

Helping people with disabilities flourish and live full and abundant lives 1st Quarter 2021



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Golf for a good cause



Join Trinity Services for its socially distanced 27th Annual Tom O'Reilly Memorial Golf Classic on Thursday, May 20, at The Odyssey in Tinley Park. Visit Page 9 or the website below for details.

www.TrinityServices.org/Golf



Illinois Lt. Governor Juliana Stratton (second from right) and Secretary of the Illinois Department of Human Services Grace Hou (fourth from right) visit with (from left to right) Jim Pritz, of J.D. Brown Pharmacy; Chad Kodiak, of KODO Care Pharmacy; Carolyn Cochran Kopel, of IDHS; and Tim Gunter and Thane Dykstra, of Trinity Services, March 18 during a vaccination clinic in New Lenox.

Trinity teams up with Illinois Department of Human Services, community partners to provide four vaccination clinics in New Lenox *Lt. Governor, IDHS Secretary visit clinic to thank volunteers*

ore than 650 Chicagoland residents with developmental disabilities and staff members who support them are 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

Letter from the President of the Board

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The COMPASS

is published by Trinity Services, Inc. Send any correspondence to sladislas@trinityservices.org or call (815) 717-3750. Dear Friends,

I hope you and your loved ones are staying safe, healthy and well.

It feels as though we have reached a point of cautious optimism in this pandemic — too soon to be comfortable, as variants and transmission rates continue, but also hopeful for what increasing rates of vaccination will do.

At Trinity Services, we continue to follow guidance from the Centers for Disease Control and Prevention, the Illinois Department of Public Health and the Illinois Department of Human Services. We are remaining vigilant to ensure that the people we support and our staff members are as safe and healthy as possible.

As you'll see on the adjacent page, we lost a second person we support to COVID-19 in January. We are extremely saddened by the loss of Dale Schauland. I hope you will take a moment to read about what he was like, and how people remember him and his kind, caring spirit. The first person we lost to the disease was Harold Williams in April 2020. Anyone who had the privilege of knowing either man was certainly made better for it. We greatly miss them both.

As soon as it was possible to do so, Trinity Services staff members and partners jumped into action to hold vaccination clinics for Trinity staff and people the organization supports. This quick coordination and collaboration led to a vast majority of staff members and people receiving services being vaccinated throughout the first quarter of the year. With additional support from the Illinois Department of Human Services and partners, Trinity Services was also able to lend its space and staff members to vaccination clinics for other Chicagoland organizations that provide support to people with developmental disabilities. Read the full story about these efforts on Pages 1 and 4.

Despite all the difficulties of the pandemic, Trinity Services has continued to uphold its mission of helping people with disabilities flourish and live full, abundant lives. I am very proud to announce that the organization achieved the highest possible level of accreditation from the Council on Quality and Leadership in March (Page 5). The Person Centered Excellence Accreditation, With Distinction, is awarded to fewer than 1 percent of organizations accredited by CQL. Trinity is the first organization in Illinois to qualify for this level of accreditation under CQL's recently updated standards.

I want to recognize all Trinity staff members for making this achievement possible through the extraordinary work they've done, particularly throughout the pandemic. I also want to thank everyone who volunteered to participate in the accreditation process.

Looking ahead, we plan to have a socially distanced golf outing this year (Page 9), as well as a virtual Trinity Triumph 5K (Page 12). Sponsorship opportunities are available for each event. The golf outing will be held May 20 at The Odyssey in Tinley Park with social distancing measures in place for everyone's safety. The 5K may be run or walked wherever participants would like between June 17 and July 1. I hope you will join us on the course or virtually, for the 5K, for the benefit of the people we support.

Sincerely,

(Kroymond & Michane

Raymond D. McShane, Chairperson of the Board

Dale Schauland remembered for his kind, caring nature

ale Schauland touched the lives and hearts of countless staff members at Trinity Services, as well as his family, friends and neighbors throughout the years.

Today, we remember him fondly, and want to honor his life and memory.

Dale passed away January 19 at the age of 61 after battling COVID-19.

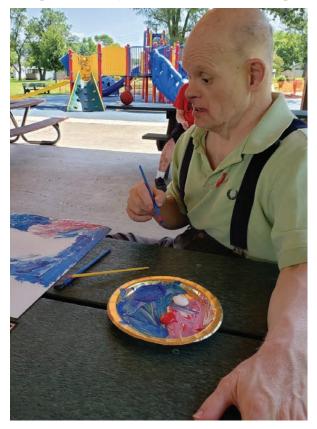
He was a loving, caring, kind person who enjoyed spending time with his family — especially his nieces and nephews.

His sister, Barbara Ward, said he was the family's angel and was a joy to be around. She especially remembers spending holidays with her brother.

"He was so loving, caring and gentle with babies," Ward said. "He was great to be around. He loved the kids and loved my great-grandkids."

Dale enjoyed being on and driving the family's pontoon boat. He would sometimes move his hands like a steering wheel to indicate his enjoyment of driving the boat. He loved being on the water, Ward said.

He also enjoyed puzzles and cards with pictures of any kind on them. He



Dale Schauland paints a picture while on a picnic with Trinity Services staff members in Coal City.

enjoyed collecting and putting them in a bin.

"All the kids in our neighborhood grew up with him and were never were afraid to be around anyone with a disability because of him," Ward said. "He was a joy to be around."

Dale attended Trinity's school in 1967 and began receiving residential support from Trinity in 2001.



Dale Schauland

Anita Goulding, director of Trinity's

Residential Network II in Wilmington,

where Dale resided, remembers him as

a healer who knew when others were

tired or in pain and who would come up

and pat them on the head. This simple

again for the recipient.

gesture made everything ÔK

taught everyone how a simple

touch can make a difference

dependent Living Coach who

previously worked with Dale,

said he was the most wonder-

ful, sweet, caring man who

could always make people

smile and tell if someone was

day around Dale," Kelly said.

hugs to his housemates, and

help out with various chores

and tasks around the house.

he passed," she said. "I worked

with him for four years, and

when I transferred to working

at [Trinity support business]

Fritters for Critters, I would

pass a Trinity billboard every

day with his face. That was a

wonderful way to start every

Kelly shared a memory of

day, to see him smiling."

"You couldn't have a bad

She said he would give

"It broke my heart when

having a bad day.

to someone who needs it.

Goulding said that he

Bonnie Kelly, a former In-

one special Fourth of July when she and Independent Living Coach Jolene Smith took Dale for a picnic at a park in Coal City, where Dale had a blast. They spent the day painting pictures and enjoying time outdoors.

She also shared memories of playing basketball in the driveway with Dale.

"We had the door open with fresh air, music on," she said. "When he would make a basket, he would put his fist up in the air like he was saying, 'yeah!"

Smith agreed that Dale was the kindest, most gentle person she ever met.

"The only time you could tell if Dale was irritated in the least is he would scoff a little bit or move the furniture a couple inches," Smith said. "He didn't have a mean bone in his body."

Smith remembered one moment with Dale from when she was fairly new to Trinity Services. She was working a midnight shift and had the TV on quietly while doing some paperwork, as the men in the house were sleeping. Suddenly, Dale appeared, illuminated by the TV, and Smith jumped in reaction.

"He looked at me like, 'what?" she said, laughing at the memory.

In 2019, Smith gave Dale cards for his birthday, and he responded with a huge smile.

"That was definitely a pulling-at-theheartstrings kind of moment," she said. "And he loved hugs. When he'd hug you, he would put his one hand around your back, and he'd put the other hand on your head and pat. That was always nice.

"He was just a joyful guy."





Thane Dykstra, Ph.D., president and CEO of Trinity Services (left) talks with Lt. Gov. Juliana Stratton (second from left) and Secretary of the Illinois Department of Human Services Grace Hou about remote supports.

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

forthcoming permanent supportive housing apartment complex in New Lenox, which will provide people with disabilities with homes which in they can live as independently as possible.

the site of its

"Events like this, which do good for so many people, showcase how of the state"

IDHS is truly the heart of the state," Lt. Governor Stratton said. "I am so grateful to Secretary Hou and her staff for their leadership in arranging these lifesaving clinics, as well as to all who were involved in coordinating the process. The vibrant, joyful volunteers made the clinic enjoyable to attend for all."

"The teamwork and communication that was displayed during these clinics was 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

Trinity Services is so grateful to KODO Care Pharmacy and the Will County Health Department for securing vaccines for people the organization supports and staff members, including Donna Larsen (right).



At Trinity's vaccine clinics, approximately 950 people from Chicagoland and Peoria were fully vaccinated with the Moderna vaccine.

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."

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 has had such a positive impact on so many people. To think that we vaccinated over 338 people in one day with less than one 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 8 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."



Trinity Services earns four-year Person Centered Excellence Accreditation With Distinction from The Council on Quality and Leadership

rinity Services, Inc. is proud to announce that the organization achieved the highest possible level of accreditation from The Council on Quality and Leadership (CQL).

Trinity Services earned the fouryear Person-Centered Excellence Accreditation, With Distinction, which confirms that 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 fewer 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, more rigorous standards.

When Trinity Services partnered with CQL to pursue accreditation, it undertook a rigorous process to review and improve supports and services. The efforts of Trinity were 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, selfassessments, 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. Additionally, receiving this four-year accreditation means Trinity can benefit from ongoing support from CQL.

^aI 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 out-

comes that many people without disabilities may take for granted," said Raymond Mc-Shane, 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 was awarded CQL accreditation as a result of 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

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 will be 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."

CQL | 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. Learn more about CQL by visiting: www.c-q-l.org.

Someone You Should Know Dwayne Walker



or the past 30-plus years, Dwayne Walker has dedicated the majority of each of his days to serving others. Walker is an Independent Living Coach at Trinity Services and also teaches at an alternative school. He grew up in Chicago, and earned his bachelor's degree in law enforcement and justice administration from Western Illinois University.

Walker learned about Trinity from a colleague at the alternative school where he works and decided to apply. He has worked both jobs for more than 30 years, driven to serve and support others.

Walker begins each day at midnight at one of Trinity's residential locations. He cleans the house at the beginning of each shift, paying attention to every detail.

He frequently works at one home with eight residents and another with two residents. Walker's detail-oriented nature helps him ensure the people he supports are well cared for and have all they need, and that the condition of the homes is in top shape.

He makes lunches for the people he supports, assists them with showers in the mornings, gives them medications, cooks breakfast for them and helps them pick out clothes. He does laundry, ensures there is enough food in the fridge and goes the extra mile to provide individualized support for each person he assists.

At 8 a.m., Walker ends his shift at Trinity and heads to the alternative school to begin at 8:30 a.m. As the school's gym teacher, he plays a variety of sports with the students. He also serves as the school's basketball, football and softball coach.

At 3:30 p.m., Walker is finally off the clock for the day, but his care and concern for the people he supports never stops.

He is always looking for ways to improve experiences for people, and one of the ways he combines his love of physical fitness with his role at Trinity is by leading exercises like jumping jacks, walking and pushups.

"One of the guys he works with was gleaming with pride when his team leader came into the home," said Mickey Gossen, director of Residential Network III, where Walker works. "He bragged, 'Look at how strong I am!' while doing a pushup on the wall."

Walker also helps people he supports through situations where they may be uncomfortable or fearful, like haircuts and medical appointments.

One man Walker works with needed an EEG test and was having difficulty laying still for the test. Walker spent over an hour stooped down, holding the man's hand and speaking soothingly to him so that he could make it through the test without sedation.

Of his experiences at Trinity, Walker said he enjoys spending time with the people he supports the most.

"I get so much love from them," he said. "The emotions are there. It's not phoney. They're not hiding something from you.

"If I had a bad day at the school, they always make me laugh."

Walker added that money and prestige are not what drive him. He gets the most out of his role from taking care of the people he supports.

"I don't want people to neglect them," he said. "These people made me who I am. They helped me pay for my house, put my kids through college, care for my family.

"I want to show them the appreciation

and love they deserve. I humble myself to make sure I do everything for them. They made me what I am today."

During the pandemic, Walker was quick to step up to ensure that the people he supports were as safe as possible. His school moved to a remote teaching model, and Walker took on 16-hour shifts at Trinity for months to cut down on the amount of staff changes.

"I didn't want them to get sick or die," Walker said. "I didn't want the virus to spread."

When some houses were in quarantine, Walker continued to step up to help. He did grocery shopping for three houses and dropped off any supplies that people needed.

Looking back on his career, Walker said some of his favorite memories are of taking people he supports to parties, sporting events, circuses and other events.

"They got to the party and came to life," he said. "It's just like how you see people in one aspect of your life at work, and if you see that person outside, you see another aspect of the person you never knew.

"It's nice to see them going to different functions and enjoying life."

In his free time, Walker enjoys lifting weights, playing basketball and video games, cooking, and playing with his two dogs. He is married and has two daughters, and he lives in Olympia Fields.

"In my 20s and 30s, papers and credentials were important to me," Walker said. "As I got older, that wasn't as important as just doing my job. Everybody wants to be recognized, but at the end of the day, it's about being there for the people you work for and the people you work with."

"True heroism is remarkably sober, very undramatic. It is not the urge to surpass all others at whatever cost, but the urge to serve others at whatever cost." ~ Arthur Ashe

Technology Enhancing Capabilities Virtual Conference, set for June 22-23, seeks to inspire attendees about uses of assistive technology to foster independence

ssistive technology can help increase people's independence, restore dignity and promote confidence.

To inspire people to consider all the uses of assistive technology, Trinity Services, Inc., the Technology Enhancing Capabilities (TEC) Lab and the National Association for Qualified Intellectual Disabilities Professionals (NAQ) are proud to announce the Technology Enhancing Capabilities Virtual Conference, set for June 22 and 23.

Assistive technology can benefit people with developmental disabilities and mental illness, as well as the aging. One in five Americans are affected by at least one of these conditions.

The event will provide attendees with cutting-edge technologies, essential tools and resources, and promising practices.

Presentations will cover assistive technology pilot projects funded by the Illinois Department of Human Services' Division of Developmental Disabilities, the Internet of Things, and more. Speakers at the event include New Star Community Day Services Administrator Erica Gibson, Avenues to Independence Residential Director Stephen Kray, Director of NAQ Connie Harrington, Kreider Services Day Services Manager Amanda Carroll, Arc of the Quad Cities Area Assistive Technology Specialist Brendan Sears, Entrepreneur Todd Stabelfeldt, and INDATA Project Director of Assistive Technology Brian Norton.

Discounted early registration is available through May 5. For NAQ members, registration is \$75 per person, and for nonmembers, it is \$100 per person.

Sponsorship and exhibitor opportunities are available. Up to 12 exhibitors may distribute electronic materials to all attendees. Up to six sponsors may distribute marketing materials to all attendees, will be recognized during each day of the conference and will be recognized on the NAQ website.

Continuing education credits will be offered for this event. For more informa-

tion, email NAQ Director Connie Harrington at charrington@trinityservices. org.

To register, or to view more information, visit qddp.org, hover over the Event Information tab, and select 2021 TEC Conference.

The Technology Enhancing Capabilities (TEC) Lab was established in 2018 to assist people with intellectual disabilities, mobility impairments, mental illness, and the aging to identify and implement assistive technology solutions. To learn more, visit www.theteclab.org.

The National Association of Qualified Intellectual Disability Professionals was formed in 1996 by Trinity Services staff to meet the needs of QIDPs. Today, NAQ is the go-to organization for QIDPs - providing an avenue for connecting with other professionals, sharing evidence-based best practices, and serving as a resource for learning and continued education. To learn more, visit qddp.org.

Frankfort Lions Club donates 400 pairs of socks to people who receive support from Trinity Services

rinity Services, Inc. is grateful to the Frankfort Lions Club for donating 400 pairs of socks to people the organization supports in memory of Tony Laurie.

Íony was a Lions Club member who received support from Trinity, and everyone at Trinity dearly misses him.

one at Trinity dearly misses him. Trinity would like to thank the entire Frankfort Lions Club for its generosity, including Al Russo and Rick Johnson for dropping off the donations.





Frankfort Lions Club members Al Russo (left) and Rick Johnson (second from left) drop off donations to Trinity Services Director of Development Sherry Ladislas (second from right) and Trinity Team Leader Carrie Cooley.

Trinity Services continues to push for full funding of disability services in Illinois Ask State legislators to support Illinois SR169/HR194, SB578/HB1818

he changing of the seasons signals the nearing of the close of the current legislative session for Illinois, set for the end of May. Trinity Services' efforts are ongoing to increase wages for its staff members through its work with the They Deserve More Coalition (TDM).

In December, the Illinois Department of Human Services released a two-year, independent study, conducted by Guidehouse Inc., to determine the level of state funding needed to stabilize residential and community day services throughout the state.

The study recommended that the State establish a standard for direct support professional wages at 150 percent of the statewide minimum wage. It also recommended that the State establish benchmark rates for Cook County and collar counties (including Will and Du-Page) that are 15 percent higher than the statewide compensation to reflect higher costs of living.

During his Fiscal Year 2022 Budget Address, Governor Pritzker proposed an increase of \$77 million to help support people with disabilities in their communities. This is appreciated, but it falls far short of the \$329 million needed to meaningfully fund and stabilize services, according to the Guidehouse report. Trinity Services is continuing to work in a leadership capacity with the They Deserve More coalition, which has now grown to include approximately 90 organizations that provide support to and/ or advocate for people with developmental disabilities throughout the state.

This spring, TDM partners are working to urge State legislators to fully fund services for people with developmental disabilities.

It is imperative that the State work toward implementing the recommendations made in the Guidehouse report so that wages for staff members who support people with disabilities are competitive and that the workforce crisis is addressed. The organization is urging Illinois residents to contact their legislators, asking them to cosponsor and support Senate Resolution 169, House Resolution 194, Senate Bill 578 and House Bill 1818.

"I am grateful for the progress that has been made over the past few years, but we must continue to advocate until full funding is achieved," said Thane Dykstra, Ph.D., president and CEO of Trinity Services.

Illinois ranks 47th in the nation for

Illinois is still behind



47th

Illinois' rank among states for spending commitment for people with disabilities based on The State of the States in Intellectual and Developmental Disabilities, 2017.



Turnover rate of direct support professionals in Illinois based on the National Core Indicators Staff Stability Survey Report, December 2019.

54.5%

Infographics Source: They Deserve More

its spending commitment for people with disabilities, and the state has a 54.5 percent turnover rate for DSPs.

The people Trinity supports and its staff members deserve so much more.

To send a message to your legislators, visit www. TheyDeserveMore. com/Take-Action.

"The more we work together to speak on this issue, the louder our voices become," Dykstra said. "Fully funded services will improve the quality of supports we are able to provide and the quality of life for the people we serve."





*The study also recommends implementing separate service rates for the Chicago area, reflective of higher wages and cost of living requirements in the city of Chicago, Cook County and surrounding counties, including counties of Lake, McHenry, Kane, DuPage and Will.



27th Annu

SERVICE

GOLF

CLASSIC

19110 S. Ridgeland Ave. Tinley Park, IL

General Information

Let's ring in the new year with a groovy celebration, reminiscing through the decades. Wear your favorite decade's fashion and join Trinity Services for a day of spirited competition at our annual golf

TOM O'REILLY

MEMORIAL

outing. Your registration fee includes a gift, socially distanced lunch stations, a bucket of range balls, pop, beer and snacks on the course, a complimentary specialty drink and cigar on holes 5 and 16, and virtual awards ceremony. For more information or to register for this exciting day visit **www.trinityservices.org/golf**, email Sherry Ladislas at sladislas@trinityservices.org, or call Trinity's Development Office at 815.717.3750.



10:30 a.m.-Noon Registration/bucket of range balls
11:00 a.m.-11:45 a.m. Buffet lunch
12:15 p.m. Shotgun start
5:30 p.m. Virtual Silent Auction
May 21 Virtual Awards Ceremony: Time TBD



Help people with developmental disabilities and mental illness flourish and live full and abundant lives by supporting Trinity's annual golf outing.

Donations January through March 2021

Trinity Services extends heartfelt thanks to the individuals and businesses whose generous contributions help people with disabilities and mental illness flourish and live full and abundant lives.

We are updating our records to recognize donors how they would like to be addressed. Please let us know what format you would like your name or household to be listed in this newsletter and correspondence by emailing mdobes@trinityservices.org.

Donations

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