

Curative Care

Dedicated to Helping People Thrive



ANNUAL
REPORT 2024

2024 COMMUNITY IMPACT

5,455

clients benefited from Curative programs and services

125



number of properties managed by Curative's Landscaping Services

20,506

therapy visits at Curative New Berlin Therapies

17



university and college partnerships

99%



Adult Day client families surveyed indicated programs helped achieve goals

98%



Curative New Berlin Therapies (CNBT) clients surveyed would recommend CNBT to others

97%



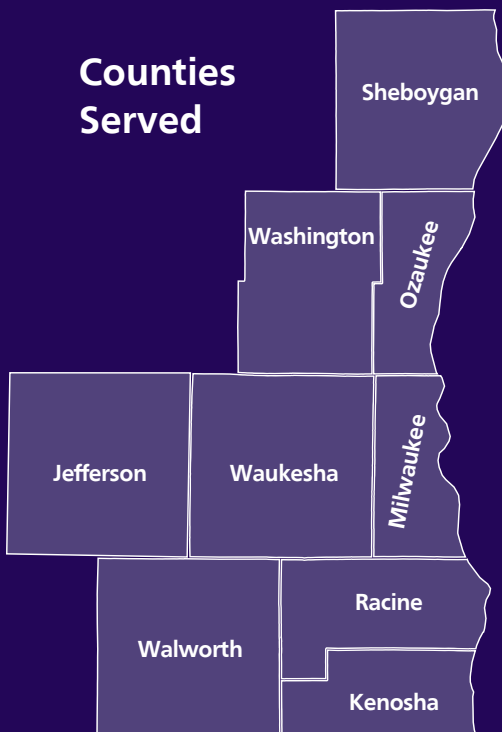
goals were created by the client and families in Children's Long-Term Support

98%



Birth to Three clients surveyed would recommend Birth to Three to others

Counties Served



Our Values

Compassion: We are empathetic to the needs of others and deeply committed to helping people of all abilities thrive.

Respect: We act with integrity, embrace diversity and live by the Golden Rule.

Service Excellence: We listen, respond and make meaningful connections with our clients by taking personal pride in exceeding their expectations.

Quality: We lead the way in helping our clients meet their goals by providing evidence-based programming in a safe, supportive and person-centered environment.

Teamwork: We maximize our collective talents to support each other in creating a superior work environment that offers an exceptional client experience.

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.

Internationally Recognized Accreditation

In 2024 we continue to maintain and exceed accreditation expectations from the Commission on Accreditation of Rehabilitation Facilities (CARF), the gold standard in accreditation for rehabilitation facilities.



Letter from our President & CEO



DEAR FRIENDS, PARTNERS AND COMMUNITY,

As I reflect on this past year, I am deeply proud of the progress we have made together in advancing our mission and strengthening the services we provide to our community. Through the dedication of our team, the trust of our partners and the support of those we serve, we have achieved significant milestones that will sustain and grow our impact for years to come. Every accomplishment is a testament to our commitment to helping people thrive.

Commitment to Quality

Quality has remained at the heart of everything we do. Over the past year, we implemented organization-wide performance metrics to ensure consistent service excellence, while strengthening our continuous improvement programs through data-driven decision making. We standardized customer service training for every employee, both at hire and annually, and expanded program-specific training, including medication administration and CPR, to safeguard the well-being of those we serve.

Our commitment to compliance and accountability has been recognized in powerful ways. We achieved **100% compliance** with federal indicators in the Birth to Three program, successfully completed HIPAA and risk assessments within HITRUST guidelines, and implemented prioritized HITRUST security controls. In addition, we earned a **three-year accreditation** from the Commission on Accreditation of Rehabilitation Facilities (CARF) and were recertified for Home and Community-Based Services (HCBS).

Beyond compliance, we made strategic investments to improve efficiency and service delivery. This included launching a secure digital storage solution for finance and billing, expanding community engagement opportunities in Adult Day Services by 10%, and delivering more than **3,000 hours of formal training** to our team members.

Investing in Our People

Our employees are the foundation of our success, and we have worked diligently to support their growth, well-being and engagement. This year, we were honored to be recognized with multiple workplace awards, including **Top Workplace**. We increased our workforce headcount by **11%**, successfully completing our 2024 hiring plan while also finalizing staffing needs for 2025.

To strengthen employee success, we introduced a standardized onboarding process for all roles, expanded leadership development and mentorship programs, and promoted internal talent into newly created leadership positions. We also deepened our commitment to professional development by expanding certifications in Infant Mental Health and other specialized areas.

We are equally proud of our culture of inclusion. At our Commercial Landscape and Assembly Services program, more than **80% of employees are individuals with disabilities**,

underscoring our belief that meaningful work should be accessible to all. Furthermore, we expanded our recruitment partnerships to ensure we continue attracting diverse and talented individuals who share our mission.

Sustaining and Growing Our Impact

This year was also marked by meaningful growth and innovation. We launched a new **Adult Outpatient Rehabilitation Program**, offering physical and occupational therapy services for post-surgical care, mastectomy recovery, lymphedema treatment and sports-related injuries. At Curative New Berlin Therapies, we saw a **64% increase** in therapy visits, reflecting the trust families place in our care.

We leveraged technology to enhance service delivery, including the adoption of DocuSign to improve timeliness, reduce costs and streamline processes. We also strengthened customer service with the addition of a dedicated liaison role, while expanding compliance oversight across more programs.

Our commitment to community engagement was evident through our partnerships and events. From hosting a blood drive with the Junior League of Milwaukee to participating in advocacy walks with Best Buddies and the Down Syndrome Association, we reaffirmed our role as a community partner and advocate. We also grew the Children's Long-Term Support Program, expanding the number of children and families served with the addition of five new team members.

Looking Ahead

As we celebrate these accomplishments, we recognize that none of this would be possible without the dedication of our employees, the trust of our partners, and the resilience of the individuals and families we serve. Together, we have laid a strong foundation for the future – one rooted in excellence, compassion and growth.

Looking forward, we will continue to innovate, expand and strengthen our programs, ensuring that we remain a trusted partner for those who rely on us. With the unwavering commitment of our team and the continued support of our community, I am confident that the year ahead will bring even greater achievements.

Thank you for being part of this journey with us.

With gratitude,

A handwritten signature in dark ink, appearing to read 'Joy Gravos'.

Joy Gravos

President and Chief Executive Officer of Curative Care Network and Curative New Berlin Therapies

BIRTH TO THREE SERVICES



(Above) Curative physical therapist Erika works with Gemma at home to help increase her mobility. (Right) Gemma's parents, Alyssa and Justin, take a hands-on approach to encourage her development.

“Early on we were told that Gemma may never smile and that was gut-wrenching,” explains Alyssa. “Now, Gemma will smile so big it stretches ear to ear and causes the most adorable nose scrunch. She doesn’t smile for just anyone, but she does for Erika, her physical therapist from Birth to Three, and it makes me so happy to see. Gemma has also gained greater mobility and is more engaged with her surroundings. Overall, her skills and body awareness have really improved.”

GEMMA

Described as “a little ball of stardust,” 16-month-old Gemma has been a spot of magic for her parents, Alyssa and Justin. They sometimes affectionately call her Gems – an appropriate nickname for the small but mighty little girl who is the light of their lives.

Thirty-two weeks into the pregnancy, Alyssa and Justin went in for a required growth scan. “I remember feeling completely at ease and calm thinking it would be a routine scan,” says Alyssa. During the scan, the parents-to-be learned that Gemma was smaller than anticipated. Gemma was then diagnosed with severe fetal growth restriction. The diagnosis led to an induction and Gemma being born at 37 weeks and one day – technically full term – but she weighed only 4 pounds, 13 ounces. While her delivery went smoothly and she spent her first night in the postpartum room with Mom and Dad, Gemma started to unexpectedly display abnormal movements, which led to her being quickly transferred to the Neonatal Intensive Care Unit (NICU). After 69 days in the NICU and two rounds of genetic testing, the family learned that Gemma has a rare chromosomal abnormality.

“There is no other documented case of what Gemma has in the world, so we really don’t know what her full potential is or what her future will look like,” says Alyssa. “But we are here for it.”

Gemma’s diagnosis is complex – impacting many of her systems. For instance, Gemma was fitted at 2.5 months with hearing aids due to bilateral hearing loss. She has hypotonia, or low muscle tone, and is currently dependent on a feeding tube. She also has a congenital heart defect and global developmental delays.

Almost immediately while in the NICU, even before Gemma received a formal diagnosis, the attending neurologist recommended the Birth to Three program to them, and their journey with Curative began. Gemma started with physical therapy and now also receives occupational therapy. Her Curative therapists come to their home once a week, spending time working on things like her core strength, flexibility and body awareness to help her with her developmental milestones.

Gemma and her parents love that they’re able to have her therapy appointments in the comfort of their own home. The familiar environment allows Gemma to thrive, and she happily welcomes her therapists each week. For Alyssa and Justin, it allows them to be extremely involved and easily carry over the strategies and exercises that the therapists work on. With the help of her parents and therapists, Gemma is defying odds and making strides.

“Getting her to where she’s at now is just tremendous... She used to be this tight little ball that couldn’t really move or stretch. Now she’s very flexible and I think that’s because of the therapies,” Justin adds.

“Spending time with Gemma and her family has been such a gift. She’s full of joy and sweetness, and it’s easy to see how loved she is by everyone around her. Her family is so kind and welcoming, making every moment with them feel special,” shares Erika. “Watching Gemma grow and develop, and being a part of her life, even in small ways, is something I truly treasure.”

For Gemma and her family, Birth to Three has been more than just therapy, it has been a lifeline. Their Curative team has become a trusted resource for the family of three. They’ve helped them get special medical equipment and navigate how to better advocate for Gemma and her needs. “I’ll always talk positively about Curative’s Birth to Three program because it’s been transformative for Gemma and also for me, that I can be here every session learning effective strategies using what we have in our home to further aid Gemma’s development,” Alyssa explains. “It’s a supportive system that has helped us learn that not only can small shifts create a big impact but that there is hope beyond a diagnosis.”



BIRTH TO THREE SERVICES

Birth to Three Services are offered to children with developmental delays or disabilities and include physical, occupational and speech therapy, early childhood education and family service coordination.

OUTCOMES

Effectiveness

98% of child-family survey respondents agreed or strongly agreed that they would recommend Curative Care to others.

Effectiveness

96% of child-family survey respondents agreed or strongly agreed that they were involved in creating goals for the client.

Client Experience

99% of child-family survey respondents agreed or strongly agreed that they felt Curative Staff demonstrate skill, knowledge, respect and professionalism.

Client Experience

98% of child-family survey respondents agreed or strongly agreed that the staff listens and responds to questions and concerns.

CURATIVE NEW BERLIN THERAPIES

Curative New Berlin Therapies is a certified rehabilitation agency providing physical, occupational, speech/language, oral motor and aquatic therapy for people of all ages. It has long been the provider of choice with experts in all areas of child development including movement, speech and sensory processing.

OUTCOMES

Effectiveness

98% of child-family survey respondents agreed or strongly agreed that they would recommend CNBT to others.

Effectiveness

98% of child-family survey respondents agreed or strongly agreed that the program has helped/is helping to achieve established goals.

Client Experience

99% of child-family survey respondents agreed or strongly agreed that their Curative therapist responds to their questions or concerns.

Client Experience

99% of child-family survey respondents agreed or strongly agreed that their Curative therapist is both knowledgeable and skilled.

MYLES

Meet Myles – a baseball-playing, bike-riding, Big Foot-loving seven-year-old. While that may seem pretty typical for any boy his age, Myles' journey is much more extraordinary than most.

When Myles was born to Meredith and Matthew, everything seemed routine. Then, at four weeks old, he had his first of many surgeries. In addition, in the months that followed, Myles' pediatrician noticed he was not reaching typical benchmarks, so he recommended Myles for therapy at Curative Care. "Since we already had our two daughters – Maddie and Molly, I thought I knew what to expect," explains Meredith. "I was waiting for his first words, for him to walk. And those milestones weren't coming. I had this gut feeling that something was wrong."

It's been a long journey for the Kings, but one that has been made easier since they didn't have to go it alone. They have their occupational, physical and speech therapists from Curative New Berlin Therapies (CNBT).

"They are not just therapists. They are our family," explains Meredith. "They have held my hand. They have seen me cry, and they have always been here with us each step of the way."

When Myles transitioned from home therapy to CNBT in Wauwatosa, his pediatrician said they might be able to find therapy closer to home, but Meredith insisted on staying with Curative. "I don't think we would see the same progress in Myles without CNBT. They have helped me as much as Myles. Emily, our occupational therapist, has given me my voice to speak up for Myles," explains Meredith. "Myles has had so many diagnoses, but my gut kept saying we were missing something. She told me... 'You can do it. You can fight for your son.' It has been a long road, but we finally have a diagnosis that covers everything. It's called 22q Deletion Syndrome, or DiGeorge Syndrome, a condition that has the potential to impact every system of his body and can therefore lead to a wide range of health issues."

Myles currently receives occupational therapy and speech therapy from CNBT. He has also had physical therapy, feeding therapy and aquatics over the past several years.

He also has speech apraxia, where the brain has difficulties planning and coordinating the movements needed for speech. Maggie, his speech therapist, taught Myles how to use an augmentative and alternative communication (AAC) device to assist him in communicating and he is working on building his vocabulary. "Myles began showing a growing interest in using his natural voice over his device. He is currently seen for speech therapy twice per week and is making steady progress with articulation," explains Maggie. "The family has demonstrated exceptional follow-through at home, reinforcing therapy goals between sessions. This high level of support has positively impacted Myles' consistency and rate of improvement."

"I homeschool Myles, and I see my role as being a teacher for him," adds Meredith. "CNBT gives me homework I can build into our day to reinforce what he is learning at therapy. The growth we have seen because of Curative is amazing. I can't believe half the stuff he can do. Without CNBT, I don't believe most of it would be possible."

The Kings are so proud of Myles, who is doing things they never thought he would be able to do. For instance, he is playing in Miracle League, a baseball program designed for children with physical and cognitive disabilities. He also rides his adaptive bike – all things they credit to Curative. "Myles is really amazing," adds Meredith. "I might be his teacher, but every day he is teaching me about love."

"When you start therapy with a child with special needs, you are going on a journey and there is no one other than the CNBT therapists that we would rather be on this journey with. They love every child that comes into their building. They are the best at what they do," shares Meredith. "You are not on your own once you start working with Curative New Berlin Therapies."





“Over the years, Myles has made remarkable progress,” states Emily, his occupational therapist. “With consistent occupational therapy interventions focused on sensory integration and emotional regulation, Myles is now able to participate in a variety of family and community events. His tactile sensitivities, once so pronounced that he would only tolerate soft pajama-like fabrics, have significantly decreased.”

(Above) Myles uses an AAC device during a therapy session with his CNBT therapist, Maggie. (Left) Myles and his mom, Meredith, embrace outside of Curative, where Myles attends therapy weekly.

CHILDREN'S LONG-TERM SUPPORT SERVICES



(Above) Sister and brother, Mariam and Mohammad, pose for a photo together outside their home.

(Right) Through Curative's CLTS program, Mariam and Mohammad were connected with the iCan Bike camp and learned to ride a bike.

"I have been working with this family for several years now," shares Nada, their CLTS service coordinator. "Being siblings, Miriam and Mohammad utilize a lot of similar services, but benefit from them in different ways. From medical supplies to the Angelsense GPS tracking device and respite services that help support the parents, I am happy to help the family connect with valuable resources available to them."

MARIAM and MOHAMMAD

Life with multiple children can be busy for any mom. Fortunately for Mervet, she has a special resource that has made life just a little easier for both her and her children, Mariam and Mohammad.

The two are just 22 months apart. Mariam, a bubbly 11-year-old, was born with Down syndrome. Her younger brother, Mohammad, is 9 years old and was diagnosed with mild autism and, recently, mild ADHD.

About five years ago, Mervet found out about Curative's Children's Long-Term Support (CLTS) services through a friend. Since then, the family has worked closely with their service coordinator, Nada, who has been a steady source of support. Nada not only responds quickly to Mervet's questions but also helps connect the family with resources tailored to each child's needs. From helping them get specialized equipment like fidget tools for Mohammad and a stroller for Mariam, to arranging access to helpful services, Nada and CLTS have had a lasting impact.

"I usually text Nada every week... if I have any questions or in case we have any struggles, I ask her for information or resources," Mervet explains.
"She always replies right away."

Nada has connected them to a variety of services, including in-home respite care and the We Rock the Spectrum Kid's Gym. Mariam and Mohammad have also participated in swimming, gymnastics and taekwondo, as well as enriching summer camps that Nada has recommended to the family.

"Last year both of my kids did the iCan Bike camp. Mohammad learned how to ride the bike through this program and then we're doing the same program again for this year for Mariam," says Mervet. "Hopefully Mariam will learn this year as well."

These opportunities help both Mariam and Mohammad build skills, stay active and, most importantly, feel included.

With the help of Nada and CLTS, the family has also been able to complete some home modifications, like removing and replacing all the carpet from Mariam's room to help control her asthma. "She used to have asthma attacks every night," explains Mervet. "It was recommended by her doctor, so Curative worked with us regarding this concern. It has made a big difference."

Mervet credits CLTS for opening the door for many things and reducing the isolation many families can feel when navigating raising a child with special needs. "I feel like the idea itself – just to be included and to have somebody that supports you and knows a lot about special needs – is really helpful. You don't feel like you're struggling by yourself," she says. "It has such a positive value."



CHILDREN'S LONG-TERM SUPPORT SERVICES

Children's Long-Term Support Services provides individualized support for children with physical, developmental or emotional disabilities. Staff members work in partnership with children and families plus other organizations to maximize access to community resources.

OUTCOMES

Effectiveness

99% of child-family survey respondents agreed or strongly agreed that Curative staff includes them in decisions about services received.

Effectiveness

94% of child-family survey respondents agreed or strongly agreed that the program has helped/is helping their child achieve goals.

Client Experience

97% of child-family survey respondents agreed or strongly agreed that they felt Curative staff demonstrate skill, knowledge, respect and professionalism.

Client Experience

97% of child-family survey respondents agreed or strongly agreed that Curative staff listens and responds to questions and concerns.

ADULT DAY SERVICES

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.

OUTCOMES

Effectiveness

97% of child-family survey respondents agreed or strongly agreed that the program has helped or is helping them to achieve established goals.

Effectiveness

97% of child-family survey respondents agreed or strongly agreed that they felt involved in decision of services received.

Client Experience

97% of child-family survey respondents agreed or strongly agreed that they would recommend the program to others.

Client Experience

98% of child-family survey respondents agreed or strongly agreed that they felt staff demonstrate skill, knowledge, respect and professionalism.

SELITHA

How would you describe your ideal day? For Selitha, it would be to spend it shopping with friends. Fortunately, as a member of Curative's Adult Day Services, Selitha has lots of days filled with many of her favorite activities – including shopping.

For the past 12 years, Selitha has been a vibrant and beloved member at Curative Adult Day Services where she has the opportunity to spend time with others in a safe, supportive environment designed for adults 18 and older who have a developmental disability or other limiting condition. This means a lot to her family. "I am so happy that she's able to interact with other people... And she's happy," says Douglas, Selitha's uncle. "She enjoys being with her friends and likes going to Curative. She looks forward to doing things with them, especially the outings."

Regularly scheduled outings include going bowling, to the movies, out to eat and, her personal favorite, shopping. Other programming includes learning daily living skills, reading and writing, and playing games. "We do art projects," Selitha adds, which she also loves to do while hanging out with her friends.

With her boundless energy and warm, outgoing personality, it's no surprise that Selitha is popular and well-liked at Curative.

"Selitha is really friendly. She likes to spend time with her friends," explains program coordinator Katie.

"So, coming to a day program is really great for her because she likes to socialize."

Most importantly, during her time at Curative, Selitha has found a community where she feels at home. "It helps her because she has a group of people that she knows she can talk to and she has a lot of people that she can trust," says Douglas. "If she has a concern, she can go to one of them and she can talk to them and they'll help her out." Adult Day also helps out family members, like Douglas, by providing peace of mind and daytime respite for caregivers.

The staff at Curative Adult Day sees people for their abilities and works with each client and their families to assess what is important to them in order to improve their function and quality of life. The team establishes individual goals and staff-supported plans, which can include achieving maximum independence, participating in goal-oriented recreational and leisure activities, having the best possible health and wellness, connecting with others, and attaining employment objectives as desired.

Programming is offered at four community-based locations throughout Milwaukee – the 92nd Street location near Wauwatosa, on Fond du Lac Ave in Milwaukee, in Menomonee Falls and the Forest Home location near Greenfield, where Selitha goes.

To the staff, Selitha has been a bright spot for the program. "She is really energetic and a fun person to be around," Katie says. "She likes to help staff and her friends."

When asked how she feels about being able to go to Curative, Selitha doesn't skip a beat. "It makes me happy," she says. "It just puts a smile on my face."



In a World where you
can be Anything...
be Yourself!

ADULT DAY SERVICES



“Curative Adult Day Services is just a great place. It really is. The staff is really great... They really respond to Selitha’s needs. And, they respond to me when I call and talk with them if there’s a concern,” Douglas adds. “They show a lot of concern for Selitha and you can tell it is really genuine, too.”

(Above) At Curative’s Adult Day Services, Selitha often takes part in painting and art activities. (Left) Selitha spends her days at Curative interacting with friends.

COMMERCIAL SERVICES



(Above) Kegan operates various landscape equipment at his job at Landscaping Services.

“When Kegan interviewed, he was hired because of his merits. You see, you don’t need to have a disability to work at Curative Commercial Services,” explains his supervisor, Alex. “We were just excited to bring in Kegan because of his landscape experience, his positive attitude and work ethic. It was later that we learned of his disability.”

KEGIAN

Hard work, dedication, a commitment to service and a variety of skills including leadership, teamwork and communication. It reads like a job description for Curative Commercial Services. And, it also represents the requirements to earn the rank of Eagle Scout through the Boy Scouts of America. As an Eagle Scout, Kegan came highly prepared to take a leadership role at Curative Commercial Services.

Even more impressive, a career, or even the rank of Eagle Scout, didn't always seem to be in the cards for Kegan. At the age of four, Kegan was diagnosed with autism and Fragile X syndrome, a genetic condition that can cause a range of developmental delays. "One of the doctors actually said to my parents 'you have to consider putting your kid in a group home. He won't be able to live on his own... or even graduate high school,'" says Kegan. However today, Kegan is thriving – something that felt uncertain to his family when he was a child.

"My parents were worried, but I did actually succeed. I got my driver's license at the age of 16. I graduated high school with a 3.35 GPA. I went to college and I got my certificate as a food and beverage manager." Kegan even had the focus and determination to become an Eagle Scout. "I'm doing pretty well in life despite the challenges."

Kegan started working as a team lead for Landscaping Services over two years ago when his director of Vocational Rehabilitation counselor brought the job to his attention. "I came in and had the interview with Alex," explains Kegan. "From that moment when I stepped out of that interview, I'm like, 'I think I got this job.'" The rest is history.

After spending a couple months training with a colleague, Kegan jumped right into his position where he assists with landscaping across client sites. When he and his crew get to a site, like Milwaukee area Park and Rides, Kegan starts by assigning tasks to co-workers and managing the work that needs to be done.

"Having Kegan on our landscape team has been a shot of Vitamin B12 for our whole crew," adds Alex. "He is so enthusiastic, and it makes us match that level of energy and commitment."

When asked what his favorite part about his job is, Kegan says its people like his immediate supervisor, Alex, and his other boss, Travis, who have made a big difference for him. "My bosses are very supportive in many different ways," he explains. "They're there for me if I need it... and I've gotten to be really close with them, which I'm very thankful for."

In his free time, Kegan likes to go camping and travel with his wife and other family members. From Florida, New York and Las Vegas to St. Thomas in the U.S. Virgin Islands, Kegan has a sense of adventure. "I'm hoping to go camping at each and every one of our state parks in the great state of Wisconsin," Kegan says.

Kegan is proud to share his story and advocate for kids who may be facing the same hurdles that he faced. "If I could be able to spread the word and be able to have people come out of their shells, so to speak, all the better," he says. "And then to put those fears behind them and their parents – because parents freak out, too. It's a tough thing to have their child all of a sudden have a big label on them." Kegan is certainly living beyond the limitations his childhood doctor predicted for him.

Part of that is also spreading the word about Curative, which he enthusiastically recommends. "[Curative] has taught me a lot of how Commercial Services actually works, and they have helped me learn how to do it better and better every year... I have a good amount of people that will make sure that I succeed," says Kegan. "And I make sure that everybody else succeeds. That's a really big thing for me."



COMMERCIAL SERVICES

Curative provides assistance to adults with disabilities or limiting conditions who are interested in paid work opportunities. Curative trains individuals to work on our landscaping crew and at our Commercial Services assembly plant.

(Above) Kegan keeps things fun, posing with his landscaping crew. (Below) As a team lead, Kegan gives direction to team members to ensure everyone is successful.



JAMES

James' world was getting smaller. As he got older, his hip joint was deteriorating and he needed a hip replacement. Stairs were becoming an issue for him, keeping him from visiting his grandmother's and parents' homes. He even had to quit his job. While many people can relate to James' story, his condition was a little more complex than most.

James' hip replacement was complicated by the mobility issues of his cerebral palsy. Over the years, the top of James' weight-bearing leg had moved out of his hip socket and was trying to make a new socket up in his pelvic bone. The condition was causing James such excruciating pain that he had been confined to a wheelchair for 10 years before he finally found a surgeon out-of-state willing to perform a hip replacement surgery for him.

"After surgery at the Mayo Clinic in Rochester, James was sent home to Wisconsin with orders for six weeks of no weight-bearing activity," explains Lynda, his mother. Finally, the day came for James to attempt to stand again. When he stood up, he experienced a severe spinal femoral fracture and he collapsed to the floor. "We took a five-hour ambulance ride back to the Mayo Clinic." After several surgeries with some very serious complications, James eventually came home for eight more weeks of non-weight bearing restrictions.

And that's when Curative came into the picture. "James was apprehensive to attempt standing after what happened the first time. We went to several therapy locations between Racine and Milwaukee, and none of them met our expectations," explained Lynda. "When his doctor recommended Sara at Curative Therapy Services, we knew we were in the right place."

Curative Therapy Services is a certified rehabilitation agency providing outpatient therapy services including occupational therapy, physical therapy and speech therapy. The team of highly trained therapists apply the latest research-based techniques to work with individuals and their medical team to achieve optimal function, reduce pain, enhance performance, and develop self-management and prevention strategies for individuals.

"We could tell right away that with Sara at Curative it would be different," adds Lynda. "Sara understood right away what James needed and how important it was to him to walk again. It had been his dream for years."

"When James started at Curative, we worked on his goals of walking with a cane and doing stairs," explains Sara. "In two months, he went from walking a few steps to about 200 feet with a cane. He went from not doing stairs in over 10 years to being able to do six steps with assistance. I had confidence in James and soon he had confidence in himself. It wasn't long before he was walking further than he had in a really long time. There is nothing more rewarding than seeing someone regain their independence."

"It felt really good to be up and walking," shares James. "Sara and I shared hugs, and tears, and a few high fives."

James can now revisit his childhood home, and spend time at his grandmother's house. One of his favorite pastimes is going for drives with his dad. And thanks to the efforts of Curative, James and his dad don't need to take his wheel-chair accessible van anymore, they can go cruising in his dad's truck now that James can safely do car transfers.

"The pride on James' face when he walks is amazing," says Lynda. "He has been through so much. I am so happy for him and so grateful for Curative."

CURATIVE THERAPY SERVICES

Curative Therapy Services is a Medicare-certified rehabilitation clinic providing physical, occupational, speech/language therapy for adults. Therapy is provided to adults who have had recent surgery or medical events, sports-related injuries, lymphedema, hand therapy, strengthening and conditioning and other therapy needs.

All of our therapy sessions are one-on-one with a licensed therapist, providing the standard of care our clients deserve.



“James is one of the hardest working patients that I know. He never said no. He always did what I asked him to do,” describes Sara. “But it was truly a family effort. His family was such an important part of the process as well. His world had been very small with such limitations but with his renewed mobility, he was able to open up his world more. It was pretty special to witness such a transformation.”

(Above and upper left) Sara works with James on his goals of walking longer distances and doing stairs. (Lower left) Therapy has been a family effort, as James is surrounded by his parents, Lynda and Jeff, his significant other and his physical therapist, Sara.

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CURATIVE CARE KEY STRATEGIC INITIATIVES



Quality

- ★ Earned a three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).
- ★ Achieved recertification in Home and Community-Based Services (HCBS).
- ★ Attained 100% compliance with federal indicators in the Birth to Three program.
- ★ Strengthened compliance oversight through expanded monitoring and quality improvement responsibilities across programs.
- ★ Completed HIPAA and risk assessments aligned with HITRUST standards, while implementing prioritized HITRUST security controls to safeguard data.
- ★ Refined organization-wide performance metrics and expanded KPI dashboards to drive consistent service excellence.
- ★ Standardized core service-related training, including customer service, medication administration, CPR and emergency preparedness, with annual renewals required.
- ★ Delivered over 3,000 hours of formal workforce training to elevate service quality.
- ★ Enhanced continuous improvement processes through data-driven decision-making.
- ★ Updated the Emergency Preparedness Plan and Hazard Vulnerability Analysis, and actively participated in county and state emergency planning exercises.
- ★ Deployed secure digital storage solutions for billing and finance operations, improving efficiency and accuracy.
- ★ Increased community engagement in Adult Day Services by 10% through expanded outings and activities.



Talent Management

- ★ Recognized with the 2024 Top Workplace Award by the Milwaukee Journal Sentinel.
- ★ Expanded workforce by 11%, successfully completing the 2024 hiring plan and finalizing staffing plans for 2025.
- ★ Implemented a structured onboarding process with standardized checklists for all roles.
- ★ Achieved strong employee engagement, with 87.3% participation in the annual survey.
- ★ Launched leadership development and mentorship programs to build internal talent pipelines.
- ★ Expanded leadership capacity by promoting internal talent into newly created roles, including Training Lead, Assistant Manager, Manager and Quality Lead.
- ★ Advanced professional development with certifications in Infant Mental Health and other specialized fields.
- ★ Enhanced employee well-being initiatives to promote work-life balance and holistic health.
- ★ Recognized employee contributions through engagement activities and milestone anniversary celebrations.
- ★ Broadened recruitment efforts through strategic partnerships to attract top, diverse talent.
- ★ Maintained inclusive employment practices, with over 80% of staff in Commercial Landscape and Assembly Services being individuals with disabilities.
- ★ Strengthened leadership accountability with defined performance drivers for all supervisory roles.



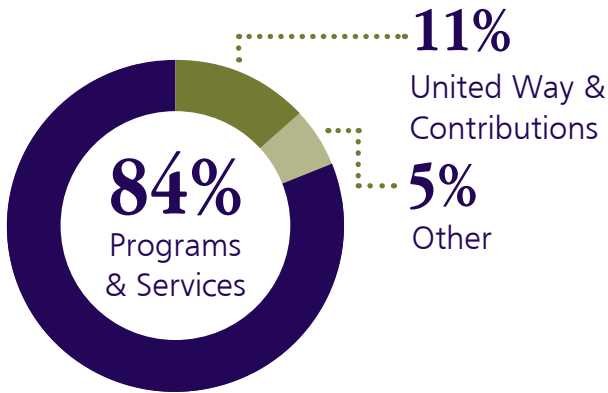
Sustain and Grow

- ★ Expanded services by launching an Adult Outpatient Rehabilitation Program, offering physical and occupational therapy for post-surgical care, mastectomy recovery, hand therapy, lymphedema treatment and sports-related injuries.
- ★ Increased therapy visits at Curative New Berlin Therapies by 64%.
- ★ Grew the Children's Long-Term Support Program, adding five new staff to serve more children and families.
- ★ Increased client access across multiple service areas by reducing barriers to admission.
- ★ Strengthened customer service through the creation of a dedicated Customer Service Liaison role.
- ★ Expanded the compliance program with broader oversight and enhanced performance metrics.
- ★ Improved operational efficiency with DocuSign, reducing mailing costs and expediting documentation.
- ★ Strengthened community partnerships through events such as a community blood drive with the Junior League of Milwaukee and advocacy walks with Best Buddies and the Down Syndrome Association.
- ★ Hosted the organization's 105th Anniversary celebration, recognizing clients, supporters and programs.
- ★ Enhanced visibility through participation in transition coordinator initiatives, disability awareness activities and professional conferences.

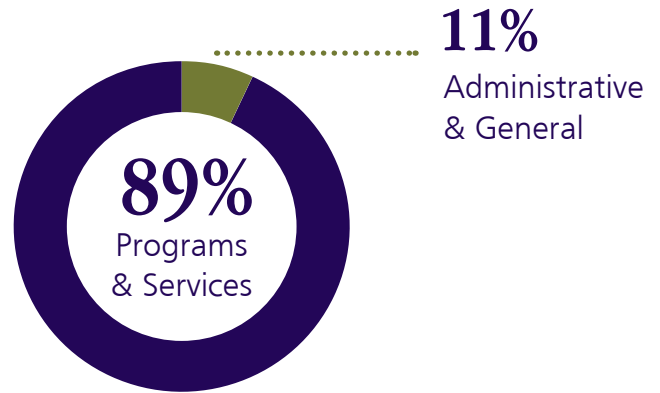
FINANCIALS

As of December 31, 2023

Sources of Funds



Use of Funds



Amounts for 2024 are unaudited as this report was prepared before completion of the annual audit.

Curative Care Network Board of Directors

Matthew McBurney, *Chairperson*

Jenny Hart, *First Vice Chairperson*

Joy Gravos, *President*

Dan Brenton, *Treasurer*

Marita Stollenwerk, *Secretary*

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Susan O'Connell, *Member*

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Joy Gravos, *Executive Vice President*

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Thomas Kosler, *Member*

James Maslowski, *Member*

William Starr, *Member*

Carmen Witt, *Member*

COMMUNITY-BASED SERVICE LOCATIONS

CURATIVE – 92ND STREET

1000 N. 92nd Street
Milwaukee, WI 53226
414-259-1414

Available Services:

Adult Day Services
Birth to Three Services
Children's Long-Term
Support (CLTS) Services
Outpatient Children's Therapy

CURATIVE – COMMERCIAL SERVICES

1647 S. 101st Street
West Allis, WI 53214
414-257-4057

Available Services:

Assembly/Production Services
Landscaping Services

CURATIVE – FOND DU LAC AVENUE

2607 W. Fond du Lac Avenue
Milwaukee, WI 53206
414-263-6732

Available Services:

Adult Day Services

CURATIVE – FOREST HOME

6700 W. Forest Home Avenue
Milwaukee, WI 53220
414-342-7000

Available Services:

Adult Day Services

CURATIVE – MENOMONEE FALLS

W187N8661 Maple Road
Menomonee Falls, WI 53051
262-251-8670

Available Services:

Adult Day Services

CURATIVE NEW BERLIN THERAPIES

1000 N. 92nd Street
Milwaukee, WI 53226
262-782-9015

Available Services:

Aquatic Therapy
Augmentative and
Alternative Communication
Occupational Therapy
Physical Therapy
Speech-Language Pathology

CURATIVE THERAPY SERVICES

1000 N. 92nd Street
Milwaukee, WI 53226
414-479-9270

Available Services:

Physical Therapy
Occupational Therapy
Speech-Language Pathology



Curative is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), the gold standard in accreditation for rehabilitation facilities. CARF has awarded a full three-year accreditation through October 2027 to Curative's Adult Day Services.

Learn more about all of Curative's services:

Call **414-259-1414** or visit **curative.org**





1000 N. 92nd St. • Milwaukee, WI

Curative Care Network, Inc. • Curative New Berlin Therapies, LLC • Curative Rehabilitation Services

Curative Rehabilitation Center • Milwaukee Rehabilitation Center



Greater Milwaukee
& Waukesha County