



CHILDREN'S THERAPY CENTER

Impact Report

2019-2020



It is my great pleasure to share with you CTC's annual Impact Report.

This is an opportunity to express our enormous thanks and gratitude to you for your dedication to the care of children with special needs. Because of you, nearly 3,000 children were able to reach their developmental milestones last year. And they were able to do it in spite of a pandemic!

From a spectacular party celebrating 40 years of service, to our renewed commitment to providing equitable services to families, to the sudden and unexpected need to transition our services to telehealth when the pandemic hit, it has been a year of extraordinary growth and change. One thing that didn't change? Our commitment to helping children with special needs reach their own unique potential. I am so proud of our staff and the families we serve for their resilience in the face of the significant challenges 2020 brought. We all kept children front and center - exactly where they belong.

Thank you for being a part of the CTC community and for helping transform the lives of children with special needs.



Barry Gourley

Barry Gourley, CEO



Success with Telehealth!



Franklin and Michael are brothers with autism and a strong competitive streak.

Both boys have made remarkable progress this year in spite of the challenges of receiving services remotely via telehealth.

"They absolutely love their remote therapy sessions at CTC," says their mother, Cecilia.



Success with Telehealth! *(continued)*

Nine-year old Franklin's favorite activity is making slime for a chemistry experiment.

The activity helps him practice his hand-eye coordination and tolerance for different textures and smells. Younger brother Michael, who at age 6 is still largely non-verbal but making huge progress in speech therapy, also has a new skill: hugging his brother after years of avoiding any interaction. Franklin and Michael look forward to participating in each other's therapy sessions, too, where they challenge each other to do better.

Their mother, Cecilia, is grateful that CTC's services didn't stop when the pandemic started. "My kids have actually done better with telehealth," she says. "They are at home, so they don't get as easily overwhelmed. When they need a time out, they can retreat to their tent for relief or play with their familiar squishy toys." She recommends to other parents that they give telehealth a try. "I consider it a stepping stone to help build and maintain our connection to our child's therapist once in-person services resume."



: Strategic : Planning

In the fall of 2019, CTC began a strategic planning process designed to chart a course for the next few years.



While the pandemic interrupted our work, we did identify many areas of focus, including:

- 1 Continue to be a **leader** in providing quality pediatric therapy for children with special needs
- 2 Create **opportunities** for communities to engage with us and support our mission
- 3 Assess our communities and their needs, and **grow** our staff and capacity to meet those needs
- 4 **Diversify** our environment, materials and staff to meet the needs of the families we serve
- 5 **Elevate** the family voice in the diverse communities we serve
- 6 Develop more community **partnerships** to support families holistically
- 7 Continue to build systematic quality assurance programs to support **excellence** in clinical service and support
- 8 Develop more **funding** sources to support programs for children ages 3+ and build capacity for growth
- 9 Proactively **advocate** and lobby for support for our programs and services

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2019-20**

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40th Birthday Celebration

Children's Therapy Center celebrated 40 years of service to children with special needs in 2019! We hosted a birthday party at the Renton Pavilion in addition to kid-friendly parties at each of our four centers in Kent, Burien, Tacoma and Maple Valley. The birthday party on Saturday, September 21 was an opportunity to bring everyone in the CTC family together again – current and former parents and staff, board members, and community members invested in CTC. What a celebration it was!

Telehealth

As the spread of COVID-19 intensified in early 2020, CTC quickly recognized that providing in-person services would be impossible without jeopardizing the health of the children and families we serve as well as that of our staff. Our response was to shift to a telehealth model to deliver all of our therapy and classroom services. While CTC had begun exploring the benefits of telehealth prior to the pandemic, the onset of COVID-19 accelerated our timeline. Using Zoom and a laptop, our providers began offering telehealth virtually overnight in mid-March 2020.

Telehealth has transformed the way CTC delivers services to families by enabling providers to focus even more on coaching parents through activities and strategies they can use at home to support their child's development. While it's not a substitute for in-person therapy, we anticipate that we will continue to offer telehealth services in some capacity even after the pandemic subsides.



Program Highlights **Equity**

Did you know that of the nearly 3,000 children we served last year that 50% were children of color, 25% were Hispanic/Latino, and almost 30% are dual language learners? The diversity of the population CTC serves in south King and Pierce counties is remarkably rich. It is essential that we provide these families the culturally and linguistically appropriate services they need and deserve.

Several years ago, members of CTC's staff created a committee to evaluate our progress in making services more equitable and diversifying our staff and program materials. One significant result of their work was the decision to offer every staff and Board member the opportunity to attend a 2-day equity training workshop provided by King County.

Over the past year, the equity team has grown in membership and in its deep commitment to diversity, equity and inclusion (DEI) at CTC. The team supported staff gatherings last summer in solidarity with the Black Lives Matter protests; facilitated racial caucusing discussions among staff; and examined ways in which we can improve our outreach and communication to all families. As the pandemic unfolded, the team also studied the effects of telehealth on families of color and monitored services for signs of disparity in accessibility. We have added a Diversity, Equity and Inclusion (DEI) consultant to our staff to help us continue making progress in the future.



Who We Serve

The diversity of the population CTC serves in south King and Pierce counties is remarkably rich. It is essential that we provide these families the culturally and linguistically appropriate services they need and deserve.

Our Funders

In 2020, we saw our generous grantors offer relief funds and greater flexibility with expenditure of their usual gifts. This allowed us to adapt to the changing landscape as a service provider and support immediate needs.

To help CTC make the transition to telehealth and weather the pandemic, the Medina Foundation, the Liberty Mutual Foundation, the Rotary Club of Renton, Rotary #8 of Tacoma, and NW Children's Fund contributed an incredible \$56,500 in general operating and COVID relief funds, which has given us the flexibility to use the funds where we need them most.

Thanks to the generosity of our funders, between March and June 2020, we were able to provide over 15,000 telehealth visits to over 1,400 children with special needs, ensuring that these children could continue to learn the skills they need to be able to walk, talk, eat, play, and be ready for school.

CTC is grateful to the following funders for their support during our 2019-20 fiscal year:

Department of Community and Human Services - King County
Safeco Insurance Fund
Sound Credit Union
Alaska Airlines
Medina Foundation
Rotary Club Of Tacoma #8
NW Children's Foundation
Rotary Club of Renton
International Paper
Costco Wholesale Corporation
Open Doors for Multicultural Families
City of Burien
City of Covington
City of Des Moines
City of Tukwila
City of Kent
City of Auburn
City of Federal Way
United Way of Pierce County



Our Volunteers

This year, despite the pandemic, volunteers managed to generously give of their time and talents to support CTC and the amazing work being done with families. We are looking forward to greeting our wonderful volunteers in person later in 2021!

Our volunteers help shape CTC into a special place year after year. Thank you for your continued support and for partnering with CTC! Below is a sampling of volunteer projects during 2019-20.

- Assisting in Social Skills, Fitness Center and Gymnastics groups
- Assisting in KPL community playgroups
- Childcare for parent education classes
- Helping prepare/make crafts for therapy sessions
- General cleaning and organizing of sites
- 40th Birthday Celebration
- Annual Trick or Suite
- Childcare for Parents' Night Out
- AllianceBernstien Day of Service: Accounting House Parking Retaining Wall Project
- Microsoft UWKC Day of Caring: Maple Valley Landscaping and Painting Project
- Eagle Scout Service Project: Burien Clean Out
- Childcare for Woven Together Parent Advisory Meetings
- Childcare for CTC strategic planning family focus groups
- Hosting CTC table at resource fairs
- Helping to verify information for our community resource guide
- Making homemade PPE masks and gowns
- Translating handouts for at home activities

The Power of YOU!

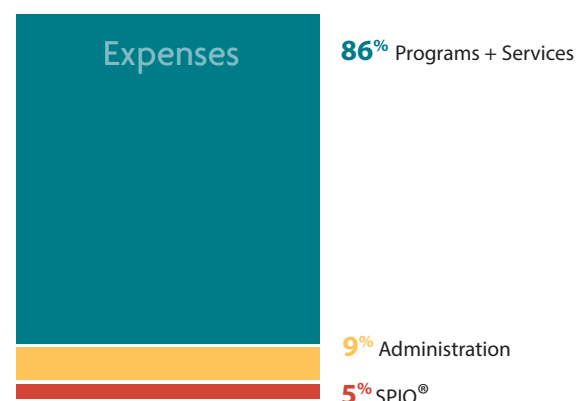
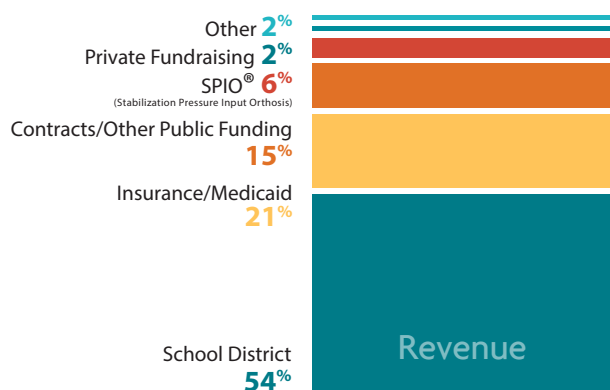
2020 was a triumphant year for fundraising at CTC given that many individual donors faced financial uncertainty of their own. There was also increased competition amongst non-profits for relief funds. We are grateful that thanks to donations, our operations were able to remain stable and we could continue carrying out our mission.

Unexpected expenses increased sharply with the onset of the pandemic and the need to rapidly pivot to providing services via telehealth. Your support enabled us to meet this challenge. Your continued support will allow us to maintain the quality of our telehealth services while ensuring they are accessible to all the families we serve.

In 2020, your support allowed us to serve 2,934 children representing a total of more than 56,000 services!

Revenue + Expenses

CTC has long sought to diversify its revenue stream. We rely on federal, state and municipal support; medical insurance reimbursements; proceeds from the sale of SPIO® orthoses; donations from individuals; and revenue generated from income properties.





CHILDREN'S THERAPY CENTER

KENT

10811 SE Kent-Kangley Rd.

TACOMA

8717 S Hosmer St.

BURIEN

127 SW 156th St.

MAPLE VALLEY

29020 216th Ave SE

ctckids.org

