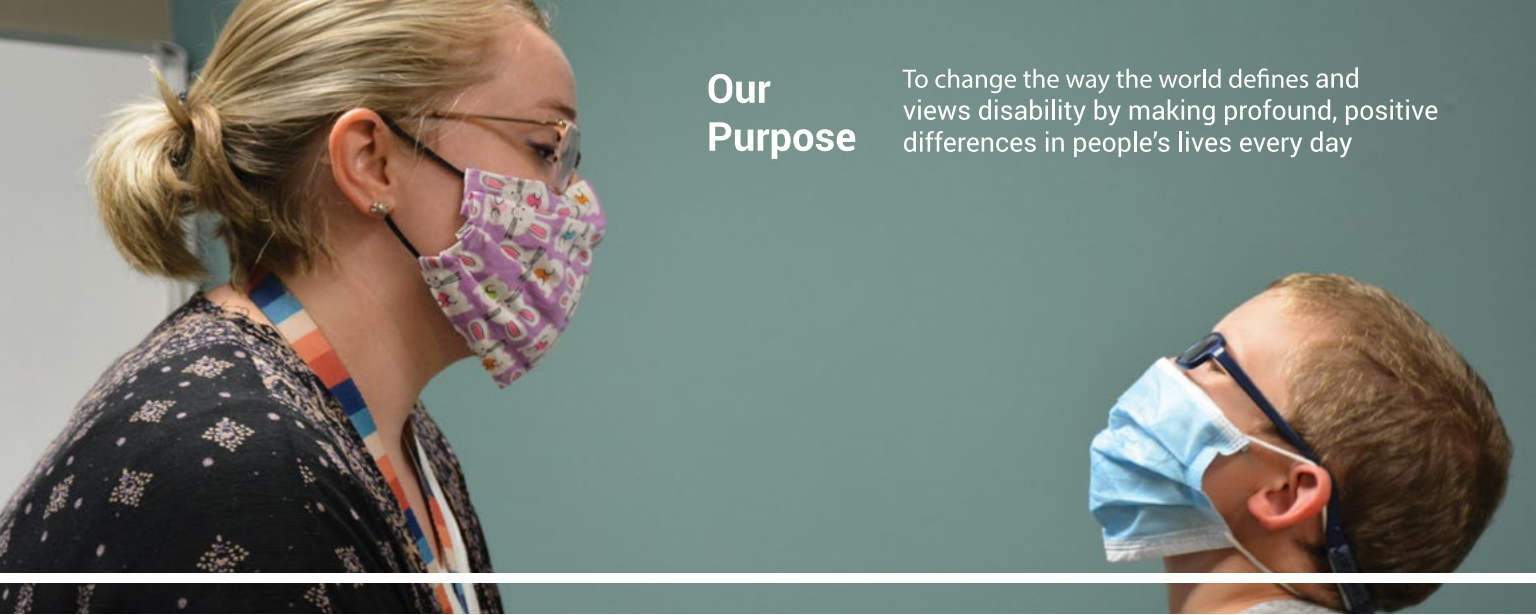


A photograph of two young boys in a grassy field. The boy in the foreground is wearing glasses and a black and white t-shirt with "UNBEATABLE" printed on it. He has his arms raised in a celebratory gesture. Behind him, another boy in an orange shirt also has his arms raised. They are standing in front of a chain-link fence with a brick wall and a building in the background.

We are  
**Stronger Together**

Annual Report 2020



## Our Purpose

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

### Stronger Together

At Easterseals Crossroads, we know the importance of teamwork, especially when it comes to tough times. The COVID-19 pandemic has challenged our agency, our community and our world. The obstacles have been immense for those within our community and especially for people with disabilities and their families.

We have overcome significant adversity because we are truly stronger together. In addition to our staff, we cannot thrive without our partners, sponsors, advocates, volunteers, supporters and donors. Our community needs us to continue to be the resource upon which over 5,000 children and adults with disabilities depend. Our reach extends to 88,000 people who benefit from our programs as they live, learn, work and play — people who need our services to maintain independence and thrive.

Now more than ever, your support of Easterseals Crossroads is vital so that we can continue to be a resource for you or your family. Please consider a donation this year so that we can maintain our community as a place where we are all stronger together.

David Dreith, President/CEO

### Agency Leadership

David Dreith, *President/CEO*

Chuck Dietzen, MD, *Medical Director*

### Board Leadership 2020/2021

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Kenneth V. Kobe, *Barnes & Thornburg, LLP, retired*

Jim McGovern, *OneAmerica*

Bradley Moore, *Liberty Mutual Insurance*

Justin Murphy, *First Financial Bank*

Dawn Neal, *Eli Lilly and Company, retired*

Stephen D. Orander, *Sharp Business Systems*

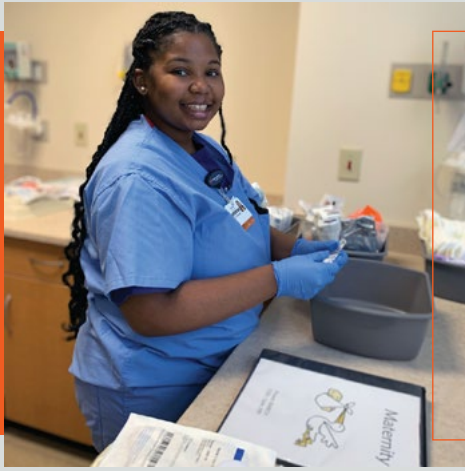
Patrick Phillips, *Indiana University*

Markus Saba, *Eli Lilly and Company, retired*

Alex Felix-Sanchez, *BMWC Constructors, Inc.*

Steve Stevens, *WestPoint Financial Group*

Eric Teppen, *Star Financial*



## Shantel, Project SEARCH

"I was worried about being on my own and finding a good job," said Shantel. She completed the Project SEARCH transition program for final year high school students offered through Easterseals Crossroads, Community Health Network and other partners. Shantel learned various jobs within a hospital setting during her rotations and eventually obtained employment upon completion of the program.

"We need to work together so that we can build communities where our young adults have opportunities to work and grow," said Deborah Whitfield, Director of Diversity and Inclusion at Community Health Network. "I am saving my money for a car and my own place. Project SEARCH helped me do all of this," said Shantel.

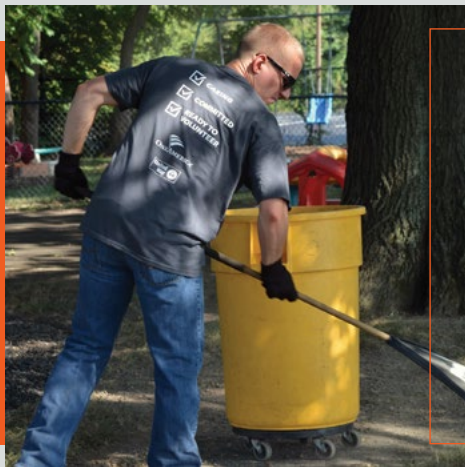
*Our Project SEARCH interns collectively received over 21,250 hours of classroom instruction.*

## John, Employment Services

"I love my job at Kroger. Any person who has a disability and is looking for a job, I recommend Easterseals Crossroads," said John. Employment professionals helped John identify his interests and skills; together, they found an employment solution where he feels he has joined a community of support.

"John is a role model for other employees. He is friendly, he is outgoing and he is the kind of person who customers enjoy interacting with when they come to our stores. When we work and grow together, we are stronger together," said Eric Halvorson, Kroger spokesperson.

*Our employment consultants worked with 96 different employer partners within our community.*



## Our Volunteers and Partners

Easterseals Crossroads appreciates the work and dedication of its volunteer groups — corporations, organizations, individuals and our Crossroads Guild. Volunteer activities include working directly with children and adults, virtual activities for various program areas and groundskeeping activities.

We have benefited from the volunteer activities of several corporate groups this year including Engaging Solutions, Epsilon Sigma Alpha (ESA) International Chapters, Lilly Endowment Inc., Liberty Mutual, OneAmerica, Sertoma Club of North Downtown Indianapolis and United Way of Central Indiana.

*We benefited from the time, talents and efforts of our volunteers who dedicated 5,814 hours during the year equating to a monetary contribution of \$158,141.*

## Chris, Adult Day Services

"I was looking for a place where Chris could learn, communicate and grow; I wanted a program with staff members who would motivate him and cultivate some of his skills," said Chris' mom Yvonne. Chris loves the adult day program at Easterseals Crossroads where he has enhanced his socialization skills, learned more about cooking and improved his money handling skills.

"I think Crossroads is the best place for Chris because staff help us connect with the community and with other people. I really feel that if it wasn't for them, I don't know what we would do," said Yvonne.

"Crossroads is my best second home," said Chris.

*We provided 63,535 hours of service for participants in our adult day program.*



## Florence, Assistive Technology Services

"I needed some help because my vision was deteriorating. I did not know what technology was available. I contacted Vocational Rehabilitation and then Easterseals Crossroads. As a student, I needed a way to access my materials. Easterseals Crossroads helped me determine just what I needed," said Florence.

Our assistive technology staff support people at home, at work, at school and in the community. "I am a very independent person, but I needed to know about assistive technology options. Everybody has challenges; it is important to know that there is a community of services that can help. You can live the life you want even though you may have to do some things differently," said Florence.

*Our assistive technology specialists spent 1,683 hours teaching people how to use technology.*



## Theo, Children's Therapy Services

"We had no idea we would ever need services from Easterseals Crossroads until Theo came along," said Theo's dad Matt. Theo has severe hearing loss in his left ear and receives speech therapy services where he is gaining momentum.

"Easterseals Crossroads works as a team with our family and Theo's school, which has made us a stronger unit," said Theo's mom Allison.

"Easterseals Crossroads gives us a sense of belonging; it's a place where Theo can go and be really comfortable as he learns and grows," said Allison.

*We provided 17,926 pediatric physical, occupational and speech therapy appointments offered at our two facilities, in homes, in schools and via telehealth.*

## Jeff, Veteran Services

"I lost everything. I lost my place to stay and I lost a lot of items that I cherished. I had problems just keeping money in my pocket. That's when I told myself that I just didn't need to live that way any more," said Jeff who is a US veteran.

Jeff sought assistance and resources from our veteran services department to help with housing, transportation and employment. "There are plenty of resources to help veterans, but it is difficult to take that first step. Without Easterseals Crossroads, I would probably still be lost and trying to find my way," said Jeff.

*Our veteran services team spent 11,700 hours connecting our veterans to jobs and resources necessary to maintain employment.*



## Emmanuel, Autism and Behavior Services

Emmanuel is four years old and his mom was very concerned about his lack of communication skills. "It was so frustrating for both of us because I couldn't figure out how to help him," said Emmanuel's mom Yakare.

The family turned to autism and behavior services at Easterseals Crossroads and they have noticed tremendous progress. Emmanuel is communicating with his picture board, and he is growing and learning. "Only good things are coming out of his therapy. If we had not found this place, I don't know where we would be. I tell others about Crossroads and I feel like we are all just a big chain of people helping each other out," said Yakare.

*We provided 6,085 autism and behavior services appointments for children and young adults.*

## Services by Age

Year ending June 30, 2020

0 - 3	391
4 - 9	1,062
10 - 14	731
15 - 19	840
20 - 29	864
30 - 39	384
40 - 49	295
50 - 59	385
60 - 64	135
65 - 74	180
75 - 84	63
85+	108

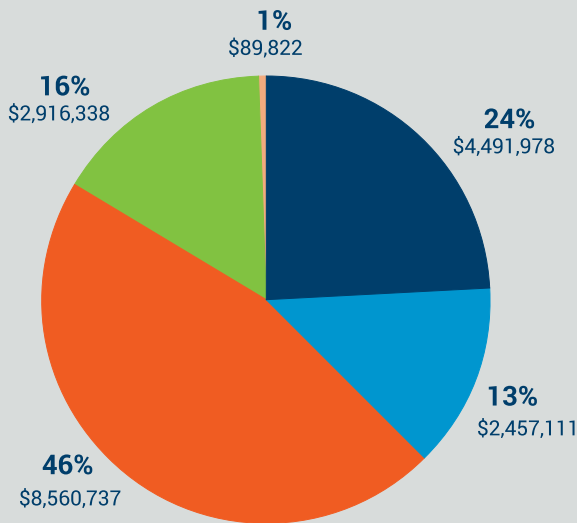
# Stronger Together By the Numbers

## Our Income

Year ending June 30, 2020

Fees for Service (24%) *	
Federal Grant Revenue (13%)	
Contract Sales (46%)	
Community Support (16%)	
Other (1%)	

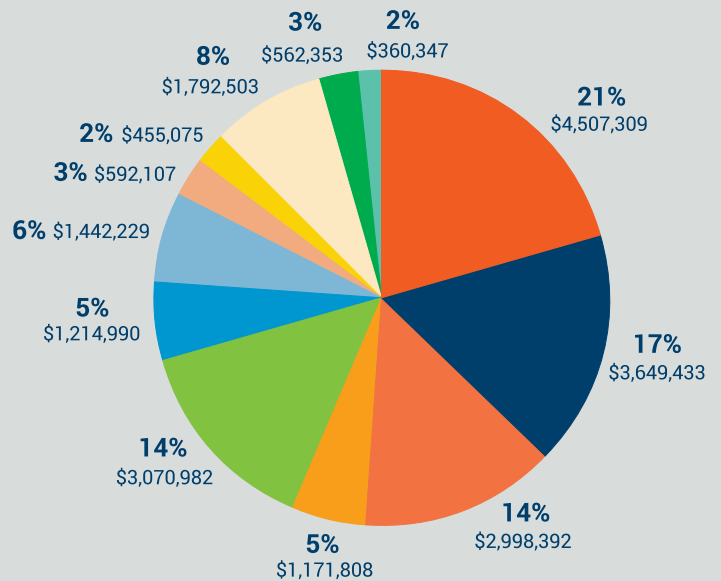
\* First Steps  
Indiana's Division of Disability  
& Rehabilitative Services  
Insurance  
School Contracts  
Medicaid



## Our Expenses

Year ending June 30, 2020

Crossroads Industrial Services (21%)	
Crossroads Manufacturing Services (17%)	
Medical Therapy Services (14%)	
Community Day Supports (5%)	
Employment & Veteran Services (14%)	
Technology Services (5%)	
Autism Services (6%)	
Deaf Community Services (3%)	
Program Support Services (2%)	
Administration (8%)	
Operations & Maintenance (3%)	
Development & Fundraising (2%)	



## Number of People Served

Year ending June 30, 2020

Crossroads Industrial Services	70
Medical Therapy Services	1,759
Community Day Supports	180
Employment & Veteran Services	1,056
Technology Services	835
Autism Services	650
Deaf Community Services	888
<b>Total Individuals Served (unduplicated)</b>	<b>5,438</b>

*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, 2020, were \$34,766,240.*

# We are stronger with your support.

The following list represents gifts of \$100 or more made during the fiscal year ending June 30, 2020. 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 errors please accept our apologies and contact us at 317 479 3249 or at info@eastersealscrossroads.org with corrections

## Year-End Matching

### *Gift of \$30,000*

Anonymous

## Independence

### *Gifts of \$25,000 and up*

Julia Brink Charitable Trust

Lilly Endowment Inc.

Liz and Eldred MacDonell

Marion Fishback Intermill

Fenstermaker Fund

United Way of Central Indiana

## Empowerment

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

Anonymous

Anthem Blue Cross

Century 21 Scheetz

Comcast NBCUniversal

Crossroad Guild

Lemcke Landscape, Inc.

Nicholas H. Noyes, Jr.

Memorial Foundation, Inc.

TCC

## Opportunity

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

ABLE Link Smart Living

American Legion Post 497

Anonymous

Cornerstone Autism

Center Foundation

Jack Ellet

Lynne and Lindsey Hahn

HSA Home Warranty

JPMorgan Chase

Multifamily Coalition for

Affordable Housing

Dawn Neal

Sertoma Club of North

Downtown Indianapolis

## Dignity

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

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John D. Ayres

Baker Tilly

Century 21 Scheetz Foundation

Lisa Stone and Jim Cuning

Duke Energy

Francis Jordan Strong Trust

Helping Heroes of America

Indiana Association Workers  
for the Blind

Kelley Karn

Lisa and Kenneth Kobe

William McWhirter

Brooke and Bradley Moore

NFP

Amy and Clay Robbins

Sonnentag Foundation Ltd.

Jennifer and Harold Tenbarge

## Ability

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

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Benevity Community Impact Fund

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Darlisa Davis

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Indiana Residential

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Sara Croft

Erin and Scott Dorsey

Edy and David Dreith

Barbara Elliott

ESA - Beta Kappa Chapter

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ESA - Eta Pi Chapter  
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and Luke Groser  
Sarah Halter  
Katie and Tim Harris  
Krista Hoffman-Longtin  
Heather Judy  
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Rick Lamberson  
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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

**Crossroads Industrial Services**  
8302 East 33<sup>rd</sup> St., Indianapolis, IN 46226  
p/ 317.897.7320 | [crossroadsindustrialservices.org](https://crossroadsindustrialservices.org)