

*Dedication to
Excellence*



**2021
Annual Report**

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Trinity Services, Inc. is a nonprofit, nonsectarian organization that provides the highest quality person-directed services to people with disabilities and mental health needs so that they may flourish and live full and abundant lives. Founded in 1950 as the Trinity School in Joliet, Trinity Services now supports more than 5,800 people in over 30 communities in Chicago's southwest, northwest and western suburbs, Central Illinois, and Southern Illinois. In addition to a school program, Trinity provides day services, employment and behavior services, a variety of residential options and more.





Message from the *President of the Board*

Although the pandemic has continued longer than any of us expected, Trinity Services has done a fabulous job of making adjustments “on the run” to make sure we are keeping everyone safe and secure, while at the same time helping people with developmental disabilities and mental health needs to flourish and to live full and abundant lives.

In July of this year, we celebrated the inaugural Developmental Disability Professionals Day. Founded by the National Association for Qualified Intellectual Disabilities Professional (NAQ), it recognizes the extraordinary work of our developmental disability professionals who have stepped up to face the challenges associated with the COVID-19 pandemic, while at the same time helping the people they support stay engaged and connected each and every day. A big thank you goes out to all of them!

It is also important to note that this year Trinity was the recipient of a Gold Stevie® Award in the Most Valuable Non-Profit Response category and a Silver Stevie® Award in the Most Exemplary Employer category. Congratulations on these two outstanding achievements.

Trinity also earned a four-year Person-Centered Excellence Accreditation with Distinction from the Council on Quality and Leadership (CQL). Less than 1 percent of organizations accredited by CQL receive this accolade and we are extremely proud that Trinity has received such a prestigious honor.

Finally, I want to congratulate Terra Smith for being named the 2021 Direct Support Professional of the Year by ANCOR. Despite the pandemic, Terra has made a huge difference in the lives of the people she supports and goes above and beyond the call of duty to fulfill her mission. We thank her for setting an example for all of us.

Please take a moment to read the remarkable stories that have filled our hearts this year with joy and pride.

A handwritten signature in black ink that reads "Raymond D. McShane". The signature is written in a cursive, flowing style.

Raymond D. McShane
Chairperson of the Board

Trinity Celebrates Inaugural Developmental Disabilities Professionals Day on July 15



Marguerite smiles as she holds up her Trinity Services-specific ballot during the Open House.

Developmental disability professionals ensure people are living, full, meaningful lives. Their work is all about helping others. However, on July 15 the day was devoted to recognizing them.

For the first time, July 15 was recognized nationally as Developmental Disability Professionals Day. The day was founded by the National Association for Qualified Intellectual Disabilities Professionals (NAQ), the leading national association recognizing developmental disabilities professionals. Aside from QIDPs, these professionals are known as case managers or service coordinators, and may go by other titles depending upon which state they work in.

Regardless of their formal title, developmental disability professionals assist people with developmental disabilities through facilitating the provision of residential services, creating employment opportunities, serving as behavior analysts, coordinating medical services, and much more.

“These professionals are a lot like other workers in the field of human services in that their work often goes unrecognized,” said Connie Melvin, Director of NAQ. “However, people doing this love what they do. They have found a passion for doing it. It is important to remember that these are incredibly valuable professionals.

Developmental disability professionals stepped up to face the challenges associated with the COVID-19 pandemic, and continue to find creative solutions to help the people they support stay engaged and connected, added Melvin.

Now, more than ever, it is important to recognize everything these folks do,” she said. “If you think about what people have sacrificed to keep people safe during the pandemic, it has come as a price to both themselves and their families. NAQ wanted the opportunity to formally recognize the work developmental disability professionals are doing each and every day.”

NAQ encouraged people who knew, worked with or received support from a developmental disability professional to individually recognize that person on July 15 by writing a thank-you card, recording a video thank them or send them a small, meaningful gift. NAQ also encouraged employers of developmental disability professionals to individually recognize their staff members, have celebrations for them, if possible, and provide them with or send them to training opportunities to grow their skillsets.

“Developmental disability professionals provide services to some of the most vulnerable people in our country,” said Melvin. “They do so because they recognize all people are an inherently valuable and important part of the fabric of our communities. Developmental disability professionals are resilient in times of challenge, uncompromising in the provision of outstanding supports, and tenacious advocates for positive change. They have played a critical part in advancing the rights of people with developmental disabilities and deserve recognition for their tireless efforts to this end.”

The National Association of Qualified Intellectual Disability Professionals was formed in 1996 by Trinity Services staff to meet the needs of QIDPs. Complex challenges combined with limited resources made it evident that a national organization dedicated to addressing historical, conceptual, methodological, and ethical issues was needed.

Trinity Participates in National Disability Voter Registration Week

In July, Trinity Services, Inc. was proud to announce its participation in National Disability Voter Registration Week (NDVRW).

NDVRW is a national, nonpartisan campaign to register, educate, and prepare voters with disabilities for elections and is coordinated by the American Association of People with Disabilities' (AAPD) REV UP Campaign for voter registration, education, and engagement.

Trinity supports people with developmental and intellectual disabilities throughout Illinois. Trinity staff members educated people they support about voting, helping them to register to vote or double-checking they were registered, and worked on surveys with them to gauge what they already knew about voting, and about what they wanted to learn.

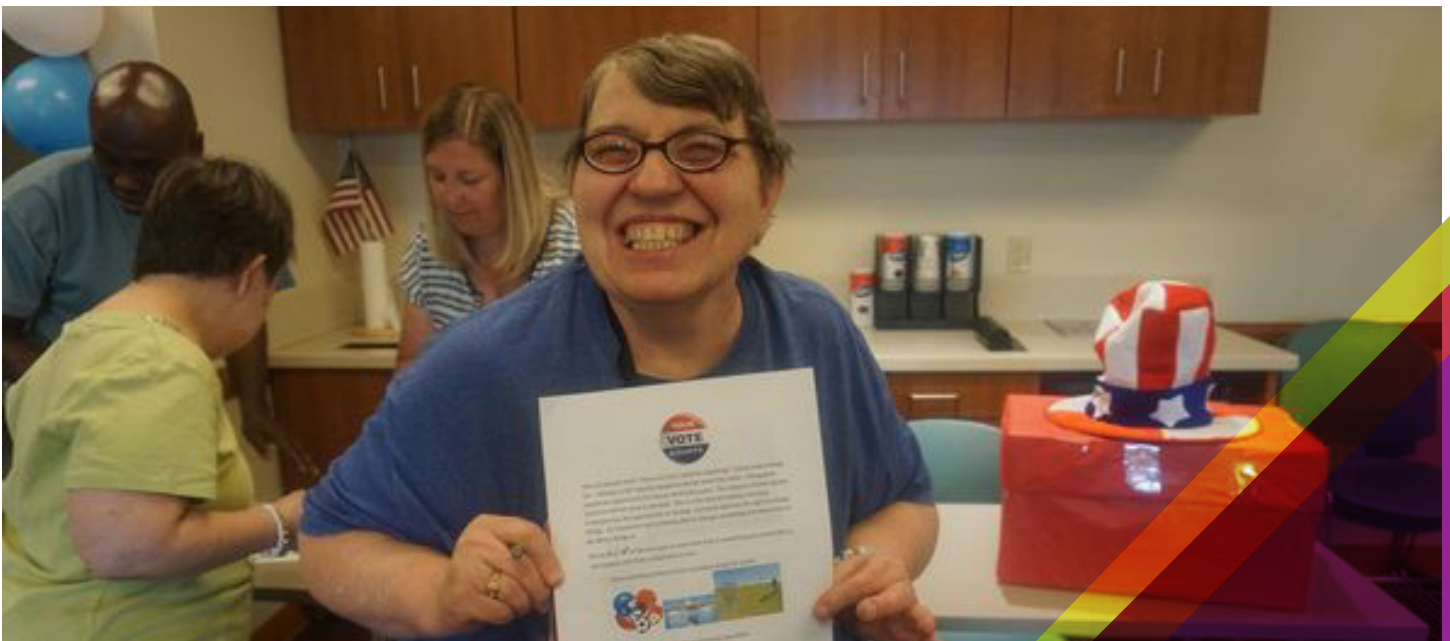
The voting survey also asked people what they would change if they were an elected official. Some of the responses included ending violence, promoting peace, lowering taxes, raising

wages for essential workers and increasing funding for schools.

The disability community plays an immense role in local, state, and federal elections. In 2020, more than 25 million people with disabilities were eligible to vote, a number that increases to 62 million when including family members in the same household. The power of the disability vote can hold elected officials accountable for decisions that directly affect the programs and services people with disabilities rely upon to live independently in the community of their choice.

Justin Dart, father of the Americans with Disabilities Act (ADA), said it best: Vote as if your life depended on it, because it does."

The REV UP Campaign, launched by AAPD in 2016, is a nonpartisan initiative that coordinates with national, state, and local disability organizations to increase the political power of the disability community while also engaging candidates and the media on disability issues.



Marguerite smiles as she holds up her Trinity Services-specific ballot during the Open House.

Trinity Wins Gold, Silver Stevie® Awards for pandemic response in the 2020 International Business Awards®

Trinity Services, Inc. was named the winner of a Gold Stevie® Award in the Most Valuable Non-Profit Response category and a Silver Stevie® Award in the Most Exemplary Employer category of at the 17th Annual International Business Awards®.

Trinity Services was recognized for its proactive response to the coronavirus pandemic, keeping the health and safety of the people with developmental disabilities and mental illness whom it supports and its staff members at heart.

Trinity created a shelter-in-place staffing model through which more than 150 staff members moved into residential locations for weeks and even months at a time to ensure that people with developmental disabilities were as safe as possible. Many people Trinity supports have pre-existing conditions, which put them at higher risk for severe complications from the virus.

Trinity staff members created weekly curriculum for delivery to residential locations to ensure that people were staying engaged while day programs were closed because of the pandemic. Trinity school staff also delivered materials and provided remote lessons to students.

The Trinity Counseling Center offered free consultations to people in its coverage area in Will, Grundy and Southern Cook Counties during Illinois' stay-at-home order. This initiative aimed to help people manage feelings of anxiety, fear and stress created by the pandemic and to provide a confidential, remote, stigma-free way for people to receive counseling. Trinity also provided six free counseling sessions to each of its employees in response to the pandemic and offered free subscriptions to the Calm for Business smartphone app for employees.

More than 3,800 nominations from organizations of all sizes and in virtually every industry were submitted to the International Business Awards®.

Stevie® Award winners were determined by the average scores of more than 250 executives worldwide who participated in the judging process from July through early September.

Judges recognized Trinity's quick, adaptive response to the pandemic, as well as the commitment and selflessness of its staff members, who put the needs of people they support first.

"The world needs more organizations like Trinity Services," one judge wrote. "The way the staff banded together, stepped



Marguerite smiles as she holds up her Trinity Services-specific ballot during the Open House.

up and willingly stepped into residential roles speaks volumes about the quality of this organization. Not only has Trinity provided critical care to people in significant need, but they provided much-needed support to their staff, as well."

"Trinity Services staff members are truly heroes, and I am so proud of all they have done for the people they support during this pandemic," said Thane Dykstra, Ph.D., president and CEO of Trinity Services. "This recognition at an international level belongs to our amazing staff members. Through a very difficult situation, they remained resilient, and went above and beyond to ensure people remained safe and healthy. Our ability to respond effectively and flexibly during the pandemic is thanks to our staff members banding together, supporting each other. Together, we are Trinity Strong."

"Despite the unprecedented impact the COVID-19 pandemic has had on organizations and working people worldwide, the number and quality of nominations we received in this year's International Business Awards® attests to the continued outstanding performance of many organizations. The commitment we've seen through these nominations to maintaining the success, health, and safety of employees, customers, and communities is truly impressive," said Stevie® Awards president Maggie Gallagher.

Trinity Launches Giving Tree Program

This year, approximately 400 people with developmental disabilities and mental health needs had their holiday wish lists checked off thanks to the generosity of others through Trinity Services' Giving Tree Program.

This was the first year Trinity Services created the program for people the organization supports to create wish lists of items they wanted for the holidays.

Some people who receive support from Trinity do not have contact with family members or have no living family members, and many do not have the financial means to buy themselves things they want for the holidays. Additionally, people who are supported by Trinity's Homeless Support Program may be moving into homes of their own for the first time or starting over and in need of household items.

When Trinity put out the call for donors to shop for items on people's wish lists, the response was overwhelming. All wish lists were claimed,

meaning everyone who submitted a wish list had their holiday wishes come true thanks to the generosity of strangers.

"I chose to participate in the Giving Tree at Trinity because I felt I really needed to make someone's holiday great," said 11-year-old New Lenox resident Kenny Bodzianowski, Jr., who used his own money to sponsor someone. "It feels really fantastic to know that someone will be happy this year even with all of the crazy stuff going on in the world right now."

People from all over Illinois, as well as people from out of state, donated items to help make people's holidays special. People Trinity supports from the Joliet, New Lenox, Wilmington, Des Plaines and northern Chicago areas received gifts.

"I chose to participate because I am thankful and blessed by all the support my family gets caring for our special needs son, so I know how hard it can be at times," Mokena resident Tessa Quinlan said. "This is my way of giving back to a community that I know supports those like my son. It is humbling and heartwarming for me to know our family's support can make a small difference in someone else's life. I know no matter how big or small the support is, what it really means is that somebody cares."

As people opened their gifts over the holidays, smiles and joy radiated, bringing some momentary relief to a year overshadowed by the pandemic.

"We want to express our sincere gratitude for every single person who participated in our inaugural Giving Tree Program," said Thane Dykstra, Ph.D., president and CEO of Trinity. "I know this was not an easy year for anyone, and people who stepped up to help others despite this are so selfless and giving. Thank you for bringing joy to the people Trinity supports."



Trinity Earns Four-Year Person-Centered Excellence Accreditation, with Distinction, from The Council on Quality and Leadership



Trinity Services, Inc. achieved the highest possible level of accreditation from The Council on Quality and Leadership (CQL).

Trinity Services earned the four-year Person-Centered Excellence Accreditation, With Distinction that confirms Trinity embraces person-centered solutions to

improve the quality of life for people receiving supports and services. Trinity's mission is to help people with developmental disabilities and mental illness flourish so that they may live full, abundant lives.

Trinity has proudly maintained this level of accreditation from CQL since 1992. The accreditation with distinction is awarded to less than 1 percent of organizations accredited by CQL, and Trinity is the first organization in Illinois to qualify for this level of accreditation under CQL's recently updated standards.

When Trinity Services collaborated with CQL to pursue accreditation, it undertook a rigorous process to review and improve supports and services. The efforts of Trinity focused on empowering the people who receive supports to pursue what really matters in their lives and achieve their personally defined outcomes.

The accreditation process involved planning meetings, self-assessments, virtual site visits, evaluations of Trinity's systems and practices, interviews with people receiving services from Trinity, focus groups, a stakeholder meeting, and data collection and analysis. Receiving this four-year accreditation means Trinity can benefit from ongoing support from CQL.

"I am incredibly proud of Trinity Services staff members for their work to ensure that everyone they support is living a full, abundant life in which they may achieve outcomes that many people without disabilities may take for granted," said Raymond McShane, chairperson of Trinity's Board of Directors. "I am particularly proud of staff members for upholding Trinity's

high quality of services and supports throughout the intense challenges of the pandemic. This accreditation helps us understand what we're doing well and highlights opportunities for growth."

Trinity received CQL accreditation for demonstrating proficiency in the following areas:

- Basic Assurances - ensuring fundamental safeguards related to health, safety and human security
- Personal Outcome Measures - supporting and empowering people to achieve their goals and dreams
- Person-Centered Excellence - demonstrating organizational commitment to continued enhancement of systems

Trinity Services prides itself on having a philosophy of "Everything Counts", meaning that every action and interaction is significant and can have a lasting impact in the life of someone receiving services.

"I want to thank and recognize all family members, board members, staff, people we support and community partners who volunteered their valuable time, feedback and ideas during the accreditation process," said Thane Dykstra, Ph.D., president and CEO of Trinity Services. "Thank you for helping to make this process a success. We should all be proud of this collective effort."

The accreditation process resulted in a shared plan of action that Trinity will carry out over the course of the four-year accreditation period. At several points, various reports and data were shared with CQL to measure progress.

"CQL commends Trinity Services for its success in increasing the quality of life for the people it supports," said Mary Kay Rizzolo, president and CEO of CQL. "We are pleased to partner with them on this journey of ongoing organizational transformation."

Trinity Teams Up with Illinois Department of Human Services, Community Partners to Provide Vaccination Clinics for People with Disabilities, and their Support Staff.

More than 650 Chicagoland residents with developmental disabilities, and the staff members who support them, were fully vaccinated against COVID-19 thanks to a partnership between the Illinois Department of Human Services, Trinity Services, Inc., and neighboring community organizations.

People with developmental disabilities are among the most at-risk for developing severe symptoms from COVID-19. Staff members who provide their direct care are also vulnerable to the coronavirus, as their jobs helping people with daily life skills do not allow for social distancing.

From the moment vaccines became available, the State of Illinois and the Illinois Department of Human Services worked to prioritize people with developmental disabilities and staff members who help support them for these lifesaving shots.

IDHS worked with Trinity and partner organizations to offer four COVID-19 vaccination clinics for approximately 22 Chicagoland organizations that were previously unable to gain access to vaccines. The clinics were made possible with help from KODO Care Pharmacy, J.D. Brown Pharmacy, staff of Madden Mental Health Center, nursing faculty and students from the University of St. Francis and Joliet Junior College, New Lenox Mayor Tim Baldermann, the New Lenox Community Emergency Response Team, the New Lenox Emergency Services and Disaster Agency, and Trinity Services staff members.

Lt. Governor Juliana Stratton and Secretary Hou attended a vaccination clinic Thursday, March 18, and conveyed their gratitude to all who made the clinics possible.

“We tried to identify people who were unable to get the vaccine elsewhere and ensure they had the opportunity to receive it,” said Grace Hou, Secretary of the Illinois Department of Human Services. “We wanted to remove roadblocks and make this



process as easy as possible so people could be protected from the harms of the coronavirus. I want to thank all who came together to make these clinics possible and Lt. Governor Stratton for her support of this amazing effort.”

Trinity provided these clinics at the site of its forthcoming permanent supportive housing apartment complex in New Lenox, which will provide people with disabilities with homes in which they can live as independently as possible.

“The teamwork and communication that was displayed during these clinics were awe-inspiring,” said Thane Dykstra, Ph.D., President and CEO of Trinity Services. “We are grateful to have been part of the initiative to ensure more people with disabilities and the heroic health care workers who support them received protection from COVID-19. We are equally grateful to be surrounded by so many caring, committed, talented people from partner organizations. These were, undoubtedly, lifesaving clinics.”

Continued on next page

Pharmacist Chad Kodiak, of KODO Care Pharmacy, added of the first vaccination clinic, “I’m having a hard time thinking of a time in my life where a single event had such a positive impact on so many people. To think that we vaccinated over 338 people in one day with less than a week’s notice is truly remarkable. The KODO Care Pharmacy Team was humbled to be a part of this event.”

Mel Tadesse, with Access Community Experience, Inc., and Matthew Lipman, with Kin Care, Inc., both said the clinics were very professional, efficient and accessible. Access had 17 people vaccinated, and Kin Care had eight people vaccinated.

“Carolyn Cochran Kopel [from IDHS] and Jim Pritz [from J.D. Brown Pharmacy] got to know the names of the people we support individually,” Tadesse said. “What impressed me is from the moment we drove up, we could tell there was enough staff, and everyone was on the same page about what needed to be done. Everyone was very friendly and treated people with compassion and understanding, without being condescending.”

“Everything was set up beautifully and went very smooth,” Lipman said. “We’re thankful we were able to get everyone vaccinated. One person we support hates needles, and they were so accommodating.”



Innovative Program Helps People Deescalate from Mental Health Crises in Comfort

Trinity Services, Inc.'s The Living Room is an innovative new program in Orland Park that gives people in crisis a safe, welcoming environment to deescalate from mental health or daily life stressors.

The program held a free Virtual Open House event on Tuesday, May 18, during which attendees took a virtual tour of the space, heard from The Living Room staff members, and asked questions about the program.

Trinity's Living Room is part of the Illinois Department of Human Services' Division of Mental Health Living Room Program. There are approximately 20 similar programs throughout the State, and Trinity Services is proud to be part of this new initiative in mental health care.

The Living Room aims to divert people in crisis from emergency rooms and provide them with a comfortable, home-like

environment in which to process the crisis, and learn and apply wellness strategies.

Recovery support specialists, those people who have experienced and overcome crises in the past, and therapists staff the program. Therapists screen guests upon arrival and prior to departure from the program, and recovery support specialists provide individualized support and counseling during a guest's visit. Guests may visit The Living Room on their own or may be referred to the program by emergency services personnel.

Trinity Services' Living Room is open 7 days a week, 365 days a year from 10:30 a.m.-8 p.m. and is located at 14315 S. 108th Avenue, Suite 222, in Orland Park, IL. For more information call (708) 981-3370 or email Program Director Carl Indovina at cindovina@trinityservices.org.



Terra Smith Named 2021 Illinois Direct Support Professional of the Year by ANCOR

Terra Smith, a Direct Support Professional at Trinity Services, Inc., was named the recipient of the 2021 Illinois Direct Support Professional of the Year Award by the American Network of Community Options and Resources (ANCOR). Smith joins 49 other recipients of ANCOR's 2021 Direct Support Professional of the Year Awards, chosen from a field of 350 outstanding nominees.

Smith has made a huge difference in the lives of people with intellectual and developmental disabilities since she became a DSP three years ago. The Chicago native and current Lansing resident was inspired to join the field after retiring from the Chicago Transit Authority and hearing about the impact her niece and son were able to make in people's lives through their work with Trinity Services.

As a DSP at a day program, Smith is skilled in developing curriculum, and she pays attention to the personal values and needs of each person she supports to individualize the activities she facilitates for them. She has helped people explore interests in cooking, telling time, making video calls, fitness, and more.

"When special activities requiring extra hours, such as cooking holiday meals, developing creative curriculum, and completing elaborate projects present themselves, Terra is the first to contribute her own time to ensure the experience is exceptional," said Stephanie Behlke Leigh, Network Director at Trinity Services. "Her coworkers appreciate that she is concerned about all aspects of the program. Terra is always

learning and bringing fresh ideas forward to make services the best they can be."

A couple years ago, Smith took vacation time for her birthday, which falls around Thanksgiving. Despite this, she came in to work to cook a Thanksgiving meal at the day program to ensure that everyone had delicious food to enjoy. Terra, who prides herself on her cooking, wanted to help her co-workers.

"This isn't always an easy job," she said. "Some days are very difficult. When I see my coworkers saying they are tired or need a break, I do what I can to fill in the gaps. We cover each other."

Smith also uses her ability to think creatively, outside of the box, to assist people with overcoming obstacles. For example, when someone was disengaged from activities going on at the day program, she learned that this person loved the color red. She began incorporating the color into materials, and the person instantly became more engaged.

When the COVID-19 pandemic hit and day programs closed to keep everyone safe, Smith did not hesitate to step in where she was needed. She worked at group homes, and even volunteered to temporarily move in and shelter-in-place at two different group homes over the course of six weeks during spring 2020 to keep the men living there as safe as possible. She did not know these men prior to moving in, but she did not let that deter her from answering the call to support them and keep them safe.

“I knew my coworkers needed me, and the people needed me,” Smith said. “I was all about keeping them safe. To try to prevent them and ourselves from being infected was a no-brainer.”

In November, around her 50th birthday, Smith contracted COVID-19. A group of her coworkers and some people she supported at a group home also contracted the illness, and Smith spent the majority of her quarantine and recovery period worrying about how the people she supported were faring.

“Thank God everybody pulled through, and we’re on the other side of this,” she said. “I think Trinity did an awesome job implementing strategies and protocols to keep everyone safe, including offering vaccines on-the-job. I applaud Trinity for that.”

“Terra’s dedication to the people she supports is evident through all of her actions — large and small — and her receipt of the 2021 Illinois DSP of the Year Award is well-deserved,” said Thane Dykstra, Ph.D., President and CEO of Trinity Services. “All of us at Trinity Services are incredibly proud of Terra, and we are grateful that ANCOR recognized Terra with this honor.”

Since 2007, ANCOR’s annual DSP of the Year awards recognize outstanding professionals who deliver long-term supports

and services to people with intellectual and developmental disabilities. The awards celebrate the important role DSPs play in ensuring people with disabilities are included and empowered in the community, and raise awareness about a direct support workforce in crisis. Inadequate investments in this essential workforce have led to turnover rates in excess of 40 percent and vacancy rates that average 18 to 20 percent nationally.

“ANCOR and our Diamond Partner, Relias, co-present the DSP of the Year awards program each year precisely because of people like Terra. Her commitment to ensuring the inclusion of people supported by Trinity Services enriches not only the lives of those individuals, but the broader Illinois community. Without committed direct support professionals like Terra and all of this year’s outstanding award recipients, people with I/DD would have severely limited opportunities to be part of the community,” said ANCOR CEO Barbara Merrill.

Heidi Mansir, president of the ANCOR Board of Directors and executive director for Uplift, Inc., in Gardiner, Maine, stated, “ANCOR presents the Direct Support Professional of the Year Awards annually precisely because of the important but often unrecognized work DSPs are doing to support people with disabilities to be included in the community. We are immensely proud of Terra for the work they are doing in their community. Terra truly exemplifies excellence in the profession.”

Financial Review

Revenue	2021	2020
Tuition	875,578	983,918
Fees for Service	60,112,033	58,220,659
Contributions and Grants	4,880,481	2,958,491
United Way	112,150	135,860
Investment	98,269	293,200
Business Income	526,892	532,591
Miscellaneous	460,314	213,381
Total Revenue	\$ 67,065,717	\$ 63,338,100

Expenditures

Salaries & Related Personnel Expenses	45,854,231	42,961,326
Consumable Supplies	1,655,366	1,427,097
Occupancy	5,637,438	6,112,071
Transportation	930,669	1,263,806
Other Expenses	1,307,628	1,176,978
Depreciation	1,966,561	2,007,524
Interest Expense	125,225	108,710
Management and General	5,737,954	4,422,447
Total Expenditures	\$ 63,215,072	\$ 59,489,959
Increases in Net Assets	\$ 3,850,645*	\$ 3,848,141

*Includes limited-time funding enhancements from the Federal government and Illinois Department of Human Services due to the COVID-19 pandemic

Services

By the numbers



3500
people served



More than
600
people served
residentially



More than
600
people served in
Community Day
Service programs



Autism
services



Employment
services



Clinic



School



Behavioral Health

More than
40
programs
and services



Community Living

- Homes and apartments in residential areas

Living Centers

- Two 16-person residences for people with disabilities

Community Day Services

- Life skills training programs
- Horticultural therapy
- Woodworking
- Recycling

Behavioral Health

- Intensive outpatient services
- Community living programs (homes and apartments)
- Community support teams

STRIDES

- Therapeutic horseback riding program

Counseling

- Individual therapy
- Group therapy
- Child and adolescent services
- Family therapy and couples counseling
- Court-mandated anger management
- Divorce mediation

Autism Program

- Home-based services
- Applied Behavior Analysis services

Trinity School

- Education for students ages 3-21

Career Access Network

- Supported employment
- Competitive employment
- Job training/coaching
- Career Access Network
- Drop-In Center

Respite Services

- Respite care for caregivers of persons with developmental disabilities in Will and Grundy counties

Illinois Crisis Prevention Network

- Prevention, consultation and training

Mission

*To provide the highest quality
person-directed services
and supports to people with
disabilities and mental illness so
that they may flourish and live full
and abundant lives.*

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 **TRINITY**
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