

UCP OF GREATER CLEVELAND

Who We Serve

Ages 0 to 4	51.0%
5 to 19	29.0%
20 to 64	19.0%
65 and Older	1%
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African American	55.4%
Caucasian	37.7%
Hispanic	2.8%
Other	4.1%
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Male Clients	57.7%
Female Clients	41.1%
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Ambulatory (walk)	60.7%
Non-ambulatory	39.3%
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Income is < \$9,999	27.5%
\$10,000 to \$14,999	8.9%
\$15,000 to \$19,999	6.8%
\$20,000 to \$29,999	10.7%
\$30,000 and above	22.2%
Unknown	23.8%
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Lives with Family	86.0%
Supported Living	5.0%
Residential Facility	4.9%
Independently	1.7%
Foster Care	2.3%

UCP Served:

1,389

Children and
Adults with
Disabilities



119

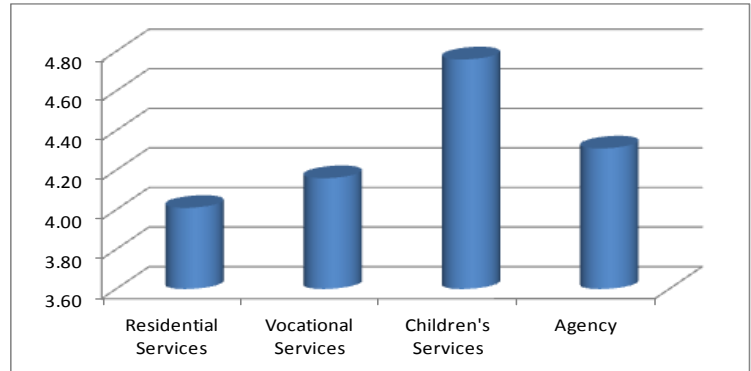
Parents and
Caregivers



91

Individuals in Need
of Information &
Referral

CLIENT SATISFACTION



Based on a five (5) point Satisfaction Scale

Highlighted Outcomes

Children's Services—Ninety-one percent (91%) of all children participating in therapy programs “Achieved” or “Partially Achieved” their individualized goals for increased functional skills, learning, among other things, to sit up, crawl and walk.

Vocational Services—Ninety-three percent of participants in the Adult Day Support Program participated in formal therapy and/or a planned sensory experience once per month and 40% participated in a community activity at least once per month.

Residential Services—Client retention in the program remained high at 96%, and 90% of authorized service hours were utilized and delivered to clients.

AGENCY LEADERSHIP

- ◆ UCP was named one of the **Plain Dealer 75 Top Workplaces**, mid-sized employer category, due to the positive feedback provided by employees to an independent survey conducted by the Plain Dealer, as well as being awarded a **World Class Customer Service Award** from *Smart Business Cleveland* for excellent client services and satisfaction.
- ◆ UCP received a three-year program accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

UCP of Greater Cleveland understands that all of our stakeholders, including clients, donors, partners, employees and volunteers, all have a desire for high-quality, client-centered, proactive services and we are proud to continue to live up to those expectations everyday. For each contributed dollar, 94¢ goes directly into programs and services benefiting clients.

