



Annual Report

Fiscal Year 2023-2024

Mission Driven Growth



Service Coordination Unlimited, Inc.

Our Mission

As we strive for a full and inclusive community, our mission is to provide the highest quality services by empowering all people in their pursuit of independence and interdependence.

Our Vision

We envision a world where all persons of varying abilities and ages are accepted and their potentials are fully realized.

Our Services

Service Coordination & Supports Coordination

Who We Serve

People with Physical Disabilities,
Intellectual and Developmental Disabilities,
Autism and Older Adults

Board of Directors

Donna Salovay, President
William Essigmann, Vice President
Paul Block, Treasurer
Timothy Converse, Secretary
Christopher Burke
Matthew Edwards
Nicholas Gianaris
Cynthia Grygier
Edward Lawrence
James McNamara
Bambang Parmanto
John Tague

A Message from Our CEO

As we embark on a new year, SCU continues to grow and continues its dedication to delivering the highest quality of service and supports coordination across the Commonwealth of Pennsylvania. SCU has experienced significant growth, now serving nearly 4,200 individuals. By providing essential service and supports coordination, we connect our participants to services that enable them to lead healthier lives in their homes and be more connected to their communities.

The staff at SCU, consisting of close to 120 dedicated professionals, is committed to the agency's values of TEAM SPIRIT. These values emphasize the significance of teamwork, accountability, and the cultivation of meaningful relationships, while also promoting a healthy work/life balance. SCU was recognized as a Top Workplace by the Pittsburgh Post-Gazette – an award based entirely on employee feedback collected through a survey measuring the culture and experience at SCU – and achieved the highest ranking among social service agencies within its category, based

on company size. I am thankful for our board of directors who generously volunteer their time to guide and lead the agency in its growth and strategic planning.

We have continued to expand our partnerships through sponsorships and participation in community walks, advocacy days, disability awareness events, and educational summits and conferences. We believe that through collaborative efforts and the support of others, our work together enhances the communities we serve, making them better and more inclusive for everyone.

As we strive to live out our mission of creating a community where all individuals can be independent and interdependent (working with others to support each other), we look forward to what the next year brings to SCU, our stakeholders and to those we have the opportunity to serve.

Matt Perkins
Chief Executive Officer



A Message from Our Board President

On behalf of the Board of Directors of Service Coordination Unlimited, Inc., I am honored to share the FY2024 Annual Report and reflect on the achievements of this exceptional agency.

This year, we launched an ambitious strategic plan with goals of expanding and diversifying programs, maximizing accountability and overall performance of the agency, and strengthening relationships with stakeholders. Though the hard work and dedication of the staff and leadership of SCU and the board of directors, the organization is well on its way to achieving or exceeding the goals established in the 3-year plan. SCU was also recognized as one of the Top Workplaces by The Pittsburgh Post-Gazette. This award is significant as it is based on employee survey feedback. The commitment and dedication of

the SCU staff exemplifies that great things can be achieved when working together.

As we look forward to the coming year, we are committed to continuing our mission to provide the highest quality services by empowering all individuals in their pursuit of independence and interdependence. We are thankful to our stakeholders for your continued support and grateful to those individuals who have entrusted us to assist on their journey to independence. Together, we continue to strive for our vision of a world where all persons of varying abilities and ages are accepted and their potentials are fully realized.

With gratitude and appreciation,

Donna M Salovay
Board President





Service Coordination Unlimited, Inc.

Your team.

Your life.

Your way.

Service Coordination Unlimited, Inc. (SCU) coordinates services for people with physical disabilities, intellectual/developmental disabilities, autism and older adults helping them live independently in their homes and communities. We work with various state programs and waivers using person-centered planning focusing on individual needs and preferences. Our coordinators assist our participants, along with their family or team, achieve the outcomes to attain the life they envision for themselves.

Our Services

SCU is proud to employ highly skilled and compassionate staff who are dedicated to delivering excellent service. This commitment results in better outcomes for individuals and a fulfilling work experience for staff.

SCU coordinators build strong relationships with participants and help them to develop a vision for their life through locating, coordinating and monitoring a person-centered plan. The overarching goal is to ensure each individual leads a safe and meaningful life within their community.

Our holistic approach empowers our participants to make choices about their own care, ensuring they receive the necessary supports to maintain their independence and dignity. These services include home care, nursing, meals, transportation, community participation, home modifications and more. SCU currently coordinates services to more than 4,200 participants across the state.

Resource Coordination & The Community Spirit Fund

In alignment with our mission, SCU also supports participants through our Resource Coordination Program and our Community Spirit Fund Program.

SCU's Resource Coordinator possesses community insights along with information and resources that help overcome obstacles to healthy living. SCU has strong community connections with local providers and resources, enabling us to connect individuals with the most appropriate and effective services.

The Community Spirit Fund leverages donations from fundraising initiatives and its workplace giving program to assist participants experiencing financial hardship or needing items, food or services not covered or inadequately funded by their waiver program. This assistance promotes both independence and interdependence aligning with the SCU mission to empower individuals to live fulfilling lives despite challenges presented by disabilities or financial limitations.

Our Structure

The staffing structure at SCU is comprised of CEO Matt Perkins, COO Todd Proper, Program Directors and Managers, the Human Resources Department and the Operations Department that includes Administration, Fiscal, Marketing and the Office of Long-Term Living/Project Management Office.

Office of Developmental Programs (ODP)

The Office of Developmental Programs (ODP) is a department dedicated to supporting individuals with intellectual and developmental disabilities (I/DD). We work closely with individuals and their families to coordinate and manage a range of services dedicated to in-home and community supports. The department emphasizes a person-centered approach, empowering individuals to live fulfilling and independent lives within their communities. We presently serve over 200 participants in the Western region of the state and are continuing to grow and expand our outreach.

University of Pittsburgh Medical Center (UPMC)

The UPMC Community Health Choices (CHC) Waiver is a program committed to enriching the lives of disabled and elderly individuals to ensure they can live as independently as possible in their communities. Service Coordinators work in unison with individuals, their loved ones, and medical professionals, with a person-centered approach, that allows individuals to receive needed resources and support to have fulfilling lives in and outside of their homes. We currently serve over 4,000 participants.

Office of Long-Term Living (OLTL) / Project Management Office (PMO)

The Office of Long-Term Living (OLTL) / Project Management Office (PMO) manages the ACT 150 and OBRA programs which are long-term care initiatives designed to support individuals with physical and developmental disabilities in living independently at home - currently serving 180 participants. The PMO is also responsible for SCU's compliance and quality by ensuring adherence to regulatory standards and quality benchmarks through regular audits, robust procedures, and promoting a culture of continuous improvement. The PMO also supports the implementation of new initiatives in SCU's expansion efforts.

Cultivating Meaningful Connections

The Power of Connection: Empowering Meaningful Relationship and Inclusion at SCU

Social capital is a vital asset to any organization. Based on shared values, social capital involves building meaningful relationships, trust and cooperation amongst the organization. Social capital has a direct impact on our success in meeting organizational objectives. At the core, connections related to social capital enable an organization to act collectively to achieve goals by fostering a sense of belonging and shared purpose. Social capital fuels resilience, engagement, and overall satisfaction while driving performance, enhancing innovation and fostering a positive environment.

Social capital is not just about playing a fun game or sharing a meal, although those are both great ways to connect. At SCU, we build social capital through in person team meetings, one on one touchpoints with supervisors, discussions at staff meetings, through TEAMS chats, and many other encounters across departments. By working together collectively, we are able to support one another, come up with innovative solutions, and strive for excellence based on feedback and follow through with continuous improvement.

In a remote work setting, it can become more difficult to engage in those casual, spontaneous interactions that are vital for building trust and camaraderie. In-person interactions can't be fully replaced by virtual tools, but the available tools can be helpful in day-to-day interactions.

We encourage staff to spread positivity in TEAMS chats and offer support throughout the day. At least monthly, our teams meet in person to keep those deeper connections intact.

Additionally, we do engage in those fun activities together. These include monthly virtual events where we may play a game while chatting socially, annual outdoor celebrations at Moraine State Park, an annual holiday gathering, charity walk events, baseball games, virtual and in-person luncheons, and many teams also engage in a fun activities or themed meals at monthly team meetings. Engaging in the “non-business” fun activities is important to foster strong connections and trust, share experiences, and improve well-being.

At SCU, we have a strong organizational culture, continue to improve employee engagement and retention, and have been able to navigate the changing landscape and build resilience as a result of our efforts in improving social capital over the past several years. We continue to look for ways to create opportunities for interaction, knowledge sharing, and mentorship, as well as better supporting employee well-being and overall satisfaction. We look forward to meeting our organizational objectives through our efforts in building social capital connections, meaningful relationships, and an inclusive workplace environment.



**TOP
WORK
PLACES
2024**

Pittsburgh Post-Gazette®

**Service Coordination
Unlimited, Inc is a 2024
Top Workplace!**

This is our Culture Cloud – the top 16 most used words by our staff when describing our culture.

person-centered knowledgeable
understanding inclusive
motivating positive encouraging
teamwork
kind welcoming
team
helpful friendly supportive
team-oriented accountability

**I love my job
because**



I love that I am able to help people each day in very different elements. I love that SCU makes me feel valued as more than an employee but as someone who has personal life and cares about my personal wellbeing.

INCLUSION

97% of employees feel that we are an inclusive company.

**EMPLOYEE
WELL-BEING**

94% of employees feel our company prioritizes their well-being.

**WORK-LIFE
FLEXIBILITY**

96% of employees are happy with their work-life flexibility.

**I love my job
because**

I love the work I do, helping others, making a difference, the flexibility, and I feel the agency management is wonderful.

Seeds of Success

SCU has continued to expand since it's inception in 2012, growing from just over **1000 participants served in 2012** to approximately **4500 participants served in 2024**.

This growth is a result of mergers, expansion of current programs, and introduction of new programs!

Grow SCU's footprint and revenue through diversification and expansion of programs.

- Build on current relationships with the Community Health Choices waiver MCOs in PA, the Office of Developmental Programs and the Office of Long Term Living.
- Develop relationships with potential MCOs who plan to apply for the CHC waiver in PA.
- Research opportunities and develop programs to impact the needs of the new and existing communities served by SCU.

Build a culture of accountability and support to enhance SCU's overall performance.

- Improve overall employee retention through decreased turnover rates.
- Improve quality metrics by utilizing the value of accountability.

Strengthen relationships with our stakeholders – including participants, employees and community members.

- Create and execute a successful marketing strategy.
- Develop and implement an internal communication plan to improve communication across all levels, ensuring all staff understand the company goals and their role within the agency.
- Establish and implement an advocacy program.

Financial Overview

Statement of Activities

FISCAL YEAR	2024	2023
REVENUES & SUPPORT		
Service Coordination – Fee for Service	\$ 7,739,324	\$7,038,984
Other Service Income	\$999	\$880
Investment Income, net	\$200,115	\$121,003
Contributions	\$241,323	\$82,241
TOTAL REVENUES & SUPPORT	\$8,181,761	\$7,243,108

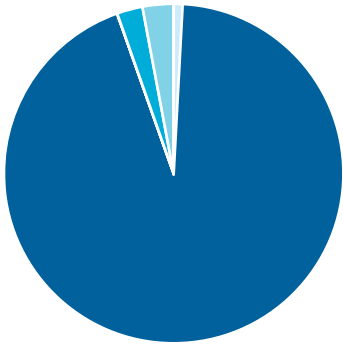
EXPENSES

Program Services	\$ 7,356,764	\$6,479,823
Management & General	\$568,400	\$646,409
Fundraising	\$17,671	\$17,573
TOTAL EXPENSES	\$7,942,835	\$7,143,805
Change in Net Assets	\$238,926	\$99,303

NET ASSETS

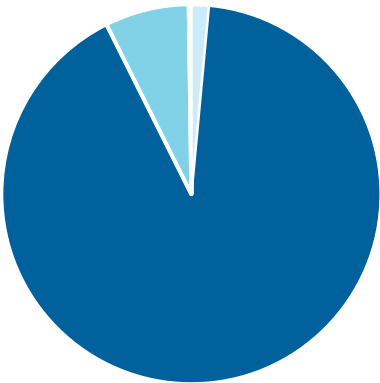
Beginning of Year	\$4,109,307	\$4,010,004
End of Year	\$4,348,233	\$4,109,307

REVENUE AND SUPPORT



- Service Coordination – Fee for Service
- Investment Income, net
- Other Service Income
- Contributions

EXPENSES



- Program Services
- Management and General
- Fundraising

Statement of Financial Position

FISCAL YEAR	2024	2023
ASSETS		
Cash & Cash Equivalents	\$1,486,860	\$1,368,724
Accounts Receivable	\$1,414,526	\$1,285,695
Investments	\$1,900,927	\$1,706,166
Prepaid Expenses	\$96,762	\$90,339
Other Assets	\$6,531	\$6,350
Right-of-Use Asset	\$71,374	\$201,529
Property & Equipment	\$10,563	\$45,597
TOTAL ASSETS	\$4,987,573	\$4,704,400

LIABILITIES

Accounts Payable Accrued Liabilities	\$23,636	\$24,277
Accrued Wages & Related Liabilities	\$548,794	\$371,078
Lease Liability	\$66,910	\$199,738
TOTAL LIABILITIES	\$639,340	\$595,093

NET ASSETS

Without Donor Restrictions	\$4,348,233	\$4,109,307
TOTAL NET ASSETS:	\$4,348,233	\$4,109,307
TOTAL LIABILITIES & NET ASSETS	\$4,987,573	\$4,704,400

SCU Participants: The Root of Our Mission

**Rockin' Robin:
the Greatest, the Coolest, and the Happiest**

We coordinate services that help people to live independently in their homes and communities.

Robin is famous for his warm welcomes and big smiles. With an easygoing, kind personality, he naturally becomes the center of attention and is a joy to be around.

Robin has a passion for cars – an impressive ability to name each one with a special love for Cadillacs. As an avid music fan, Robin is proud to show off his extensive CD collection. Although a fan of country



tunes, he refers to himself as a "Swiftie," dancing to the beat of his favorite Taylor Swift hit, Shake It Off. Recently celebrating his milestone 50th birthday with a bowling party, he jokingly refers to himself as an "old man" and says he will "miss 49". Robin dreams of building sandcastles at the beach, relaxing stays in hotels, and the thrill of visiting amusement parks to ride the water rides and roller coasters.

Robin's weekly routine is filled with his job and social connections. He enjoys hanging out with his friends a couple of times each week at Riverside Horizons. He is very proud of his job at Life's Work of Western PA, where he cleans offices and carefully sorts items for packaging and distribution. Weekends are for family time – visits with his mom, her Yorkies,



Maggie and Nia. With his huge smile, Robin lovingly explains that his mom tells him that she "would have 100 of me". Robin's visits are especially exciting during warmer weather where he can be poolside. Robin is the oldest of two siblings and cherishes his role as a proud uncle to his nephews Kannon, Kash, and Derrick. A special friendship with his high school friend Lori brings monthly trips to church followed by lunch. Robin loves the independence of living in his own home where he enjoys the family atmosphere cultivated by his site monitor, Shayna. Robin describes himself as "cool like Applebee's." And he lives up to every word!



Robin's SCU supports coordinator, who he emphatically describes as "the coolest," recently helped him increase his work hours so he can earn more money to pursue his interests and splurge on "everything" he wants.

The supports coordinator plays an important role in supporting his independence. By collaborating with Robin and understanding his goals, they ensure he has the resources that enhance his quality of life and empower him to live the life he envisions for himself.

Robin's intellectual disability is just one part of who he is – it doesn't define him. What shines through is his vibrant personality, his passions, and the joy he brings to those around him.



TEAM SPIRIT Values

Teamwork
Excellence
Accountability
Meaningful Relationships

Self-Determination
Person-Centeredness
Inclusion
Resilience
Innovation
Tools for Success



Grounded in Values, Growing Together



Guided by a strong set of values that are encapsulated in the acronym TEAM SPIRIT. We emphasize teamwork, excellence, accountability, meaningful relationships, self-determination, person-centeredness, inclusion, resilience, innovation, and tools for success. These values drive our agency's actions - creating a positive work environment and a commitment to participant-centered care.



Service Coordination Unlimited, Inc.

**Rooted in compassion, dignity, and inclusion,
SCU continues to grow – not just in size,
but in depth of impact.**

**Guided by a commitment to empowering individuals
with disabilities, we're building a future where every
person can thrive, participate fully, and
be celebrated for who they are.**

**This growth is not just measured by numbers, but by
the stories of lives transformed, voices amplified,
and opportunities created – a reflection of our
TEAM SPIRIT values.**

SCU coordinates services that help people to live
independently in their homes and communities serving
individuals across Pennsylvania.

The main office is in Erie with additional offices in
Butler, Pittsburgh and Washington.

**www.sc-unlimited.org
Service Coordination Unlimited, Inc.**



**[www.facebook.com/
ServiceCoordinationUnlimited](https://www.facebook.com/ServiceCoordinationUnlimited)**



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