVICES REIMAGINED

This year I began my 20th anniversary with United Rehabilitation Services (URS), and as I reflect on the countless struggles we have faced and the many accomplishments achieved, I am humbled by our progress over the past 64 years! Last year, none of us could have foreseen the cataclysmic impact the outbreak of the coronavirus would have on URS, our participants and the world! Nor would we have imagined how, despite the pandemic, United Rehabilitation Services would still find a way to sustain programming for most of the children and adults with disabilities, and their families, that we serve.

URS had to shift and pivot at every turn but in the end, thanks to our dedicated staff and the support of our community, we were successful in reimagining how to best deliver critical services to those who needed it most. The resilience of our clients and their families is what truly made the difference.

We were graced by your giving spirit and generosity. We are grateful for the volunteers who made educational kits and art activity packets for our clients to use in our classes, and delivered creative and stimulating virtual programs with music, exercise and art. Numerous volunteers helped with outdoor landscaping and maintenance projects, freeing up our Facilities Team to focus on the rigorous task of frequently sanitizing every nook and cranny of our center and vehicles each day to ensure we kept our

clients and staff safe and healthy.

Whatever role you played in our story this past year, its impact can best be captured in Erica Hubler’s story. She shared that in one way the COVID-19 pandemic helped her family appreciate just how much a blessing United Rehabilitation Services is to her son Kain. Erica enrolled Kain in URS’ childcare program at 18 months of age and 25 years later, he is thriving in the Adult Services Program. Kain is blind, has cerebral palsy and is nonverbal, and URS is his home away from home while his mother works full-time. When he was not able to attend URS due to the pandemic, Erica described having a big part of his life taken away and he did not understand why. The social isolation he experienced was devastating. Life improved dramatically for Kain when he was able to return to the routine he was accustomed to and spend time with his friends and URS family.

It is the people we serve, like Kain, and hundreds like him that motivate us to push through challenges like this pandemic and do everything in our power to safely sustain services. We are truly grateful for the support our community has offered us as we weather this storm.

Dennis Grant
Executive Director



GOING ABOVE AND BEYOND

Five-year-old Noah has come a long way since enrolling in the United Rehabilitation Services' (URS) 5-Star rated Early Childhood Education Program in November of 2018. This happy little boy has overcome many physical challenges in order to meet developmental milestones.

Noah was born with hypoplastic left heart syndrome, a condition which causes the left side of his heart to be critically under-developed and unable to effectively pump blood through his body. Detected through an ultrasound before birth, Noah's first surgery took place when he was just three days old. He was also born with coloboma, a hole in one of the structures of the eye, resulting in blurry vision and blind spots in both of his eyes.

Noah and his younger sister Mikayla live with their maternal grandparents, Travis and Keisha. As a special education teacher, Keisha knew finding high-quality childcare was a priority. Because Noah had an Individual Service Plan (ISP) due to speech and motor delays, a local daycare suggested checking out the services offered at URS. Because of the on-site Therapy Services URS offers, Noah can also receive physical, occupational and speech therapy services while he attends preschool. Mikayla, 4, also attends preschool at URS and receives speech therapy services. She has made great progress and will soon graduate from speech therapy.

According to Keisha, Noah has flourished at URS.

"I love the teachers and therapists because they are helpful, friendly and kind," she said. With delayed speech and motor skills, Noah often had trouble keeping up with his younger sister. After his second surgery and subsequent therapies, Noah is now talking more, running and even riding a bike!

Keisha appreciates that URS offers a one-stop option for her grandchildren with preschool and therapies under one roof. She also likes that URS serves children without special needs so that Mikayla can also attend preschool with her brother.

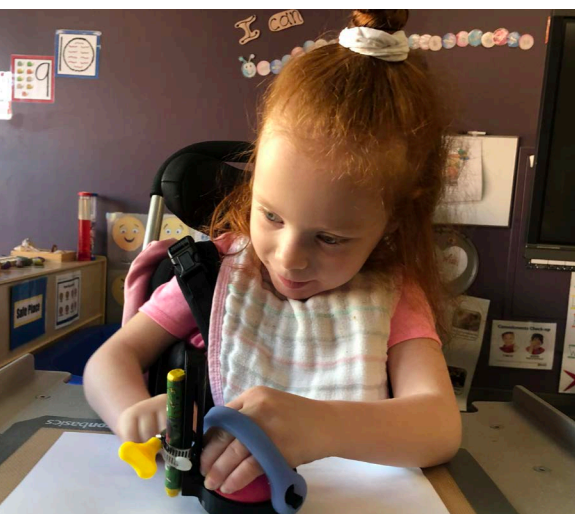
"I'm grateful that we have URS to help me with things I don't know regarding children with disabilities," Keisha said. "They go above and beyond what regular daycare offers," she added.





REAL WORLD SOLUTIONS

Since 2017, the University of Dayton's (UD) Engineering Department has partnered with United Rehabilitation Services (URS) to find innovative engineering solutions to help kids and adults with disabilities. In 2019, a five-year grant was awarded to UD to support this collaboration by the National Institutes of Health. Dr. Kimberly Bigelow, Associate Professor of Engineering, is administering the grant which allows the students to develop and complete remarkable projects to support our clients and their families!



The team created an adapted bicycle with a passenger seat for Kain, a young adult in URS' Adult Day Program, so he and his mother, Erica, can ride together. Erica shared, "Our family is so excited about Kain's bike which will enhance our quality of life and enable us to enjoy being outside to explore new places as a family unit," she said. "We are so grateful to URS and UD for including our family in this project," she added.

Kylie has cerebral palsy and can now grasp a pencil or crayon without assistance thanks to a specialized tool developed by the students. "The tool has given my daughter independence and allows Kylie to color and move her hand around the paper easily," said her mom, Jennifer.



Another team of future engineers built a wheelchair-accessible, battery-operated, swinging door to ensure the safety of participants in URS' Adult Services Program.

Rachel Zidaroff, Director of Operations at URS, loves the collaboration between the engineers and families. "It's incredible the amount of thought and energy these students put into their projects," said Rachel. "It's mutually beneficial as we are able to find new ways to help those we serve while the UD students get hands-on experience while making a difference in their own backyard," she added.

Dr. Kim Bigelow appreciates the opportunity these students have to make a real-world difference by designing assistive devices that they know will be used regularly and will make life a little easier. "To be able to interact with the client, their family, and their therapy team, the students learn so much and are able to develop an appreciation for the human-centered opportunities within engineering," she said. "We have truly enjoyed the partnership between UD and URS and look forward to all we can accomplish in the years to come," she added.



A SUMMER OF SERVICE

Carmen Owens credits her daughter Trinity, who is on the autism spectrum, as the motivating factor for starting a second career. She wanted to do something that would involve work with Trinity and others like her but also potentially work with veterans, because she is also a veteran with a service-connected disability.

When Carmen was seeking a summer internship to complete her studies at Wright State University, she knew United Rehabilitation Services (URS) was the perfect match. In May 2020, when Carmen began her internship, URS was beginning to craft its virtual programming in response to the COVID-19 pandemic. She immediately sprang into action to determine what she could do to help and was instrumental in developing both one-on-one and small-group virtual services for adults who had to remain at home due to health risks and the pandemic.

The one-on-one services encouraged exercise and life-fitness goals, and the small groups participated in engaging art enrichment activities. "The small groups were especially good for clients so they could see their peers and have an outlet to talk," said Carmen. "What they got out of it socially was equal to what they did from the activity."

Carmen logged over 400 hours during her practicum and plans to continue to volunteer at URS once the COVID-19 pandemic restrictions are lifted. "I truly love the work URS does and this internship experience has helped me achieve my professional goals," she said. "The Vocational Program at URS is exceptional and helps clients obtain the skills needed to work in the community," she added.



A FAMILY AFFAIR

The COVID-19 pandemic has challenged many special-needs families like the Wilders, but thanks to the virtual Tele-Health Services provided by the team of skilled therapists at URS, their twins, Evan and Caleb are making amazing progress from home. Before the pandemic, their mom, Michelle was only able to take the boys to therapy every other week due to the challenges of raising 11 children, making more frequent therapy visits difficult. With the ease of teletherapy, the brothers now have weekly virtual visits and love including their family members in their exercises.

Evan and Caleb were 26-week preemies with Evan having a hospital stay lasting months. Evan has been attending URS since 2012 when he was 11 months old and receives physical, occupational and speech therapies; he previously benefited from pediatric aquatic therapy. Evan was diagnosed with Cerebral Palsy, Autism, and Ehlers-Danlos Syndrome (EDS), a condition that affects connective tissues and joints. Caleb has also been diagnosed with EDS, as well as developmental delays and sensory issues. He has been receiving occupational therapy at URS since 2014 and speech therapy since 2018.

“Doctors said Evan may not be able to walk or talk but he has defied all predictions and is now able to do both and more,” said his mom, Michelle. “When he started therapy services at URS, he couldn’t even hold his body up,” she added. According to Evan’s Physical Therapist Renee, virtual services have helped the family become more involved in Evan’s therapy and he is extremely motivated to complete his physical therapy at home. Renee recommended his parents use velcro circle dots placed on the floor to help with his exercises. “During our session, I showed the family how to use them to cue Evan to complete scissor jumps alongside his siblings for added fun,” Renee said. After a few weeks of practicing at home, Evan is now able to complete the jumps without the visual markers and is as fast as his siblings. The family’s hands-on approach has helped Evan succeed and improved carryover at home on days we do not have therapy which continues to increase his progress.

According to Michelle, Caleb was progressing normally until suffering a seizure at the age of three. He now struggles with daily life and often has trouble following directions. To help Caleb learn to take instructions, during at home Tele-Health sessions, his Occupational Therapist Suzie incorporated

baking a cake. The first week, she provided step-by-step instructions and pictures for him to match. The following week, Caleb was able to make the cake with Suzie during therapy. “Caleb was very proud, and it was really good for him to share the cake with the family,” said Michelle. Caleb has also made tremendous progress academically in just a few months. In July, he only knew six letters of the alphabet but by October, he knew them all!

According to Michelle, URS has been a godsend for her family. Both boys have reached important developmental milestones since attending URS, and the staff has helped their family get equipment and items they need at home. This includes Caleb’s iPad, which URS assisted in purchasing through the Gorman-Hewitt-Ayars Fund they manage. “Suzie is amazing and has gone above and beyond what I think a normal therapist does, like sending things to the boys at home and giving lots of tips, tools and tricks,” said Michelle. “Evan has trouble transitioning from one place to another and does much better at home because all of his equipment is there,” she added.

Michelle first learned about URS from her family physician. Over the years, several of her other

children have also benefited from therapy at URS. In fact, they have used the therapy program at URS on and off for the past 12 years! Now the tradition continues with her grandchildren. When Michelle’s three-year-old grandson needed speech therapy, her daughter had no doubt she was going to call URS!

SOCIAL INTERACTION MATTERS

Josh Tye is one of many adults who enjoy the engaging programs for adults that United Rehabilitation Services (URS) offers. Dubbed a “social butterfly” by his mom, Jodi, Josh thrives on interacting with his friends and the staff at URS!

Born with cerebral palsy and a developmental delay, Josh and his twin, Matthew came into the world 6-weeks early. Josh had several corrective surgeries when he was young, and he currently follows a ketogenic diet to control a seizure disorder and has been seizure-free for over 20 years.

When the program Josh was previously enrolled in was discontinued, Josh’s mom Jodi took the opportunity to suggest he move to URS. “Josh had received physical therapy at URS many years ago and I was always impressed with the facility” said Jodi. “It felt right to us and a great fit,” she added.

Josh attends programming at URS five days a week and receives physical therapy for mobility issues while there. He utilizes a walker and a cane and started using a three wheeled Amtryke bike as part of his therapy, which has helped Josh make great strides in maintaining flexibility and building strength. He’s

made so much progress that URS helped to secure a bike for Josh to use at home.

Josh participates in the URS Pre-Vocational Training Program as he determines what field of work may be the best fit for his likes and interests. Josh enjoys working in laundry services, though things have been put on hold recently due to the pandemic.

In 2019, Josh received the Margaret Binkley Outstanding Client Award at the URS Annual Awards Meeting. “This speaks to how well URS understands who Josh is and how he learns,” said Jodi. “They really understand him and it has really boosted his confidence and gives him the opportunity to be with people,” she added.

Jodi says it’s hard not to get emotional when talking about the positive impact URS has had on her family, and she wants to share Josh’s experience with others. “URS has helped our family by providing us with a peace of mind that there is a safe place for Josh to go every day where he is accepted, where he gets to learn and be with his peers, and develop a sense of self outside of our home, which is priceless,” she said.



A PASSION FOR SCIENCE

During the COVID-19 pandemic, URS’ Employment Services Program was the only program that continued to operate during the four week State “stay-at-home” order by offering vocational services remotely. Despite the challenges throughout the year, program staff placed 84 individuals with 50 different employers in a variety of fields and industries.

One of those success stories belongs to Beth Dorsey, a smart, witty and determined young woman who happens to be on the autism spectrum. She was referred to URS’ Employment Services Program by Opportunities for Ohioans with Disabilities (OOD) in January 2020. Her goal was to secure a full-time position where she could be of service to others.

Admittedly reserved, Beth decided early in her post-secondary education that she wanted to major in biology because she knew she could make a difference while working “behind the scenes.” A Pittsburgh, PA native, Beth researched colleges and decided to attend Wittenberg University for its outstanding biology program, and because of the substantial scholarship she was offered! There, she earned Bachelor of Science degrees in both Biochemistry and Molecular Biology, and later earned a Master of Arts degree in Public Health Epidemiology from the University of Toledo.

When Beth came to URS, she was working part-time for the Clark County Combined Health District as a contact tracer, but she yearned for a role where she could apply her knowledge of medical terminology and scientific principles. Moreover, she wanted a career with a future. Michelle, a Job Developer at URS, helped Beth refine her resume and hone her interviewing skills. After many months of applying for positions in the middle of the pandemic, she was hired as a Pharmacy Technician Trainee at a pharmacy in Springfield. Michelle says that she was impressed by Beth’s ability to absorb and retain knowledge and to follow through on tasks and the important skills needed for success in any professional role. She was open to receiving support and coaching to help her navigate social interactions with the public and her team. Beth shared that learning to empathize with



disgruntled customers has been one of her greatest achievements.

Ashley, Beth’s Manager, says that her experience with URS’ Employment Services was very positive. Michelle was always available to answer any questions she had. When asked about the value Beth brings to the team, Ashley said that her willingness to try new approaches and being open to change make her successful. “Beth is always asking questions and willing to learn,” said Ashley.

Beth has set the bar high and isn’t content to remain a Pharmacy Technician Trainee. She is currently studying to become a licensed Pharmacy Technician and hopes to complete this certification by mid-2021. When asked about future plans, Beth laughed and said, “Well, this will take some more education, but what I’d REALLY like to do is to become a pharmacist at a compound lab and develop new medications that will help others,” she said.

There’s no doubt that when Beth puts her mind to something, she will accomplish it!

MIAMI INDUSTRIAL TRUCKS

Miami Industrial Trucks (MIT) has a long history of giving back to the community and has been a good friend to URS for many years.

George Malacos, MIT's Board Chairman, grew MIT into one of the top forklift/material handling companies of its size in North America. As MIT grew, George always gave back, and URS has been blessed to be the recipient of his generosity. George and Mark Jones, President and CEO of MIT, contributed in 2015 to URS' Unlocking PossAbilities capital campaign, donated a forklift and training to help the agency manage large deliveries, and partnered with URS to provide opportunities for the Employment Services participants to learn job skills and become certified in forklift operation. Most recently, when URS' Rubber Duck Regatta was faced with the challenge of needing a larger container to hold more rubber ducks for their

annual event, MIT stepped up and donated a bright "Quackers-yellow" load-lugger container which will hold a whopping 40,000 rubber ducks!

In 2020, Miami Industrial Trucks was honored with the "Pay it Forward" Award at URS Annual Awards Meeting for their tremendous commitment to supporting children and adults with disabilities at URS! George shared recently that he believes that URS is "doing God's work" and looks forward to supporting the people we serve for many years to come.



CARESOURCE

United Rehabilitation Services (URS) deeply appreciates the tremendous support it has received from CareSource, their employees who regularly volunteer, and the CareSource Foundation. Their support has taken many forms including a variety of grants to sustain vital programming for children and adults with disabilities. CareSource funded a state-of-the-art medical clinic to provide nursing care to medically fragile individuals at URS during the Unlocking PossAbilities expansion in 2016.

CareSource's commitment to organizations like URS, has enabled us to effectively meet the needs of literally thousands of children and adults with disabilities and their families from throughout the Miami Valley. URS has been proud to provide a wide continuum of services including specialized therapies, 5-Star rated early childhood education, and adult day services for CareSource members for over two decades.

Funding from CareSource enabled URS to increase the efficiency and effectiveness of our specialized therapy programs with new sensory materials and equipment, and supported training for the childcare staff to better serve the growing number of children with autism and sensory disorders enrolled in our center. Additionally, with CareSource's support, URS' Childcare Program initiated a Health & Wellness Program for which it was awarded the "Healthy Childcare Award of Excellence" from the Montgomery County Department of Health!

It must be said that URS' relationship with CareSource is strong in large part, thanks to Dan McCabe, Chief Administrative Officer for CareSource and the Chief Executive Officer of the CareSource Foundation. Dan

has been an advocate for URS, people with disabilities and the underserved in our community for decades and recently was the recipient of the URS 2020 Mid Gaddis Award, which recognizes individuals who voluntarily serve URS through advocacy, leadership, and financial contributions. On a more personal level, Dan and his wife Jean volunteered to Chair the 41st Annual URS Telethon in 2019 and raised tens of thousands of dollars to support our mission. Most notably, he engaged the top tier of CareSource executives to donate their time, talent and treasure. He even recruited CareSource's CEO, Erhardt Preitauer and his wife to volunteer on the phone bank and to call their contacts to support the cause!

Dan followed up that year by arranging for multiple directors and managers from CareSource to tour URS' Center at the corner of Old Troy Pike & Needmore, leading to URS' support of individuals with disabilities enrolled in their Life Services Program and guidance as CareSource continues to create a more inclusive workplace. We can't say enough about the difference all of this has and continues to make for URS, those they serve and our community.





“LOOK FOR HELPERS. YOU WILL ALWAYS
FIND PEOPLE WHO ARE HELPING.” - Fred Rogers

United Rehabilitation Services (URS) is so grateful for the time, talent and treasure our many volunteers donated during the pandemic! Volunteers crafted homemade masks out of different materials, including repurposed Regatta t-shirts and clear plastic for the speech therapy team to use. They maintained landscaping around our center, created educational and art-enrichment kits, and led virtual book discussions, music therapy sessions and exercise

classes throughout the year. Thank you to everyone who volunteered to help URS in 2020!

Learn more about Volunteer Opportunities by visiting ursdayton.org/volunteer.



ANNUAL GIVING CIRCLE

The United Rehabilitation Services Annual Giving Circle recognizes the generosity of individuals and families who donate \$1,000 or more, not related to sponsorships or formal grants. Donors are recognized on a donor wall in our lobby and during special events throughout the year.

Visionary

Gary and Rachel Auman*
Charles D. Berry*
Marty and Dottie Miller Fund at The Dayton Foundation*
Harold and Mary Rieck*

Ambassador of Independence

Elizabeth Berry Gray Endowment Fund*
Lisa Hanauer and Sue Spiegel*
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The Puskar Family Foundation
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Donald and Rose Ellen Eichenseer
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George and Moni Malacos
Mr. Richard J. Omlor and Dr. Elizabeth A. Hardy*
Pfeil Pfund in the Community Foundation of St. Joseph County
Steve and Janel Skerl*
Bunny & Woody Woodall Fund A & B*

Friend

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Matt and Eileen Bonelli*
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Dr. James and Mrs. Peggy Lehner*
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Greg and Karen Simpson
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Elizabeth Donovan
Robert and Carol Halstead
Barry and Joy Anna James
Mark and Teresa Jones
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Byron and Sue Kentner*
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David and Tammy Lyons*
Bob and Penni Morris*

Steward (continued)

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Richard and Carol Pohl*
Ruchman Family Philanthropic Fund of the Jewish Foundation of Greater Dayton*
Mr. and Mrs. Richard Siefring*
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Stupp/Long Family Foundation
Ronald Szczesniewski
Norman and Mary Rita Weissman*
Mary and Dr. h.c. Niels M. Winther*

**Charter Member of the Annual Giving Circle*





CORLISS & MARY CAROL AT URS

CARRYING ON A MOTHER'S LEGACY

As a child in the 1950s and '60s, Corliss Schubert watched her mother, Marge Bristow, make phone call after phone call, drumming up support for projects that supported individuals with disabilities in her community. "My mom would sit in her pink kitchen, snapping her fingers and motioning for us girls to be quiet when she was on the phone," Corliss chuckled.

Marge's drive to advocate for people with disabilities was very close to home. In 1956, she and her husband, Jim, were determined to find treatment and program options for their daughter Mary Carol, who was born with cerebral palsy. They, along with other families who faced the same challenges, founded the Dayton Chapter of United Cerebral Palsy in 1956 and laid the groundwork from which United Rehabilitation Services emerged in 1999.

Today, Mary Carol continues to participate in our programs, underscoring URS' commitment to serving people and their families throughout their lifetimes. According to Corliss, "Mary Carol loves going to URS every day and has made life-long friendships with other clients and the staff."

Recently, Corliss committed a planned gift to URS. "I'm making this gift to URS to keep our mother's legacy alive." Corliss' planned gift will benefit The James & Marge Bristow Legacy Fund, which was established in 2011 in honor of her mother, Marge Bristow. The purpose of this fund is to support activities that foster full community inclusion, self-advocacy and independence for clients that URS serves. Opportunities include participating in the Solidarity Conference in Columbus and community-based recreational activities to parks, libraries, museums, and sporting events. Corliss stated, "I want to live by her example and help others."

WAYS TO GIVE

Planned Giving

Join our Legacy Circle with your planned gift. A financial commitment takes many forms including:

- Bequest
- Beneficiary designation of retirement plan assets
- Charitable gift annuity
- Charitable remainder trust
- Appreciated securities
- Gift of life insurance
- Name URS as the beneficiary of all or a percentage of your IRA

Endowment funding opportunities are available at URS through The Charles D. Berry Endowment Fund, J. Edward Wasserman Permanent Endowment Fund, and the James & Marge Bristow Legacy Fund. You can choose to designate your contribution to any of these funds. Visit ursdayton.planmylegacy.org or contact Dennis Grant, Executive Director, at 937-853-5414 for more information.

Designations

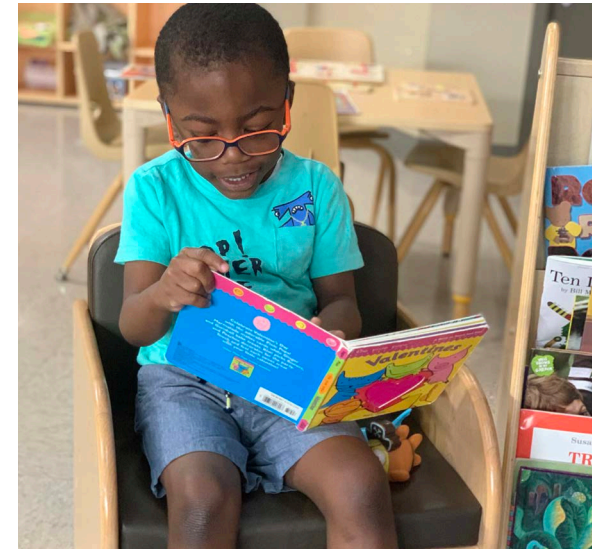
- Designate funds to United Rehabilitation Services through your company's employee giving program or the United Way.
- When shopping on Amazon, visit smile.amazon.com and designate a portion of your purchases be donated to URS.
- Sign up for the Kroger Community Rewards Program and designate United Rehabilitation Services as your charity of choice for a portion of your purchases to be donated to URS.

Monthly Giving

Monthly Giving is a great way to support the wonderful programs URS provides. You can set up a reoccurring donation of \$10 or more per month and have your gift automatically deducted on the 1st or 15th of each month.

- Give \$10/month to fund educational kits, diapers and personal care items delivered to children and adults at home.
- Give \$25/month to help subsidize Tele-Health therapies for children and adults with disabilities.
- Give \$50/month to support on-site nursing and therapy services at URS for medically fragile children and adults.

You can be assured that more than \$9 out of every \$10 of your monthly gift will go directly to services! Learn more by visiting ursdayton.org/give.





EVENTS WITH A TWIST

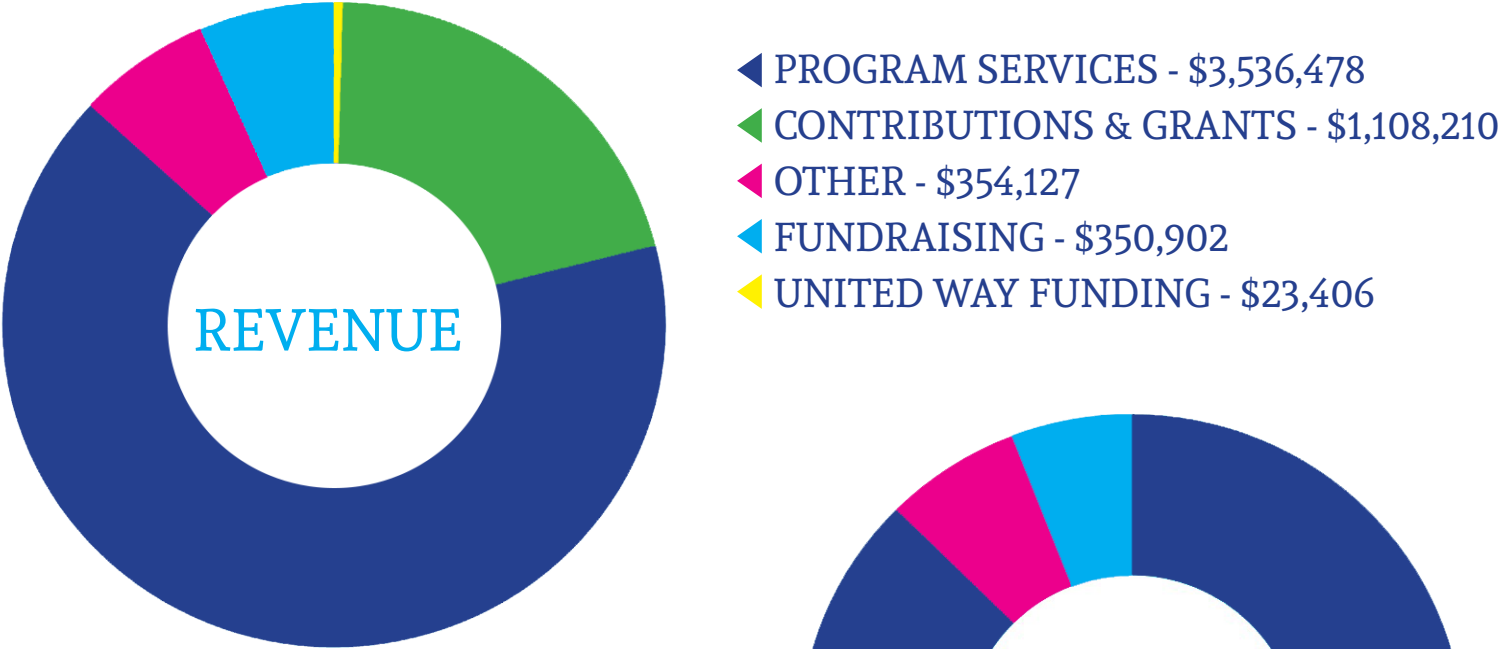
“Pivot” was the buzzword of 2020 and like many local nonprofits, URS had to identify new ways to hold our signature special events with social-distancing mandates in place. With the creative input of volunteers from the Marketing Committee, URS successfully held the Annual Awards Meeting, Rubber Duck Regatta, presented by Synchrony, Dayton Auto Auction Golf Scramble, Young’s Ice Cream Charity Bike Tour, and URS Telethon, presented by IBEW/NECA.

The 17th Annual URS Rubber Duck Regatta, presented by Synchrony, waddled to a hybrid event at the Dixie Twin Drive-In Theatre, in partnership with the Levin Service Company. Guests enjoyed a virtual duck drop on the big screen, hosted by Mark Allan from WDTN-2 and Kim Faris from iHeart Media, followed by a family-friendly movie. The Annual Awards Meeting took advantage of Zoom technology and recognized

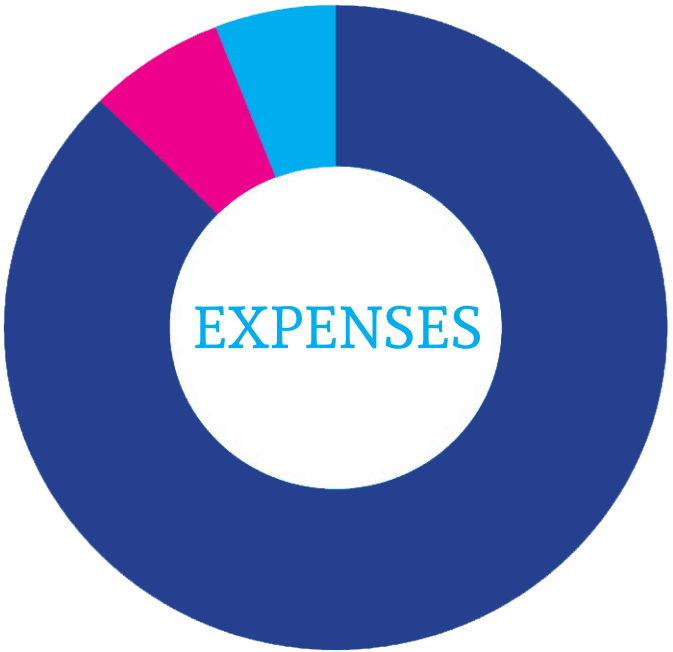
our clients, staff and stakeholders virtually, during lunch. The Young’s Ice Cream Charity Bike Tour became a one-day event, held on September 26th. Team URS showed up in full force to ride safely and support URS and three other local charities.

The 42nd Annual URS Telethon, presented by IBEW/NECA, wrapped up the year on December 6th with an inspiring virtual event. Mark Allan and Brooke Moore broadcasted live from the WDTN-2 studio in Moraine and a virtual remote studio at URS. Despite the challenges of hosting a virtual telethon, a record amount was raised with the support of event chairs, Matt and Eileen Bonelli!

Learn more about upcoming special events at URS by visiting ursdayton.org/events.



PROGRAM SERVICES - \$4,408,047
 MANAGEMENT & GENERAL - \$335,222
 OTHER - \$297,510





**ENHANCING THE QUALITY OF LIFE FOR
CHILDREN AND ADULTS WITH DISABILITIES OR
OTHER SPECIAL NEEDS SINCE 1956.**

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at the Charles D. Berry Center