

July 2021

Dear Friends of UCP Heartland,

I am honored and pleased to report to you that UCP Heartland has been accredited for a period of three years for its Community Employment, Community Integration, Respite Services, Supported Living program(s). We are extremely proud of this accreditation and validating the quality standards and services we adhere to at UCP Heartland. In fact, this organization has successfully went through the CARF process for the past 37 years.

By pursuing and achieving accreditation, UCP Heartland Board of Directors, leadership, and staff have demonstrated that it meets international standards for quality and is committed to pursuing excellence for the people, families, and communities we support.

This accreditation decision represents the highest level of accreditation that can be given to an organization and shows our organization's substantial conformance to the CARF standards. UCP Heartland is and continues to be committed to putting itself through a rigorous peer review process with over 1200 standards applied, including Governance. I am proud of our organization because we have demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

For 68 years, UCP Heartland has been providing support services to children and adults living with developmental disabilities. Steadfast in the commitment to educate, advocate and provide support services, clients and their families are empowered to live life filled with meaning and purpose. With a pledge to advance diversity, equity, and inclusion the agency enacts real change for a better tomorrow. The quality programs now offered in the St. Louis metro area and across central Missouri include:

- Adult Day Programs
- Autism Services
- Early Childhood Development
- Employment Resources
- Residential Support Services
- Respite Services
- Services Navigator
- Youth Camps

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.

As always, I welcome an opportunity to further acquaint you with UCP Heartland services and respond to your questions. We believe our organization is a valuable asset, and our CARF accreditation underscores our commitment to the community we serve.

Thank you for your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read 'Clint Bolser', with a long horizontal flourish extending to the right.

Clint Bolser  
President and CEO  
UCP Heartland  
636.779.2252