



Impact Report

July 2024 - June 2025

www.ucpheartland.org
(314) 994-1600



Overview

This Outcomes Management Report includes key data, from our program measurement dashboards, strategic dashboards, financial reports, human resource data, and other quality assurance outcomes and initiatives.

To ensure that service-specific needs are considered, the performance measurement and management plan includes objectives that are particular to each service that UCP Heartland provides: community and employment services, community living, and children and family services. This report is a comprehensive summary of all aspects of our agency. Below are examples of some objectives that were set in each of our service lines.

Effectiveness Objectives

- Clients set and achieve personalized goals
- Clients are safe
- Clients are successful on the job

Efficiency Objectives

- Efficient data collection tools
- Caseloads are appropriate to funding levels

Service Access Objectives

- Clients are enrolled in services in a timely manner
- Clients in services have input into planning

Stakeholder Input and Satisfaction Objectives

- Persons served and their families
- Funders and other stakeholders
- Employees



Program Highlights

Autism Services

This year, our Autism Services team supported 33 children, helping them reach key communication and behavioral milestones through innovative learning and community engagement. A grant from LabCorp expanded our STEM and sensory tools, enhancing problem-solving, independence, and emotional regulation.

Our team also promoted inclusion beyond our clinics. A school visit from our Lead BCBA helped K–5 students better understand and support peers with ASD, while simple hands-on activities—like potting a plant—provided meaningful opportunities to build life skills, confidence, and connection.



Community Services

We proudly marked the one-year anniversary of our South location. This expansion has strengthened our presence in the community and improved access to services for individuals who face transportation barriers. Together with our Jefferson City location, our adult day services supported 123 individuals over the past year.

Our team remains deeply committed to building strong partnerships across Berkeley, Crestwood, and Jefferson City. These collaborations—including key relationships with the Special School District and Kemp Lake—continue to enhance both the quality and reach of our programs, ensuring individuals receive the comprehensive support they deserve.



Early Childhood Development

This year in May, the Child Development Center celebrated 7 preschool graduates as they prepared for kindergarten. Our team also witnessed remarkable individual achievements that highlight the power of early intervention.

One child, formerly in foster care and now adopted, progressed from tube feeding to eating independently and recently took his first steps—an inspiring milestone for his family and care team. Another child, now in a Kinship Program with his aunt, has continued to thrive through significant medical challenges. While reunification with his parents remains the long-term goal, our center has provided vital stability, consistency, and high-quality care during a period of transition.



Program Highlights Cont.

Employment Resources

The Employment Services team expanded its impact, helping 77 individuals secure meaningful employment across St. Louis and Jefferson City. The team also provided 42 high school students with summer work experiences, offering hands-on learning that builds future workforce skills and strengthens community connections.

New initiatives, such as Prevocational Services, support individuals not yet ready for competitive employment by developing essential workplace and social skills. Additionally, specialized Brain Injury Employment Services continue to help individuals recovering from neurological impairments re-enter the workforce with confidence and tailored support.



Residential Services

Our ISL program supported 30 clients across 17 homes in the community. We successfully relocated three clients to residences that improved safety, accessibility, and roommate compatibility, enhancing overall quality of life.

Additionally, we welcomed three new clients into the program, providing the resources and support they need to thrive. These efforts reflect our ongoing commitment to creating safe, inclusive, and person-centered living environments where every individual can feel at home.



Respite

Over the past year, Oak Tree Respite Services proudly supported 53 individuals, offering their caregivers valuable time to rest and recharge. Oak Tree remains dedicated to providing person-centered care to everyone who walks through its doors.

This commitment was beautifully illustrated when one client chose to celebrate his birthday at Oak Tree, surrounded by staff members he now considers friends. In addition to its core services, Oak Tree continues to serve as a volunteer site, offering a meaningful and hands-on opportunity for those looking to connect with our mission in a personal and impactful way.



Program Highlights Cont.

Services Navigator/ITT Program

This year, our Services Navigator team has made a significant impact, assisting 375 individuals. Through our Independence Through Technology (ITT) program, we served 24 clients, enhancing their quality of life with essential home modifications, vehicle adaptations, adaptive equipment, and assistive technology, demonstrating our commitment to fostering independence and accessibility for those in need.



Youth Camps

Our youth camps are vibrant hubs of friendship, fun, games, and community exploration, designed to create unforgettable experiences for young participants.

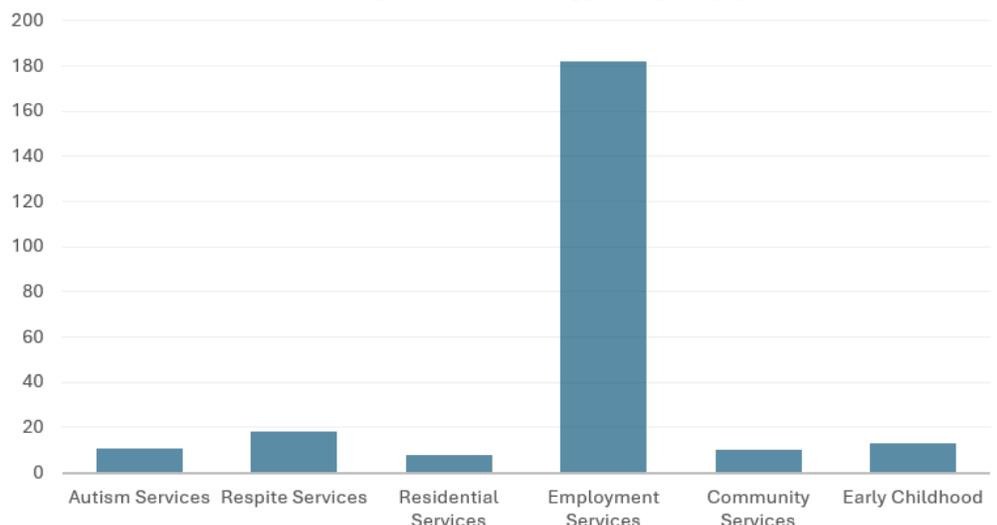
This summer, we proudly hosted camps in St. Louis, Columbia, and Jefferson City, bringing joy and learning to a diverse group of children. In St. Louis, we served 64 enthusiastic kids, while Columbia welcomed 28 eager campers, and Jefferson City hosted 10 bright young minds. Each location offered a unique blend of activities, fostering a sense of camaraderie and adventure.



Admissions & Discharges

In the past year, we welcomed a number of new people to our services. The top service based on frequency of new enrollments is Employment. No data on Discharges this year.

New Enrollments



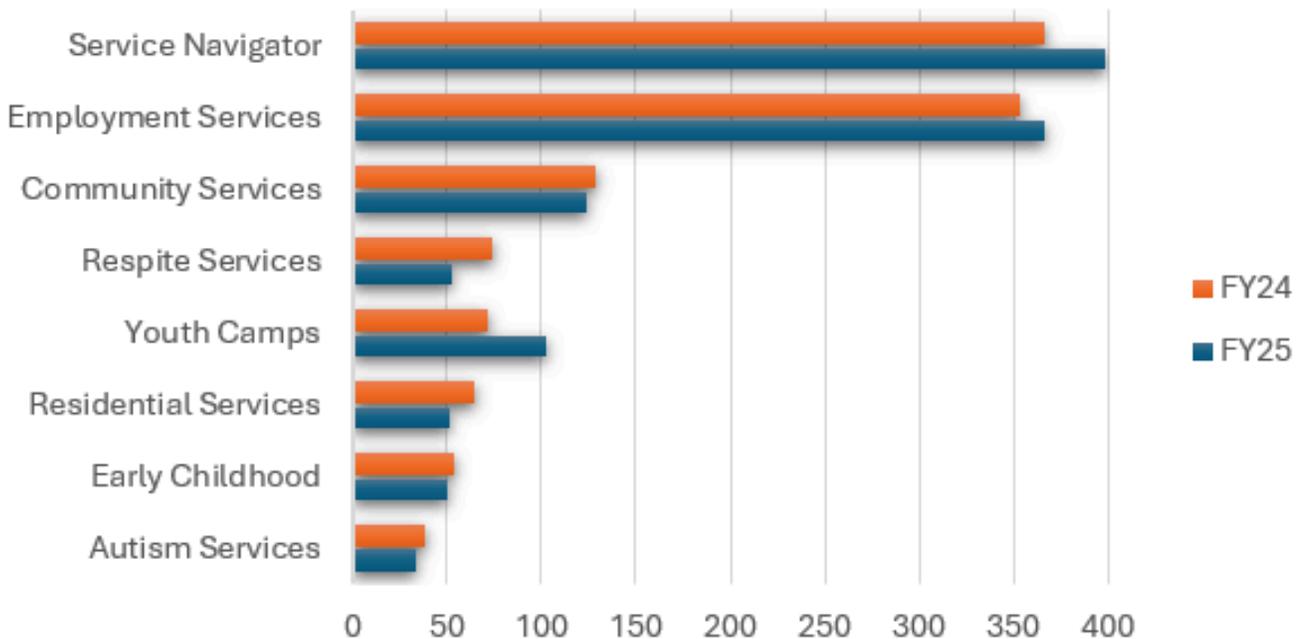
Demographics



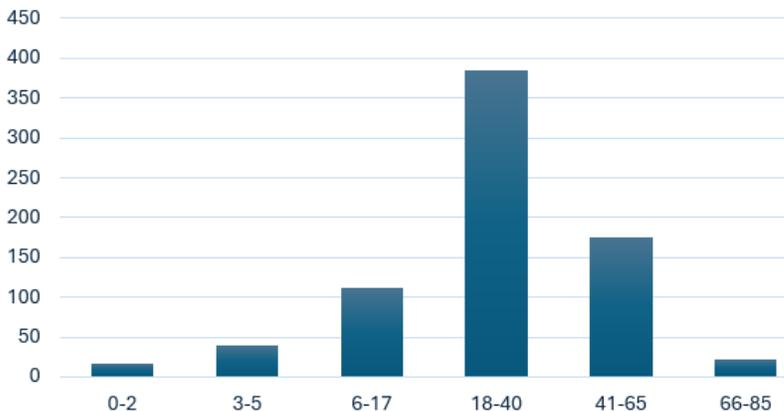
In the past year, UCP Heartland had the opportunity to provide a broad variety of services to 1,177 individuals with varying abilities throughout the St. Louis Metro and Central Missouri regions. Our mission is to provide children and adults living with differing abilities extraordinary care and support they need to thrive in school, at home, at work and in their community.

We envision being the provider of choice for children and adults with differing abilities and making sure all people have the opportunity to live, learn, engage, work and reach their full potential. We provide programs and supports in these key areas: Community Services (Adult Day Programs), Autism Services, Early Childhood Development, Employment Services, Residential Services, Respite Services, Service Navigator, and Youth Camps.

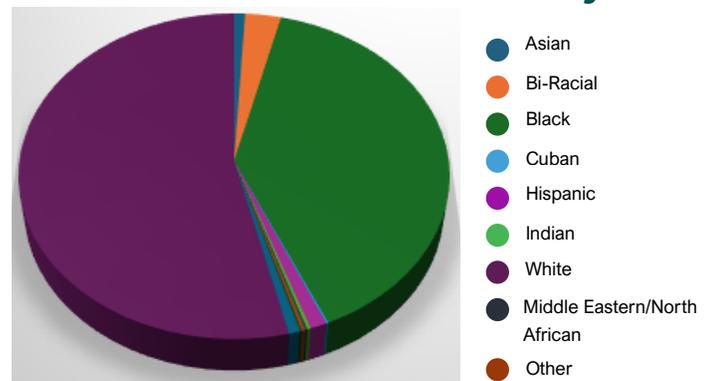
Clients Served by Program



Client Ages



Client Race/Ethnicity



Persons Centered Planning

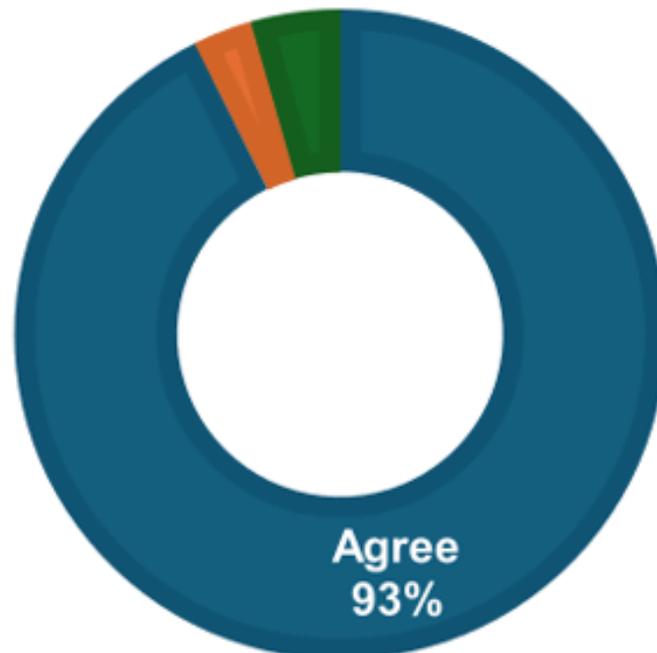


Person-centered planning is at the heart of supporting people with varying abilities and their families. Person-centered planning asks what are the interests, goals and strengths of each person we serve. It explores what is important to the person and for the person.

Every client served has a person-centered plan that is developed in collaboration with them and their team. Person-centered planning is designed to preserve the rights and freedoms of each client and to empower people to fulfill their hopes and dreams. With the support of their team, each person exercises their right to choose their own goals.

Once goals are determined, supporting activities and strategies for achieving each goal are identified. Goal progress is documented at each service activity, summarized monthly, and reviewed quarterly. Individualized goals are adjusted to reflect the person's needs and preferences as needed. This year, 93% of respondents agree that UCP Heartland includes them in their support planning.

Included in Support Planning



■ Agree ■ Neutral ■ Disagree

Accreditation

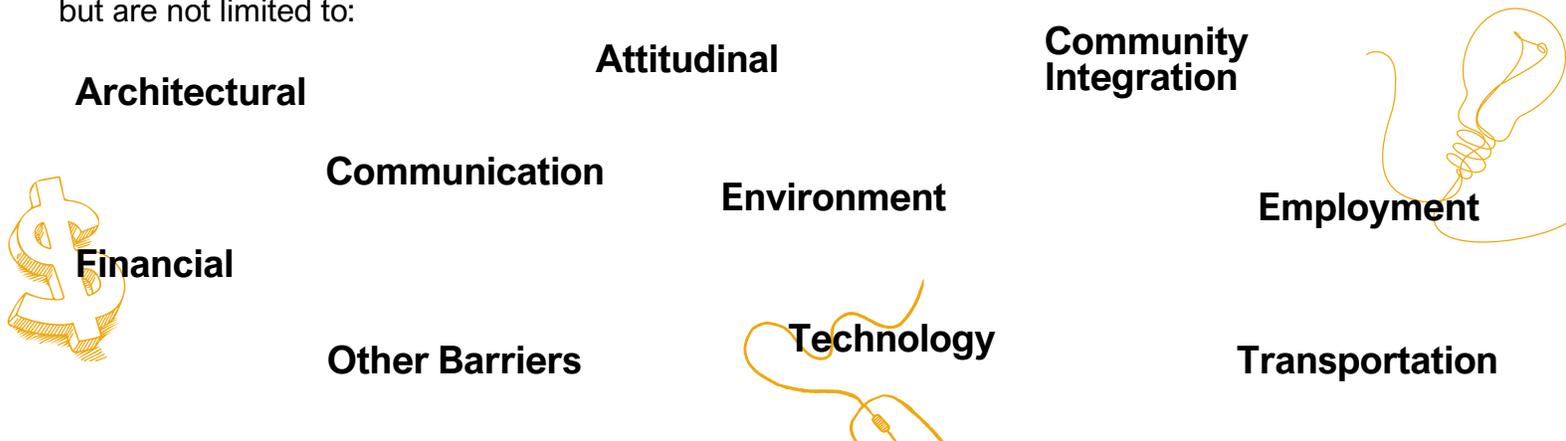
We are proud to announce that the Child Development Center successfully earned NAEYC accreditation, again this year. This prestigious recognition from the National Association for the Education of Young Children affirms our commitment to providing the highest standards in early childhood education. This accreditation reflects our staff's dedication to creating a safe, nurturing, and developmentally appropriate environment where every child can thrive.

UCP Heartland is proud to have maintained its CARF accreditation most recently awarded in 2024. This three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) is a recognized mark of excellence—signifying that we meet the highest standards of quality in the services we provide. CARF standards assure stakeholders and the public that UCP Heartland meets accepted standards in many areas including:

- Ensuring that services are person-centered with an emphasis on integrated and individualized approaches.
- Ensuring a process for continuous quality improvement through the application of CARF standards.
- Management techniques that are cost-efficient, effective and based on outcomes for persons served.

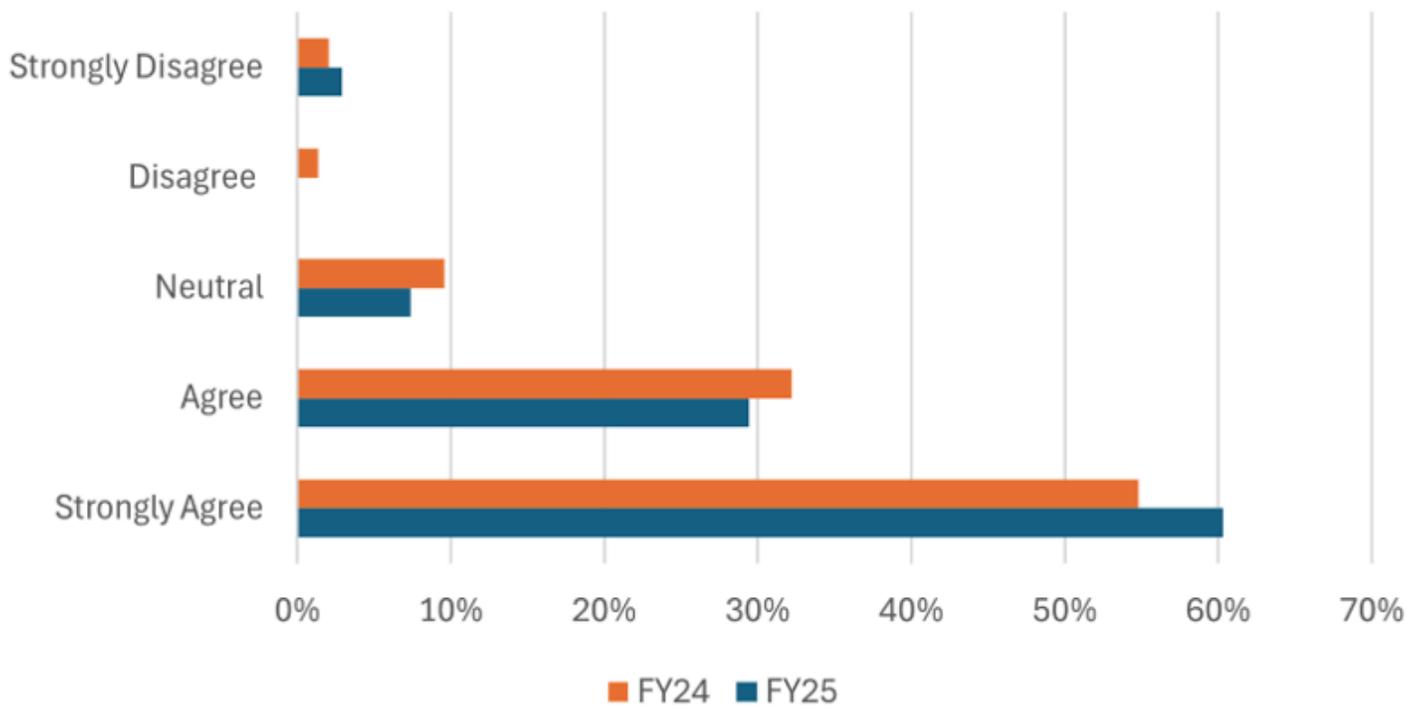
Accessibility Planning

UCP Heartland's Accessibility Plan identifies and plans, as much as possible, for the removal of barriers in the lives of the client served and the communities in which they live. Barriers could include, but are not limited to:



In the past year, UCP Heartland took significant steps to address accessibility issues and successfully resolved or created a plan to address identified barriers. UCP Heartland continues to assess all these barrier domains and develop strategies. Points of our heightened scrutiny include Attitudinal, Communication, Transportation, and Community Integration barriers.

Convenience of Location Services



Client, Family, & Stakeholder Survey

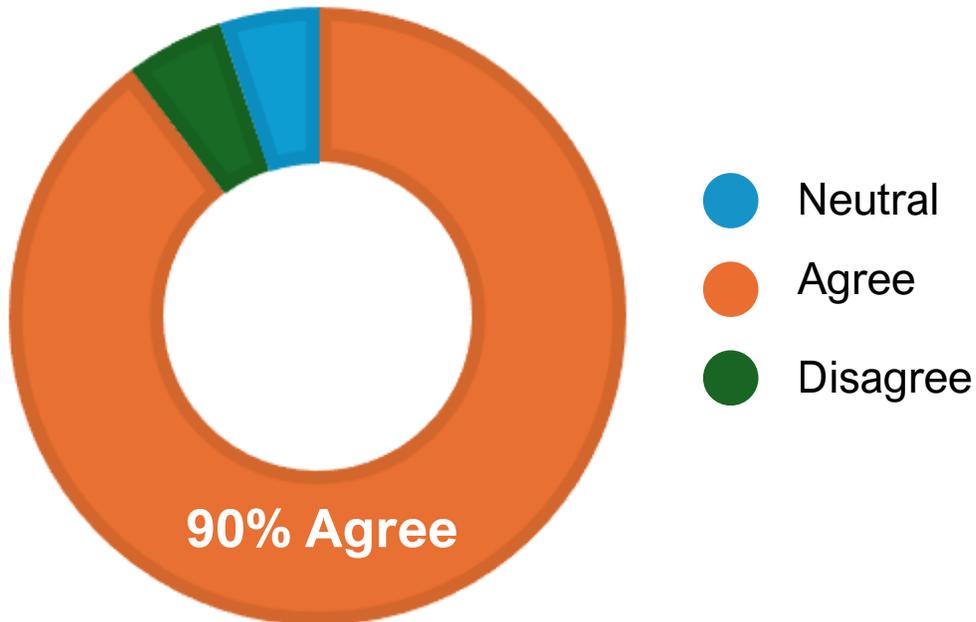
In alignment with the mission and core values of UCP Heartland, the goal of the satisfaction survey is to use evidence-based methods to collect feedback to inform program service delivery and identify strengths and opportunities for improvement. UCP Heartland utilized SurveyMonkey to collect feedback.

A flyer for each survey was shared with clients, families, and stakeholders with the link to the survey as well as a QR code for ease of access. Additionally, accommodations were made through staff support by completing surveys over the phone, and in-person visits with clients to complete the survey.

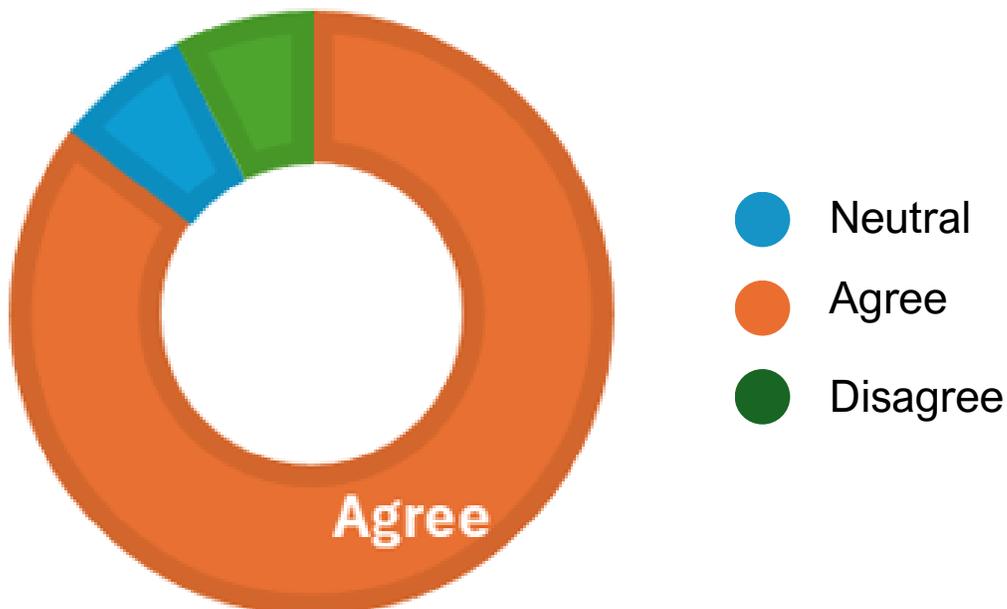
Data from those methods were then entered into the data set with the responses from SurveyMonkey. There was a total of 136 individuals that completed the client and family satisfaction survey, and 41 stakeholders that responded, for a grand total of 177 respondents.

Ninety percent of the client and family respondents along with 35 of the 41 total stakeholder respondents were satisfied or extremely satisfied with UCP Heartland as an organization.

Client & Family Overall Satisfaction



Stakeholder Overall Satisfaction



Financials

Our financial stewardship remains strong. Investments supported program growth, technology upgrades, and accessibility improvements. Detailed reports are available on our website at <https://ucpheartland.org/>.

Looking Ahead

This report highlights the work that UCP Heartland is doing to meet its organizational goals and objectives. It is a snapshot of what we have accomplished, and it identifies trends that guide our efforts for the year ahead of us. Looking ahead, there are several initiatives that we will focus on:

- Engage with our clients, their families, and staff with the goal of improving satisfaction and staff retention.
- Develop strategies to improve communication agency-wide.
- Build up our teams by expanding our leadership training to all levels of management.
- Increase our capacity for community inclusion.

Contact Us

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Child Development Center

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Autism Services

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St. Louis

Community Services North

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Community Services South

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Oak Tree Respite

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Autism Services

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