



Easterseals  
of Greater  
Waterbury

ANNUAL

2020

REPORT



# A message from our President, Loraine C. Shea



Fiscal Year 2020 was certainly a year like no other. I had the privilege and honor of leading this organization through and during one of the most challenging years in recent history.

Due to the COVID-19 pandemic, Easterseals, like so many other organizations in our community and around the world, learned to operate and deliver services in a completely different manner. With very little notice to the changes we needed to implement to ensure safety, I witnessed Easterseals' employees courageously continue to provide essential services to our community without skipping a beat. And when the world around us seemed helpless and defeated due to the continued violence against people of color and the resulting civil unrest, I witnessed Easterseals

employees supporting and caring for one another and educating their peers about the importance of equality for all. I've witnessed the resiliency, strength, hope and optimism that has spread amongst our employees and was eagerly shared with individuals and families served and the community. As the next Fiscal Year begins, I am truly grateful that as an organization we really were all in this together. Our annual report demonstrates that despite the tumultuous environment of 2020, Easterseals continued to deliver impactful services and made important organizational improvements that will benefit us as we move forward. Thank you to all of our employees, volunteers, donors, Board members and the community supporters that contributed to our mission.

**Loraine C. Shea**  
President

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# 2020 Accomplishments

## Merger of the Children's Center

On January 1, 2020, The Children's Center of the Greater Waterbury Health Network officially merged with Easterseals. We welcomed approximately 30 new employees as well as over 120 children and families to Easterseals. The Children's Center provides early care and education to infants, toddlers and pre-school age children. The Children's Center is located at 172 Grandview Avenue in Waterbury.

## Implementation of Electronic Medical Records

The Medical Rehabilitation Program embarked on transforming documentation, billing processes and scheduling into one seamless system called Clinicient.



## Deavon

*Deavon stands at 6'3 and has a heart just as big as he is, according to the staff at Easterseals. Deavon is in a program to learn and develop new skills with the goal of gaining meaningful employment in the community. While he started in the Transitional Services Program a bit shy and reserved, Easterseals staff and his family have noticed the positive change he has made since he enrolled a year ago. He is engaged in daily activities and projects, is using new vocabulary and is openly discussing his ideas and making suggestions for areas he would like to learn more about. Deavon's mom said, "Deavon has grown by leaps and bounds. He is so confident within himself and who he is because of the support, openness, and vision at Easterseals!!"*

Clinicient is a cloud based electronic medical record that was built for therapists, by therapists. Clinicient has improved the work flow for both therapists and front office support. Therapists are now able to spend more quality time with patients and less time completing paperwork. During the pandemic when most of our patients were staying home and staying safe, Clinicient played a pivotal role in allowing Therapists to continue to treat the people we serve via Telemedicine.

## Updates to Technology

Easterseals was able to continue to operate efficiently and effectively during the pandemic thanks to upgrades to its technology platform. Although there were some unique challenges, fortunately Easterseals had already put measures in place prior to COVID-19. Microsoft Teams and ZOOM video conferencing were deployed in early 2020 with the goal of connecting employees virtually so that operations could continue uninterrupted. This allowed for daily connections between departments, leaders and employees and continued interactions with our Board of Directors and community partners. Collaboration, team work and consistent communication were made possible through these programs.

They also made it possible to continue to service the community via telehealth and virtual visits! Finally, we were able to initiate Remote Desktop Access (RDA) technology. This technology provides employees with full access to Easterseals computer capabilities from remote locations. During the Stay Home, Stay Safe Initiative this tool was invaluable!

# Helping Those in Need

## Operating During the COVID-19 Pandemic

Easterseals Programs and Services as well as administrative support services adapted quickly when it became clear that business as usual was no longer an option. When the State began to close down in mid-March, Easterseals kept moving forward! Employment and Community Services employees continued to provide essential cleaning services to State buildings while Program participants stayed home and safe. Easterseals Center for Better Hearing initiated curb side services for patients with emergency hearing aid needs and were available to tend to emergency visits if needed.

Birth to Three Services quickly moved to a virtual mode of service delivery as did Out Patient Medical Rehab and our School Based Occupational Therapists. Childcare safely opened at the peak of the pandemic and provided care for approximately 28 children of essential workers. We could not be prouder of the response and continued dedication of our employees during this difficult time.

While practicing "Stay Home, Stay Safe", the Community Services Program reached out to the individuals we serve and their families to provide much needed support. Program staff gathered food donations from local food pantries, churches and employees and delivered them to the families and individuals in need on a weekly basis. In addition, gift cards to local grocery stores were donated which helped individuals to purchase food with their staff liaison. And to help brighten the days of those in quarantine at home, Community Services staff organized drive by car parades to visit and provide them care packages filled with materials to keep them active and engaged.



## Annabelle

*Eight year old Annabelle, is being treated by Easterseals Speech Pathologist, Caitlin Zimyeski, for her stuttering disorder. Annabelle began her Speech Therapy 5 months prior to the pandemic and had been progressing well. It was important for Annabelle to continue with therapy despite the fact that she could not come in person. Annabelle quickly adapted to the virtual platform and was very excited to play games like Pictionary and Connect 4 with Caitlin. Games like these were the tools used as therapy to help Annabelle increase her comfort level with her stuttering and to help her speech improve. Even during a pandemic, Annabelle didn't lose valuable time for learning new skills which aided in her progress. Her dad says, "Caitlin always makes the lessons fun for my daughter and she has progressed tremendously with her speech since beginning therapy. I can see this progression continue with the teletherapy platform!"*

# 2020 Financial Operations Report

Year ending August 31, 2020 (with comparable totals for 2019) (unaudited)

## OPERATING SUPPORT AND REVENUES

	2020		2019	
Public Support	\$130,684	1%	\$202,602	2%
Vocational Training and Educational Programs	\$9,438,373	76%	\$7,759,017	62%
Childhood Development and Behavioral Services	\$667,557	5%	\$1,940,840	16%
Medical Rehabilitation Services	\$1,917,019	15%	\$2,314,444	19%
Other Grants & Other Income	\$139,394	1%	\$280,124	2%
	<b>\$12,293,027</b>	<b>98%</b>	<b>\$12,497,027</b>	<b>100%</b>

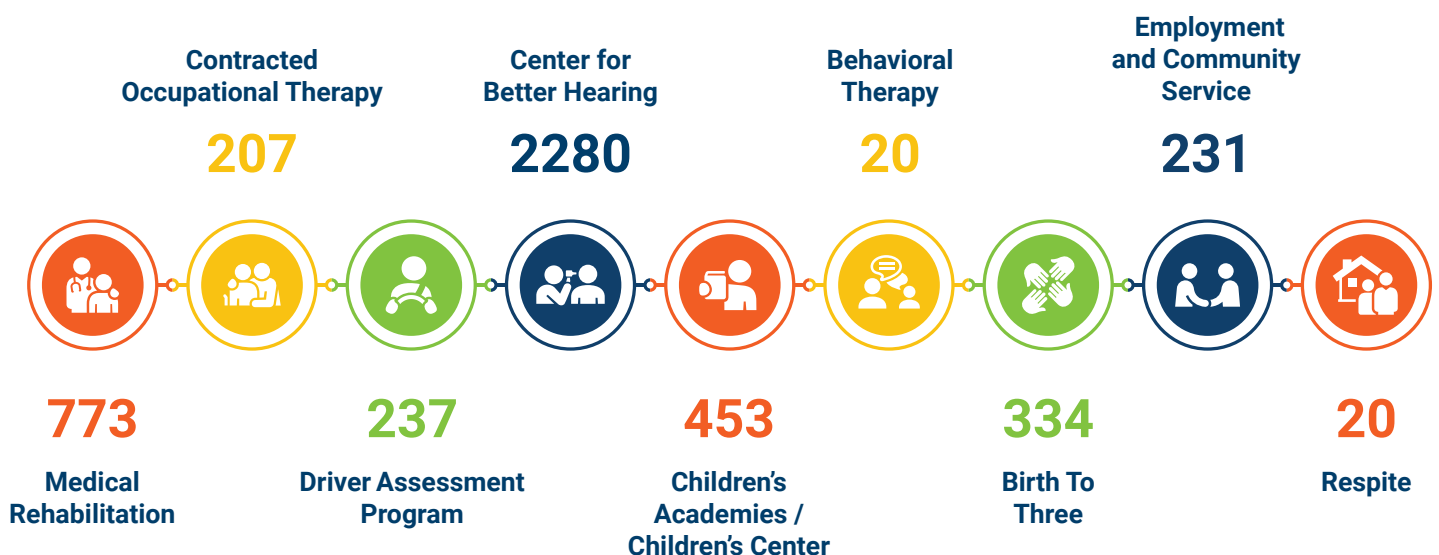
## OPERATING EXPENSES

Staffing, Payroll Taxes and Employee Benefits	\$11,375,546	78%	\$10,561,096	77%
Professional Services and Operating Supplies	\$1,674,384	11%	\$1,538,867	11%
Occupancy and Interest	\$832,127	6%	\$892,784	6%
Transportation Service	\$307,576	2%	\$382,752	3%
Depreciation	\$475,624	3%	\$414,391	3%
	<b>\$14,665,257</b>	<b>100%</b>	<b>\$13,789,890</b>	<b>100%</b>

Net Operating Surplus/(Deficit)	\$(2,372,230)		\$(1,292,863)	
Gain on Fixed Asset	–		\$2,130	
Community Outreach Programs	\$(136,652)		\$(156,374)	
Net Investment Revenues Gain/(Loss)	\$4,783,752		\$2,007,461	
Combined Surplus	\$2,274,870		\$560,354	
Capital Improvements	\$316,357		\$295,367	

**In Fiscal Year 2020, Easterseals of Greater Waterbury provided direct services for 4555 individuals.**

Easterseals programs stretch well beyond individuals served directly, touching the lives of parents, family members and friends.



# Annual Report Donors

*A special thanks to our compassionate sponsors, donors, and grant funders. Your generous contributions to Easterseals have positively enriched the lives of many children and adults with disabilities and special needs. Thank you for caring!*

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*We apologize for any errors on our donor list. Please contact Elizabeth Szymanoski at [eSzymanoski@eswct.com](mailto:eSzymanoski@eswct.com) with any corrections.*

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## Connie Jean

*Connie Jean Wilson came to Easterseals after having a stroke which affected her speech and ability to move the right side of her body. After extensive therapy, she can now walk and complete daily tasks independently. There is one more thing that Ms. Wilson hopes to accomplish after her stroke, she wants to drive again. To achieve this goal, she participated in our Driver Assessment program- a highly specialized program designed to assess a person's abilities with driving in mind. After going through the clinical assessment and on the road testing in a fully equipped adaptive vehicle, it was determined that Ms. Wilson demonstrated the ability to safely operate a motor vehicle with the use of adaptive equipment. Specialized hand and foot controls were installed in her vehicle. She will soon return to Easterseals to attend the Adaptive Driver Training Program, where she will continue to practice and improve her proficiency and driving independence. We are thrilled to help Connie Jean meet her personal goals!*

**Thank you**  
**Executive Cares** for  
being an outstanding  
community partner. Your  
generosity has made an  
impact on the individuals  
we serve.

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## Our Mission

*For over 60 years, Easterseals has been a dedicated resource for people and families facing disability. We honor this legacy and embrace our future with a renewed commitment to enhance possibilities for people of all ages and abilities. We're fostering and advocating for environments where everyone is included and valued, making a real and positive impact on people's lives every day. Our high quality programs and services provided throughout Greater Waterbury, Central and Northwest CT communities, include school readiness education, early intervention, rehabilitation services, vocational services, behavior therapy and audiology services. Each year we assist thousands of individuals to reach their potential and to live learn, work and play in their communities.*

### Behavioral Therapy Services

Community based, located at School Readiness Programs

### Birth to Three Program

24 Stott Avenue, Norwich

### Center for Better Hearing

22 Tompkins Street, Waterbury  
690 Main Street South, Suite 4, Southbury  
158 State Street, Meriden

### Children's Academy

#### West Campus

22 Tompkins Street, Waterbury

#### East Campus

128 Avenue of Industry, Waterbury

#### Meriden Campus

125 Broad Street, Meriden

### The Children's Center

172 Grandview Avenue, Waterbury

### Driver Assessment Program

158 State Street, Meriden

### Employment and Community Services

#### Watertown Campus

320 Sylvan Lake Road, Watertown

#### Danbury

400 Main Street, Danbury

### The Limitless Café

115 Main Street, Danbury

### Lions Low Vision Program

158 State Street, Meriden

### Medical Rehabilitation Services

158 State Street, Meriden

