

# UCP OF GREATER CLEVELAND

## Who We Serve

<i>Ages 0 to 4</i>	<b>7.1%</b>
<i>5 to 19</i>	<b>48.1%</b>
<i>20 to 64</i>	<b>43.8%</b>
<i>65 and Older</i>	<b>1.0%</b>
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<i>African American</i>	<b>44.5%</b>
<i>Caucasian</i>	<b>46.8%</b>
<i>Hispanic</i>	<b>4.3%</b>
<i>Other</i>	<b>4.4%</b>
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<i>Cerebral Palsy</i>	<b>25%</b>
<i>Other Disabilities</i>	<b>75%</b>
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<i>Ambulatory (walk)</i>	<b>74.3%</b>
<i>Non-ambulatory</i>	<b>25.7%</b>
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<i>Lives with Family</i>	<b>84.0%</b>
<i>Supported Living</i>	<b>1.8%</b>
<i>Residential Facility</i>	<b>7.2%</b>
<i>Independently</i>	<b>5.5%</b>
<i>Foster Care</i>	<b>1.6%</b>

## UCP Served:

**1019**

Children and Adults with Disabilities



**28**

People Needing Home Modifications



**125**

Individuals in Need of Information & Referral

## STAKEHOLDER SATISFACTION

**LeafBridge Children's Services Clients:** 4.65

**OakLeaf Adult Services Clients:** 4.35

**OakLeaf Homes Clients:** 4.70

**Employees:** 4.00

*\*All scores are based on a 5-point scale*

## Highlighted Outcomes

**LeafBridge Services**—Ninety-three percent (93%) of children participating in therapy programs “achieved” or “partially achieved” their individualized goals for increased functional skills by learning to sit up, crawl and walk, among other things.

**OakLeaf Services**—OakLeaf Partners placed sixty-nine individuals in competitive jobs in the community. OakLeaf Services also expanded upon the ‘hybrid’ program for clients in Day Services choosing to move to a less restrictive setting and focus more upon work. This trend will continue with the move towards Employment First.

**Development**—Eighteen percent of dollars raised were attributed to new and lapsed donors, due in large part to the addition of a gala event (Puttin’ on the Ritz) at the Crawford Auto & Aviation Museum. In its inaugural year, the event brought in more than \$185,000 in revenue.

## AGENCY LEADERSHIP

- ◆ The Board of Directors and agency management team engaged in a new strategic planning process, including input from a variety of stakeholders. This process resulted in five overarching strategies with a subset of intentions to address each strategy and measurable outcomes to evaluate success.
- ◆ Members of agency leadership, staff, volunteers and community partners went through a comprehensive branding process which resulted in new program names. LeafBridge Services and OakLeaf Services are the newly named Centers of Excellence at UCP of Greater Cleveland.

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. The agency focus remains on the mission of the organization to 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 2015 Performance Outcomes, please contact 216.791.8363 x 1227.*