

2019

AGENCY IMPACT REPORT

FY19

Overview with President/CEO, Debbie Reed

On behalf of our Boards and staff members, I am pleased to share with you our FY19 Impact Report. While this report barely scratches the surface of the incredible work being done in our organizations to positively impact the lives of children and families, it does provide a glimpse into the results of our efforts.

You might notice that I said work being done in our organization(s). In this past year, we took a bold step to further extend our mission reach by restructuring into five independent corporations — which we collectively refer to as the Chaddock Family of Organizations. The new structure will allow us to be more focused and nimble, and ultimately strengthen our ability to impact even more kids and families, both directly and indirectly.

Grounded in our collective vision — a world where every person matters, relationships are valued, and healing and change are possible — and our shared values of faith, relationships, responsibility, learning and caring, highlighted to the right is the mission and focus of each of the Chaddock Family of Organizations.

I invite you to celebrate with us the accomplishments of the past year, and to walk alongside us in the year to come as we continue to amplify our impact in new and exciting ways.

Debbie Reed
President/CEO



Chaddock

To position the Chaddock Family of Organizations as a source of solutions for struggling children and families and the professionals who support them.

Chaddock Attachment and Trauma Services

To strengthen children and families through innovative trauma and attachment-based services.

Chaddock Children's Foundation

To engage individuals in sharing their time, talent and treasure to support the programs and services of the Chaddock Family of Organizations.

The Knowledge Center at Chaddock

To build the capacity of human service, education and nonprofit professionals through training, consultation, publications and research.

Chaddock Behavioral Health

To support behavioral health professionals in efficiently delivering services to their clients.

COMMUNITY BASED SERVICES

Chaddock impacts the lives of children and families in the local community through Foster & Adoption Services provided in Adams, Brown, Hancock and Pike counties and school-based counseling offered at eight schools in Adams County. In addition, Chaddock serves children statewide through the work of Caregiver Connections, which provides early childhood mental health consultation to child care centers and home-based providers across Illinois.

62
YOUTH IN FOSTER CARE
ACHIEVED PERMANENCY

23 of those children
returned home

- AND -

32 adoptions were
finalized



FOSTER & ADOPTION SERVICES

317 YOUTH
SERVED

8 yrs old is the average age of
children in foster care

62% of children were placed in a
relative/fictive foster home

91% of foster parents report Chaddock
provides training/support to help them
as foster parents

82% of foster parents are comfortable
being an active part of the treatment team

CAREGIVER CONNECTIONS

4,626 CHILDCARE
PROVIDERS

SERVED THROUGH ONE-ON-ONE
CONSULTATIONS OR TRAINING EVENTS

85% of providers reported greater
confidence in their skills as a result
of consultation

94% of providers reported they
have more sensitive and responsive
interactions with children



“The consultant provided information about how to treat a specific child's behavior. We tried different tools and strategies that have helped us improve communication with the child and the family.”

- A CHILDCARE PROVIDER

“Our licensing worker is open, honest and understanding. He is supportive and interacts well with our family. The caseworker is phenomenal. She is professional and caring. She follows through with all needs and requests. The training options are ongoing and appreciated.”

- A FOSTER PARENT

Chaddock's Developmental Trauma and Attachment Program (DTAP) brings hope and healing to children and youth who have experienced severe trauma and struggle with attachment-related difficulties. Of the children and youth served through DTAP in the past five years, 88% have a history of psychiatric hospitalization and 65% were adopted privately, internationally or through the foster care system.

DTAP's foundation is an in-depth understanding of brain development and the impact of trauma on a child's ability to form attachments with primary caregivers. DTAP incorporates the whole family system into a child's treatment plan and can be delivered in three treatment options: In-Home Intensive, Residential and Accelerated Residential.

IN-HOME INTENSIVE PROGRAM

38 CHILDREN
AND FAMILY MEMBERS SERVED

RESIDENTIAL PROGRAM

236 CHILDREN
AND FAMILY MEMBERS SERVED

ACCELERATED RESIDENTIAL

16 CHILDREN
AND FAMILY MEMBERS SERVED

ON AVERAGE, RESIDENTIAL
CLIENTS SERVED HAVE
EXPERIENCED 6 TRAUMA
EXPOSURES

- TOP FIVE TRAUMA EXPOSURES -

- Neglect
- Separation from caregiver
- Impaired caregiver
- Traumatic loss/bereavement
- Physical abuse



86% of clients successfully
completed treatment

Upon discharge from Chaddock*

81% of children/youth report experiencing fewer overall difficulties

64% of parents report having a better relationship with their child

One Year after being discharged
from Chaddock*

94% are attending school or have graduated

92% remain in the home or less restricted setting to which they were discharged

91% have avoided legal involvement for a crime

81% have avoided psychiatric hospitalization

*based on clients discharged from FY15-FY19

- A CHADDOCK PARENT

“Everyone has great communication concerning my child. His treatment team knows him very well and works very well with him. I could not ask for a better therapist, case manager, cottage supervisor and overall staff.”

During the 2018-2019 school year, Chaddock School served children and youth completing treatment in Chaddock's residential program, as well as youth from 17 area school districts who have not experienced success in the traditional public school setting. Teachers at Chaddock School are special education certified and receive continuous training to keep up with the latest therapeutic and academic approaches.

With a low teacher to student ratio, Chaddock School provides challenging learning experiences while building meaningful relationships in a therapeutic environment focused on developing healthy, engaged, and productive students. Throughout the school year, students participated in the annual Science Expo and Living History Exhibit. Student creativity was on display at the school's first Art Show and students took part in building and decorating Chaddock's Dogwood Parade Float.

STUDENT SUCCESSES

6 students attended
public school part-time

8 students participated
in drivers education

9 students completed
requirements for
graduation

17 students made the honor
roll (average per quarter)

137 STUDENTS

ENROLLED DURING 2018-19
SCHOOL YEAR

64% of students have an
emotional disorder

35% have both an emotional
disorder and a learning disability

On average, students are two
years behind academically
upon enrollment

With trauma-informed approaches incorporated throughout the student experience, the Chaddock School teachers, therapists and support staff meet students where they are both behaviorally and academically. For many students, the focus is to keep them engaged in school while they work toward a return to their public school district.

80% - annual attendance rate for community students

86% - of students maintained placement at Chaddock School or returned to their public school

82% graduation rate
(five yr average
from FY15-FY19)



The Knowledge Center at Chaddock (TKC) reinforces Chaddock's reputation as a leader in the field of developmental trauma and attachment by directing efforts toward clinicians, educators and families whose lives and work are impacted by developmental trauma and attachment disorders, as well as capacity building for non-profit leaders.

TKC amplified its impact in FY19 by evolving from service line focused on training and consultation to become its own corporation as part of Chaddock's organizational restructure plan. TKC extended Chaddock's reach through in-person training, online webinars, clinical consultation/supervision, blogs, podcasts and publications within the areas of developmental trauma, attachment and organizational leadership.

HIGHLIGHTS OF FY19

67 TRAINING

EVENTS BOTH ONLINE AND IN-PERSON THAT INVOLVED 2,295 PARTICIPANTS.

5,000 THERAPISTS

FROM MORE THAN 40 COUNTRIES ARE MEMBERS OF OUR ATTACHMENT-BASED THERAPY FACEBOOK GROUP



TKC's weekly podcast, **Attachment Theory in Action** hosted by Chaddock's Director of Program Strategy Karen Buckwalter featuring national attachment and trauma experts, was downloaded over 58,251 times to listeners in 100 countries.



HIGHLIGHTS OF FY19



FLEXAMS SYSTEM IS IN USE BY 6 HEALTH SERVICE AGENCIES INCLUDING CHADDOCK

443 REGISTERED USERS

ACCESS DAILY



Chaddock Behavioral Health (CBH), established in FY19 as part of Chaddock's organizational restructure plan, focuses on the electronic health record needs for human service agencies through the ownership and development of FlexAMS. Chaddock acquired the electronic health record system, formerly known as FlexDSI, when the owners of the system opted to discontinue their business.

Throughout FY19, Chaddock's Flex team and software developers worked together to update a number of aspects of the Flex system, develop new modules and rebrand the system as FlexAMS. The long range goal for Chaddock Behavioral Health is to build the FlexAMS customer base thus generating a new revenue stream to support direct care programs provided by Chaddock Attachment & Trauma Services.

Chaddock's impact – whether serving local children and families or sharing resources and expertise with professionals across the world – is due to the 246 dedicated, compassionate individuals working throughout the Chaddock Family of Organizations.

In FY19, Chaddock sharpened its focus on recruitment and retention by launching a mentor program for newly hired residential staff; revamping the monthly employee newsletter to keep staff informed and invigorating Chaddock's employee Facebook group to encourage a spirit of fun throughout the organization. As a result of these efforts, the organization ended the year with an 84% staff retention rate – up from 77% the prior year and the highest rate in the last five years.

Positive feedback in the 2019 Employee Engagement Survey shows that job satisfaction remains strong throughout the organization

97% of staff reported that Chaddock is a good organization to work for

95% of staff reported their supervisor is available and provides guidance when needed

95% of staff reported Chaddock supports efforts to balance work and personal life

92% of staff reported that they enjoy their job

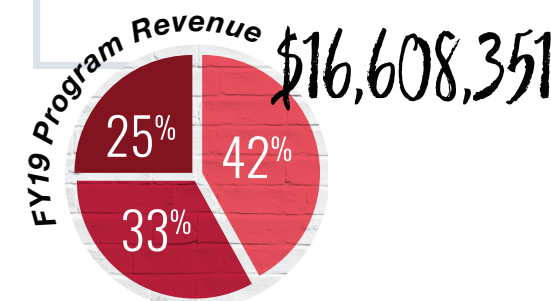
7,420 HOURS

DEDICATED TO STAFF TRAINING & DEVELOPMENT

71% OF CHADDOCK'S FY19 BUDGET WAS DEDICATED TO STAFF SALARIES AND BENEFITS

CHADDOCK HOSTED 19 INTERNS FROM 8 AREA COLLEGES/UNIVERSITIES

4 INTERNS WERE HIRED FOR OPEN POSITIONS



- Treatment Services
- Community-Based Services
- Educational Services



The Children's Foundation provides the opportunity for people to share their time, talent, and treasure in support of Chaddock's mission. The Foundation accepts and manages all charitable contributions made to Chaddock. These contributions fill the financial gap between the actual cost of the services provided and reimbursement for those services. During FY19, 6% of Chaddock's program expenses were supported by charitable funds.

The Foundation staff maintains regular contact with donors through a variety of mailings, phone calls and personal visits; shares the Chaddock story with civic groups and churches across Illinois (90 speaking engagements in FY19); coordinates grant proposals to support Chaddock care/services and manages volunteer groups who serve on campus. During FY19, the Foundation staff processed 2,884 donations from individuals, churches and other organizations.

STAY Connected

Find us on Twitter and Facebook using the handle

  **@chaddockforkids**

205 South 24th Street • Quincy, IL 62301 • 217.222.0034

chaddock.org • tkcchaddock.org



LEADERSHIP TEAM

Debbie Reed, President/CEO
of Chaddock

Matt Obert, Executive Director of Chaddock
Attachment & Trauma Services

Jeff VanCamp, Executive Director of Chaddock
Children's Foundation

Molly Bainter, Director of Treatment Services

Karen Doyle Buckwalter, Director of Program Strategy

Josh Carlson, Director of The Knowledge Center

Amy Hyer, Director of Human Resources

Kristen Patton, Director of Finance

Cory Powell, Director of Education

Emily Robbearts, Director of Agency Impact

Deb Roberts, Director of Foster Care and Adoption

CHADDOCK FAMILY OF ORGANIZATIONS BOARD MEMBERS

CHADDOCK

Steven Eckert, Carlos Fernandez, D.D. Fischer,
Philip Krupps and Natalie Oswald

CHADDOCK ATTACHMENT & TRAUMA SERVICES

Chris Blakeman, Rev. Jonathon Brashear (Ex-Officio),
Troy Culbertson, Maria Eckert, Rev. Leo Enlow, Tiffany
Frericks, Justin Hale, Jerry Jackson, Chaka Jordan,
Phylcia Manley, Marcia Moulden, Natalie Oswald,
Syndi Peck, Rev. Nic Showalter (Ex-Officio), Maggie
Strong and Steve Wavering

CHADDOCK CHILDREN'S FOUNDATION

Chris Blakeman, Dana Clinard, Maria Eckert,
Patrick Gerveler, Jerry Jackson, Philip Krupps,
Rajah Maples, Ted Niemann and Shawn Valter

THE KNOWLEDGE CENTER AT CHADDOCK

Lyn Dodillet, Carlos Fernandez, Mary Kolorourtis,
Michelle Robison and Sameer Vohra

CHADDOCK BEHAVIORAL HEALTH

Asabi Dean, Steven Eckert, Michael Fischer,
Mike Fleetwood and Joel White

