



# 2015 Annual Report

New Pathways to  
Empowerment:  
One Piece at a Time

 Sertoma  
Centre, Inc.

Discovering the  
potential in all of us

The 2015 fiscal year was one of many new beginnings for Sertoma Centre. There is something about being and becoming that keeps us focused on our mission and sparks hope in the future. People with disabilities will always need help along the road to self-sufficiency, and Sertoma Centre is in it for the long run of providing the types of services that get them to a life of choice and independence.

2015 was a banner year for Sertoma Centre, as we served 1,225 consumers with a wide range of programs. This 50% growth is primarily due to the increase in consumers accessing established and new behavioral health services at our Community Mental Health and Counseling (CMHC) facility in Matteson, IL. In addition, our community education services trained 3,556 individuals in the community on various mental health topics including Mental Health First Aid (MHFA).

Another exciting milestone was the construction of our permanent supportive housing (PSH) project, the Kimball Court Apartments in Homewood, IL. Construction is 85% complete, as we look forward to full occupancy in fiscal 2016. We were fortunate to secure seed funding to cover startup expenses and employ a property manager.

Thanks to the hard work of staff, Sertoma Centre has a new look and tag line for branding and marketing. The communications staff implemented newly published flyers, brochures, newsletters and the 2014 annual report.

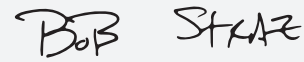
As you read through the following interactive annual report, we hope you will enjoy learning about what we think makes Sertoma Centre such a special place. We are grateful for our dedicated staff, board and volunteers, faithful donors, and of course the consumers who give us purpose and the honor of sharing a small part of their lives with us.



Gus van den Brink



Glenn Bylina



Bob Straz

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#### 2014-2015 Board of Directors

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#### Sertoma Centre is a:

501 (c)(3) Organization  
United Way Agency

## DAY PROGRAMS

### Bridge 2 program moves into beautiful new space:

Where there was once a large room resembling a warehouse there is now a completely renovated program area. This new space includes special programming tables, a skylight, and a fully accessible bathroom. This was a major investment in our consumers and our future serving the population of aging individuals with developmental disabilities.

### Meeting sensory needs of consumers:

Sertoma Centre has two rooms designed to meet the sensory needs of our consumers. We had the pleasure of hosting Occupational Therapy interns from Governors State University. These interns helped to add items to our sensory spaces such as boards with multiple textures to feel, bottles with smells to calm the body, and ribbons to walk through. They also worked with our team to identify consumers who would benefit from OT services. We can better help individuals we serve through sight, smell, sounds, and touch.

### Supporting creativity:

Grant funding allowed us to purchase music and art supplies for the consumers in day programs to utilize. Training was provided to staff members by a music therapist, another Sertoma staff member, on how to best use instruments in programming and counseling. Music can be used to express feelings, process information, and have fun! Our DSP staff as well as interns work with consumers on art both as a means of self-expression and an outlet for creativity.

## CONSUMER SERVICES

As usual, we had audits from Bureau of Quality Management (BQM) for service facilitation, Developmental Training and from Department of Human Services (DHS) for DT only. We shined on all surveys receiving 98%, 97% and 96%.

Consumer Services arranged for PACE to come out and present an educational seminar to consumers, in particular students receiving school transition services, to enlighten them on how to apply for PACE ADA paratransit services, so they can be independent and mobile in the community.

Behavioral Health Services provided supervision to a record number of master's level interns this past year (7), resulting in increased individual and group counseling opportunities for approximately 25 consumers.

The team has made numerous referrals to UIC for assistive technology needs for consumers, particularly in the BRIDGE and Autism programs, allowing for increased communication and more stimulating instruction. Developmental Training staff member, Merissa Andrews, used her talent in jewelry making to create a number of necklace/earring pieces with several consumers, using money from a grant. These pieces were sold at a local art fair.





## ADVOCACY

Sertoma United has been able to increase self-advocacy opportunities during this past year. While teaming up with the Alliance (a statewide advocacy group) and other agencies across the state, Sertoma United has attended numerous local trainings about current advocacy issues and one road trip to Bloomington. Some members of the group also joined Sertoma staff and other consumers on a trip to Springfield to advocate against budget cuts. The group has also been working on developing an independent living skills curriculum that will teach consumers more about meal planning, grocery shopping, and saving money by using sales papers and coupons. This curriculum will also encourage more community outings while practicing the skills taught in class. While Sertoma United has continued to give back to the community with their annual food drive and consumer made holiday card distribution to local nursing homes and the military, they also gave back to Sertoma by volunteering during both setup and take down for this year's Housewares Show. Even with their many activities, Sertoma United never forgets their main goal of encouraging self-advocacy across the agency.

## COMMUNITY MENTAL HEALTH AND COUNSELING (CMHC)

Fy'15 year in numbers...

- Our Community Outreach team trained 3,556 members of the community
- Over 500 individuals with mental illness were served by CMHC
- The psychosocial rehabilitation program served 353 consumers
- Our intake department had 483 referrals for service
- The linkage and outreach team had over 250 referrals from inpatient hospitals and other facilities
- Crisis assessors responded to 168 calls from emergency departments to assist with consumers experiencing a psychiatric crisis
- The linkage and outreach team linked 133 people to community mental health services
- CMHC saw 62 consumers transition into less restrictive environments
- A new initiative to provide only individual counseling for those requesting it saw over 50 consumers for individual counseling
- The Community Support Team moved 36 people from nursing homes to apartments in the community
- Individual Placement and Support employment program supported 44 consumers in job searches

## SPECIAL EVENTS

Our BIG Event & Firefighters' Cook-Off was a smashing success with our BIG Raffle with a \$10,000 grand prize raffle, amazing food, live music, raffle prizes and a phenomenal kids area complete with stilt walker, fun games, balloon artist and face painting!

The annual International Home + Housewares Show yielded amazing donations of home goods, gourmet food, maintenance products, dish sets and glassware for our Super Sale fundraiser held at the end of March at Orland Park Crossing.

Our first "Quest for the Cup" Trivia Night fundraiser was held at Durbin's in Tinley Park with over 80 participants and volunteers attending, many raffle baskets won and super Chicago Blackhawk items up for grabs!



## A heartfelt thank you to all of our Fy'15 Donors

### InKind Gifts

115 Bourbon Street  
Aladdin, a brand of PMI  
The American Cookie Cutter Co.  
by Ann Clark, LTD  
Arab American Family Services  
ARC International  
Back to Basics Products, Inc.  
Bar Louie  
Brookfield Zoo  
C.C.A. International (NJ) Inc.  
Certified International Corp.  
Chicago Bears Football Club  
Chicago Wolves Pro Hockey  
Coopers Hawk  
Durbin's of Tinley Park  
Dennis Dureno  
Fannie May #219  
Focus Electrics  
Focus Products Group  
International, LLC  
Granite City Food & Brewery  
Great Clips  
Godinger Silver Art Co., Ltd.  
Hilton Chicago/Oak Lawn  
Home Essentials & Beyond  
Katie's Hallmark  
Lasko Products, Inc.  
Tracey Leschin  
The Libman Company  
Lipper International, Inc.  
Lumes Pancake House  
Lush Color Bar & Hair Salon  
Bob Malone  
Meyer Corporation  
Betty Nagel  
Northern Labs, Inc.  
Old Williamsburgh Candle Corp.  
Olive Garden  
Outerwall  
Polder Housewares  
PO: Selected Company, Ltd.  
Premier Designs Jewelry  
Prodyne  
R Squared Sales and Logistics  
(Zrike Brands)  
Regent Products Corp.  
Darlene Reihel  
Rigamonti Pietro & Figli  
Salter Housewares  
Shedd Aquarium  
Stonewall Kitchen  
Suburban Access  
Taylor Precision Products, Inc.  
VFW #450

Vintage Confections  
John Vrchota  
West Bend Housewares  
Willert Home Products  
Wilton Armetale  
Windy City ThunderBolts Baseball  
Zanies Comedy Nite Club

### Companies

Avenue Flower Shop LLC  
Ace Auto Rebuilders  
Ace Hardware  
Aleck Plumbing  
All Guard Alarm Inc  
Alsip V F W Post #450  
Anton-Argires Inc.  
Ash Street Cooperative, Inc.  
Benjamin B. Green-Field Foundation  
C.J. Erickson Plumbing  
Cafe Bionda  
Cash Meat Statistical Analysis  
Christ Evangelical Lutheran Church  
County Packaging, Inc.  
Cover-Rite  
Custom Plate Glass, Inc.  
Custom Tailor & Design  
ESPO Engineering Corporation  
Exelon Corporation  
Expo Answers, Inc.  
Fanning Communications  
Fibre Drum Sales, Inc.  
Financial Applications Corp.  
First Giving  
First String Enterprises, Inc.  
G & L  
Grove Masonry Maintenance, Inc.  
Hawk Ford  
Illinois Paper Company  
Kallemeyn Auto Rebuilders, Inc.  
Kenington Research & Recovery, Inc.  
Kurtz Ambulance Service Inc  
Larry's Brake Service  
Lars Worldwide Automotive  
LEAF Commercial Capital, Inc.  
Local #281,AFL-CIO Sprinkler  
Fitters & Apprentices  
McMaster-Carr Supply Co.  
Mokena Apartments LLC  
Mulcahy, Pauritsch, Salvador & Co., Ltd.  
My Tribute Gift Foundation, Inc.  
Palmer Tax & Consulting, Inc.  
Palos Heights Woman's Club  
Park Hills Car Wash  
Parkside Insulation  
Paypal Giving Fund  
Petty, Bielik & Burke Orthodontics, P.C.  
Plastipak Packaging  
Proven Business Systems

Rae Products & Chemicals  
Ram Products, Inc.  
Red Shoe Billiards  
Running for Kicks  
Schwab Charitable Fund  
Stronghold Construction  
Swap-O-Rama  
Terry's Ford  
The Beverly Hills Gallery  
The Horton Group  
The Pointe at Kilpatrick  
TR Communications, Inc.  
Uesco Industries  
Ulbrich of Illinois  
Universal Management  
Services, Inc.  
US Bank  
Vandenberg Funeral Homes, Inc.  
Varan Management, Inc.  
Walts Food Centers  
WMC, Inc.  
Wolniak Funeral Home, Ltd.  
Zeigler BMW

### Organizations

Action Sertoma Club  
American Heritage Sertoma Club  
Bon Ton Stores  
Chicago Lawn Sertoma Club  
Chicago Southland Conv. &  
Visitors Bureau  
Donatic  
Hickory Hills Sertoma Club  
IBM Employee Services Center  
Illinois State Council -  
Intellectual Disabilities Fund  
Morgan Stanley  
Network for Good  
Noble Communications  
POW-R Sertoma Club  
Sertoma Speech and Hearing Center  
St. Michael  
The Kathryn R. Mangan Trust  
The University of Chicago  
Tinley Park Sertoma Club  
Truist  
United Sertoma - Lemont Charter  
United Way of Greater Philadelphia  
& SNJ  
United Way of Metropolitan Chicago  
VFW #450

### Star Society

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Beverly Harpold  
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Greg Hase  
Cindy & David Isabel  
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Dominic Porto  
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Gus & Jayne van den Brink  
Ruth Walsh Estate  
Ernie Wulff

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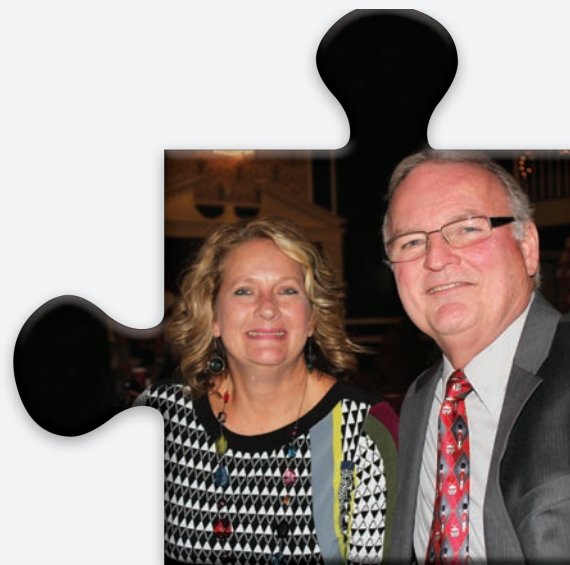
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Mr & Mrs. Virgil Wilson  
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Mr. Donald Yuratovac  
Mr. & Mrs. Ronald Zeiler  
Ms. Gloria Ziolkowski



Gus van den Brink thanks Chicago Lawn Sertoma Club President, Pat Hennessy, for the club's generous donation



Cynthia Stockle, Pace representative, and Gus van den Brink attend consumer holiday party, which was funded by Pace

**Sertoma Centre, Inc. & Sertoma Centre Foundation, Inc.**  
**Statement of Revenues & Expenses Fiscal Year 2015**  
 (July 1, 2014 - June 30, 2015)

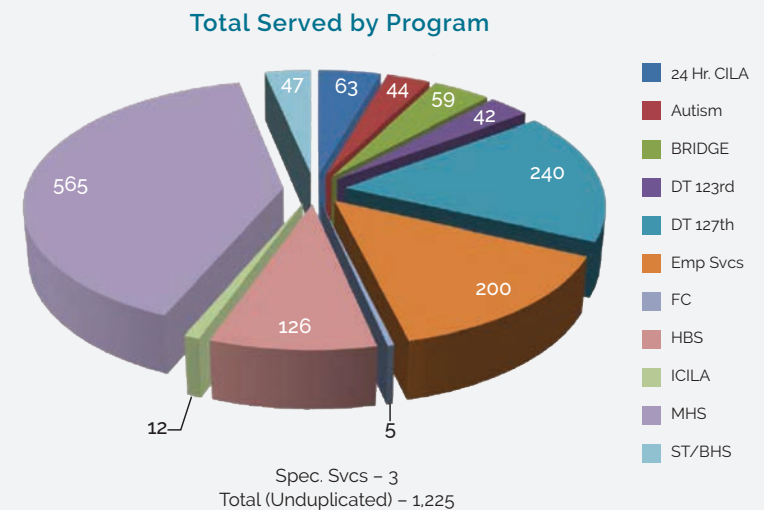
Sertoma Centre, Inc.	(unaudited)
<b>Revenues</b>	
Government Grants & Fees	\$11,085,914
Janitorial Services	\$2,662,716
Packaging & Assembly	\$228,955
Transportation Fees	\$646,321
Grants for Capital Projects	\$51,752
Restricted Contributions – Capital Projects	\$15,000
Restricted Contributions-Other	\$7,779
Unrestricted Contributions	\$27,252
United Way Donation	\$15,000
Interest Income	\$328
Donations from Sertoma Centre Foundation	\$75,000
Other Income	\$173,862
<b>Total Revenues</b>	<b>\$14,989,879</b>
<b>Expenses</b>	
Staff Employment Expenses	\$10,746,540
Client Wages	\$134,398
Occupancy	\$792,884
Program & Consumable Supplies	\$471,058
Staff and Client Transportation	\$601,811
Depreciation	\$658,626
Insurance	\$722,823
Foster Care Payments	\$51,007
Consulting & Professional Fees	\$262,196
Other	\$465,976
<b>Total Expenses</b>	<b>\$14,907,319</b>
<b>Net Surplus (Deficit)</b>	<b>\$82,560</b>

Note: Revenue included above of \$66,752 was externally designated for capital purchases.

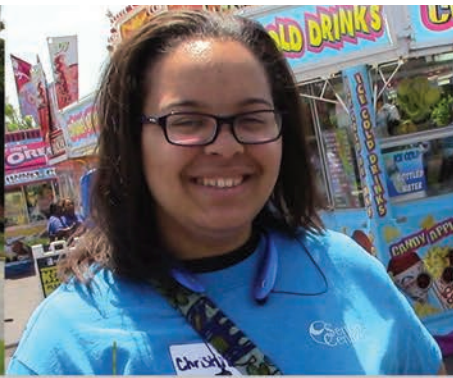
Sertoma Centre Foundation, Inc.	(unaudited)
<b>Revenues</b>	
Special Events	\$119,681
Contributions from Individuals	\$75,286
Contributions from Organizations	\$53,182
Contributions from Foundations	\$11,999
Investment Income	\$55,929
<b>Total Revenues</b>	<b>\$316,077</b>
<b>Expenses</b>	
Donations to Sertoma Centre	\$75,000
Professional Consultants' Services	\$137,471
Direct Fundraising Expenses	\$69,656
Investment activities	\$31,763
<b>Total Expenses</b>	<b>\$313,890</b>
<b>Net Surplus (Deficit)</b>	<b>\$2,187</b>

NOTE: Total revenue raised through fundraising for both the Centre and Foundation is \$325,278.

## SUMMARY OF INDIVIDUALS SERVED







## VOLUNTEERS

Discovering the Potential...through Volunteers!!

It is an honor and a privilege to say THANK YOU to a special group of people at Sertoma Centre--Our Volunteers!! Every day they help us to discover our potential as they give us their time, talent and treasure. FY'15 was an amazing year for our consumers, programs and special events because of the many, many individuals who supported Sertoma through volunteering. FY'15 logged over 4,000 volunteer hours which touched every aspect of what we do at Sertoma Centre from helping consumers, to filing and administrative work to lending a hand at our fundraisers. Sertoma Centre could not do it without our Volunteers and we would like to say once again, THANK YOU for all you do to help us Discover the Potential!!



## RESIDENTIAL SERVICES

This year Residential Services focused on socialization and fun! CILA and ICILA consumers enjoyed many activities that were developed by the consumer's social committee. The committee meets once per month to plan special outings and events. Special dances this year included a fall festival dance, the annual holiday dance, and a spring fling. As always we had our special king and queen winners. This year we continued our traditional basketball league which always brings out friendly competition and we started a kickball league. Fundraisers included a car wash, a Sertoma Residential tee-shirt sale, and food sold at our kickball league competition. The Residential Management team also created a team building contest called "Lose It-To Win It." Six consumers from our Lawler, Millard, and Ridge Road homes went to Wisconsin Dells for a three night stay. In order to increase communication several consumers are now using picture and memory boards due to beginning stages of dementia. Another consumer who is non-verbal is now using an IPAD to communicate her needs and socialize with her friends. As always the Nursing department focused on health in order to promote a healthy heart and lifestyle.



## EMPLOYMENT SERVICES

### Employment Outcomes

FY'15 has brought many opportunities for our consumers. We collectively placed 85 consumers in community employment. 80 out of the 85 consumers remained in their positions for at least 90 days, giving Employment Services a retention rate of 94%.

### Employers

There were at least 38 employers who hired Sertoma consumers in FY'15. Here is a list of some of the employers we have partnered with:

Berkot's  
Chili's (2 locations)  
Evergreen Park High School  
Hilton  
Kenootz's Pizza  
Mariano's  
Meijer's  
Red Lobster  
Sertoma Centre, Inc  
Ultra Foods

Burger King  
Culver's  
Food 4 Less (2 locations)  
Home Depot (3 locations)  
Lighthouse for the Blind  
Marshall's  
Olive Garden  
Selina's  
Southwest Community Services  
Walmart

Carson Pierre Scott  
Dick's Sporting Goods  
Hardee's  
Jewel's (5 locations)  
Longhorn Steak House  
McDonald's  
Pete's Fresh Market  
Salvation Army  
TJ Maxx

### Snack Shack

Snack Shack celebrated its 2nd anniversary. The Snack Shack provides consumers at the 127th Street location an opportunity to purchase lunch and other snacks. It is also an opportunity for consumers to gain training in customer service skills, learn how to operate a cash register and conduct inventory. Consumers who are interested in working in the Snack Shack complete an application and go through an interview and assessment process just as they would in a community employment setting.

### Janitorial Skills Training

In FY '15 Employment Services provided Janitorial Skills Training for consumers who were referred from the Department of Rehabilitation Services (DRS) to gain Janitorial training. During the year ten consumers participated in an 8-week training session. Six of the ten consumers obtained community employment following the training.

## CONTRACT SERVICES

### Packaging/Assembly

FY'15 proved to be a repeat of previous years for the subcontract department. We continue to search for packaging and assembly opportunities throughout the Chicagoland area. Whether big or small, all of our customers have helped support the consumers vocational skills training with the work provided. Thirteen new customers were acquired this past year, which increases our total base to eighteen.

Sertoma Centre would like to thank Nalco, LaPreferida, Crown Packaging, Libation Container and Keneal for the many years of supplying Sertoma Centre with an abundance of work. We will continue our excellent relations with all of our customers by supplying excellent service and 100% customer satisfaction.

### Janitorial Services

Janitorial Services (J-Team) secures contracts to provide a variety services throughout the state as a source of income for the organization and a training ground for consumers to obtain viable skills that lead to employment. In fact, 40% of Sertoma's J-Team are consumers who are now employees. In FY'15, Sertoma obtained 7 new contracts for janitorial services.





## SERTOMA CENTRE HISTORY

In 1971, three local Sertoma Clubs created a sheltered workshop in Alsip, IL called Sertoma Job Training Center. The purpose of the facility was to create a place for individuals with disabilities to work. The 3,000 square foot facility was built on land donated by the Lombard family and opened with 11 individuals and four staff.

In 1987, the name was changed to Sertoma Career Center, and served over 200 consumers. The facility also expanded to 43,800 square feet. Throughout the 1990s, additional programs were added and Residential Services opened Sertoma's first Community Integrated Living Arrangement (CILA) home.

Sertoma Centre opened its second location in 2000, on 127th street in Alsip. This facility is home to subcontract packaging and training services, developmental training and school transition. After renovations at the 123rd street building were completed in 2002, additional programs such as our Senior Services, Bridge Program, Developmental Training, Administration, Transportation and Janitorial Services (J-Team) were expanded or added.

In 2009, Sertoma Centre moved its Mental Health Psychosocial Rehabilitation Program to Matteson, Illinois and expanded in 2014 to become a comprehensive community mental health center.

### **Mission Statement**

The mission of Sertoma Centre is to provide opportunities that empower individuals with disabilities to achieve personal success.

### **Vision Statement**

Sertoma Centre, Inc. envisions communities where all people with disabilities live, work, and fully participate.



# Thank You!

Special thanks to the valued corporations, foundations, individuals, and community partners who support our mission.

## Get Involved Today!

### Donate

To our Annual Fund or become a Silent Partner • Your time through various volunteer opportunities  
Attend our special events • 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 on how to get involved, contact our Director of Advancement at 708-730-6206.  
Donations can also be made online at [www.sertomacentre.org](http://www.sertomacentre.org).

Administrative Offices &  
Employment Services  
4343 W. 123rd Street  
Alsip, IL 60803  
708-371-9700

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

Mental Health &  
Counseling Services  
4331 West Lincoln Highway,  
Matteson, IL 60443  
708-748-1951



Discovering the  
potential in all of us