

UCP OF GREATER CLEVELAND

CLIENT SATISFACTION

Who We Serve

Ages 0 to 4	45.5%
5 to 19	33.1%
20 to 64	20.8%
65 and Older	>1%
<hr/>	
African American	58.4%
Caucasian	34.9%
Hispanic	2.9%
Other	3.8%
<hr/>	
Cerebral Palsy	18%
Other Disabilities	82%
<hr/>	
Ambulatory (walk)	63.1%
Non-ambulatory	36.9%
<hr/>	
Lives with Family	87.3%
Supported Living	4.8%
Residential Facility	4.4%
Independently	1.2%
Foster Care	2.4%

UCP Served:

1,471

Children and
Adults with
Disabilities



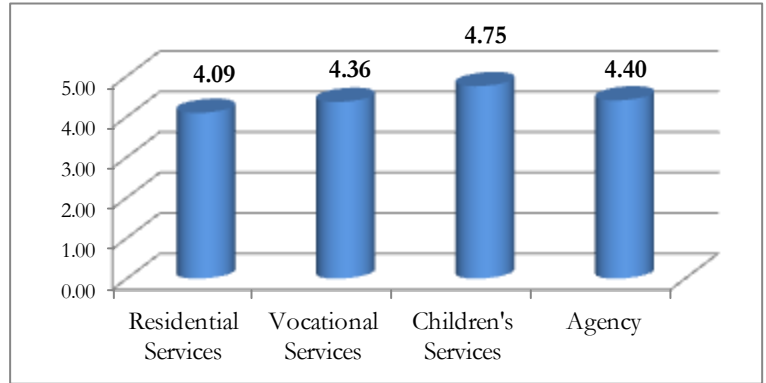
128

Parents and
Caregivers



58

Individuals in Need
of Information &
Referral



Based on a five (5) point Satisfaction Scale

Highlighted Outcomes

Children's Services—Ninety-two percent (92%) 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—The Community Employment program placed twenty new individuals in supported employment and placed ten individuals in competitive jobs in the community.

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 both the Independent Living Program and the Group Homes 5,524 community outings were provided, including going to museums, concerts, plays, movies and local festivals.

AGENCY LEADERSHIP

- ◆ UCP was named one of the **Plain Dealer Top Workplaces**, mid-sized employer category, for the third consecutive year, due to the positive feedback provided by employees to an independent survey conducted by the Plain Dealer.
- ◆ As part of a comprehensive plan to move the agency forward into a successful and stable future, the Board of Directors established a Strategic Planning Committee to review program efficiencies and make recommendations for improvement.

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 and services benefiting clients.

To view the full report on UCP of Greater Cleveland's 2012 Performance Outcomes, please contact the Development Department at 216.791.8363 x 1227.