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Dear friends.

As we look back on 2020, we might all agree this year challenged us more than ever. But, through it all, you stood by us, continuing to lift us up. You celebrated our victories, big and small, and believed in the spirit of Penfield. Thank you.

With your help, we offered quality and nurturing early education, health, and wellness services when our families needed it most. We provided therapy and childcare services in-center when it was safe to do so. Staff also maintained connections virtually with parents and caregivers who needed emotional support and advocacy services.

Through new telehealth platforms, Penfield helped parents establish positive routines for at-home learning and family life to support each child's healthy growth and development. Our early childhood professionals developed creative strategies for providing virtual therapy and special education services, including the use of puppets to keep the attention of very young children, making PowerPoint presentations that visually illustrate coping skills, and playing videos or writing stories that relate to the child's feelings or anxieties.

Another important initiative launched in 2020, that will continue to grow moving forward, centers on diversity, equity and inclusion (DEI). Our priorities are to address DEI trends and concerns that impact our constituents and staff, engaging in thoughtful equity discussions and meaningful diversity activities.

Diversity makes us stronger and we look with hope to the future that in celebrating what makes us unique, we will help build a stronger community for our children.

In partnership,

Christine P. Holmes President and CEO

Al Araque Board Chair

Who We Serve



Meet Nazir and Kairo!

"Having access to childcare during this time has made a huge difference in my twin boys. They are much happier, their learning has seemed to accelerate and they love being able to see their teachers.

Prior to school reopening, they were restless and quick to anger. School is an extremely important part of their lives at this age.

Thank you so much for all that you do, and thank you for helping create some sense of stability during this time." - Nazir and Kairo's mom, Element



1,368 children received early education, health and wellness, and family services from Penfield.

Highlights



- Penfield participated in a pilot test of the Building Movement Project's Organizational Race Equity Assessment. This assessment surveyed our staff about their experiences with race equity at work, and promoted discussions about how we can increase our diversity, equity, and inclusion efforts at Penfield.
- Thanks to the generosity of our donors, we exceeded our \$50,000 match from an anonymous donor for Penfield Children's Center and our \$15,000 match from Susan and Bob Mikulay for Penfield Montessori.
- More than 500 families in Waukesha and Milwaukee Counties received access and eligibility services to Katie Beckett and other Children's Long Term Support Waiver Programs. The Katie Beckett Program at Penfield is an eligibility process that makes it possible for children in Milwaukee and Waukesha counties with long-term disabilities, mental illness, or complex medical needs to receive a Wisconsin ForwardHealth Medicaid card.
- Kohl's renewed their support of our Kohl's Building Blocks program!
 This grant allows us to provide child development services, a
 lending library of equipment and books, educational toolkits, a
 website that includes articles and videos on child health topics,
 positive parenting and early intervention services, a comprehensive
 outreach program, and more to our families and the community.

- The FIRST EVER virtual Croquet Ball raised \$450,000! In celebration of their dedication to Penfield for more than 20 years, we presented the 2020 Benefactor Award to Madonna and Jay Williams. Special thanks to our event chairs, Kathy & Nick Turkal and Julie & Brian Gilpin, auction chairs, Julia & Patrick Fennelly and Jessica & Matt Zeratsky, and sponsorship chair, Steve Keane. We are sincerely appreciative of our wonderful Croquet Ball kids, Layonni, Victoria, Ricardo, and Eraclio, and all our supporters who made this event a success!
- We continued to offer safe child care, nursing, behavioral health, and therapy services to our families throughout the COVID-19 pandemic.
- In June 2020, Penfield completed the renovation work for our new outdoor playground thanks to the generosity of the Brewers Community Foundation, Fund for Lake Michigan, Kay Cee Charitable Trust, Koos for Kids, Macqueen Equipment, Kevin and Carol Schuele, and James Weedman. This nature-themed play space encourages children of all abilities to engage in active movement, sensory learning, and exploration. Along with slides and climbing logs, the playground features a rain garden, walking/biking paths made of different surfaces, and a vegetable and herb garden. The space also has a little log cabin, arts and craft area, and water and sand tables. Many elements in the play space, including a new wheelchair accessible merry-go-round, allow children with physical disabilities to participate in the fun.
- Our outreach team provided a variety of virtual workshops to parents, professionals, and children about cultural competence, challenging behaviors, healthy eating tips, and more!



Our Programs

Behavior Clinic

- The Behavior Clinic served 255 children ages six and younger in Milwaukee County.
- 88.9% of families showed an increase in parent-child relationships based on the Parent-Child Relationship Scale.
- 62% of children showed a reduction in challenging behaviors based on the Early Childhood Behavior Screen.

Early Education and Care

- Our Early Education and Care program served 118 children.
- 87.2% of our children demonstrated progress in social-emotional objectives, such as regulating emotions and behaviors, forming positive relationships, and participating in group activities.
- 92.1% of our children progressed in physical development, such as traveling skills, balancing skills, gross-motor manipulative skills, and fine-motor strengthening and coordination.
- Approximately 36% of children in our Early Education and Care program have a disability or developmental delay, such as cerebral palsy or autism.



Meet Courtney!

Courtney Clark, a therapist in the Behavior Clinic at Penfield Children's Center, grew up in a lively household, enjoying the company of the eight children her mom took care of in her daycare. While she didn't know it at the time, this provided her with a wealth of early childhood experience that would later play a role in shaping her as a therapist today!



After graduating from Marquette University's Master of Science in Clinical Mental Health Counseling program, Courtney was eager to start her internship and practicum at the Behavior Clinic at Penfield.

"I was excited to join the Behavior Clinic because it is the only clinic of its kind that works with such young children," said Courtney. "It's important for children to receive these services before they start school so they can learn to self-regulate and cope with stressful situations appropriately. This allows children who may have had a tough start to learn and stay on track with their peers."

While a typical day for Courtney involves providing in-home treatment to those in her caseload, her work looks a bit different during the COVID-19 pandemic.

"More than ever, our families need support to get through these challenging times," said Courtney. "Depending on each family's unique situation, I've found creative ways to provide telehealth."

But it's not easy. Many of the children she works with are survivors of trauma and unfortunately deal with daily stressors even adults would struggle to process. Due to neighborhood violence, some of her kids cannot safely play outside. So, coming up with ways to burn off energy inside is one of Courtney's top priorities. She also video chats with her families through Zoom, working with parents on behavior strategies they can implement such as how to redirect children appropriately.

"It's really important during this time to support the child, but also the parent. Even before the shutdown, I routinely worked on teaching positive coping skills and provided advocacy for basic needs," said Courtney. "Parents and caregivers need to know they are not alone."



Kohl's Building Blocks

Through generous support from Kohl's, the Kohl's Building Blocks Program helps Penfield Children's Center support children throughout Southeastern Wisconsin.

This comprehensive program gives children of all abilities access to early educational and developmental programs, services and equipment.

Our Child Development
Specialists provided more than
1,451 advocacy and
support sessions to families
seeking early education, health
and wellness services at
Penfield.

We distributed 5,133 Kohl's Building Blocks Early Learning Toolkits.

202,685 unique visitors accessed our Kohl's Building Blocks site: PenfieldBuildingBlocks.org.

5,548 participants worked with our Community Outreach Team.







Special Care Nursing Services

- 57 children received Special Care Nursing services and our registered nurse provided 873 nursing contacts for infants and young children, such as a medical appointment, nursing assessment, or medication management.
- 100% of parents with children who required skilled nursing services received support from Penfield's nursing team. This support included hospital and home visits, phone calls, consultations, and more.
- 86.5% of children who received nursing services improved their cognitive and motor skills.

Milwaukee County Birth-to-Three Early Intervention Services at Penfield

- 922 children received Birth-to-Three services from Penfield staff.
- 96.94% of children displayed developmental improvement in motor skills and 93.96% of children improved in cognitive skills.
- 89.26% of children displayed signs of developmental improvement in communication skills.





Meet Layonni!

Layonni was born with spastic cerebral palsy, vision conditions, and sensory issues. Due to her health challenges, Layonni has significant muscle tightness and limited movement so she is unable to sit up.

At six months old, Layonni was referred to Penfield through the Milwaukee County Birth-to-Three Early Intervention Program and started receiving occupational therapy in her home. After growing to trust our staff, Layonni's mom, Rene, enrolled her in Penfield's medically-based daycare in the Special Care Nursery.

"I wanted the best care possible for my child and needed to know that her additional needs would be met," said Rene. "Working with Mel, the Director of Health Services at Penfield, really put me at ease. In my heart, I knew this was the place for her."

Layonni is now a smiley, goofy, and expressive toddler.

Before we had to temporarily close our doors due to COVID-19, Layonni received skilled nursing care, occupational therapy and physical therapy at Penfield, as well as vision services through our partnership with Vision Forward. These services allowed Layonni to continue improving her muscle tone, while also helping with her strength and positioning.

During the shutdown, Penfield's dedicated therapists supported Layonni's growth and development with bi-weekly check-in calls.

On June 15, Penfield opened its doors for Early Education and Care with a safe, phased-in approach.

"Every time we walk into Penfield, Layonni's eyes light up," said Rene.

"Her friends and the staff at Penfield mean so much to her."

Thank you to our generous donors!

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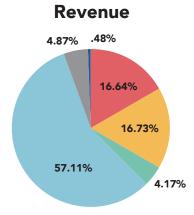
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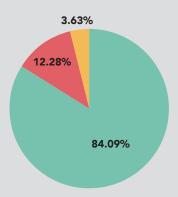


United Way \$460,500 Fees for Services \$1,846,408 Investment Income \$536,951 Government Grants and Contracts \$1,835,879 Contributions and Grants \$6,301,514 Other Income \$53,187

Total: \$11,034,439

*Revenues include a PPP loan payment and grant funds to be disbursed through 2021.

Expenses



Program Services

\$7,397,330

Management and General

\$1,080,593

Development and Fundraising

\$318,608

Total: \$8,796,531



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