FY24 ANNUAL PROGRAMS & QUALITY IMPROVEMENT REPORT

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SECTION 1

BOARD OF DIRECTORS

THE BABY FOLD BOARD OF DIRECTORS

FY2024 (JULY 1, 2023 - JUNE 30, 2024)

OFFICERS

Rob Parent, Chair
Rev. Dr. Kent King-Nobles, Vice Chair
Sandi Scheidenhelm, Secretary
Tom Carroll, Treasurer

Jim Brown
Tom Carroll
Robyn Cashen
Marlene Dietz
Julie Dobski
Matt Johnston
Rev. Dr. Kent King-Nobles
Renesia Martin
Phillip Mitchell
Rev. Dr. Ray Owens
Rob Parent
Linda Park
Brett Petersen
Larry Phillips
Dawn Pote
Jene Pulliam
Sandi Scheidenhelm
Roosmarijn Tarhule
Cory Tello
Sylvester Weatherall
Rev. Dr. J. Keith Zimmerman

FY 2024 ANNUAL REPORT OF THE BABY FOLD TREATMENT ADVISORY COMMITTEE (TAC)

The 2023-2024 membership of the TAC has not changed this past year. The members who serve include:

- Sandi Scheidenhelm serving as the parent representative.
- Frances Godfrey (Social Worker for District 87) serving as the school social work representative since June 2020);
- Holly Ng (ISU/Mennonite School of Nursing) serving as the medical representative (TAC member since 2021);
- Attorney Julia Davis (Family Law attorney) serving as the attorney who understands mental health law (TAC member since 2019);
- Dr. Shengtian Wu (ISU/Assistant Professor of Psychology) serving as the behavioral specialist (TAC member since 2021); and
- Dr. Marla Reese-Weber (ISU Department of Psychology) serving as child development expert and Chairperson of TAC (TAC member since 2001).

Staff representatives this past year included:

- Dr. Rhonda Howard (VP of Program Operations);
- Julie Stoll (Assistant Director, Hammitt Schools); and
- Sarah Boitnott (Academic Director).

TAC monitoring visits occur approximately every other month. Our TAC meetings occur during the months of September, November, January, March, and June. The committee has met both in person and via Zoom this past year.

We have continued to fulfill our major functions as outlined in Board policy which include: 1) reviewing and approving all proposed treatment/behavior interventions, discipline techniques, and behavior management techniques/procedures; 2) conducting unannounced monitoring visits at Hammitt School and Hammitt Junior-Senior High School to ensure that treatment procedures are implemented appropriately from a human rights perspective; 3) serving as the Institutional Review Board reviewing all proposed research projects to be conducted at The Baby Fold; 4) reviewing the statistics regarding the implementation of Accompanied Recovery (AR; previously referred to as Accompanied Time Out); and 5) review of all more intrusive or restrictive treatment procedures, including pshycial restraints implemented with children and adolescents in both schools. Police, crisis team calls, and risk of harm assessments at both Hammitt Schools are also monitored as part of TAC monthly reviews. A discussion of the patterns (frequency and type) of use of these procedures are a part of every TAC meeting.

Although the TAC remains responsible for receiving, reviewing and/or investigating significant or unresolved human rights complaints regarding behavioral interventions, none were again received during the past year.

Related to the role of the TAC functioning as the Institutional Review Board for The Baby Fold, no new research proposals were submitted for review. One previously approved proposal was submitted with modifications and was approved by the TAC chair (Dr. Marla Reese-Weber).

The TAC would like to thank the staff representatives serving on TAC for responding to all requests for information in a timely manner to allow us to fulfill our responsibilities as reflected in Board policy. Agency staff has also remained very responsive to implementing any suggestions related to facilitating the completion of TAC functions.

Minutes of the TAC meetings are on-file and available in the main office of The Baby Fold. Please contact me if you have any questions regarding this report.

Respectfully submitted for the TAC by,

Marla Reese-Weber

Marla Reese-Weber, Ph.D.
Treatment Advisory Committee Chair
September 8, 2024
mjreese@ilstu.edu or 309/438-2521

SECTION 2

PRESIDENT AND CEO REPORT

I am pleased to present this report highlighting our accomplishments over the past year—a year of growth, learning, and remarkable progress at The Baby Fold. As I've immersed myself in the incredible work our staff do to support children and families, I've been continually inspired by the dedication and compassion that define our organization.

Our staff are the heartbeat of The Baby Fold, embodying our mission every day and making a profound impact on the lives of those we serve. Their unwavering commitment is evident in the positive outcomes we achieve. Our recent accreditation visits from the Council on Accreditation (COA) and UMA-EAGLE serve as a testament to this dedication. During the COA visit, we were evaluated on 564 standards, achieving the highest rating on 84% and the second-highest on 14%, with zero deficiencies—leading to expedited accreditation. EAGLE, which evaluates our faith-based initiatives, also recognized our excellence, awarding us nine commendations with zero deficiencies. These achievements reflect the extraordinary effort and preparation of our staff, who spent over 18 months preparing for this three-day event.

This year, we also completed a comprehensive organizational restructuring aimed at enhancing oversight, support, and community awareness of our services. By establishing four distinct service areas—Academic Services (Hammitt Schools and Community Schools), Intervention Services (Foster Care and Intact Family Services), Early Childhood Services (Healthy Start and Caregiver Connections), and Post Adoption Services (Adoption Support and Preservation, Respite Care, and Adoption Record Search and Support)—we've created a more cohesive and efficient structure that strengthens our ability to serve our community effectively.

Looking to the future, the strategic "bridge plan" we developed this year will guide us through to spring 2025. This plan prioritizes our most critical assets—our people and property—and lays the groundwork for our continued success. It sets the stage for us to develop a more comprehensive strategic plan in 2025 for the following 2-3 years.

As I reflect on the past year, I am filled with pride and gratitude for the opportunity to be part of such an exceptional organization. Returning "home" has allowed me to renew long-standing relationships and engage with the community in innovative and meaningful ways, opening doors to new opportunities and partnerships.

Thank you for your unwavering support. I look forward to building on our successes and continuing the vital work of The Baby Fold together.

Sincerely,

President and CEO, The Baby Fold

SECTION 3

QUALITY IMPROVEMENT AND PROGRAM SERVICES DEPARTMENTS

ANNUAL REPORT FROM

LARA RAPER
VICE PRESIDENT OF QUALITY IMPROVEMENT

QUALITY IMPROVEMENT PROCESS AND MEASURES

In the past year, the Quality Improvement department led the agency in our Council on Accreditation (COA) and EAGLE re-accreditation activities. Assistant Vice Presidents of QI, Sarah Baker and Stacy Nuckols, along with Vice President of QI Lara Raper, led several Accreditation teams in conducting self-assessments, preparing evidence, and scheduling of activities/interviews for the site visit that occurred 4/22 through 4/24/2024. We also conducted preparation trainings for staff, leadership and the board. For COA, The Baby Fold received expedited re-accreditation as we did not receive any out of compliance items. 84% of our items scored were a 1 (highest rating, full implementation of the standard) and 16% were rated a 2 (substantial implementation). The QI department also received high accolades for how we implement quality improvement throughout the agency. EAGLE re-accreditation was also obtained and with commendations. The reviewers also had positive affirmations to share regarding the work done by the Quality Improvement Department.

This past year, the Illinois Department of Children and Family Services Quality Assurance staff from the Central Region asked that The Baby Fold partner with them on a region wide quality improvement project. Sarah, Lara and Foster Care Manager Rachel Arbuckle became members of the leadership team with DCFS to guide development of the project, providing training and leading meetings to help improve permanency for youth in care.The Baby Fold has been able to share how Foster Care staff have consistently met or exceeded the permanency targets set by DCFS for several years and how we have created a strong quality improvement culture throughout the agency to support positive outcomes and impacts.

Sarah has provided needed support for our foster care and intact family services this past year. She created an informative Visitation Training module for foster care staff and foster parents who supervise visits. Sarah worked with Lara on creation of an agency health dashboard which was well received by our Board of Directors. This report is provided at every board meeting, to help the members understand the agency's financial health on a regular basis. Sarah has also completed deep dive data analysis reports to examine moving unlicensed relative caregivers to licensed status, placement disruptions for youth in care and case disruptions occurring with our families accessing intact family services. She also works closely with staff in our intervention and early childhood services departments, sharing out the good work staff are doing in the programs.

Stacy has provided needed support for Hammitt Schools this past year. She assisted the food service staff prepare for the ISBE audit, including creation of policies related to health and wellness for the schools. Stacy stepped in to support the Teacher Ready program this past year which included facilitating informational meetings, meeting with candidates, observing teacher ready candidates in the classroom, written analysis of those observations and trouble-shooting issues that arise. She provided training and mentoring for a variety of staff and teams in the schools. Stacy developed engaging and informative data visualizations to report quarterly outcomes and impact for Hammitt staff, including new items such as the 6 month post discharge surveys and tracking social-emotional lesson planning for the year.

As the Vice President of Quality Improvement, I continue to be an active volunteer in the CQI Community. I have been able to share knowledge, expertise and experience with many

Quality Improvement professionals throughout the United States. I was appointed as a mentor through the CQI Community to help grow the knowledge and skills of another professional. As in the past few years, I have provided several educational segments regarding CQI practice through this community. I am on the CQI Annual Conference Steering Committee, Budget-Logistics-Technology sub-committee and the Special Events sub-committee.

Overall, our quality improvement work includes routinely measuring specific quality indicators for each department and program to assess the "health" of the agency. We work hard to improve the lives of the children and families The Baby Fold serves. Quality is achieved through regularly and consistently looking at agency performance and striving to improve. To perform at a level of exceptional quality, we need to exercise the discipline of self-analysis and improvement.

Both non-program and program departments have established quality indicators. Tables containing measurable outcomes and benchmarks for each non-program department is included. Quality indicators are established within programs and benchmarks are set. Charts represent trend data available over the past several years and depict quality indicators within each program area. When no data point appears on the line graph this indicates there was no data reported for that year. This report also contains infographics from the programs for fiscal year 2024, providing a current picture of census, demographics, outcomes and other important items.

The Quality Council consists of the Leadership Team, the agency Training Coordinator and the Christian Life Coordinator. This council monitors, provides oversight and reviews risk regarding Quality Improvement. The council reviews the program quarterly Quality Improvement reports, the agency program volume and trend data, training needs, and risk management information. Individual departments also continue to review their program-specific Quarterly Quality Improvement Report including client outcomes data at the supervisory and staff levels. Employees are encouraged to propose formal quality improvement projects related to their individual program or cross-departmental issues. Informal improvements are made across departments throughout the year and are summarized by department.

The Baby Fold collects data on all its service areas on a quarterly and fiscal year basis according to pre-determined measures of program effectiveness. The Baby Fold compares program outcomes to the benchmarks established by the agency. These benchmarks are based on several factors:

Program plan requirements:

- Best practice guidelines
- Prevailing industry standards when available
- Previous history within the program
- Contract set benchmarks

QUALITY IMPROVEMENT PROGRAM DASHBOARD FY24

PROGRAM WIDE OUTCOMES

Program Wide outcomes	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1	Q2	Q3	Q4	YTD	Bench mark	Notes
Client Satisfaction	91/111	304/340	136/156	126/157	🟡	🟢	🟡	🔴	🟡	90%	Cumulative totals based on returned surveys
Referral Source Satisfaction	2 of 2	7/8	14/14	53/68	🟢	🟡	🟢	🔴	🟡	90%	Cumulative totals based on returned surveys (All are school referral sources)
Record Compliance	97/106	95/112	NA - had COA/EAGLE re-accreditation	246/253	🟢	🟡	N/A	🟢	🟢	90%	Totals based on records reviewed each quarter
Employee Satisfaction	8/11	16/21	19/25	None	🔴	🔴	🔴	N/A	🔴	90%	Cumulative totals based on responses to exit surveys; rating TBF as overall place to work either "excellent" or "good" (Q40)

PROGRAM OUTCOMES

Program	Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1	Q2	Q3	Q4	YTD	Bench mark	Indicator	Comments about Benchmark
HMR/TRAD Foster Care	**Children have permanent families**	4%	23%	33%	50%						40%	HMR/TRAD - 40% of FY21 beginning year caseload (70) reach permanency	DCFS dashboard
HMR/TRAD Foster Care	**Children achieve timely permanence**	20%	48%	46%	72%						70%	Youth in care who return home within 12 months of entering care + Youth in care who achieve permanency through Adoption/Sub Guard within 12 months of goal change.	QI report benchmark
Specialized Foster Care	**Children have permanent families**	12%	11%	11%	11%						25%	Cumulative discharges SPEC - 25% of FY22 beginning year caseload (7) reach permanency	DCFS dashboard
Intact Services	**Children remain safe**	90%	88%	80%	75%						92%	No indicated abuse/neglect during services provided	DCFS dashboard
Intact Services	**Family unit is maintained**	100%	93%	90%	95%						85%	No involuntary out-of-home placement six months following case closure	DCFS dashboard
Healthy Start	**Children are safe, stable**	98%	99%	100%	100%						95%	Cumulative % of Children remain with their family throughout the quarter (no involuntary out-of home placement)	QI report benchmark
Healthy Start	**Successful completion of services**	50% (2/4)	100% (2/2)	67% (2/3)	80% (8/10)						90%	Cumulative percentage of successful discharge (> 3 years in program or meet HFA standard for successful discharge)	QI report benchmark
Adoption Support and Preservation	**Increase family functioning**	53%	79%	78%	95%						80%	Based on worker assessment from several measures on quarterly discharges	QI report benchmark
Adoption Support and Preservation	**Family remains intact**	89%	100%	100%	100%						95%	Percentage of families served in the quarter that maintain legal relationship (no adoption dissolution or re-entry into care)	QI report benchmark
HJSHS - Traditional	**Youth attend school**		83%		77%						80%	Attendance rate collected after each semester during school year	QI report benchmark
HJSHS - Challenges	**Youth attend school**		91%		91%						85%	Attendance rate collected after each semester during school year	QI report benchmark
Hammitt School Willow Campus	**Youth attend school**		87%		84%						80%	Attendance rate collected after each semester during school year	QI report benchmark

Program	Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1	Q2	Q3	Q4	YTD	Bench mark	Indicator	Comments about Benchmark
Hammitt School Willow Campus	**Youth maintained In educational setting**	100%	98%	98%	95%	🟢	🟢	🟢	🟢	🟢	90%	Discharge due to behavior isue is not successful or less restictive...Percentage of students each quarter that remained at the same or less restrictive level of education (all students)	QI report benchmark
Hammitt School Willow Campus	**Youth improve social/ emotional well-being**	100%	97%	92%	100%	🟢	🟢	🟢	🟢	🟢	100%	% of teachers uploading/including SEL lessons daily in their instruction; tracked by Asst. VP of QI via Google Sheets	QI report benchmark
Community Schools	**Students and their families linked to needed services, resources**	97%	93%	112%	111%	🟡	🟡	🟢	🟢	🟢	100%	Percentage of families accessing services/ resources CSC referred to with CSC follow up	QI report benchmark
Community Schools	**Students and familiies report increased academic confidence, competence and connectedness**	N/A	100%	100%	89%	N/A	🟢	🟢	🟡	🟢	90%	Percentage of families reporting increased confidence, competence and connectedness	QI report benchmark

ADMINISTRATIVE OUTCOMES

Program	Outcome	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Q1	Q2	Q3	Q4	YTD	Bench mark	Indicator	Comments about Benchmark
Development and Public Relations	**Number of stewardship contacts**	555	1658	1016	489	🔴	🟢	🟢	🟢	🟢	Meet or exceed 3500	Number of meaningful contacts made with current or potential donors; multiple contacts with a single donors are counted as one contact.	TBF Goal
Finance	**Aged Receivables**	12.65%	0.10%	0.19%	1.33%	🔴	🟢	🟢	🟢	🔴	5% or less	% of dollars in accounts receivable over 90 days for accounts billed by the Business Office. Excludes DCFS, DHS, and HFS contracts. Measures timeliness of Business Office billing and collection processes.	TBF benchmark
Operations	**Health Inspection compliance**	2 of 2 - 100%	None conducted in Q2	1 of 1 - 100%	1 of 1 - 100%	🟢	N/A	🟢	🟢	🟢	100%	Number of health inspections completed during quarter with score of Pass (no fail)	TBF benchmark
Human Resources	**Employee Turnover**	9.4%	7.0%	5.0%	6.1%	🟢	🟢	🔴	🔴	🔴	Not to exceed 19.4%	Quarterly turnover rate based off #FTE's each quarter; End of Year - Cumulative turnover rate based on 278 FTE in FY21 (19.4%) ; this rate does not include promotions and transfers	Goal set to reduce turnover rate by 1% from FY19 rate of 19.7%

COLOR KEY

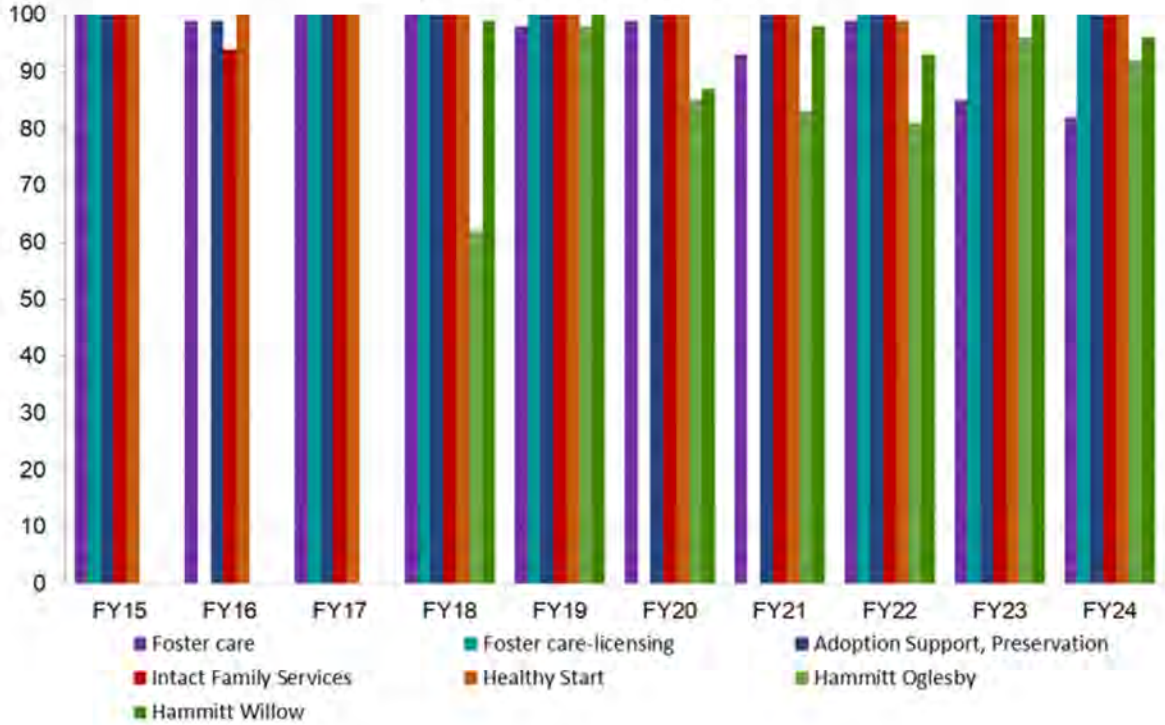
🟢	Meets or exceeds benchmark
🟡	< 10% below benchmark
🔴	> 10% below benchmark

AGENCY RECORD REVIEWS: QUALITY AND COMPLIANCE

The Baby Fold peer reviews client records on a quarterly basis while student records are reviewed at annual meetings, based off Council on Accreditation standards for record sampling. Required documentation, compliance and quality based, items are listed on a record review form and ratings of 1 through 4 are given for each item of documentation. Ratings with 1 and 2 being are considered in compliance with the average scores for specified sections of the client record determining compliance. In order for a record to be compliant, all sections must have average scores of 1 or 2. The overall percentage of record compliance for the program in the chart below is based on the number of records that have an overall average a score of 1 or 2. This average score does not mean that the record was "perfect"; however, the score reflects that generally the record contains quality services and required documentation with isolated missing or insufficient information. Many records for the agency consistently have high compliance and quality scores.

For FY24, all but two programs met or exceeded the 95% benchmark for average section scores in record compliance and quality. Our programs strive for high quality work and high compliance in documenting the great work they do. The majority of program staff maintained 96-100% compliance per results of the peer file reviews completed each quarter and the annual student file reviews. When client records contain any deficiencies, the staff assigned to the case work on corrections prior to the next quarter's review. Record review forms continue to be updated on a regular basis to meet contractual requirements, accreditation standards, laws/mandates and revised policy and procedures. Quality improvement staff work diligently with program staff to track progress on correcting deficiencies, as well as celebrating successes in high compliance and high quality.

71% of Programs Exceeded benchmark in High Quality & Compliance Ratings in Record Reviews for FY24



ANNUAL REPORT FROM

SARAH BOITNOTT
DIRECTOR OF ACADEMIC SERVICES

HAMMITT SCHOOLS

In 2023-24 school year Hammitt School on Willow campus served students in the Challenges Program and the Connections program. Challenges programming served students kindergarten through 6th grade. The Connections program went from serving Kindergarten through 6th grade in the previous school year to adding a junior and senior high connections program. This move allowed the Connections program at Willow to serve students kindergarten through 12+ grades.

Hammitt Junior/Senior High on the Oglesby campus served students in the Challenges, Connections, and Traditional programs 6th grade through 12+ grade.

HAMMITT SCHOOLS AT WILLOW

For the 2023-2024 school year, Hammitt Willow served 66 students. Hammitt Willow admitted 20 students for the 2023-2024 school year. There were 12 discharged students, including four graduates.

Stakeholder Feedback:
"We really appreciate everything you and others at Hammitt did for [our student] during his time there. It is because of your hard work and sincere care for him that he was able to feel safe and loved and start the emotional growth that he continues at [his new school]. You were there for him and us during a time of great need. I don't know what we would have done without you. Thank you so much!"

GRADUATES

4 STUDENTS GRADUATED FROM HAMMITT WILLOW DURING THE 2023-2024 SCHOOL YEAR

Stakeholder Feedback:
"We truly cannot thank you and the whole team at Hammitt enough for being there for [the student] and getting us to where we are today. It takes a special kind of person to do your job and I'm sure there are many days where you question if you're making a difference and I can tell you, you absolutely are."

ATTENDANCE

85%

ATTENDANCE RATE
(9424/11024 DAYS ATTENDED)

HAMMITT SCHOOLS AT OGLESBY

For the 2023-2024 school year, all programs at Hammitt Oglesby served 78 students. The traditional program served 50 students and Challenges/Connections served 28 students.

ATTENDANCE: OGLESBY TRADITIONAL

80%

ATTENDANCE RATE
(5386/6748 DAYS ATTENDED)

Graduates Traditional	Return to Public School Traditional
0	2

ATTENDANCE: OGLESBY CHALLENGES/CONNECTIONS

91%

ATTENDANCE RATE
(4249/4674 DAYS ATTENDED)

Graduates Challenges/Connections	Transitioned to Independence Challenges/Connections
3	1

Admissions Traditional	Admissions Challenges/Connections
11	7

Discharges/Exits Traditional	Discharges/Exits Challenges/Connections
15	6

There were a total of 18 new admissions for all of Hammitt Oglesby. Eleven admissions for the Traditional program and seven admissions for Challenges/ Connections.

There were 21 students discharged/exited for all of Hammitt Oglesby. Fifteen students were discharged from the Traditional program and six students were discharged/exited from Challenges/ Connections.

POST SIX MONTHS SURVEY RESULTS

*My student turned into a social child with a sense of humor!
*Gave my child stability

*Calming techniques helped my student and they are able to apply them in their new placement

*During the many years at Hammitt my student had close relationships with his teachers. Neither one of us would have made it without the Support we both received (FA's and Teachers)

*The Coffee Shop helped gain skills and led to a job in the community we live in
*The small class sizes and positive attention students receive

COMMUNITY SCHOOLS

Community Schools is modeled off four pillars.
Here are highlights from each of the pillars.

PILLAR: EXPANDED AND ENRICHED LEARNING TIME & OPPORTUNITIES

During Q4, there were 811 students served in enrichment tutoring, small groups, or other academic enrichment. There were 276 students admitted and 855 students discharged this quarter.

Cedar Ridge had 641 students served while Fairview had 170 students. Of the 811 students served, 79% were served at Cedar Ridge and 21% at Fairview. The chart above shows Cedar Ridge in red and Fairview in blue.

PILLAR: COLLABORATIVE LEADERSHIP & PRACTICES

In FY24, 149 students and their caregivers that completed discharge satisfaction surveys indicated improved competence, confidence, and/or connection.

PILLAR: FAMILY AND COMMUNITY ENGAGEMENT

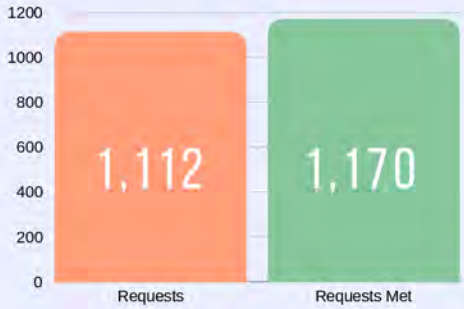
49

EVENTS HELD IN FY24

4,081

TOTAL ATTENDEES

PILLAR: INTEGRATED STUDENT SUPPORT



105%

OF REQUESTS WERE COMPLETED

PILLAR: EXPANDED AND ENRICHED LEARNING TIME & OPPORTUNITIES

Community School Coordinators at each school help facilitate and organize out of school time programming. Both schools partnered with ISU to implement high intensity after school tutoring for students in 3rd-5th grade. Teachers served as tutors and met with students three times per week to address gaps in learning in reading and math.

Cedar Ridge piloted a new STEM curriculum in partnership with DuPage Children's Museum's Wonder Clubs. The Cedar Ridge CSC and Assistant Principal completed the training to implement the STEM lessons. The CSC organized grade-level clubs after school where students met twice weekly to complete project-based learning lessons. For the last lesson at each grade level, caregivers were invited to come and participate with their students.

In addition to out-of-school time activities, the CSCs implemented social-emotional groups during the school day. Students met with the CSC to discuss topics such as peer relationships, self confidence, and coping strategies. Both schools also partnered with the Promise Council to host WOW Groups, which is a social-emotional group for 5th grade girls. They meet weekly for 8 weeks with their mentors.

PILLAR: FAMILY AND COMMUNITY ENGAGEMENT

Community School Coordinators at each school plan, host, and execute numerous family engagement events throughout the school year. The CSCs work in collaboration with building administration, school staff, PTO, and community partners to host a variety of events to meet the needs of our families. Some of the events were school-wide, while others were focused or targeted events to meet specific needs. Examples of events include, movie nights, science nights, wellness events, IEP focus groups, playground pop-ups, holiday events, and more.

PILLAR: INTEGRATED STUDENT SUPPORT

Community School Coordinators work directly with families to eliminate barriers to academic achievement. Oftentimes challenges outside of school can hinder student progress. CSCs administer an annual Family Needs Assessment to identify needs at the micro, mezzo, and macro levels. CSCs work with families to provide community resource referrals to combat homelessness, food insecurity, utility disconnection, lack of clothing, transportation challenges, mental health, physical health, dental resources, and eye exams.

Community School Coordinators also work with school staff to identify students' needs within the schools. They assist with school supplies, clothes, food, assistance with school activities, classroom assistance, and sensory needs.

PILLAR: COLLABORATIVE LEADERSHIP & PRACTICES

Both Community School Coordinators are involved in several committees within their schools, including Behavior Leadership, Attendance, Equity, Family Engagement, and PBIS. CSCs also develop and administer surveys to students, families, and staff to identify program success and gaps in service delivery. CSCs also actively participate in community groups to advocate for the families they serve.

ANNUAL REPORT FROM THERESA LAWRENCE DIRECTOR OF EARLY CHILDHOOD SERVICES

HEALTHY START

139
FAMILIES SERVED IN FY24

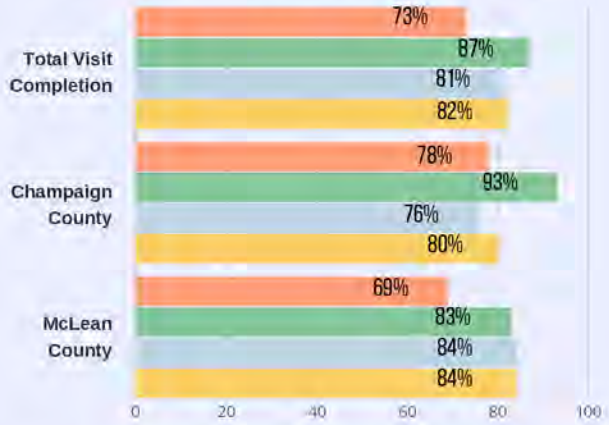
49
EVENTS HELD

911
EVENT PARTICIPANTS

In FY 24 Healthy Start served 139 Families. There were 50 admissions and 56 discharges. Healthy Start held 49 events and had 911 participants attend throughout the year. The overall average for completion of home visits was 86% across both counties. The Champaign County completion rate was 89% and the McLean County completion rate was 83%.

There were 60 parents screened for pre/post-natal depression. 17 of those needed referrals and 15 of these received referrals. 100% of focus children identified as needing Early Intervention services were on target or receiving Early Intervention services at discharge.

HOME VISIT COMPLETION RATES



The overall average for completion of home visits was 86% across both counties.

The Champaign County completion rate was 89%

The McLean County completion rate was 83%

MATERNAL CHILD HEALTH SPECIALIST

In the middle of the fiscal year a Maternal Child Health Specialist was added to the Healthy Start Program. The position was filled in January and services to the clients were started in April. The Maternal Child Health Specialist attended training and received her Perinatal Mental Health Certification. At the end of FY 24 the Maternal Child Health Specialist completed one group that had five participants attending. She had received seven referrals and was able to work with six of these participants. She completed seventeen individual sessions with participants.

DOULA PROGRAM

DOULA SUPPORT FOR EXPECTING PARENTS

15

EXPECTANT PARENTS FY24

6

BIRTHS IN FY24

In FY 24 the Doula program was very busy! The program was developed and got into full swing. Three Hybrid Doulas were hired and completed their DONA International Training. The Doula Coordinator and the Early Childhood Director also completed DONA International Training so that they can be backups to the Doulas if necessary. Two of the Doulas have completed all the required trainings and the third Doula is working on getting these completed. A Doula Policy and Procedure Manual was developed, as well as a Doula Curriculum. Flyers were made and then updated when a new Doula was hired. The Doulas along with the Doula Coordinator did a lot of outreach throughout the community. They brought flyers and explained the program to many possible referral sources such as doctors' offices; colleges; the WIC office; laundry mats and libraries. At the end of FY 24 the Doula program had served fifteen clients and had six births.

CAREGIVER CONNECTIONS

160

REFERRALS IN FY24

222.5

HOURS OF TRAINING

In FY 24 the Early Childhood Mental Health Consultants (ECMHC) provided 222.5 hours of training to Daycare and Family Childcares. They received 160 referrals that consisted of working with individual children, a classroom or the provider as a whole. The ECMHC's provided 2,560 Face to Face Contacts to Daycare Centers or Family Child Care homes.

ANNUAL REPORT FROM

DANA LLOYD
DIRECTOR OF INTERVENTION SERVICES

FOSTER CARE

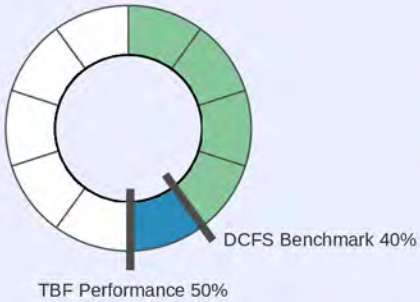
During FY24, the Foster Care program served a total of 199 youth in care. Of the 199 youth in care, 183 were placed in traditional and home of relative foster care and 16 required specialized level of care.

183
HMR/TFC

16
SFC

PERMANENCIES

In FY24, 59 youth achieved permanency by returning home to their parent or being adopted. 56% of youth achieving permanency were able to return home to their parent.



DCFS expects agencies to have 40% of their cases achieve permanency by the end of the fiscal year. The Baby Fold exceeded this expectation with 50% of cases achieving permanency.

The foster care and licensing team worked with 160 foster families, traditional and relative during FY24. Of the 160 families, 60% were relative caregivers.

COMMENTS RECEIVED FROM SATISFACTION SURVEYS COMPLETED BY FOSTER CARE CLIENTS POST CASE CLOSURE:

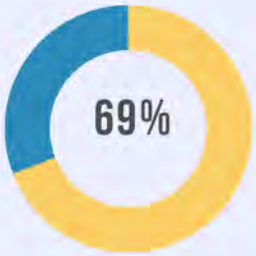
"My caseworker and her supervisor were very understanding and worked with me during all of this. Helped me a lot."

"My caseworkers got my child back to me as fast as possible with no hassle and they did great with my son and myself."

"Visits were very consistent. Communication was consistent. Transitioning home was very appropriate."

INTACT FAMILY SERVICES

IFS REMAIN INTACT



REMAIN SAFE

In FY24, the Intact Family Services (IFS) program served 66 families. Of those families, 29 were discharged from the program, 20 or 69% remained intact at the time of discharge. For the remaining 9 families, DCFS and/or the court system determined that there was an immediate need for children to be removed from unsafe situations. The children were placed in substitute care.

While being involved in the IFS program, 93% of the families did not have any indicated abuse or neglect reports.

6 MONTH POST DISCHARGE REMAIN INTACT

12 MONTH POST DISCHARGE REMAIN INTACT

For the families that remained Intact at case closure, 100% of the families did not have any indicated abuse or neglect reports six month post case closure. Within 12 months of case closure, 92% of the families did not have any indicated abuse or neglect reports. This reflects that the majority of clients being served are leaving with a higher level of functioning while retaining the skills learned during the program to keep their families safe, stable and safe.

COMMENTS RECEIVED FROM IFS CLIENTS POST CASE CLOSURE:

"I liked my caseworker she was good at communication making everything was okay. I really needed a person like her."

"Very helpful with stuff needed for child, I loved our caseworker"

"Through my journey with my case all of my caseworkers were wonderful, very helpful, caring. This was a blessing in disguise."

"How helpful it was to get the help we needed"

"All of our visits were very nice"

ANNUAL REPORT FROM
KEITH BROTHERIDGE
TRAINING COORDINATOR

FOSTER CARE THERAPY

SUCCESSFUL OUTCOMES IN FOSTER CARE THERAPY

27 NUMBER OF FOSTER CARE CHILDREN RECEIVING INDIVIDUAL AND FAMILY THERAPY SERVICES IN FY24.

100% IN FY24, 100% OF DISCHARGED FOSTER CHILDREN AND THEIR FAMILIES WERE SATISFIED TO VERY SATIFIED WITH SERVICES PROVIDED

100% IN FY24, 100% OF DISCHARGED CLIENTS SHOWED IMPROVED FUNCTIONING AT THE TIME OF CASE CLOSING

The Foster Care Therapy Program and Agency Training is overseen by Keith Brotheridge, our Training Coordinator. Keith supervises our foster care therapist, Michelle Bledsoe, who has over 30 years of experience at The Baby Fold. Our Foster Care Therapy Program began to bill Medicaid over the past year, which is a first for this program, and is a testament to Keith, Michelle and many others hard work over the past year as several hoops had to be jumped through to make this possible. Michelle offered individual and family therapy services to 27 foster children in the past year, with the majority making significant progress and 100% of client satisfaction survey results showing that discharged foster children and their families were satisfied to very satisfied with the services provided. This programs pre and post assessments show that 100% of clients had improved functioning at the time of case closing.

AGENCY TRAINING

Keith Brotheridge, Training Coordinator, has continued to provide a foundation of trauma-informed care knowledge to all new staff in their New Employee Orientation, and then later in a staff's tenure they are offered a training on adverse childhood experiences, secondary-traumatic stress/vicarious trauma and self-care. Keith has continued to provide monthly Lunch and Learn opportunities which are open to staff across the agency. Topics included domestic violence, vicarious trauma, epigenetics, resiliency, mindfulness, and the impact of screen time and social media. Keith either delivers these trainings himself or organizes guest speakers to present. Keith worked with Foster Care Staff in developing a series of monthly Lunch and Learns and Dinner and Learns for licensed foster parents and began delivering these trainings in January of 2024. Topics offered to foster parents included: introduction to trauma-informed care, vicarious trauma, crisis de-escalation, collaborative problem solving, the ARC model, and attachment and parenting styles. Keith is a Trust Based Relational Intervention (TBRI) Practitioner and a certified Adverse Childhood Experiences (ACE's) trainer and provides trauma training within the community as well. He presented on the topic of Vicarious Trauma at the McLean County Behavioral Health Forum, delivered a 3-hour trauma informed schools training to the Illini Prairie Conference schools, presented on trauma-informed workplaces to the Bloomington-Normal Human Resource Council, assisted Grove Elementary staff in debriefing after the tragic death of a long time teacher, and delivered 2 trauma focused trainings to the organization Celebrate Recovery. Keith has also offered trauma-informed consultation to other agencies such as Caritas Family Solutions in Southern Illinois.

ANNUAL REPORT FROM

KRISTA REICHERT
DIRECTOR OF POST-ADOPTION SERVICES

ADOPTION SUPPORT AND TRAINING

Many changes have occurred over the last year for Adoption Support and Preservation Services (ASAP) and Respite. Though for many years, Respite was viewed as a subprogram of ASAP, in the last year, there has been movement to make these two programs operate independent of one another. This change was initiated through the Council of Accreditation (COA) process as well as through the standardization of Respite Services across the State of Illinois with all DCFS contracted programs. This has allowed not only for families to access Respite more readily, there has also expanded the eligibility to include private and international adoptions as well as the former youth in care.

ASAP completed, for the first time, COA with new standards, Family Preservation. While Respite remained in the standard or Respite Care.This change took considerable effort from the ASAP supervisors and support staff, but the end results were very positive.

Just two weeks prior to the COA review (April 2024), ASAP and Respite completed their yearly contract monitoring visit with DCFS's Kelly King receiving a nearly perfect evaluation score.

With regards to the services in ASAP, a new position has been created to focus on assessments.Though the position is early in its development, it is the intention that ASAP will be able to meet service needs for families in a timelier manner with the specialized focus lens of trauma and attachment in completing psychological assessments and other evaluations. Through a partnership with our consulting psychologists, the assessment specialist will provide crucial psychological reports to assist the families in treatment planning, placement arrangement and long-term goal setting for their child throughout the life of their services.

ATTACHMENT AND TRAUMA FELLOWSHIP

The Attachment and Trauma Fellowship appears to not only provide our staff with the intensive training necessary to become specialists in the field, it has been a great opportunity and incentive for the staff to remain with The Baby Fold. Currently our enrollment in the Fellowship is the highest it has ever been with now three completed professionals and several approaching the end of their three year training program.

RESPITE CARE

Respite Supervisor and Camp Supervisors have been working on fine tuning procedures and activities at Camp Take A Break to integrate the therapeutic principles of Trust Based Relational Intervention. The camp is now opened with TBRI's nurture groups, has had the addition of sensory spaces and is focused on connection and co-regulation. The addition of calming spaces, hammocks and sensory supports has been well received by staff and campers alike. Additionally, East Bay Camp has offered the new activity, Archery, adding this to the already bustling activities such as canoeing/kayaking, swimming, hiking, sports and arts/crafts.

SECTION 4

DEVELOPMENT AND ADMINISTRATIVE SERVICES DEPARTMENTS

ANNUAL REPORT FROM

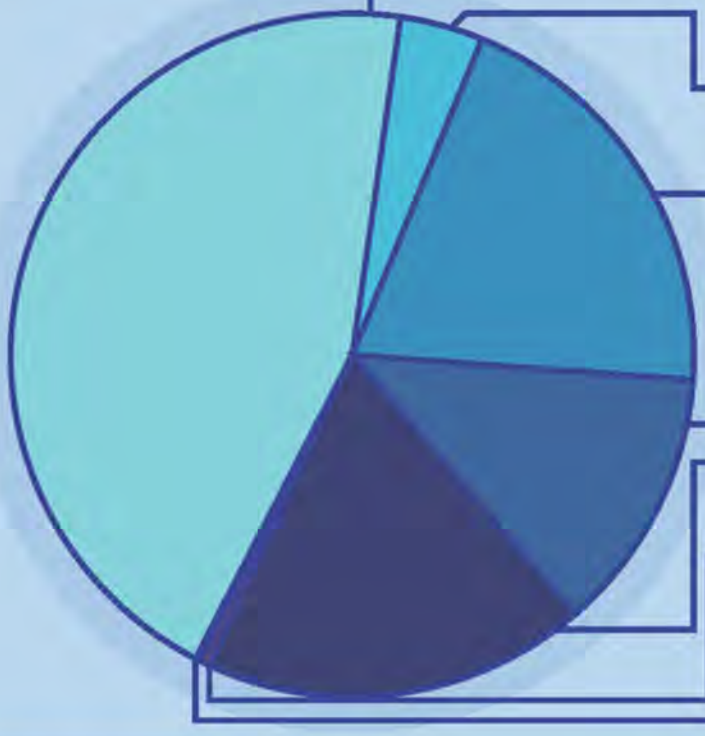
SAM GUILLORY
VICE PRESIDENT OF DEVELOPMENT AND PUBLIC RELATIONS

DEVELOPMENT AND PUBLIC RELATIONS

fiscal year 24 summary

Cash Total: $1,560,858.20

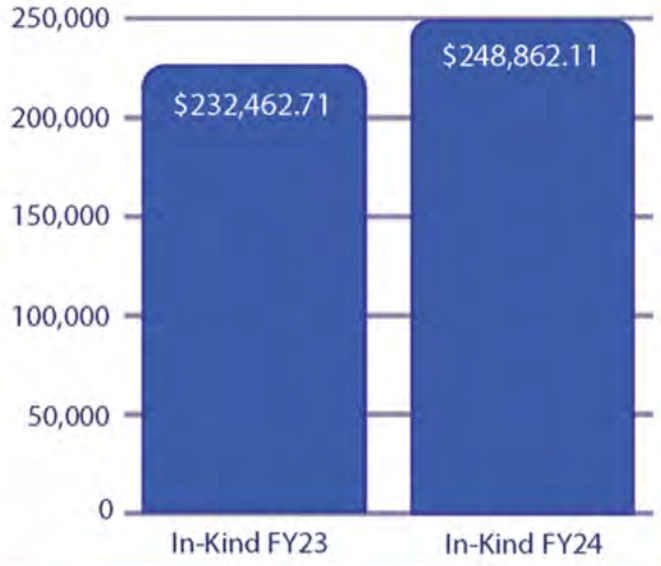
Types of Gifts



- Personal (44.7%) $697,339.63
- Church (3.9%) $61,543.90
- Other (Corporate, foundations, non-church organizations) (20%) $311,567.58
- Earnings from Estates in Trusts (12.5%) $195,858.79
- Festival of Trees (18.2%) $283,343.19
- Realized Estates (0.5%) $7,205.11
- Endowments (Christian Life Fund, Early Intervention Family Stability) (0.3%) $4,000.00

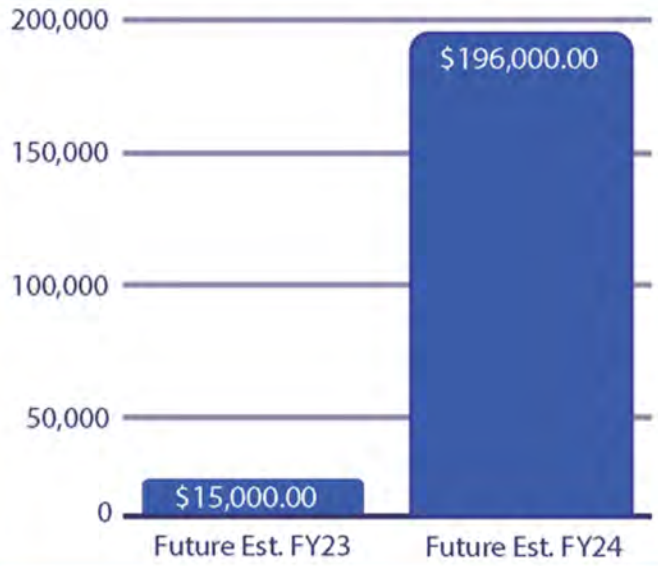
In-Kind Gift Value: $248,862.11

7% Increase over FY23



Future Estates: $196,000.00

1,207% Increase over FY23



Total Future Estates: $9,748,000.00

DEVELOPMENT AND PUBLIC RELATIONS

fiscal year 24 summary

FY24 was a strong year for The Baby Fold's Development and Public Relations (DPR) team. Thanks to the generous support of our donors and the dedication of our team, we raised over $1.5 million to serve the children and families in our care.

Impressive Donation Growth

- Personal donations grew by 7%, and corporate donations surged by 27%, highlighting the deepening relationships we've cultivated.
- In-kind donations saw a 7% increase, bringing in a generous $249K, up from $232K last year.
- Future estate gifts skyrocketed by an astounding 1207%, climbing from $15K in FY23 to $196K in FY24.

Appeals and Cost Efficiency

Our direct mail appeals achieved their best results since the pandemic, with gross income growing to $146K (up from $119K) and net income soaring to $125K (up from $84K). Through careful financial stewardship, we reduced the Cost Per Dollar Raised to just $0.18, compared to $0.30 the year prior. We also secured lower pricing for future appeals, saving nearly $800 per campaign. These savings will allow us to broaden our fundraising efforts while keeping costs down. On top of that, we found better rates for essential supplies, such as letterhead and business cards, translating into annual savings of over $3,400 without compromising quality.

Boosting Online Giving

Offering donors the option to cover credit card fees for online donations yielded positive results, with 97% opting in, boosting our bottom line by 4%.

Record-Breaking Events

The 2023 Festival of Trees became our most successful fundraiser to date, netting $274,342 and surpassing the previous record of $255K. Sponsorships also hit a new high, raising $198,932, and we recruited 25 new businesses.

Our Christmas Wish List program also set a new milestone, serving 805 children. The program raised $37,209 in cash, increasing from last year's $29,340, bringing joy and relief to even more families.

FY24 was a year of exceptional accomplishments and heartwarming success. We are beyond grateful for the unwavering support that allows us to continue this critical work, and we look forward to achieving even more in FY25.

Respectfully submitted,

Sam

Sam Guillory
VP of Development and Public Relations

The Baby Fold

ANNUAL REPORT FROM

VIKKI FALLS
VICE PRESIDENT OF HUMAN RESOURCES

The turnover rate for FY24 showed a significant decrease, from 36.3% (FY23) to 27.6%. This percentage was positively impacted by a significant reduction in the number of voluntary terminations/resignations from FY23 to FY24. We saw the number of involuntary terminations in FY23 (4) double to nine (9), which correlates with the increase of formal disciplinary actions from 4 (FY23) to 20 (FY24). Disciplinary actions rose in FY24 as management placed a stronger focus on appropriate conduct, attendance, recordkeeping requirements, and overall positive job performance. In FY23, HR began to measure early turnover rates, based on the number of employees who leave The Baby Fold within the first 6 months. That number showed a decrease from 5.7% (FY23) to 2.1% (FY24).

Department Quality Indicator	Benchmark	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Number of discharges/involuntary terminations	FY18: 2 FY19: 3 FY20: 2 FY21: 1 FY22: 2 FY23: 4	2	2	2	3	9
(Number of resignations) Includes staff dropping to sub status; does not include subs leaving the agency, as they are not budgeted positions	FY18: 44 FY19: 43 FY20: 50 FY21: 49 FY22 65 FY23: 75	18	14	10	10	52
Turnover Rate (Based on number of employees who leave The Baby Fold on an annual basis except subs and interns, regardless of reason, out of ____ employees in FY24)	FY17: 31.4% FY18: 27.5% FY19: 19.7% FY20: 14% FY21: 19.4% FY22: 31.5% FY23: 36.3%	9.4%	7%	5%	6.1%	27.6%
Voluntary Turnover Rate (Based on number of employees who leave The Baby Fold voluntarily on an annual basis except subs and interns out of ____ employees in FY24)	FY23: 34.5% FY24: 5.8%	8.5%	6%	4%	4%	5.8%
Involuntary Turnover Rate (Based on number of employees who leave The Baby Fold involuntarily on an annual basis except subs and interns out of ____ employees in FY24)	FY23: 1.77% FY24: 1.1%	0.9%	0.88%	0.85%	1.75%	1.1%
Early Turnover Rate (Based on number of employees, except subs and interns, who leave The Baby Fold within first 6 months of employment for any reason out of ____ employees in FY24)	FY23: 5.7%	1.3%	2.2%	3.0%	1.8%	2.1%

Our HR functions have been expanded to include more hands-on involvement with training. Keith Brotheridge, Training Coordinator, is now connected to the HR department. We have had conversations and brainstorming sessions regarding supervisory training in alignment with our Strategic Plan, and we will involve our TRANSIT team to facilitate deeper discussions on supportive supervisory topics (i.e. Difficult Conversations, Communication/Trust, Boundaries as a Supervisor, etc.) An All-Agency survey was completed in FY24, with 121 employees (nearly 50%) choosing to participate. Survey results were shared with the Board of Directors and Executive Leadership, and were also communicated to all employees via All Agency meetings and the posting of visualized data on our SharePoint site. Results were used to inspire and inform discussions involving:

BENEFITS

In response to a 16% premium increase by Health Alliance, the decision was made to switch our medical coverage to BCBS for FY24. While this change still resulted in a TBF increase of $116,500, we were able to provide broader coverage for employees across our locations (Normal/Champaign/Springfield) at a more competitive price. We also introduced a Health Savings Account (HSA) in conjunction with a $4K high deductible plan, and chose to fund the HSAs with $500 as an incentive for sign-up.Our EAP plan was also moved from Lincoln Financial Group (LFG) to Mutual of Omaha (MOO) due to a premium increase, opportunity for expanded coverage, and various service concerns with LFG.

COMPLIANCE

The HR staff participated in the COA and EAGLE re-accreditation process. This was the first experience for our entire team, and we found great value in the research and revision of various policies and procedures. One part of this process was the updating of the Employee Handbook, which was reviewed and approved by the Executive Leadership Team and the Board of Directors.

An updated company policy for Personal Leave time, in compliance with the IL Paid Leave for All Workers Act, was reviewed and approved by the Executive Board in December 2023.The updates allowed for the accumulation of up to 40 hours of paid personal time for ALL employees (FT & PT).The policy revisions were included in the Employee Handbook edits and were communicated to all employees via email and in Department meetings.

JUSTICE, EQUITY, DIVERSITY, & INCLUSION (JEDI)

Our JEDI committee was officially implemented in December 2023, and an application process was used to select members. After completing training with an external consultant, the committee worked to establish overall goals and agreements. These goals and agreements are foundational to the work and communications of the group:

Beyond these initial actions, the JEDI Committee provided input on the internal communication from the CEO regarding Pride Month and reviewed and shared input on external DPR messages crafted for various group celebrations, using conversations around the All Agency Survey results as a start to understanding what issues are on the minds and hearts of our employees.

Respectfully submitted by:

Vikki L. Falls

Vice President of Human Resources

ANNUAL REPORT FROM

SHAWN GIFFORD
ASSISTANT VICE PRESIDENT OF INFORMATION SYSTEMS

INFORMATION SYSTEMS

I am thankful for the opportunity to offer this report reflecting on the eventful year that was FY24. Given that this was my first year in a newly-created position in a time of department restructuring, there is much to remark upon. The desire in creating the position of Assistant Vice President of Information Systems had been to provide strategic direction and organizational alignment as well as managerial leadership to an area of the agency with ever-increasing needs. Those needs were not only evident when I arrived on the job, they seemed enormous.

My first few months at The Baby Fold felt like arriving at the ruins of a sacked Rome, tasked to rebuild it, better than ever. There was crumbling infrastructure everywhere. Most departmental processes and procedures had been broken, either from years of disuse, or from the lack of knowledge transfer following the exit (prior to my arrival) of the previous, long-tenured staff. There were many software systems that were outdated, expired, or simply did not align to current needs. There were immediate security risks. There was almost no remaining staff. **Most important of all, there was a breakdown of basic trust between the I.T. department and the staff we serve.** As with Rome, it was evident that what was needed would not be built in a day, so the effort began to strategize how to get where the agency needed us to be.

The top priority was to begin the long task of rebuilding trust. The initial oversight and partnership with H.R. was a crucial aid in the first stages of this task, as we initiated conversations with leaders in each program and department to start understanding the needs that existed, and then to begin mapping out how to address those needs. The goal at first was to listen, and prioritize, and communicate. Then we had to figure out how to deliver. Because of the timing of my hire, the second priority, necessarily, was building a budget for FY24. This is no small task in any circumstance, but doing so immediately after hire, with no previous staff to provide input as to pre-existing components of that budget, and with only last year's budget to go on, I had to rely on initial investigations of the systems in place, much conversation with existing leadership, and my previous experience to get this done in a very short time. This budget needed to 1. Keep all needed systems up and running for the next year, 2. Provide for program needs for the year, and 3. Allow for and create the foundation for tactical and strategic initiatives for the year and beyond. The budget that was created aligned with the 3-year Information Systems Strategic plan created concurrently.

What follows is the plan that was created, and some details on FY24 delivery:

3-year I.S. Strategic Plan:

Year 1 (FY24)

- ☐ Repair systems
- ☐ Staffing a team
- ☐ Compute Refresh
- ☐ Trust-building
- ☐ Training introductions

Year 2

- ☐ Network refresh
- ☐ Agency usage alignment
- ☐ Initiate Cloud-hybrid
- ☐ Project management
- ☐ Training enhancements

Year 3

- ☐ Cloud migrations
- ☐ Cloud-hybrid, phase 2
- ☐ Information standardization
- ☐ Planned AI integrations
- ☐ Continuous Learning Training

FY24 INFORMATION SYSTEMS PERFORMANCE:

REPAIRING SYSTEMS

To repair existing systems and equipment issues, the agency had contracted a local Managed Service Provider, Integrity, to provide staff augmentation and device management. The one remaining pre-existing IT staff member worked closely with Integrity to repair initial systems.

Laptops and other equipment were replaced at a rate of 188% of budget in FY24, thanks partially to equipment donations procured by the Donations and Public Relations team. A 5-year rotation for user equipment was created and initiated.

As the year progressed, and new staff came online, many systems were repaired and/or replaced. Some key examples:

Wi-Fi:	Addition of a Guest wireless
	Replacement of Wi-Fi authentication
	Wi-Fi roaming enabled between locations
Security:	Replacement Spam Filter with Cloud Security monitoring
	Cloud-based electronic Password Vault
	Multi-Factor Authentication repairs and improvements Security
	Awareness Training additions
	Pilot Badged-Door System for physical security
	Upgraded Anti-Virus with full Endpoint Security Replacement of
Ticketing:	Ticketing, moved to cloud
	Integrated Remote Machine Management
	Integrated Patch and Software Deployment System

STAFFING THE TEAM

Human Resources worked closely with I.S. to create job descriptions for new positions that aligned with the agency mission and budget. We then promoted, and hired external candidates to fill 3 new positions, with the plan to fill two additional in FY25. We also initiated a re-branding of I.T. to Information Systems, to reflect the larger scope of the needs beyond just I.T. operations, which actually was projected as only 1/3 of the I.S. need. To service this, the I.T. Helpdesk was also rebranded I.S. Support Center.

This staffing effort allowed I.S. to retire the contract for Integrity, saving The Baby Fold over $20,000 monthly.

COMPUTE REFRESH

The existing compute environment (the systems supporting the servers that run the infrastructure and systems on-premise) was identified as the largest risk from a capitol improvement needs standpoint. The hardware was past its operational life, as were the software and operating systems. More importantly, it was configured in a way that didn't allow for the redundancies or disaster recovery that were required to support the mission of Baby Fold programs, or for protection of client data. Finally, several hardware failures were causing performance deficiencies and degradations. While the eventual plan was and is to migrate more services to cloud-hybrid, it was evident that an investment of a compute refresh was needed to get us to a point of stability and adequate performance.

After an exhaustive vendor selection and redesign process, a new compute environment was selected from a vendor named Nutanix. Nutanix allowed for cost-effective improvements to existing systems, updating hardware and software to a new cutting-edge design referred to as Hyper-Converged Infrastructure. Nutanix was purchased and implemented in The Baby Fold network. The Nutanix environment condensed two 7-foot racks of equipment down to a fraction of one rack, while increasing storage and compute capabilities by over 8000%.

The Nutanix system also provides alignment to the 3-year I.S. Strategic plan in that it provides direct channels for the Hybrid-Cloud migrations. The Nutanix system has a cloud-based platform that directly integrates with the current on-premise platform. This will initially be used to improve upon the Disaster Recovery/Business Continuity Plan, by allowing the cloud-based backups of the platform to be brought up in short order in the cloud.

TRUST-BUILDING

In addition to initial efforts described above, I.S. continued to meet with program and operations staff on a regular basis, consistently re-assessing needs and the commitment to continual improvement. Involvement in several committees, such as Employee Experience Committee and Quality Council, have also been critical. Finally, permanent addition to the Executive Leadership Team has been a great aid in communication and organization alignment to build trust. These efforts, in addition to the dedication to following through on problem-solving efforts, will lead to long-term partnerships that will better enable the mission of the organization into the future.

TRAINING

The final I.S. strategic tentpole for FY24 was a commitment to continuous learning and user training. I.S. initiated a subscription to industry-leader KnowBe4, which has been used to begin delivering security-awareness training to the entire staff. In addition, a number of other trainings have been delivered on various systems, including Microsoft 365 cloud systems. Another key partnership to highlight is with Development and Public Relations, who have created several training videos in conjunction with I.S., to help Baby Fold staff be better equipped to use the technology updates being provided.

FY24 has, overall, been an enormously successful year, as Information Systems has rebuilt systems and progressed on schedule on it's 3-year plan to bring The Baby Fold up to a state-of-the-art capability. We look forward to improving on our capabilities in the coming year in order to best enable the staff of the agency to do their great work.

Respectfully submitted by:
Shawn Gifford, MCSE, CCDA
Assistant Vice President of Information Systems

ANNUAL REPORT FROM

CARRIE WIEBURG

VICE PRESIDENT OF FINANCE AND ADMINISTRATIVE SERVICES

RISK MANAGEMENT

As in previous years, the liability marketplace for social service agencies remains challenging. Upon review of our insurance portfolio, all coverages were kept at the same limits as last year. The only change was the move of our Cyber Liability policy from Coalition/Arch Specialty Insurance Company to Palomar Excess and Surplus Insurance Company. Overall our premium increased by $32,284 over last year.

In FY24 we continued to work with Encova Insurance Company to provide workers' compensation insurance. Our experience modification factor (which is one element in determining our rate) declined to .67. The mod factor is calculated using claims from the past three years. In FY23 our factor was .84, in FY22 it was .85, and in FY21 it was .99. Good risk management was cited as the main reason behind the low mod factor, helping to keep our rates lower.

As mentioned in last year's report, we performed an analysis on the use of our agency fleet vehicles. The results allowed us to remove a few vehicles from our fleet. We will continue to watch the use of the fleet and look for more efficiencies.

FINANCE

This year we were able to take a deeper dive into excess revenue for our ASAP and Foster Care programs. In previous years, we had to return funds to DCFS. This year we created a worksheet to track excess revenue. When we started tracking the excess revenue in January, the spreadsheet indicated we would owe over $200,000 back to DCFS. Realizing this, we went to work on updating our cost allocations and making sure we had expenses going to the appropriate programs, with as many expenses going into the programs as allowed. By the end of the fiscal year, based on our changes, the spreadsheet indicated that we wouldn't owe any funds back to DCFS for FY24.

We also partnered with DD and Mike Fischer with Fischer Consulting to complete our Consolidated Financial Report (CFR) for FY24. This document is crucial to the calculation of our school rates. The finance department spent days pulling information and running requested reports, but the outcome was worth it! In the end, our school rates for next year will increase, bringing in about $834,000 more in revenue for the schools.

As of January 2024, our pension plan was closed and participants had either received their lump sum payouts or their funds were rolled over into annuities with United of Omaha. In order to complete the pension conversion, we took out a loan with Compeer Financial.

The payments on the loan do not begin until October of 2024, but to date we've been able to pay 18% of the loan back. Due to the higher interest rate, we are working to pay down the loan as quickly as possible. In addition to this loan, we are still paying down the PPP (Payroll Protection Plan) loan. That loan will be paid off in FY25.

The Finance department completed the FY23 annual financial audit and the single audit with no management letter comments. The 403(b) and pension audit are ongoing. This year we sent out an RFP (request for proposals) for any interested audit firms. Our policy indicates that we will perform this process every 3-4 years. Three audit firms submitted bids. As a result we will be switching auditors from CLA to Sikich for the financial and 403b audit, but will remain with

CLA for the pension audit (as FY25 will be the last year for the pension audit and there will be additional documents that need to be completed in order to close it). CLA has completed our pension audit for years and would be best equipped to wrap it up. The financial audit for FY24 will begin the week of September 30.

When the audit is finalized, it will be reported to the Business Committee.

The estimated income statement for FY24 follows. All figures represented in this annual report are prior to the audit, year-end pension funding, and any year-end closing transactions and adjustments.

THE BABY FOLD INCOME STATEMENT FY24

	Actual FY21	Actual FY22	Actual FY23	Before Audit FY24
Total Program Revenue	$15,594,791	$15,277,798	$17,232,813	$18,472,695
Total Program Expenditures	$17,960,403	$17,794,691	$19,063,023	$18,406,204
• **Lease Cost**				$573,154
• **Unallocated M&G**				$219,288
Total Program Income/(Loss)	($2,365,612)	($2,516,893)	($1,830,210)	($725,951)
Net Development and Public Relations	$678,224	$686,593	$280,178	$328,847
Excess Revenue Over/(Under)	($1,687,388)	($1,830,300)	($1,550,032)	($397,103)
Net Investment Revenue	$4,758,000	($1,326,300)	$1,576,701	$825,303
Unallocated Costs & Pension Costs	($322,138)	($240,000)	($240,000)	$0
Net Gain from Sale of Farms	($1,057,431)	$0	$0	$0
PPP Loan Forgiveness Revenue	$0	$527,755	$0	$0
Total Net Excess Revenue (Loss)	$1,691,043	($2,868,845)	($213,331)	$455,200

FACILITIES

Facilities was restructured this year. We will now have two Maintenance Techs reporting to the Maintenance Supervisor who will report to the Support Services Manager. The Support Services Manager will then report to the Vice President of Finance and Administrative Services.

With help from grants and the generosity of donors, the agency was able to take on two large projects this year: the Reimagine Hammitt Project and the Oglesby Playground Project. The Reimagine Hammitt Project provided new carpet and fresh paint to Hammitt at Willow campus. We were also able to purchase a curtain divider and sound panels for the gym as well as new water fountains, shades, and a variety of sensory toys and equipment. The Oglesby Playground Project included an expansion of the playground

space, new fence, landscape work, powder coating of the picnic tables and benches, fresh paint for the current equipment, and the addition of several new pieces of equipment

.

The work at 614 Oglesby for the ISU/DCFS Sim Lab is almost finished. Almost all of the electrical and construction work has been completed and ISU is beginning to set up their technology in preparation for the opening of the lab. The lab will provide spaces that simulate a one and two bedroom apartment, courtroom, and doctor's office and will be used for child protection trainees.

The chart below indicates the number of facilities and fire inspections that occurred and were passed in FY24. Due to turnover in Facilities, inspections in Quarter 4 were delayed until the new Maintenance Supervisor was hired.

Department Quality Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Number of facilities inspections due	3	3	3	3	12
Number of facilities inspections completed	2	3	3	1	9
Percent of facilities inspections completed	67%	100%	100%	33%	75%
Number of local and state fire inspections completed	3	0	0	7	10
Number of local and state fire marshal violations reported	14	0	0	35	49
Number of local and state fire violations corrected	14	0	0	35	49

SUPPORT AND FOOD SERVICE

Department Quality Indicator	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Annual
Number of Health Department Inspections completed	2	0	1	1	4
Number of Health Department inspections passed	2	0	1	1	4

Respectfully submitted by:
Carrie Wieburg, MBA
Vice President of Finance and Administrative Services

SECTION 5

EXTERNAL ASSET MANAGEMENT REPORTS

First Mid
AG SERVICES

BABY FOLD FARMS

2023-2024 ANNUAL REPORT

By:

FIRST MID AG SERVICES, A DIVISION
OF FIRST MID WEALTH MANAGEMENT COMPANY
Brian R. Thompson, AFM, ARA
President
6 Heartland Drive – Suite A
Bloomington, IL 61701
(309) 665-0959

August 8, 2024

First Mid
AG SERVICES

August 8, 2023

Business Management Committee
The Baby Fold
P. O. Box 327
Normal, IL 61761

Dear Committee Members,

Enclosed please find the 2024 annual report for the Baby Fold. This report covers the period from July 1, 2023 to June 30, 2024. Included in this report are the following items:

- Summary of Farm Improvements
- Review of 2023-2024 Farm Returns
- Farm Valuation Estimate
- Acreage and Crop Planting - 2024 Crop
- Grain Production Estimate and Sales Review - 2024 Crop
- Grain Inventory and Sales Review - 2023 Crop
- Grain Sales History
- Grain Production Review
- Farm Inventories
- Farm Progress Reports
- Disclosure Statement
- Statement of Account
- Income and Expense Summaries
- Copies of Individual Transactions

It has been a pleasure to work with you in the management of these farms. Please feel free to let us know if you have any questions concerning farm operations or this report.

Very truly yours,

Brian R. Thompson, AFM, ARA
President

BRT:sk

Enclosures

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THE BABY FOLD
SUMMARY OF FARM IMPROVEMENTS
July 1, 2023 through June 30, 2024

FARM	ITEM	COST
Courtney	Clear Fence Row	$900.00
Johnston	Electrical Service Enhancement for Grain Bins	$1,779.72
	TOTAL	$2,679.72

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THE BABY FOLD

REVIEW OF FARM RETURNS FOR FISCAL YEAR 7/1/23 TO 6/30/24
ADJUSTED FOR INVENTORY CHANGE

Farm	Net Cash Return	Inventory Change	Adjusted Return	Per Tillable Acre
CORNELL	$36,801.70	$12,080.02	$48,881.72	$319.28**
COURTNEY	$26,950.66	$0.00	$26,950.66	$243.02
JOHNSTON	$130,117.27	($29,327.29)	$100,789.98	$514.23**
BLUM	$59,947.08	($9,718.80)	$50,228.28	$652.32**
TOTAL ALL FARMS Fiscal Year 7/1/23 to 6/30/24 537.0 Till. Acres	**$253,816.71**	**($26,966.07)**	**$226,850.64**	**$422.44****
TOTAL ALL FARMS Fiscal Year 7/1/22 to 6/30/23 537.0 Till. Acres	**$255,484.47**	**$38,698.38**	**$294,182.85**	**$547.83****
TOTAL ALL FARMS Fiscal Year 7/1/21 to 6/30/22 537.0 Till. Acres	**$190,514.68**	**$27,958.50**	**$218,473.18**	**$406.84**
TOTAL ALL FARMS Fiscal Year 7/1/20 to 6/30/21 1,427.6 Till. Acres	**$156,436.12**	**($29,800.20)**	**$126,635.92**	**$195.16***

***Net Income after $47,837.76 of restoration/repairs to Johnston Farm house.**
Per Tillable Acre net income reduction of $47,837.76 expense is $243.49.

**** Includes various wind lease payments.**

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THE BABY FOLD

FARM VALUATION ESTIMATE*

June 30, 2024

Farm	Acres	Value Estimate Per Acre	Total Value Estimate
CORNELL	160.00	$12,000	$1,920,000
COURTNEY	111.46	$7,350	$819,231
JOHNSTON	229.00	$13,600	$3,114,400
BLUM	80.00	$16,200	$1,296,000
TOTAL	580.46	$12,317	$7,149,631

Information Limitations

The above detailed value estimates for the farms are being provided as an information resource for the Baby Fold Board. This information is a rough estimate of value, and does not represent a thorough investigation of the land market for each property or an appraisal of the properties. The limitation of this information must be recognized so as not to provide erroneous information or conclusions.

Blum Farm has one operating wind turbine.

Johnston Farm has two operating wind turbines.

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THE BABY FOLD
2024 CROP PRODUCTION PLANS

	Corn	Soybeans	Wheat	Tillable
Blum	37.0	40.0	--	77.0*
Cornell	88.2	64.9	--	153.1
Courtney	0.0	78.9	32.0	110.9
Johnston	98.0	98.0	--	196.0*
TOTALS	**223.2**	**281.8**	**32.0**	**537.0**

*Adjusted for wind turbines

CROP ACRES PREVIOUS YEARS

Year	Corn	Soybeans	Wheat	Tillable
2023	305.1	231.9	0.0	537.0
2022	255.2	281.8	0.0	537.0
2021	305.1	201.9	32.0	539.0
2020	272.6	376.3	0	648.9
2019	371.6	249.3	0	648.9
2018	513.6	436.6	110.9	1061.1
2017	459.9	601.2	0	1061.1
2016	773.3	604.9	48.5	1427.6

CERITY PARTNERS®

Thursday, August 15th, 2024

Carrie Wieburg
Vice President – Finance & Administrative Services
The Baby Fold
108 East Willow
P.O. Box 327
Normal, IL 61761-1170

RE : The Baby Fold Investment Fund

Dear Carrie:

The themes of 2023 in the capital markets have continued into 2024. Mega-cap tech companies have driven the bulk of equity market performance, while other areas of the market have struggled to keep up. Never before has the S&P 500 been so concentrated in just 10 stocks. From July 1, 2023, to June 30, 2024, the S&P 500 returned 24.56%. Meanwhile, the tech-heavy NASDAQ returned 29.61%, and the blue-chip-oriented Dow Jones Industrial Average advanced by 16.02%. The Russell 2000 lagged with a 10.06% return.

Geopolitical strife, relatively weaker economic growth, and a strong US dollar have caused international markets to trail the US. As a result, foreign central banks have been able to cut interest rates ahead of the Fed, which should provide a tailwind for international markets moving forward. The MSCI EAFE index gained 11.54%, and the MSCI Emerging Markets index gained 12.55% over the same period mentioned above.

The bond market got ahead of itself with expectations for interest rate cuts towards the end of 2023. The adjustment from anticipating six rate cuts in 2024 to just one caused bond prices to stagnate. However, higher starting rates allowed the Bloomberg US Aggregate Bond Index to achieve a modest gain of 2.63%. Spreads remain historically tight due to the resilience and strength of the US economy.

For the first time since 2020, the Federal Reserve has begun to focus on both parts of its dual mandate: maintaining price stability and achieving maximum sustainable employment. The bulk of inflation has been tamed, but some minor cracks are starting to appear in the labor market. The market is now questioning whether a 0.25% rate cut will be sufficient to keep the economy strong or if more drastic measures will be needed.

Going Forward:

Companies at the forefront of artificial intelligence and those with the capital to invest in it have disproportionately benefited over the past two years. We anticipate that the more interest rate-sensitive areas of the market will begin to recover some of the lost ground moving forward. Small-cap US stocks and core fixed income securities offer attractive forward outlooks. Strong corporate earnings and positive analyst expectations support continued strength in the equity markets. Our base case remains that the US economy will avoid a recession, but if the labor market continues to deteriorate, our thesis will certainly be challenged.

	6 Months Ended June 30, 2024	12 Months Ended June 30, 2024
Investment Total Fund Return*	**3.95%**	**8.95%**
US CPI	3.28%	3.24%

	6 Months Ended June 30, 2024	12 Months Ended June 30, 2024
Investment Fund – Equities	**5.12%**	**10.22%**
MSCI All World Equity Index	11.30%	19.38%
Investment Fund – Fixed Income	**1.24%**	**7.12%**
Bloomberg US Aggregate Index	-0.71%	2.63%

	5 Years Ended June 30, 2024
Investment Total Fund Return	**5.24%**
US CPI	3.52%

**Performance is net of all Cerity Partners and manager fees.*

Doug Nardi

Douglas C. Nardi, CFA
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