

FY26
IMPACT REPORT

WWW.UCPHEARTLAND.ORG
(314) 994-1600

UCP Heartland

A MESSAGE FROM LEADERSHIP

Dear Friends, Sup porters, Community Partners, and Families,

As we reflect on the past year, we are filled with gratitude for the opportunity to deliver our mission to provide children and adults living with differing abilities the extraordinary care and support they need to thrive in school, at home, at work and in their community. This year has been one of meaningful impact, resilience, and preparation. Every day, our team members, parents, guardians, and supporters worked together to make an impact and ensure the individuals we served received compassionate, person-centered care and support.

Behind everything we do there is a story - a story of resilience. We have witnessed individuals gaining greater independence, securing employment opportunities, participating in community activities, and reaching milestones that once seemed out of reach. These accomplishments remind us that when people are provided with the right support and opportunities, their potential is limitless.

None of this would be possible without the dedication of our extraordinary staff. Their compassion, professionalism, and commitment to excellence have made a lasting difference in the lives of those we serve. We are equally grateful to our families, donors, community partners, and advocates who continue to believe in our mission and invest in our work.

As we look ahead, we recognize challenges remain. Budget cuts at a Federal and State Level are real, staffing shortages are real and adequate preparation is required. Yet we are encouraged by the progress made and the possibilities that lie ahead.

On behalf of the Board of Directors and the entire UCP Heartland team, thank you for your trust, support, and partnership. Your commitment helps us create brighter futures for individuals with intellectual and developmental disabilities.

Together, we are providing the opportunity for every person to have the opportunity to thrive.

With sincere gratitude,

Jane M Kaiser
President & CEO
UCP Heartland

OUR IMPACT

FY26 BY THE NUMBERS

818

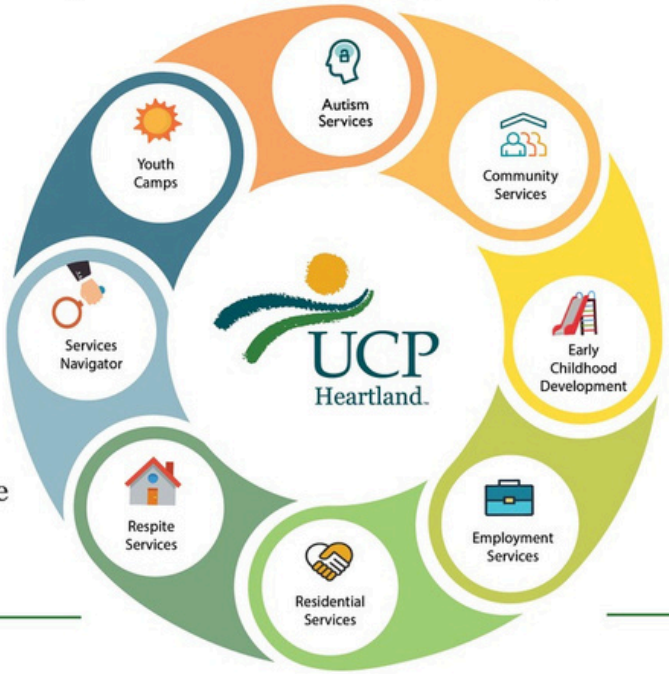
children and adults with differing abilities that UCP Heartland is helping to thrive at school, at home, at work, and in the community.

73 YEARS

UCP Heartland has been serving individuals and their families in the St. Louis metro and Central Missouri areas.

8 PROGRAMS

providing a continuum of care through all stages of life



276

employees providing extraordinary care.

24/7/365

hours of operation for our Respite Services at Oak Tree.

112

adults building independence in our supported living program.

108

adults engaged and involved with their neighbors through our Community Services Program.

77

families connecting to services for their loved ones in our Service Navigator Program.

53

infants, toddlers, and preschoolers meeting milestones.

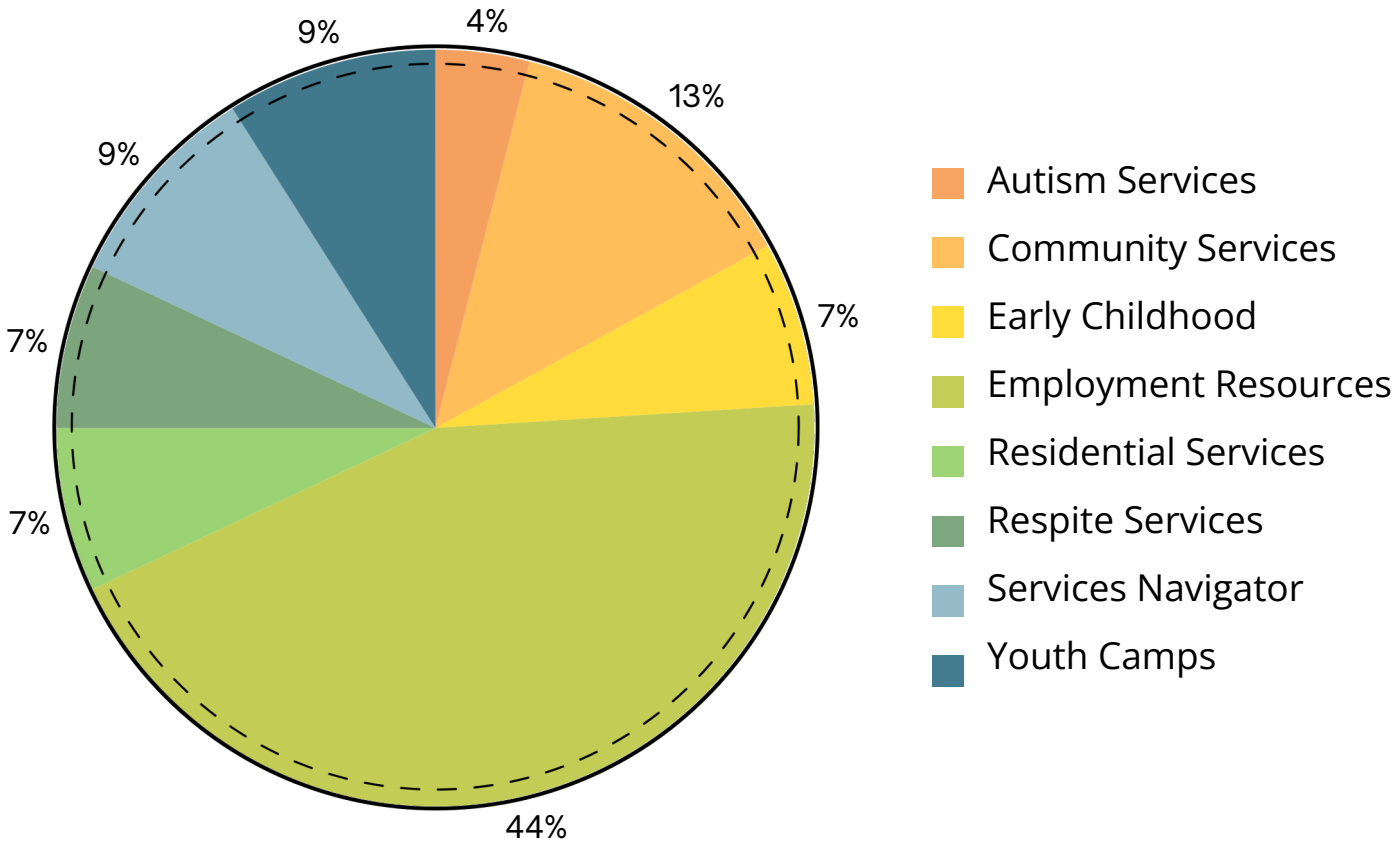
33

children received ABA therapy through our Autism Services program.

361

adults building employment skills through our Employment Services

PROGRAM PARTICIPATION



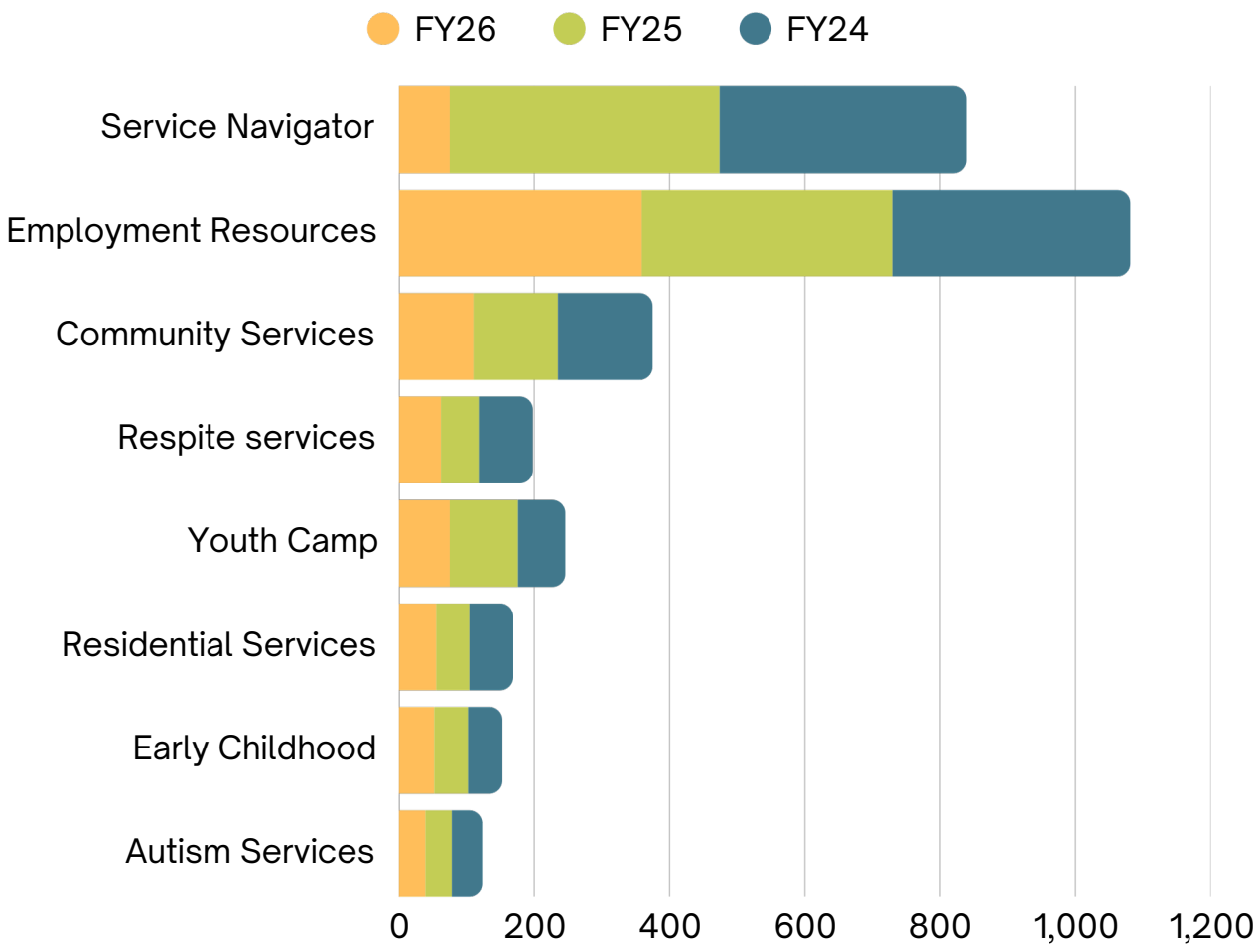


WHO WE SERVE

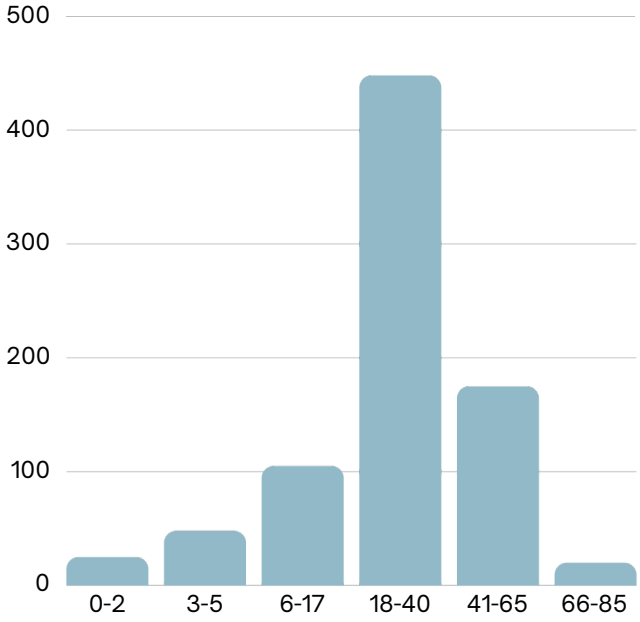
SUPPORTING PEOPLE ACRROSS THEIR LIFESPAN

This year, UCP Heartland proudly supported 818 individuals and families across the region, providing services that helped people of all ages learn, grow, and live more independently. Serving individuals from a wide range of backgrounds demonstrates both the inclusiveness of our mission and the trust communities place in UCP Heartland. Behind every number is a person pursuing goals, building connections, and creating new opportunities. Together, these outcomes highlight the lasting impact of compassionate support and the power of inclusion in action.

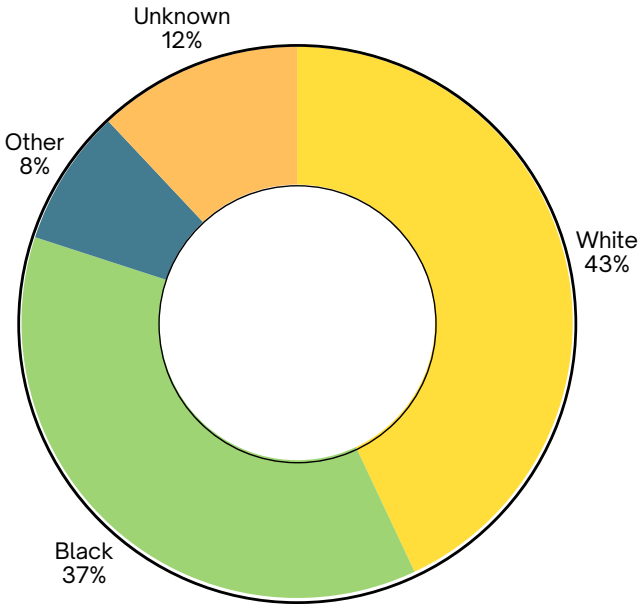
CLIENTS SERVED BY PROGRAM



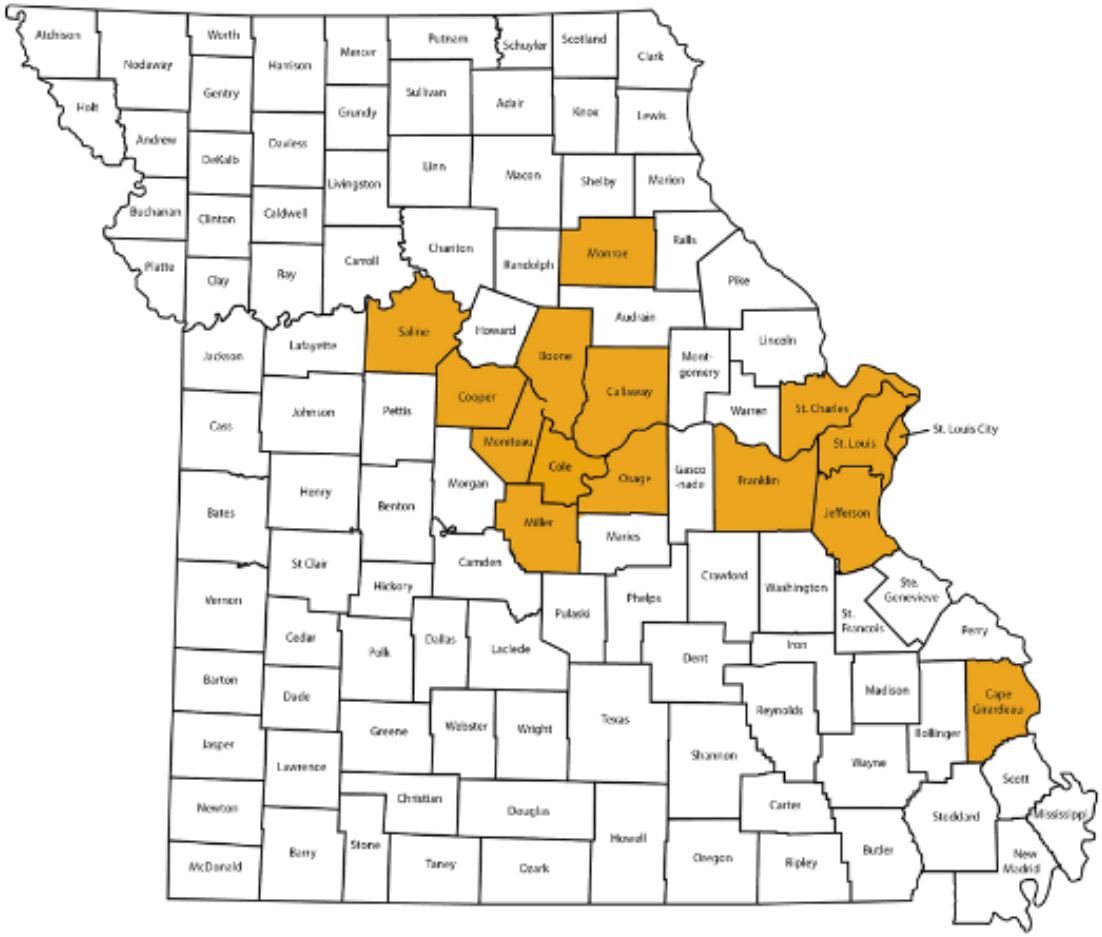
CLIENT AGES



CLIENT RACE/ETHNICITY



COUNTIES SERVED IN MISSOURI



COMMUNITY LIVING



RESIDENTIAL: INDIVIDUALIZED SUPPORTED LIVING (ISL)

Everyone deserves the opportunity to live withdignity,choice, and independence. During FY26, our ISL team supported individuals in achieving personal goals, developing life skills, and participating more fully in their communities.

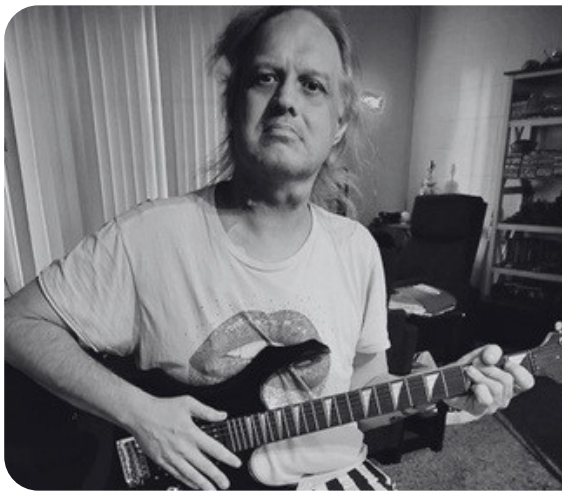
Through our ISL program, 33 individuals received personalized support to live safely and successfully in their communities. This year, several individuals transitioned into residences that better met their needs, improving safety, accessibility, and roommate compatibility while enhancing overall quality of life. A particularly meaningful milestone was supporting one individual's transition from a nursing facility into a home of their own. By providing tailored resources, planning, and ongoing support, we helped create an environment where they could experience greater independence and community inclusion. These achievements reflect our commitment to ensuring every person has access to a safe, welcoming, and person-centered place to call home.

RESIDENTIAL: INDEPENDENT SUPPORTED LIVING ASSISTANCE (ISLA)

ISLA helpsadults withdisabilitiesbuild the skillsthey needtolive moreindependently. Through one-on-one support, individuals learn everyday skills like managing money, preparing meals, taking care of their health, and participating in their communities. Our program empowers people to make choices, reach personal goals, and live more independent, fulfilling lives.

MEET GREG

Sometimes,a caring community can make all the difference. This year, our team reconnected with an individual who was facing serious health challenges and had gone a long time without support. Together with community partners and funders, we helped him access medical care, improve his living environment, manage daily responsibilities, and reconnect with important resources.



Over the next several months, staff worked alongside him to build routines, strengthen his independence, and make everyday life more manageable. He received tools and resources to support his health, transportation, communication, and household needs. Just as importantly, he gained people he could rely on during a difficult time.

Today, he feels more confident, takes great pride in his home, and knows he is not facing life's challenges alone. His story shows how teamwork, compassion, and the right support can help people maintain dignity, independence, and hope, even in the face of significant obstacles.

PROGRAM HIGHLIGHTS

10+ community programs and activities accessed.

2 individuals moved into their own home.

1 new client-led social group launched.

RESPITE SERVICES



This year, Oak Tree Respite Services supported more than 56 individuals and their families. Oak Tree provides a safe, caring place where individuals can enjoy their stay while caregivers take time to rest and recharge. We work hard to make sure each person feels welcomed, respected, and included in decisions about their care and activities.

Demand for Oak Tree's services continued to grow this year. Thirteen individuals stayed at Oak Tree for the first time, and one individual returned after trying another respite provider. This continued growth reflects the trust families place in Oak Tree's person-centered approach which offers guests flexible scheduling, the opportunity to select from a variety of themed rooms, and their choice of engaging activities.

COMMUNITY CONNECTION

Oak Tree also remains an important volunteer site, offering community members meaningful opportunities to make a difference in the lives of the individuals we support. Strong partnerships with funders, families, caregivers, and Support Coordinators help ensure services remain responsive to individual needs. Working together with the community, Oak Tree creates a welcoming place where families feel supported, valued and connected.



PROGRAM HIGHLIGHTS

56 Individuals Supported.

13 New Respite Clients.

EMPLOYMENT RESOURCES



CREATING OPPORTUNITIES THROUGH WORK

Employment provides more than a paycheck. It offers purpose, confidence, independence, and connection. This year, our Employment Services team partnered with businesses throughout the community to help individuals find meaningful work.

PARTNERSHIPS & COMMUNITY ENGAGEMENT

UCPHeartland'sEmployment Services Department has beenhighly effective in networking, developing, and maintaining strong community partnerships with funders, SB40 Boards, VR, DMH, employers, and referral partners. UCP Heartland has remained among the top two providers recommended by funders when clients are choosing an Employment Services provider, demonstrating the trust and positive reputation our department has built within the community. These relationships reflect UCP Heartland's mission and purpose and have contributed to increased referrals, stronger collaboration, and greater opportunities for the individuals we support.

MEET MORGAN

Morgan has made great strides toward her goal of independence by securing a job close to home that supports her stability and daily routine. With the support of an accommodating employer, she is able to bring her service dog to work, helping her navigate anxious moments with confidence. As a result, Morgan has grown in self-assurance, successfully manages her individual needs in the workplace, and continues to thrive in her role.



PROGRAM HIGHLIGHTS

56-day average to find job placement.

82 total new job placements this year.

EARLY CHILDHOOD



SUPPORTING CHILDREN AND FAMILIES

Early intervention can create lifelong opportunities. Throughout FY26, over 53 children and families received individualized services designed to support development, learning, communication, and family engagement.

In just six months, the percentage of children with disabilities enrolled at UCP Child Development Center grew from 25% to 65%, reflecting our continued commitment to inclusive, high-quality childcare for all.

Access to therapy services expanded dramatically, with First Steps therapy providers increasing from 2 to 12.By bringing services directly to children and families, we are making support more accessible and impactful than ever.

Our children also enjoyed memorable learning experiences beyond the classroom. From exploring Hickory Ridge Apple Orchard to visiting Peach Tree Pumpkin Patch, the Yellow Room embraced opportunities for discovery, connection, and fun in the community.

TESTIMONIALS

"This is the first childcare center that I have felt safe leaving my foster kids. I can actually go to work and now worry about them while I am there." - *A.A - Foster Mom*

"I love my teachers." S.C. - student

"It is so nice at UCP that they welcome therapist as part of their team and work together to adapt their classrooms so that my child can succeed." - AL – Parent

"One of the things I value most about UCP is the genuine openness and willingness to welcome therapists into the childcare environment." - S.B. - Therapist



PROGRAM HIGHLIGHTS

65% of the children we serve have disabilities.

12 First Step Therapists working with children.

AUTISM SERVICES



ABA therapy empowers children to build communication, confidence, independence, and life skills that create lasting opportunities for success.

Throughout FY26, our ABA Program provided clinic-based and in-home services to 33 children and families across the St. Louis region, helping participants make meaningful progress toward individualized goals. Families reported improvements in confidence, communication, daily living skills, and overall independence, while many shared that their children looked forward to therapy and the relationships they built with their RBTs.

Children strengthened social skills, self-advocacy, and community engagement through hands-on learning opportunities, including community walks and frequent visits to local parks near the clinic.

We also celebrated a significant milestone as four children successfully graduated from ABA therapy, reflecting the power of individualized supports, family partnerships, and a dedicated team committed to helping each child reach their fullest potential.

PARENT TESTIMONIALS

"Finding the right support for your child means everything, and the ABA team at UCP has given us such peace of mind. They are incredibly patient and meet our son where he is at every day, helping him grow at his own pace. Because of their dedication, we have so much hope for everything he will achieve in life."

- Lia Read



PROGRAM HIGHLIGHTS

33 children served this year.

4 children successfully completed ABA therapy.

YOUTH CAMPS



CREATING CONNECTIONS, CONFIDENCE, AND SUMMER MEMORIES

Our Youth Camps provided children of all abilities with a fun, inclusive environment where friendships flourished, confidence grew, and new experiences sparked learning and adventure. Camps are hosted at sites in St. Louis, Columbia and Jefferson City.

In St. Louis, 17 campers participated in a structured summer program designed to promote social connection, communication, independence, and community participation. Through field trips, creative projects, water games, music, movement activities, and community outings, campers practiced important life skills while building meaningful relationships with their peers.

Families reported increased confidence, communication, independence, and social engagement, with many children returning home excited to share stories, artwork, and new experiences. The camp experience empowered youth to try new things, develop friendships, and thrive in a welcoming and supportive environment.

No matter which of our three camp locations children attended, each camper had opportunities to explore new experiences, build confidence, and develop meaningful friendships. Guided by a dedicated and compassionate staff team, campers thrived in an inclusive environment where they felt welcomed, supported, and empowered to grow.



PROGRAM HIGHLIGHTS

17 St. Louis Summer Campers.

10+ Community Partners.

SERVICE NAVIGATOR



CONNECTING FAMILIES TO RESOURCES

Family Navigation Services empower individuals and families to make informed choices, connect with meaningful resources, and By listening first and honoring each family's unique goals and priorities, build greater independence and community involvement. Family Navigators help families access the supports that matter most to them.

In FY26, Family Navigation expanded its outreach efforts by identifying North St. Louis County as an area of significant need. Family Navigators partnered with Work Experience Coordinators and educators at local high schools, sharing information and resources with students, families, and school staff to increase awareness of available supports.

These accomplishments reflect the growing impact of Family Navigation Services in connecting families to opportunities and resources to help them achieve their goals.

COMMUNITY IMPACT

One individual worked with a Family Navigator to obtain the documentation needed to establish eligibility for PLB funding and family navigation services. Once connected to those resources, the individual was assisted to open a case with Vocational Rehabilitation to receive support with employment goals. This journey demonstrates how personalized guidance can help remove barriers, unlock critical resources and create opportunities for increased independence and a stronger foundation for future success.



PROGRAM HIGHLIGHTS

37 Community presentations delivered.

1,210 People reached through community outreach and education efforts.

QUALITY & EXCELLENCE

OUR COMMITMENT TO QUALITY

Delivering high-quality services requires accountability, continuous improvement, and a commitment to excellence. UCP Heartland gathers key information through its performance measurement systems, including program outcome dashboards, strategic performance indicators, financial and human resource reports, stakeholder feedback, and quality improvement initiatives. Together, these data sources help us evaluate our effectiveness, monitor organizational health, and identify opportunities to enhance services and supports. 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 set and achieve personalized goals.
- Clients are safe.
- Clients are successful on the job.

Stakeholder Input and Satisfaction Objectives

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

Throughout FY26, we maintained rigorous standards while continuously improving services and outcomes.

2 ACCREDITATIONS MAINTAINED

- Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation maintained.
- National Association of the Education of Young Children (NAEYC) accreditation maintained.

ACCREDITATION

UCP Heartland's commitment to quality is reflected in the continued maintenance of two important accreditations.
Our Child Development Center maintained its NAEYC accreditation, recognizing excellence in early childhood education and a nurturing environment where children can thrive.

We also continue to maintain our CARF accreditation, most recently awarded in 2024, which signifies adherence to rigorous standards for person-centered services, continuous quality improvement, and effective, outcome-driven practices. CARF standards assure stakeholders and the public that UCP Heartland meets accepted standards in many areas including:

- Ensuring services are persons-centered with an emphasis on integrated and individualized solutions.
- 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.

Together, these accomplishments demonstrate our dedication to providing exceptional supports and services across our organization.

LISTENING & LEARNING

SATISFACTION AND FEEDBACK

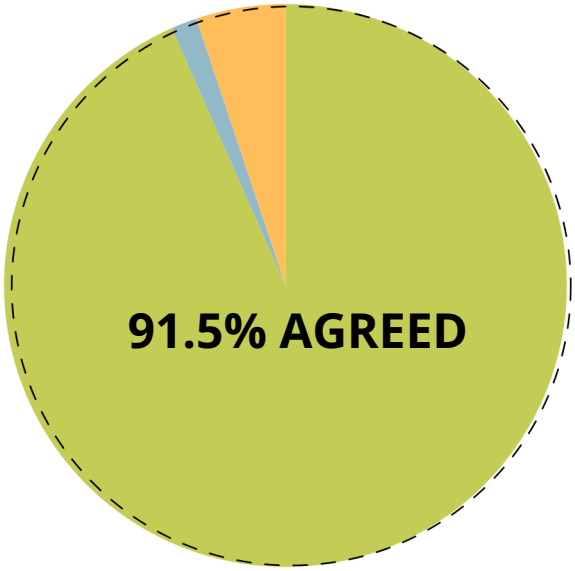
Listening is an essential part of delivering high-quality, person-centered services. This year, UCP Heartland collected feedback from clients, families, and stakeholders through an accessible satisfaction survey designed to gather meaningful insights.

Through online, phone, and in-person participation options, we worked to ensure every voice had the opportunity to contribute to continuous improvement.

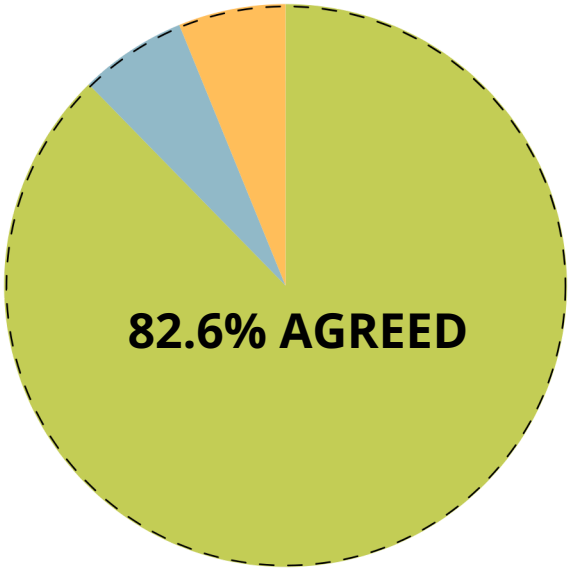
Satisfaction remained strong across the organization this year, with 91.5% of clients and families reporting overall satisfaction with UCP Heartland's services and 82.6% of stakeholders expressing satisfaction with their engagement with the organization.

SURVEY RESULTS

CLIENT & FAMILY OVERALL SATISFACTION



STAKEHOLDER OVERALL SATISFACTION



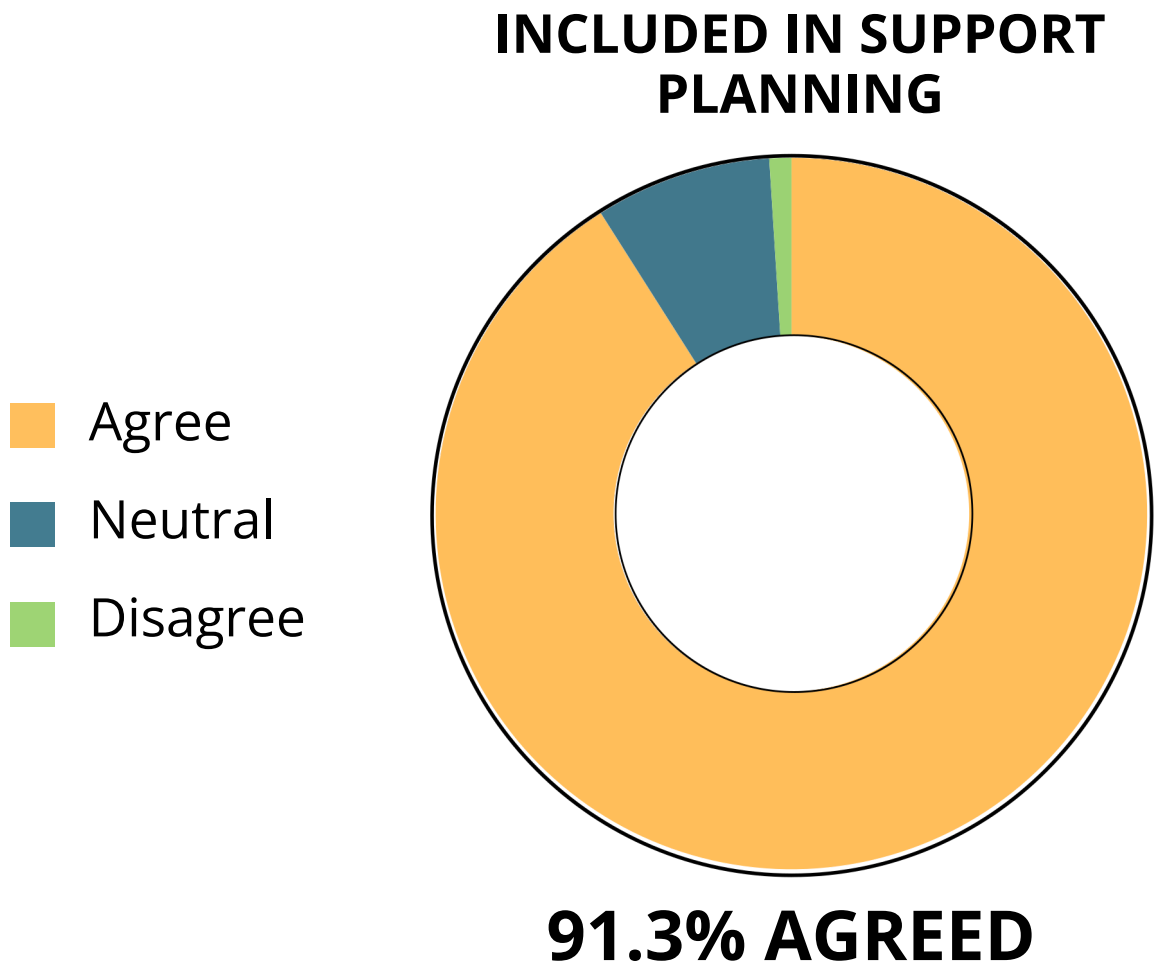
Agree
Neutral
Disagree

PERSON-CENTERED PLANNING

SATISFACTION AND FEEDBACK

Person-centered planning is at the heart of UCP Heartland's services. Every individual works with their support team to develop a personalized plan that reflects their strengths, interests, preferences, and goals. This collaborative process promotes choice, independence, and self-determination while ensuring services are tailored to each person's unique needs and aspirations.

Goals, strategies, and progress are reviewed regularly to celebrate achievements, measure outcomes, and make adjustments as needs evolve. This year, 91.3% of survey respondents agreed that UCP Heartland includes them in planning their supports, demonstrating our ongoing commitment to person-centered services and meaningful engagement.



ACCESSIBILITY

Everyone deserves the opportunity to fully participate in their community. This year, UCP Heartland made meaningful progress in removing barriers to access to services, supports, and opportunities. Barriers could include, but are not limited to:

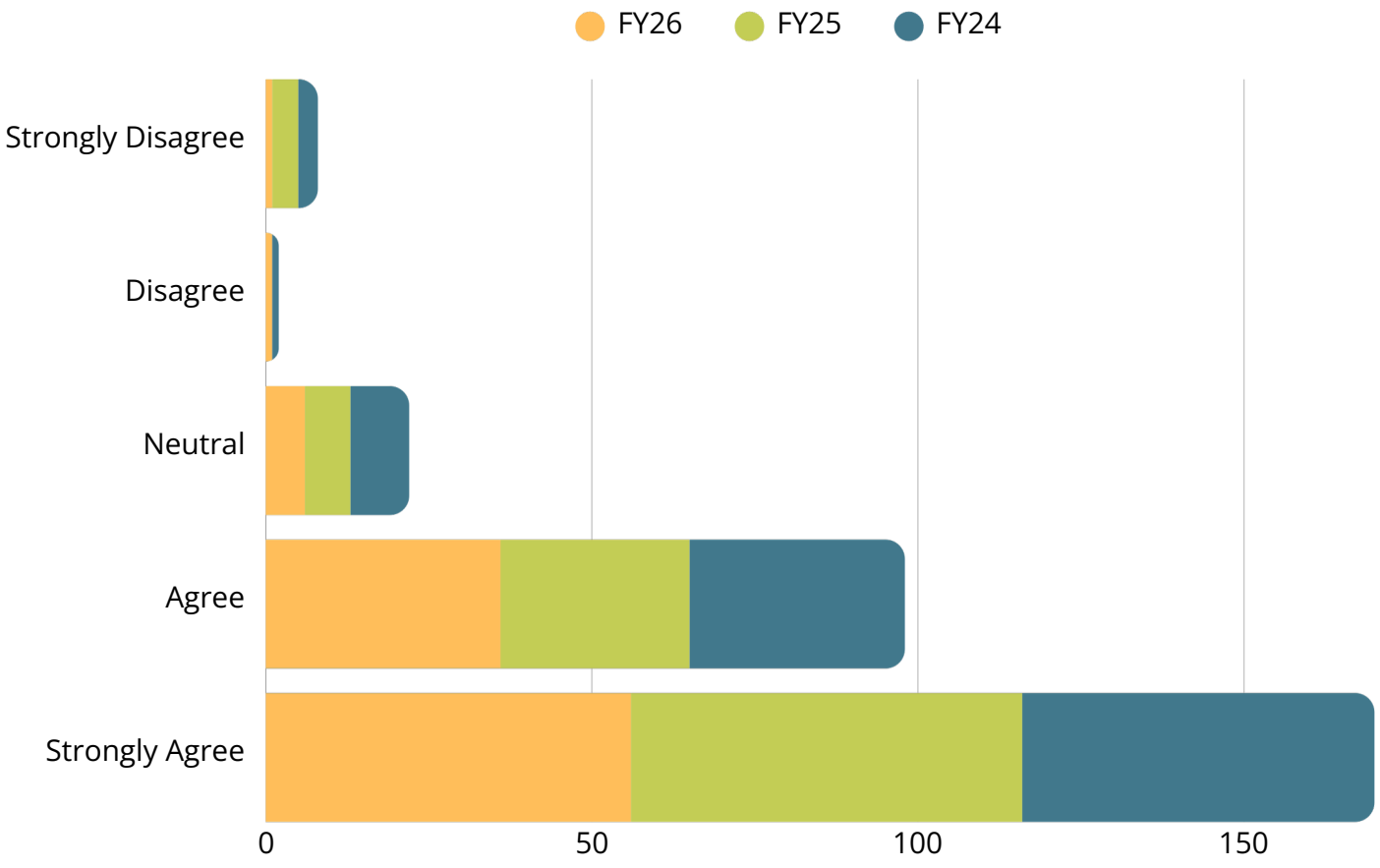
Architectural **Attitudinal** **Community Integration**

Communication **Environmental** **Employment** **Financial**

Technology **Transportation** **Other Barriers**

Satisfaction data continues to show that individuals and families find our services accessible and conveniently located, reflecting our ongoing commitment to building more inclusive communities where everyone can thrive.

CONVENIENCE OF LOCATION SERVICES



OUR WORKFORCE

THE PEOPLE BEHIND THE MISSION

Our employees make everything we do possible. This year, UCP Heartland employed an average of 276 team members, creating meaningful jobs and contributing to the economic vitality of the communities we serve. We welcomed 180 new hires, bringing fresh talent, energy, and perspectives to our organization. With a new hire turnover rate of 22%, we continue to focus on building a supportive workplace where employees can grow, thrive, and make a lasting impact in the lives of the individuals and families we support. Through their dedication and compassion, our workforce strengthens both our mission and our local communities every day.

WORKFORCE SNAPSHOT

- **Average Total Employees: 276**
- **New Hires: 180**
- **New Hire Turnover Rate: 22%**

STAFF HIGHLIGHTS

"I have been meaning to send you a note much sooner, but I felt that I needed to make sure you know how great UCP's team is to work with. I truly appreciate everyone's thoroughness and the way you all work with my clients. I appreciate UCP so very much and all you do for us at VR. It isn't that we go without noticing the efforts UCP puts into our clients, but rather we get too caught up to take the time to say Thank YOU!"

"Denise, thank you for your partnership and everything you do to support the individuals we serve. Although we didn't get to work side by side every day, I always appreciated your dedication and the shared goal of creating meaningful opportunities for our employees. Jose, I don't even know if I have the words to tell you how much I've enjoyed working with you. Watching the relationships you've built with our employees has been nothing short of inspiring. Your patience, encouragement, compassion, and unwavering belief in every individual you support is a gift. I've seen firsthand the confidence you've helped build, and I know our employees are better because of you. It has truly been a privilege to work alongside someone so dedicated to helping others succeed."

STRATEGIC PRIORITIES

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 reflects the progress UCP Heartland made in FY26 toward advancing our mission and strengthening the services and supports we provide. It highlights key accomplishments, measures our impact, and identifies opportunities for continued growth. As we look toward FY27, we remain committed to building on this momentum by investing in our workforce, enhancing service quality, and expanding opportunities for the individuals and families we serve.

FY27 PRIORITIES

STRENGTHEN WORKFORCE STABILITY
Continue investing in recruitment, retention, staff development, and leadership growth to build a strong and engaged workforce.

ENHANCE SERVICE QUALITY
Advance continuous quality improvement efforts that support positive outcomes, regulatory compliance, and person-centered service delivery.

INCREASE ACCESS TO SERVICES
Expand service capacity and strengthen partnerships to reach more individuals and families across the communities we serve.

ADVANCE PERSON-CENTERED SUPPORTS
Promote individualized, community-based services that empower people to achieve their goals, increase independence, and participate fully in their communities.

IMPROVE TECHNOLOGY AND DATA SYSTEMS
Leverage technology and data-driven decision-making to improve efficiency, communication, and organizational effectiveness.

EXPAND COMMUNITY INCLUSION OPPORTUNITIES
Strengthen opportunities for meaningful engagement, relationship-building, employment, volunteerism, and participation in community life.

THANK YOU

TOGETHER , WE MAKE AN IMPACT

Every success story, every achieved goal, and every opportunity created is made possible through the support of individuals, families, staff, board members, donors, volunteers, and community partners. Thank you for helping create a more inclusive community where every person has the opportunity to live, work, learn, and thrive.

CONTACT US

Central Missouri

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(573)761-9978 (F)

Child Development Center
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Columbia, MO 65203
(573)449-6783 (T) (573)507-3736 (F)

Autism Services
6325 Clayton Ave. St.
Louis, MO 63139 (314)624-0598 (T)

St. Louis

Community Services North
4645 LaGuardia Dr.
St. Louis, MO 63134 (314)994-1600 (T) (314)994-1601 (F)

Community Services South
9246 Watson Rd.
St. Louis, MO 63126
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Oak Tree Respite
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(314)962-4709 (F)

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