

Helping people with disabilities flourish and live full and abundant lives

**1st Quarter
2017**

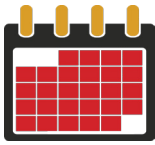



The COMPASS

So that our mission is never lost...

Fight for end to workforce crisis continues in 100th General Assembly

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<p>The last time providers received an increase in State funding was</p>  <p>9 years ago.</p>	 <p>27,000 people depend on DSPs.</p>
 <p>\$9.35/hour is the average DSP wage in Illinois.</p>	<p>1 out of every 4</p>  <p>DSP positions goes unfilled.</p>

Spring has sprung



A variety of spring flowers, baskets, planters, herbs, grasses, vegetables and more are available through Trinity Horticulture Program's Spring Sale. Order forms are online at:

www.Facebook.com/TrinityGreenhouse

Community disability service providers around the state are contending with a workforce crisis because of low wages for direct support professionals.

They are dedicated to their work. They are devoted to helping the people with disabilities and mental illness whom they serve.

From helping some work toward using the bathroom independently to helping others master personal finance, they devote themselves physically, mentally and emotionally to the mission of helping the people they serve succeed.

They also often live below the poverty line. They are compensated, on average, at a rate of \$9.35 per hour — a rate which is now below the minimum wage in Chi-

cago. They have car payments, medical bills, rent coming due and unpredictable, unforeseen expenses. They have family members who depend on them. They have dreams about places they could visit, books they could read, goals they could work toward if only they had the money or the time.

These are direct support professionals — men and women who provide direct care to people with disabilities and mental illness.

Last year, disability service providers around the state, including Trinity

(Continued on page 4)

Letter from the President of the Board



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Dear Friends,

The birds are chirping, the flowers are blooming and we are already off to a busy spring.

The most important topic of this first quarter of 2017 — the workforce crisis disability service providers in the state of Illinois, including Trinity Services, face — unfortunately continues, but we remain resilient. The Community Disability Living Wage Act, which was vetoed after passing both houses last year, has reappeared in the 100th General Assembly this year through Senate Bill 0955 and House Bill 2960. The cover story explores the meaning and importance of these bills, which would help to provide a living wage for direct support professionals. We at Trinity pick up where we left off last year in advocating for a living wage for DSPs. Please consider joining us by giving a few moments of your time to complete one or all of the actions outlined in the infographic on Page 4. DSPs and the people they serve depend on our solidarity.

In more uplifting news, Trinity has entered into a partnership with the Orland Park Police Department (See Page 3) to make access to mental health services easier for people in times of crisis. Through the partnership, staff at Trinity's Family Counseling Center provide sessions to people referred by the OPPD. We are excited to be able to expand the scope of these vital services and are happy to have a greater presence in the Orland Park community.

I am also very proud to announce that

Trinity has achieved the highest possible level of accreditation from The Council on Quality and Leadership (See Page 5). Trinity has received Person-Centered Excellence Accreditation, With Distinction, from CQL since 1992. Staff members at all levels of our organization are committed to ensuring the people we serve are living full and abundant lives, and it is because of them that we are able to maintain high-quality services.

On the horizon, we are planning the first-ever assistive technology conference in the state of Illinois: A Day Long Look at Assistive Technology (See Page 8). The conference is to take place June 6-7 at the Tinley Park Convention Center and will provide a wealth of information about high- and low-tech tools people with disabilities can use for greater independence.

I would also like to personally invite you to Trinity's 24th Annual Tom O'Reilly Memorial Golf Outing May 18 at Odyssey Country Club and the Trinity Triumph 5K Run/Walk June 22 at the New Lenox Village Commons. Whether you enjoy golfing, running or simply socializing, these events are sure to be good times in support of the people we serve. I hope to see you there.

Thank you for reading and for being a member of the Trinity community. The people we serve are able to flourish because of your support.

Sincerely,

Raymond D. McShane,
Chairperson of the Board

Trinity, Orland Park Police Department partner 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, Trinity Services' Family 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 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 needing psychiatric hospitalization every day, according to Bonnie Hassan, director of Trinity's Family 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.

How it works

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 Family 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 Family 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.

Since the launch of the partnership in January, the Family Counseling Center has received more than two-dozen referrals from the OPPD.

“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.

Family Counseling Center staff members are available to OPPD officers 24 hours per day through an on-call system. Family Counseling Center staff members also pro-



Trinity Services' Family Counseling Center staff members (pictured) respond to calls from the Orland Park Police Department 24 hours per day.

vide 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's Family Counseling Center offers evidenced-based psychological services for children, adolescents, adults, couples, and families in individual and group formats. It has four Chicagoland locations. Its mission is to strengthen family life, foster healthy personal development, and enable people to live responsibly, compassionately and safely. Family Counseling Center staff members include licensed counselors, psychologists and social workers. The Family Counseling Center also serves as a training facility, offering 12-month internship and practicum experiences to students.

Workforce crisis *(Continued from page 1)*

Services, were busy advocating for a living wage for these dedicated, deserving workers.

A brief success was achieved when House Bill 5931 — a bill that would have raised the reimbursement rate the State of Illinois pays providers, in turn allowing providers to raise their wages — passed both the House and the Senate. However, Gov. Bruce Rauner vetoed the bill, and efforts for a veto override failed.

Not to be discouraged, Trinity and many other disability service providers around the state are picking up the fight right where they left off.

In February, Senate Bill 0955 and House Bill 2960, both aiming to increase reimbursement rates to build toward a living wage for front-line staff, were introduced by Sen. Heather Steans (D-7) and Rep. Robyn Gabel (D-18), respectively. Both bills aim to raise the base wage of direct support staff to at least \$15 an hour.

The bills also define “front-line personnel,” who would earn a commensurate wage, as “direct support persons, aides, front-line supervisors,

qualified intellectual disabilities professionals, nurses and non-administrative support staff working in service settings.”

What is at stake

Many of the negative impacts of low wages for DSPs have been enumerated above, but DSPs are not the only group that suffers.

There are more than 27,000 people in Illinois who depend on the care of DSPs in their daily lives. Because of the disabilities or mental illness they contend with, they rely on the support of DSPs for activities ranging from getting to an appointment on time to getting dressed in the morning.

As DSPs devote increasingly more of themselves to working overtime or to working a second job to make ends meet, many leave the disability services field entirely for higher-paying jobs at for-profit corporations that are able to pay their employees higher starting wages. Organizations like Trinity are unable to compete, as the reimbursement rates from the State have remained the same for the

past nine fiscal years, while the cost of living continued to rise. These organizations often experience staff vacancy rates of up to 25 percent.

High staff vacancy rates have led Illinois to — for the second consecutive year — be in violation of the Ligas Consent Decree, which states that any people living in large, private, State-funded facilities have a right to move into the community, if they choose. Court Monitor Ronnie Cohn found that the staffing crisis disability service providers face inhibits their ability to accommodate persons approved for community services as part of the Ligas Consent Decree.

Furthermore, when people served by DSPs become familiar with seeing and relying on a certain DSP day after day, and suddenly, that person leaves for another job, the people served often contend with feelings of sadness, loss, confusion and uncertainty — particularly when this same situation happens time after time. The overall quality of care is impacted when one person is responsible for doing the job of two people in an understaffed home or program.

The workforce crisis is impacting the quality of life for countless workers and people reliant on services. Its negative reach grows, while the solution — the State raising reimbursement rates paid to disability service providers — remains the same.

Trinity Services and other providers around the state will continue to fight for a living wage for DSPs. If you would like to contribute your efforts to the passage of SB 0955 and HB 2960, consider taking one, multiple or all of the actions in the infographic on this page.



Meet with your State representative and State senator to encourage them to cosponsor HB 2960 and SB 0955.



Call your State legislators to ask that they cosponsor the bills.



Write a letter to your State legislators and Gov. Bruce Rauner to ask that they support the bills.

Submit an online Witness Slip at the General Assembly's website (www.ilga.gov) when the bills come up for a hearing.

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, 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 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.



CQL | The Council on Quality and Leadership

CQL's Personal Outcome Measures

- ◆ People are connected to natural support networks.
- ◆ People have intimate relationships.
- ◆ People are safe.
- ◆ People have the best possible health.
- ◆ People exercise rights.
- ◆ People are treated fairly.
- ◆ People are free from abuse and neglect.
- ◆ People experience continuity and security.
- ◆ People decide when to share personal information.
- ◆ People choose where and with whom they live.
- ◆ People choose where they work.
- ◆ People use their environments.
- ◆ People live in integrated environments.
- ◆ People interact with other members of the community.
- ◆ People perform different social roles.
- ◆ People choose services.
- ◆ People choose personal goals.
- ◆ People realize personal goals.
- ◆ People participate in the life of the community.
- ◆ People have friends.
- ◆ People are respected.

Someone You Should Know

Yolanda McCullum



“I want to spread the love.”

Put simply, Yolanda McCullum is a giver.

As a team leader at Trinity Services, helping others is part of her job description, but that task is one that comes naturally to McCullum — and one that she carries out regularly whether she is on or off the clock.

McCullum joined Trinity in 1999 as an independent living coach — a direct support staff member who helps the people Trinity serves with everyday tasks like cooking, cleaning, getting to appointments on time and more. In 2004, she was promoted to team leader — a position that oversees and provides support to a group of ILCs and ensures the needs of the people they serve are met.

Because of the workforce crisis (See Page 1), team leaders often work long hours, filling in when short-staffed and helping out however needed.

Before working at Trinity, McCullum — a lifelong resident of Joliet — was a supervisor at a Super 8 Motel. Her longtime friend and fellow Trinity team leader, Linda Kelly-Duncan, helped recruit her to join Trinity.

“I enjoy the atmosphere, the friendship, the people,” McCullum said. “At first, it was just a job, but now, it’s like a family. Everybody knows each other, and we work together well. It’s stressful at times, but we always get through it.”

The most rewarding part of McCullum’s job is seeing the smiles on the faces of the men and women she serves when she and her team help them overcome challenges, she said.

“We work with

people with some very challenging behaviors, and I tell my team, ‘Just wait until next year. Look at how much progress will be made in a year,’” she said.

McCullum works with two young brothers who came to Trinity roughly one year ago. They were incontinent and very dependent on staff members to help them with everyday needs. McCullum helped the young men get enrolled in high school, and because of her and her team’s work, the teens use the bathroom independently and ride the bus to and from school.

“They’re thriving,” McCullum said. “That’s just in one year. Look at how far they came.”

One of the aspects of her job that McCullum said is crucial to having such an effective team is maintaining open lines of communication between staff members, people served and guardians to foster an environment of trust.

McCullum offers to be a sounding board to the staff members she supervises when it comes to concerns on the job and issues in their personal lives.

“I want them to be able to come to me,” she said. “If I can help, I’ll help. If I don’t have the answer, I’ll find it for you.”

Though teamwork is at the heart of McCullum’s focus, she frequently goes above and beyond on her own to ensure the happiness of others.

She once worked to ensure a local bowling alley installed ramps so that patrons who use wheelchairs — including two men she works with at Trinity — could access the lanes. She talked to the manager of the

business, and a few days later, the ramps were in place. She said the men still tell this story and thank her for advocating for them.

McCullum said some of her proudest moments at Trinity have been when she received recognition for what she says is “just doing her job.” Her most recent and most prestigious recognition was her receipt of the Debbie Gustafson Servant Leadership Award in December.

Her supervisor, Stephanie Leigh, nominated her for the award and said she has watched McCullum “serve others for years with a smile on her face and a vision in her heart.”

“She has pitched in countless times by taking on supervision of additional homes, training new team leaders, and working shifts as an ILC,” Leigh said. “Yolanda embodies servant leadership, and this is evident through all of her interactions.”

Outside of work, McCullum enjoys going to church, bowling, seeing movies and, above all, spending time with her family. She has five children ranging in age from 22-29 and 11 grandchildren ranging in age from 2-12. She also recently got engaged to her partner of 10 years, Victor Williams.

The spirit of giving is something McCullum has shared with her children — one Christmas, she had them only give presents to others, rather than receive — and something her mother passed on to her.

“I just want to give to people,” she said. “Just to see the end result — just to do it for that. I don’t expect anything in return. ... I want to spread the love.”

“The noblest question in the world is: ‘What good may I do in it?’”

~ Benjamin Franklin

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Trinity's National Association of QDDPs to host first assistive technology conference of its kind in June

Trinity Services, Inc.'s National Association of Qualified Developmental Disability Professionals is planning the first assistive technology conference — A Day Long Look at Assistive Technology — to ever be held in Illinois on Tuesday and Wednesday, June 6 and 7, at the Tinley Park Convention Center.

The conference will provide information about the benefits of technology in helping people with disabilities lead more independent lives.

Stakeholders including, but not limited to, people with disabilities, their families, providers and community employers are encouraged to attend.

Day 1 of the conference will focus on sharing information with families, decision-makers and direct support staff about how the application of current technologies can increase independence for people with disabilities.

Keynote speakers include Richard Ellenson, CEO of the Cerebral Palsy Foundation, and Alice Brouhard, a registered nurse who works to help people with memory and cognitive challenges use technology to improve their quality of life.

Ellenson has a 19-year-old son who has cerebral palsy. He has spent his time with CPF working to create awareness about people with disabilities and share stories about their lives.

Brouhard's daughter sustained a serious traumatic brain injury, and Brouhard set up a technological system that allows her daughter to live on her own despite significant disabilities.

Breakout sessions will cover topics like how assistive technology can help people become more independent, how technology can be used to help people navigate their communities and what types of remote monitoring supports are available for people who can live independently.

The goal of this day is to provide the information that will empower families, providers and people with disabilities to seek technological tools and supports that promote increased independence, less reliance on staff and a greater integration within communities for people who have disabilities.

Day 2 of the conference will guide attendees through the process of creating several pieces of assistive technology with inexpensive and readily available

supplies. In addition to taking the products they build with them, participants will also learn about a wide variety of commercially available assistive technologies with proven track records.

The goal of this day is to inspire participants to identify and creatively approach solutions to the challenges that they or the people they support face.

Throughout the two-day conference, exhibitors, including companies that specialize in remote monitoring systems, will be on-hand.

Electronic audience polling via conference app will also be conducted during the conference. It is anticipated that the results of these polls will help to identify priorities for the Illinois Department of Human Services, Division of Developmental Disabilities, as well as provide direction for future events.

Post-conference, NAQ plans to keep attendees engaged by soliciting and sharing ideas and innovations through teleconferences, forums, webinars, social media and written materials.

Attendees can register for one or both days of the conference online at NAQ-AT.eventbrite.com. Space is particularly limited on Day 2, so attendees are encouraged to reserve their tickets early.

NAQ is nationally known for providing outstanding training to professionals in the intellectual and developmental disabilities field.

For more information, visit qddp.org/conference/2017-regional-at-conference.

To register, visit NAQ-AT.eventbrite.com.

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JUNE 6-7, 2017
A DAY LONG LOOK AT
**ASSISTIVE
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TINLEY PARK CONVENTION CENTER

FROM
LOW TECH
TO HIGH TECH



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Proceeds benefit Trinity Services, Inc.
Helping people with disabilities flourish and live full and abundant lives



@TrinityTriumph
#Triumph5K

Register: www.TrinityTriumph.com

Third Annual Dinner and Concert Gala delights crowd of approximately 300 DuPage County-area residents

The largest crowd since the inception of Trinity Services' Annual Dinner and Concert Gala event enjoyed An Evening of Holiday Music together Friday, Dec. 2, at Butterfield Country Club in Oak Brook.

Approximately 300 guests were greeted by the sounds of Guitarist Stephanie Kokyls as well as a number of talented young musicians who compose the *Allegro!!!* Violin Ensemble from the Western Springs School of Talent Education.

After a delicious three-course dinner, guests were treated to a festive performance of holiday music by the Hinsdale Central High School Chamber Choir.

Additionally, Trinity Services Executive Director Art Dykstra gave an inspirational speech about positive psychology and well-being.

"In essence, what adopting a commitment to well-being means is that the Board and leadership staff members of Trinity Services share the belief that the purpose of the organization is to assist people with disabilities, and for that matter all people, to live full and abundant lives and to flourish," Dykstra said to the crowd. "Along the way, we might help people find a job, learn how to read, achieve a personal outcome or have their own apartment, but the overarching objective is to enable people to experience well-being and to flourish.

"And it helps us answer the question 'What is the best life we can live?'"

Everyone in attendance left with a complimentary copy, sponsored by a generous donor, of "The Positive Dog: A Story About the Power of Positivity" by Jon Gordon so that they might incorporate positive psychology into their personal lives.

A record \$70,000 was raised at the event for the men, women and children with disabilities and mental illness whom Trinity serves. Proceeds support Trinity's efforts to help those it serves flourish and live full and abundant lives.

This year, the Fourth Annual Dinner and Concert Gala is scheduled for Dec. 1. For more information about the event, call (815) 717-3750.



Concert Gala Steering Committee members (left to right) Barbara Nasharr, Joe McGoldrick, Barbara McGoldrick and Tom Caveney gather at the Third Annual Dinner and Concert Gala Friday, Dec. 2, at Butterfield Country Club in Oak Brook.



Members of the Hinsdale Central Chamber Choir sing traditional holiday songs.



The Dyjak Family gathers for a photo at the event.

Donations

Dec. 2016-Feb. 2017

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

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*We sincerely apologize for any errors or omissions.