

2024-2025 UCEDD RESOURCE CENTER EVALUATION REPORT



Executive Summary

The UCEDD Resource Center (URC) provides technical assistance, training, and resources to University Centers for Excellence in Developmental Disabilities (UCEDD) across the United States, supporting implementation of their UCEDD core grant, awarded by the Administration for Community Living (ACL). Housed within the Association of University Centers on Disabilities (AUCD), the URC is also funded by ACL. It aims to help UCEDDs become leaders in building community capacity and promoting self-determination, independence, productivity, and quality of life for people with disabilities. The URC focuses its efforts on delivering training and technical assistance (T/TA) that is innovative, high-quality, efficient, effective, and outcome driven. In 2024-2025, the URC achieved its five objectives alongside ACL, the UCEDD Network and many other partners:

- Project Management and Evaluation
- Knowledge Development, Sharing and Transfer
- Collaboration
- Information Management
- Support for Assistive Technology Act Programs

Throughout the 2024-2025 contract span, the URC responded to 241 requests for information and assistance and produced 19 unique products to address emerging TA needs. The URC facilitated 77 collaborations and hosted 23 events. TA was provided most frequently on the topics of federal reporting, grant application assistance, model services, UCEDD administration, and MOUs. The URC made significant enhancements to its communication and dissemination efforts. Bi-weekly TA Office Hours have been held to address TA needs and promote peer-to-peer exchanges. The URC reorganized and reformatted all content publicly available through the UCEDD Resource Center website, rebranded the UCEDD Director Newsletter, and updated all Administrative Essentials tip sheets. The URC also worked in partnership this year with ACL to support implementation of the AUCD Leadership Academy, orient new UCEDD Directors, match data coordinators with Network mentors, address support for the nation's Assistive Technology (AT) Act Programs and connect the UCEDDs to vital work happening around implementation of the Home and Community-Based Services Settings Rule through a partnership with the Human Services Research Institute's (HSRI) Grassroots Project. The information contained in this report will be used by the URC and the Project Advisory Committee of the URC to reflect on and assess the work of the 2024-2025 contract year and inform implementation of its work plan in the new year.

"The TA experts worked with our team to identify gaps in our current system and offered tailored recommendations to streamline data management. As a result, we were able to enhance our reporting accuracy, demonstrate program impact more effectively, and meet federal deadlines with confidence. This support significantly strengthened our capacity to use data for continuous improvement and accountability."

-2025 Global Survey Respondent

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Introduction

The Administration on Community Living (ACL)'s Office on Intellectual and Developmental Disabilities (OIDD) administers the UCEDD core grants under the Developmental Disabilities Assistance and Bill of Rights of 2000 (DD Act). OIDD funds 67 UCEDDs across the country and contracts with the Association of University Centers on Disabilities (AUCD) to provide training and technical assistance (T/TA) to improve program performance and outcomes. In 2016, OIDD restructured AUCD's TA contract to align programs across ACL sub-units and added an annual evaluation requirement. The UCEDD Resource Center (URC) contracted with Mathematica Policy Research to design an evaluation plan that was approved by ACL/OIDD in 2017. The URC collects data throughout the year as part of the evaluation plan and delivers an annual evaluation report to ACL. The information contained within this report reflects activities in the 2024-2025 contract year.

About the Association of University Centers on Disabilities (AUCD)

AUCD is a membership organization that supports and promotes a national network of university-based interdisciplinary programs. These programs serve and are located in every US state and territory and are all part of universities or medical centers. They are a bridge between the university and the community, bringing together the resources of both to achieve meaningful change.

AUCD's mission is to advance policies and practices that improve the health, education, social, and economic well-being of all people with developmental and other disabilities, their families, and their communities by supporting its members in research, education, health, and service activities that achieve its vision.

Overview of Training and Technical Assistance Provided

OIDD requires a performance-based arrangement for providing coordinated, comprehensive, and specialized T/TA to the UCEDDs. Under the authorization of the DD Act, OIDD contracts with AUCD to implement the UCEDD Resource Center to strengthen and support the nationwide network of UCEDDs.

URC T/TA aligns directly with the needs of UCEDDs to carry out their four core functions mandated by the DD Act:

- Interdisciplinary pre-service preparation
- Community services
- Research, evaluation, and the analysis of public policy
- Information dissemination

The URC contract with OIDD categorizes T/TA activities under five objectives:

- Project Management and Evaluation
- Knowledge Development, Sharing and Transfer
- Collaboration
- Information Management
- Support for Assistive Technology Act Programs

Frequently, the URC will utilize multiple forms of TA in a coordinated, multi-pronged initiative to address a significant Network need. For example, federal reporting is one of the UCEDD Network's areas of greatest need. One way the URC addresses this need is through rapid responses to TA requests. In 2024-2025, URC staff responded to 241 rapid response requests related to federal reporting. The URC also maintains a web-based information management system, National Information Reporting System (NIRS), to support UCEDD federal performance reporting. Several products are developed yearly to support UCEDDs in using NIRS to complete their federal reports. The URC disseminates these resources and provides additional support through regular events, including quarterly calls for UCEDD Data Coordinators. The technical assistance provided to Data Coordinators is essential for effective data collection, data management, and for UCEDDs to

complete their annual reporting.

In addition to providing technical assistance directly to UCEDDs, the URC collaborates with UCEDDs and other relevant federally and non-federally funded entities and programs to share information, build networks, and achieve common aims consistent with the URC contract, UCEDD requirements, and the DD Act. The URC also uses such collaborations and other mechanisms to identify emerging priorities and needs requiring attention from the UCEDDs or related stakeholders. URC T/TA is implemented in a flexible and targeted fashion to provide a range of strategies for addressing the needs of the UCEDDs, DD network partners, and collaborators.

The following goals were identified by the URC for the 2024-2025 contract year:

- Collaborate with ACL to develop guidance and resources that will help Centers articulate their impact in performance and closeout reports.
- Continue to improve accessibility and leverage new partnerships to deliver innovative, high-quality, and outcome-driven T/TA.
- Enhance resource and information dissemination to increase the UCEDD network's awareness of both new and existing resources.
- Increase engagement in URC events by using an evidence-based approach and integrating feedback from network members into event planning.

“One of the most helpful supports from the TA Center was the personalized technical assistance session focused on improving our data collection and reporting processes. This support provided us with practical strategies to accurately track outcomes and ensure compliance with federal requirements under the DD Act.”

-2025 Global Survey Respondent

Evaluation Methodology

The URC evaluation plan includes standardized data collection procedures and data elements across T/TA events and across contract years. Given the complexity of the T/TA activities in which the URC engages, four organizing objectives ensure the evaluation yields information that is relevant for addressing each of the evaluation goals, accounting for the full range of T/TA provided. Table 1 crosswalks the four organizing objectives with the evaluation goals.

Table 1. Crosswalk of organizing objectives with evaluation goals

Objective	Evaluation Goals				
	Assess the extent to which the TA provided supports the UCEDDS in improving operations, performance, and outcomes	Assess the extent to which the TA provided supports the UCEDDS in achieving or maintaining statutory compliance	Assess the extent to which the TA provided supports the UCEDDS in becoming leaders and agents of systems change, capacity building and advocacy	Document the full range and extent of TA services provided	Provide critical information to aid the URC in continuously improving.

Document the types and quantity of TA provided to UCEDDs	√	√	√	√	√
Monitor the participation of UCEDDs in TA				√	√
Document the URC's collaboration	√	√	√	√	√
Assess TA quality	√	√	√		√

Data Collection Tools and Process

Data collection tools for the evaluation include a worksheet through which the URC captures data from a variety of forms representing each type of T/TA and surveys disseminated to T/TA recipients annually, as well as immediately following specific T/TA events. The URC collects some of the data continuously, some immediately after specific events occur, some monthly, and other data on an annual basis. Table 2 summarizes the data collection tools used by the URC.

Table 2. Sources of data collected for UCEDD TA evaluation

Instrument Name	Type of T/TA Assessed	Information Captured	Timing of Data Collection
Rapid response request form	Rapid response requests	Background information on requestor and the nature of the request (e.g., request for referrals to experts) and topic (e.g., home and community-based services settings rule)	Continuously as TA is provided
Recurring product dissemination form	Recurring products (e.g., newsletters)	Name of product, method and frequency of dissemination, and the number of people to whom the product was disseminated	Fill in number of recipients at the beginning and ending of contract year; add any new products during monthly URC staff meetings
Unique product dissemination form	Unique products (e.g., tip sheets, issue briefs, and FAQs)	Type and topic of product developed, date of product completion, method and dates of dissemination, number of people to whom the product was disseminated, and the number of products that were translated to other languages	Continuously as products are developed and disseminated, review at monthly URC staff meetings for completeness
TA event form	Recurring and non-recurring events (e.g., webinars and trainings)	Background information on TA provided including form and topic of TA and number of attendees	Continuously as TA is provided; review at monthly URC staff meeting for completeness
Individualized intensive TA form	Individualized intensive TA (e.g., UCEDD specific trainings or site visits)	Background information on individualized intensive TA provided including topic of TA and number of attendees	Continuously as TA is provided; review at monthly URC staff meeting for completeness
Emerging needs form	n/a	Emerging TA needs, how they are identified, and end products resulting from their identification	Monthly at URC staff meetings

Collaborations form	Collaborations (e.g., work groups and partnerships)	Comprehensive list of collaborations, number of times engaged with collaborators	Continuously as collaborations progress; review at monthly URC staff meetings for completeness
Global TA survey	All combined	Background information on respondent, satisfaction with TA services, and opinions and examples of the usefulness of TA provided	Annually at end of each contract year
Event-specific survey	Recurring and non-recurring events and individualized intensive TA	Perceived quality of TA including participation, satisfaction, and usefulness	Immediately following TA provision

Evaluation Results

Evaluation results are reviewed in this report as they align with each of the four key objectives for the evaluation protocol. The results cover the full range of T/TA provided and assess the extent to which the TA provided supports UCEDDs:

- in improving UCEDD operations, performance, and outcomes;
- in maintaining/achieving statutory compliance;
- in becoming leaders and agents of systems change, capacity building, and advocacy at the international, national, state, and local levels.

Objective 1: Document the types and quantity of TA provided

The URC uses an Excel workbook with customized formulas to track the types and quantity of TA provided. Summative data is included in Table 3 below.

Table 3. Summative data from TA Tracking Workbook

Type of Training or TA	2022-2023	2023-2024	2024-2025
Rapid Response Requests – Total Number of Requests	380	291	241
TA Events – Total Number of Events	17	39	23
Unique Disseminations – Total Number of Unique Products	67	26	11
Recurring Disseminations – Total Number of Recurring Dissemination Series	11	10	9
Recurring Disseminations – Average Number of Recipients per Series (End of Year)	1144	1766	1484
Individualized Intensive TA – Total Number of Intensive TA Activities	3	1	1
Emerging Needs – Total Number of Emerging Needs Identified	2	7	-

Rapid response requests continue to be a useful way for the URC to identify emerging needs and trends within the UCEDD network. Federal reporting and grant application assistance were the most frequently requested TA topics. Seven emerging needs were identified this year through trends in rapid response requests, conversations at TA events, and input from network leaders and partners. Web traffic data is also being tracked via a Google Analytics integration for the URC site. The weekly average number of website sessions in the contract period was 3.3, with the average visitor staying for 46 seconds. The URC site received 178 returning visitors during the year. The URC homepage received 8,852 views. URC News was the most frequently visited subpage (194 visitors).

Objective 2: Monitor UCEDD experiences with and participation in TA activities - UCEDD Engagement

Every center benefited from two or more types of T/TA in the 2024-2025 contract year, as they did in all previous years of tracking. See Table 6 below for additional details. Every UCEDD is represented in the URC recurring dissemination listservs, and every UCEDD participated in one or more of the URC events.

Table 6: UCEDD Engagement in URC T/TA

	2022-2023	2023-2024	2024-2025
Number of UCEDDs placing rapid response requests	64	59	64
Number of UCEDDs participating in URC TA Events	67	67	67
Number of UCEDDs receiving URC TA disseminations	67	67	67
Number of UCEDDs receiving intensive individualized TA	3	1	1
Number of UCEDDs completing the Global TA Survey	34	39	31
Total number of UCEDDs Engaged with TA	67	67	67

Objective 3: Document collaboration with other organizations through partnerships, work groups, and communities of practice

URC data collection recorded 77 collaborations with other organizations, partnerships, workgroups, and communities of practice throughout the contract year. Appendix A offers a breakdown of the collaborations by type and topic.

“[The] customized collaboration activities and innovative discussions...assisted in achieving our goals.”

-2025 Global Survey Respondent

Objective 4: Assess the quality of TA provided

The quality of URC T/TA was measured in three domains: participant satisfaction, accessibility, and effectiveness as demonstrated by T/TA outcomes. All data collection tools were used to gather data on these quality indicators. The global and event surveys each offer questions related to all three domains. Of particular importance are the qualitative responses to the global TA, event surveys, and the focus groups.

(a): Satisfaction

Participants in the URC’s T/TA activities in 2024-2025 were very satisfied in a range of domains. Table 10 provides the percentage of respondents who selected “Agree” or “Strongly Agree” to statements indicating overall satisfaction and satisfaction with the appropriateness of TA to participants’ roles, timeliness, and respectfulness.

Table 10. Percent of Respondents who Agree or Strongly Agree with Global Survey Satisfaction Measures

Survey Statement	2022-2023	2023-2024	2024-2025
Q5. The technical assistance I received (or was offered) from the URC this year was appropriate to my role.	95.55%	96.97%	100%

Q6. This year, the technical assistance services provided by the URC helped me perform my role better.	-	-	97.37%
Q7. This year, the technical assistance I received (or was offered) from the URC was delivered in a timely manner.	95.45%	93.55%	92.10%
Q8. Overall, I am satisfied with the technical assistance I received (or was offered) from the URC.	95.45%	93.94%	91.89%
Q9. Technical assistance services provided by the URC this year enhanced my UCEDD's ability to meet the purpose of the DD Act.	-	-	94.59%

The qualitative data from the 2024-2025 Global Survey affirms these high satisfaction rates.

- *The Monday open office hours because even if I had no specific questions, other centers had questions about things which, being new, I may not have even been aware of. -2024 Global Survey Respondent*
- *Having a tool like NIRS provides a centralized location for a great deal of information and data. –2024-2025 Global Survey Respondent*
- *UCEDD Director Meetings and Forums. Connected UCEDD directors on common issues and challenges. Created collaborative opportunities. -2024-2025 Global Survey Respondent*
- *I have to choose 2 things that have been most helpful-- 1) answers to specific data entry questions from Oksana and Brandon, they are always able to help answer my questions and solve my problems, and 2) the guidance on where the data in the PPR comes from-- the guide is very clear and I rely on it as a resource every year. -2024-2025 Global Survey Respondent*

“The TA institute was extremely helpful in setting the change for a changing federal landscape and how we need to approach our work from a health perspective.”

–2025 Event Survey Respondent

Themes from the qualitative responses asking for areas that URC T/TA could improve include strengthening discussion groups to facilitate more connection and collaboration and continuously communicating about the TA available.

- *At the start of this year, my experience was that the URC was diluted in it's ability to genuinely support our UCEDDs, but my confidence has grown with the new leadership and new activities - and the communication coming from the URC team and AUCD.– 2024-2025 Global Survey Respondent*
- *I know NIRS is a very detailed system and therefore, difficult to cover every aspect clearly. A more direct instruction manual that somehow makes it a bit easier to find the information you are looking for would be helpful. There is a variety of written help in different locations but I can't always find answers to my questions. That is why the direct support folks have been really helpful! .– 2024-2025 Global Survey Respondent*
- *Include Center Directors, other Center leadership on correspondence to specific roles within a Center (for example, all emails & calendar invites to data coordinators need to also include Center Directors and others as indicated by Center) - otherwise some communication is lost. – 2024-2025 Global Survey Respondent*

(b): Outcomes

The annual global survey demonstrated a consistent and positive impact on the individuals receiving T/TA and their Centers. Specifically, 97% of respondents agreed or strongly agreed with the statement, “The technical assistance I received (or was offered) from the URC this year helped me perform my role better”. 95% of respondents strongly agreed or agreed with the statement “The technical assistance I received (or was offered) from the URC enhanced my UCEDD's ability to meet the purpose of the DD Act.”.

The global survey also provides detailed information on how this T/TA impacted respondents' work and their UCEDD. It is important to note that not every TA activity is intended to meet every outcome. Each individual activity addresses specific needs. According to the responses to the global survey question on the outcomes of T/TA activities in aggregate received by participants (in Table 12 below), the benefits of URC TA are well distributed across the variety of UCEDD needs.

Each type of training and technical assistance has had meaningful outcomes for network members. These outcomes have been reported not only through the quantitative data gathered in the surveys, but also in qualitative and anecdotal feedback from Center faculty, staff, and trainees.

Table 12. T/TA Outcomes

Outcomes of T/TA received	2022-2023	2023-2024	2024-2025
Helped me to better manage UCEDD projects	50.98%	58.82%	56.76%
Helped me to evaluate the work of my UCEDD	35.29%	44.12%	56.76%
Enhanced information management at my UCEDD	33.33%	41.18%	54.04%
Assisted my UCEDD in achieving or maintaining statutory compliance	25.49%	32.35%	35.14%
Helped me to position my UCEDD as a leader and agent of systems change	19.61%	17.65%	21.62%
Helped me to position my UCEDD as a leader and agent of capacity building	33.33%	14.71%	29.73%
Helped me to position my UCEDD as a leader and agent of advocacy	21.57%	17.65%	35.14%
Helped me better engage with emerging topics in the disability field	41.18%	41.18%	21.62%
Helped me better understand interdisciplinary pre-service preparation	13.73%	17.65%	13.51%
Helped me better implement UCEDD core functions	33.33%	50.00%	40.54%
Helped me develop my ability to collaborate with relevant peers and networks	41.18%	41.18%	35.14%
None of the above	5.88%	5.88%	8.11%

“The opportunity to meet one on one and address my specific questions and problems...is helpful because I don't always know how to ask a question about whatever is causing me problems. If I can show and discuss the issue while watching the process to fix the problem it is much more clear and easy to understand.”

– 2025 Global Survey Respondent

Each type of training and technical assistance has had meaningful outcomes for network members. These outcomes have been reported not only through the quantitative data gathered in the surveys, but also in qualitative and anecdotal

feedback from Center faculty, staff, and trainees. The final element of our TA outcomes is the outcomes of coordinated TA initiatives. Significant network needs are addressed by a coordinated suite of TA activities that will typically span several years and require a significant investment. The short-term outcomes of the URC's ongoing support of HCBS Settings Rule Stakeholder Engagement and the AT Act Programs are summarized below.

HCBS Settings Rule Stakeholder Engagement

The URC joined a group of 15 Administration on Disabilities-funded TA partners to support HCBS engagement in the UCEDD Network through The Grassroots Project and HSRI. Sarah Swanson, Program Director of the Family Care Enhancement Project and Assistant Professor at the Munroe-Meyer Institute UCEDD at the University of Nebraska Medical Center, has been used by the URC as an expert consultant supporting UCEDD engagement around the implementation of the HCBS Settings Rule. This pivotal partnership has increased awareness of HCBS work, facilitated information sharing, and amplified engagement across the Developmental Disabilities (DD) Network.

This work has resulted in multiple projects, resources, materials, and technical assistance directly supporting key stakeholders across UCEDDs, communities, states, territories, and the AUCD network. The SIG includes three work groups: Quality, Knowledge Translation, and Stakeholder Engagement. These workgroups have presented on and produced materials, including the following:

- A user-friendly guide to help advocates reference national datasets like National Core Indicators, State of the States, and other Projects of National Significance, which can be used to inform public comments for HCBS Waivers.
- A plain-language guide for identifying and advocating for Quality of HCBS Services across stakeholders.
- Present on Medicaid Waivers and the HCBS Settings Rule as invited speakers across UCEDDs, Community Advisory Councils, National Disability Organizations, and the greater AUCD and DD Network.
- "HCBS Settings Rule: The Role of UCEDDs After the Final Rule Compliance Date and Future Directions of the HCBS Settings Rule: Lessons from Technical Assistance Resources" (2023), and
- "Leveraging AUCD's Network to Build Inclusive Communities through Home and Community-Based Services as part of ACL's Grassroots Project" (2024).

Relationships developed throughout the workgroups, HCBS SIG meetings, and The Grassroots Project directly support family leaders, self-advocates, and professionals in implementing the HCBS Settings Rule across communities and states. These insights have been highlighted and shared with CMS leadership and others in the HCBS Advocacy Coalition. This work will continue to be a priority in the upcoming year-with a focus on HCBS Asset Mapping for the UCEDD Network.

Support for Assistive Technology Act Programs

AT Act Programs are federally funded, statewide programs that help people with disabilities of all ages and types to access and acquire the assistive technology they need. There are four state level activities authorized by the AT Act- demonstration, device loan, reuse/reutilization, and state financing. The URC was funded for a second year to provide continuity of operations for the AT Act Program data collection and reporting system and website. Partnerships between AUCD, the Illinois Assistive Technology Act Program (IATP), and the Institute for Community Inclusion UCEDD at the University of Massachusetts, Boston (ICI Boston) have been developed to ensure the successful completion of all required deliverables related to this infusion of funding. Through this partnership, IATP maintains the three components of the National Assistive Technology Act Data System (NATADS), the AT Annual Progress Report (APR), State Plan for Assistive Technology, and day to day components, keeping these operational for annual data collection and reporting. In addition to maintaining these systems, IATP has worked alongside AUCD and ACL to support internal resolution of

development, deployment and operational issues with the NATADS State Plan for AT and APR application from its current hosting to hosting on a federal government server. This transition has required a significant amount of programming and technical expertise. ICI Boston partners with IATP on data management and transfer. ICI Boston reviews all data for errors and consistency, creates custom data files and maintains a searchable online public database of this data and these plans through the Center for Assistive Technology Act Data Assistance, CATADA. ICI Boston also maintains CATADA's Catalogue of Initiatives and prepares the annual AT Report to Congress. The tools and information available through CATADA support program planning and reporting to Congress, the Secretary of Health and Human Services, and other stakeholders, and include many real-life stories showcasing the impact of AT programs. The 30+ UCEDDs who host their state or territories' AT Act Program have benefited from URC oversight of and support for this work.

Looking Ahead & Conclusion

As the URC enters its fifth and final year of the current funding cycle, resources have been identified to pursue an updated evaluation design and protocol to ensure the URC is effectively documenting, assessing, evaluating, and ultimately improving its T/TA efforts. This work will focus on four main areas:

- Assessing the extent to which the T/TA provided, supports the UCEDDs in improving operations, performance and outcomes, maintaining or achieving statutory compliance, and becoming leaders and agents of systems change and capacity building at the international, national, state, and local levels
- Documenting the full range and extent of training and technical assistance provided
- Providing critical information to aid the URC in continuously improving its support of the UCEDDs
- Continuous quality improvement, optimization, and innovation to meet emerging needs and UCEDD network challenges

This report highlights significant progress in the 2024-2025 contract year. Feedback from surveys and qualitative responses support a high satisfaction with and positive impact of the URC's global efforts as well as targeted initiatives. There were overall positive trends of UCEDD and collaborator engagement, participant satisfaction, and TA effectiveness at achieving meaningful outcomes. Much of this work underwent refinements between the 2023-2024 and 2024-2025 contract years, driven by feedback from the UCEDD network and Federal partners. The URC has improved its T/TA effectiveness and timeliness, and overall communication through the introduction of updated and new materials, reliable communication, and ongoing bi-weekly TA Office Hours. The data also highlights areas for process and quality improvements that will inspire reflection and fuel implementation of the work plan in the new contract year.

While engaged in this important process to update the evaluation design, the URC will remain focused on its mission and the long-term outcomes of:

- Positioning UCEDDs as leaders and catalysts of systems change, capacity building and advocacy at the international, national, state/territory, and local level;
- Positioning the UCEDD Network as a national and international resource that includes specific substantive areas of expertise that may be accessed and applied in various settings and circumstances;
- Increasing the capacity of UCEDDs to provide leadership in, advise Federal, State, and community policymakers about, and promote opportunities that lead to individuals with ID/DD exercising self-determination, becoming independent, productive, integrated, and included in all facets of community life;
- Increasing UCEDD's quality of data collection for Program Performance reporting (PPR) demonstrating the UCEDD Network's collective impact on the local, state, national, international levels.

List of Appendices

Appendix A: [2024-2025 URC Data Collection Workbook](#)

Appendix B: [2024-2025 URC Global Survey Form](#)

Appendix C: [2024-2025 UCEDD Weekly Highlights](#)

Appendix D: [2024-2025 URC Monthly Data Numbers](#)