



Annual Report **2019**

Behind the Scenes

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Our Purpose

To change the way the world defines and views disability by making profound, positive differences in people's lives every day

Behind the Scenes

For over 80 years, we have been actively engaged in helping individuals with disabilities achieve their greatest levels of independence. Independence is what inspires us, motivates us, drives us; independence is what we celebrate with those who come through our door.

Independence does not happen quickly; it can take many years. It can fluctuate — it can improve — it can decline. Behind every independent moment at Easterseals Crossroads is a team who plans, practices, encourages, guides and celebrates — a team who stands with our families and spends many behind-the-scenes hours in preparation for a moment of independence.

Behind the scenes is where all the good stuff happens. It is where a teenager with autism gets behind the wheel for the first time; the first independent drive can be many months later. It is where a child with cerebral palsy takes her first independent step after years of therapy. It is where a young adult with a learning disability earns his first paycheck after 12 months of looking for that first job.

It takes a community to support our behind-the-scenes work.

We rely heavily on our devoted staff who share our mission to make profound, positive differences in people's lives every day. In addition to our staff, **we cannot thrive without our partners, sponsors, advocates, volunteers, supporters and donors.** We cannot do what we do without support from people who know that independence takes work, time and money; people who know that community support is what enables Easterseals Crossroads to do what it does best.



J. Patrick Sandy, President/CEO



Behind the Scenes By the Numbers

Services by Age

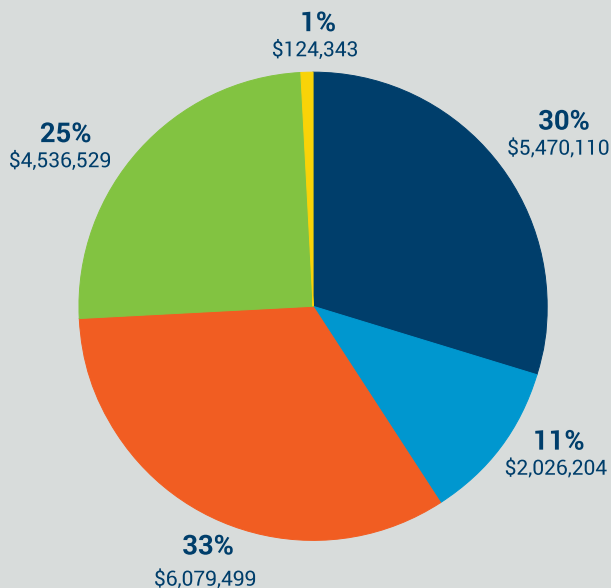
Year ending June 30, 2019

| | |
|---------|-------|
| 0 - 3 | 379 |
| 4 - 9 | 1,125 |
| 10 - 14 | 562 |
| 15 - 19 | 3,583 |
| 20 - 29 | 1,169 |
| 30 - 39 | 479 |
| 40 - 49 | 402 |
| 50 - 59 | 554 |
| 60 - 64 | 193 |
| 65 - 74 | 198 |
| 75 - 84 | 114 |
| 85+ | 98 |

Our Income

Year ending June 30, 2019

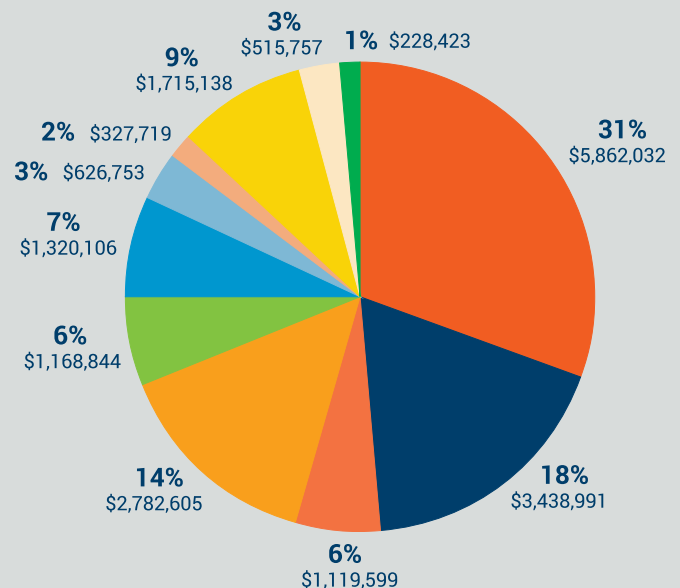
- Fees for Service (30%) *
 - Federal Grant Revenue (11%)
 - Contract Sales (33%)
 - Community Support (25%)
 - Other (1%)
- * First Steps
Indiana's Division of Disability
& Rehabilitative Services
Insurance
School Contracts
Medicaid



Our Expenses

Year ending June 30, 2019

- Crossroads Industrial Services (31%)
- Medical Therapy Services (18%)
- Community Day Supports (6%)
- Employment & Veteran Services (14%)
- Technology Services (6%)
- Autism Services (7%)
- Deaf Community Services (3%)
- Program Support Services (2%)
- Administration (9%)
- Operations & Maintenance (3%)
- Development & Fundraising (1%)



Easterseals Crossroads is an equal opportunity employer and service provider.

Easterseals Crossroads is a 501(c)(3) tax-exempt organization. Ending net assets as of June 30, 2019, were \$38,067,782.

Number of People Served

Year ending June 30, 2019

| | |
|--|--------------|
| Crossroads Industrial Services | 90 |
| Medical Therapy Services | 1,823 |
| Community Day Supports | 185 |
| Employment & Veteran Services | 3,588 |
| Technology Services | 1,686 |
| Autism Services | 677 |
| Deaf Community Services | 807 |
| Total Individuals Served (unduplicated) | 8,856 |



Behind the Scenes with Rachel

“Rachel was diagnosed with her disability as a child after recovering from meningitis,” said Rachel’s sister Georgena. As part of a close family, Georgena looks out for Rachel. “I’m many things to Rachel. I’m her sister; I’m her direct support staff; I’m her legal guardian. I’m her good friend and I handle her finances,” said Georgena.

After 25 years of searching for a day program where she could learn, have fun and gain independence, Rachel has found that place at Easterseals Crossroads.

Once they settled on Easterseals Crossroads as a day program, they were thrilled to once again entertain the idea of an independent living situation for Rachel. After years of various living situations from staying with Georgena to living with roommates to living in a group home, Rachel found an independent option near her sister.

Part of what made this living option a reality was technology recommended by Easterseals Crossroads’ INDATA program. INDATA program director Brian Norton evaluated Rachel’s needs and recommended options. “We were able to take smart home technologies and put them in Rachel’s home so that she can voice the need to turn on lights or music. Within the smart speakers, we

made reminders to do things like go to bed or start dinner,” said Brian.

Equally important to the helpful home technology, was the practice of living skills learned in the adult day program at Easterseals Crossroads.

“It gets a little emotional for us; we have been looking for the right fit for 25 years. Now we don’t need anything else. This [Easterseals Crossroads] is where we need to be,” said Georgena.

With independent living as a goal, Rachel has spent many hours working on home skills. “I like working on my handwriting, practicing my money skills and cooking with my friends,” said Rachel. “Rachel has gained so much confidence in her skills, which has been a huge part of reaching her goals,” said Tara Vajner, manager of adult day services at Easterseals Crossroads.

“It can be very challenging to find something that a person loves to do on a day-to-day basis. Coming to Easterseals Crossroads was like hitting the jackpot, because we had been struggling and pushing to find an activity Rachel would love,” said Georgena.

And both sisters have come to love Easterseals Crossroads with all the doors that have opened for them relating to independence. These two sisters are happy where they have landed.



Behind the Scenes with Ryder

Ten-year-old Ryder has made strides toward independence. Ryder has worked with physical, occupational and speech therapists at Easterseals Crossroads for seven years.

Ryder was born at 38 weeks. Doctors suspected that there would be some difficulties, but did not diagnose Fraser syndrome until several years later. Everyday life for the family includes ventilators, oxygen tanks and breathing machines; a nurse helps care for Ryder during the day. Ryder was intubated at birth; he is still fed via his feeding tube, and he is just now experiencing the freedom of being off his vent. “We were told that he would never come off the vent during his life, but he has done that,” said dad Dustin.

Ryder is no stranger to physical, occupational and speech therapy; the family has logged many weekly therapy appointments as well as practice at home. His goals since three have included learning to use his left hand to grab things and standing independently.

“Reaching a milestone can be a long process; we reach things, but they are more like yearly goals,” said Dustin.

“I would love to see Ryder walking independently within the next five years. I would love to be able to see him crawl into the car and car seat without us having to physically lift him. Those would be amazing milestones if we could hit those,” said mom Katy.

“People ask how we do all this; we are not sure what they mean. This is our normal; this is our life,” said Dustin.

And for the future? “We just keep going and put Ryder out there and live each day to the fullest. We’re not held back by disability,” said Katy.

“Easterseals Crossroads has been great; the consistency is amazing. Since we don’t know what the future holds, we just know what we can do now,” said Katy.

And the now is what Ryder’s family concentrates on. Ryder is taking supported steps with his gait trainer; he is communicating his needs and his personality through devices; he is reaching for things; and he is pulling himself up.

“We try not to let things limit us. Sometimes we have to modify what we do as a family, but we don’t let things slow us down,” said Dustin. Community support for children’s therapy services allows Ryder to continue to progress; his parents see continued therapy in his future, but are excited about the possibilities that each milestone brings.



Behind the Scenes with Jack

At 18 years of age, Jack is figuring out his future. With high school graduation behind him, he is just now discovering his options.

Elementary school was hard for Jack; he achieved all the developmental milestones, but he was very anxious. Professionals arrived at an autism diagnosis in the early school years.

"Jack had a hard time communicating with other kids. He had eruptions when things were too loud and he would sit under his desk," said mom Kim. "The school bell was so loud; every time it rang, it just made my ears feel like they wanted to pop off," said Jack.

As Jack transitioned to high school, his anxiety continued and his family worked with their school to identify resources.

"Sometimes I would be so out of control that they had to remove me from class. I hated to go to lunch; I yelled at people to stay away from my table," said Jack.

"Easterseals Crossroads' autism services staff began working with Jack in high school. He and his therapist Brooke Bastin have a theme of *getting comfortable with being uncomfortable*," said Kim. "When I first started coming here, Brooke would ask me to do something that

seemed impossible and I would tell her no. She kept pushing me and well, here we are," said Jack. Jack graduated with his Core 40 diploma and he received an award at the end of the school year for working hard to achieve his good grades and cope positively with the school environment. He adapted to the point where he could eat lunch with other students.

"To think of Jack as that little first grader who was too afraid to come out from under his desk to seeing him walk across the graduation stage and give a big fist pump — that was huge," said mom Kim.

Jack continues to work with staff at Easterseals Crossroads to discover opportunities for his future. He recently started volunteering in our INDATA Depot, which is a program that accepts donated computers to refurbish and give to people with disabilities in our community. Jack checks monitors and power boxes, and he removes old hard drives; he works alongside others each day.

Jack's experiences at Easterseals Crossroads have helped him gain confidence, create coping mechanisms and develop work skills. His family is thrilled with all of his progress and look forward to his continued success. Many of our programs depend on generous support from people in our community who want to make a difference for families like Jack's.

Because of Easterseals Crossroads, Jack is learning to be comfortable with being uncomfortable.



Behind the Scenes with Volunteers

Volunteers at Easterseals Crossroads participate in behind-the-scenes work to benefit the agency. We have many opportunities with a variety of activities from weekly childcare in our respite program to much-needed groundskeeping at our facilities. We value time, talent and treasure of those in our community.

Corporate groups are encouraged to join us for customized, meaningful day-of-service experiences. We have benefited from many volunteer groups including Citizens Energy Group, CNO Financial Group, Duke Energy, Engaging Solutions, Express Employment Professionals, Learfield Licensing, Liberty Mutual, OneAmerica and Rolls-Royce. Every volunteer group who gives time and talent provides the agency with the huge benefit of freeing staff to concentrate on what it does best — serving individuals with disabilities in our community.

Individual volunteers are an integral addition to the agency in that they commit to filling support activities so that our staff can provide quality service for families. We benefit from individual volunteers for activities such as childcare at Parents' Night Out and autism parent

training sessions; toy and equipment cleaning used in therapy rooms; computer refurbishing in our technology reuse/redistribution program; assistance with children's activities for our summer camps; and clerical work in program areas.

Easterseals Crossroads benefited from 7,834 hours of volunteer service from 444 individuals in our community through individual, corporate, group or Guild activities.

Our **Crossroads Guild** is a dedicated, committed group of volunteers who have given their skills to Easterseals Crossroads for over 60 years. This group of individuals originally formed to provide assistance to our children's therapy areas, but has grown over the years to adapt to the changing needs within the agency and our community.

Guild activities include making and selling crafts to benefit the agency; assisting with events such as Career Expo and Disability Expo; providing food, entertainment and assistance at events to benefit our families; holding a book party each year for children with special needs; creating opportunities for staff enrichment; and fundraising on our behalf.

Visit eastersealscrossroads.org to learn more about volunteer opportunities that truly make a difference.

Behind the Scenes at Industrial Services

Crossroads Industrial Services

8302 East 33rd Street, Indianapolis, IN 46226
p/ 317.897.7320 | crossroadsindustrialservices.org



Crossroads Industrial Services is a competitive social enterprise division of Easterseals Crossroads and is located on the east side of Indianapolis. The division maintains a workforce where over 75 percent of its employees are individuals with disabilities. Offering a custom array of solutions along the supply chain continuum, **profits generated from this ISO 9001:2015 registered company support underfunded services at Easterseals Crossroads.** This innovative concept is a community reality in sustainability for services for persons with disabilities.



Always seeking options to increase business to support services at Easterseals Crossroads, Crossroads Industrial Services acquired a pressure switch line from AJ Antunes in 2017. The division has begun rebranding under the tradename Crossroads Controls for the switches, which are used primarily in HVAC and combustion markets.



In addition to manufacturing, assembly, packaging, fulfillment and pressure switch services, Crossroads Industrial Services also offers document scanning capabilities. The division can convert all types of documents into digital formats to provide customers affordable, easy-to-access and secure archiving alternatives to paper record storage.



With its vast capabilities, Crossroads Industrial Services is a comprehensive model of community support and sustainability. **It offers quality industrial and manufacturing services while employing those with disabilities in support of those with disabilities.**

Contact us to learn how we can help your business.



Behind the Scenes Community Impact

25 percent

Percent of our operating budget made possible by philanthropic gifts, grants and community support necessary for us to provide services

7,834 hours

Number of hours that volunteers spent doing meaningful work so that our staff could dedicate their time to the central functions of their jobs

1,209 device loans

Number of technology devices that were loaned to people with disabilities so that they could try equipment before making a purchase

18,766 appointments

Number of pediatric physical, occupational, and speech therapy appointments offered at our two facilities, in homes and in schools

3,311 hours

Number of hours of guidance spent toward helping adults with disabilities maintain their long-term jobs in our community

75 hours

Number of training hours each summer spent on city buses by our Project SEARCH coordinator so that interns could arrive to the program safely

235 computers

Number of computers that were refurbished and distributed to people with disabilities in our community

6,017 appointments

Number of autism and behavior services appointments for children and young adults

1,804 hours

Number of hours of respite care provided for families so that parents and caregivers could benefit from valuable time for themselves

2,348 hours

Number of hours spent traveling to and from evaluations, installations and trainings by our assistive technology clinical staff

3,167 appointments

Number of appointments where we provided ASL interpreters to facilitate communication during meetings, conferences, classes and interactions

185 experiences

Camp experiences that we provided for children and adolescents through our five different camps offered during summer

476 hours

Number of hours spent in driver evaluation and training with potential drivers with disabilities by our certified driver rehabilitation specialist

19 counties

Number of counties with residents who used and benefited from our many respite options for adults, children and teens

3,542 hours

Number of hours of valuable discovery time spent assisting adults with disabilities as they determined potential career paths

11,280 hours

Number of hours spent by our veteran services staff connecting our veterans to jobs and resources necessary to maintain employment

Amazing happens at Easterseals Crossroads.

Watch our video at eastersealscrossroads.org to learn more.

The following list represents gifts and in-kind donations of \$100 or more made during the fiscal year ending June 30, 2019. We thank our donors who have supported us with their generosity in helping us remain the resource any one of us might need at any time. If we made any errors, please accept our apologies and contact us at 317.479.3249 or at info@eastersealscrossroads.org with corrections.



Independence

Gifts of \$25,000 and up

Anonymous Foundation
Duke Energy Foundation
Julia Brink Charitable Trust
Lilly Endowment Inc.
Drs. Elizabeth and Eldred MacDonell, Jr.
Marion Fishback Intermill Fenstermaker Fund
United Way Facilities Maintenance Fund

Empowerment

Gifts of \$10,000 to \$24,999

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Gifts of \$5,000 to \$9,999

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Gifts of \$2,500 to \$4,999

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Harold J. Tenbarge
WFYI Productions

Ability

Gifts of \$1,000 to \$2,499

All Community Events
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Locations

Main | 4740 Kingsway Dr., Indianapolis, IN 46205
p/ 317.466.1000

South | 3215 East Thompson Rd., Indianapolis, IN 46227
p/ 317.782.8888

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