Providence House

# IMPACT REPORT

*Fiscal Year 2025-2026*



# For Kids. For Families. *For Communities.*

**Providence House keeps kids safe and families together, embracing them with support to enhance stability that strengthens communities.**



## Who We Are

Providence House is Ohio's first and the largest operating licensed Family Preservation Crisis Nursery in North America. We've kept more than 20,000 kids safe and families together since 1981, through our dedication to providing support that's caring, respectful, and accessible.

## What We Do

Providence House provides free, voluntary, emergency shelter to children newborn through age 12 whose families are experiencing crisis. While their children stay with us, we offer supportive services to help parents and guardians address the challenges they're facing and reduce system involvement, prevent foster care placements, and build a stronger future.

**MORE THAN**

**20,000**

kids have been kept safe and returned home to their families since 1981

## Why We Stand Out

We are the first and only Crisis Nursery to be listed on the national California Evidence-Based Clearinghouse as a research-based model for child welfare.

We are accredited and evaluated as a national model for child abuse prevention and family preservation. We are truly unique in our mission and philosophy as the only program of our type in Greater Cleveland.

# For *Kids.*

## Loving care in a safe, home-like environment

We provided **3,603 days of care** to **188 children** in our Crisis Nurseries

Children can stay with us for up to 90 days, but the **average length of stay was 36 days**

**70% of children cared for were age 5 or younger,** but we can serve children up to age 12

54% came with a sibling

### Wait List

- The average number of children waiting for our services was 86
- Total number of waiting children was 1,152
- Average days waiting per child was 27




### Child Wellbeing

Every child who stays at Providence House for more than a week receives a well-child exam – and for many, it's the first time they've seen a medical provider since birth.

- **Our medical services for children resulted in 57 diagnoses.**
- **Our children received 89 medical visits.**
- **We helped 78 of our children enroll in their local school district.**

**16,232**
Diapers Used

**18,015**
Healthy Meals & Snacks Served

**6,102**
Trips to School

**940**
New Outfits Given

**626**
Developmental Milestone Screenings

**91**
Field Trips Taken

# For *Families.*

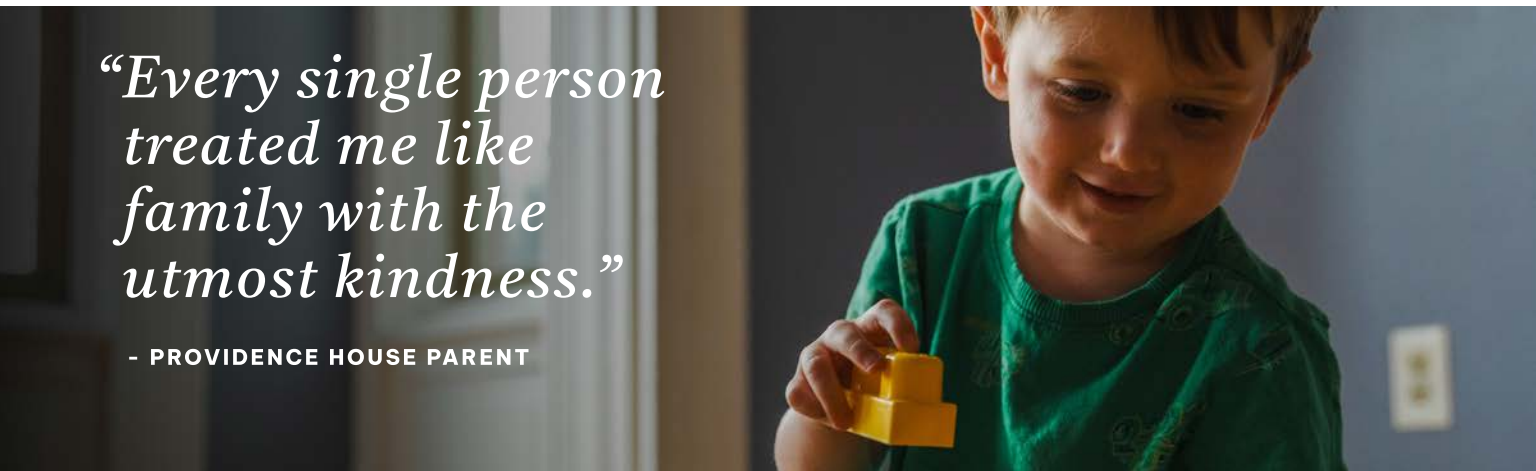
## Our Families Committed to Keeping their Kids Safe

**99%** of our families resolved their crises and welcomed their children home after engaging with our services!

| | |
|---|---|
| **92%** | of families self-referred – meaning we were the first call they made<br>*This is based on the recommendation from family, friends, and others who have had a positive experience with Providence House* |
| **99%** | of families enrolled in our voluntary Aftercare Program to receive ongoing support once their children returned home |
| **97%** | of families fully engaged in their Preservation Plan |

## The Families We Supported

| | |
|---|---|
| **95%** | of our families were led by women |
| **87%** | were women of color |
| **ONLY 14%** | had an involved co-parent |
| **62%** | of our parents and guardians were between 25 and 50 years old |
| **95%** | of our families were living in poverty |
| **35%** | had no source of cash income |
| **28** | zip codes represented across Greater Cleveland by our families |



## Life-changing Support Families Can Count On

| | |
|---|---|
| **76%** | were experiencing multiple crises |
| **36%** | needed mental health support |
| **25%** | had a medical crisis |
| **21%** | were homeless or had unsafe housing |
| **19%** | couldn't cover the costs of basic needs (rent, food, utilities) |
| **18%** | needed support with infant and/or maternal health |

Most of our families reach out to us to break their cycle of system involvement for their children. 63% of our families had a history of involvement, and 10% had an active open case

## How We Supported Our Families

| 768 | 605 | 276 | 148 | 40 |
|---|---|---|---|---|
| Case Management Sessions | Family Visits | Bus Passes and Rideshares | Parent Education Sessions | Family Trauma Screenings |

**97%** of parents say their bond with their child improved or stayed the same

**99%** of parents report their parenting skills improved or stayed the same

## Family Satisfaction

| | |
|---|---|
| **99%** | said their children were provided a safe, home-like environment at Providence House |
| **99%** | said their children's daily needs were provided for during their stay |
| **99%** | reported our staff were professional and supportive |
| **98%** | would refer friends and family to Providence House |
| **98%** | had an overall positive experience with Providence House |






# For *Communities.*

## Strengthening neighborhoods by helping families thrive

**2,210** children and families served last year

| | |
|---|---|
| **188** | children from 101 Families in our Crisis Nursery |
| **1,316** | individuals in our Community Resource Program |
| **270** | families in our Community Resource Program |
| **100** | families at Community Distribution Events |
| **235** | individuals at Community Distribution Events |

We worked with more than 120 community partners last year

Social Service partners made 110 referrals to our Crisis Nursery

We made 371 referrals to community partners to support our children and families long-term

## Providence House Family Progress

Improving Wellbeing & Economic Mobility

**HOUSING**

**92%**

increase in those living in their own home or apartment increase in those living in their own home or apartment

**EMPLOYMENT**

**46%**

increase in attaining employment

**EDUCATION**

**26%**

increase in a parent or guardian enrolling in school

**FAMILY INCOME**

**21%**

increase in income for our families while working with us

## Community Resources Program

Our Community Resources Program allows families who are not using our Crisis Nursery to receive essential items to help make ends meet. This helps us support more families across Northeast Ohio and further prevent crises.

**24 partner agencies referred**
**270 families who received**
**868 items through this program**

The most common items requested were:

- Diapers & Wipes
- Children's Clothing
- Hygiene Items

*We were able to fill 90% of requests received*




## Community Distribution Events

235 individuals from 100 families received essential items during 13 events we hosted

## Aftercare Resources

623 essential items were distributed to 89 Providence House families enrolled in our Aftercare Program

## Volunteer Support

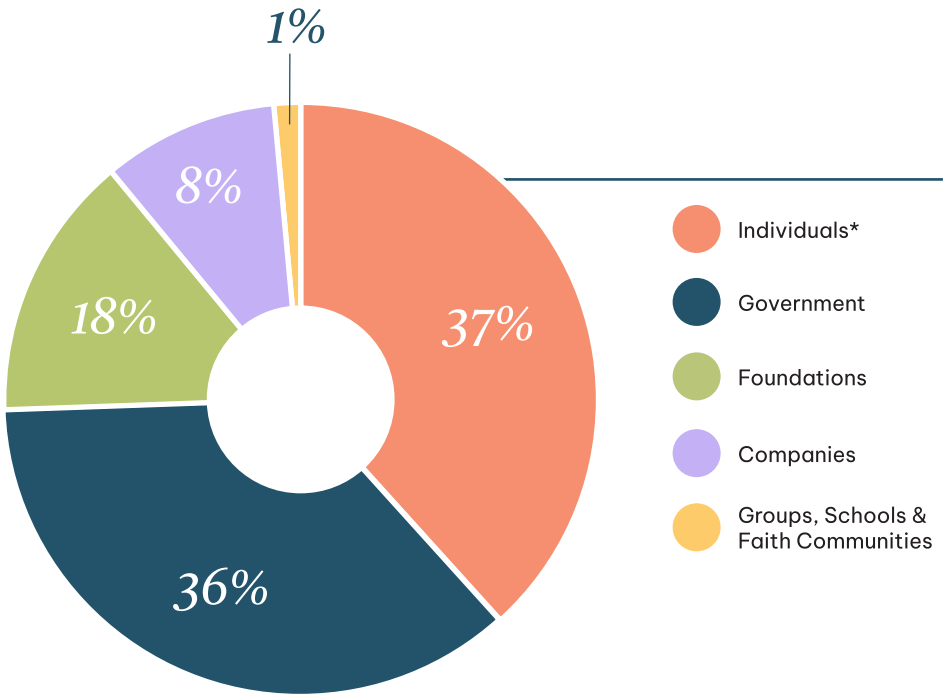
654 volunteers spent 8.141 hours helping us fulfill our mission

*"We feel grateful for a place like Providence House that exists in Cuyahoga County. The individuals on its team are our trusted, community partners, and we're confident that when we refer families there, children find more than a place to stay, they find a temporary home with adults who genuinely care about them."*

**- COMMUNITY PARTNER OF PROVIDENCE HOUSE**

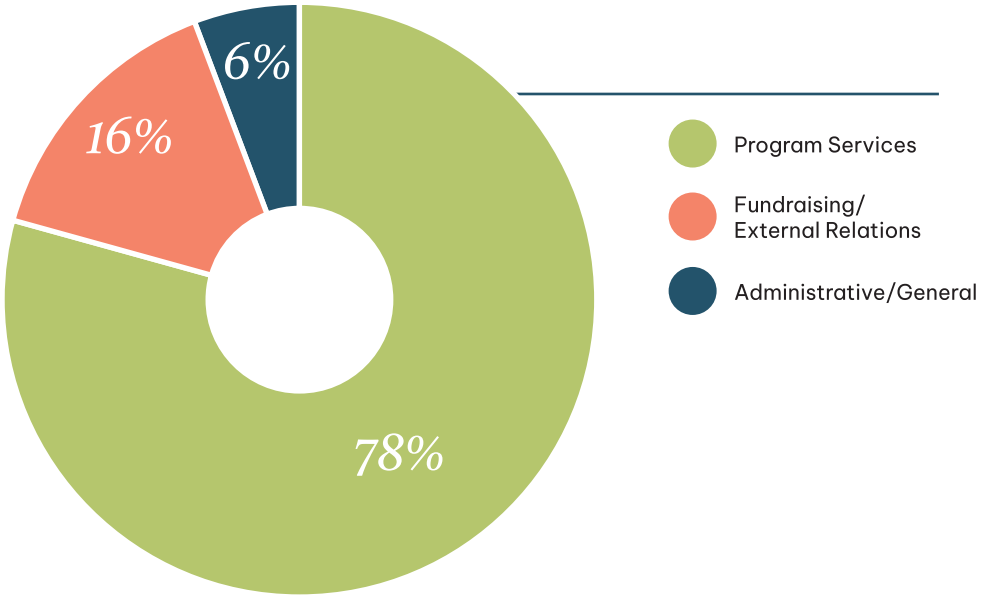
# *Fiscal Performance*

## Revenue Breakdown




**Includes Donor Advised Funds*

## Expenses Breakdown



Providence House is financially sound with a diverse revenue mix of public and private support, an operating reserve, and a growing endowment fund.

We continue to focus on strategic growth of our annual and recurring gifts, engagement with public and private funders, and use of best practices in philanthropy. We are also growing earned income through a social enterprise consulting practice to share our Family Preservation Crisis Nursery model with other communities across the nation.

We are committed to being excellent stewards of the gifts and resources entrusted to us through sound financial policies and practices, and continuously assess our current and future financial strategies to ensure our sustainability.





# *Leadership*


**PRESIDENT & CEO**

Natalie A. Leek

**EXECUTIVE OFFICERS**

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Gregory D. Rush, Chair Emeritus*
Warren Blazy, Vice Chair
Joseph P. Lukac, Treasurer
Dolores P. Garcia, Counsel
Jayne Juvan, Secretary

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Yolanda McWilliams
Jennifer Minotas
Mike Mooney
Tendai Mukeredzi
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Tracy Pesho
Francine Price
Steven Rini
Jeffrey A. Robinson
Ryan Sowers
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Duane F. Bishop, Jr.*
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Terrance K. Donley
W. Scott Emerick
Evelyn Croft Faulkner
Sally Gries
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Lolita McDavid, M.D.
Paul M. O'Connor*
Jeffrey K. Orloff*
Susan M. Palmer
Dominic V. Perry*
Robert J. Roe
Gareth D. Vaughan*

**Past Chair*

*Thank you for allowing us to be your arms and hands to care for the children who need us most. We truly appreciate your ongoing support of Providence House as we celebrate 45 years of keeping kids safe and families together.*

We could not fulfil our promise of safety, stability, and success for our children and families without the generosity of our dedicated donors and partners who help us provide loving care to those we serve.

We are grateful for your commitment and hope you will continue partnering with us to embrace families facing challenges with support and enhance their stability to strengthen all of our communities in the year ahead.



## Engage with Providence House

**STAY CONNECTED**
Follow us on social @provhouseCLE and sign up for our email list at **provhouse.org/contact**

**VOLUNTEER**
Explore the multiple opportunities to share your time and talents at **provhouse.org/volunteer**

**ATTEND EVENTS**
Find a variety of fun events throughout the year that support our mission at **provhouse.org/events**

**MAKE A GIFT**
You can make an impact for our children and families at **provhouse.org/impactreport**



Providence
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*provhouse.org*