



# Impact Report



2022



# A Note From Our CEO

Dear Friends,

As I began to write this message, which is meant to preface the great strides made by our team over the last 12 months and so beautifully captured in the pages of this report, my initial reaction is "where do I begin"?

The depth and breadth of the work we do at Easterseals Louisiana (ESL) is extensive. We have a presence in most areas of the state. Our services are largely indiscriminate of age. We are a leader in the intellectual and developmental disability sector. We have an ever-growing presence in the behavioral health and housing arenas. And, we expanded our footprint into direct Autism services at the beginning of this year. We are extremely proud of the diversity of our offerings, our agility, and our ability to meet the needs of our participants and communities. Still, it can be challenging to remain tethered to a mission.

During the Summer of 2021, ESL began a 12-month strategic planning journey which forced us to first revisit our organizational identity and the purpose of our existence. This was a powerful exercise. It was exhaustive and exhausting; however, through this exercise, we realized we were not the Easterseals Louisiana of 2000 or even of 2010 - the last time re-revisited our mission. What culminated during the 12-month exercise was a three-year strategic plan which was launched in mid-2022. This plan maps out critical goals and objectives and steps to achieve them, but perhaps the most impactful result of this process was the emergence of an organizational compass that encapsulates the ESL vitals, beliefs, values, and most importantly our new refined mission statement and theory of impact, shared with you on the next page.

The mission of Easterseals Louisiana is to change the way the world defines and views disabilities by making profound, positive differences in people's lives every day.

At Easterseals Louisiana, we make a life of purpose and independence possible for our participants through our commitment to quality support, innovative service offerings, and continuous organizational evolution. These are bold statements that serve to anchor, motivate, and guide us.

We hope you enjoy this impact report and the stories of how our mission lives and breathes across Louisiana and how the results are recognized by our participants and team members and awarded by our governing bodies and stakeholders.

Thank you for your support and belief in Easterseals Louisiana.

Tracy Garner

Easterseals Louisiana President & CEO



# ESL Organizational Compass

## Mission

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

*Theory of Impact:* We make a life of purpose and independence possible for our participants through our commitment to quality support, innovative service offerings, and continuous organizational evolution.

## Vitals

- Participant Satisfaction
- Participant Growth and Retention
- Participant Quality of Life
- Staff Engagement
- Staff Retention and Sustainability
- Revenue
- Budget Surplus
- Program Effectiveness Index

## Beliefs

- Individuals with disabilities can and will thrive.
- Disability looks different for different people.
- We all deserve a life of independence, relationship, and meaning.
- Individuals with disabilities deserve opportunities to be an active and productive member of their community.
- People are happier and healthier when they feel a sense of purpose.
- All people deserve to be treated with dignity and respect.
- Delivering care with excellence is the only way to deliver care.
- Significant inequities exist for people with disabilities including critical areas such as healthcare, education, and employment.

## Values

**Mission-Driven.** We are participant-centered and impact-oriented. We connect our strategy to our beliefs and create focus through the lens of mission.

**Excellence.** We are industry leaders, proactive planners, and exceptional problem solvers. We set the standard for excellence internally and externally and value quality over growth.

**Innovative.** We are dynamic, creative, and solutions-oriented. We think outside the box and are willing to be bold to better serve our clients and community.

**Integrity.** We are honest and trustworthy. We do the right thing when the spotlight is on and when no one is watching.

**Sustainable.** We are strategic, focused, and efficient. We find a balance between growth and capacity and prioritize long-term sustainability over short-term success.

# Our Beliefs in Action



## Overcoming Obstacles

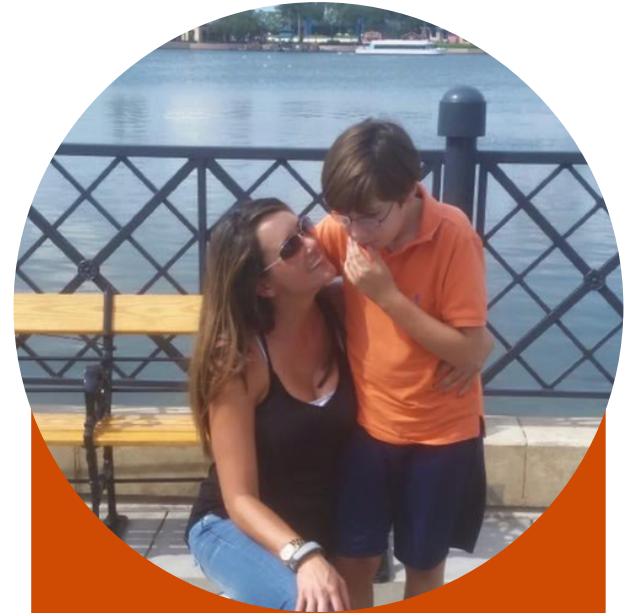
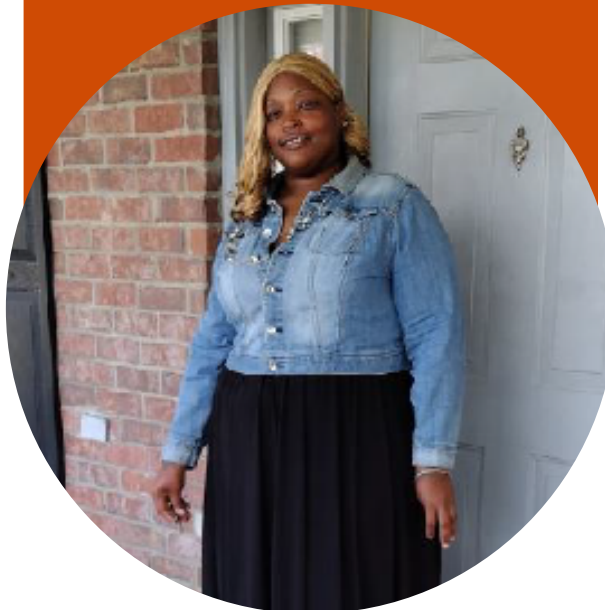
*Individuals with disabilities can and will thrive.*

Right after first tuning in, Jude's ultimate passion quickly became NBC's *American Ninja Warrior*. However, he once believed that because of his physical challenges he couldn't participate in athletics like the ninjas he admired. Jude never would have thought that he would be able to train with his own ninja mentor and eventually make it to the ANW host tower!

## Housed & Prospering

*Disability looks different for different people.*

Kendra was experiencing homeless for nearly two years prior to receiving ESL services. Thanks to ESL Monroe's Transitional and 811 Permanent Supportive Housing programs, Kendra was able to find fulltime employment, purchase a car, and provide a better life for her twin sons.



## Hayden's Village

*Delivering care with excellence is the only way to deliver care.*

When Hayden was a toddler, Katherine, his mother, struggled to find the right supports for her son's unique needs. Fortunately, Katherine found Chartwell. As she puts it, "Having a child with special needs can be difficult, but it has also brought many people into our lives that have become mine and Hayden's village. They love and support Hayden and me, and this has made all the difference."



# Living Our Values

## Rebecca

**New Orleans**

*Excellence*

Rebecca has worked directly with the students at Chartwell for almost three years providing instruction, implementing ABA interventions, and guiding students to their fullest potential. Rebecca's supervisor, Melissa says, "She truly embraces the principles of ABA and delivers support with the greatest scientific integrity."



## Ladaja

**Thibodeaux**

*Mission-Driven*

Ladaja is an OCDD Support Coordinator who works diligently to ensure participants have the resources they need to be successful. Her supervisor, Summer, says, "She views her job as a mission and not just a job. She enjoys the individuals she works with and they enjoy her jovial and caring spirit."

## Brittany

**New Orleans**

*Innovative*

Brittany is a Rapid Re-Housing Case Manager helping participants find housing and rental assistance. While the funding only provides support for rent and essentials, Brittany, as her supervisor David shares, "Always goes above and beyond to find resources for families to ensure their house is a home."



# Program Spotlight: The Chartwell Center

## The Four Pillars

The curriculum at Chartwell is built upon

- Applied Behavior Analysis (ABA)
- Community Based Instruction
- Arts Integration
- Health and Wellness



## The Official Launch

On April 27th, community leaders gathered to officially launch ESL and the Chartwell Center merging into one organization. Attendees were able to experience life at Chartwell firsthand during an interactive tour where team members demonstrated how students learn through the unique Chartwell curriculum. After speeches were made, President & CEO, Tracy Garner and Center Director, Folwell Dunbar together unveiled the new logo and sign. This official launch celebrated the immediate increase in offerings for individuals with Autism and their families through joining forces.

## A New Tradition

Our inaugural Art for Autism art exhibition fundraiser debuted on November 12th this year. ESL Chartwell Center's Magazine Street campus was transformed into an art gallery for patrons, parents, and community members to behold the charming creations of the school's budding artists. This celebration of creativity was the first local art show to showcase art exclusively made by artists with Autism. Proceeds from art sales benefited the program's robust arts integration program.



# Community Investments

## Senior Supports

ESL received a grant from CVS to enhance supports at the Phoenix Peer Support Center. The grant allowed ESL to fast-track seniors to housing placements, offer supplemental nutrition, and provide specialized classes. This model assists participants with substance abuse recovery by partnering them with a certified Peer (also a senior) who is in long-term active recovery and able to relate to them through their life experience.



## Literacy

ESL, in partnership with the University of Louisiana Monroe and a grant from Dow Jones, offers a Literacy Clinic at the Phoenix Peer Support Center to support reading skills for participants experiencing homelessness. All participants at the center are screened and those showing literacy needs are offered the program. Participants have shown significant improvement in reading levels which supports employment attainment and health literacy.

## Community Building

We regularly host and participate in events in our community to connect individuals with disabilities with one another and to celebrate this diverse community. From resource fairs to participant dances, this engagement directly ties to our belief that individuals with disabilities deserve opportunities to be an active and productive member of their community.



## Going Beyond

Each year we invite our team members to propose projects to meet needs in our community beyond our day to day programs. This year programs included building a sensory friendly room at a school, providing diapers which are not covered by Medicaid, hygiene kits for individuals experiencing homelessness, and the Baby Seals Book Club which brings books into early learning centers. The programs are funded through our Spark Fund and our investment from Philanthropist MacKenzie Scott.



# Excellence Recognized



## New Orleans CityBusiness Best Places to Work

Easterseals Louisiana was proud to have been named a Best Place to Work by New Orleans CityBusiness for 2022. Several hundred companies applied, and ESL was one of 75 recognized in the region, only 5 of which were nonprofits. These results were based upon the survey of over 80 of our team members and an independent review of our workplace policies, practices, philosophy, systems and demographic. It is a consistent goal of our leadership team to make ESL a best place to work each and every day with the resources we have at our disposal. We truly believe in the concept of *One ESL* and doing everything we can to provide our team with the best employee experience. This year alone we committed to additional investments in compensation, benefits, caseload reduction strategies, and technology tools.

## A Perfect CARF Score

Every three years, ESL applies for reaccreditation of our behavioral health programs from CARF International. The survey scrutinizes policies, procedures, and practices as well as service delivery and participant satisfaction. This year's survey resulted in zero recommendations, a perfect score, an extremely rare honor for health and human services organizations. This distinction was recognized at all surveyed locations and resulted in accreditation for; Community Housing, Case Management/Support Coordination, Supported Living, and Community Integration.

This accomplishment is achieved on only 3% of CARF surveys and to our knowledge has not been awarded in Louisiana previously. These results are a testament to our commitment to the highest level of standards and quality of care for the participants we support across the state. Easterseals Louisiana has maintained CARF accreditation since 2011.





# Programs & Supports

## Enhancing Education

Programs created for children and adults to reach their fullest potential by learning valuable self-help, social, academic, vocational, and behavioral skills.

### **The Chartwell Center**

A state-of-the-art learning center in New Orleans' Lower Garden District that directly provides Applied Behavior Analysis (ABA) therapy, academic services, and vocational training to individuals with Autism ages 2 to into adulthood. Each classroom offers a research-based, individualized education catered to each student's unique abilities and needs.

### **Campership- Camp Able**

In partnership with at Camp Hardtner, ESL funds summer camp tuition for children and young adults with disabilities.

### **Phoenix Peer Support Center**

A day program for individuals who are experiencing homelessness and who have co-occurring substance abuse needs. Along with basic amenities like hot meals and showers, participants have access to a literacy clinic, community garden, and job readiness support.

## Expanding Employment

A range of training, placement and related services that help people prepare for or re-enter the workforce.

### **Employment Resources and Referral**

Offers a range of resources that helps prepare individuals for the work force.



## Building Stronger Communities

Programs for participants of all ages to flourish in their personal lives and communities.

### Permanent Supportive Housing

Housing, case management, and financial assistance for things such as rent and utilities are provided for people who are experiencing homelessness.

### Exit 318: Re-Entry

In partnership with Goodwill Industries, we provide case management and housing assistance for the formerly incarcerated. Additional supports provided by Goodwill include employment readiness and placement.

### 811 Project Rental Assistance (PRA)

We provide affordable rental housing with intensive case management supports to individuals with multifaceted needs.

### PATH

The core of this program lies in our ability to engage in assertive street outreach efforts to work with people who are currently experiencing homelessness. We provide supplies such as food, blankets, etc., while working to build trust to help transition the participant to a housing option such as shelter or a transitional living setting.

### Pathways to Independence: Rapid Re-Housing

We provide time-limited (up to 24 months) case management and rental assistance to people with mental health conditions who are experiencing homeless. We utilize a Housing First approach, which dictates that housing is quickly provided without pre-conditions (i.e. poor credit, criminal record, employment, etc.) placed on the participants.

### Transitional Housing

This housing option is for people who are experiencing homelessness who would benefit from a shared living community. Residents can participate in the program for up to two years. This housing is co-located with intensive case management and other wrap around supports.





## Prioritizing Health

Personalized, comprehensive, critical therapies and services ensure health and wellness for children and adults to thrive.

### **Support Coordination**

Support Coordinators work with participants and their families to develop a participant-centered plan of care that reflects the goals that participant has set for themselves. Support Coordinators then assist participants in choosing a service provider and regularly check in to ensure services are helping participants progress toward their goals.

### **Family Service Coordination (FSC)**

The FSC's role is to assist eligible children aged 0-3 and their families receive rights, procedural safeguards, and services authorized in EarlySteps.

### **EarlySteps System Point of Entry (SPOE)**

Evaluations for infants and toddlers aged 0-3 to identify developmental delays and establish appropriate support.

### **Crisis Counseling**

Information, resources, and counseling for people in need of immediate support.

### **Intensive Community Engagement (ICE)**

Housing and case management for individuals and families with mental health needs.

### **Mental Health Case Management**

Complex care coordination to support individuals with ongoing mental health needs. The program goal is to increase the utilization of services and improve health.



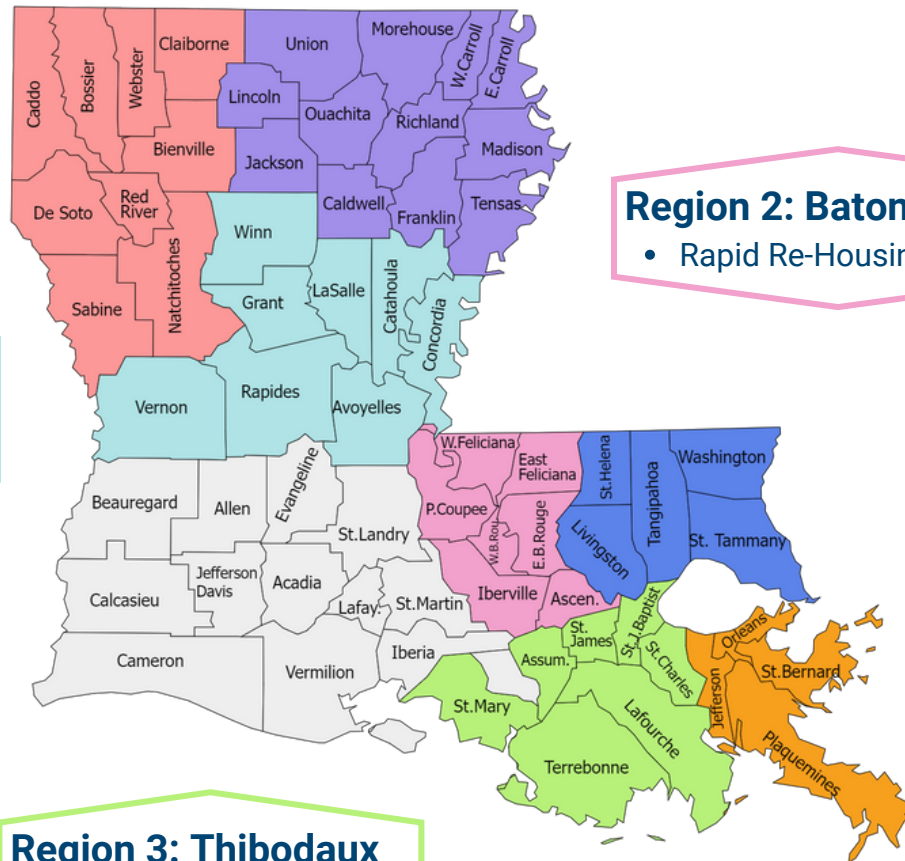
# Supporting Communities Across Louisiana

## Region 7: Shreveport

- Support Coordination
- Behavioral Health Case Management
- Exit 318: Re-Entry
- Pathways to Independence
- Rapid Re-housing
- Permanent Supportive Housing
- 811 Project Rental Assistance
- Intensive Community Engagement
- Transitional Housing- Mid City Residential Facility

## Region 8: Monroe

- EarlySteps SPOE
- Support Coordination
- Phoenix Peer Support Center
- Behavioral Health Case Management
- Exit 318: Re-Entry
- Permanent Supportive Housing
- Projects for Assistance in Transition from Homelessness (PATH)
- Transitional Housing



## Region 2: Baton Rouge

- Rapid Re-Housing

## Region 6: Alexandria

- Support Coordination
- Exit 318: Re-Entry

## Region 9: Covington

- Family Service Coordination
- Support Coordination
- Mental Health Case Management

## Region 3: Thibodaux

- Support Coordination

## Region 1: New Orleans

- Executive Leadership
- EarlySteps SPOE
- Rapid Re-Housing
- The Chartwell Center





## 2022 Impact by the Numbers

**7,914** participants were directly served by ESL.

**2,775** additional family members and caregivers were supported by ESL.

ESL provided **8,413** individual services to participants.

**1,920** infants and toddlers were supported by SPOE & FSC programs.

**1,616** activities were sent to **101** Camp Able campers across Louisiana.

# Fiscal Year 2021- 2022

## Public Support & Revenue

Program Service Fees	\$ 10,901,868
Asset Transfer from Chartwell Merger	\$ 1,523,293
Contributions/Grants	\$ 150,072
Special Events & Charitable Gaming	\$ 367,883
Investments	\$ (414,039)
Miscellaneous	\$ 76,667

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<b>Total Support Revenue</b>	<b>\$ 12,605,744</b>
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## Expenditures

Direct Services	\$ 9,445,499
Operational Support	\$ 1,436,098
Special Events & Charitable Gaming	\$ 468,043
Support to National Programs	\$ 50,617

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<b>Total Expenditures</b>	<b>\$11,400,257</b>
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