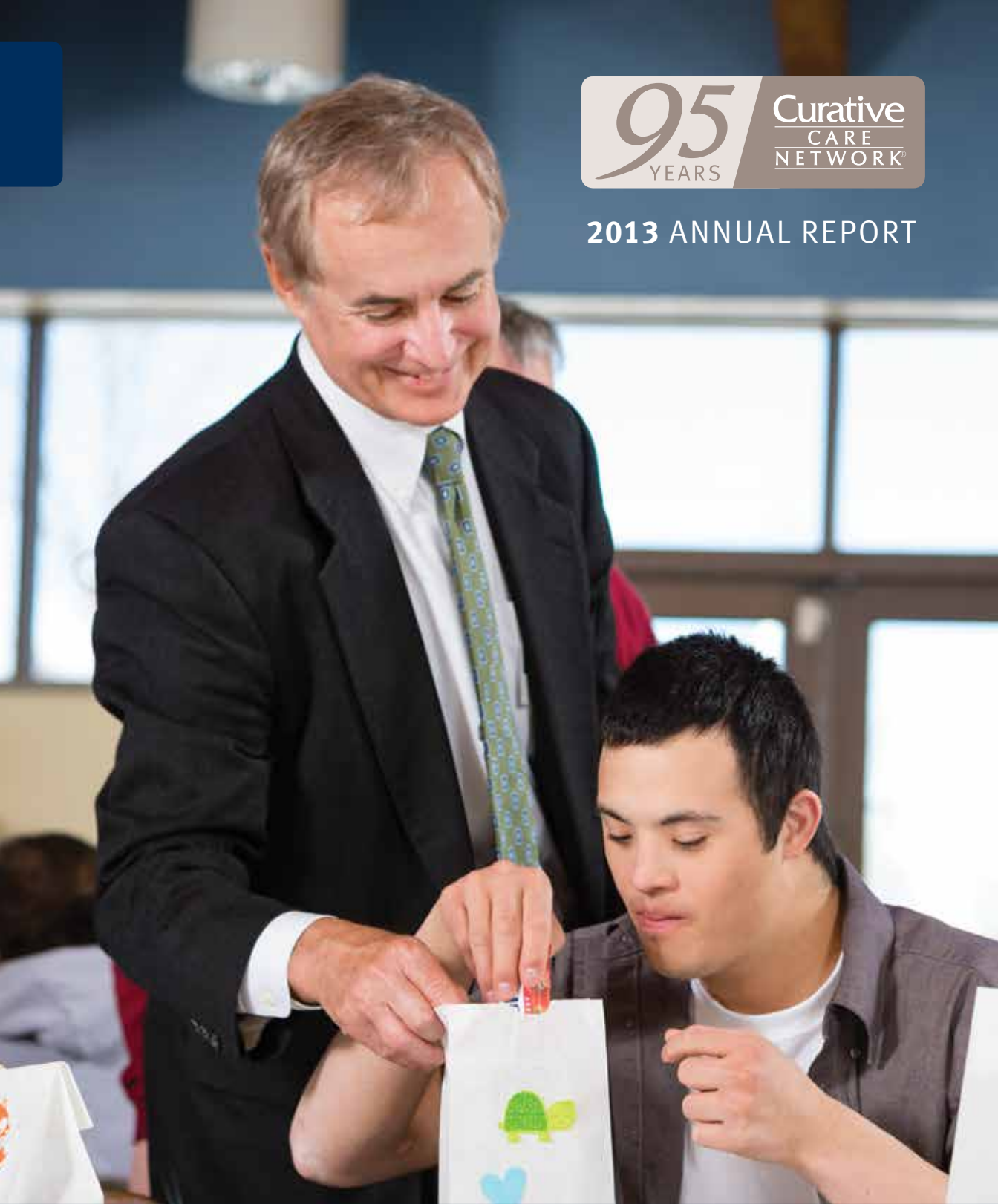


95  
YEARS

Curative  
CARE  
NETWORK®

2013 ANNUAL REPORT



Solid Partnerships. Lasting Success.

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## Curative Care Network was founded 95 years ago

by a young Milwaukee woman named Elizabeth Upham Davis, who was determined to support the independence of community members living with disabilities.

Davis invited fellow Junior League of Milwaukee women to help her provide an innovative new treatment technique, introduced during World War I, called occupational therapy. Davis' vision became a reality when the Junior League Curative Workshop opened on May 12, 1919 in a one-room cottage.

The Curative Workshop thrived, according to a 1935 Junior League Magazine article, because the women "pioneered intelligently, never moving too fast, never letting themselves get winded, and never hesitating to take outside help." The article went on to say that "the whole league turned in for the heavy work," including being trained to perform occupational therapy treatments and driving patients to and from the Workshop.

While the Junior League of Milwaukee gave up operational responsibilities for Curative in 1931, their founding spirit of community collaboration has remained constant for 95 years. In keeping with Elizabeth Upham Davis' vision, Curative continues to partner with multiple individuals and organizations to provide rehabilitative and human services to individuals with disabilities.



# 95 YEARS

## Curative CARE NETWORK®

### *Our Mission:*

Curative Care Network improves the function and quality of life for persons with disabilities or limiting conditions through high quality care and services.

### *Our Vision:*

To be the premier provider of comprehensive, efficient and effective services to children, adults and seniors with disabilities or other limiting conditions in Milwaukee and surrounding counties.

### *Our Values:*

- Quality
- Cost
- Service



I am continually impressed and grateful for the selfless attitude of our employees as they work hand-in-hand with clients and family members.

As I explored our rich historical archives during my first year as the President and Chief Executive Officer of Curative Care Network, a consistent theme emerged. *Community partnerships have been the foundation of Curative's 95-year success story.*

Visionary women and men have teamed together with Curative's Board of Directors and frontline staff for nearly a century to help us provide groundbreaking services to individuals with disabilities. Our partners have offered essential volunteer support, financial resources and unique programming opportunities.

I discovered early in my nursing career that teamwork is an essential component of high quality health care and human service. I am grateful, therefore, that the resources of our partners have empowered our passionate, committed and talented employees to provide the best care possible. I am continually impressed and grateful for the selfless attitude of our employees as they work hand-in-hand with clients and family members. Curative's employees are the heart and soul of our organization.

Every partnership has fostered the independence of those we serve – individuals like Teagan, John, Mark, Nancy, Ryan, Kathy and Betty – who you will encounter as you read the 2013 Curative Annual Report. You also will meet volunteer Bill Starr – pictured on the cover of this report with Curative Aktion Club Member Jorge. Bill personifies the sustained commitment of organizations like the Kiwanis, which have shaped Curative's history for decades. You will read about important new relationships, including our membership in the Medical College of Wisconsin Center for Bioethics and Medical Humanities. But first, turn the page and discover how even the brief collaboration of a 2013 focus group helped Curative create a "Center of Excellence" for young adults with developmental disabilities.

I hope this report inspires you to explore new or renewed partnership opportunities with Curative Care Network. With your support, I have every confidence that we can continue to serve the community well into our second century of care.

Candace Hennessy PhD, RN  
President/CEO



# Creating innovative ways

for individuals to become self-reliant and engaged in the community.

## A Peek Into Curative's Past:

“The architect calls it “the goll-darndest place I ever had to design.” It is the new Milwaukee Curative Workshop at 750 N. 18th Street. Throughout the building innovations can be found. Officials of the Community Fund call the building an accomplishment for those who have the courage of necessity to design what they needed.”

*The Milwaukee Journal,  
May 31, 1940*

A “wall” of multi-colored cardboard boxes was carefully assembled on October 22, 2013 at Curative’s Adult Day Services facility on Forest Home Avenue.

The bricks, painted by adults with developmental disabilities, were the only splash of color in a large open space that featured concrete floors and windowless white walls. On cue, Milwaukee Mayor Tom Barrett, Curative Board of Directors President Paul Ayers, and Curative - Forest Home Manager Dan Misch lifted sledgehammers and “bashed” the wall apart.

Cheers erupted from an audience of Curative - Forest Home clients and their family members, Curative Board Members and employees, and Milwaukee city and county officials. The “Wall-Bashing” ceremony launched a 7,200-square-foot renovation project designed to provide expanded and innovative program facilities in an undeveloped section of the Forest Home building. When completed, the project would nearly double available space and extend the program’s outreach to twice as many adults with developmental disabilities.

## Club Curative:

An Adult Day Services program, specifically for younger adults with developmental disabilities aged 18 to 29, provides engaging and meaningful activities based on interests, abilities and goals that promote independence and community engagement opportunities.

Planning for the renovation began in July, when Consolidated Construction Co., Inc. gathered focus groups of Curative employees, Board members and client families in the stark, undeveloped space at Forest Home. The groups were asked to imagine how that space could be transformed to create a premier Adult Day services facility.

They imagined programming rooms that were as colorful and welcoming as those already in use in the finished portion of the building. Windows were essential. A computer lab would expand use of educational and recreational software.

A specially equipped sensory room could provide both a stimulating and calming atmosphere for clients. The group wondered – could there be an “apartment” where clients could practice daily living skills, like making a bed, cooking and doing laundry?

Exterior building alterations also were suggested, including resurfacing a long stretch of white concrete block with a brick facade. An expanded entrance, with a sheltering overhang, would provide better protection during inclement weather.

**“The time spent with your focus groups energized our entire team,” said Jim Perras, Consolidated Construction Partner.**

“Learning of your vision for the organization, and how this facility’s transformation into a Center of Excellence will enable that vision to become a reality, put true meaning to our work. It has been a pleasure and an honor to serve Curative Care Network, and see your dreams become a reality,” Perras said.

“During the eight months between our ‘Wall-Bashing’ and ‘Ribbon Cutting,’ an already great adult day program became extraordinary,” Curative President and CEO Candace Hennessy PhD, RN, said. “We were able to incorporate almost every recommendation made by the focus groups into the final design. Everyone involved – client families, Board Members, staff, architects, construction workers and so many others – recognized that collaboration was absolutely essential to this innovative expansion project. The amazing partnership fostered amazing results.”



The Curative - Forest Home “apartment” provides a fully equipped setting where Club Curative clients can learn to do laundry, prepare food, do housekeeping tasks and other daily living skills that will support their independence.

# Lending a helping hand

we've created long-lasting programs with our community partners.

## A Peek Into Curative's Past:

“With such a long, cooperative partnership in helping children, the Kiwanis and Curative are looking ahead to coming years and a new century full of possibilities.”

*Marketing Brochure for the Demmer-Kiwanis Children's Center at Curative, circa 1990*



Curative Aktion Club members recite the Pledge of Allegiance at the beginning of each meeting.

Twice a month for the past thirteen years, Kiwanis Club of Milwaukee members have organized lively and inspiring Aktion Club meetings at Curative facilities. Aktion Club members gather for lunch and a brief business meeting, but more importantly, to serve their community.

The Curative Aktion Club was founded by Bill Starr, Mary Chyla, and fellow Kiwanis Club members in 2001 for adults with developmental disabilities who participate in Curative's Adult Day Services programs. At the time, Bill was a member of the Curative Board of Directors, and he now serves on the Curative Foundation Board. The Aktion Club is currently led by Bill, Liz Van Engel and Roman Claas.

Since its founding, Aktion Club members have engaged in community service projects to support the Ronald McDonald House, the Salvation Army, and many other local organizations. Most recently, the group has been packing snack bags for children residing at a Salvation Army homeless shelter. They speak with pride about giving back to a community that has provided so much support for their special needs.

The Kiwanis - Curative partnership began long before the first Aktion Club meeting. Realizing they were offering duplicate services, Curative Workshop and the Kiwanis Cerebral Palsy Clinic joined forces in 1961 to provide health care and rehabilitative therapy for children with disabilities. The Kiwanis Foundation provided the facilities and operational funding for the newly merged Kiwanis Children's Center of Curative Workshop.

The joint venture was so successful that by the mid-1960s, plans were made to seek expanded facilities. Those expansion plans became the catalyst for Curative's membership into the Milwaukee Regional Medical Center in 1974, and the 1976 opening of a 192,000-square-foot building on the Milwaukee County Grounds in Wauwatosa.

The south wing of the new Curative building was designated the Edward U. Demmer-Kiwanis Children's Center. Large bronze plaques still mounted on Curative's



walls “gratefully acknowledge the patrons, sponsors and contributors who helped make possible the construction of these facilities.” The plaque lists hundreds of individuals – most solicited by members of the Kiwanis – as well as multiple area Kiwanis Clubs that donated to the building fund. The Kiwanis also reached out to the Edward U. Demmer Foundation, which agreed to provide major financial support for Curative’s new building.

In the decades since, members of the Kiwanis have continuously demonstrated their commitment to support Curative programs. For many years, they organized and volunteered for holiday parties, summer picnics and other activities for Curative pediatric clients and families. Generous annual donations from the Kiwanis Foundation of Southeastern Wisconsin made it possible for Curative to purchase highly specialized equipment.

Since its founding, Aktion Club members have engaged in community service projects to support the Ronald McDonald House, the Salvation Army, and many other local organizations.

“It is impossible to adequately highlight the historical partnership between Curative and the Kiwanis organization in this brief Annual Report,” Curative President and CEO Candace Hennessy PhD, RN, said. “The impact of that partnership is clearly visible to me every time members of the Aktion Club gather together to proudly support our community.”

Kiwanis Club of Milwaukee member Bill Starr (standing) helped found the service club for Curative Adult Day Services clients.

**Adult Day Services:** provides programming at community-based sites in Milwaukee and Waukesha Counties. Programs offer a variety of purposeful, goal-oriented activities and opportunities that promote independence for adults with disabilities. The programs also provide daytime respite for caregivers.



## Celebrating our efforts

we come together to support all those who strive to be independent.

### A Peek Into Curative's Past:

“It is important for the Milwaukee community to understand the importance of (Family Care) ... It will allow individuals with disabilities the opportunity to live as independently as possible and be integrated into the fabric of this community.”

*Geri Lyday, administrator of the Milwaukee County Disabilities Service Division, Milwaukee Journal Sentinel, August 25, 2009*

Maebell and Arnell Burrell opened their home to Ryan eight years ago, on the day he transitioned from the Milwaukee County child foster care program to long-term care services for adults with developmental disabilities. It was his 18th birthday. Curative employee Deb Falk-Palec smiles as she recalls the birthday cake the Burrell family prepared for Ryan on that first day.

Prior to his birthday, Ryan and Deb toured multiple state-licensed Adult Family Homes that provided supported living to adults with developmental disabilities. Ryan knew they had found the right place when they walked through the front door of the Burrell's beautifully decorated and maintained home. He called it a “castle.”

As Ryan's Case Manager, Deb has coordinated his government-funded long-term care services for eight years. The Milwaukee County Department of Family Care contracts with Curative to provide case management and nursing



**Case Management Services:** provides individualized support and supervision to children and adults with physical and developmental disabilities, as well as to frail elders. Staff members work in partnership with persons served and various agencies to maximize access to community resources.

support to 670 adults (age 18-59) who have physical and/or developmental disabilities as well as frail elders (age 60 and older). The program is funded by the State of Wisconsin Department of Health Services. Curative has 24 Case Managers and Registered Nurses who serve adult Family Care members.

...the Burrells accompany him to multiple Special Olympics events around the region. Ryan proudly displays a large assortment of medals and ribbons he keeps in his bedroom.

In addition to helping Ryan find a place to live, Deb supported his efforts to obtain funding from the Wisconsin Division of Vocational Rehabilitation, so he could get the training and support he needed to find work in the community. Ryan achieved his employment goal and currently works several hours each week at two KFC restaurants, where he helps bread chicken, make biscuits, coleslaw and cookies and lends a hand with clean-up.

Arnell cheerfully drives Ryan to and from work. He and Ryan also enjoy fishing trips, and the Burrells accompany him to multiple Special Olympics events around the region. Ryan proudly displays a large assortment of medals and ribbons he keeps in his bedroom.

“In addition to the Family Care contract, Curative is awarded multiple government funded contracts each year for the specialized services we offer,” Curative President and CEO Candace Hennessy PhD, RN, said. “Every time we partner with a government agency, we make a commitment to taxpayers that we will provide the most effective and efficient services possible. Individuals like Ryan are counting on our partnership with government agencies to support their independence and quality of life.”



Curative Case Manager Deb Falk-Palec (left) helped Ryan (center) find a home with Arnell and Maebell Burrell when he reached adulthood.

# Side-by-side, we touch lives

in ways that encourage growth and progress.

## A Peek Into Curative's Past:

“The year's greatest step in a new direction was taken at our annual meeting of 1926, when we voted to have our (Curative) Workshop become one of the affiliated organizations of the Milwaukee Community Fund and to have our financial support provided by it. Our responsibility has not been decreased; it has been specialized.”

*Constance Mariner, From The Junior League President's Report: 1925-26*



Rhea (left) helps Teagan with daily stretching exercises. Curative Family Service Coordinator Laura Weller (center) visits with Teagan and Rhea in their Franklin home.

Teagan picked up her toy camera and pointed it at Tim Evans, who was photographing her for the Curative Annual Report. “Say cheese,” she said.

Tim rarely had to remind Teagan to smile. Her exuberance was evident in every gesture and expression as she played in her Franklin home with her mother, Rhea, and Curative Family Service Coordinator, Laura Weller.

**Working as a team, Curative therapists and Teagan's family achieved an important United Way community goal: school readiness.**

Rhea updated Laura on Teagan's progress since her graduation from the Curative Birth-To-Three Program. Teagan was doing well in her Hales Corners Elementary Early Childhood Education program. The school's Physical Therapist continued efforts started by Curative when Teagan was just 20-months-old to strengthen significant muscle weakness on her right side. During her summer school break, Teagan will receive physical therapy at the Curative Children's Services outpatient facility, so she can maintain and improve her mobility and independence.

Rhea also spoke of Teagan's progress during a United Way of Greater Milwaukee site visit at Curative in late February. She confirmed the importance of Curative Children's Services programs, which offered Teagan the therapy needed to stand and walk independently. Equally important, Rhea said, was the education she received from Curative staff, so she could provide daily therapeutic support to Teagan. Working as a team, Curative therapists and Teagan's family achieved an important United Way community goal: school readiness.

Since its inception as The Community Fund more than 100 years ago, United Way of Greater Milwaukee has kept a watchful eye on the agencies it supports. As a United Way Agency Program Partner, Curative successfully engages in a



rigorous outcomes-reporting process that assures programs positively impact clients and support community goals.

When The Community Fund first partnered with The Curative Workshop in 1926, it lifted a tremendous financial burden. Nearly 90 years later, United Way continues to allocate much needed funding to support Curative's programs for children and adults with disabilities. United Way in Waukesha County also allocates funds to Curative Senior Services.

"Every Curative employee and Board member values and respects our long-standing partnership with United Way," Curative President and CEO Candace Hennessy PhD, RN, said. "We are honored to be good stewards of funds contributed annually by thousands of individuals and businesses. Every contribution positively impacts individuals like Teagan and her family and strengthens our entire community."

## Children's Services:

provides outpatient therapy for children ages birth to 21 and family centered Birth-to-Three services, including Physical, Occupational and Speech Therapy, Early Childhood Education and Family Service Coordination. Services are offered in natural environments and Curative-based settings.



# Reaching out to strengthen

partnerships that educate and enrich lives.

## A Peek Into Curative's Past:

“From overseas and from many places in North America, students come to the (Curative) Workshop to learn methods they cannot find anywhere else.”

*The Milwaukee Journal,  
May 8, 1939*

Curative Senior Services clients Kathy and Betty were all smiles, despite the challenging exercise workout. On either side of the women, Carroll University Physical Therapy students Amy Garvin and Emily Hitchcock offered guidance, encouragement and a steadying hand. The four women personified an award-winning partnership that began in 2007.

The Curative Care Network/Carroll University Health Sciences Initiative won the prestigious Esther Letven Campus-Community Award in 2013 from the Wisconsin Campus Compact. The partnership, supported by the Stackner Family Foundation, has made it possible for Curative to offer unique fitness and community engagement opportunities for the older adults with dementia, disabilities and/or health concerns who are enrolled at the Senior Care Center.

## Senior Services:

provides programs that enrich the lives and support the independence of older adults who have dementia, health concerns and/or disabilities. Curative has a Senior Care Center in downtown Waukesha.

Carroll Graduate Physical Therapy students, with guidance from faculty, partner with Curative clients to provide exercise and customized therapeutic activities. Students and faculty have guided participating Curative clients in the use of fitness equipment at the Waukesha Family YMCA. The students also joined clients during bowling league outings. In addition, Carroll University Exercise Science students enhance morning exercise sessions at the Center by providing one-on-one coaching and support for clients. Both organizations continue to investigate other service-learning opportunities.

“Our partnership benefits both Curative clients and Carroll students,” according to Dr. Jane Hopp, Dean of the College of Natural Sciences, Health Sciences and Business at Carroll University. “Quality of life is improved for clients ... and (there is) an increase in the ‘energy’ of the facility. Students learn from new patient populations, and develop personal and professional skills.”

**Carroll Graduate Physical Therapy students, with guidance from faculty, partner with Curative clients to provide exercise and customized therapeutic activities.**



Carroll University Physical Therapy students Amy and Emily guide Curative Senior Care Center clients Kathy and Betty in a fitness activity.

Curative has fostered academic partnerships throughout its history. Curative’s Children’s Services currently provides clinical experience for Mount Mary College Occupational Therapy students, Concordia University Occupational and Physical Therapy students, UW-Milwaukee Physical Therapy students and Marquette University Speech Language Pathology students. Participating students have an opportunity to learn from Curative therapists who are providing outpatient rehabilitation and Birth-To-Three services for children throughout Milwaukee County.

“I am committed to expanding our academic partnerships,” Curative President and CEO Candace Hennessy PhD, RN, said. “Health care and human services students can benefit significantly from experience with individuals who have disabilities and from opportunities to work with our experienced staff members. Of equal importance, students can make our staff aware of the latest treatment methods and available equipment.”

# Through cooperative efforts, we find opportunities to support long-term employment goals.

## A Peek Into Curative's Past:

“Curative gives you the attitude, the tools, the knowledge to compete effectively in the workplace. Use this time, learn everything you can.”

*A Community Employer speaking at a 1980 recognition event for Curative Vocational Division clients.*



Curative production workers have been assembling small parts for Menomonee Falls-based Magnetek for more than a decade.

Nancy is not one to stand around and chat while there is work to do. Her number one priority is to help the owners of Jets Pizza in West Allis get ready for the daily business rush. She efficiently chops onions, green peppers and other toppings for the fresh pizzas and lends a hand wherever else she is needed.

Mark also is committed to doing a quality job in a timely manner as he carefully tightens bolts on small parts he is hand-assembling at the Curative Employment Center in West Allis. When completed, the parts will be shipped to Magnetek, a Menomonee Falls-based company.

## A Curative Job Coach regularly joined Nancy at Jets Pizza to help her successfully complete training and learn to work independently.

Both Nancy and Mark are clients of Curative's Employment Services, which provides assistance to adults with disabilities or limiting conditions who are interested in paid work opportunities. Curative Employment Center staff members offer pre-vocational training and work experience at Curative's Commercial Services facility, as well as temporary and permanent placement services and job coaching in community-based businesses. Jets Pizza and Magnetek are two of *many* Milwaukee area businesses that partner with Curative to help clients achieve their employment goals.

In a cooperative venture with Curative in the summer of 2013, the West Allis Jets Pizza owners offered a 12-week internship to Nancy. Her paid internship was funded by The Wisconsin Division of Vocational Rehabilitation. A Curative Job Coach regularly joined Nancy at Jets Pizza to help her successfully complete training and learn to work independently.

When the internship ended, Nancy was invited to become a regular member of the West Allis Jets Pizza team. Since September 2013, the franchise has paid Nancy to work



## Employment Services:

provides assistance to adults with disabilities or limiting conditions who are interested in paid work opportunities. Curative Employment Center staff members offer pre-vocational training and work experience at Curative's Commercial Services facility, as well as temporary and permanent placement services and job coaching in community-based businesses.

several days a week in their spotless, well organized kitchen. They also continue to partner with Curative to offer internships to other adults with disabilities.

Nancy helps prepare fresh toppings for the West Allis Jets Pizza business.

Mark is hopeful that, like Nancy, multiple opportunities for short-term work experience coordinated by Curative's Employment Services team will lead to long-term job placement. Curative staff members have assessed Mark's interests and abilities and provided job coaching during his time working at the Curative Commercial Services facility. Mark also attends regularly scheduled training sessions at the Employment Center so he can become familiar with common workplace policies and employer expectations. As a member of the Curative "Job Club," Mark joins client tours of local businesses to learn about community-based employment options.

Mark also has experienced valuable community employment training in recent months. With placement support from Curative's staff, Mark completed a 12-week paid internship at McDonald's in 2013 and he is currently participating in an internship at CiCi's Pizza.



"We are grateful to all of the businesses that are partnering with Curative and making a difference for individuals like Nancy and Mark," Curative President and CEO Candace Hennessy PhD, RN, said. "A state-wide initiative to provide more employment opportunities for individuals with disabilities will only succeed if community-based businesses step forward to offer work experience and paid employment."

Mark is developing work skills at Curative's Employment Center with support from Curative staff. His ultimate goal is community-based employment.



## Sharing caregiving responsibilities,

families rely on us for a safe and healthy home environment.

### A Peek Into Curative's Past:

“ My sister was a client of Curative Care Network for many years. I was overwhelmed with the responsibility of her care and many times I didn't know where to turn. This is where the wonderful people that I came in contact with at Curative helped me and my sister a great deal. Her ... case manager understood my concerns and addressed every situation promptly and helped my sister in many ways.”

*Letter from family member written in May 2008*

Every afternoon, John settles at the kitchen table with a cup of coffee and phones his mother, Agnes. He fills her in on his day at work and life at the Curative Fountain View Group Home, where he has lived for 20 years.

John shares the Wauwatosa home with three other adults who, like him, have developmental disabilities. He enjoys the independence of living away from family, but needs the support of Curative staff members who do the shopping, cooking, cleaning and laundry. Staff also accompany him on recreational outings, provide medication management, and arrange for transportation.

John's sister, Sandy, who is his legal guardian, said his private bedroom at the group home is a true representation of his personality and interests. The tidy, well organized room is decorated with a



John Wayne poster, one of his favorite movie actors. His substantial collection of vinyl record albums and VHS movies, representing every genre imaginable, are neatly arranged on shelves. According to Sandy, John loves to shop and add to his collection.

Both Sandy, a full-time data analyst, and Agnes are grateful that John lives in a safe environment that allows him to pursue his own interests and activities. John and his family are especially complimentary of Fountain View Group Home Manager, Kelly Skaggs, who has been a consistent source of support for John. She values Kelly's long-term knowledge of John's interests, special needs and personal goals. And while Sandy is impressed with the quality of service Curative offers, she also is a strong advocate for John. Frequent communication allows Sandy and Curative staff members to be proactive about any concerns.



John calls his mother, Agnes, every day from the cozy kitchen at the Curative Fountain View Group Home. John's mother and sister, Sandy, also are frequent visitors.

**Both Sandy...and Agnes are grateful that John lives in a safe environment that allows him to pursue his own interests and activities.**

“There is no partnership more valued by Curative staff than ongoing interaction with family members and clients,” Curative President and CEO Candace Hennessy PhD, RN, said. “Our services are much more impactful when we can partner with families. Working as a team, Kelly, Sandy and Agnes have successfully supported John's independence and opportunities for community engagement. John's family also can be more fully engaged in community life knowing he is well cared for at our group home.”

**Residential Services:** provides a family-like setting for adults with disabilities in group homes in Milwaukee and Waukesha counties. Staff members help maintain a safe living environment; provide assistance with household management, shopping and errands; and facilitate recreational activities in the home and community. The homes are staffed 365 days a year for the convenience of residents.



# Curative Key Strategic Initiatives in 2013

## Delivery of High Quality Services

- The number of clients served increased by 13.4 percent.
- Curative became a member of the Medical College of Wisconsin Center for Bioethics and Medical Humanities.
- As a founding member of the Disabilities Solutions Collaborative, Curative is one of six community agencies partnering to improve employment opportunities for people with disabilities.
- For the second consecutive year, the Landscape Maintenance Program team received the prestigious Inspector's Award from the Rehabilitation for Wisconsin Rest Area Maintenance Program.



BMO Harris Interns (at left) helped with a landscaping project at Curative - Cudahy as part of a United Way event. Above (clockwise), young clients and their families attended a Fall Festival, which included an opportunity for trick or treating; Milwaukee Mayor Tom Barrett joined in a “Wall-Bashing” event to kickoff construction at Curative - Forest Home; clients and their families joined Curative staff at the Betty Brinn Children’s Museum; and members of the Junior League of Milwaukee created a mural to decorate Curative program space.



## Talent Management

- The Curative Team Gateway Intranet was launched to enhance employee communication and education opportunities.
- Employees were recognized for “Gold Star” participation in the United Way of Greater Milwaukee Campaign for 99 percent staff participation and a record-breaking combined pledge.

## Opportunities to Sustain and Grow

- The number of children served increased 19 percent.
- Case Management Services increased 11 percent and the service area expanded to nine counties.
- Employment Services increased community job placement for adults with disabilities by 28 percent.
- Participation in Club Curative, an Adult Day Services program for recent high school graduates, increased from 12 to 25 individuals at Curative - Forest Home.
- A second Club Curative was opened at Curative - Menomonee Falls. The Waukesha County program served 14 young adults during its first year.

# Curative's Commitment to Quality

Curative Care Network is committed to providing Southeastern Wisconsin communities with outstanding human service and outpatient rehabilitation care. In an effort to remain accountable to all persons receiving services and to all funding sources, Curative uses an ongoing Program Evaluation System.

Curative is able to demonstrate the value of programs offered by continuously evaluating their quality/effectiveness, cost/efficiency and service/satisfaction. Curative also measures the outcomes of specific goals each of its programs is designed to achieve. This Program Evaluation System is used for planning, modifying and improving the quality of services offered.



A formal survey of Curative programs also is conducted by CARF (the Commission on Accreditation of Rehabilitation Facilities)

every three years to make certain Curative follows nationally accepted standards of care.



## Quality Outcomes reported by Curative in 2013 include:

### Children's Services

71% of children's short-term goals were achieved.

84% of families' long-term goals were achieved.

### Adult Day Services

85% of short-term goals were achieved by adults with developmental disabilities served in the program.

97% of adults served said they are being helped by the Adult Day Services program.

### Senior Services

94% of dietary goals were achieved by older adults served at the Curative Senior Care Center.

100% of older adults served said they helped set goals and plan program services for themselves or family members.

### Community Employment Services

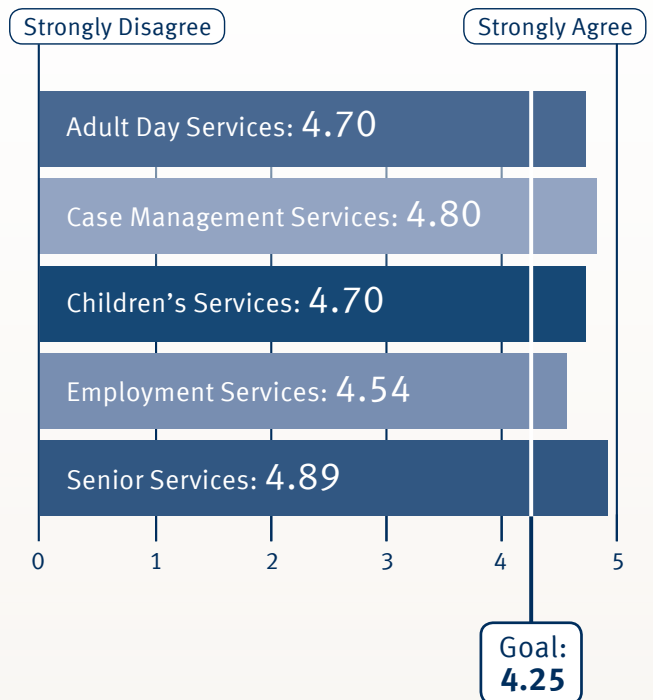
82% of persons hired retained their jobs for at least 90 days.

30% of persons served were placed in a community employment program or are currently employed. (target = 30%)

## Customer Satisfaction Outcomes – 2013

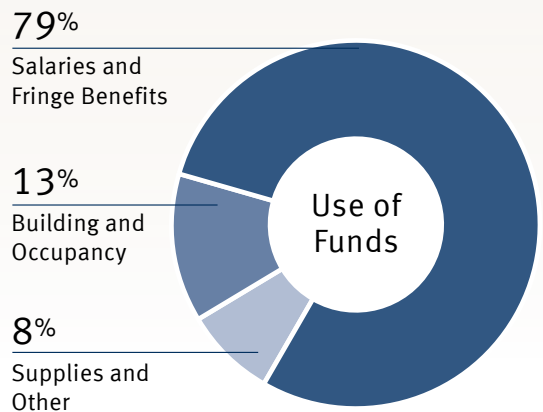
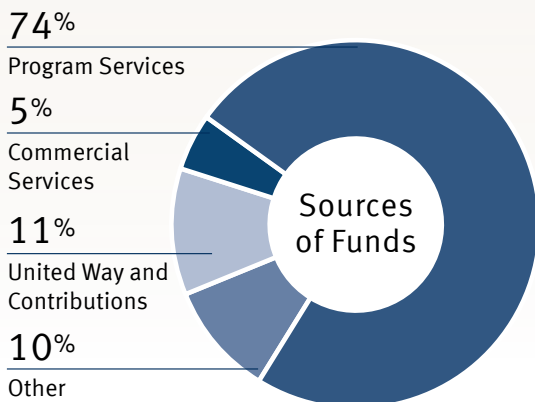
Customer Satisfaction is another component of Curative’s Program Evaluation System. Customer Satisfaction information is gathered from individuals currently enrolled in Curative programs as well as from those who have been discharged. Individuals are asked program-specific and organizational questions.

A 5-point scale, ranging from 5 being “strongly agree” to 1 being “strongly disagree,” is used. Curative’s target Customer Satisfaction goal is an average of 4.25 or better. This graph represents the combined responses during the second half of 2013 and demonstrates consistent customer satisfaction with Curative’s services.



## Financials

Program Service Revenue increased 6% from 2012 to 2013. As of December 31, 2013, total assets were \$37,861,000, total liabilities were \$8,723,000 and net assets were \$29,138,000.



Amounts for 2013 are unaudited as this report was prepared before completion of the annual audit.

# Officers and Board Members 2012-2013

## Curative Senior Leadership

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Candace L. Hennessy PhD, RN  
*President and CEO*

Richard D. Schutte  
*Chief Financial Officer and Vice President  
of Commercial Services*

Jayne L. Moker  
*Chief Program Officer and Vice President  
of Vocational Services*

Lauren M. Coleman, RN  
*Director of Quality*

Susan E. Dlouhy  
*Director of Community Relations*

Denise J. Hahn  
*Assistant to the President*

Kimberly A. Maggiori, PT  
*Vice President of Children's Services*

N. Muni Reddy, MD  
*Medical Director*

Melissa L. Wiza  
*Vice President of Human Resource Services*

## Curative Care Network Board

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Paul Ayers, *Chairperson*

Kristofor L. Hanson, *First Vice Chairperson*

James Maslowski, *Second Vice Chairperson*

Pardeep Gupta, *Treasurer*

Candace L. Hennessy PhD, RN, *President*

Jennifer L. Rathburn, *Secretary*

Kristine M. Bachmann, *Member*

Tracey Berg, *Member*

Chukuka S. Enwemeka PhD, *Member*

Peter A. Glaser, *Member*

Steven L. Kass, *Member*

Wayne T. Morgan, *Member*

## Curative Foundation Board

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C. Frederick Geilfuss, *President*

John A. Stocking, *Vice President*

Candace L. Hennessy PhD, RN,  
*Executive Vice President*

Robert O. Schlytter, *Treasurer*

Elizabeth M. Lierk, *Secretary*

Carol K. Wythes, *Ex-Officio*

Donald H. Benson, *Member*

Carolyn S. Bolton, *Member*

Peter W. Bruce, *Member*

Craig E. Coursin, *Member*

Kenton W. Fritz, *Member*

Gwen T. Jackson, *Member*

Thomas W. Kosler, *Member*

Randall S. Lambrecht PhD, *Member*

Robert J. Morgan, *Member*

Julie W. Petri, *Member*

Jay R. Radmer, *Member*

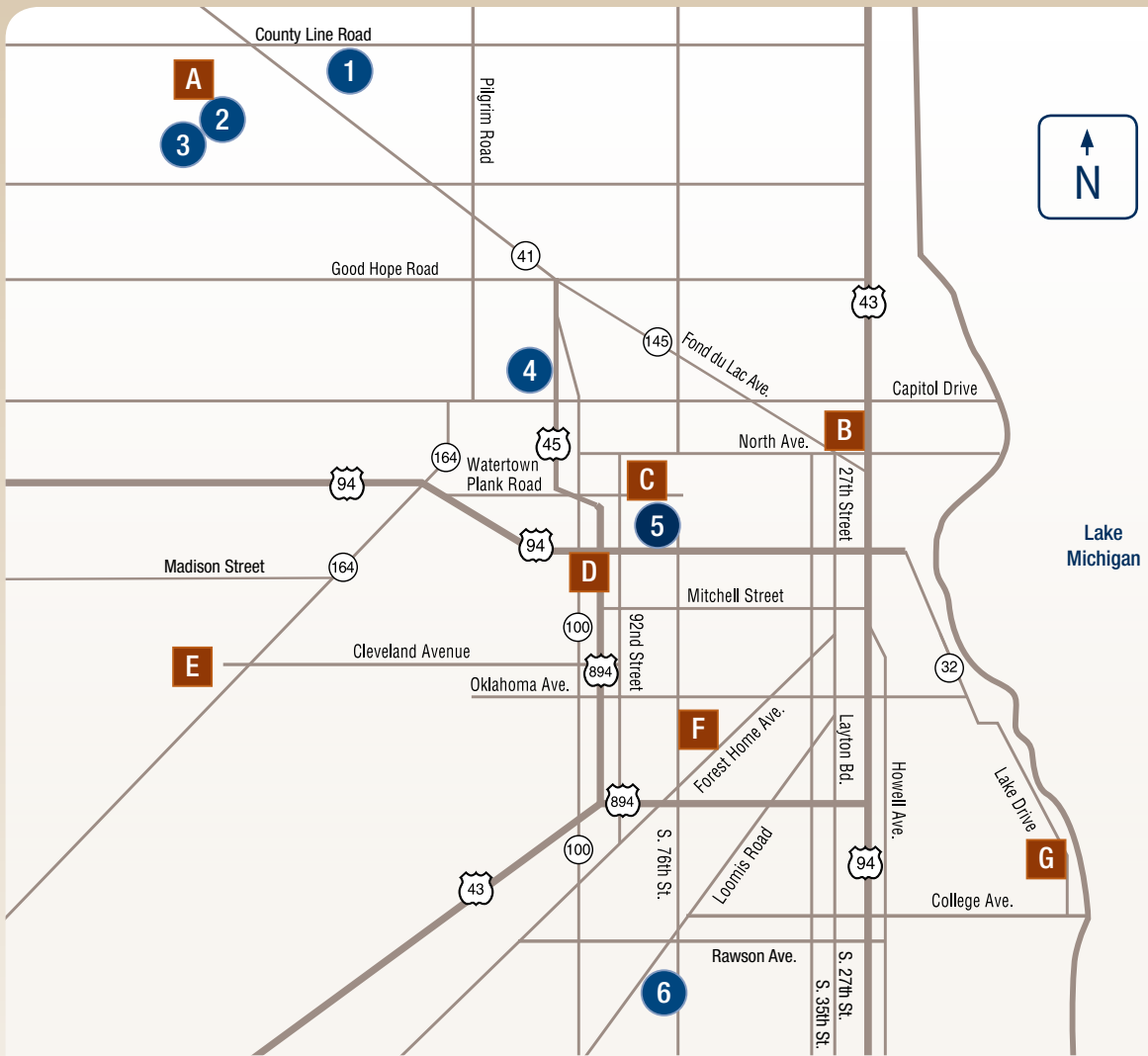
William J. Starr, *Member*

Steven P. Swanson, *Member*

Carmen W. Witt, *Member*

Richard M. Woods, *Member*

Lynette M. Zigman, *Member*



## Curative Locations

### Community-Based Service Locations

Curative Care Network provides services to children, adults and senior citizens with disabilities at seven community-based sites in Milwaukee and Waukesha Counties.

- A** Curative - Menomonee Falls
- B** Curative - Central City
- C** Curative - 92nd Street
- D** Curative - Employment Center
- E** Curative - Waukesha
- F** Curative - Forest Home
- G** Curative - Cudahy

### Residential Group Homes

Curative provides services at six group homes for adults with disabilities in Milwaukee and Waukesha Counties.

- 1** Water Street Group Home
- 2** Maple Road Group Home
- 3** Menomonee Avenue Group Home
- 4** 117th Street Group Home
- 5** Fountain View Group Home
- 6** Coventry Group Home

# Curative CARE NETWORK®

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Milwaukee, WI 53226  
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Curative Care Network  
Curative Rehabilitation Services  
Curative Rehabilitation Center  
Milwaukee Rehabilitation Center

