

2021 ANNUAL REPORT TO THE COMMUNITY



ADDRESS FROM BOARD CHAIR

Paul Dolan

September 10, 2021

WELCOME

Thank you, Russ and good afternoon, everyone. It's good to be with all of you to share the progress we have made as an organization over the last 12 months.

United Way has met the challenges presented by the COVID pandemic head on. The transformation our organization underwent from 2017 - 2019 prepared us well for a global crisis no one could anticipate, but most importantly, it drove real change within United Way and across the Greater Cleveland communities we serve.

It's been a remarkable year on multiple levels. And it's no accident that the work of United Way continued forward, without pause, throughout this past year. The strategies we put in place are working, and they are having a lasting impact.

FY21 ACCOMPLISHMENTS

The outcomes already achieved within our Economic Mobility, Health Pathways and Housing Stability strategies are further proof points for the progress we've continued to make on behalf of the community.

Let me walk you through just a few of the accomplishments from this past year. Behind every number and outcome shared, there is a real person within our community who received much-needed help from United Way and its partners.

Economic Mobility

United Way of Greater Cleveland's Economic Mobility programs aim to close wage gaps by increasing access to education for children and paving career pathways for adults to close the cycle of generational poverty.

United Way and the Cleveland Foundation launched Academic Learning Pods to bridge the digital divide for approximately 800 CMSD students who did not have reliable Internet or in-person schoolwork assistance.



98% of ALP participants' families reported that the academic learning pods were a beneficial resource that helped their children to engage in academic instruction, complete schoolwork, and stay on task with assignments.

ALP students had less than half as many missing assignments compared to non-ALP students.

Health Pathways

United Way believes that the cure for the vicious generational cycle of poverty and its effects on the health of our city and our community is Health Pathways, United Way's services, outreach activities, and programs that target both the medical and social determinants of health.

United Way 211 navigators have served as anchors to a community in crisis, experiencing a dramatic spike in call volume throughout 2020 due to the pandemic. Call volume increased even more in January when 211 began supporting Cuyahoga County's COVID-19 vaccination information line, connecting callers with resources, appointments and rides.

20,000 of the over 125,000 callers' needs focused on health care and mental health during Fiscal Year 2021.

59,000 calls were received by United Way 211 navigators on the COVID-19 vaccination information line between Jan. 25 and June 1, 2021.

Housing Stability

United Way's Housing Stability programs focus on keeping families safe and in their homes. We know stable housing improves health and educational outcomes and increases the odds of escaping generational, systemic poverty.

726,518 total nights of shelter were provided to Greater Cleveland residents who had nowhere else to sleep.

40,400 individuals were provided emergency shelter and housing.

And 9,000 Family Stability Initiative clients received \$34.5 million in federal CARES funds for rental and utility payment assistance.

These accomplishments were only possible through the vigorous dedication of the very talented staff at United Way, who never stopped or swayed from their service during some of the most difficult times of the pandemic. So, thank you to all the staff members who have made our community stronger as a result of your service.



AUGIE'S CONTRIBUTIONS AS PRESIDENT AND CEO AND 2022 RETIREMENT

As United Way's Board Chair, I am truly honored to have worked alongside Augie, the Board of Directors and United Way's employees to create a new, more agile, and innovative United Way -- "today's United Way" -- an organization that acknowledges our important legacy while forging a new path forward to ensure we help create opportunity and a strong future for all Greater Clevelanders.

As you may know, Augie recently announced his plans to retire next June.

For more than five years, Augie has served as an inspiring, unrelenting advocate, champion and voice for the people living in poverty across Greater Cleveland who so often go unseen and unheard.

Thanks to his bold vision, deliberate action and collaborative approach, Augie re-invigorated and drove United Way forward in an accelerated timeframe, far exceeding our Board's expectations and achieving substantial, positive results, including placing us on the best financial footing in our history.

On behalf of our Board of Directors, United Way's employees, our partner agencies, community partners and donors, I want to thank Augie again for his leadership, dedication, service and collaboration.

While it's hard to fill Augie's shoes, we have a search underway for his successor. Our goal is to have a new president and CEO named well before Augie's departure next summer, allowing the two leaders to work closely together on a smooth and seamless transition for the organization, our partners and the community.

CLOSING REMARKS

In closing, I want to again recognize and thank our United Way employees who continue to work tirelessly to serve all those who live in need across our community.

Thank you all again for joining us this afternoon.

Russ...I'll turn it back over to you.