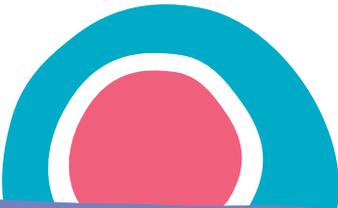




childserve®
Believing in the spirit of a child.

AMES
DES MOINES
IOWA CITY



... 2018-2019 ...

ANNUAL REPORT

TO THE COMMUNITY

Dear friends,

At ChildServe, we are inspired every day by the children and families we serve. Each year, we provide more than 30 services to over 4,600 children – and every family's journey is different. Our guiding force with each journey is believing in the spirit of a child. It drives us to discover the unique abilities and needs of each child, and to provide loving support and services, so that we can move **forward together**.



This year, ChildServe launched the **Forward Together** campaign, the largest fundraising effort in our 90-plus year history. The \$10 million campaign is an exciting step that will enable us to expand our programs over the next several years to meet the growing needs of families in Iowa. Thanks to the Forward Together campaign, we will be able to open a pediatric behavioral health clinic, build a new pediatric inpatient rehabilitation unit and expand our ability to provide specialized, 24/7 nursing care for individuals with complex medical needs.

In this report, you will see some of our most inspirational highlights from this year through the stories of the children we serve. Our team is rewarded daily as we watch these children overcome obstacles, make new friends and form true partnerships with the ChildServe team. It is with great pleasure that we share the stories of Kyleigh, Allie, Dyland and Jordan in this report – just a few of the amazing kids who inspire us every day.

As we reflect on this amazing year, we celebrate past journeys. As we look ahead, we promise to keep believing in the spirit of a child and keep moving **forward together**.

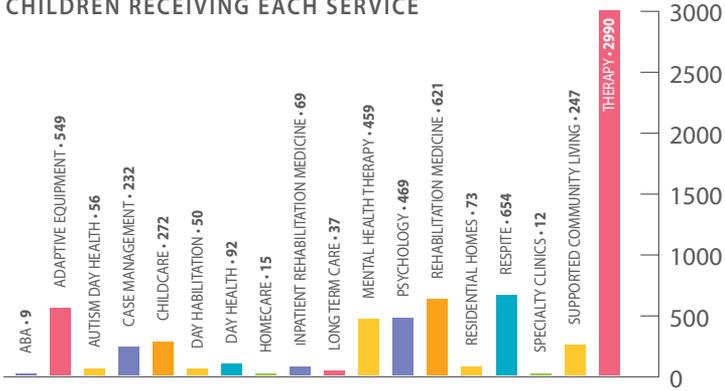
Sincerely,

Teri Wahlig, MD, MBA

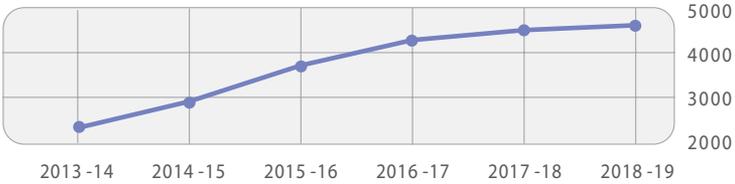
We partner with families to help children with special healthcare needs live a great life!

WHO WE SERVE •

TOTAL CHILDREN RECEIVING EACH SERVICE



TOTAL GROWTH – CHILDREN SERVED: 4,527



- 64.39%** ONE SERVICE
- 22.83%** TWO SERVICES
- 8.3%** THREE SERVICES
- 2.87%** FOUR SERVICES
- 1.61%** FIVE+ SERVICES



- 29.5%** AGES 0 – 4
- 33.7%** AGES 5 – 9
- 17.8%** AGES 10 – 13
- 11.7%** AGES 14 – 17
- 5.5%** AGES 18 – 21
- 1.7%** AGES 22+

FAMILY AND STAFF ENGAGEMENT



93% FAMILY ENGAGEMENT
OUR TARGET WAS **90%**



81% STAFF ENGAGEMENT
OUR TARGET WAS **80%**

meet KYLEIGH

Kyleigh has a way of leaving a little sparkle wherever she goes. During the school year, she shares her bright personality with peers in her special education classes. However, the summer months can be challenging for Kyleigh without having the social outlet that school provides.

Kyleigh and her family have found balance over the summer through her participation in ChildServe's summer camp programming. As an extension of respite services, fun is the name of the game at camp. Each day is scheduled with activities and visits to local parks, pools, libraries, splash pads and the Iowa Children's Museum.

Tiffany, Kyleigh's mom, sees how much Kyleigh enjoys the exploration that camp provides. Beyond that, she sees an even more valuable benefit to her daughter.

"I can take her to the pool, I can take her to the children's museum and I can take her to the park. I can do all of those things with her, but I can't provide her with that social aspect," says Tiffany. "There's no price tag on that. That's what makes camp so special to us. Camp brings a lot to our family because of what it brings to Kyleigh."

Kyleigh thrives at Camp ChildServe, where she can connect with kids who have similar interests and abilities.



STAFF •

1,916 STAFF

EMPLOYED IN FISCAL YEAR 2018-19

67.2% NON-LICENSED DIRECT CARE

18.4% LICENSED DIRECT CARE

7.2% ADMINISTRATION

4.3% SUPERVISORY

2.9% LEADERSHIP



Did you know? **90.7%** of ChildServe team members, including many supervisors, provide direct care to the children we serve.

RESOURCES •

81.6% SALARIES, WAGES + BENEFITS

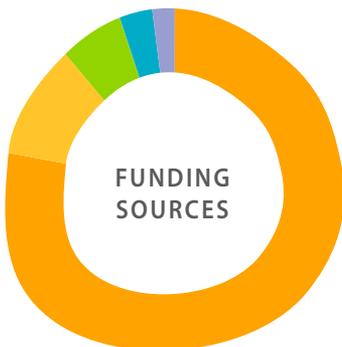
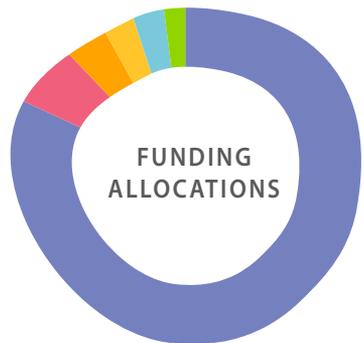
5.5% SUPPLIES

4.2% RENT + OCCUPANCY

3.3% DEPRECIATION + AMORTIZATION

3.5% OTHER

1.9% INTEREST



80.4% MEDICAID/MEDICARE

10.1% PRIVATE INSURANCE

5.4% CHILDREN + FAMILIES

2.2% CHARITABLE CONTRIBUTIONS

1.9% OTHER

FINANCIALS •

REVENUE + SUPPORT	2018-19	2017-18
Medicaid/Medicare	41,216,836.07	38,788,871.07
Private Insurance	5,200,810.06	5,477,337.26
Clients and Residents	2,755,768.19	3,208,568.82
County and State Government	124,553.64	87,873.85
Community Contributions	918,343.00	1,383,371.00
United Way Allocations	209,000.00	209,000.00
Investment Income	336,879.00	380,600.00
Other Programs and Services	497,817.00	319,812.00
TOTAL	51,260,006.96	49,855,434.00

EXPENSES	2018-19	2017-18
Skilled Pediatric Nursing	12,716,321.00	12,048,071.00
Homes	7,095,809.00	6,803,593.00
Therapy and Clinical Care	9,635,887.00	8,727,228.00
Community Services	8,101,408.00	8,716,930.00
Donor Relations	222,333.00	203,977.00
Support Services	14,739,507.00	14,271,571.00
TOTAL	52,511,265.00	50,771,370.00

**2017-2018 INFORMATION BASED ON AUDITED FINANCIAL INFORMATION*

Allie was the first child enrolled when Day Health opened in Ames 5 years ago.



meet ALLIE

This fall marked an important milestone for 5-year-old Allie – she graduated from ChildServe’s Day Health program and started kindergarten!

Allie was born with a tracheal esophageal fistula, meaning her esophagus hadn’t connected to her trachea, and esophageal atresia, meaning her esophagus was not completely formed. She needed daily respiratory treatments and specialized care. Allie’s family partnered with ChildServe’s Day Health program, where she could receive skilled nursing and customized physical, occupational, and speech therapy during the day.

Over the years, Allie’s family and her Day Health team cheered her on as she reached milestones, developed independence, and grew into the kind-hearted, sensitive, and pink-loving girl she is today.

“Due to the growth we’ve seen in Allie over the years at Day Health, we can now go on family vacations, cheer big brother Owen on in sports, and just spend time together,” says Allie’s mom, Emily. “We feel blessed that she has come so far both emotionally and developmentally.”



Dyland has begun to express more of his needs verbally, and his writing abilities are growing.

Jordan's made progress towards his social skills by practicing how to ask questions and finding common interests with peers - even making a friend in the process! 



meet DYLAND & JORDAN

Within the span of one year, Edis and Carol's 3- and 4-year old sons, Jordan and Dyland, were both diagnosed with autism. After a struggle navigating the healthcare system, Carol met ChildServe Medical Social Worker, Pam Payeur.

Pam and Carol work together to make sure the boys find the support they need to live a great life. Over the past 5 years, the family has partnered with ChildServe for everything from speech, physical, and occupational therapies; to case management, social groups, and swimming lessons.

Today, Jordan and Dyland receive unique sets of services designed to support their needs. Nine-year-old Jordan is bright, creative, and loves to draw. In speech therapy, he inspires his therapists as he grows his social skills. Eight-year-old Dyland is described as "sweet, smart and silly" by his therapists. He works on daily living skills and maintaining personal boundaries in occupational therapy.

"The ChildServe team makes me feel like even though the path is difficult, we can continue on with hope," says Carol. "I've seen both my sons grow in many ways with the help of their therapists. Together, we are fighting to help my children be as independent as possible in life."

HIGH FIVES



Named the #13 Top Workplace in Iowa (Large Employer) by the Des Moines Register in 2018.



Named the largest nonprofit in central Iowa by the Business Record's Book of Lists in 2019. ChildServe's board was also named one of the most influential.

Inspiring Leaders — A Year of Firsts

Teri Wahlig, M.D.; Shirley Poertner; and Kim Willis guided ChildServe through an exciting year of growth and change. As CEO, Board of Directors Chair, and Board of Trustees Chair, respectively, their collective leadership is a milestone in itself. For the first time in ChildServe history, all three positions were held by women.

"It's an honor to collaborate with such inspiring leaders who are focused on improving the lives of children with special healthcare needs," said Dr. Wahlig.



Under the leadership and guidance of Teri Wahlig, M.D.; Shirley Poertner; and Kim Willis, ChildServe's largest fundraising campaign to date was announced at the 2019 Annual Meeting.



Moving Forward Together

In December 2018, ChildServe launched the largest fundraising initiative in its 90-year history: the \$10 million Forward Together campaign.

At ChildServe, we meet families where they are. When we take that first step with each family, everyone takes that first step forward together. This campaign was launched to expand ChildServe's signature programs in complex medical care, pediatric rehabilitation and behavioral health and autism, so we can partner with more families who need our programs and services.

"Current statistics indicate there over 100,000 children with special healthcare needs in Iowa," says Teri Wahlig, MD, ChildServe CEO. "We must do everything in our power to serve these children and help them live life to the fullest. ChildServe isn't just expanding services, we're changing the landscape of specialty healthcare to provide a better life for children and families in Iowa."

Our community responded to the Forward Together campaign with enormous enthusiasm. Nearly \$7 million was raised in less than a year! We are so grateful to everyone who shares our passion for helping kids with special healthcare needs live a great life.

2018-19

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TREASURER

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CHIEF EXECUTIVE OFFICER

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