

*We Thank You!*



 Sertoma  
Centre, Inc.

*2013 Annual Report*

## Our Mission from the Beginning

More than 40 years ago, local business and community leaders saw a need to assist individuals with developmental disabilities. Three Sertoma Clubs, Alsip (now called Action), Evergreen-Beverly and POW-R (Palos, Orland Park, Worth and Chicago Ridge), established a sheltered workshop originally named Sertoma Job Training Center. Three staff members served 11 individuals with disabilities in our first 3,200 square foot building constructed on land donated by the Lombard family. Through the years, more programs and services were added. We became known as the Sertoma Career Center. By 1987, our facility expanded to a 43,800 square foot workspace serving 200 consumers with staff of 100.

During the 1990s, we established Insite Training Systems (Community Employment Services Division) and Residential Services. We have expanded our Residential Program to now include 10 Community Integrated Living Arrangement (CILA) homes. In 2000, the Centre

doubled its space by opening a second facility at 4100 W. 127th Street. The 46,000 square foot building, rededicated as the Martha Polacek facility, is home to subcontract packaging and training services, developmental training and high school transition. In 2006, a third facility was purchased in Matteson which offers programs and services through our Mental Health Services. At this time, an Autism Services program also began at our Alsip facility.

Today, we offer 12 programs for more than 725 individuals with developmental disabilities and mental illness.



*Our three-person maintenance staff oversees the operations, repairs and upkeep of our 10 residential homes, three day program facilities and a fleet of 32 vehicles and four school buses.*

*Through grants and donations, we were able to replace the aging roof at our facility in Matteson maintaining the safety of the building for consumers.*

## 2012-2013 Board Of Directors

### Sertoma Centre, Inc.

President	Robert S. Straz
Vice President	Frank J. Tomecek
Treasurer	Dennis J. Fioretti
Secretary	Marilyn Aspan
Members	Tony Casale     Dennis Dureno
	John Fanning     Dr. Laurel A. Quinn
	Dr. Chris Sarlas     Robert Scott
	Linda Welsh

### Sertoma Centre, Inc. Foundation

President	Glenn Bylina
Vice President	Frank J. Tomecek
Treasurer	Steve Foerstch
Secretary	Sue Colella
Members	Tory Cosich     Dan Harris
	John Savaglio     Larry Owens
	Gus van den Brink

# From the Executive Director and the Presidents of the Board

*"We must find time to stop and thank the people who make a difference in our lives."  
- John F. Kennedy*

This poignant quote is a reminder that we must take the time to thank those who have inspired us on to greater things. For us, our deepest gratitude goes to our donors and supporters. Whether you are a member of our Silent Partner Donor Society, make an annual contribution, attend one of our events or volunteer your time, you make a difference in the lives of individuals with disabilities.

In another quote, JFK said, "As we express our gratitude we must never forget that the highest appreciation is not to utter the words but to live by them." While we can tell you how much we appreciate all you do to help us fulfill our mission, we want to show you that your support has a tremendous impact on the lives of more than 725 individuals with disabilities.

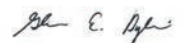
As you look through the pages of this Annual Report, you will see pictures of smiling people proud of what they have achieved. You

will read about the accomplishments within our programs that allow us to provide opportunities for individuals with disabilities to achieve personal success. These smiles and accomplishments are the result of the partnership we have with our supporters.

You make a difference to individuals like Patricia who wanted to find a job in the community and did through the training and encouragement she received in Employment Services. You assisted Jim, a consumer in our Mental Health Services Program, in reaching his goal of living in his own apartment. Because of you, Beverly has advanced into the Autism Transition Program where she is learning new daily living skills.

We are truly grateful for all you do for us. For more than 40 years, we have continued to meet needs in our community. The need continues. We hope you will continue to support and advocate for individuals with disabilities.

  
Gus van den Brink

  
Glenn Bylina

  
Bob Straz

*At Sertoma Centre, Inc., our mission is to provide opportunities that empower individuals with disabilities to achieve personal success.*



Nearly 300 consumers are transported daily using a fleet of mini-vans, passenger vans, para-transit vehicles and school buses thanks to the transportation team which consists of 29 drivers, 6 transportation coordinators, an assistant manager and manager. In addition to their daily routes, drivers transported consumers to more than 500 field trips and community outings last year. They also delivered newsletter mailings and assisted consumers when needed in day programs, and throughout lunch and breaks periods.

A new job training program started in the Transportation Department called "The Car Wash." Consumers assist with washing Sertoma Centre's fleet of vehicles daily from April through October. Consumers learned how to detail vehicles, clean windows, wash the outside, clean rims and tires, vacuum floors and clean upholstery.

# Day Programs & Mental Health Services



## Using Assistive Technology

Thanks to a generous donor, we purchased 6 iPads and implemented them into the curriculum of the Autism Program. They are not a cool toy, but rather a powerful, versatile tool that is virtually changing the face of education.

Our BRIDGE Program offers day programming for individuals with more profound disabilities as well as our senior population. Individuals focus on various curriculum including arts and crafts, health and exercise, sign language, independent living skills and sensory input.

## Packaging and Assembly

Developmental Training added another work area at our facility at 4343 W. 123rd Street in Alsip which allows more person centered programming for the consumers. The new work area provides more visual supports and a smaller staff to consumer ratio.

Consumers continued to gain vocational and developmental training in our work areas through subcontract work from existing customers such as Wilton, Nalco, Crown, LaPreferida and BBC. We added additional production work from new customers including Calumet Carton, Nuance and Libation.

## Training in Food Services

A consumer-run Snack Shack was opened at our Martha Polacek facility at 4100 W. 127th Street in Alsip offering a variety of lunch, beverage and snack options for staff and consumers. The Snack Shack provides a skills training program for consumers looking to work in the retail or fast food industry.

## Maintaining Quality Programs

A licensing survey by the Department of Human Services (DHS) in March indicated that we are 100% in compliance for our developmental training day programs. A survey by the Bureau of Quality Management (BQM) in April resulted in a 93% compliance rating for service facilitation in developmental training.

## Mental Health Services

More than 40 family members and others who are part of the support system for consumers attended an open house in October. Family involvement in consumers' treatment increased after this event.

Mental Health Services received a Title XX Grant from the Department of Human Services Division of Mental Health to implement a comprehensive prevention and education program for community members, organizations, law enforcement professionals and school officials in the south/southwest suburbs and parts of Chicago. The goal is to proactively increase awareness about mental illness and mental healthcare while fostering intervention and recovery.

We increased community support services for consumers to include additional volunteer opportunities and utilization of community resources such as local gyms and libraries. Through this program, 20 consumers have either joined a local gym, secured a library card and/or are volunteering for community groups.

# Residential & Consumer Services

## Providing Medical Care

An on-site medical clinic opened at our facility on 123rd Street in Alsip to provide primary care, dental, vision, podiatry and psychiatric services. Since opening our clinic, hospitalizations have decreased consumers spend less time waiting to see their physicians. More than 40 consumers received treatment from doctors who specialize in providing treatment to individuals with disabilities.

We are part of the Enhanced Medical Services (EMS) Collaborative through a partnership with 10 other community agencies which focuses on ensuring quality health care and medical access for individuals with developmental disabilities while maintaining agency efficiencies in managing health care services.

## Creating Social and Recreational Opportunities

Consumers who live in our 10 Community Integrated Living Arrangement homes (CILAs) created a social and recreational committee. The committee was instrumental in starting both a basketball and bowling league, participating in Special Olympics downstate, hosting quarterly dances, attending weekly yoga classes, maintaining home gardens and organizing an appreciation breakfast for staff members who work directly in our homes with the consumers.

## Maximizing Income Supports

Consumers maximized their benefits with nearly a 20 percent increase in LINK revenue.

## Securing High Performance Scores

A DHS licensing survey in March 2013 was successfully completed with 98% compliance for our CILA homes. A BQM survey in April 2013 resulted in 92% compliance for service facilitation in Home Based Services.



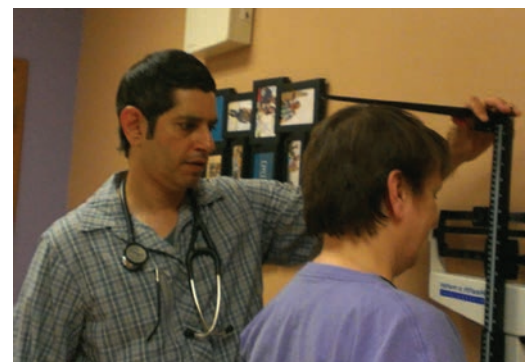
## Consumer Services

A Consumer Services Department was established creating a separate service coordination unit. This allows consumers in day programs, home based services and school transition/behavioral health to have one staff dedicated solely to their service coordination. Prior to this reorganization, a consumer might have had three different Sertoma Centre service coordinators meeting their various program needs. This also aids in the streamlining of paperwork and improves the efficiency of case management.

With the creation of the Consumer Services Department, two additional service coordinators were hired to handle increased intakes. Within programs, existing staff were reorganized to enhance operational supports for direct service professionals and promote better accountability.

A behavioral support team was also created to specifically address and focus on intellectual disabilities and behavioral health issues. Two staff members provide individual and group counseling in addition to therapy for consumers. Groups offered include anger management, social skills, coping skills and an expressions group.

Incident reporting and events tracking have been implemented in HSMS case management software.



# Employment Services

## Gaining Job Skills and Community Employment

Through partnerships with local businesses, consumers have the opportunity to gain on-the-job training. Consumers learn retail skills through an eight week work program at Marshall's Department Store. After completing the program, consumers are assessed and considered for employment. Through participation in a Retail Employees with Disabilities Initiative (REDI), a partnership between the Department of Rehabilitation Services and a major chain store, consumers receive paid training experience at a local store. Consumers who successfully complete the training program are considered for employment. Training in janitorial and clerical skills is also available through a partnership with Advocate South Suburban Hospital. Through these partnerships, consumers have gained experience that will allow them to find community employment.

More consumers found meaningful employment with the help of Insite Training Systems (our Employment Services Division). Job placements increased by 43 percent this past fiscal year.

A new program works directly with consumers involved in day programs at the Martha Polacek facility. Employee Development Services (EDGE) offers job skills training which also includes classes on resume writing and interview skills. Six consumers participated in the program during the past year.



Janitorial Services Department (J-Team) provides janitorial services, lawn care and snow removal for both residential and commercial clients, and provides an opportunity for community employment for qualified consumers. J-Team had a record year with revenue of more than \$1.8 million. The Department received eight new contracts and hired an additional 21 consumers. J-Team also provided the opportunity for 11 consumers to complete community-based assessments, or trial job placements.

New contracts include DHS Offices in Aurora and Downers Grove, Public Aid Offices in Aurora and North Aurora, Illinois Department of Employment Services in Elgin, Riverdale Village Hall, Riverdale Resource Center and the Department of Correction on Cottage Grove in Chicago.

# Financials

## Sertoma Centre, Inc. & Sertoma Centre Foundation, Inc. Statement of Revenues & Expenses Fiscal Year 2013

<u>Sertoma Centre, Inc.</u>	(unaudited)
<b>Revenues</b>	
Government Grants and Fees	\$ 9,281,949
Janitorial Services	1,826,279
Packaging and Assembly	403,156
Transportation Fees	750,072
Thrift Store Sales	158,115
Grants for Capital projects	290,389
Unrestricted Contributions	38,924
United Way Donation	44,750
Interest Income	1,606
Other Income	226,939
<b>Total Revenues</b>	<b>\$ 13,022,179</b>
<b>Expenses</b>	
Staff Employment Expenses	\$ 9,183,325
Client Wages	306,957
Occupancy	788,833
Program and Consumable Supplies	331,567
Staff and Client Transportation	502,543
Depreciation	613,309
Insurance	366,171
Foster Care Payments	44,616
Consulting and Professional Fees	194,688
Other	283,611
<b>Total Expenses</b>	<b>\$ 12,615,620</b>
<b>Net Surplus (Deficit)</b>	<b>\$ 406,559</b>

Note: Revenue included above of \$290,390 was externally designated for capital purchases.

<u>Sertoma Centre Foundation, Inc.</u>	(unaudited)
<b>Revenues</b>	
Special Events	\$ 157,463
Contributions from Individuals	69,940
Contributions from Organizations	35,666
Contributions from Foundations	9,750
Investment Income	49,522
<b>Total Revenues</b>	<b>\$ 322,341</b>
<b>Expenses</b>	
Professional Consultants' Services	157,443
Direct Fund Raising Expenses	62,688
Depreciation Expense	2,535
Unrealized gain (loss) on mutual funds	-
<b>Total Expenses</b>	<b>\$ 222,666</b>
<b>Net Surplus (Deficit)</b>	<b>\$ 99,675</b>

Note: Total revenue raised through fundraising for both the Centre and Foundation is \$317,569

## Summary of Individuals Served

July 1, 2012 thru June 30, 2013

Total Individuals Served (unduplicated)	733
Total Served in all Programs	924
<u>Total Individuals Served by Program</u>	
Autism Program	40
BRIDGE	53
Insite Employment Services	173
Developmental Training	250
Home-Based Service Coordination	110
Mental Health Services	132
Residential Services	87
School Transition/Behavioral Health	79



# How You Can Help

## Partner with Us!



### Donate:

- To our Annual Fund or become a Silent Partner
- Your time through various volunteer opportunities
- A matching gift from your employer
- Through estate planning to become a member of the Star Society
- An in-kind product or service from our wish list

### Contract with us for:

- Packaging and Assembly
- Employment Services
- Janitorial Services
- Lawn Care and Snow Removal

To learn more, contact our Director of Advancement at 708-730-6206. Donations can also be made on-line at [www.sertomacentre.org](http://www.sertomacentre.org).

### Locations

Administrative Offices and Insite Training Systems  
4343 West 123rd Street  
Alsip, IL 60803 • 708-371-9700

Martha Polacek Training and Packaging Facility  
4100 West 127th Street  
Alsip, IL 60803 • 708-371-9700

Mental Health Services  
Redwood Counseling & Wellness Centre  
4331 West Lincoln Highway, Suite A  
Matteson, IL 60443 • 708-748-1951

[www.sertomacentre.org](http://www.sertomacentre.org)

