

# UCP OF GREATER CLEVELAND

## AGENCY SATISFACTION

### Who We Serve

<i>Ages 0 to 4</i>	<b>30.4%</b>
<i>5 to 19</i>	<b>42.8%</b>
<i>20 to 64</i>	<b>25.7%</b>
<i>65 and Older</i>	<b>1.1%</b>
<hr/>	
<i>African American</i>	<b>58.3%</b>
<i>Caucasian</i>	<b>33.9%</b>
<i>Hispanic</i>	<b>3.5%</b>
<i>Other</i>	<b>4.3%</b>
<hr/>	
<i>Cerebral Palsy</i>	<b>25%</b>
<i>Other Disabilities</i>	<b>75%</b>
<hr/>	
<i>Ambulatory (walk)</i>	<b>69.4%</b>
<i>Non-ambulatory</i>	<b>30.6%</b>
<hr/>	
<i>Lives with Family</i>	<b>85.4%</b>
<i>Supported Living</i>	<b>6.0%</b>
<i>Residential Facility</i>	<b>4.1%</b>
<i>Independently</i>	<b>2.2%</b>
<i>Foster Care</i>	<b>2.2%</b>

### UCP Served:

**1,229**

Children and  
Adults with  
Disabilities



**127**

Parents and  
Caregivers



**48**

Individuals in Need  
of Information &  
Referral

**Children's Services Clients:** 3.74 on a 4.0 Scale

**Vocational Services Clients:** 4.35 on a 5.0 Scale

**Residential Services Clients:** 4.11 on a 5.0 Scale

**Employment Partners:** 3.60 on a 4.0 Scale

**Partner/Referral Agencies:** 4.40 on a 5.0 Scale

## Highlighted Outcomes

**Children's Services**—Ninety-three percent (93%) of 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**—The Community Employment program developed three new slots in supported employment and placed nineteen individuals in competitive jobs in the community. The department partnered with the Cleveland Clinic main campus to open a new Project SEARCH school-to-work transition site for young adults with disabilities.

**Residential Services**—Participation of clients in community activities was very high, with 100% of clients participating in at least one community activity each month. Between the Independent Living Program and the Group Homes 5,004 community outings occurred, including trips to museums, concerts, plays, movies and festivals.

## AGENCY LEADERSHIP

- ◆ UCP of Greater Cleveland held the inaugural ‘Race to Empower’ 5k and One-Mile Fun Run to raise funds for agency programming. The successful event brought in more than 550 racers and raised over \$15,000. The race is slated to become an annual event that highlights ability and attracts the general public to build awareness.
- ◆ As part of a comprehensive plan to move the agency forward into a successful and stable future while taking into account the perspectives of multiple stakeholders, the Board of Directors re-organized committees and formed separate Strategic Planning and Program Services Committees to augment the existing structure.

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 every day. For each contributed dollar, 92¢ goes directly into programs that empower children and adults with disabilities to advance their independence, productivity and inclusion in the community.

*To view the full report on UCP of Greater Cleveland's 2013 Performance Outcomes, please contact the Development Department at 216.791.8363 x 1228.*