

STAYING AHEAD OF THE

# Curve

Annual Report NO. 48  
Fiscal Year 2019

The logo for Sertoma Centre, Inc. features a stylized blue circular emblem on the left, composed of two overlapping curved shapes. To the right of the emblem, the words "Sertoma" and "Centre, Inc." are stacked in a serif font. "Sertoma" is in a larger size, and "Centre, Inc." is in a smaller size below it.

Sertoma  
Centre, Inc.

[WWW.SERTOMACENTRE.ORG](http://WWW.SERTOMACENTRE.ORG)

Sertoma Centre board members and staff are all committed to Staying Ahead of the Curve. This is a daunting task for human service agencies as funding resources have been challenged while costs are increasing. However, at Sertoma Centre we work diligently to keep adversity at bay and seize opportunities to be innovative.

A BIG THANKS to all our supporters, donors, and volunteers for giving us that extra lift and motivation that enables us to be successful and accomplish our goals. For FY 2019 we are proud to share with you some of the achievements we realized at Sertoma Centre.

With our mission "to ... empower individuals with disabilities to achieve personal success" as our focus, we supported over 1,400 individuals through our programs and services. We implemented a new program as well, our Supporting Treatment and Recovery Together (START) program. START serves individuals that have a dual diagnosis of intellectual/developmental disability and mental illness. The program was initiated in October of 2018 and has been such a success already that we have plans to expand it in FY 2020. Another highlight of the year was being awarded a new grant from the Federal Substance Abuse and Mental Health Services Administration (SAMHSA). The purpose of this grant program is to provide or connect homeless individuals with needed services including housing. It is a five-year grant totaling \$2,000,000 utilizing 6 full-time equivalent staff positions to work on this effort.

Implementing a new staff training program is another achievement with the purpose of increasing staff retention, especially in the high turnover position of Direct Support Professional. Intersect for Ability, the collaborative of 15 agencies we are part of, initiated this project with a grant from the Coleman Foundation. At year end, participating agencies have all trained their managers and supervisors in the PHI, Coaching Approach to Supervision, and are ready for the next activities for the project in FY 2020.

Support from our donors and volunteers is certainly to be celebrated. The Housewares Pack Up, Super Sale, and First Responders Cook-Off were all very successful events. We had a successful Giving Tuesday Campaign that raised \$10,000 for technology and assistive technology devices for agency programs. These gifts also allowed us to secure a \$10,000 matching grant from the Coleman Foundation that supported general program operations. There are many other successes to celebrate, but first and foremost everything we do is to support the individuals who put trust in us when they join our programs and services. Please read the stories in this annual report to receive a glimpse of their success. It is our privilege to support them.

Gus van den Brink  
Executive Director

Glenn Bylina  
Foundation Board President

Bob Straz  
Centre Board President



## *Valuing One Another*

Sertoma Centre was one of fifteen organizations that benefitted from a grant awarded by the Coleman Foundation to train its leadership in PHI Coaching Supervision. This is a relational approach to managing and supporting employees that helps them improve problem-solving skills to ultimately increase employee performance, satisfaction and retention. Although its initial focus was on improving the retention of Direct Support Professionals (DSPs), its benefits reach beyond to include all staff. This form of coaching promotes the value of understanding and respecting the individuality of one another at the workplace and beyond.

Supervisory staff underwent an intensive training and were so impressed that plans are underway to extend this training to line staff. Sertoma is very grateful for this opportunity to provide this outstanding training to its employees on all levels!



Sertoma's Leadership Team of program directors led by Paula Phillips, Assistant Executive Director (seated)

Sertoma Centre recognizes the many milestones that consumers have reached as a result of their own hard work and determination. They too are staying ahead of the curve by staying focused on their dreams and desires and taking action to make them a reality. So we lift them up, celebrate their individuality and remain humbled and honored to have played a role, no matter how small, in their individual successes.

### *More Than Just a Job*



Sherry Kirkwood is no stranger to Sertoma Centre's Employment Services department. She started in 2015 and put in a lot of hard work to prepare herself for community employment. When Sherry started she was very quiet and did not speak much at all. She spent every appointment with her Employment Specialist working on fine-tuning her communication skills. It took months before Sherry felt comfortable interviewing with potential employers. In April of 2016, Sherry obtained her first job, working as a bagger for a local grocery store. She did very well and remained employed for over a year. Due to unforeseen circumstances, Sherry had to leave the company. Sherry returned to Sertoma Centre with experience under her belt and was ready to look for another job. In July 2018, Sherry obtained a position at The DoubleTree Hotel in Alsip. Sherry adjusted quickly to the position and learned all of the tasks. Reports from supervisors and staff were exemplary.

Sherry has been employed at The DoubleTree for over a year. During her last staffing she reported that she was honored to be chosen as Employee of the Month. She goes above and beyond to do her job and assist other staff members who may need assistance.

Sherry is different from the first time she walked through Sertoma's doors. Currently she has confidence and a million dollar smile each time we see her. The Employment Services staff is honored to have had the opportunity to work with Sherry along her journey.

## *Finding Value in Who You Are*

Like many of the consumers, Joe Stewart participates in one of our day programs and is also a resident of Sertoma's Community Integrated Living Arrangement Program (CILA). He is a participant in our Autism Transition Day Program. Joe has struggled in the past with communication and connecting with others in his group. He is now a leader in his group! He completes Joe's Sports Report every morning. He reads about sports events, the results of the games and reports that information to the group. He even has a sports bracket board, for big events like the NBA finals! Joe recently attended the Disability Awareness Night at the baseball park for a White Sox game and was so excited to be able to participate in the on-field parade.

Joe not only enjoys talking about sports- he loves being in the game! During bowling he helps his entire group by teaching others, letting each person know when it is their turn, and celebrating when people do well. Joe brings the group together for basketball games during their trips to Apollo Gym and you should see his joy when he makes a 3 point shot! Joe knows the rules of the games and helps make sure everyone learns how to play.

When he isn't sportscasting or playing games with his friends, he also loves to get all dressed up for community dances he attends. This year Joe attended the Prom. He looked great in his tuxedo. Joe had all the dance moves, particularly when Michael Jackson songs came on. Joe brings happiness to everyone around him. We are so proud of his accomplishments this year.



## *A Lesson in Determination*

Dominique Jones, affectionately known as DJ, began vocational services with Sertoma Centre in June of 2008. He was enrolled in the School Transition services program during that time. Dominique did a lot of advocating for himself for the type of work he wanted to do. Over time he was able to earn a position to participate in a group that worked on jobs that required the most responsibility.

Dominique maintained a focused determination in making community employment a personal goal for himself. During his annual staffing, Dominique always spoke about his community employment interests as well as his desire to one day be a preacher at his church. In an annual staffing, Dominique was given an opportunity to begin community employment services.

Dominique had community employment trials at a couple of companies of which did not result in employment. Not being discouraged, Dominique did not focus on any of those initial setbacks, but used his determination, positive attitude, and ability to apply his work skills toward effectively doing the jobs asked of him during community work assessments. As a result of his efforts, he successfully secured a job with a local grocery store. Dominique is always friendly and personable, and has a positive attitude toward working. He has successfully maintained employment for the past two years.

Dominique has also maintained a positive relationship with Sertoma. He uses some of his off days from work to attend Sertoma community outings and access program resources he may need in the future. We are so proud of the accomplishments DJ has made.



## *The Road to Recovery*

Florence began services through Community Mental Health and Counseling's Crisis Stabilization program and was initially hesitant to participate. She eventually began to maintain a positive outlook on groups and their positive impact on her recovery. She took an active role in her treatment and gained knowledge about her mental illness. She became involved in outings, peer group facilitation, therapy, and leadership activities. She has excelled in applying coping skills and accessing resources to maintain her personal recovery and progressed to the point of reducing services from PSR to outpatient therapy groups. Florence took the initiative to apply for a peer support position with Sertoma Centre at the new "The Living Room," a cozy crisis support environment now available at CMHC in Matteson, and got the job! She has remained motivated to manage symptoms of her mental illness and it's been a pleasure to see her flourish and accomplish her goals!



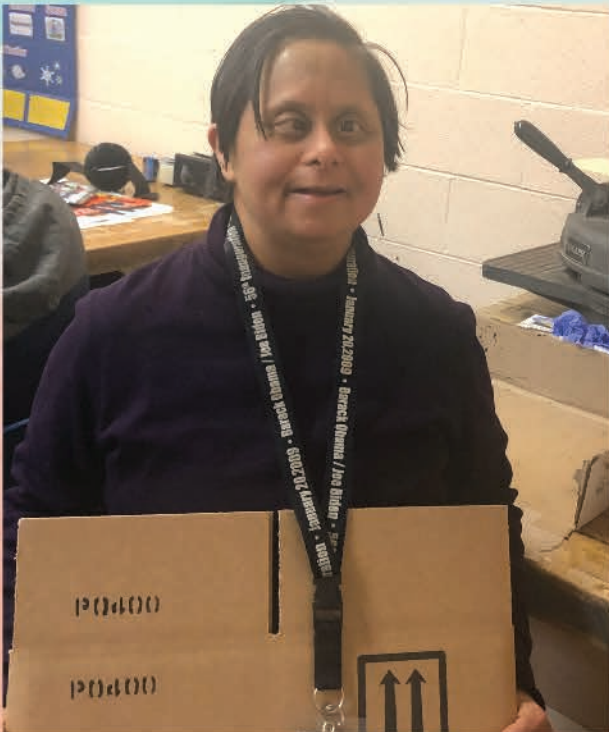
Florence (pictured right)

## *A Great START to Reaching Personal Goals*



Jontu has been in the START program since the program was implemented in FY'19. Jontu attends skill-building groups and participates in individual counseling. He has made great progress identifying what he feels and learning how to express himself. Jontu has worked particularly hard on socializing with peers instead of isolating himself on his phone or other technology. It has been great to see Jontu come out of his shell with consumers and staff. His sense of humor is a big light and it shines bright. Jontu has also shown an interest in acquiring a community job soon and has started employment service groups throughout the week as well. We are excited to see Jontu reach his goals in the START program!

## *The Gift of Art*



Devyani Shah participates in our Day Program at our 123rd street location. She lights up the room with her joyful smile. Devyani is a very hard worker! She even has an apron that says "Little Miss Stenciler" because she is the BEST at the stenciling job. When she is working she does not let anything distract her from doing her best. If you go into her workspace, she is proud to show you how to do the job and how many pieces of work she completed.

As the saying goes, work hard, play hard! Devyani knows how to have a good time. She enjoys completing complicated latch hook art projects. She even showed staff and other consumers how to follow the patterns to form a beautiful design. Devyani also likes to participate in all of the holiday parties we have at Sertoma Centre. The Holiday Bazaar is one of her favorite events. Who doesn't love shopping! We are proud of all of Devyani's accomplishments and want to celebrate everything she brings to Sertoma Centre.

On behalf of the staff, board, and consumers, we extend our heartfelt thanks to the generous donors who give throughout the year in support of the services and programs of Sertoma Centre. We could not do it without you and we are humbled by your gifts and moral support.

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     and Foremens' Union  
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Mr. Michael Stiltner  
Dione Stolarski  
Mayor & Mrs. Robert Straz  
Mr. & Mrs. Bruce Stroube  
Mr. & Mrs. Edward Sumner  
Mr. & Mrs. Frank Sunzere  
Mr. James Swintek  
Ms. Vina Taylor  
Ms. Rebecca Temple  
Mr. & Mrs. Richard Thies  
Mr. & Mrs. Donald Thomas  
Ms. Rose Thoms  
Chris Tokarczyk  
Ms. Miriam Toledo  
Mr. & Mrs. Frank Tomecek  
Mr. Joe Tomecek  
Ms. Stephanie Tomecek  
Mr. & Mrs. Spencer Touchie  
Mrs. Virginia Trainor  
Mr. Zachary Trudell  
Mr. & Mrs. Louis Truffa  
Mrs. Johanna Ugo-Conlon  
Mr. & Mrs. Charles Usher  
Mr. & Mrs. Gus van den Brink  
Ms. Jillayne Van den Brink  
Ms. Sue Vanderhyden  
Mr. Jack Vax  
Mrs. Katherine Vennetti  
Mr. & Mrs. Kenneth Verhaeren  
Ms. Barbara Vidinich  
Mrs. Ruth Volkman  
Mr. & Mrs. James Von Albade  
Mr. John Vrchota  
Edward & Mary Vucinic  
Mr. & Mrs. Walter Wagner  
Ms. Marissa Walsh  
Ms. Carrie Walsh  
Ms. Angela Warren  
Mrs. Luella Watkins-Lopez  
Ms. Mary Webber  
Mr. Daniel Weishar  
Ms. Sarah Wiemeyer  
Ms. Kendra Williams  
Mrs. Antonia Wister  
Ms. Katherine Wolicki  
Mr. & Mrs. Ernie Wulff  
Ms. Gladys Young  
Ms. Sandi Zarod  
Ms. Christine Zboralski  
Mr. Ronald Zeiler  
Mr. Thomas Zeiler

**In Memory Of**

Ms. Stacy Anderson  
Ms. Jasmine Ash  
Mr. Louis Carnivele  
Mr. Richard Finger  
Ms. Annette Gill  
David & Melissa Greimann  
Ms. Jackie Lynn Jeffries  
Mr. Salvador LopezIII  
Ms. Rose Lupina  
Mr. Robert Mangan  
Mr. Glenn Pusch  
Ms. Catherine Tolliver

**In Honor Of**

Mr. Joseph Ailey  
Mr. Toni Akin  
Ms. Sue Brody  
Ms. Aprile Calhoun  
Mr. Gene Esposito, Sr.  
Ms. Beverly Ochylski  
Mr. Robert Sedgwick  
Ms. Mary Jane Sheridan  
Mr. Marty Thompson  
Mr. Bernard Tysiak & Family  
Ernest & Lois Wulff

**Circle of Friends Giving Club**

Mr. James Blanusha  
Dr. Roosevelt Brassel  
Mr. & Mrs. Glenn Bylina  
Mrs. Sue Colella  
Mr. & Mrs. John Cosich  
Mr. Bob Cozza  
Mr. & Mrs. Patrick Danaher  
Ms. Susan Diaz  
Mr. & Mrs. Thomas Doherty  
Mrs. Shirley Doherty  
Ms. Roberta Douglas  
Mr. & Mrs. Eugene Esposito, Jr.  
Mr. & Mrs. John Fanning  
Mr. & Mrs. Dennis Fioretti  
Mr. & Mrs. Steve Foertsch  
Mr. & Mrs. James Hamann  
Mr. Alan Haraf  
Mr. & Mrs. Dan Harris  
Mr. & Mrs. Donald Hunt  
Mr. James Josepher  
Mr. & Mrs. Gregory Labriola  
Mr. & Mrs. Michael Lahart  
Ms. Maureen Margalus  
Mr. Donald Marks  
Mr. & Mrs. Edward McCormick  
Mr. & Mrs. Gerry McLoughlin  
Mrs. Frances Mildice  
Mr. Edward Mulcahy  
Mr. & Mrs. Larry Owens  
Mr. & Mrs. Dominic Porto  
Ms. Lois Purrazzo  
Mr. & Mrs. Donald Rizzs  
Mr. & Mrs. Robert Scott  
Mr. Frank Sheridan  
Mr. Nicholas Smith  
Mr. Michael Stiltner  
Mr. & Mrs. Frank Sunzere  
Mr. & Mrs. Gus van den Brink

## Housewares Show – Super Sale

Sertoma Centre had nearly 50 vendors generously donate merchandise from the 2019 International Home + Housewares Show at McCormick Place on March 5 and 6. We are so incredibly grateful to be one of five local charities allowed to come at the close of this amazing show each year to pack up donations from generous companies who choose not to take their merchandise back home. This year we were gifted with lovely and useful items from Boston Warehouse, Hamilton Beach, Gibson Overseas, Home Essentials and Beyond, Keurig, and Old Dutch International, to name a few. We were so blessed to be able to partner with these and many other companies that provided us with over 100 pallets of merchandise. Sertoma Centre would not have been able to accomplish this feat without our amazing and dedicated VOLUNTEERS! Over two days, we had 150 volunteers log almost 1,300 total volunteer hours. We are so grateful to the many passionate, loyal, and fun volunteers who joined us! THANK YOU, THANK YOU!

After all those pallets were packed up, they were loaded onto semis and taken to a huge, empty store at 127th and Ridgeland Avenue in Palos Heights. Boxes were unpacked and items were set up for sale. Rows and rows of tables were transformed into this huge fundraiser—our Super Sale! After our residential managers and program instructors came in to take anything they need for our CILA homes, Sertoma programs, and consumers' needs, we held a giant housewares sale over Saturday and Sunday, March 29 and 30. Folks look forward to this event every year and the line to get in an hour before we open to the public always stretches around the building! This year was another fantastic one with over \$86,000 raised in two days.



### Houseware Vendors

All Time Plastics  
ARC International  
Arrow Home Products  
BIA Cordon Bleu  
Boston Warehouse  
Brushtech Inc  
C.C.A. International Inc.  
Conimar Group LLC  
Euro-Ware, Inc.  
FUGA Russia  
Gibson Overseas  
Gracious Living  
Hamilton Beach  
HDS Trading Corp.  
Home Essentials & Beyond

Household Essentials LLC  
InterDesign, Inc.  
Keurig, Dr. Pepper  
LASKO  
The Legacy Companies  
Libman Company, The  
Lifetime Brands (Filament Brands)  
Lipper International  
Lynns Concepts d.b.a. Tuxton Home  
Maxilar Home SRL  
My Imports USA  
Old Dutch International  
Old Williamsburgh Candles (U.S. Nonwovens)  
PACKIT  
Polder Products

Prodyne Enterprises, Inc.  
R Squared Sales and Logistics/Zrike  
W.C. Redmon Co. Inc.  
Regent Products Corp.  
Rolser, S.A.  
Seville Classics  
Spectrum Diversified Designs, Inc.  
Steel Cabinets USA  
VIGAR AMERICA INC.  
Whitmor Home Storage  
Widgeteer  
Willert Home Products, Inc.



## *BIG Event Heroes Cook-Off*

This year marked our 16th celebration of the BIG Event Heroes Cook-Off fundraiser featuring First Responder chefs from Alsip, Lemont, Lombard, Niles, Orland Park, and Lyons. Guests enjoyed ribs, chicken, chili, and specialty dishes from our competing chefs, danced and sang along with live band The Southside Hooligans, tried their luck in our Split-the-Pot Raffle hosted by POW-R Sertoma, and bid on our silent auction. Children in attendance had a special area all their own with cotton candy, carnival games, face painting by KCP Designs, a mystifying show by Magic Matt, and an amazing educational show & touch experience with some rather exotic rescued animals from Animals for Awareness.

This marvelous event, held on Saturday, April 27 at 115 Bourbon Street, had amazing sponsors and many local businesses donated in-kind gifts to round out our silent auction, including a Weber Grill donated by Palos Ace Hardware.

With the help of our fantastic chefs, volunteers, guests, and sponsors, we raised \$93,225 for Sertoma Centre programs. Next year we are going to host our Heroes event on Saturday, May 9, 2020, so make sure to Save-the-Date in your calendar!



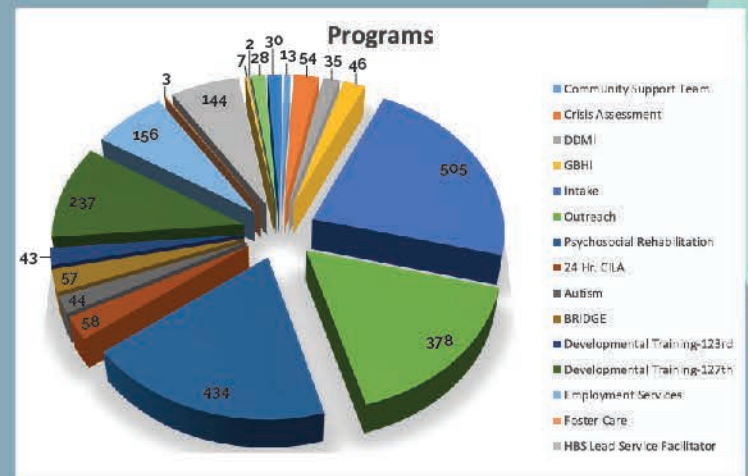
# Sertoma Centre, Inc. & Sertoma Centre Foundation, Inc. Statement of Revenues & Expenses Fiscal Year 2019 (July 1, 2018 - June 30, 2019)

Sertoma Centre, Inc.	(unaudited)
<b>Revenues</b>	
Government Grants & Fees	\$ 12,425,539
Janitorial Services	4,047,831
Packaging & Assembly	323,633
Transportation Fees	473,227
Restricted Contributions - Capital Projects	22,250
Restricted Contributions-Other	61,380
Unrestricted Contributions	19,515
Donations from Sertoma Centre Foundation	75,000
United Way Donation	141,925
Interest Income	17,847
Other Income	104,237
<b>Total Revenues</b>	<b>\$ 17,712,384</b>
<b>Expenses</b>	
Staff Employment Expenses	\$ 13,851,300
Consumer Wages	196,447
Occupancy	697,677
Program & Consumable Supplies	526,042
Staff and Consumer Transportation	542,464
Depreciation	620,688
Insurance	691,507
Foster Care Payments	20,214
Consulting & Professional Fees	346,506
Other	349,158
<b>Total Expenses</b>	<b>\$ 17,842,003</b>
<b>Net Surplus (Deficit)</b>	<b>(\$ 129,618)</b>

NOTE: Revenue included above of \$135,500 was externally designated for capital purchases.  
NOTE: Total revenue for the Centre and the Foundation donated by Sertoma Clubs is \$48,750.

Sertoma Centre Foundation, Inc.	(unaudited)
<b>Revenues</b>	
Special Events	\$ 229,251
Contributions from Individuals	61,248
Contributions from Organizations	59,212
Contributions from Foundations	4,000
Net Investment Activities	74,084
<b>Total Revenues</b>	<b>\$ 427,794</b>
<b>Expenses</b>	
Donations to Sertoma Centre	\$ 75,000
Professional Consultants' Services	233,847
Direct Fundraising Expenses	84,687
<b>Total Expenses</b>	<b>393,534</b>
<b>Net Surplus (Deficit)</b>	<b>\$ 34,260</b>

NOTE: Total revenue raised through fundraising for both the Centre and Foundation is \$934,619.



## *Sertoma Centre Management Team*

Gus van den Brink, Executive Director  
Paula Phillips, Assistant Executive Director  
Laura Yanez, Associate Director of Finance and IT  
Ray Benaitis, Associate Director of Business and Support Services  
Catalina Pinon, Director of Human Resources  
Michele Arthur, Associate Director of Program Services  
Debra Marillo, Director of Advancement and Communications

## *Centre Foundation Board*

### **Officers**

Glenn Bylina, President  
Mueller, LLP.

Frank J. Tomecek, Vice President

Steve Foertsch, Secretary

Larry Owens, Treasurer

### **Members**

Tory Cosich  
Proven IT

Alan Haraf  
U.S. Coast Guard

Dan Harris  
Palos Ace Hardware

Edward P. Kelly

Chris Van Eck  
Proven IT

Executive Director  
Gus van den Brink

The mission of Sertoma Centre, Inc. 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.

In 1971, three local Sertoma clubs created a sheltered workshop in Alsip called Sertoma Job Training Center. The purpose of the facility was to create a place for individuals with disabilities to work. The facility was originally opened with 11 individuals and four staff in a 3,000 square foot facility built on land donated by the Lombard family. In 1987, the name was changed to Sertoma Career Center, and supported over 200 consumers with 100 staff. The facility also increased to 43,800 square feet. Throughout the 1990s, additional programs were added and Residential Services opened the first Community Integrated Living Arrangement (CILA) home. Sertoma Centre opened its second location in 2000, at 127th street in Alsip. This location is home to the sub-contract packaging and training services, developmental training and school transition. In 2016 Sertoma Centre opened its first permanent supportive housing apartment building in Homewood, IL.

## *Centre Board*

### **Officers**

Robert S. Straz, President  
CNB Bank & Trust

Frank Tomecek, Vice President

Laurel Quinn, Ph.D. Secretary

Christine Obbagy, Treasurer  
Providence Bank & Trust

### **Members**

Marie Bastick  
Dubak Electrical Group

Daniel Letizia  
Letizia & Letizia, Ltd.

Lawrence Odelson, CPA  
Odelson Financial Services

Robert Scott  
Alliance Benefit Consultants

# Sertoma Centre, Inc.

## Administrative Offices, Day Programs & Employment Services

4343 W. 123rd Street • Alsip, IL 60803  
708.371.9700 • Fax: 708.371.9747

## Polacek Training & Packaging Facility

4100 W. 127th Street • Alsip, IL 60803  
708.371.9700 • Fax: 708.389.3984

## Community Mental Health & Counseling

4331 W. Lincoln Hwy • Matteson, IL 60443  
708.748.1951 • Fax: 708.748.1962

[WWW.SERTOMACENTRE.ORG](http://WWW.SERTOMACENTRE.ORG)

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