



Linking Employment, Abilities and Potential

# A Matter of Justice

## Independence



## Report to the Community

“LEAP is commended for its commitment to innovative services and continuous quality improvement. ... Additional efforts and willingness to embrace change to improve the quality and outcomes of services set LEAP apart from other providers in Northeastern Ohio.”

— 2011 CARF Report

## Integration



## Choice



“LEAP has a very positive reputation in the community. Stakeholders speak highly of the quality of services that are provided. ... LEAP has experienced many changes [recently], but it is complimented for its successful efforts to manage dramatic change while maintaining focus on its mission.”

— 2011 CARF Report

December 2012

## Community Inclusion



# A Matter of Justice

## To the Community

On behalf of the individuals we serve, the board of directors, and the staff of Linking Employment, Abilities and Potential (LEAP), we are pleased to share this report with you highlighting the progress and impact LEAP has made during the past two years.

Our success would not have been possible without your steadfast belief in our agency and your support of our mission.

In November 2010, LEAP moved into new space in Ohio City and began to reinvent itself. In the two years since relocating, LEAP has achieved the following milestones:

- established a solid **accounting** department and stabilized and strengthened its financial outlook; received a “textbook” audit report for fiscal procedures; established an uncollateralized \$200,000 bank line of credit; and strengthened our insurance policies
- developed a **marketing and communications** plan and developed a brand identity
- developed a **technology** framework that will allow the agency to utilize technology to provide mission-critical services
- hired a development director and created a **fund development** plan
- strengthened the agency’s **outcome measurement and reporting** practices while keeping transparency as a core value
- instituted a vision and new model for a supportive and strong organizational culture built around the following **core competencies**, which were defined by staff members: accountability; collaboration and teamwork; problem solving and elimination of barriers; stakeholder relationship management; advocacy and awareness; and effective communication
- instituted a **team management** structure in which staff members at all levels are engaged in learning the dynamics and responsibilities of the team process
- utilized the team process to evaluate, revise, and revitalize **programs and services**
- improved our **governance** with a stronger board that is focused on our **strategic vision**.

For a full picture of our community impact, please visit LEAP’s web site ([www.leapinfo.org](http://www.leapinfo.org)) and click on the News link to see our monthly highlights section. Alternatively, you may scan the Quick Response Code at right with your smart phone and it will take you directly to the agency’s web site.



LEAP will continue to partner with those we serve to explore and implement effective strategies that improve opportunities and the quality of life for all persons with disabilities.

We are grateful for and truly appreciate your support of people with disabilities in our community.

Sincerely,

Melanie Hogan  
Executive Director

Charles (Chuck) Heindrichs  
President, Board of Directors

*LEAP’s mission is to advance a society of equal opportunity for all persons, regardless of disability.*

## A MATTER OF JUSTICE

For 30 years, LEAP's programs have empowered people with disabilities to be as independent as possible at home, at work, and in the community. Our services provide the skills and resources they need to pursue employment, community and civic involvement, education, positive peer relationships, recreation, and so much more.

### Highlights

- LEAP was one of six agencies in Ohio that partnered with the Ohio Rehabilitation Services Commission in a successful, yearlong customized employment demonstration project.
- The Innovative Independent Living Project successfully demonstrated that technology, customized independent living training, and support can allow adults with developmental disabilities to live independently.
- Annually, more than a dozen LEAP students participate in the Ohio Youth Leadership Forum. Students are selected on the strength of their applications and leadership qualities.
- Annually, 300 persons with developmental disabilities participate in more than 50 different Quantum LEAP recreational activities.
- Annually, 1,400 individuals receive information and referral services.

"LEAP's Job Link and High School-High Tech programs provide exemplary transition services that facilitate valuable connections between the student's educational system, area businesses, and an employment service provider. [These] projects capture the innovative spirit and enthusiasm that permeate LEAP's transition services."

— 2011 CARF Report

### Ashley Youth Consumer

After Job Link, Ashley became an STNA. Now she works at a nursing facility near Cleveland. "I love making sure residents are well taken care of. Some patients require total care. They don't talk much, but I make conversation with them anyway."



## COMMUNITY ACCESS ... A Matter of Justice



**Carol**  
Attended the 2011 Legislative Advocacy Day in Columbus

"I did research. When I read the newspaper, I really read it. I

couldn't believe my eyes. *The Plain Dealer* said that by 2012, Medicaid would be cut by 10 percent, and 30 percent by 2013. You've got to have the facts about the big picture. You've got to change hearts. It's not just about Carol."

"Leadership works with other disability service providers to develop strong grassroots advocacy partnerships to improve services for persons served across the state."

— 2011 CARF Report

As a Center for Independent Living, LEAP is an agent for social change.

### Public Policy and Advocacy:

LEAP staff members have been strong leaders in working with Ohio's Money Follows the Person (MFP) systems change grant, including the implementation of innovative projects to increase community participation such as the Direct Service Workforce Consortium and the Local Housing and Service Cooperatives.

### Aging and Disability Resource

**Center:** Individuals seeking comprehensive information on long-term services and community supports come to the ADRC for one-stop options counseling, benefits assistance, and referrals.

**Assistive Technology:** Advanced technologies that monitor individuals in their homes, memory aids on iPods and iPads, and simple devices like magnifiers all support independence for LEAP consumers.

### Highlights

- LEAP advocates testified before the Ohio Senate Transportation Committee and both the Senate and House Finance Committees. Their testimony was covered in the state news services.
- LEAP educated nearly 200 policy makers on disability-related issues.

## INDEPENDENT LIVING ... A Matter of Justice

Independent living doesn't mean *doing* everything yourself, but rather being in *control of decisions* made about you. Independent living puts consumers in charge.

### Nursing Home Transition

**(Home Choice):** Most people prefer care at home to care in institutional settings, and it's also less expensive.

**Benefits Assistance:** Helping people with disabilities and seniors acquire adequate financial resources is integral to independence.

**Quantum LEAP:** This program offers integrated social and recreational opportunities for people with developmental disabilities.

### Highlights

- In two years, LEAP helped more than 100 consumers move from nursing facilities to home- and community-based living, saving Ohio thousands of dollars.
- LEAP staff members provided benefits assistance to more than 530 individuals.
- Ninety percent of Quantum LEAP participants rated their experience in the recreational programs as "Great!"
- Each year, 100 individuals over the age of 55 who have low vision receive assessments, training, and equipment to help them remain in the community safely.

"LEAP has a strong, vibrant history rooted in the Independent Living Movement. ... Programs and services are grounded in the Independent Living Movement philosophy. ... The majority of the staff, management, and board have personal experiences living with a disability and use that to promote and drive the organization's mission and strategic goals. — 2011 CARF Report



**Clark**  
Home Choice  
Consumer

"I'm so grateful LEAP gave me the opportunity to get out of the nursing home. I'm enjoying my freedom so much. I want to volunteer at a hospital near my apartment. I want to feel like I'm adding something to society. It makes you feel good to do something for someone else."

## EMPLOYMENT ... A Matter of Justice

"LEAP employs dedicated staff members who tirelessly search for opportunities and jobs that match and advance consumers' dreams."

— 2011 CARF Report

Persons with disabilities are the fastest growing minority, the largest population living in poverty, and the largest unemployed group in this country. Employment services promote integration and independence for people with disabilities. It's time to use their talents.

### Competitive Employment:

These services help people with disabilities prepare for and engage in meaningful employment.

### Customized Employment:

Through this flexible process, LEAP matches a consumer's interests and strengths with an employer's specific need, or helps a consumer become a self-employed entrepreneur.

**Youth Services:** These programs focus on ensuring that students are ready for the adult world of work or higher education.

### Highlights

- Three customized employment consumers started their own businesses in wood working, digital art, and vending machines.
- Each year, about 70 students participate in youth transition programs, and LEAP retains 95 percent of them through the academic year. On average, 88 percent of students who are high school seniors earn their diplomas.



**Andrew**  
Customized  
Employment

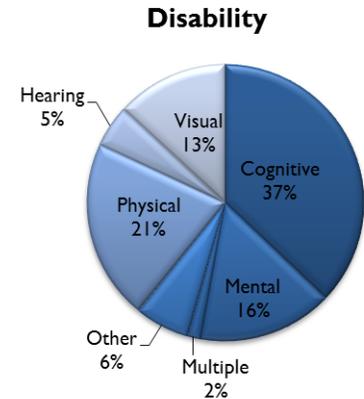
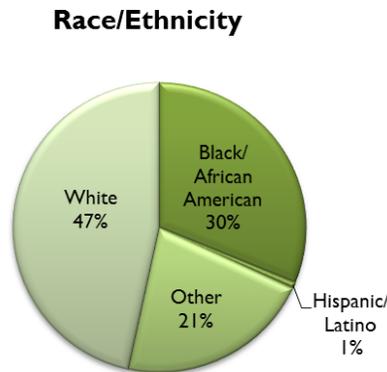
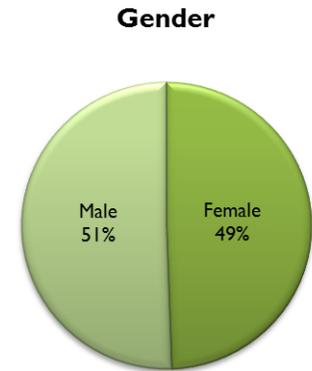
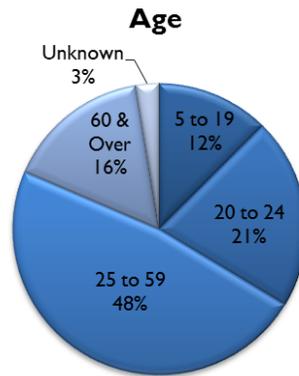
A spinal disease forced Andrew, a renowned architect, to give up his career. He now works from his bed as a digital artist. LEAP's customized

employment services helped him obtain equipment and market his work. "Digital art is my passion, and what I do to get through each day," he says.

## Financial Information

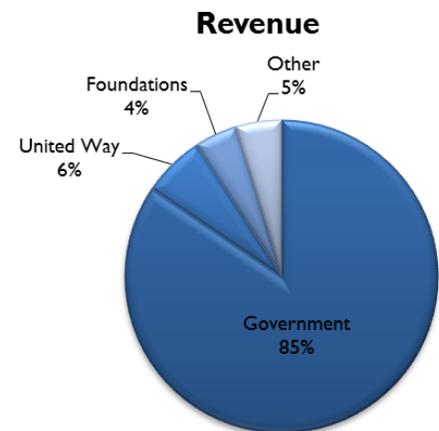
### Quick Numbers

LEAP annually provides employment and/or independent living services to more than 1,700 persons with disabilities. In addition, nearly 1,400 individuals receive information, referral and assistance services, and about 300 participate in the Quantum LEAP Recreation Program.



### Financial Report

Revenue	2011		2010	
Government	2,327,579	80.6%	2,736,015	84.5%
United Way	189,025	6.5%	206,305	6.4%
Foundations	160,715	5.6%	142,955	4.4%
Other	211,420	7.3%	152,640	4.7%
<b>Total Revenue</b>	<b>2,888,739</b>		<b>3,237,915</b>	



Expenses	2011		2010	
Program	2,376,021	86.6%	2,397,802	86.7%
Management	351,813	12.8%	354,638	12.8%
Fundraising	16,114	0.6%	13,208	.5%
<b>Total Expenses</b>	<b>2,743,948</b>		<b>2,765,648</b>	

TOTAL ASSETS \$1,380,052

TOTAL LIABILITIES \$99,928

NET ASSETS \$1,280,124

“The organization is well run by dedicated and caring employees, leadership, and board members who work enthusiastically to serve the needs of consumers.”

— 2011 CARF Report

## 2012 Board of Directors

### Officers

**Mr. Charles Heindrichs**, *President*  
Eaton Corporation, retired

**Mr. Brian Roof**, *Vice President*  
Frantz Ward LLP

**Mr. Vincent Shemo**, *Treasurer*  
PolyOne

**Ms. Betsey Kamm**, *Secretary*  
The Nord Center

### Members

**Ms. Karen S. Blue**  
KeyBank

**Mr. W. Curtis Brown**  
Todd Associates, Inc.

**Mr. Nicholas J. Dautovic, MBA**  
Veterans Health Administration

**Mr. Scott Fedor, MBA**  
Marketing and Sales Executive

**Mr. Thomas Hlavaty**  
Hlavaty and Associates

**Mr. Bruce Lockhart**  
Dawson Companies

**Ms. Mickie McGraw**  
Consultant/Art Therapist

**Ms. Alice Sporar**  
Retired Teacher

## Agency Leadership

**Melanie Hogan**, *Executive Director*

Marilyn Wise, *Accountant*

John Bailey, *Development Director*

Therese Conner, *Independent Living  
Services Director*

Julia Donovan, *Employment Services  
Director*

Katherine Foley, *Aging and Disability  
Resource Center*

Cheryl Gorham, *Quality Assurance  
Manager*

Deborah Nebel, *Director of Public  
Policy*

## Accreditation and Awards

### Accreditation

LEAP is accredited by CARF for the following services:

#### *Community Services*

- Center for Independent Living
- Assistive Technology Supports and Services
- Comprehensive Benefits Planning

#### *Employment Services*

- Community Employment
  - ◇ Job Development
  - ◇ Job Site Training
  - ◇ Job Supports
- Employment Transition Services

### Awards

- Maximum Accessible Housing of Ohio (MAHO) recognized LEAP with a 2011 Maximum Access Award.
- The Western Reserve Area Agency on Aging (WRAAA) awarded LEAP with the Independent Living Disability Award in 2010.
- Melanie Hogan, LEAP's Executive Director, was awarded the EP Maxwell H. Schleifer Distinguished Service Award in 2010.

## Contact Information

### **Cleveland Office**

2545 Lorain Avenue  
Cleveland, Ohio 44113  
Telephone: 216.696.2716  
Fax: 216.687.1453

### **Elyria Office**

2100 North Ridge Road  
Elyria, Ohio 44035  
Telephone: 440.324.3444  
Fax: 440.324.2112

**On the Web:** [www.leapinfo.org](http://www.leapinfo.org)



[www.facebook.com/LEAP.org](https://www.facebook.com/LEAP.org)

## *Thank You!*

LEAP is able to address significant barriers in the community through high-quality services because we have the trust of our partners at the federal, state, and community levels. We thank you for your support, encouragement, and engagement.

Thanks to all who shared your stories, your lives, and your time.

Thanks to our committed and hard-working Board of Directors.

And a special thanks to everyone on the staff for your never-ending passion, optimism, energy, and strength of will, as you continually work to eliminate barriers ... as a matter of justice.