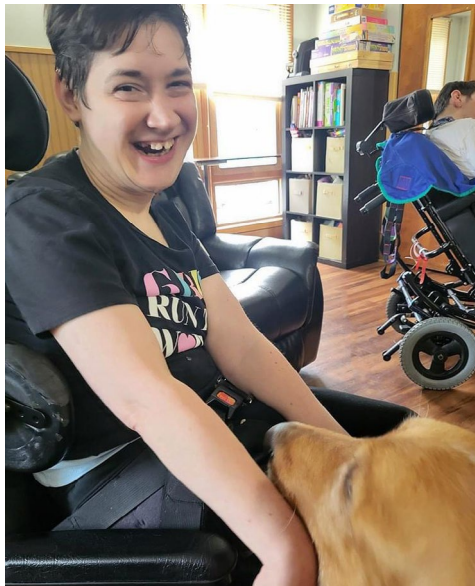
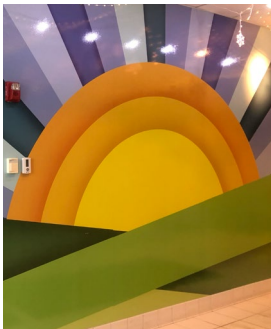




ANNUAL REPORT

Journey through 2024

Contents



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MESSAGE FROM LEADERSHIP

It has been another year of challenges and successes as we drive to extend our care mission to serve even greater numbers of individuals throughout Northeast Ohio. We continued to emphasize our strategic plan that focuses on three pillars: **People**, **Access**, and **Growth**. Together, they are the keys that enable Blossom Hill to further this mission.

People

We promise individualized, loving care for our individuals. It is our people who make those words come to life. We continually strive to be the employer of choice and our track record of employee longevity speaks for itself. We also must be ever vigilant to attract and retain the best people to care for our individuals.

Being an employer of choice is an initiative that has become hardwired into our organization. We focus on recruitment, retention, and overall employee satisfaction. Our investment in the CoachUp Care employee communication system keeps us connected. Our Bravo program gives staff the opportunity to nominate each other for a pat on the back, and engagement has increased by 100% in the past year. We plan regular appreciation events and budget for rewards at Thanksgiving and bonuses at Christmas.

We do all of this because, when we invest in people, we invest in the futures of the individuals in our care.

Access

Abilities Enrichment Center had its grand opening and has increased our access to the greater community. It gives us the potential to reach 100 individuals per day. That enables us to introduce 100 new families to the difference we can make in the lives of their loved ones.

Each day we have activities inside the building and others out in the community. Individuals and their guardians choose what they'd like to do, giving them a sense of control. We've partnered with other agencies to expand physical fitness services, pet therapy, and more. We maintain our own greenhouse and greenspace for outdoor and horticulture activities.

Abilities offers improved access to not only DD services, but in community integration and outings. Daily outside-the-center activities place our individuals in their community, visiting a museum or park and attending sporting events. They are a visible, active part of the community and are meeting their individual goals, wherever they might be that day.

Growth

We believe developing a transportation arm of our services is critical to growth. This came into sharp focus with the opening of Abilities. The people we serve often require specialized transportation. We have purchased our first van, received a grant for a second one, and will continue to look for opportunities to grow.

We have also invested in more robust marketing efforts to make the Blossom Hill and Abilities names more visible in the community. Visibility equals growth. You may have noticed our stepped-up social media presence and wider coverage in legacy media.

We've undertaken the Path to 100 program to track our progress toward our goal of serving 100 individuals per day at Abilities Enrichment Center. The center can act as a "tip of the spear" in engaging with the community about our intermediate care homes and respite services. We're creating a holistic ecosystem with infinite possibilities.

We remain grateful and aware that none of this is possible without you, our donors and friends. A simple thank you seems so small compared to the magnitude of what your generosity creates. Please know that we're thankful for you every day.

Also understand that we will continue to call upon you to support our mission. Future strategic initiatives will include addressing the aging infrastructure within some of our residential intermediate care facilities. We will keep looking for creative ways to be good stewards of our resources in the face of impending cuts to government reimbursements. It's the duty of every one of us to do whatever it takes to keep providing loving care the Blossom Hill way.

Here's to the next chapter.

Lisa Kristosik and George Swartz



Lisa Kristosik, RN, BSN
Chief Executive Officer,
Blossom Hill



George Swartz
2024 Chairman
of the Board,
Blossom Hill, Inc

BLOSSOM HILL PLAN FOR SUSTAINABILITY

WE ENHANCE THE DAILY LIVES OF INDIVIDUALS
WITH DISABILITIES AND THEIR FAMILIES THROUGH
LOVING, PERSONALIZED CARE.

STRATEGY #1:
SIGNIFICANT
INVESTMENT IN
OUR STAFF

**Our business is loving,
personalized care.**

Consistent and caring staff
are the most important
indicator of success in the
DD/IDD industry.

Adequate staffing is the
biggest issue we face today.
Investment in engagement,
incentives, and employee
recognition are all factors
towards becoming a great
place to work.

Investment in engagement,
incentives, and employee
recognition are all factors
towards becoming a great
place to work.

STRATEGY #2:
EXPANDING ACCESS
TO SERVICES THAT WE
ALREADY OFFER

**We provide essential
services to those who need
it the most.**

There is a significant need
among family members and
the DD community
for respite and supported
living services.

We have been a leader
in these services for
many years.

Blossom Hill can also offer
a natural bridge to ICF and
group waiver in the future.

STRATEGY #3:
EXPLORING
NEW SERVICES

**Innovation and growth are
the keys to our success.**

Blossom Hill has been around
for nearly 55 years because of
the organization's willingness
to grow and innovate.

Day programming services
that we can offer to our
individuals goes back
directly to our mission:
enhancing the daily lives of
the people we serve.

FUNDRAISING HIGHLIGHTS

GRANTS

Our grants hit a decline in 2024, but we widened our circle of grantors who support Blossom Hill and AEC. We were especially excited to be selected by 100 Women Strong to support our efforts for the Sensory Room at AEC. We combined 100 women strong with the PNC Charitable Trust to build out our vision for this room.

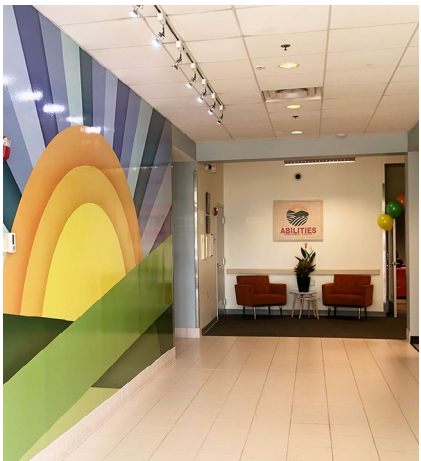
EVENTS

- In February we had our Employee Appreciation Dinner
- June 28 we held our 13th Annual Golf Outing
- In September we hosted our 2nd Annual Picnic celebrating our DSPs and their week of recognition.
- September 19 was the AEC-Ribbon Cutting Ceremony
- November 17 we held a Holiday Party at AEC

GENEROUS DONATIONS

We are so grateful to our generous donors who continue to support us

See list of 2024 Grantors and Individual donors on page 12.



GRAND OPENING OF ABILITIES ENRICHMENT CENTER

In September, we opened the highly anticipated new day program by Blossom Hill. Individual-centered care with a bridge to the community.



13TH ANNUAL GOLF OUTING

The Blossom Hill 13th Annual Golf Outing was a huge success! Supporters enjoyed golf, a silent auction, raffles, and a liquor and wine toss.



CELEBRATION HIGHLIGHTS



2nd Annual Blossom Hill Picnic for All Staff, Individuals, and Family Picnic
On Sept. 12, we held our second annual picnic to celebrate direct support professionals. The theme was "Not All Superheroes Wear Capes!"



Holiday Party
There was a Winter Wonderland theme holiday celebration for staff, families, and individuals at the Overlook in Parma, OH.



Employee Appreciation Dinner
The Dinner recognizes milestone anniversaries for long-term staff and merit-based award winners.



The staff and individuals enjoy celebrating throughout the year.

BLOSSOM HILL BY THE NUMBERS

42

INDIVIDUALS SERVED
IN OUR FACILITIES

4

RESIDENTIAL
FACILITIES

118

STAFF MEMBERS

7

NUMBER OF INDIVIDUALS/
FAMILIES IN OUR SL PROGRAM

494

DAYS OF RESPITE PROVIDED
TO CLIENT/FAMILIES

REVENUE

In 2023 Blossom Hill received most of its revenue - 97% - through program services, including reimbursement from Medicaid for providing services, respite for individuals and supported living services through waiver funding. Approximately 3% of the organization's revenue was generated from unrestricted contributions.

97%

PROGRAM SERVICES

1%

UNRESTRICTED
CONTRIBUTIONS

EXPENSES

In 2023 Blossom Hill's expenses were direct client care costs, including staffing, facility and individual personal care. These program services costs accounted for 84% of its expenses. The other 16% including administrative costs such as consultant fees, fundraising, office supplies and other administrative expenses.

93%

PROGRAM SERVICES

5%

ADMINISTRATION

OUR STORIES

AT BLOSSOM HILL, WE SERVE A MEDICALLY FRAGILE POPULATION AND HAVE 24-HOUR NURSING AT 3 OF 4 HOMES. THE LOVING CARE THAT OUR STAFF PROVIDES, INCLUDING WHEN INDIVIDUALS ARE IN HOSPICE CARE AND WE KNOW THE END IS NEAR, IS AMAZING AND INSPIRING. WHEN ONE INDIVIDUAL WAS IN HIS FINAL DAYS RECENTLY, THE STAFF WANTED TO MAKE HIM COMFORTABLE BY DOING ALL HIS FAVORITE THINGS AND AVOIDING THE THINGS HE DISLIKED. HE PASSED AWAY PEACEFULLY SURROUNDED BY ALL OF THOSE WHO CARED ABOUT HIM.



MEDICAL CHAIRS ARE DONATED ON A TUESDAY. THURSDAY, THEY PLAY THE HERO DURING A TORNADO.

On August 6, 2024, Blossom Hill received a donation of five medical reclining chairs from MedWish International, a nonprofit organization that repurposes surplus medical supplies and equipment.

On August 8, in three suburbs surrounding its new Middleburg Heights-based Abilities Enrichment Center, a series of tornados struck the Cleveland area, challenging these communities. Within hours of the storm, it was reported two of Blossom Hill's homes had lost power and the outage was expected to last days. The individuals who live there would need to evacuate and find a safe place to spend the night.

Leaving home, even for just one night, was already a major disruption for individuals who cherish routine, with the five newly donated reclining chairs that could act as temporary beds for the night, five residents were able to remain within the center's safe confines for the night.

"It's remarkable that these chairs had arrived at Abilities just two days before," said Lori Inks, Blossom Hill director of development. "It enabled us to keep our individuals comfortable in an emergency situation. I don't know what we would have done without them."

STAFF RECOGNITION

THROUGHOUT THE YEAR, WE CELEBRATED OUR BLOSSOM HILL'S AMAZING TEAM THROUGH EVENTS, AWARDS, GIFTS, STORIES AND MORE.



STAR PERFORMER
KEISHLA MORALES

The Star Performer Award is for staff members who have stepped up in a big way throughout the year.



LEADERSHIP AWARD
MARIA FEIN

This is someone who demonstrates our core values – compassion, teamwork, trust & respect, inspire, and integrity – daily, is a strong teacher/mentor, and someone who leads by example.



KRISTA PLOWMAN AWARD
TABITHA WACHENSCHWANZ



ROOKIE OF THE YEAR
INDI CARRION

ANNIVERSARIES

5 years	Summer Thomas
5 years	John Darovich
5 years	Lisa Kristosik
10 years	Wanda Rosa Ruiz
15 years	Mindy Thomas
25 years	Steven Ryan

2024 BRAVO WINNERS

January	Christine G. CRH
February	Stephan H. CRH
March	Vicent J. CRH
April	Bridget B. Leadership
May	John D. Abbey
June	Alexia G. CRH
July	Olivia B. CRH
August	Maria F. CRH
September	Brian M. Leadership
October	Keishla M. Parma
November	Kendall M. AEC
December	Rickerria CRH

2024 GRANTORS

MICHAEL TALTY AND HELEN TALTY CHARITABLE TRUST
THATCHER FOUNDATION
S K WELLMAN FOUNDATION
COMMUNITY WEST FOUNDATION
COMMUNITY FUND OHIO
CLEVELAND FOUNDATION
PNC CHARITABLE TRUSTS
100 WOMEN STRONG OHIO
APPLIED INDUSTRIAL TECHNOLOGIES



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SHERRY HILTEBRANT
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ROSEMARY DONZELLA
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