Dear friends,

We have a lot to celebrate. To put it simply, it’s been an amazing year at ChildServe. Milestones were reached and awards were won. Above all, we saw 4,235 children grow and thrive in the most amazing ways.

We were met with unparalleled community support. Our volunteers, donors and community partners played important roles in expanding our mission, and for that, we are truly grateful.

As you review our year in numbers, you’ll also meet Presley, Gracen and Adam. Presley gained strength in her left side through physical and occupational therapy. Gracen made incredible progress in our Inpatient Rehabilitation Program. Adam socialized with his peers in Autism Day Health. Our mission is to partner with families to help children with special healthcare needs live a great life, and these children just are a few of the many who inspire us as we carry out that mission.

It’s been an amazing year at ChildServe, and we look forward to many more like it.

Sincerely,

Lloyd VanderKwaak, EdD

We partner with families to help children with special healthcare needs live a great life!
WHO WE SERVE •

TOTAL CHILDREN RECEIVING EACH SERVICE

TOTAL GROWTH – CHILDREN SERVED: 4,235

NUMBER OF SERVICES RECEIVED

ONE SERVICE 59.5%
TWO SERVICES 24.8%
THREE SERVICES 10.0%
FOUR SERVICES 3.6%
FIVE+ SERVICES 2.1%

AGE OF CHILDREN SERVED

AGES 0 – 4 30.4%
AGES 5 – 9 31.3%
AGES 10 – 13 18.8%
AGES 14 – 17 13.2%
AGES 18 – 21 6.3%
As an infant, Presley never used her left hand. No matter how much her parents encouraged her to grab things, she kept it in a tight fist. A brain scan determined that Presley most likely had a stroke before she was born.

As she grew from infant to toddler, Presley had trouble crawling, walking, using her left hand, and using both hands together. To help retrain both sides of her brain and body to work together, her parents partnered with occupational and physical therapists at ChildServe.

Despite her young age, Presley’s team found ways to work meaningful, skill-building activities into all the things a one-year-old likes to do. Her therapists also taught Presley’s parents, Ashley and Steve, why the therapists do each activity and how they can recreate it at home.

“The first time Presley was able to use her left hand to reach across the center of her body and push a simple switch, I had tears in my eyes,” says Mary Scheck, her Occupational Therapist.

“As a therapist, it’s absolutely amazing to see children gain new skills - every small step is a celebration!”

Meet PRESLEY

ChildServe Physical Therapist Paige Richards helps to make each session fun and engaging for Presley as she works towards her goals.
**STAFF •**

**STAFF CLASSIFICATION**

- **1,877 STAFF EMPLOYED IN FISCAL YEAR 2016-17**
  - 91.0% DIRECT CARE
  - 3.3% ADMINISTRATION
  - 5.6% PROGRAM + FACILITY SUPPORT

**RESOURCES •**

**FUNDING ALLOCATIONS**

- 81.1% SALARIES, WAGES + BENEFITS
- 5.7% SUPPLIES
- 4.1% OTHER
- 3.7% RENT + OCCUPANCY
- 3.4% DEPRECIATION + AMORTIZATION
- 2.0% INTEREST

**FUNDING SOURCES**

- 77.7% MEDICAID/MEDICARE
- 7.9% CHILDREN + FAMILIES
- 6.9% PRIVATE INSURANCE
- 3.7% COUNTY + STATE GOVERNMENT
- 2.1% CHARITABLE CONTRIBUTIONS
- 1.7% OTHER
### FINANCIALS •

#### REVENUE + SUPPORT

<table>
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<tr>
<th>Service</th>
<th>2016-17</th>
<th>2015-16</th>
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<tbody>
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<td>MEDICAID/MEDICARE</td>
<td>38,520,876</td>
<td>35,448,033</td>
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<td>CHILDREN + FAMILIES</td>
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<td>PRIVATE INSURANCE</td>
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<td>COUNTY + STATE GOVERNMENT</td>
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<td>CHARITABLE CONTRIBUTIONS</td>
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<td>1,241,951</td>
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<td>INVESTMENT INCOME</td>
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<td>212,391</td>
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<td>OTHER PROGRAMS + SERVICES</td>
<td>265,242</td>
<td>232,304</td>
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<td>UNITED WAY INVESTMENT</td>
<td>190,553</td>
<td>210,911</td>
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<td><strong>TOTAL</strong></td>
<td><strong>49,584,745</strong></td>
<td><strong>45,317,558</strong></td>
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#### EXPENSES

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<th>Service</th>
<th>2016-17</th>
<th>2015-16</th>
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<tbody>
<tr>
<td>INPATIENT REHAB + LONG TERM CARE</td>
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<td>RESIDENTIAL HOMES</td>
<td>6,649,954</td>
<td>6,676,315</td>
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<tr>
<td>CHILDCARE + DAY HEALTH</td>
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<td>3,554,022</td>
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<td>RESPITE</td>
<td>2,280,008</td>
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<td>CASE MANAGEMENT</td>
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<td>1,556,450</td>
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<td>SUPPORTED COMMUNITY LIVING</td>
<td>1,307,933</td>
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<td>HOMECARE</td>
<td>1,095,457</td>
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<td>ADAPTIVE EQUIPMENT + SUPPLY</td>
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<td>THERAPY + SPECIALTY CLINICS</td>
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<td>6,113,153</td>
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<td>SUPPORT, MANAGEMENT + GENERAL</td>
<td>13,533,163</td>
<td>11,791,208</td>
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<td><strong>TOTAL</strong></td>
<td><strong>42,422,387</strong></td>
<td><strong>45,409,939</strong></td>
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*2016-2017 INFORMATION BASED ON AUDITED FINANCIAL INFORMATION*
After learning Gracen loved to swim, her therapists used play time in our heated therapy pool as motivation for Gracen to complete difficult therapy tasks.

Life can change in an instant. For 10-year-old Gracen, that instant came over Christmas break in Wisconsin during a snowmobile collision. Despite wearing a high-quality helmet, Gracen was knocked out.

Three days later, Gracen woke up, unable to move the left side of her body or speak. She had a fracture at the base of her skull, a severe traumatic brain injury, and a torn muscle in her left shoulder. Her parents chose ChildServe for Gracen’s rehabilitation journey because they knew she would be cared for by an entire team of pediatric rehab specialists.

“When we got here on a Friday, Gracen could wiggle her fingers on the left hand, but that was it,” said Laura, her mom. “Over the weekend she had a full schedule of therapy appointments. By Monday she could lift her arm about six to eight inches, and on Wednesday she could lift it above her shoulder. The intensive therapy schedule at ChildServe made a huge difference.”

As Gracen grew stronger and prepared to move home, ChildServe staff helped the family prepare for what would come next.

“ChildServe helped us plan to get Gracen back to school safely and contacted the outpatient therapy clinic we’ll be attending closer to home,” said Laura. “They also scheduled all our appointments for vision and medical check ups. They did all that for us just to make the going home process easier.”

meet

GRACEN
Adam’s bright eyes say it all. He’s curious, smart and always alert. However, when Adam was young, his parents were concerned about his development. His speech was delayed, and he struggled to focus. At age 5, he was diagnosed with Autism.

Amy Erica, Adam’s mom, searched for an Autism support service that would allow him the opportunity to begin kindergarten with other children his age, while still receiving the support he needed. She found the Autism Day Health program at ChildServe in Ames.

Now, Adam attends school in the morning and Autism Day Health in the afternoon. The STAR Curriculum used by ChildServe’s Autism Day Health program helps Adam reinforce the skills he needs to make the most out of his time at school. He can count to 100 and is beginning to read.

“At ChildServe, he’s really happy,” says Amy Erica. “Adam has grown, learned and developed so much. He is thriving.”
named the #9 top workplace in iowa (large employer) by the des moines register in 2016.

named one of america’s healthiest workplaces by the wellness council of america.

named the largest non-profit in central iowa by the business record’s book of lists in 2016. childserve’s board was also named one of the most influential.

named the 2017 non-profit of the year by the iowa city area chamber of commerce.

new beginnings

childserve in iowa city and north liberty moved to one building in early october. the new coralville location offers bigger treatment rooms, better outdoor space, and more parking. being housed under one roof also allows the entire eastern iowa childserve team to collaborate on the best ways to help children live a great life.

childserve’s new location can be found at 2350 oakdale blvd, coralville, ia 52241. in october, a grand opening celebration and ribbon cutting ceremony was held to celebrate the move.
YOUR GIFT DOLLARS IN ACTION

HOW DOLLARS HELP

60.6% BUILDING COMMUNITY HEALTH CAPACITY

17.0% ADVANCING GREAT LIFE

22.4% IMPROVING CHILD HEALTH

BUILDING COMMUNITY HEALTH CAPACITY

• Donor support to construct and equip the new Johnston Duplex that will serve eight children
• Funding to assist with Iowa City acquisition and operations
• Upgraded health record software systems

IMPROVING CHILD HEALTH

• Added specialized equipment including reclining wheelchairs, mobile standers, therapy treadmill and therapy bikes
• Purchased sensory and vision equipment
• Added clinic furniture and equipment
• Provided tuition reimbursement for staff continuing education and licensing fees
• Program start-up support for complex behavioral health as we hire staff, purchase equipment and supplies and develop clinical treatment space
• Provided support to the psychology program

ADVANCING GREAT LIFE

• Care costs, camp fees, swim passes, courage league sports programming, other various community outings and activities
• Purchased a new passenger van
• Purchased adaptive equipment and upgraded furnishings for group homes
“The children were all so excited when moving day finally came,” said Anna Sindt, House Supervisor. “We had a dance and pizza party to celebrate. We spent the afternoon getting their rooms set up how they wanted and finished the night with a movie. It was a really fun day for everyone!”

inside our NEW GROUP HOME

For many children and teens, ChildServe’s group homes provide a place to make friends, overcome obstacles, and improve social and daily living skills. In the spring of 2017, ChildServe saw the completion of a new custom-built duplex group home in Johnston.

Donations to ChildServe’s Foundation helped raise over 50% of the cost to build the new duplex, which can provide care for a total of eight children. The home officially opened in June 2017, and despite the humid weather outside on moving day, it felt like Christmas morning inside. The sound of children eagerly exploring their new home bounced down the hall as boxes were unpacked and the children and staff got settled.

The home was specially designed for ChildServe. Everything from the kitchen and living spaces, to the bathroom designs and overall layout of the home and yard is accessible, adapted, and will safely provide for the needs of kids with special healthcare concerns.

“I love that in our group homes, all the children are able to do as much as they possibly can” said Anna. “The new home makes it much easier to practice important tasks like laundry, cooking, and having social interactions. We help them build skills they can use throughout their lives.”
2016-17
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Believing in the spirit of a child.