United Cerebral Palsy of Mobile, Inc.

**GuideStar Nonprofit Profile Charting Impact Report** *Last Updated on 03.06.2015*

This report represents United Cerebral Palsy of Mobile, Inc.'s responses to Charting Impact, a joint project of **BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector.** Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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<th>United Cerebral Palsy of Mobile, Inc.</th>
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**Mission:**
UCP of Mobile's mission is to promote the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities.

The content of this Charting Impact Report is the sole product and responsibility of United Cerebral Palsy of Mobile, Inc. This report does not in any way represent an endorsement from Independent Sector, BBB Wise Giving Alliance, or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance's **Standards for Charity Accountability.** For more information on Charting Impact, visit [www.guidestar.org/chartingimpact](http://www.guidestar.org/chartingimpact)
1. What are we aiming to accomplish?

Our mission is to promote the independence, productivity, and full citizenship of people with cerebral palsy and other disabilities. We provide services to children and adults with disabilities and their families to help realize this mission. More specifically, our 2013 general quality enhancement goals included: 1) To have an ongoing process to provide meaningful opportunity for input regarding UCP services and supports for individuals, families, funders and other organizations. 2) To utilize feedback from individuals, families, professionals, employees, funders, the community and other organizations to initiate assessments aimed at the enhancement of service systems. 3) To communicate a high priority of participation and commitment of all levels of leadership that centers on Quality Enhancement activities. 4) To involve all levels of administrative and program staff in Quality Enhancement initiatives. 5) To disseminate information to and obtain follow-up actions from appropriate committees, departments, disciplines and all levels of staffing. 6) To track performance data over time to provide effectiveness of enhancement activities. 7) To focus on activities to improve services, supports and Agency operations. 8) To develop services and supports that fill gaps in the UCP service system.

2. What are our strategies for making this happen?

United Cerebral Palsy of Mobile offers several quality and effective programs for children and adults with a wide range of disabilities and their families. These programs include an Adult Day Program, Early Intervention, UCP’s Preschool, Supported Employment, STEPS, Respite, Weekend Respite Camps, Personal Supports, CCEP Childcare Program, and Camp SMILE, and Therapy (Operational, Physical, and Speech). Each of our programs reflect our organizational philosophy and values: 1) United Cerebral Palsy believes that services and supports should be provided in an environment that is beneficial to the person, and that they are delivered in a consumer-friendly manner with a minimum of limitation, intrusion, disruption or departure from commonly accepted patterns of daily living. 2) United Cerebral Palsy is committed to the development of processes, programs and supports that assist individuals to make choices, exercise their rights, achieve their own goals, increase control over life experiences and to fully live a life without limits. 3) United Cerebral Palsy strives to affirm and protect the human, legal and civil rights of individuals with disabilities and their families and endeavors to safeguard these rights through policy statements and concerted advocacy efforts on the local, state and national levels. 4) United Cerebral Palsy works to enhance public awareness and understanding of individuals with disabilities that will promote social and economic opportunities for individuals who receive UCP services and supports.

3. What are our organization’s capabilities for doing this?

United Cerebral Palsy of Mobile seeks to continue to provide children and adults with disabilities and their families quality services in the Mobile area to promote the independence, productivity, and full citizenship of those individuals through a variety of programs. Over 200 donors, employees, and volunteers contribute to this mission every day. Our current outcomes for the 2014 fiscal year include: at least 12 community outings for our Adult Day Program clients, preschool services for at least 8-12 children and families throughout the year that increased participation in family enrichment and social activities for those families, at least 485 hours of respite for families of children with special healthcare needs, resulting in decreased stress for those families, at least 30 STEPS job placements, 97% of children in therapy services showing an increase in therapy skills on the annual review of IFSP goals, and at least a 90% client satisfaction rate across all programs measured.

4. How will we know if we're making progress?

United Cerebral Palsy of Mobile measures and plans for its success through a variety of methods including customer satisfaction surveys, strategic planning meetings, board meetings, and employee evaluations. Effectiveness measures are determined by each program service. These measures may include completion of goals, number of persons served, and...
number of job placements. Satisfaction measures are determined by surveys completed by persons served, families and employers. Service access measures are usually associated with an individual’s entry into and participation in a program. Measures may include length of time from referral to program entry, whether service hours are convenient for the person, or determining the number of referrals found ineligible for service.

5. What have and haven't we accomplished so far?

Overall, United Cerebral Palsy of Mobile met most of its program efficiency goals during the 2014 fiscal year. Efficiency for each program was measured by comparing available service hours to actual hours of service delivered. Other measurements included client satisfaction surveys and medical record reviews. Goals that were met or exceeded in the 2014 fiscal year include (Program Goal/Result): Adult Day Program will provide 12 community outings throughout calendar year (100%/125%); children will make progress towards goals as a result of Preschool services (85%/94%); provide Early Intervention services to at least 225-250 children and families monthly based on eligibility (85%/100%); Personal Support staff will be employed within 45 days of official acceptance of program participant (75%/100%); Family’s home environment improved after receiving Respite services (85%/100%); children and families with and without disabilities will receive a camping experience adapted to meet their individual needs (100%/100%); job readiness, development and training will result in 30 STEPS job placements (66% of ADRS referrals/140%); and camping experiences will be provided to 240 children and adults in 2014 (100%/128%). Goals that were not met in the 2014 fiscal year include (Program Goal/Result): Personal Support program will provide service to six individuals in Baldwin County by December 31, 2014 (100%/83%), ensure that 80 clients are completing 90 days of employment (93% of all placements complete 90 days of employment/84%), and first therapy visits for clients in the early intervention programs will be added to the child’s Individualized Family Service Plan (IFSP) within 30 calendar days (100%/90%). Barriers to accomplishment of these goals included limited Medicaid and Department of Mental Health and Intellectual Disabilities waivers, limited referrals from the Alabama Department of Rehabilitation Services, and exceptional circumstances such as cancelled Early Intervention visits due to illness, doctor appointments, or other emergencies requiring visits to be rescheduled. UCP of Mobile continues to develop strategic plans to address and overcome these barriers.