

MISSION STATEMENT OF UCP/CLASS

The mission of UCP of Pittsburgh is to support people with disabilities as they explore options, participate in the community and strive toward equality... we are "*WORKING TOWARD A COMMUNITY WHERE EACH BELONGS.*"

VISION STATEMENT OF UCP/CLASS

UCP/CLASS is striving to be:

- The provider of choice for individuals with all types of disabilities and their families.
- The employer of choice for new staff and existing staff.
- The investment of choice for individual, corporate, and foundation donors.

ABOUT UCP/CLASS

UCP/CLASS serves people with disabilities in Allegheny County, offering programs that build on individual strengths and promote inclusion in the community. The agency's history of assisting adults and children with disabilities goes back to 1951. In 2007, UCP/CLASS began to expand its service area to include counties north of Allegheny.

UCP/CLASS is not about disability, it's about community involvement. With inclusion as its goal, UCP/CLASS helps people with disabilities to achieve greater self-sufficiency and dignity.

UCP/CLASS carries out its mission of inclusion with the community through a variety of programs including:

Residential Services

Attendant Care

Independent Living Education

Vocational Services

Non-Traditional Case Management

Children and Family Services

Legal Consultations

For further information, contact us at:

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Strategic Plan

2009 – 2014

Strategic Imperatives ... Goals and Objectives

Goal #1: To be identified as the first choice provider of services for individuals with disabilities and their families.

Objectives

1. Develop a marketing plan and key tools to clarify our community image.
2. Enlist all stakeholders to tell our story in a positive and proactive manner.
3. Continue to promote social capital as our signature theme.
4. To promote expertise in advocacy and policy on disability related issues.

Goal # 2: To establish a plan for long-term financial stability.

Objectives

1. Maintain effective and efficient business practices supporting growth and financial stability.
2. Create an endowment.
3. Develop a prudent financial reserve in response to difficult financial conditions.
4. Increase funding from private and public sources.

Goal #3: Broaden the scope of services and markets.

Objectives

1. Target opportunities for services and territorial expansion.
2. Broker partnerships and agency collaborations.
3. Ensure adequate space for agency growth.

Goal #4: Develop and maintain an organizational culture emphasizing trust and respect, diversity, career development, empowerment, and commitment to quality of services.

Objectives

1. Develop an educational/in-service academy focusing on agency philosophy, social capital, human relations and other skills related to a strong organizational culture.
2. Assure that all UCP activities and celebrations are inclusive and welcoming.
3. Routinely evaluate the agency's openness and effectiveness with key stakeholders as it relates to the organizations philosophy and culture.

Goal 5. Align human resources with business units by recruiting, hiring and training employees appropriate to UCP organization's culture and values.

Objectives

1. Effectively communicate personnel issues to current and prospective employees.
2. Strategically participate in local HR events and associations.
3. Periodically evaluate employee performance and satisfaction through questionnaires and interviews.
4. Maintain a robust program of employee recognition.
5. Annually measure and analyze staff demographics to address employment needs.

The complete Strategic Plan for 2009 - 2014 is available upon request.