



FY24

ANNUAL REPORT

PEDIATRIC OUTPATIENT CLINIC

THERAPEUTIC RESIDENTIAL
AND DAY SCHOOL



Heartspring

Heartspring's 90th year has been transformative.

Guided by our founder Dr. Palmer's strengths-based values that honor each child's individuality and potential, we are evolving into a national destination for families seeking therapies and specialized education for children with neurodevelopmental challenges.

Whether it's a diagnosis of neurodevelopmental disorder (NDD), such as autism, or recognition of a delay in an infant or toddler's development, we're building a continuum of services that address the most common needs in pediatric neurodevelopment across stages of childhood and adolescence.

Our timing is on cue, as the prevalence of NDDs is rapidly increasing. The CDC now estimates one in six U.S. children have one or more developmental disabilities. The cost of raising a child with a disability is seven times greater than a neurotypical child. Affected families need deep support networks that are difficult to assemble – where they exist at all.

We're inspired by the children who already come to Heartspring for specialty services that change the trajectory of their lives. Over the last year, we've also improved our financial standing, while increasing pay and benefits for our staff. And, we've strengthened our credibility by earning a respected Three-Year Accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for our Outpatient Services and Residential

Program in our Therapeutic School.

From this platform of strong performance, we're advancing a revitalized vision and roadmap that significantly expands our impact to the many families still in need of the right care for their child.

Part of that vision becoming reality is our entry into Wichita's Biomedical Corridor — one of the most significant developments in the region. It strengthens opportunities for research, collaboration and innovation with leading experts and partners from Wichita State University, University of Kansas and more. Collaboration with Wichita State, in particular, is in our organization's DNA, as Dr. Palmer began his original treatment practice in Jardine Hall. We're just beginning to open the doors of potential with these new and continuing partnerships.

As I look at the progress we've made in the last year, I'm filled with confidence and excitement for what's ahead. We're ready to expand our reach, provide change-making opportunities for donors and partners, and connect with more families who need our expertise and care.

DAN SOLIDAY
PRESIDENT AND CEO







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 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 2023 - JUNE 2024

Pediatric Outpatient Clinic

479

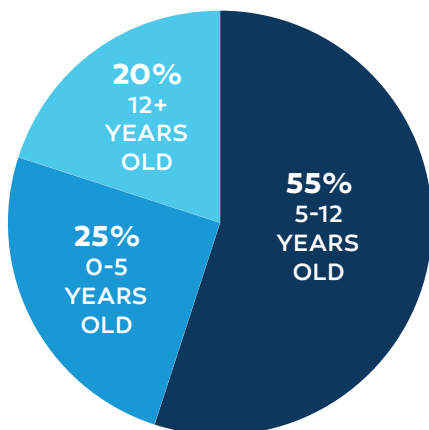
CLIENTS SERVED

28,261

APPOINTMENTS

34,512

THERAPY HOURS



AGES SERVED

Therapeutic Residential & Day School

80

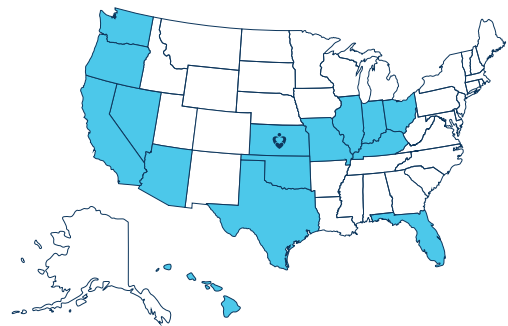
STUDENTS SERVED

61

AVERAGE DAILY CENSUS

9

KANSAS STUDENTS



15

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 2023 - June 2024



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.

330

CLIENTS SERVED

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

7,484

APPOINTMENTS

69% of these clients made progress on their therapy plan goals.

4,118

HOURS OF THERAPY

104 clients were discharged during this time with **97%** 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.

59

CLIENTS SERVED

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

866

APPOINTMENTS

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

506

HOURS OF THERAPY

35 clients were discharged during this time with **85%** 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.

54

CLIENTS SERVED

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

370

APPOINTMENTS



80% of these clients made progress on their therapy plan goals.

246

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.


67

CLIENTS SERVED

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

860

APPOINTMENTS



75% of these clients made progress on their therapy plan goals.

771

HOURS OF THERAPY

17 clients were discharged during this time with **80%** 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.

113

CLIENTS SERVED

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

18,631

APPOINTMENTS

77% of these clients made progress on their therapy plan goals.

28,871

HOURS OF THERAPY

31 clients were discharged during this time with **87%** goals met on their therapy plan.

PARENT SATISFACTION SURVEY RESULTS

JULY 2023 - JUNE 2024

93%

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

95%

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

97%

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

93%

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.



Heartspring Expands Offerings for Next Pediatric Neurodevelopment Chapter in Downtown Healthcare Corridor

On July 18, 2024, we were excited to invite the Wichita community to visit our newly remodeled Feeding Therapy Room, made possible with a T-Mobile Foundation Volun-T Grant funded by T-Mobile employees and awarded to initiatives addressing critical community needs.

Nikki Bina, Clinical Director of Interdisciplinary Therapy at Heartspring, says the intentional design of our space encourages children to learn through play and interaction, which supports their development and increases their receptiveness to therapy.

The new space facilitates positive outcomes for families, like the Norberg family who helped make the new room possible.

“I am incredibly thankful for Heartspring’s therapists, as they have helped all three of my children at different points in their development,”

said Sara Norberg. “Specifically, for Maddox, we’ve been supported in learning his nuances, which improved the way we parent him and led him to explore and try new foods. Meals are much less stressful!”

The need for feeding therapy services and our commitment to helping children grow led to a new world of possibilities for families struggling at mealtimes.

However, Heartspring is more than just a place; we’re a partner in growth.

We believe every child facing neurodevelopmental disabilities or delays possesses unique strengths and limitless potential. Our approach centers around discovering those strengths and building upon them to create a solid foundation for the future. This also translates to our own foundation for the future.

Heartspring Joins the Downtown Wichita Healthcare Corridor



Our Pediatric Outpatient Services expansion into Wichita's downtown Healthcare Corridor will

- Be a cutting-edge, multi-clinic healthcare facility
- Offer diagnoses and clinical interventions for children with neurodevelopmental disorders, disabilities and delays (NDDs)

In August, we announced our Pediatric Outpatient Services expansion into Wichita's downtown Healthcare Corridor.

When we develop this space, it will be a cutting-edge, multi-clinic healthcare facility offering diagnoses and clinical interventions for children with neurodevelopmental disorders, disabilities and delays, including communication and motor challenges, intellectual and learning delays, ADHD, autism, and more.

Design work for renovation and construction of the new space is underway, with an anticipated occupancy in the next four to six years.

We look forward to making our vision for families' futures a reality in the downtown Healthcare Corridor, and we couldn't possibly do it without our loyal community beside us.



Our Pediatric Outpatient Clinic and Residential Program in our Therapeutic School received Three-Year Accreditation from CARF International over the summer!

This accreditation is the highest level of accreditation CARF International can give an organization and shows Heartspring's substantial conformance to the CARF standards.

We're incredibly proud of our employees and their dedication to our organization's growth, safety, and improvement.



**SCAN TO
LEARN MORE
ABOUT OUR CARF
ACCREDITATION**



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 in 2021. 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 2023 - June 2024



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.

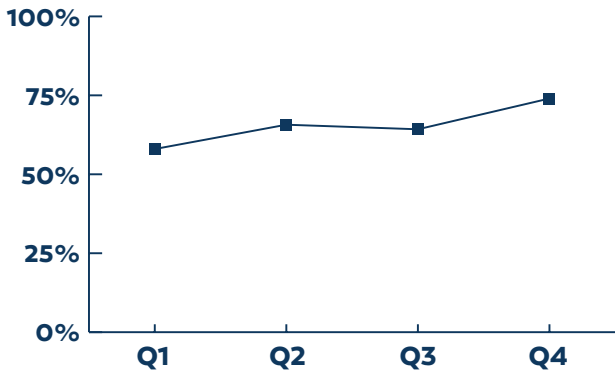
Applied Behavior Analysis

56
STUDENTS EVALUATED

25%
of those students had a **91% or above** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON
65.91%
OF THEIR GOALS

PROGRESS RATES



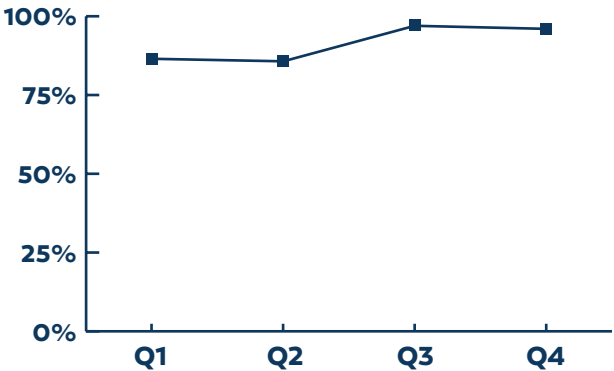
Vocational Training Programs

26
STUDENTS EVALUATED

65.38%
of those students had a **95% or above** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON
89.53%
OF THEIR GOALS

PROGRESS RATES



English Language Arts

66

STUDENTS EVALUATED

36.36%

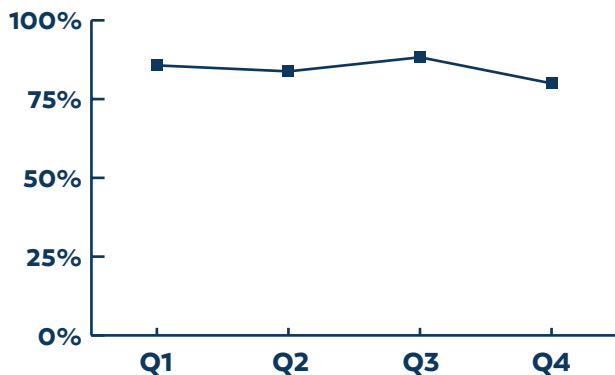
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

84.32%

OF THEIR GOALS

PROGRESS RATES



Mathematics

67

STUDENTS EVALUATED

40.3%

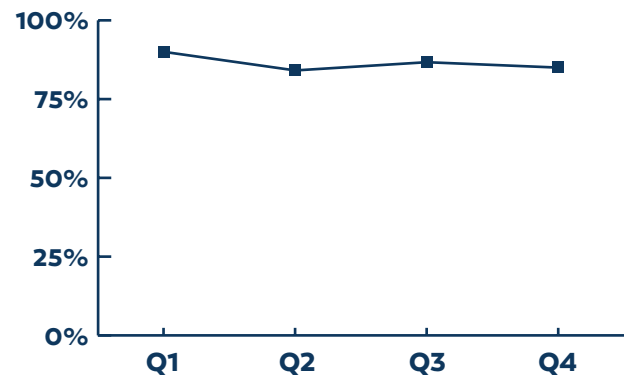
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

86.3%

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

50

STUDENTS EVALUATED

14%

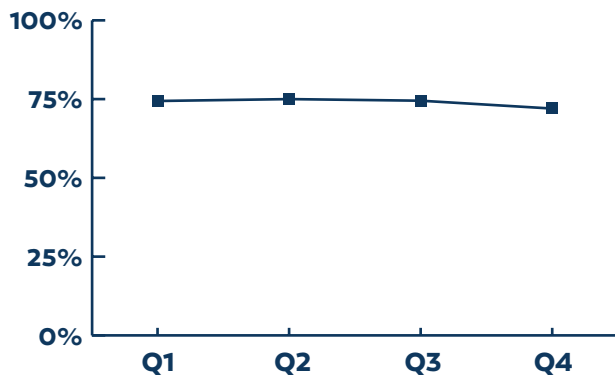
of those students had a **100%** progress rate (Students have made sufficient progress on all of their goals)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

73.88%

OF THEIR GOALS

PROGRESS RATES



Speech-Language Therapy

61

STUDENTS EVALUATED

39.34%

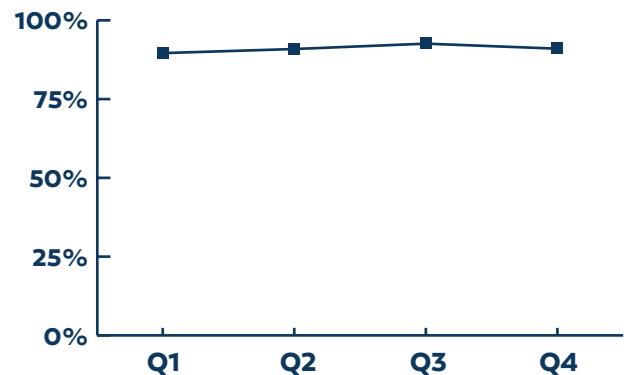
of those students had a **100%** progress rate. (Students have made sufficient progress on all of their goals.)

STUDENTS HAVE MADE SUFFICIENT PROGRESS ON

91.14%

OF THEIR GOALS

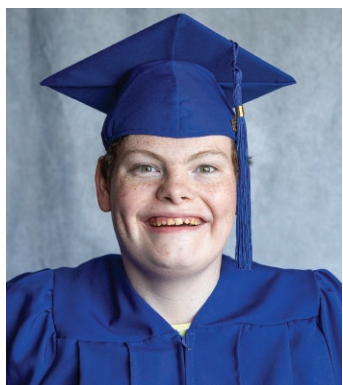
PROGRESS RATES



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



Celebrating Growth: Heartspring's Year- Round Graduations Highlight Therapeutic Education Successes

Heartspring Therapeutic Residential and Day School students have neurodevelopmental disorder diagnoses and other challenging behaviors and communication needs that require a more directly supportive environment than what's possible in their home school district. Heartspring staff provide individualized programs to help each student grow and find their path to greater independence.

The doors we help our students open lead to a world of new possibilities. For Gregory's mother, Rebecca, she said, "It was like we got our son back." Gregory started his Heartspring journey at two years old in our Outpatient Services for occupational therapy. He later returned as a Heartspring Therapeutic School student. Rebecca said, "Every year he's been at Heartspring, he says a lot more; we see a lot more of his personality coming out."

Our school program helps students adapt to their environments. Our strengths-based approach focuses on building the skills students excel at and helps reduce interfering behaviors.

Once our students complete their educational requirements, they receive a certificate of completion or a diploma, so graduations can happen any time of year! Graduation ceremonies help us take a step back and see the overall growth each student achieves. Every child's journey is unique, and there's so much joy at Heartspring to share.



**LEARN MORE
ABOUT
HEARTSPRING
GRADUATIONS**



WATCH
CAMRON'S
STORY



Creativity + Consistency = Endless Possibilities

Although many of our students don't communicate verbally, art helps them regulate their nervous systems, express their emotions, build self-esteem, and interact with others. For one student, Camron, art not only gave him a creative outlet for expression but helped him find a new joy altogether.

Julie Noller, Heartspring's Special Projects Coordinator, says, "Camron, when he's painting, it's an incredible process to watch. He proceeds so confidently."

These skills don't only translate to a canvas, but to Camron's development overall.

"He's engaging in academics. He's off-campus participating in community-based instructions. To see growth and where he came from — it's huge," Darrell Daugherty, Community Engagement Director at Heartspring says.

Heartspring provides a highly structured environment for children who need a consistent routine to develop strategies to regulate their behavior. The replicable system means students can adapt to change, which sets them up for success outside of Heartspring.

"We see the potential for every child who comes

to Heartspring," Cora Gouldner, a Certified Autism Specialist within our Therapeutic School, says. "That child's fully capable of reaching a possibility with determination and tenacity because consistency works. Camron's a product of that."

Each of our students has a dedicated team of therapists, behavior analysts, educators, and staff to construct their Individualized Education Plan (IEP) and behavior intervention plan to create goals for the students to work on throughout the year. Our interdisciplinary approach helps children with every step of their educational journey because we're right beside them, cheering them on.

"We see the potential for every child who comes to Heartspring. That child's fully capable of reaching a possibility with determination and tenacity because consistency works."

CORA GOULDNER
Certified Autism Specialist



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 2023, 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



Consolidated Statement of Activities

Years Ended June 30, 2024; 2023; 2022; and 2021

		2024	2023	2022	2021
Revenue, Gains, and Other Support					
Fees	\$	24,000,866	\$ 23,959,195	\$ 24,044,097	\$ 24,036,318
Contributions		1,316,331	935,036	1,917,211	1,248,104
Legacies and Bequests		-	-	250,000	-
Investment Return		1,701,780	1,178,619	(1,498,126)	2,517,603
Change in assets held by Wichita Community Foundation		513,898	309,086	(682,726)	893,128
Paycheck Protection Program		-	-	-	3,577,762
Other		206,809	172,730	168,871	88,984
Total Revenue, Gains, and Other Support	\$	27,739,684	26,554,666	24,199,327	32,361,899
Expenses					
School		19,845,622	20,961,478	21,811,689	21,609,218
Outpatient Services		4,365,935	3,719,616	4,595,249	4,931,999
Total Program Services	\$	24,211,557	24,681,094	26,406,938	26,541,217
Management and General		1,991,836	1,416,216	1,493,284	1,241,572
Fund Raising		774,751	559,257	721,526	700,777
Total Expenses	\$	26,978,144	26,656,567	28,621,748	28,483,566
Change in Net Assets		761,540	(101,901)	(4,422,421)	3,878,333
Net Assets, Beginning of Year		36,165,392	36,267,293	40,689,714	36,811,381
Net Assets, End of Year	\$	36,926,932	36,165,392	36,267,293	40,689,714



Consolidated Statement of Financial Position

Years Ended June 30, 2024; 2023; 2022; and 2021

		2024	2023	2022	2021
Assets					
Cash and cash equivalents	\$	1,206,055	\$ 2,279,080	\$ 2,160,053	\$ 4,120,528
Accounts receivable, net of allowance		4,417,823	2,987,972	2,948,965	2,972,081
Prepaid expenses and other		587,637	553,497	448,651	475,556
Investments		13,693,613	12,798,758	12,885,352	14,417,595
Contributions receivable		-	52,083	302,350	59,121
Interest in assets held by Wichita Community Foundation		5,031,803	4,979,904	4,670,818	5,353,544
Property and equipment, net of accumulated depreciation		14,095,718	14,424,964	14,911,967	15,511,994
Total Assets	\$	39,032,649	38,076,258	38,328,156	42,910,419
Liabilities and Net Assets					
Liabilities					
Accounts payable		314,682	362,611	302,398	534,783
Accrued compensated absences		436,636	401,156	424,465	418,267
Other accrued expenses		1,354,399	1,147,099	1,307,157	1,246,855
Deposits and advances		-	-	26,843	20,800
Total Liabilities	\$	2,105,717	1,910,866	2,060,863	2,220,705
Net Assets					
Without donor restrictions		29,347,847	29,649,889	30,475,178	34,375,818
With donor restrictions					
Purpose restriction		4,650,464	3,586,882	2,863,494	3,635,275
Perpetual in nature		2,928,621	2,928,621	2,928,621	2,678,621
Total Net Assets	\$	36,926,932	36,165,392	36,267,293	40,689,714
Total Liabilities and Net Assets	\$	39,032,649	38,076,258	38,328,156	42,910,419



**HEARTSPRING IS ACCREDITED
BY CARF INTERNATIONAL FOR
ITS PEDIATRIC OUTPATIENT
SERVICES AND THERAPEUTIC
SCHOOL'S RESIDENTIAL
PROGRAM.**

