

Flourishing



Living the Best
Possible
Life



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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 Community Day Services, employment and behavioral health services, and residential options to more than 600 people.



Message from the President of the Board



All of us, no matter how different we are or how varied our goals, work to flourish in our lives. At Trinity Services, our mission is to help the people we support flourish in theirs.

Fiscal year 2017 was a year full of flourishing for the entire organization and the people it supports.

Trinity was reaccredited at the highest possible level by The Council on Quality and Leadership, affirming that all of the work, talent and time Trinity staff dedicate to the people they support is effective at helping people achieve the desired outcomes that they identify for themselves.

Trinity strives to provide person-directed services to all of the people it supports. This means that the services a person receives should be driven by that person's unique priorities and desires.

When it comes to providing these services, Trinity aims to offer as many options as possible. In April 2017, Trinity opened a new Community Day Services program in Elwood that allows people to enjoy the peace and beauty of the country, gardening, canning, and more. Additionally, for people who are interested in working, the Trinity Bakery's production operations were relocated to a portion of the Elwood building, allowing for expanded production space and the creation of additional jobs. At the Trinity Bakery, people supported by Trinity bake, decorate and package Fritters for Critters pet treats, learning valuable work and business skills along the way.

For moments away from programs or work, Trinity opened a new Recreation Center at which people may spend their free time and enjoy group activities. The center is operated by a therapeutic recreation coordinator who plans and organizes activities that encourage socialization, relaxation, creativity, and maximum enjoyment of recreational time. Through

this center, a Bike Club was initiated, allowing many people to experience cycling for the first time.

Residentially, Trinity expanded its permanent supportive housing offerings through the opening of the Finley Supportive Housing Development in September 2016. This building provides state-of-the-art apartments to people who live independently, with intermittent support. Many of the residents of this building have behavioral health needs, and by having the freedom of independence and reliability of support, when needed, this residence has helped people flourish.

The extent of what Trinity offers does not stop within its own walls. This fiscal year, Trinity hosted its inaugural assistive technology conference, titled "A Day Long Look at Assistive Technology." This conference offered attendees from within and beyond the Trinity community a look at the latest trends in assistive technology and information on resources available.

The Trinity Counseling Center also began a partnership with the Orland Park Police Department, offering free counseling sessions to people who interact with the police and may have a serious mental illness.

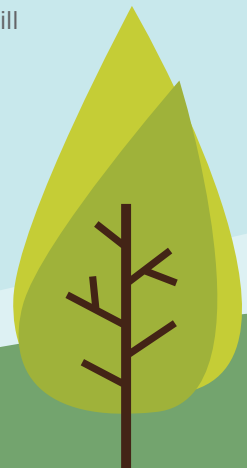
Trinity's mission to help the people it supports flourish is at the heart of all of its services and will continue to drive the organization's future.

Sincerely,

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

Raymond D. McShane
Chairperson of the Board

Flourish: (v) To experience positive emotions; fully engage in one's daily activities; cultivate strong relationships with others; be driven by meaning; accomplish one's own goals; and benefit from vitality.



Finley Supportive Housing Development offers residents new opportunities

Before moving into their own apartments at the Finley Supportive Housing Development, many of the current residents were homeless, struggling to survive, unable to attend to their behavioral health needs.

Larry Hamel oversaw the team of Trinity employees who provide clinical and support services at the apartment complex upon its opening. He explained that some of those services include group and individual counseling meetings, social events and planned events in the community to get residents exposed to what the area has to offer.

Now that they have a roof over their heads and support from Trinity Services, they are able to focus on building their independence.

Hamel said there is very little subsidized housing available in DuPage County, which is why the apartment complex was built in Lombard.

The apartment complex officially opened Sept. 7, 2016, in Lombard. It is owned by Bluestem Housing Partners, and Trinity Services provides support to the residents. It has 12 apartments — eight one-bedroom, two two-bedroom and two studio.

“Because most of the residents were homeless or near-homeless, it’s good to see them move somewhere where there is stability,” Hamel said.

One new resident of the building, Joshua, spoke at the ribbon cutting ceremony to express his appreciation for being able to live there. He said that he was scared of failing if he moved in, but now, he has no regrets and is enjoying opportunities for advancement, improvement and education.

Residents must give 30 percent of their income, no matter how much they make, to rent, and the rest is paid by government subsidies. Rent includes utilities but excludes Internet, phone and cable services.

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The project was funded by the Illinois Housing Development Authority, the DuPage County HOME Program, and the Illinois Department of Commerce and Economic Opportunity. Residents are financially assisted by the DuPage Housing Authority, the Illinois Department of Human Services Division of Mental Health and the Illinois Association of Community Action Agencies.

“It takes an entire village to make something this wonderful happen with the layers and complexity,” said Christine Moran, managing director of Multifamily Finance at the Illinois Housing Development Authority. “It’s heartwarming.”



Illinois' first assistive technology conference offers innovative ideas

Trinity Services' National Association of Qualified Intellectual Disabilities Professionals held Illinois' inaugural assistive technology conference, A Day Long Look at Assistive Technology, June 6-7, 2017, at the Tinley Park Convention Center.

The event was held in partnership with the Coleman Foundation and the Illinois Department of Human Services' Division of Developmental Disabilities, and was attended by hundreds of people interested in finding out about ways assistive technology (AT) can enrich the lives of people with disabilities.

Greg Fenton, director of the IDDD, opened the conference with a brief speech welcoming all attendees.

Innovative ideas on topics including iOS devices, new and emerging forms of AT, how to help people

achieve greater independence and success with AT, using AT to find and sustain employment, and remote supports, were presented by on Day 1 of the conference.

Day 2 was full of hands-on fun for a smaller group of attendees. Connie Melvin and Richard Harrington led a class full of eager learners on a mission to construct a variety of low-tech devices that could assist people in numerous ways.

During a closing speech for Day 1 of the conference, Fenton said he hopes that Illinois can become a leader in the field of assistive technology, using the solutions AT offers to help create new possibilities for peoples' lives.



Recreation Center offers new activities, social space for people supported by Trinity

Center serves as central hub of Trinity's new Bike Club

In late 2016, Trinity Services opened a new building designated specifically for the people supported by Trinity to enjoy activities together and relax.

Trinity's Recreation Center is located in New Lenox and hosts a variety of get-togethers each month, including paint nights, game- and movie-watching parties, dances, karaoke nights, and more. These events are organized by a therapeutic recreation coordinator, who also arranges activities at Trinity Northwest in Des Plaines and at people's homes and other locations, as requested.

Since the Recreation Center opened, people have been able to try new things, make new friends and take more trips to local attractions like zoos, museums and sporting events.

In addition to attending preplanned activities, people can visit the Recreation Center to use video gaming systems, watch TV, play board games or just hang out with friends. The center offers an upstairs multipurpose room for these small get-togethers.

The Recreation Center also serves as a central gathering spot for Trinity's Bike Club, which launched in May 2017.

The Bike Club gives people supported by Trinity the opportunity to learn how to ride a bike for the first time or share the enjoyment of cycling with their friends.

The club was initiated in part by Tony, who receives support from Trinity. Tony has loved cycling since he was a child, and he wanted to share his hobby with his friends.

Thanks to a generous donation from the Sage Foundation, the Bike Club has bicycles, tricycles and a tandem bicycle for people to use. A generous donation from Albabici, LLC provided 15 Limar helmets for riders.



A peaceful new program

Trinity opens Community Day Service Program in Elwood

Approximately 40 people with developmental disabilities who receive support through Trinity's Community Day Services (CDS) gained increased opportunities to garden and experience the benefits of open outdoor space through a move in mid-April 2017 to Trinity's new program building in Elwood, Illinois.

Situated on Hoff Road, surrounded by acres of open farmland, the 11,000-square-foot building is entirely wheelchair-accessible. It is composed of a large multipurpose area; three program rooms; large bathrooms with showers and Hoyer lifts; a living room with comfortable furniture and ambient lighting; a large kitchen and lunchroom; and an entire section of the building dedicated to the production and packaging of the Trinity Barkery's Fritters for Critters all-natural pet treats.

The program offers an on-the-farm feel, with plenty of space for program attendees to plant and care for their own fruits and vegetables. Tall ceilings with large skylights make the building bright and cheerful.

Lori Hausherr, director of CDS at Trinity, said she is very excited about how roomy the building is and how accessible it is for people who use wheelchairs. One of the accessible features is a 4-by-7-foot island in the spacious kitchen, which allows groups to enjoy culinary activities and even experiment with canning.

"Tech is also a big focus," said Pam Van Hess, an associate director of CDS. "We are including a variety of adaptive equipment and technology for people to enjoy."

Since its opening, there has been plenty of excitement at the program, as participants experience new activities and the beauty of the outdoors more often.

"It's a beautiful, gorgeous building designed to provide programs for any person we serve," Hausherr said. "Each season will bring another opportunity. It's going to evolve and have its own personality."



Trinity Barkery enjoys expanded space

The Trinity Barkery, a pet-focused support business of Trinity Services, expanded its product line and reach thanks to its increased production space through the move to Elwood.

The Barkery's flagship store is still housed at its original location, 240 W. Baltimore St. in Wilmington, Illinois, but the move of manufacturing operations allowed for 10 additional people to join the Trinity Barkery team, created more retail space in Wilmington, and allowed for greater efficiency with baking, packaging and shipping in Elwood.

Since their creation, the Barkery's Fritters for Critters treats, which are baked by people with developmental disabilities who are supported by Trinity, have delighted the taste buds of dogs, cats, and even horses.

The move allowed the business to add a larger mixer that mixes four batches of dough in the time it used to take to mix one batch, as well as a double-stack oven that increases the amount of treats that can be baked at a time.

Wholesale opportunities have caught the attention of retailers near and far, and all sales of Fritters for Critters, as well as all other products the Trinity Barkery carries, benefit the people Trinity supports.

The Barkery's latest partnership is with Tangled Roots Brewing Company in Ottawa, Illinois. The brewery generously donates its spent grain, from the production of craft beers, and Barkery team members use the grain to produce Brew n' Chew, a new line of Fritters for Critters treats.

For more information about the Trinity Barkery, and to purchase its products, visit FrittersForCritters.com.



Trinity Counseling Center partners with Orland Park Police Department to provide mental health services to civilians

Approximately one in five Americans will experience a mental illness at some point in their lives, according to data from the Substance Abuse and Mental Health Services Administration.

More than one-half of incarcerated state and federal prison and jail inmates have been diagnosed with a mental illness, according to the Bureau of Justice Statistics.

This means local law enforcement officials are receiving increasingly more calls related to persons exhibiting symptoms of mental illness.

To assist police when they encounter someone in need of mental health services, the Trinity Counseling Center has entered into a partnership with the Orland Park Police Department to provide counseling on an as-needed basis.

The partnership began at the beginning of January 2017 and is part of the OPPD's involvement in the International Association of Chiefs of Police's One Mind Campaign that seeks to improve relationships between police officers and people affected by mental illness.

The partnership between the OPPD and mental health counselors at Trinity is important because, on average, the department interacts with someone in need of psychiatric hospitalization every day, according to Bonnie Hassan, director of the Trinity Counseling Center.

Additionally, a report from the U.S. Department of Health & Human Services states that nearly half of people who need mental health treatment do not seek it because of stigma, cost or simply not knowing where to go.

Through this partnership, more people in need of services will be paired with them, giving them the opportunity to have a better quality of life and better sense of well-being.

After Orland Park police respond to a mental health-related call — with at least one officer trained to respond to mental health issues on each shift — officers complete a referral and submit it to the Trinity Counseling Center.

A counselor will then contact the person within 24 hours and schedule a session within 48 hours.

Counselors call those who are referred a minimum of three times, and if a person declines services or does not respond, the Trinity Counseling Center sends the person a letter detailing the services that are available — up to six therapy sessions a year at no charge, as part of the partnership.

“Our goal is to make sure that people have the mental health treatment they need and decrease the need for police intervention because they have access to more appropriate resources,” Hassan said.

Trinity Counseling Center staff members are available to OPPD officers 24 hours per day through an on-call system. Trinity Counseling Center staff members also provide on-site consultation when requested by an OPPD officer.

In addition to providing mental health services through the partnership, in January, Trinity Services trained approximately 80 OPPD officers on best practices when interacting with people who have autism.



Trinity Services achieves highest level of accreditation possible from The Council on Quality and Leadership

Trinity Services, Inc. achieved the highest possible level of accreditation from The Council on Quality and Leadership in February 2017, continuing a tradition Trinity started in 1992.

The four-year Person-Centered Excellence Accreditation, With Distinction, confirms that Trinity Services uses person-centered solutions in its work to help people with disabilities and mental illness so that they may flourish and live full and abundant lives.

Trinity Services is one of only a handful of organizations in the United States to have achieved this prestigious level of accreditation.

CQL observed the scope of services and supports offered by Trinity Services; interviewed persons served, family members, staff members and community stakeholders; and evaluated how well Trinity met and implemented CQL's Shared Values (which aim to ensure accountabilities related to interpersonal interactions), Basic Assurances (which list fundamental requirements for service providers) and Personal Outcome Measures (21 indicators used to determine what is important to each person receiving services).

Trinity Services' "Everything Counts" philosophy means that every action, thought and experience is significant.

Every staff interaction with a person served creates a ripple effect that promotes self-confidence, heightens self-esteem and leads to the achievement of personal goals.

To view the 21 outcomes that Trinity strives to achieve in all it does for the people it serves, see the sidebar accompanying this story.

"Trinity staff members go above and beyond in their efforts to serve others," said Raymond McShane, chairperson of Trinity's Board of Directors.

"I am proud of them for maintaining this tradition of excellence."

Trinity Services' quality assurance efforts, whether they are the bedrock issues of health and safety, or matters of quality improvement, are fundamental elements of the services Trinity provides.



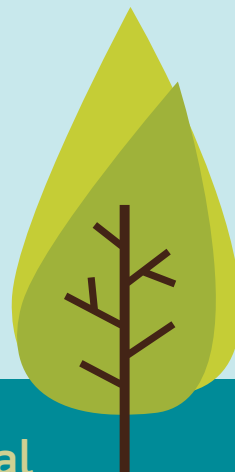
Trinity initially chose to pursue the rigorous CQL Accreditation in 1992 because the process validates the quality of person-directed services and supports better than any other accrediting organization in the field.

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 will be shared with CQL to measure progress.

The Council on Quality and Leadership is an international nonprofit, virtual organization dedicated to the definition, measurement and improvement of personal quality of life.

CQL's vision is a world of dignity, opportunity and community for all people.

To learn more about CQL, visit www.c-q-l.org.



21 Personal Outcome Measures

1. People are safe
2. People are free from abuse and neglect
3. People have the best possible health
4. People experience continuity and security
5. People exercise rights
6. People are treated fairly
7. People are respected
8. People use their environments
9. People live in integrated environments
10. People interact with other members of the community
11. People participate in the life of the community
12. People are connected to natural support networks
13. People have friends
14. People have intimate relationships
15. People decide when to share personal information
16. People perform different social roles
17. People choose where and with whom they live
18. People choose where they work
19. People choose services
20. People choose personal goals
21. People realize personal goals

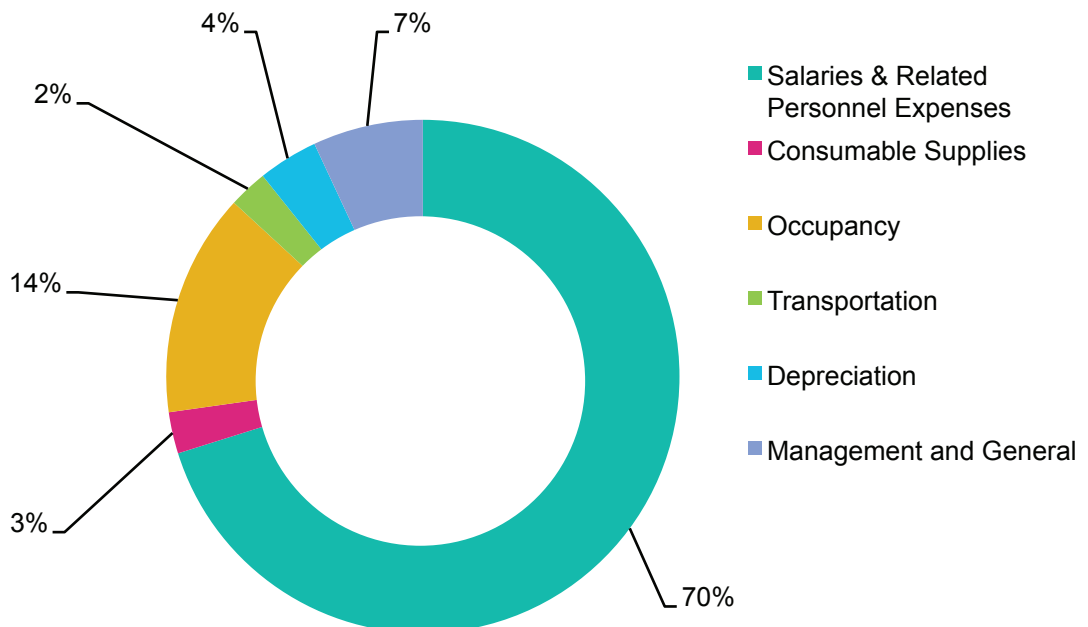
Financial Review

*The split between fees for service and grants changed in FY17.

Revenue	2017	2016
Tuition	961,260	859,017
Fees for Service	51,170,755	46,274,579
Grants	2,123,449	7,903,688
Contributions	15,177	134,685
United Way	137,567	147,460
Investment	103,211	32,770
Business Income	546,162	533,859
Miscellaneous	2,446	1,132
Total Revenue	\$55,060,027	\$55,887,190

Expenditures

Salaries & Related Personnel Expenses	37,868,218	37,606,040
Consumable Supplies	1,410,320	1,390,305
Occupancy	7,591,064	7,367,373
Transportation	1,320,312	1,368,714
Depreciation	2,038,336	1,940,647
Management and General	3,748,964	3,695,515
Total Expenditures	\$53,977,214	\$53,368,594
Increases in Net Assets	\$1,082,813	\$2,518,596



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



Services

Community Living

- Homes and apartments in residential areas

Living Centers

- Two 16-person residences for individuals 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
- Drop-In Center

Respite Services

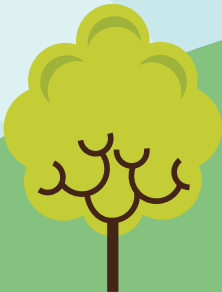
- Respite care for caregivers of persons with developmental disabilities in Will and Grundy counties

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**
Services, Inc.