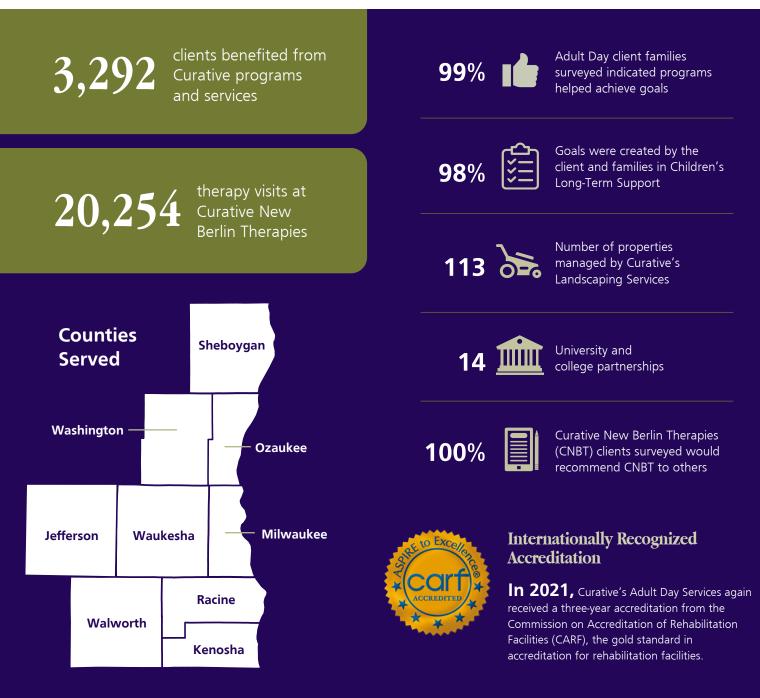




Curative Care

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2022 COMMUNITY IMPACT



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

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.

LETTER FROM OUR PRESIDENT & CEO

Persevering and thriving in 2021

Helping people thrive is the goal of each and every team member at Curative, regardless of their role. Our teams continued to deliver high-quality, exemplary care during the year, despite the ongoing pandemic. The teams embraced working with each client in the most effective and efficient way possible, addressing each client's individual goals, resulting in successful outcomes, some of which are contained within this report. This approach, done with compassion, has allowed our clients to thrive.

"The teams at Curative have demonstrated compassion, empathy, patience and a determined spirit, passionately focusing on what our clients and families need."

The need for our services continues to grow

We know the need for our services continues to grow. We have seen the number of families we serve increase to pre-pandemic levels and above in Children's Long-Term Support and the Birth to Three programs. We also continue to see increases in the number of clients returning to our Adult Day programs, seeing the highest volume since the pandemic started. As our programs grow, so do our teams. With a strategic focus on recruitment and retention, we increased the number of employees by 30% during the year.

Accreditation and certifications recognizing Curative's commitment to regulatory compliance and quality of care

Curative earned many certifications and accreditation during the year. Curative achieved a three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation, which is the gold standard and highest level that can be achieved. Curative also achieved Medicare certification in all Adult Day sites, as well as Home and Community Based Certifications (HCBS). These accreditation and certifications are a result of adherence to regulations and quality of program delivery.

Community partnerships have been the cornerstone of Curative's success for over 100 years

Curative continues to collaborate with other organizations, many of whom have been a part of Curative's rich history for decades. When our relationship with the United Way of Greater Milwaukee and Waukesha Counties started in 1926, no one could have imagined how it would impact our programs and in turn our client's ability to thrive over 90 years later. Additionally, the Junior League of Milwaukee, one of the original organizations involved with Curative at the beginning in 1919, still continues to support and work collaboratively with Curative. We also celebrate our partnership with the Kiwanis Club of Milwaukee who created the Kiwanis Foundation in 1947 to support Curative's treatment program for children with cerebral palsy. Today they continue to support Curative in a variety of ways, including donating toys for children and through the Aktion Club, a service club for adults with disabilities. We are grateful for the support of these organizations and for the support of many donors who continue to help Curative through our annual campaign, Friendsgiving and in other ways.

Passion is the key

Lastly, Curative's board of directors are extremely dedicated – always willing to lend a hand when needed and passionate about the organization and our mission. The teams at Curative have demonstrated compassion, empathy, patience and a determined spirit, passionately focusing on what our clients and families need. I am proud and appreciative of the support from the board and for our committed team members and generous donors, funders and community partners for truly making a difference in the lives of others by helping our clients thrive. They are the reason Curative is the amazing place that it is.

Joy Gravos

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



(Above) Sami, a Curative physical therapist, helps Atty reach his goals of learning to stand independently and walk. (Right Top) Therapy is a family activity as Amanda, Atty's mom, gets involved. (Right Bottom) Atty is mastering walking with the aid of a Crocodile walker.

OUTCOMES

2021 Birth to Three Services: Our service coordinators, pediatric therapists and early childhood education teachers partner with families and medical teams to identify goals for each child.

Improving the function and quality of life for the children and families we serve is a top priority.



Effectiveness

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



Effectiveness

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

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ATLAS (ATTY)

"An absolute force to be reckoned with!" These are powerful words to depict a boy who is not yet three, but that is exactly how Ryan describes his son Atlas, or Atty as he affectionately calls him. "He has such a strong heart and strong willpower to accomplish his goals. He is absolutely inspiring," Ryan adds.

Atty was diagnosed with spastic diplegia shortly after he turned one, a diagnosis that has presented a lot of challenges for him. He was late to crawl and sit up, and now he is working on walking with the help of early intervention through Curative Care's Birth to Three physical therapy program. While Atty may be the one in the Birth to Three program, it is clear to his parents, Ryan and Amanda, that his therapy is a family affair.

"There is not a therapy session where his mom or I are not part of it," explains Ryan. "We literally sit with Sami, our therapist, or rather Atty's therapist, and work with her and Atty through all the exercises we are doing for that day. We also talk extensively about Atty's goals and what are the best ways to help him accomplish them."

"It has been a blessing working with Atlas and his family! He has come from working on sitting by himself to now independently walking with a reverse walker all over his house. He loves to play and learn through problem solving. His parents are a wonderful example of how to carry over activities and brainstorm ways to incorporate activities throughout their lives," explains Sami, his physical therapist.

Sami has made the process really easy for the family. They appreciate just being able to contact their therapist at any time. "She has been really great, really flexible. I don't think there has ever been a point where we have felt lost or without direction."

"When we have a question, like Atty has changed his behavior for a certain exercise or something, and we can just contact Sami and she will give us tips during the week," adds Ryan.

Ryan appreciates how Curative has helped them understand that their experience as parents was not going to reflect the typical experience that they might have expected going into parenthood. "We had to learn that we had to be flexible with our parenting, specifically with the needs of our children," explains Ryan. Sticking with the exercise schedule for physical therapy, for example, was difficult at first for Ryan and Amanda, but with the help of Atty's therapist, they were able to make some adjustments and to adapt really well to it.

And, when the whole team, including the family, gets involved, it is clear that the sky is the limit for children like Atty.

WHAT DOES BIRTH TO THREE SERVICES OFFER?

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.



8% Client Experience

98% 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 the staff listens and responds to questions and concerns.

WHAT DOES ADULT DAY SERVICES OFFER?

Adult Day Services provides programming at communitybased 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.

MICHAEL

Michael has been a participant in the Fond du Lac Adult Day Services at Curative Care for over three years. While Michael gets a great deal out of Adult Day Services – enjoying and learning different things – he tends to give back even more. "Michael has been an asset to the program, helping both staff and peers," explains Derrick, program specialist at the Fond du Lac location.

That is no surprise to his mother, Stacey, who laughs that Michael is "so helpful, sometimes he can be too helpful." But in all sincerity, she adds, "He is a people person. Everybody who meets Michael just falls in love with him because he is such a sweet, kind-hearted, caring person."

When Michael first came to the Fond du Lac Adult Day program, he set personal goals. "When he first attended our program, he expressed an interest in learning how to grow friendships," describes Mary, the senior program coordinator. "Over the past few years, he has done just that! He's become helpful in welcoming new clients, too."

As an avid checkers player, Michael often challenged the team to games until he became unbeatable. He has also shared his love of the game with his friends in the Adult Day program. He and the team held several classes in beginner checkers to help others learn the game. Giving individuals the opportunity to explore their interests is a fundamental part of the program. The team helped Michael learn about the meaning of Black History Month and the inventions that African Americans have contributed to our country.

"Michael then played an integral role in planning, preparing for and presenting at our Annual Black History Month program," adds Derrick.

"He enjoys reading, writing and advanced math, and he practices these skills daily." Watching Michael work on his goals, advancing his skills and working with others along the way has been beneficial to everyone.

His mom can certainly tell he enjoys his time at Adult Day services. "He always has something to tell me when he gets home," adds Stacey. "Including how he likes to help to keep the cafeteria clean. He is always doing things like that."

Adult Day Services is so much more than a safe place to go during the day. Michael has learned it is a place to build friendships, explore your interests and make a difference. Renee, another program specialist at the Fond du Lac location, shares, "Michael has a very strong support system. He has been provided a good foundation for learning and for positive interactions with others. We all benefit from Michael being at Curative."

Effectiveness

99% of client-family survey respondents agreed or strongly agreed that the program has helped/is helping them to achieve established goals.



Effectiveness

98% of client-family survey respondents reported being involved in decisions of services received.



(Above) Michael is happy to play a game of checkers with staff or other clients at Adult Day Services. (Left) Renee, a program specialist at the Fond du Lac location, appreciates the positive energy Michael brings to the program.

OUTCOMES

2021 Adult Day Services: Our program coordinators and program specialists involve clients, family and other stakeholders in the goal-planning process and in progress updates.

We measure goal attainment because we are committed to improving the function and quality of life for our clients and their caregivers.

Operation Client Experience

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



Client Experience

99% of client-family survey respondents agreed or strongly agreed or strongly agreed that Curative provides a joyful atmosphere where people of all abilities can thrive.

CHILDREN'S LONG-TERM SUPPORT SERVICES

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OUTCOMES

2021 Children's Long-Term Support Services: Our team works with children and their families to get to know them and to foster their health and independence at home and in the community.

We are committed to a process of continuous improvement, communication and building trusting relationships with those we serve.

WHAT DOES CHILDREN'S LONG-TERM SUPPORT SERVICES OFFER?

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.

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JEDEDIAH

Jedediah is an active 12-year-old with a wide array of interests. He loves riding his bike, swimming in the deep end of the pool, visiting with his grandma and playing with horses. While for Jed it is all about having fun – his mom, Ann, knows that many of these interests developed out of programs made available to him through the Children's Long-Term Support (CLTS) Waiver program and are designed to help him develop physically and socially. Jed and his family participate in the CLTS program at Curative Care, which is open to children who are Milwaukee County residents. The Curative team works with the children and their families to help them maximize access to vital community resources that will help meet the child's needs and goals.

Ann is thankful for all the resources that have been made available to them through CLTS. "I just knew that with a child with Down syndrome it was important to start early on to get as much intervention for him as possible. We wanted to make sure we got Jed support for his social development, language development and physical development, to help him be the best he can be," explains Ann.

The resources available to Jed's family have varied over the years. Sometimes it includes things like a Discovery World pass and a Zoo membership. The latest excitement for him is his adaptive bicycle that allows him to participate in family bike rides. The adaptive bike has been a fun way to increase his exercise and gives him a skill he will have for life.

"It has been such a pleasure working alongside Jed and his family to coordinate services that assist in meeting his individualized goals. I love hearing about the progress he makes through participating in activities such as swim lessons, equine therapy, and riding his adaptive bicycle," explains Lauren, the CLTS manager.

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"The dedication Jed's family has towards providing him opportunities to thrive is amazing to see, and I am grateful that the CLTS Waiver can be a small part of that," adds Lauren.

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Jed's family also uses respite services provided through the CLTS program so that they can attend to the activities of their other children. Ann shares, "I feel really happy that I can leave Jed at my mom's house for a little bit and know that I can come back and he is happy to see me."

Ann has advice to parents of children with special needs in the CLTS Waiver program. "If you think something might help your child, ask for it," says Ann. "You never know what it might be that helps your kid succeed."

(Left) Jedediah enjoys riding the adaptive bike he received through the Children's Long-Term Support (CLTS) Waiver program. (Above) Lauren and Tessa, CLTS managers at Curative, help Jed and his family utilize the CLTS program to meet Jed's needs.



Effectiveness

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



Client Experience

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



Effectiveness

96% of child-family survey respondents agreed or strongly agreed that the staff includes them in decisions about services received.



Client Experience

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

If you asked Jeff what gets him out of bed in the morning, it would be hard for him to choose between his love for Wisconsin sports teams or his job at Curative Commercial Services.

According to his mom, Sandra, since joining the Landscaping and Maintenance Services at Curative, Jeff has just blossomed. "He gets himself up at 5:30 every morning, raring to go," she shares.

"He just loves, loves, loves going to work. Like every other man, he now has an occupation and that brings him so much pride" adds Sandra.

As part of the Landscape team at Curative, Jeff has learned many new skills from how to use and maintain the various pieces of equipment and how to work as part of a team to accomplish a goal. He operates line trimmers, push mowers, leaf blowers, and he has done some training on the larger commercial grade mowers.

JEFF

"Jeff is a very hard worker, and he will enthusiastically do anything that is asked of him," shares his supervisor, Gary. "He loves to help his co-workers whenever he can." The Commercial Services program at Curative provides employment year-round. When the landscape program shuts down for the winter, employees like Jeff work in the Assembly Services during those months on a variety of jobs. "Jeff has done numerous assemblies and specific jobs that use pneumatic hand tools and an arbor press," continues Gary. "He also helps with snow removal."

Jeff brings his passion for Wisconsin sports teams to work with him. Always professional, Jeff wears his uniform on the job site, but switches to his Brewers, Bucks, Packers or Badgers hats for the ride between sites. "His job and then sports are the second thing in his life," adds Sandra.

"What this program has given him is pride and having a purpose," concludes Sandra. "And, for me, a fantastic part of this program is that he not only goes to work and has a specific job to do, but he has the proper supervision he needs. They are such wonderful people at Curative."

For Jeff, though, the fantastic part is that he doesn't have to choose between his job and Wisconsin sports teams – he can love and enjoy them both.

(Above) Jeff has learned to use many types of landscaping equipment through his employment at Curative's Landscaping and Maintenance Services. (Right) Jeff (left) and his supervisor, Gary, (right) provide outdoor maintenance for Curative's landscape clients.

WHAT DOES COMMERCIAL SERVICES OFFER?

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.

COMMERCIAL SERVICES

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ROADSIDE FACILITY STRFF



(Above) Torin climbs the slide at Curative New Berlin Therapies gym. (Right) Emily, an occupational therapist at Curative, helps Torin work on fine motor tasks as part of his session at Curative.

OUTCOMES

2021 Curative New Berlin Therapies: Our skilled therapists work with infants, children, teens, adults and families to help address developmental, neurological and orthopedic therapy needs.

We measure client feedback regarding our knowledge, skill and responsiveness because we are committed to improving the function and quality of life for the individuals we serve.

100%

Effectiveness

100% of client-family survey respondents reported they would recommend CNBT to others.



Effectiveness

99% of client-family survey respondents agreed or strongly agreed that their therapist includes them in developing the treatment plan.

TORIN

Like any five year old, Torin is eager to learn about the world he lives in. But it was often frustrating for him – and his mom, Denee – until they came to Curative. You see, Torin has autism and is cognitively delayed, and that was making it difficult for him to express his needs and interests.

"Since we joined the Curative team, my son has been able to communicate and understand the world way faster than I could [have taught him] alone. Curative has done so much for me too – by educating me as the parent," shares Denee.

She likes how they give her a plan to take home and implement so that he is not only flourishing at Curative but also in his daily life. "I know how to follow through with what my son is learning and build the bond of communication with him." Denee shared that since coming to Curative, her son has made more gains in six months than he had in years elsewhere.

Emily, Torin's occupational therapist at Curative New Berlin Therapies (CNBT), has helped Denee understand that certain stimuli can be overwhelming to him and make it hard for him to focus. "When I first started with Torin, he was difficult to engage and preferred solitary play and did not like when others attempted to engage in his play ideas," explains Emily. "He demonstrated significant sensory seeking behaviors, which impacted his functional participation and engagement in play and self-care tasks. A client-centered approach has worked well for Torin. He is a child that benefits from fine motor on-the-go tasks where movement is incorporated to maximize his attention, engagement and participation with tasks and activities." With Emily's help, Denee has learned how to assist Torin with emotional regulation and how to redirect his behaviors, so he doesn't get so frustrated. Torin has since had a significant reduction in meltdowns and behaviors.

Torin also works with Rachel, a speech therapist at CNBT, and has become more proficient with utilizing a communication device. This has led to more self-advocacy and less frustration because he is able to express his needs, wants and desires. After working with Niki, an occupational therapist at CNBT to address picky eating concerns, Torin has reduced rigidity around foods and has expanded his food repertoire. By using a collaborative approach, Torin's therapists and his family have been able to maximize his rehabilitation potential across all environments.

Denee shares that as a parent, you can't be shy about asking questions and reaching out for help. She is grateful that Curative has helped her understand what to prioritize in Torin's therapy in order to help him succeed and grow. Curative New Berlin Therapies has provided the tools for Torin and his family to express and understand his wants and needs and to process stimuli so he can thrive in his daily life.

WHAT DOES CURATIVE **NEW BERLIN** THERAPIES OFFER?

Curative New Berlin Therapies is a certified rehabilitation agency providing physical, occupational, speech/language and oral motor therapy, as well as massage 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.



100% Client Experience 100% of client-family survey respondents agreed or strongly agreed that their therapist responds to their questions and concerns.



100% of client-family survey respondents agreed or strongly agreed that their therapist is both knowledgeable and skilled.

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2021 CURATIVE CARE KEY STRATEGIC INITIATIVES



Delivery of High Quality Services

- Achieved three-year Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation, which is the gold standard and highest level of accreditation possible.
- Completed Medicare Certification in all Adult Day site locations.
- Succeeded in being awarded Home and Community Based Certification (HCBS) in all Adult Day sites.
- Established a robust compliance program.
- Rolled out anonymous third party compliance hotline.
- Standardized compliance metrics across all business lines.

Expanded survey distribution to more families and clients to obtain feedback about performance and support.

Specific education and certification to expand expertise of our team members, including social emotional grant participation, infant mental health certification and NDT certification.

Expanded programs for clients at CNBT to include Vestibular and Sensory treatment and expanded the Handwriting Without Tears program.

- Selected new Electronic Health Record for Curative New \mathbf{N} Berlin Therapies.
- Hosted over 100 therapy students who were completing \mathbf{N} their clinical and/or practicum experience.
- When surveyed, families who utilize Curative New Berlin $\mathbf{\mathcal{N}}$ Therapies (CNBT), 100% of respondents indicated they would refer to CNBT.
- Increased efficiency while decreasing cost and waste through implementation of electronic faxing.
- Recognized by United Way of Greater Milwaukee and Ø Waukesha County through their selection of an Adult Day client to represent significant program impact in our community during their annual campaign.
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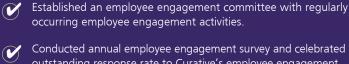
Partnered with 14 academic institutions for student interns and service-learning student experiences.



Dedicated over 200 hours of training to Infant Mental Health Certification in Birth to Three.



Talent Management



occurring employee engagement activities.

Conducted annual employee engagement survey and celebrated outstanding response rate to Curative's employee engagement survey with 85.3% response rate (17% above benchmark of other organizations in our business space).



Two individuals from Commercial Services obtained community employment.



Expanded relationship with schools, increasing the number of individuals trying community employment at Curative's Commercial Services division.

Team members demonstrated their passion for learning, with over 2,000 course completions in our online Learning Management System.



Standardized orientation/onboarding to provide positive new hire experience.



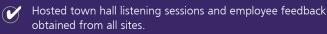
Developed and executed talent acquisition plan, including the hiring of a full-time recruiter to fill critical needs in programs experiencing growth, thereby increasing Curative's ability to help more families.



Broadened recruitment reach to target audiences to source and attract top talent.



Implemented Employee Newsletter to maintain communication with employees and other stakeholders.





Sustain and Grow

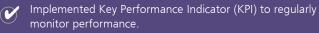
Expanded Children's Long-Term Support Program by 26%, serving more clients and their families.

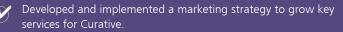


Developed and initiated comprehensive fund development strategy.

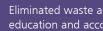
Eliminated unnecessary contracts and renegotiated rates to reduce cost.





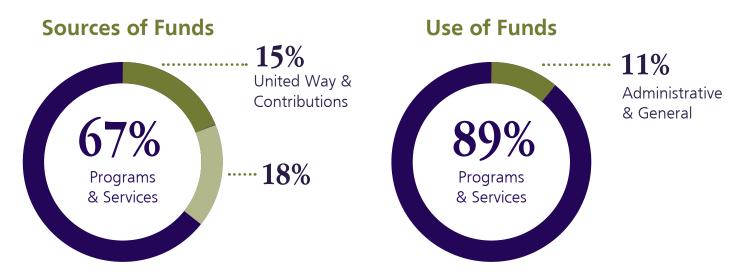


Streamlined and documented processes to ensure compliance and continuous process improvement.



Eliminated waste and reduced unnecessary spend through education and accountability.

FINANCIALS



Amounts for 2021 are unaudited as this report was prepared before completion of the annual audit.

Curative Care Network Board of Directors

Matthew McBurney, Chairperson Jennifer Hart, First Vice Chairperson Joy Gravos, President Dan Brenton, Treasurer Paula Rhyner, PhD, Secretary

Steven Barney, *Member* Stephanie Derks, *Member* Victoria Kies Garoukian, *Member* Peter Glaser, *Member* George Hinton, *Member* Tom Nackers, *Member* Susan O'Connell, *Member* Ryan Parsons, *Member* Marita Stollenwerk, *Member*

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C. Frederick Geilfuss, *President* Peter Bruce, *Vice President* Joy Gravos, *Executive Vice President* Steven Swanson, *Treasurer* Julie Petri, *Secretary*

Paul Ayers, *Member* Steven Barney, *Member* Carolyn Bolton, *Member* Kenton Fritz, *Member* Kristofor Hanson, *Member* Thomas Kosler, *Member* James Maslowski, *Member* William Starr, *Member* Carmen Witt, *Member*

COMMUNITY-BASED SERVICE LOCATIONS

Curative Care

Curative New Berlin Therapies, LLC

Curative Rehabilitation Services

Curative Rehabilitation Center

Milwaukee Rehabilitation Center

1000 N. 92nd St. Milwaukee, WI



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:

Physical Therapy Occupational Therapy Speech/Language and Oral Motor Therapy Massage Therapy Aquatic Therapy

Learn more about all of Curative's services: Call **414-479-9254** or visit curative.org



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 2024 to Curative's Adult Day Services.