



Making Life Better



ANNUAL
REPORT
2016

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Services, Inc.

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Trinity Services, Inc. is a nonprofit, nonsectarian organization that provides 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. Founded in 1950 as the Trinity School in Joliet, Trinity Services now serves more than 3,500 people each year in 31 communities in northeastern Illinois (including Chicago), central and southwest Illinois, and Reno, Nevada. In addition to a school program, Trinity provides adult learning, employment and behavioral health services, and residential options to more than 600 people.



Message from the President of the Board

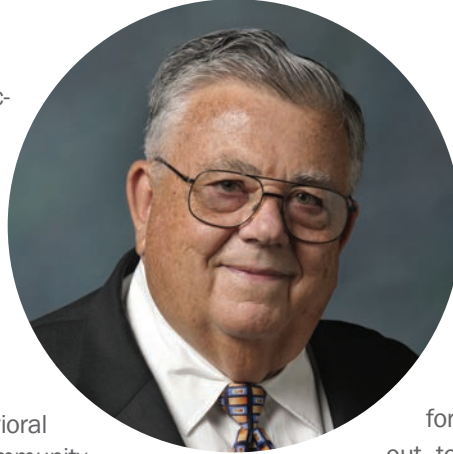
Through every action and interaction at Trinity Services, we focus on making life better for the people we serve. Though our focus remains constant no matter the circumstances, our major news stories of fiscal year 2016 tell a particularly reflective tale of that focus in action.

In summer 2015, Trinity's Behavioral Health Division launched the Community Support Team, which provides rehabilitative services to people recovering from mental illness, with the goal of helping them gain independence and resiliency in order to thrive in their communities.

With the same drive to help people live where they want and achieve their goals, Trinity aided six men and women move into their own apartments in Edwardsville, Illinois, in May 2016. These individuals needed more assistance than intermittent services, but they did not want to continue to live at home with their parents. To meet their needs and help them live the lives they chose for themselves, Trinity worked with the Illinois Department of Human Services to set up the living arrangement, which has been a great success.

We realize that making life better for those we serve must also fulfill peoples' desire to experience productive, enriching days. To help support that need, in April 2016, Trinity opened Old Plank Studio in New Lenox. OPS is an Adult Learning Program at which artistically inclined people can contribute to the creation of decorative wooden signs that are then sold to help support the program.

We also partnered with Plainfield School District 202, Adventist Bolingbrook Hospital and Project SEARCH to help high schoolers with disabilities gain meaningful employment and resume-building skills by working at the hospital. Trinity provides support to the students, with the ultimate



goal for the participants to achieve competitive employment in an integrated setting at the end of their senior year.

Sometimes, efforts to make life better for those we serve have to take on the form of advocacy, by reaching out to people who can influence policy and practice. This year, we successfully petitioned for Apple to restore functionality to an iOS application that helped people with disabilities have greater independence.

But our strongest advocacy campaign — one that continues, to this day — is for Illinois legislators to support a funding measure that would allow community disability service providers to raise the wages for direct support professionals. For years, reimbursement rates have remained static, and because of it, DSPs in the state are paid, on average, \$9.35 per hour. This problem is not unique to Trinity. Disability service providers across the nation are experiencing a workforce crisis because so many DSPs are leaving the field for higher-paying jobs.

In order to ensure we can continue to provide the best supports to those we serve, we need to retain a qualified, dedicated workforce. Our fight to end this crisis will continue, as will our drive to make life better for the thousands of men, women and children who depend on our work.

Sincerely,

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

New team approach aims to improve mental health outcomes

Trinity Services responded to the need for an innovative, new mental health option in the Joliet area in summer 2015 when its Behavioral Health Division launched the Community Support Team.

This empirically supported treatment approach focuses on resilience and recovery. The services provided are rehabilitative and are designed to meet the educational, vocational, financial, social and other treatment support needs of the people receiving services.

Specifically, the CST focuses on reducing and managing clients' symptoms and helping them develop stability and independence.

Trinity's counselors assist people who are struggling with mental health issues to increase their

ability to thrive within their preferred communities, their ability to experience meaningful relationships and their community participation.

Supports are available via telephone 24 hours a day, seven days a week for the client, his or her family members and any identified members of the person's natural support network.

Services and supports are provided in natural settings, at times and locations that reasonably accommodate individual and family needs. A primary goal is to promote resiliency and decrease the number of crisis episodes and hospitalizations.

An important member of each team includes a person recovering from mental illness. This team member participates in a highly specialized training process to become a certified recovery support specialist. As a fully integrated member of the team, this person serves as an advocate to promote recovery, resilience and self-determination.

Each member of the team takes an active role in providing services and supports in order to achieve optimal individualized outcomes.



To learn more
about the CST, call
(815) 774-0327.



Creating something new

Old Plank Studio expands learning opportunities in New Lenox

Trinity Services has created a new hub of activity off Schoolhouse Road in New Lenox, beginning this year with the opening of Old Plank Studio.

In April 2016, OPS opened its doors at 12723 Old Plank Drive. Formerly called The Center Street Drop-in Center, this program has grown into a creative place where participants help make custom wood signs in all shapes and sizes.

OPS sells its signs on Etsy, through its Facebook page, at craft shows and at Petals & Twigs Gift Shop in New Lenox — a support business of Trinity Services.

Program Coordinator Val Darin and Independent Living Coach Sherry Aldridge are the master crafters, but all 40 program participants help with the signs — sanding, painting and more.

“Artistically inclined people are able to come here and be creative,” Darin said. “We also get participants involved in the design process.”

Local businesses have donated pallets and wood, and Darin said OPS purchases discounted paints from local stores. The studio also has a ceramics room that will be open soon, thanks to the donation of firing kilns and hundreds of molds. A retail area and a catalog of products, which will also be available at Petals & Twigs, are in the works.

The program occasionally offers classes and parties so members of the community can come

in to make their own signs, Darin said.

The opening of Old Plank Studio was part of a larger initiative to improve Adult Learning Programs at Trinity Services to ensure people Trinity serves are given the best opportunities to flourish.

Because of this initiative, all programs have PCs and tablets, which provide other avenues for learning and meaningful ways for the people Trinity serves to engage socially.

“We took all the programs and gave them their own focus,” said Lori Hausherr, director of Adult Learning. “We have been remodeling and redeveloping the buildings to create better use of the space, more natural lighting and make the flow of the day smoother.

“There has been an emphasis on incorporating well-being and technology in all programs.”



Kathy paints a sign at Old Plank Studio in New Lenox, where program participants make a variety of decorations — like this bottle cap artwork — using upcycled materials.

Kara's Own Voice campaign influences Apple to restore functionality to assistive app

Trinity Services staff members and friends successfully campaigned, in mid-2015, for Apple, Inc. to restore functionality of a 99-cent software application called Aida Reminder, which helped people with disabilities navigate their days and reminded people with mental illness to take their medication.

The campaign was called "Kara's Own Voice" and was inspired by Kara Brouhard, a young woman with a traumatic brain injury who used the app to live independently in her own home, and her mother, Alice Brouhard, who worked with Trinity to launch the campaign.

After Apple updated its operating system, the app lost two components that made it useful to Kara and others with TBIs, disabilities, mental illness or dementia: the ability for the notification sound to be the user's own voice, rather than a computerized ding, and the ability for the app to continually

run in the background so that it can send the user reminders while he or she is making a phone call or using other apps.

Trinity Services started a Change.org petition and drew support from people around the country to tally more than 1,000 signatures encouraging Apple to make the app compatible with its updated operating system.

The initiative worked, as Apple restored the app to its full functionality with a software update in September 2015, approximately one year after the petition launched.

Now, Kara and many others can continue to use the app, which provides reminders like, "It's time to feed the dog," or "Remember to wash the dishes," and allows its users to live more independently.



Trinity advocates for higher wages for DSPs, end to workforce crisis



For years, community-based disability service providers, including Trinity Services, have faced a workforce shortage that puts the safety and well-being of people with disabilities at risk.

Direct support professionals are the most vital employees of these service providers. They coach people to complete everyday tasks like preparing food, eating, bathing, using the restroom and grooming. They assist people with complex medical needs and administer medications. They also help people work toward achieving their personal goals, like money management, and ensure that people are able to choose where they work, where they live and who they associate with.

DSPs often contend with challenging behavior and must strive to understand the needs of those with limited communication abilities. Yet, statewide, these workers make on average \$9.35 per hour, which is below the federal poverty level for a family of three and also below the living wage for the state.

This fiscal year, Trinity Services stood with many disability service providers in the state of Illinois, along with a number of supportive legislators, to encourage the passage of House Bill 5931 — a bill sponsored by State Rep. Robyn Gabel (D-18) and State Sen. Heather Steans (D-7) that would raise the average wage for direct support professionals.

Reimbursement rates the State pays to organizations that provide disability services are directly correlated to DSP wages, and these rates have not been raised

in eight years. What has risen in eight years is the cost of living — by approximately 12 percent, according to CPI data from the Bureau of Labor Statistics.

Struggling to pay bills and to meet the needs of themselves and their families, many DSPs are leaving the field for higher-paying jobs at retail stores and warehouses. They leave behind open positions that have become difficult for organizations to fill.

In March 2016, Trinity launched a campaign to encourage State lawmakers to pass HB 5931, and in May, the bill passed the House 67-43. Later that month, it also passed the Senate 40-18.

All the while, Trinity staff, families, supporters and other organizations continued to write letters to, send postcards to, call and visit their local legislators and Gov. Bruce Rauner to advocate for the bill's passage. Supporters also leveraged the power of social media to spread the word about the importance of the issue, and some traveled to Springfield to lobby at the State Capitol.

More than 7,000 people took action to show their support for the measure.

Today, Trinity continues to make the case for a living wage for DSPs to Rauner and his top aides, encouraging them to find a solution to the ongoing workforce crisis in order to meet the needs of people with disabilities.

Representatives from Trinity Services and other Illinois community disability service providers deliver postcards asking for the passage of House Bill 5931 to Gov. Bruce Rauner's office in Chicago.



Project SEARCH matches skilled candidates to job opportunities

Young adults with intellectual and developmental disabilities experience unemployment at very high rates. Many of them find it difficult to acquire the skills that today's employers demand.

To help resolve this issue, Trinity Services partnered with Adventist Bolingbrook Hospital, Plainfield School District 202 and Project SEARCH in summer 2015.

Project SEARCH is an international program that matches employers with job seekers who have disabilities.

Adventist Bolingbrook, the host site for this region, created a lively place called the Empower Room to stimulate young minds and prepare them for work opportunities. Trinity trains the students in cooperation with the high school.

Project SEARCH offers a way for young men and women to acquire skills that today's employers seek. Participants are immersed in the program for at least six hours a day during their senior year of high school. After graduation, they are supported to remain employed.

Approximately 25 percent of participants will get a job at the host site. Adventist Hospital benefits by matching some of the participants to positions

ranging from food service to patient transport to cleaning services. Other participants take the skills they've learned to jobs in many different workplaces.

This program provides real-life work experience, and success for a participant is solely defined as getting a competitive employment job in an integrated setting. That means a person is not working in a job "for people with disabilities." In addition, the job must be year-round (not seasonal) and employ the person at least 16 hours a week.

Project SEARCH is a business-driven model. The staff at Adventist recognized a need for workers and approached Plainfield School District, which then chose Trinity as its nonprofit partner. The partnering business does not receive a subsidy or other incentive.

Additionally, all partners submit data to a national Project SEARCH database. This ensures that activities are meeting the goals of the federal government's 2004 Individuals with Disabilities Education Act, which spells out a young person's rights in special education.

Each local site is licensed by Project SEARCH Cincinnati, which is the organization's flagship program at Cincinnati Children's Hospital Medical Center.

Project SEARCH helps young men and women with disabilities achieve meaningful employment and resume-building skills.



Trinity Services helps six people move into apartment building in Edwardsville

In spring of 2016, six people supported by Trinity Services moved into an apartment building in Edwardsville, Illinois, to experience independent living in the city's business district.

Referred to as the May Apartments, it is a newly renovated, 60-unit apartment complex.

The endeavor to move these men and women into the building was the result of their own efforts, in collaboration with Trinity and the Illinois Department of Human Services. It began in 2014, when Trinity was approached by the group of six, who sought residential services but recognized 24-hour support would be necessary.

The men and women also knew the alternative options — receiving intermittent support of 15 hours per week or continuing to live in their parents' homes — were not viable options. They knew that a living option tailored to them and their needs was not only a possibility but their right.

In 2015, DHS developed a Supportive Housing Initiative, which emphasized that the person receiving services should determine the amount of supports he or she wants and retain the right to control his or her own home. The initiative allowed Trinity to creatively demonstrate support based on a person's needs, while DHS funded the efforts.

Because of this initiative, the six residents of the

May Apartments were able to make the move to their new homes and experience independence on their own terms. Trinity staff members provide vocational assistance, transportation, education, skill-development and more, ranging from 20-53 hours per week, depending on what is requested or required by the person served.

Staff members do not provide services overnight, but the apartments are equipped with Night Owl Support Systems — an in-home sensor technology used to communicate between a Night Owl staff member and a resident if an exterior window, door or fire alarm is triggered. From there, Night Owl personnel can contact nearby Trinity staff or 911, if necessary. The system uses no cameras, so it allows residents privacy and non-intrusive support.

The May Apartments project is being used as a template to develop other residential sites throughout Illinois. It is regarded as an innovative approach to supporting people independently while providing necessary supports to increase each person's independence.



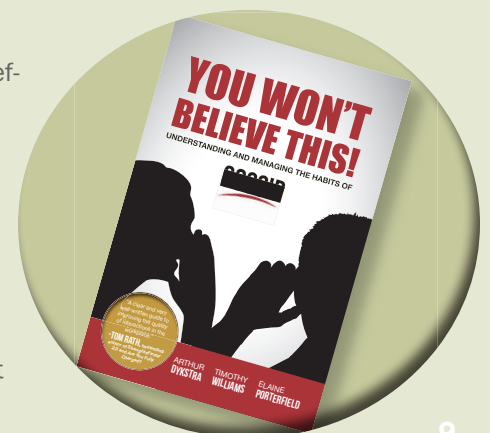
Trinity Services CEO Art Dykstra co-authors book exploring gossip in the workplace

"You Won't Believe This!: Understanding and Managing the Habits of Gossip" was published in summer 2016 by Trinity Services support business High Tide Press.

The book was written by Trinity's CEO Art Dykstra, along with Timothy Williams and Elaine Porterfield. The trio has decades of experience in leadership and conflict resolution, which they used to explore gossip management in work environments.

The book focuses on gossip's effects and how people can replace negative interactions with positive communication habits. The strategies have been tested and proved successful in real-world workplaces.

For more information, or to order a copy of the book, visit www.cherryhillbooks.com.

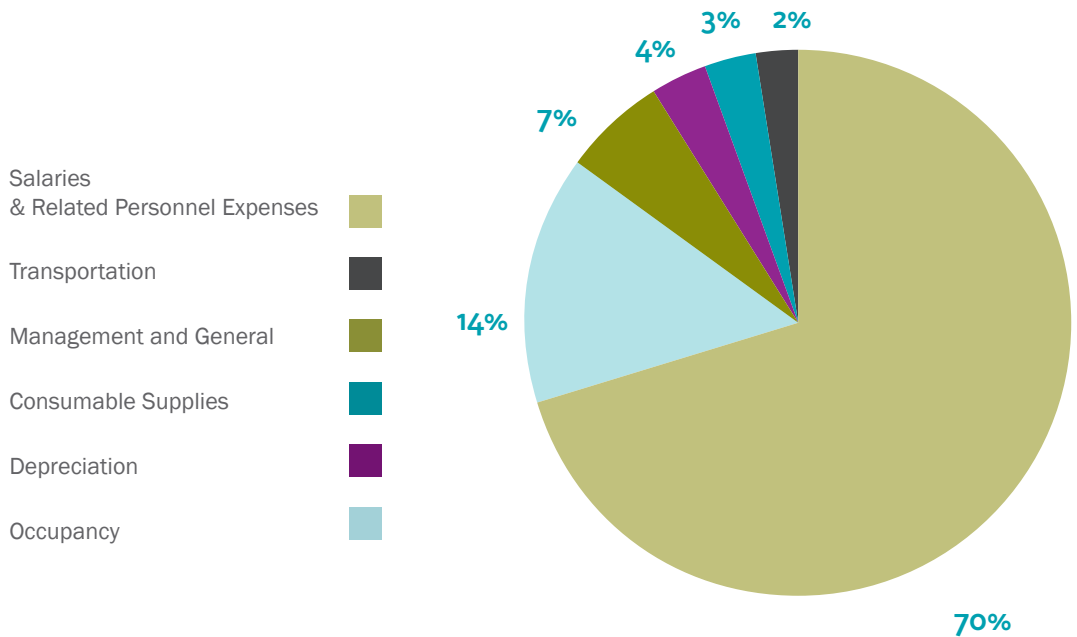


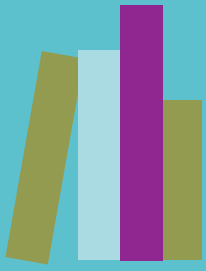
Financial Summary

Revenue	2016	2015
Tuition	859,017	1,130,394
Fees for Service	45,736,151	46,207,030
Grants	8,442,116	8,369,862
Contributions	134,685	75,795
United Way	147,460	156,790
Investment	32,770	50,411
Business Income	533,859	524,478
Miscellaneous	1,132	7,864
Total Revenue	\$55,887,190	\$56,522,624

Expenditures

Salaries & Related Personnel Expenses	37,606,040	36,789,809
Consumable Supplies	1,390,305	1,394,275
Occupancy	7,367,373	8,348,422
Transportation	1,368,714	1,518,747
Depreciation	1,940,647	1,815,305
Management and General	3,695,515	4,115,892
Total Expenditures	\$53,368,594	\$53,982,450
Increases in Net Assets	\$2,518,596	\$2,540,174





646

people served
in adult learning
programs



115

Homes /CILAs
(Community Integrated
Living Arrangements)

Services

Community Living

- Homes and apartments in residential areas
- Living Centers
- Three 16-person residences for individuals with disabilities

Adult Learning

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

Behavioral Health

- Psychosocial rehabilitation (intensive day treatment program)
- Community living programs (homes and apartments)
- Centers for dual diagnosis
- Community outreach
- NCFII / Trinity Services
- Fetal alcohol syndrome resource center
- Neurofeedback therapy and counseling
- Parent education and advocacy groups

STRIDES

- Therapeutic horseback riding program

Family Counseling

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

Autism Center and School

- Educating children with disabilities ages 3 to 21
- Diagnostic and clinical services
- Social skills groups
- Family education
- School consultation

Employment Services

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

Crisis Prevention Network

- Prevention, consultation and training



Autism Services



Supported
Employment



Clinic



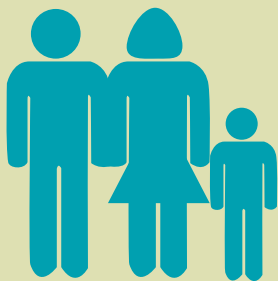
Behavioral Health



School

44

programs
and services



3500

people served

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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