

99.75% of persons/clients/participants responding to survey were satisfied with services provided

Outpatient Rehabilitation Therapy Services

- 93% of clients made significant progress towards their short-term goals
- 87% of families reported support to obtain and use assistive technology as part of treatment
- On average, clients began receiving services within 30.6 days from the time of referral.
- 100% of families responding to survey were satisfied with services provided

Intellectual Disability Services\*

- Due to Covid-19, we suspended community activities
- \$1.2M variance of actual revenue to budget due to assistance from state grants
- 44% of participants were able to access services since they were resumed
- 99% of families responding to survey were

Adult Day Care Services

- 77.5% of persons served indicated an improved quality of life as a result of attending the program.
- 70% of potential candidates who actively began the admission process for services were enrolled within 10 days of touring the program
- The program had no contract compliance issues
- 100% of participants expressed

Supported Employment\*

- 100% of placements occurring within 6 months of completed Job Development Placement Plan
- The number of billable units provided compared to the number of billable units planned: 78%
- On average, the number of days between intake and the participants first community-based work assessment was 77 days

Business Function

- Easterseals had an unqualified audit for 2021
- Reports of Corporate Compliance non-compliance: 0
- 19.6% voluntary attrition. A significant number of employees left for pandemic related causes

\* Calculations represent 1<sup>st</sup> & 2<sup>nd</sup> quarter results due to programs and services being suspended because of the Covid pandemic. Referrals were not made during the 3<sup>rd</sup> & 4<sup>th</sup> quarters of FY21.