

Helping people with disabilities flourish and live full and abundant lives
4th Quarter
2017

Services, Inc. The CIPASS So that our mission is never lost...

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Mark your calendar

FROM LOW TECH TO HIGH TECH

The National Association of QDDPs, in partnership with Technology Enhancing Capabilities, will host the Second Annual Assistive Technology Conference, "From Low Tech to High Tech", June 6-7 at NIU Conference Center in Naperville.

To reserve your spot, visit QDDP.org.

Technology Enhancing Capabilities Lab to enrich lives at Trinity in 2018



Eric (right) uses an activity board that was handcrafted for him, as Independent Living Coach Larry Smith accompanies him.

magine relying on a wheelchair for mobility but having limited use of your arms and being unable to verbally communicate with those around you.

Now, imagine you are thirsty. How would you get a glass of water? How many hours might it take for someone to offer you a drink?

Connie Melvin and Richard Harrington are working with people with disabilities and staff to solve this very dilemma, and many more like it, through their innovative work crafting assistive technology solutions.

The duo has decades of experience working with people with disabilities and, in 2017, they brought their expertise to the

Trinity Services community.

Soon, the pair will be able to expand the reach of their work in Trinity's new Technology Enhancing Capabilities, or TEC, Lab.

The lab is set to open in early 2018 in approximately 1,000 square feet of space at 101 Hempstead Place in Joliet, Illinois.

The lab will primarily serve as a place for people to experiment with assistive technology to find the right solutions to problems they face. Visitors can take classes, try their hand at building their own assistive technology or borrow a device from the TEC Lab's loan pool. If a device works well for someone who is borrowing it, Melvin and Harrington will work to get the person his or

(Continued on page 4)

Letter from the President of the Board



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The COMPASS

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

This quarter, we honor a man who has been a true servant leader at Trinity Services for the past 30 years.

Art Dykstra, Executive Director, stepped down at the end of 2017, and Thane Dykstra, former Chief Operating Officer, stepped into the role of CEO, following his appointment to the position by the Board of Directors.

Art joined Trinity as its CEO in 1987, after a 20-year career with the Illinois Department of Mental Health and Developmental Disabilities. When he joined Trinity, the organization consisted of one school and one day program, and employed just 33 staff members.

The impact Art has had on Trinity Services, as well as disability and mental health services in Illinois, is obvious by how much Trinity has grown since that time. Today, Trinity has a large residential program, many adult learning programs, a behavioral health network and countless other services, and it employs more than 1,000 people.

Art's visionary leadership was at the heart of all Trinity has provided to the people it serves these past 30 years, as well as the number of people it has been able to support. Beyond that, Art created a workplace where employees want to come to work every day, driven by a positive environment in which people care about each other, making it that much more enjoyable for staff to care for those they serve.

Art's passion for serving others has always been part of his life, and over the years, he has shared it with the world not only through his work at Trinity but through teaching classes at colleges

and universities, speaking at conferences around the nation, leading various associations in the disabilities field, and authoring books, journal articles and a blog.

Though Art has retired from his role as CEO of Trinity Services, he would rather look ahead than look back. He plans to continue writing and also provide consultation to organizations and other leaders in the nonprofit and business worlds in areas related to organizational culture, person-directed services, leadership and quality improvement as Executive Director of the Trinity Consulting Group. He also plans to garden, fish and enjoy time with his family.

On behalf of the Board of Directors and all the staff at Trinity Services, I would like to thank Art for his years of dedication, leadership, compassion and vision that have made Trinity the nationally recognized organization it is today. We are all better for having worked alongside him.

I would also like to welcome Thane to his new position, a role I am confident he will carry out with just as much dedication and thoughtful vision as Art did. To learn more about Thane's career, see the adjacent page.

This is a time of endings and beginnings at Trinity Services, but the transition has been smooth with such extraordinary leaders at the helm.

Please join me in congratulating Art and Thane on their exciting new roles.

Sincerely,

Raymond D. McShane, Chairperson of the Board

Trinity Services celebrates Art Dykstra's 30year tenure, Thane Dykstra's move to CEO

rinity Services, Inc. celebrated two moves that were part of one transition in its administration in December.

At the end of 2017, Art Dykstra, who has served as CEO of Trinity Services for the past 30 years, stepped down to lead the Trinity Consulting Group as its Executive Director. In his place, Thane Dykstra, previous Chief Operating Officer of Trinity Services, was appointed to the position of CEO by Trinity's Board of Directors.



Art Dykstra

Following his father, Thane joined Trinity Services in 1995, when he became director of Trinity's behavioral health network. As the network's director, Thane led a significant expansion of its services, including the establishment of roughly two dozen homes and apartment buildings in which people who have been diagnosed with a mental illness or who have a dual diagnosis of a mental illness and a developmental disability can receive 24-hour or intermittent support, depending on their needs.

Thane also led efforts establishing three psychosocial rehabilitation pro-

grams for the people Trinity serves; the Trinity Counseling Centers, which provide individual, family and group counseling services, available to the public; The Roxy, a social club where people Trinity Services supports can enjoy time together; the Illinois Crisis Prevention Network, a collaborative effort between Trinity and The Hope Institute for Children & Families that provides support and consultation services to people who have significant behavioral and medical challenges throughout Illinois; and more.

Thane has served on steering committees for the Illinois Department of Human Services' Division of Mental Health and Division of Developmental Disabilities, as well as the Department of Children and Family Services. He is also a past president of the Illinois Association for Behavior Analysis.

Thane has contributed to professional publications and presented at national conferences on contextual-behavioral therapies such as Dialectical Behavior Therapy, Functional Analytic Psychotherapy, and Acceptance and Commitment Therapy. He is especially focused on applying these models to work with people who exhibit challenging behavior.

In 2016, Thane became Trinity's Chief Operating Officer, supervising Trinity's specialized residential services and its expanding assistive technology program, and continuing to oversee Trinity's work with the Illinois Crisis Prevention Network.

Thane worked side-by-side with Art in 2017 to ensure a smooth transition into his role as CEO.

Of his new role, Thane said he looks forward to being able to preserve the many services and supports that Trinity offers, as well as the values that are central to its culture. He plans to further Trinity's mission of helping people with disabilities and mental illness flourish and live full and abundant lives.

Thane has a doctorate in clinical psychology from the University of Nevada, Reno.



Thane Dykstra

While welcoming Thane to his new position, the Trinity Services community also congratulated Art on his 30 years of visionary service to the organization, which helped it grow from a small school and day program in 1987 to the organization it is today, which serves more than 3,500 people throughout communities in northeast, central and southwest Illinois. To learn more about Art's career, see the adjacent page.

Art plans to pursue his passion for writing and continue his leadership through his work at the Trinity Consulting Group, which will focus on topics relating to organizational culture, quality improvement and person-directed services.

Art can be reached at adykstra@ trinityconsulting.org.

Thane can be reached at tdykstra@ trinity-services.org or (815) 485-6197.

TEC Lab (Continued from page 1)

her own device. The lab will be entirely wheelchair-accessible, including tables that can be raised and lowered to suit people's needs.

The lab's TEC Team, composed of roughly one dozen people from various networks within Trinity Services, will also regularly meet at the lab to discuss uses of assistive technology for people they support.

The lab was made financially possible in part by a generous \$15,000 grant from The Community Foundation of Will County.

"People can come to the lab, talk to us about what they're struggling with, and we'll make a suggestion," Harrington said. "If it's something they could use, they can try it before they buy it."

"When people think of assistive technology, they tend to think of expensive things like smartphones, computer programs and tablets," Melvin said. "It has a broader definition. It's anything that helps a person be more independent than they were before."

When Melvin and Harrington help people brainstorm assistive technology solutions for issues they face, they often focus on simple, low-tech possibilities first. These types of solutions are typically constructed using materials one could find at a hardware store.

For example, a woman who needs a way to easily control her MP3 player, without having the fine motor skills needed to handle small buttons, would benefit from a simple switch for the MP3 device. Online, this type of adaptive switch may cost more than \$100. Harrington was able to make the device out of acrylic, copper tape and an auxiliary cord, costing a total of roughly \$3.

Both Melvin and Harrington said what they enjoy most about being able to provide assistive technology to people with disabilities is helping them do something they were not able to do before — something that helps them gain greater independence.

Consider again the issue of a person who uses a wheelchair being unable to reach water. A simple solution to this problem was to mount a plastic bottle to the person's wheel-chair and equip the bottle with a long, flexible straw that can reach the person's mouth when needed or be pushed out of the way when not in use.

In another instance, a woman who loves to watch TV had difficulty pressing the buttons on a standard remote. Harrington supplied her with a large-button remote that is big enough to

sit in her lap. The simplified controller allows her to change channels, raise or lower volume, and turn the TV on or off.

"The look on her face when she received the remote was equal parts excitement and mischief," Harrington said.

"That's what makes this job so fun," Melvin added. "You see someone get excited about something they couldn't do before."

For a man who is unable to get out of bed to turn the light switch on or off, and has to ask a staff member for help with this task every night, a simplified remote version of the switch can make a huge difference in his life. The ability to control lighting is something that most people take for granted, but its absence can make a night-and-day difference.

The benefits of assistive technology are not limited to people who have developmental disabilities. They can also impact people who need temporary assistance following medical procedures or more permanent assistance because of a physical disability.

For example, before coming to Trinity, Melvin and Harrington met a woman who had knee surgery and was unable to pull herself out of her bathtub. The woman was stuck in her tub for three days until a friend came to check on her and helped her. A \$500 bath lift or even a simple grab bar could have prevented the unfortunate circumstance



Maria controls the TV with a simplified, large-button remote handmade to fit her needs.

and could enable her to continue to live independently.

For people with disabilities and mental illness who are served by Trinity, Melvin and Harrington's years of experience working directly with people with disabilities is an advantage.

Melvin pointed out that people in the assistive technology field who have never worked with a person with a cognitive disability before will likely have unrealistic expectations for a person with a disability, showing him or her how to use a device once and expecting the person to be able to successfully use it again in the future.

Melvin said that the reality of working with a person with this type of disability is that he or she needs to be shown how to use a device multiple times in order to learn the new concept. That requires the instructor to spend time with the person and ensure the use of the tool is being properly communicated to the person — a part of the equation that Melvin and Harrington patiently solve to help the people they serve.

Once the TEC Lab opens, Melvin and Harrington will provide consultation services not only to people served by Trinity Services but to members of the general public, including people with disabilities, veterans and seniors.

Tours of the lab will be offered for free. For more information about the TEC Lab, call Trinity Services at (815) 485-6197.

Tina Fogarty appointed Chief Operating Officer

rinity Services, Inc. recently announced the appointment of Tina Fogarty to the position of Chief Operating Officer (COO).

Fogarty joined Trinity Services in 2016 as the Director of Specialized Residential Services and quickly became a valued member of the executive leadership team. She was appointed to the position of COO by President and CEO Thane Dykstra, Ph.D.

Fogarty has more than 25 years of experience in the human services field, 22 of which were spent at Neumann Family Services. As Neumann's Vice President of Programs and Services, Fogarty worked to develop, implement and lead a wide range of residential, adult learning, employment, clinical and case management programs.

Fogarty has extensive experience working with people who have a dual diagnosis of a developmental disability and a mental illness. She also served young adults with a dual diagnosis who were transitioning to community-integrated living arrangements, also known as group homes, after receiving services by the Illinois Department of Children and Family Services.

Since coming to Trinity Services, Fogarty's vast knowledge base in the fields of developmental disabilities and mental illness, as well as her strong leadership skills have greatly benefited the organization.

In her role as COO, Fogarty will work alongside Dykstra and all members of the Trinity Services team to ensure the organization is effectively carrying out its mission of helping people with developmental disabilities and mental illness flourish and live full and abundant lives.

"Tina has quickly become a valued member of the executive team, and her interpersonal style and personality have perfectly matched Trinity's organiza-



Tina Fogarty tional culture," Dykstra said.

Fogarty has a bachelor's degree in psychology from North Central College and a master's degree in gerontology from Roosevelt University.

Fogarty can be reached at (815) 485-6197 or tfogarty@trinity-services.org.

Business Advisory Council aims to help people with disabilities gain employment

hrough Trinity Services, Inc.'s involvement with Project SEARCH, it is ramping up efforts to recruit more community members and businesses for involvment in Project SEARCH's Business Advisory Council.

Project SEARCH is a partnership between Trinity Services, AMITA Health Adventist Medical Center in Bolingbrook, Plainfield Community Consolidated School District 202 and the Illinois Department of Human Services' Division of Rehabilitation Services. The program helps young adults with developmental disabilities between the ages of 18-21 find gainful employment in their communities and provides them assistance with navigating the professional world.

Involvement in Project SEARCH

prepares the young adults for more permanent employment once they receive their high school diplomas.

The Business Advisory Council includes staff from AMITA Health, businesses, community members, rehabilitation providers, grant providers, members of local chambers of commerce and Project SEARCH staff, and meets regularly to help Project SEARCH interns discover employment opportunities they can pursue after their graduation. BAC members help coach Project SEARCH interns on professional development, including by performing mock interviews with the interns.

Members of the BAC also advocate for people with disabilities within their own workplaces.

According to the National Trends

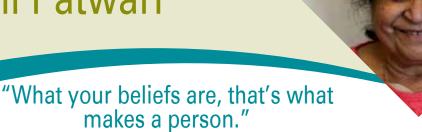
in Disability Employment report from December, Americans with disabilities are slowly gaining positions in the labor market, but they still lag behind Americans without disabilities significantly in terms of employment.

The end goal of the BAC is to promote employment for people with disabilities by providing coaching and door-opening opportunities for young adults in local communities.

All are welcome to join the BAC and help young adults with disabilities launch their careers.

For more information about Project SEARCH and the BAC, including information about how to become a member of the BAC, contact Trinity Services' Employment Services Coordinator Kristina Zappavigna at kzappavigna@trinity-services.org.

Someone You Should Know Dr. Rajani Patwari



uring her time at Trinity Services, Dr. Rajani Patwari has not met a person she hasn't liked, and it's safe to say the feeling is mutual.

From Patwari's kind, calm demeanor to her diligent, driven work ethic, her work as medical director at Trinity Services has been beneficial to people receiving services and to staff members, alike.

Born and raised in India to a family of five generations of physicians, it was natural for Patwari to join the medical field, herself. After finishing school, Patwari moved to America in 1970 and completed her residency at Mount Sinai Hospital in Chicago. She then spent two years working at Rush University Medical Center. Her focuses were on rehabilitation, geriatric medicine, neurology and orthopedic medicine.

Early in her career, Patwari worked with many patients who had developmental disabilities, and she quickly grew a passion for working with them.

Soon after, Patwari accepted a job at the Elisabeth Ludeman Center in Park Forest, where she worked for 34 years. She was hired as a primary care physician, and in 1982, Art Dykstra, who was facility director at Ludeman at the time, appointed Patwari as the center's first medical director. She helped develop policies for the State, conducted research projects with other medical directors and oversaw medical services at the center.

Patwari worked with a few different facility directors at Ludeman, and she said she learned something from all of them, especially Dykstra.

When she started at Ludeman, she was

the only medical director in the disability and mental health fields in Illinois who was not a white man. Dykstra accompanied her to monthly medical director meetings in Chicago to help bolster her confidence.

"He drove me there, sat with me in the meetings and did all the talking," Patwari said. "He said, 'Don't worry. Just be calm.' He has been a mentor to so many people and inspired so many people's lives."

In 1989, Patwari began working part-time for Trinity as the primary care physician at the Trinity Living Centers, intermediate care facilities for people with developmental disabilities.

Patwari wanted to be part of the positive organizational culture Dykstra, who joined Trinity in 1987, was creating.

"I was there not only as a physician, but I was a part of developing the TLCs from their groundbreaking — the way they looked, furniture, floor plans, structure, policies," Patwari said.

In March 2015, Patwari began working full-time for Trinity Services as the organization's medical director.

To start, her biggest task was creating a medical clinic, which opened in 2016. The clinic is open to anyone served by Trinity who needs basic health care services. This year, the clinic will move to an expanded location from its original one-room space. For the new location, Patwari will work to encourage local specialists and dentists, particularly, to volunteer services.

In addition to her oversight of the clinic, Patwari provides medical consultations, maintains relationships with local hospitals and nursing homes, monitors people's medical conditions, develops protocols for staff members and is involved with the organization's Human Rights Committee, which meets monthly to ensure the rights of all people served are safeguarded.

Patwari ensures people are not being prescribed excessive medications and monitors emergency room visit reports.

Additionally, Patwari ensures medical records are electronically linked between the hospital, lab and pharmacy so that the records are as complete as possible.

Patwari said she enjoys all of her responsibilities but, most of all, loves interacting with people.

"Some people hate Sundays," she said. "They dread that the weekend is ending. I love to come to work on Monday. I just wait for it. I enjoy everything — every moment. I love people here. Everyone is cooperative, because everyone is working toward the same goal."

In her free time, Patwari is involved with her temple, where she presents lectures and teaches classes for children. She also enjoys spending time with her three grandchildren.

"My passion is to teach children how to be good human beings," she said. "We live in such a material world. Everybody wants money, name, fame. They want to be a neurosurgeon or lawyer. That's good, and you can have that. But before that, you should be a good human being."

Patwari also enjoys traveling. She visits a different place each year to learn about its cultures and people's beliefs.

"I see what I can learn from them," she said. "What your beliefs are, that's what makes a person."

Patwari's belief in being a good person leads her to serve others with their best interests at heart.

"To be doing good deeds is man's most glorious task.

~ Sophocles

Thank you to all supporters for sharing the love with Trinity Services on #GivingTuesday

rinity Services, Inc. would like to thank everyone who supported Trinity on #GivingTuesday, Nov. 28.

Whether it was through donating, sharing information about Trinity or creating a Facebook fundraiser, everyone at Trinity appreciates all of the support that was shown for Trinity's mission to help people with disabilities and mental illness flourish and live full and abundant lives.

More than \$47,000 was raised for Trinity online across the duration of the #GivingTuesday campaign from more than 300 individual donations.

Additionally, thanks to the generosity of The Coleman Foundation, Trinity benefited from a \$10,000 matching grant. Donations made online on Nov. 28 were partially or fully matched, up to the \$10,000 maximum.

All donations assist Trinity Services

in fulfilling its mission, which many more people heard about this year thanks to supporters sharing Trinity's messages with family and friends.

Donations will be used to further support Trinity's residential services, adult learning programs, behavioral health care, supported employment services, school program, respite care, crisis prevention and other services.

This was Trinity's fifth year participating in #GivingTuesday, a global day of giving that encourages philanthropy and the celebration of generosity.

Thank you to all supporters for sharing the love with the people Trinity serves.



Treat yourself, and give back. amazonsmile

When you shop using Trinity Services' unique AmazonSmile link, a percentage of your total purchase price will be donated to Trinity at no extra cost to you.

Since November, Trinity has received nearly \$1,000 through AmazonSmile donations!

Visit smile.amazon.com/ch/36-2194838

Trinity's Fourth Annual Dinner and Concert Gala delights guests with sounds of the season

rinity Services welcomed roughly 300 guests to its Fourth Annual Dinner and Concert Gala, "An Evening of Holiday Music," Dec. 1 at Butterfield Country Club in Oak Brook.

The event raised funds for the programs and services Trinity provides to more than 3,500 people throughout northeast, central and southwest Illinois. It also raised awareness about Trinity's presence in DuPage County, which includes residential and therapeutic services.

At the event, the Allegro!!! Violin Ensemble from the Western Springs School of Talent Education and harpist Catherine Ramsey played beautiful holiday

songs as guests mingled and enjoyed a meal together.

Many generous attendees tried their luck at raffles to win electronics like the Oculus Rift virtual reality system, an Apple iPad Pro and corresponding Apple Pencil, a GoPro camera, a Bose portable speaker, an Amazon Cloud Cam and more.

Guests also participated in raffles to win a weekend driving experience in a Bentley Bentayga and an overnight stay at the Abbey Resort, generously donated by Perillo Downers Grove and The Abbey Resort on Lake Geneva, and two packages for dining experiences at Seasons 52, generously donated by the restaurant.

Following dinner, Trinity Services recognized State Rep. Patti Bellock (R-47) for her years of dedication to helping people with developmental disabilities and mental illness.

The event was a great success in spreading knowledge of the services Trinity provides and raising funds for those services.

Trinity Services thanks everyone who made the event possible, including all sponsors, donors, guests and volunteers, as well as the dedicated members of the event's steering committee. The event's success will bolster Trinity's fulfillment of its mission in the year ahead.











Oak Brook President Gopal Lalmalani and his wife, Neetu

Donations October-December 2017

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.

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