

Mid-Year Outcomes Report

Pediatric
Outpatient Clinic

Therapeutic
Residential
and Day School

JULY-DECEMBER 2023



Heartspring



Heartspring helps children with neurodevelopmental disorders create more independent lives.

Our **Pediatric Outpatient Clinic** provides therapies for child and adolescent neurodevelopmental disorders. Our team takes an interdisciplinary approach, coordinating a variety of therapies into one cohesive experience for the families we serve.

Our **Therapeutic School** provides residential and day-only options for special education that's optimized for children with neurodevelopmental disorders. We integrate evidence-based therapies with continuous support so our students build communication, social and self-care skills alongside their education.



Heartspring at a Glance

JULY-DECEMBER 2023

Pediatric Outpatient Clinic

345

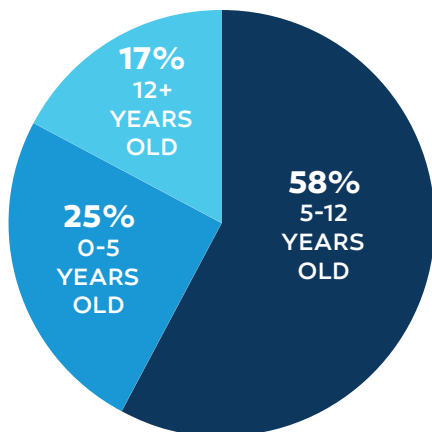
CLIENTS SERVED

12,956

APPOINTMENTS

14,030

THERAPY HOURS



AGES SERVED

Therapeutic Residential & Day School

67

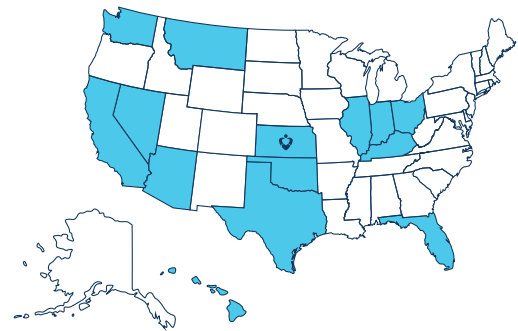
STUDENTS SERVED

59

AVERAGE DAILY CENSUS

6

KANSAS STUDENTS



14

STATES SERVED

Pediatric Outpatient Clinic

Children realize their full potential in communication, social interactions, mobility, and daily living.

Outcomes Highlights:

- Speech-Language Therapy
- Occupational Therapy
- Physical Therapy
- Behavioral Health Therapy
- Applied Behavior Analysis (ABA)

July-December 2023



Speech- Language Therapy

Our speech-language pathologists are trained to work with children with communication difficulties by using verbal language, sign language, and Augmentative and Alternative Communication (AAC) systems. They address articulation, receptive and expressive language, fluency, oral motor skills, and feeding.

254

CLIENTS SERVED

87 clients had updated progress reports and re-evaluation of their therapy plans.

3,272

APPOINTMENTS

87% of these clients made progress on their therapy plan goals.

1,859

HOURS OF THERAPY

60 clients were discharged during this time with **88%** goals met on their therapy plan.

Occupational Therapy

Our occupational therapists focus on development areas such as visual motor, fine motor coordination, bilateral coordination, functional use of hands, general play skills, sensory processing, and activities of daily living to promote participation and independence.

32

CLIENTS SERVED

7 clients had updated progress reports and re-evaluation of their therapy plans.

332

APPOINTMENTS

100% of these clients made progress on their therapy plan goals.

181

HOURS OF THERAPY

22 clients were discharged during this time with **72%** goals met on their therapy plan.

Physical Therapy

Our physical therapists focus on targeting and improving deficits in areas such as mobility, strength, range of motion, endurance, balance, coordination, and gross motor development.

36

CLIENTS SERVED

2 clients had updated progress reports and re-evaluation of their therapy plans.

221

APPOINTMENTS

100% of these clients made progress on their therapy plan goals.

86

HOURS OF THERAPY

36 clients were discharged during this time with 73% goals met on their therapy plan.

Behavioral Health Therapy

Our behavioral health professionals are skilled in treating a variety of childhood disorders and specialize in objective assessments, intervention recommendations, and goal-oriented individual and family therapy.

50

CLIENTS SERVED

17 clients had updated progress reports and re-evaluation of their therapy plans.

281

APPOINTMENTS

100% of these clients made progress on their therapy plan goals.

251

HOURS OF THERAPY

9 clients were discharged during this time with 60% goals met on their therapy plan.

Applied Behavior Analysis

Our Applied Behavior Analysis (ABA) program uses evidence-based, individualized treatments to help children thrive. Our Board Certified Behavior Analysts (BCBAs) specialize in providing techniques to reduce challenging behavior. These services can include one-on-one therapy, parent collaboration, and social skills groups.

71

CLIENTS SERVED

24 clients had updated progress reports and re-evaluation of their therapy plans.

8,648

APPOINTMENTS

52% of these clients made progress on their therapy plan goals.

11,653

HOURS OF THERAPY

16 clients were discharged during this time with 69% goals met on their therapy plan.

PARENT SATISFACTION SURVEY RESULTS OCTOBER 2023

93%

understood and implemented recommendations and **witnessed their child's progress.**

93%

reported **overall positive experiences with the services** and felt their children were receiving the necessary support for their progress.

"I absolutely love everything about Heartspring."

- PEDIATRIC OUTPATIENT CLINIC PARENT

98%

expressed **satisfaction across various aspects**, including overall experience, engagement in their child's therapy sessions, and likelihood to recommend Heartspring to a friend.

95%

believes Heartspring **effectively addresses family concerns or their child's needs**, and a similar percentage observes tangible progress in their child's development through the received services.



The Importance of Fun in Therapy: Elizabeth's Story

Fun is an important word to Elizabeth's family. It's one word you could definitely use to describe Elizabeth. She's a playful two-year-old girl who loves to read, play games and shower her family with hugs and kisses. Though she may be shy at first, she has a smile that can melt your heart and a laugh that lights up a room.

Despite her positive attitude and strength, life wasn't always fun for Elizabeth and her family early on. Elizabeth was born with a brain tumor. Its presence caused her head at four months old to be the size it is now at two years old. In addition to the tumor's obvious health and cognitive development risks, this also stalled her physical

development. For one thing, her head was too heavy to lift on her own, making it difficult for her to interact with the world around her and have fun.

When she was five months old, Elizabeth had the tumor surgically removed at St. Louis Children's Hospital, followed by additional surgeries placing shunts to drain excess fluid from her head and allow her brain to grow.

"Her brain had to establish pathways that didn't exist before," Emily, Elizabeth's mother, said. "Elizabeth's development is right on track for her age in many ways, but certain aspects of her development basically didn't

start until after the surgeries... physically, she had to relearn everything."

While Emily's career was in Wichita, Elizabeth's medical team and extended family were all in St. Louis, so Emily kept them there while Elizabeth needed more medical attention. In the fall of 2021, Elizabeth's health stabilized and the focus shifted from medical to developmental. That's when they found Heartspring and decided they were ready to move to Wichita.

"If at any point I felt reservations about the ability of the Heartspring team to provide her with the therapies she needed, I would've moved us back to St.



“Heartspring is a huge part of the reason why we were finally able to build the home I’d always planned to build with Elizabeth.”

- EMILY,
ELIZABETH'S
MOTHER

Louis,” Emily said. “Heartspring is a huge part of the reason why we were finally able to build the home I’d always planned to build with Elizabeth.”

Elizabeth started receiving therapy a year ago. She sees a team made up of a physical therapist, occupational therapist, and speech-language pathologist. They use play to help Elizabeth meet her developmental goals. The team works with each other, Elizabeth and Emily to create the best plan.

“I absolutely think the coordination between the therapists is awesome,” Emily said. “When it comes to Elizabeth’s care, I’ve become

very used to making sure specialists talk to each other. But at Heartspring, I find that they’ve usually already aligned before I bring things up. And they are constantly seeking ways to keep activities tailored to Elizabeth’s evolving needs and interests. I really appreciate the whole team’s proactive, personalized approach.”

Most importantly, fun remains the core principle of Elizabeth’s therapies. Whether it be stacking rings at physical therapy or making hand washing a game at occupational therapy, Elizabeth’s therapists tap into her playful nature to make sure she is engaged and making strides.



WATCH
ELIZABETH'S
STORY

Therapeutic Residential & Day School

Students improve behaviors, increase communication, and gain independence on an individual basis.

Outcomes Highlights:

- Applied Behavior Analysis (ABA)
- Vocational Training Programs
- English Language Arts
- Mathematics
- Occupational Therapy
- Speech-Language Therapy

July-December 2023



Heartspring's Therapeutic Residential & Day School is optimized for students with neurodevelopmental disabilities. We offer comprehensive support in academics, residential living, and therapeutic care. Utilizing a Multi-Tiered System of Support (MTSS) framework aligned with ESSA regulations, we adapt interventions to meet students' unique needs. Monthly progress data, analyzed by a dedicated MTSS committee, reflects students' advancements in behavior, academics, and therapy services. By emphasizing the importance of substantial progress aligned with Individualized Education Program (IEP) goals, we ensure a holistic approach to student success, promoting growth and independence.

Applied Behavior Analysis

50
STUDENTS EVALUATED

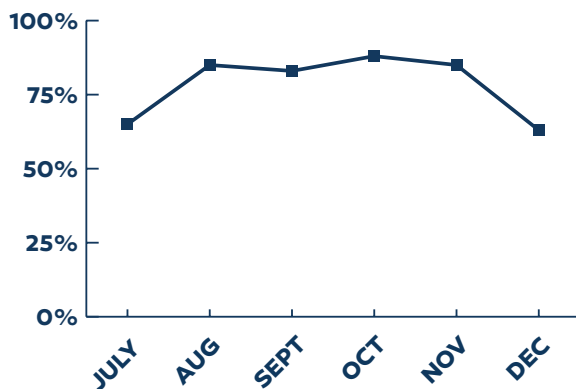
50%

of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

62.2%
OF THEIR GOALS

PROGRESS RATES



Vocational Training Programs

27
STUDENTS EVALUATED

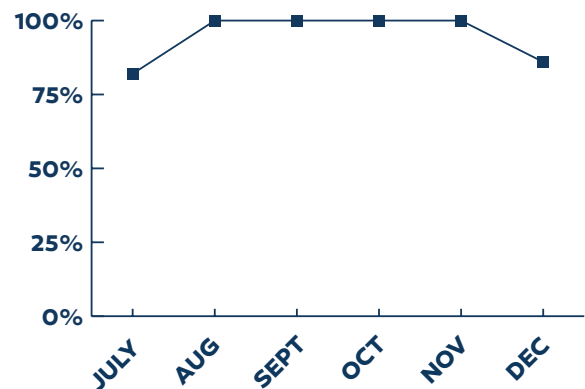
71.4%

of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

86.2%
OF THEIR GOALS

PROGRESS RATES



English Language Arts

63

STUDENTS EVALUATED

62.4%

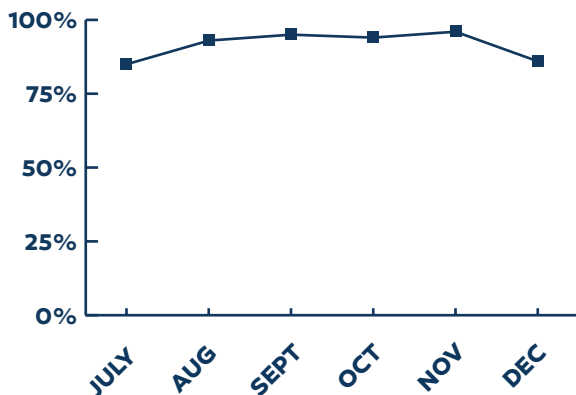
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

84.7%

OF THEIR GOALS

PROGRESS RATES



Mathematics

62

STUDENTS EVALUATED

60.9%

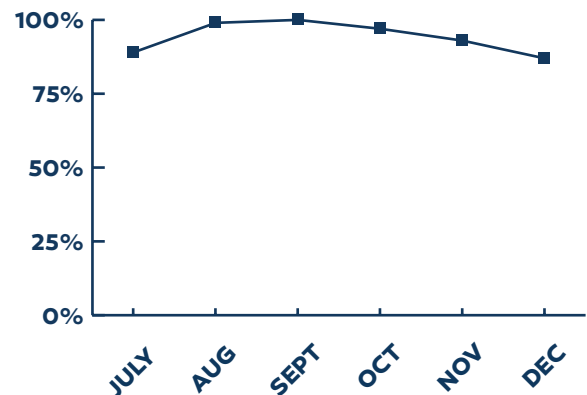
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

87%

OF THEIR GOALS

PROGRESS RATES



SCHOOL SATISFACTION SURVEY RESULTS

94.12%

of **parents/guardians** believe Heartspring provides a caring environment and meets their child's needs.

100%

of **school district representatives** believe Heartspring provides a caring environment and meets their student's needs.

78.26%

of **parents/guardians** believe the Heartspring medical team meets the health care needs of their child.

Occupational Therapy

46

STUDENTS EVALUATED

56.5%

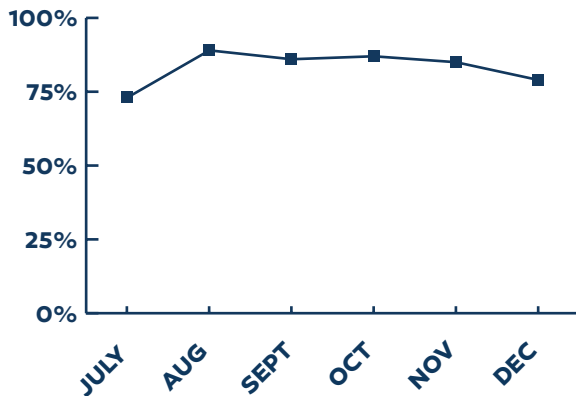
of those students had a **100%** progress rate (Students have made sufficient progress on all of their goals)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

74.7%

OF THEIR GOALS

PROGRESS RATES



Speech-Language Therapy

58

STUDENTS EVALUATED

64.5%

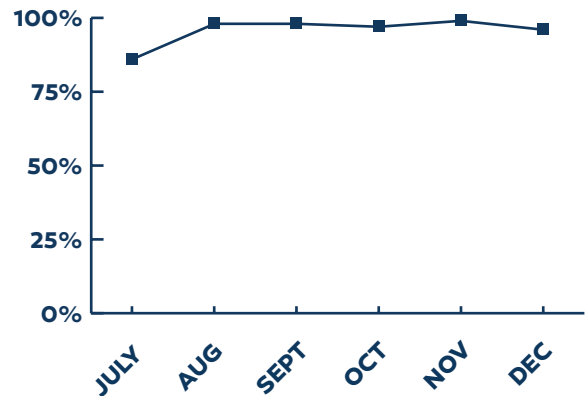
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

90.2%

OF THEIR GOALS

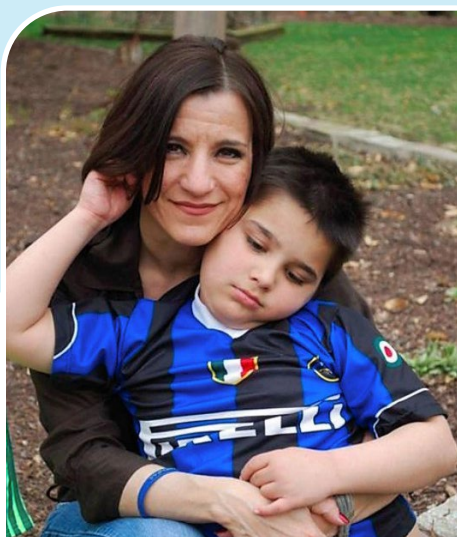
PROGRESS RATES



96%
OVERALL
SATISFACTION RATE

"Heartspring is an extension of our family, and we feel that our boy is being treated as another member of the family. It gives us a peace of mind given our physical distance. Can't thank you all enough!"

- SCHOOL PARENT



Transformation at Heartspring: Luka's Story

When Luka was younger, he would stand with his back against a kitchen cabinet and kick backward to knock out the panel.

“And once his foot went through, he would move on to the next one,” recalled his mother, Lara. “So he destroyed every cabinet in the kitchen, and by the time he went to Heartspring, he was working on the oven and the dishwasher.”

Luka is autistic with high support needs and came to live at Heartspring shortly before he turned 8 years old.

By that time, even though Lara played referee all day to minimize Luka's destructiveness, their small home in suburban Chicago also featured a cracked ceiling and a demolished closet in the entryway.

Luka had punched a hole in his bedroom wall (eating the drywall), and he had kicked the glass patio doors so hard that Lara had to duct tape the gap to keep out the winter chill.

Luka left Heartspring in August, and at 22 years old is comfortably resettled in a four-bedroom house not far from where he lived as a child. Operated by a nonprofit that serves adults with severe developmental disabilities, the Evanston, Illinois, home has one staff member for the four residents.

Luka has the entire basement to himself, with space for his computer, TV, and Papasan chair.

“He's unrecognizable from the person he was when he enrolled at Heartspring,” Lara said. “And it's not just the age difference.”

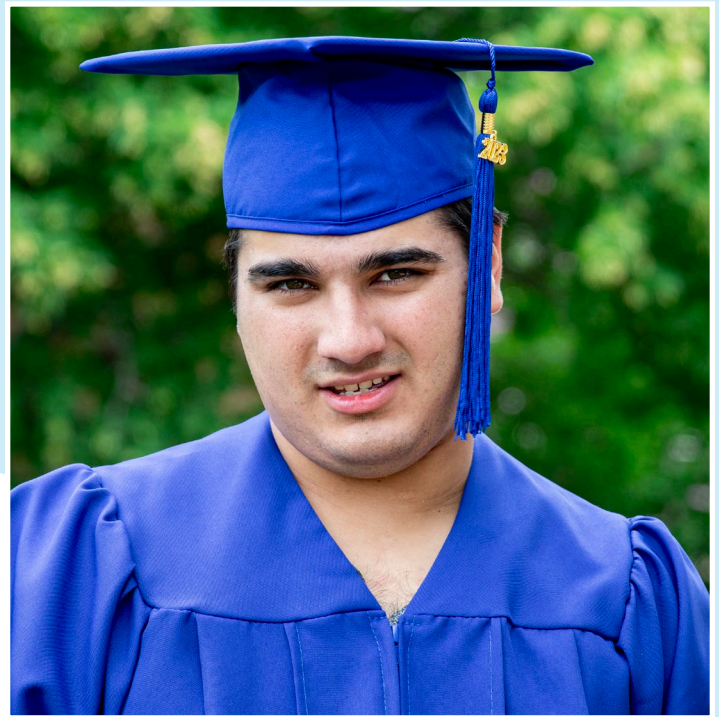
The story of Luka's transformation at Heartspring also features Lara's resilience.

Retired from a nearly 30-year career as a flight attendant, Lara, 56, now lives in Austin, Texas. Luka is part of a blended family that includes six boys.

She and her first husband divorced after 10 years amidst the strain of raising Luka along with their three other boys; paying for Luka's care bankrupted the couple.

Lara is certain that the difficulties of raising the four boys ultimately led her ex-husband to take his own life.

But even with all that stress, it still took her sister-in-law, mother, and finally, Luka's trusted developmental neurologist to convince Lara that it was time to place Luka in a residential setting outside the home — both for his sake and for the sake of the brothers she would now have more time to raise.



She had to overcome the guilt of turning her son over to someone else to raise and realize that living almost as a prisoner in her own home for seven years had made her lose sight of what a normal life looked like.

Lara looked at nearly 20 residential options inside and outside Illinois before walking into Heartspring and knowing instantly that it was the right fit.

She noticed that, just like her, the Heartspring staff talked to the nonverbal residents. To her that indicated that staff treated the residents simply as individuals who happened to have a disability.

Plus, they taught Luka how to use the toilet in about three months — something Lara had been trying to do for years.

Outsiders might wrongly assume that a residential setting inevitably restricts the

freedom of its students, Lara said. “A congregant setting like Heartspring for Luka is where he had the most freedom in his life because he was in a safe space and he had options,” she said.

He was free to ride his bike and explore the campus.

When Luka first came to Heartspring, he was averaging about 2,000 instances of destruction a month. But thanks to the calming methods he learned at Heartspring, he is now down to about five a month. That level and the fact that he is toilet trained allowed him to move into the home in Evanston.

Lara and her husband have a condo nearby, so they go up and see Luka often. As for the future, Lara’s hopes and dreams for Luka are pretty simple.

“I just want him to be happy and safe,” she said.

“He’s unrecognizable from the person he was when he enrolled at Heartspring. And it’s not just the age difference.”

- LARA, LUKA'S MOTHER



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