

# UCP OF GREATER CLEVELAND

## AGENCY SATISFACTION

### Who We Serve

<i>Ages 0 to 4</i>	<b>9.6%</b>
<i>5 to 19</i>	<b>51.8%</b>
<i>20 to 64</i>	<b>37.2%</b>
<i>65 and Older</i>	<b>1.4%</b>
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<i>African American</i>	<b>49.3%</b>
<i>Caucasian</i>	<b>39.1%</b>
<i>Hispanic</i>	<b>6.9%</b>
<i>Other</i>	<b>4.7%</b>
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<i>Cerebral Palsy</i>	<b>27%</b>
<i>Other Disabilities</i>	<b>73%</b>
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<i>Ambulatory (walk)</i>	<b>73%</b>
<i>Non-ambulatory</i>	<b>27%</b>
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<i>Lives with Family</i>	<b>83.8%</b>
<i>Supported Living</i>	<b>5.7%</b>
<i>Residential Facility</i>	<b>6.5%</b>
<i>Independently</i>	<b>2.7%</b>
<i>Foster Care</i>	<b>1.3%</b>

### UCP Served:

**1004**

Children and  
Adults with  
Disabilities



**77**

Parents and  
Caregivers



**43**

Individuals in Need  
of Information &  
Referral

**Children's Services Clients:** 4.74

**Vocational Services Clients:** 4.33

**Residential Services Clients:** 4.11

**Employment Partners:** 4.70

**Partner/Referral Agencies:** 4.40

*\*All scores are based 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.

**Adult Services**—The Community Employment Program placed forty-five individuals in competitive jobs in the community. The department also developed and began the Easy Street Program in Adult Day Support, focusing on the unique needs of individuals with disabilities who are aging into retirement.

**Other Services**—The Facilities Department completed twenty-five Environmental Home Modification jobs for individuals with disabilities in the community who needed adaptations in their home to be more independent (such as adding grab bars, widening doors and prep work for adding ramps, among other projects).

## AGENCY LEADERSHIP

- ◆ UCP of Greater Cleveland took the lead in organizing twenty UCP affiliate chapters across the country to address employment and community integration. Affiliates are able to share successes and challenges in meeting new and emerging requirements, and will attend a meeting with government leaders to advocate for clients and providers.
- ◆ The Board of Directors' Strategic Planning Committee started to address updating the plan, spending significant time to investigate and understand current programs and agency activities. A professional facilitator was retained to begin the new 'Strategic Doing' process, with meetings and planning commencing early in 2015.

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, 90¢ goes directly into programs that empower children and adults with disabilities to advance their independence, productivity and inclusion in the community.