



CHILDREN'S THERAPY CENTER

Impact Report

July 2020 - June 2021

Friends & Family of CTC,

The last few years have changed the landscape of all our lives. Uprisings against racial injustice have made clear the need for ongoing social and systemic change, and the pandemic continues to shift what it means to work, play, and live in our communities. At Children's Therapy Center, these experiences have created opportunities for continued growth and change.

I am incredibly proud of the changes and growth stemming from the equity work that we have deepened at CTC during this time. As an organization providing pediatric therapy and special education to so many children in our region, it is essential that we are providing compassionate, personalized care and that all children and families feel valued and supported. The impact of the pandemic and the crisis of racism have disproportionately affected many of the families in CTC's communities. More than half of the children CTC supports identify as multiracial or as Black, Indigenous or People of Color (BIPOC) and more than half of CTC families utilize Medicaid as a primary or secondary insurance.

Children and families will always be at the center of our work, and CTC will always evolve in collaboration with them. As you'll see in the stories in this report, we continue to change the way we do things—from accessible telehealth, to recruiting more bilingual staff and volunteers, to partnering with organizations firmly rooted in BIPOC communities.

Your support is helping us grow and become a stronger organization.

Together, we are creating a world of possibility for children with special needs. Thank you for being in this work with us now and in the years to come.

Barry Gourley, CEO



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CEO

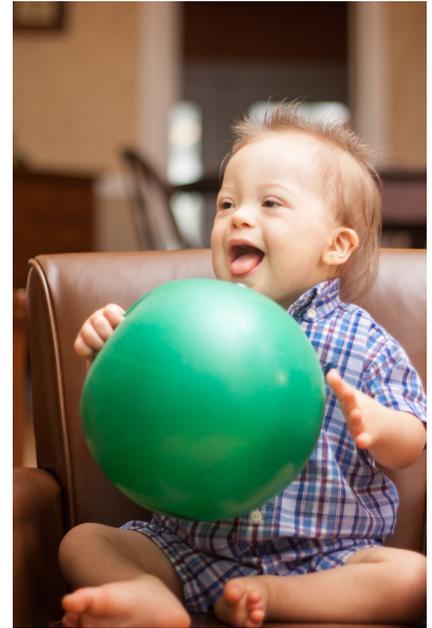
Mission

We maximize the potential of children with special needs.

Guiding Values

One of our guiding values is inclusivity. The stories in this year's Impact Report share how we are strengthening that value in our organization.

- We strive to provide culturally and linguistically appropriate services.
- We welcome those with diverse backgrounds, beliefs, and cultural histories.
- We seek to learn about differences with an attitude of respectful curiosity.



Strategic Planning

CTC is in the process of developing a strategic plan designed to chart a course for the next few years.

While the pandemic interrupted our work, we did identify many areas of focus, including:

- 1 Engage more fully with families and create more opportunities for community **support** and communication
- 2 Create **opportunities** for communities to engage with us and support our mission
- 3 Listen to our communities and their needs, and **grow** our staff and capacity to meet those needs
- 4 **Diversify** our staff and volunteers to meet the needs of our families
- 5 **Elevate** the family voice in the diverse communities we serve
- 6 Develop more community **partnerships** to support families holistically
- 7 Continue to build systematic quality assurance programs to support **excellence** in clinical service and support
- 8 Grow and develop more **funding** sources to support programs for children ages 3+
- 9 Proactively **advocate** and lobby for support for our programs and services



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Cultural Navigators Help Lead Change at CTC

In partnership with [Open Doors for Multicultural Families](#) – a program called Woven Together – helps develop stronger ties with culturally and linguistically diverse families.

Woven Together, a program supported by a grant from Best Starts for Kids, creates spaces for intentional conversation, trust-building, and new understanding between providers in CTC's Early Support for Infants and Toddlers (ESIT) program and families who are new to the US. Learnings from these conversations are helping inform our ESIT program and address gaps.

Woven Together provides a comfortable and welcoming space for families from the same culture to come together, share their lived experiences with CTC's staff, and ask questions regarding their child's care.

Linda Carr, a Family Resources Coordinator with the ESIT program, was instrumental in helping launch the program. "Our biggest challenge was building trust with these families and encouraging real dialogue. That is hard to do when you are part of a white-dominant culture."

The key to the program's success is the work of cultural navigators provided by Open Doors. The cultural navigators help build connections and understanding between ESIT providers and families by discussing specific differences in cultural norms and practices that sometimes lead to misunderstandings.

For example, significant challenges often arise when a

dominant culture is delivering health services, even with the help of an interpreter. "Feeding issues are particularly fraught," says Linda. "A family's culture may dictate one way to feed a child, while the 'expert,' who is frequently a white therapist, says to do it another way. Who does the family believe? Who do they trust? The cultural navigators helped all of us gain a better understanding of the challenges."

A successful cultural navigator needs to have a good understanding of each culture represented in the room, says Linda, as well as an understanding of how the ESIT program works.

"Thanks to the cultural navigators, everyone in the room was learning and growing together," says Linda. "No one was taking the lead. Families spoke up because there was an environment of trust and safety. What we learned through these discussions is that cultural norms and practices vary widely regarding things like a desire for privacy, adherence to one's role in society, or how to cope with conflict. These meetings resulted in transformational conversations between our team and families."

The work is ongoing, says Linda. "Our approach is to try something, learn from it, and then change it," Linda says. "We want to make this truly innovative to benefit the families we serve."



CTC Partners with UW Autism Center

While autism is increasingly prevalent in communities all over Washington, getting an autism evaluation is harder than one might expect.

"When a family is ready to pursue an autism evaluation, they are often given a very long list of places to apply. They sit on a waitlist for an average of 8 to 12 months before there is an opening for an evaluation. Families on Medicaid wait even longer," explains Kate Wigg, Special Educator and CTC's Autism Navigation program coordinator. "Because the waitlist is so long, families often age out of our ESIT program [for ages birth to three] before they receive a diagnosis. That means we can't support, educate, and guide them during a time when they really need it."

This has changed as a result of CTC's partnership with the [University of Washington Autism Center](#), a renowned program that is on the front line of autism evaluation, support, and research. UW's Autism Center created an outreach program to better support families residing in King County awaiting an evaluation, and invited CTC to participate.

"Our collaboration with UW's Autism Center allows CTC families to receive access to an evaluation while their child is still enrolled in our ESIT program," says Kate. "Our providers are often able to join the evaluation and help support families with next steps after a receiving a diagnoses. We love having the opportunity to offer our families a supportive experience when they are going through a potentially life-changing evaluation."

2020 Virtual Week of Giving Stay Home. Connect. Give Back.

For many organizations around the globe, 2020 became a year of fully online events. CTC produced our own first-time online fundraiser: a Virtual Week of Giving anchored by peer-to-peer fundraising and online content highlighting CTC's work. From October 12-17, we highlighted ways that CTC is rising to meet challenges presented by the pandemic so that we can continue offering services and therapy to children in our communities. From exciting technology gains, to our expanded focus on equitable service delivery, to the introduction of our new Boost program for children ages 3-5, our CTC community responded with renewed determination to offer avenues for early support and pediatric therapy in south King and Pierce counties.

Program Highlights

In 2021, we launched a new Best Starts for Kids-funded program called Boost, which provides family navigation and preschool readiness classes to south King County children with special needs who are between the ages of 3 to 5. Boost is a unique program designed to fill the gap in services for children who are not yet receiving special education or therapy services through their local school district, and who may not have received services through Early Support for Infants and Toddlers (ESIT). The Boost program plays a vital role in supporting children and their families from the time children are no longer eligible for ESIT services at age 3, until they can enroll in school district programs.

Our Funders

During our 2020/21 fiscal year (7/1/20 to 6/30/21) our generous grantors offered greater flexibility regarding how grant money was used, allowing us to use the funds where we needed them most.

To help CTC weather the pandemic, they contributed an incredible \$413,316 in general operating and program support funds!



In partnership with local businesses, thoughtful foundations, a stellar staff and board, and each of YOU, we raised more than \$58,000 from people in 16 states! The 2020 Virtual Week of Giving certainly paved the way for future success with virtual and hybrid events and showed us that geography does not have to be a barrier to showing up for one another.



Thanks in part to the generosity of CTC supporters, we were able to provide over 49,000 visits to over 2,400 children with special needs.

*Autism Speaks
City of Burien
City of Covington
City of Federal Way
City of Renton
City of Des Moines
City of Kent
City of Tukwila*

*Costco Wholesale Corporation
Department of Community and Human Services - King County
Greater Tacoma Community Foundation
Open Doors for Multicultural Families
Public Health - Seattle & King County
The Baker Foundation
The Seattle Foundation*

Volunteer Spotlight!

Since joining our team as a volunteer in July of 2018, Amelia has assisted in our fitness center, social skills groups, and worked remotely on special projects like assembling art projects for kids to do at home during the pandemic. Amelia is a recent graduate of the University of Pittsburgh at Greensburg with a B.S. psychology and a minor in biology. She credits her strong teamwork skills to years of playing on a soccer team, and her ability to take initiative is reflected in all that she brings to her volunteer work. She does a wonderful job helping children feel comfortable and have fun in groups.

We thank Amelia and ALL our wonderful volunteers who gave almost 350 hours this year to support our mission!

“ My dream is to become a physical therapist, and I was looking for unique places where I could get credit hours and see various approaches to different types of therapy. The atmosphere at CTC is always positive and inviting. Each staff member gives me insight into the activities we do and builds a connection with me as well. Volunteering here has also been a wonderful way to help contribute to my community! ”

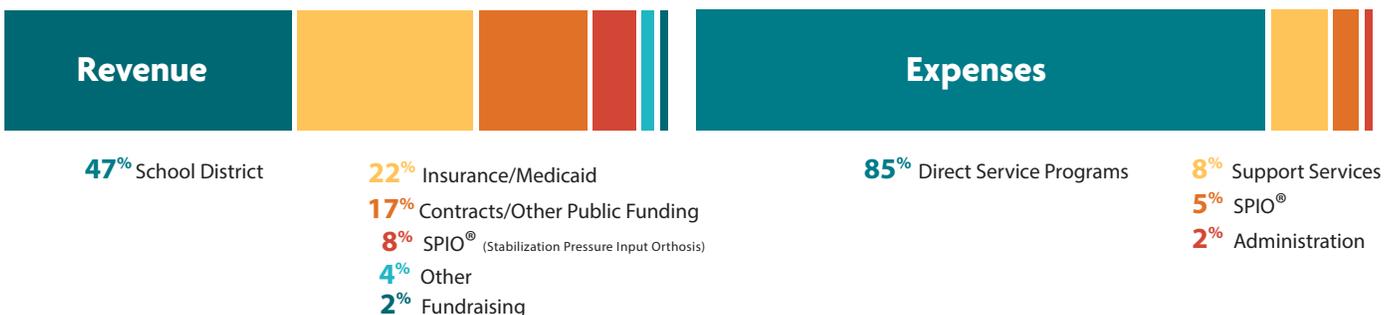
The POWER of YOU!

Resource mobilization—building CTC’s funding and capacity—has been inspiring work over the past year. We moved fundraising and volunteer programs online, focusing on digital and remote efforts that would help support our programs—from volunteers who made and donated masks to our peer-to-peer fundraising. Our fall 2020 campaign featured videos from CTC’s dedicated staff, volunteers and families—demonstrating the interconnection of our roles in supporting kiddos.

Your generosity and encouragement fueled our work throughout this year and helped us make an even bigger impact for kids and families in our communities during a critical time. We are so grateful for all you do to help children with special needs!

Revenue & Expenses

CTC has long sought to diversify its revenue stream. We rely on federal, state and municipal support; medical insurance reimbursements; proceeds from the sale of SPIO® orthoses; corporate and foundation grants; donations from individuals; and revenue generated from income properties.





CHILDREN'S THERAPY CENTER

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TACOMA

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BURIEN

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MAPLE VALLEY

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ctckids.org

