

Impact Report



Fiscal Year 2024–2025

Providence House Overview

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



West Campus – Ohio City



East Campus – Buckeye-Shaker



WHO WE ARE

Providence House is **Ohio's first and one of the largest and longest-operating licensed Family Preservation Crisis Nurseries** in North America.

We've kept more than 20,000 kids safe and families together since 1981, and remain dedicated to supporting children and families in a respectful, accessible, and enduring way through our caring and experienced team.



WHAT WE DO

We **provide free, voluntary, emergency shelter to children** newborn through age 12 whose families are experiencing crisis.

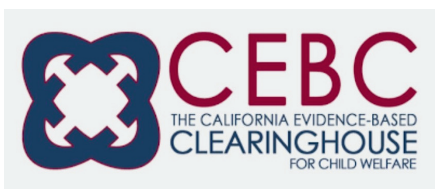
While their children stay with us, we **offer supportive services to help parents and guardians** address the challenges they're facing and reduce system involvement, prevent foster care placements, and build a stronger future.



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**.



Highlights from 2024-2025



We Served 2,141 Children & Families



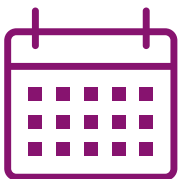
- **214** children from **187** families in our Crisis Nursery
- **312** families & **1,313** individuals in our Community Referral Program
- **141** families & **427** individuals at Community Distribution Events



We Cared for 214 Children

211 through our Crisis Nursery Program

3 in our Emergency Placement Program



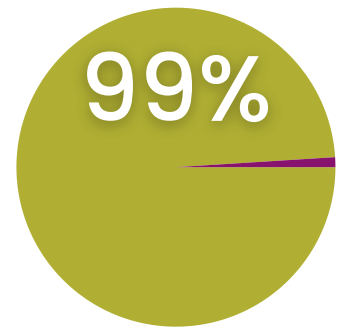
Children can stay for up to 90 days, but the **average length of stay was 32 days**

340 children were on our waitlist or went completely unserved due to limited resources

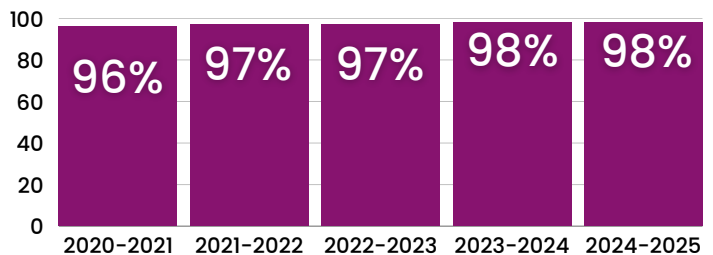


We Kept Families Together

99% of families who brought a child to our Crisis Nursery **stayed together** after successfully resolving the crisis that brought them to us!



We Engaged Our Families



98% fully engaged in their Preservation Plan

99% enrolled in our voluntary Aftercare Program

We Partnered with 121 Agencies & Service Providers



*Social Service Partners made **402** referrals to our Crisis Nursery*

*We connected **309** children & families to partners for support*



The Families We Supported



98% of our families were led by women

93% were led by women of color

5% had a co-parent engaged



87% were living at or below the Federal Poverty Line

23% had no source of cash income



Our families live in 29 zip codes

in 19 cities across Northeast Ohio

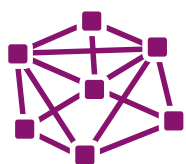
How Our Families Got to Us



- **87% Self-Referred**
- 12% Were Referred by an Agency/Partner
- 1% Were Referred by the Cuyahoga County Division of Children and Family Services



Why Our Families Reached Out for Support



36%

Were Experiencing Multiple Crises



25%

Needed Respite Care to Prevent a Crisis



23%

Needed Respite for Mental Health and/or Sobriety Maintenance



18%

Had Resource Gaps Affecting Stability



15%

Were Homeless or had Unsafe Living Conditions



9%

Had a Medical Crisis



5%

Needed Mental Health Care

What Is Respite Care?

Respite is our most preventative service to mitigate or de-escalate crises from unintentionally impacting child safety or decreasing family stability.

In these cases, families proactively seek our support to reduce risk for their children.

Respite Examples

- Caregiver mental health, sobriety maintenance, and/or medication adjustment periods
- Care for children with behavioral or developmental diagnoses to focus on other family members' wellbeing
- Medically necessary recovery periods of a caregiver, such as dialysis or chemotherapy
- Support for hardworking parents who have no other support system to care for their children



How We Supported Our Families



While their children stayed in our Crisis Nursery, our Licensed Social Workers engaged with parents and guardians to deliver:



699 Parent Visits

including home, offsite, onsite & medical visits



309 Referrals

to our partners for additional support services



772 Case Management Contact Hours

in person & virtual



190 Parent Support Sessions

both individual & group



104 Medical Appointments

for children



144 Bus Passes & 57 Ride Shares

to access services

We Provided Essential Items to Help Make Ends Meet

We also support our Providence House families by providing essential items they need to care for their children, such as diapers, wipes, children's clothing, and hygiene products.

Community Referral Program

Our Community Referral Program allows families who are not using our Crisis Nursery to receive essential items through a referral from a partner community agency.

This helps us support more families across Northeast Ohio and further prevent crises.



We supported **89% of families'** requests



312 families received **1,106 items**



We hosted **7 distribution events**, reaching **250 families**

Engaging Events for Our Families

We host events throughout the year to support our families and help them celebrate holidays!

In addition to providing items such as food and clothing, these events are great opportunities for socialization and peer connection among our parents and guardians.



Financial Literacy Class



Family Holiday "Shopping" for Christmas



Thanksgiving Meal Delivery



Mother's Day Family Photos & Book Fair



Our Families' Satisfaction



Providing a safe, welcoming, and supportive experience for our children and families drives every decision we make at Providence House.

Our families' success depends on us gaining their trust to help them through their most challenging times.

We ask each of our families for feedback to help us evaluate our programs and services, and ensure we deliver the highest quality care.



2024-2025 FAMILY FEEDBACK

- ★ **99%** said their overall experience was positive
- ★ **99%** said our staff was professional and supportive
- ★ **98%** have confidence in caring for their child's medical needs
- ★ **97%** believed their child's daily care and medical needs were met
- ★ **96%** report their child was provided a safe, home-like environment



IN THEIR OWN WORDS



"**I love the staff.** They are very helpful and always have an ear to listen. So very understanding."

"My children and I were provided with resources that will **help us succeed in our future.**"

"I did a trauma screening with my Social Worker, and it was **very relieving** to see the results. Now I know what triggers my trauma."

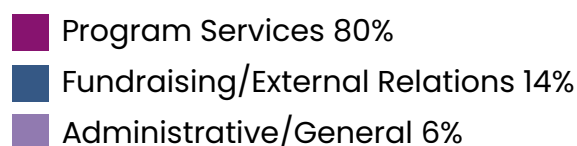
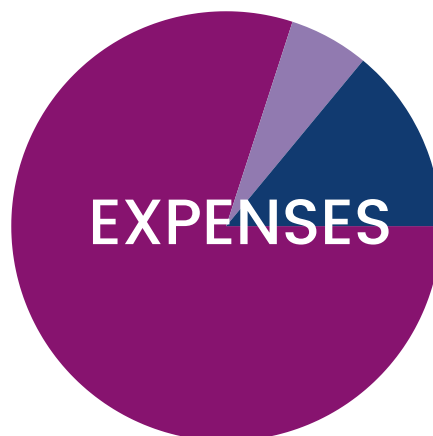
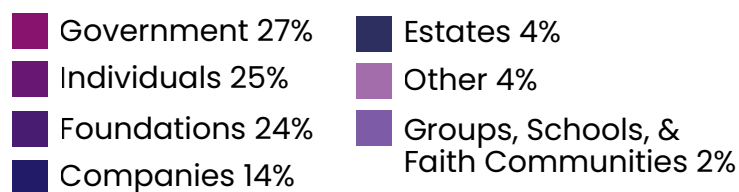
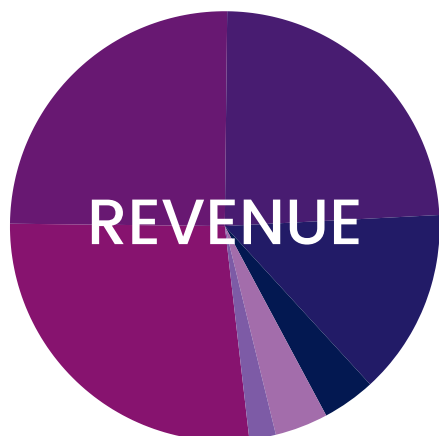
"**I achieved my goals** and my children seem happier."

"Being away from my kids, I was very worried, but ended up being able to **trust them and my kids loved them.**"



Finances

As a local non-profit, Providence House is predominately privately-funded, and we provide our services to children, families, and the community free of charge.



Leadership

President & CEO
Natalie A. Leek

Founder
Sister Hope Greener, CSJ+

Executive Officers

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

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Thomas Butchko	Yolanda McWilliams
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Dabney Conwell	Tendai Mukeredzi
Jane Cronin*	Tori Nook
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Allison Howard	Vilmarie Pérez
Adam R. Jacobs	Jeffrey A. Robinson
Jayne Juvan	Andrew Rutherford
Cyril KanagaRaj	Ryan Sowers
Brandon Kuczek	Angela Stojkov
Katherine Lehtinen	Twyla Turner
Huda Leininger	Karla R. Wludyga
Jennifer Masterson	

Legacy Council

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Joseph W. Bauer
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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.
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Jeffrey K. Orloff*
Susan M. Palmer
Dominic V. Perry*
Robert J. Roe
Gareth D. Vaughan*

Honorary Lifetime Members

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William Christ
Sr. Nancy Conway, CSJ
John Doherty*
Robert Dorfmeier+
Stanley Kerka+
Sandy Kish Jordan
Greg Klein*
Rena J. Olshansky+
Bettie Perry+
Charles E. Taylor, Ph.D.*

*PAST CHAIR | +DECEASED
Leadership As of November 2025

Thank You

As we celebrate our 44th year of fulfilling our promise of safety, stability, and success for Providence House children and families, we are truly grateful to all of our wonderful, dedicated donors and partners who help us fulfill our mission every day to keep kids safe and families together.

Thank you for your ongoing support of Providence House as we strive to ensure every child and family can enjoy health, happiness, and a brighter future – together.

We sincerely appreciate your commitment and hope you will continue partnering with us as we embrace families with support to enhance stability that strengthens all of our communities.



Partner with Providence House



STAY CONNECTED

Follow us on Social
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up for our Email List at
provhouse.org/contact



VOLUNTEER

Explore the multiple
opportunities to share
your time & talents at
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ATTEND EVENTS

Find a variety of fun
events throughout the
year that support us at
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MAKE A GIFT

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