

*Where Reality is Respect,
Appreciation, and Fulfillment*



Our ‘Hot off the Presses’ CARF Survey Report (available in its entirety from our website RRAF.ORG) listed strengths of RRAF in many areas. Read on

- RRAF is led by a highly skilled, principled, enthusiastic, and perseverant leader who was recognized for her accomplishments and her personal sacrifices for the organization during tough economic times by the Illinois House of Representatives through a resolution signed in 2010.
- RRAF has a dedicated governing board that values the services of the organization and promotes the mission of the organization through networking and support. The leadership of the organization values full transparency, providing parents and other stakeholders with disclosure of financial status and outcomes.
- The organization enjoys support from a number of local community groups, such as the Lombard Lions Club, five Councils of the Knights of Columbus in DuPage County, and the DuPage Community Foundation, which has been a supporter since 1996.
- The persons served and other stakeholders report high levels of satisfaction with the services provided by RRAF.
- The organization has prevailed, continuing to provide quality services during a well-publicized funding crisis of the Illinois social service delivery system.
- The organization has implemented extensive upgrades to its network of computers through volunteer efforts from IBM.
- The organization provides full coverage for its employees’ healthcare insurance, a significant benefit that is highly unusual in the nonprofit industry.
- The organization has a well-developed performance management tool for personnel that is tailored to job functions by employee classification.
- Quality assurance is clearly evident in clinical functions.
- In 2012, for the fifteenth time in sixteen years, RRAF’s Developmental Training Program received a 100 percent compliance rating from the Illinois Department of Human Services.
- Services are provided in a comfortable setting that is welcoming to the persons served and guests. There is an excellent ratio of one to five of personnel to persons served.
- The organization has increased the inclusion of the persons served within the community through an increase in scheduled outings. The persons served enjoy a wide variety of options for daily activities.
- Effort is made to gather meaningful assessment information that is used in individual service planning and delivery. Staff members are experienced and appear to creatively and effectively help consumers achieve success in their programs. Services are guided by evidence-based practices. Staff understands the unique needs of consumers by actively participating with the persons served in planning and the delivery of services.

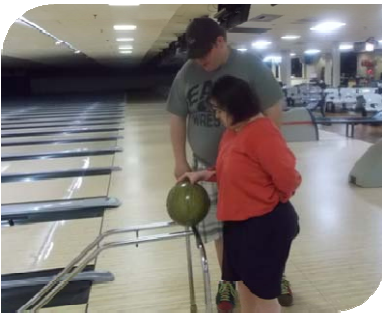
Highlights from our CARF report (Continued from Page 1)

- As consumers consider services in the community, the organization conducts a comprehensive assessment of possible health and safety risks regarding inclusion in the community. When potential risks are identified, effort is made through the individualized service plan process to develop methods to reduce risks and identify actions and those responsible. This process is of particular importance considering the population served.

On balance, RRAF has a rich history of providing quality supported living and community integration to persons with intellectual and developmental disabilities. The persons served, family members, and referral agents note high levels of satisfaction with the services of the organization. The leadership is committed to quality assurance, and this is evident in the well-developed policies and procedures for business and service functions. The current funding environment is challenging for RRAF and all other organizations throughout the state of Illinois. Even in an environment of revenue compression from all sources, RRAF is able to garner significant support from a number of stakeholders and friends. The organization is responding to environmental challenges by strategic planning and a focus on new services in new markets.



RRAF has earned a Three-Year Accreditation. The leadership, personnel, persons served and their family members, and other committed stakeholders should be proud of this accomplishment, especially in the current funding environment of the state of Illinois.



GETTING OUT IN THE COMMUNITY

Whether off to enjoy a leisurely game of bowling or to get that needed oil change with vending machine treats at Friendly Ford, Roselle - there are ALWAYS volunteers willing to join!!

(Left) Bob Pennisi watches Chrissy Kermend plan her move!
(Right) John Conroy checks out the new cars!



FROM THE PRESIDENT:

As promised, this newsletter contains excerpts from the report we received regarding our recent CARF accreditation re-survey that occurred in October. I hope everyone takes a moment to read the entire report that can be found on our website.

And, at this time of holidays, friends, and families, I hope we can all take time to reflect on our service to others in need and the mission, beliefs, and values shared by all of us that are a part of RRAF.

*Thank you,
Marilyn Flanagan*

PHILOSOPHY


We are committed to creating an atmosphere of mutual respect that allows individuals to fulfill their own expectations of personal well-being, contentment and self-direction. We promote independence while maintaining a safe, positive learning environment.

VALUES

We value individuality, choice-making, self expression and natural social interactions at home, on site, and within the surrounding community.

We are successful because of the open communication and cooperation among the individuals we serve, their families, the staff, and the board members.

UNRESTRICTED CONTRIBUTIONS: (October 16, 2012 through November 30, 2012)

IN MEMORY	IN HONOR	GENERAL
<p>Mark Bingaman Roger and Sandy Davis</p> <p>Grant Ellington Roger and Sandy Davis</p> <p>Mary Lou Johnson Roger and Sandy Davis</p> <p>Irma Rose Marks Penny Anderson Rhonda Mack</p>	<p>Joseph Masick Barbara Sturz</p> <p>William Sugrue Roger and Sandy Davis</p> <p>Donald Yurik Ann Yurik</p> <div style="text-align: center;">  </div>	<p>Brooke Davis Mike and Patricia Assaf</p> <p>Bonnie Habura Dan and Jeanie Brown</p> <p>Andy Santos Don and Jo Azarias Zelda Santos Sacro</p> <p>Mary Urick Rich and Kathy DiPrima</p>
		<p style="text-align: center;"><u>Friend (\$10—\$49)</u> Timothy McDonald</p> <p style="text-align: center;"><u>Sponsor (\$50—\$99)</u></p> <p style="text-align: center;"><u>Centurian (\$100—\$499)</u> Greg and Karen Schuler</p> <p style="text-align: center;"><u>Benefactors (\$500 and above)</u> American Legion Jewelry Sale Participants</p> <p style="text-align: center;">Knights of Columbus, St. John Council, #3738, Westmont</p>

JEWELRY !! JEWELRY !! JEWELRY !!

Our recent jewelry sale held November 3rd at the American Legion, Post 187, in Elmhurst, IL raised \$2,197 !! Thank you to our Jewelry Cartel !!



THANK YOU TO THESE RECENT JEWELRY DONORS:

Pat Bertolani	Holly Fisher
Katrina Fisher	Dianne Rengren



LUNCHTIME

Skills that many of us
can find mundane
doing day after day?

Not to our group of
go-getters!

Check out the intensity
and joy on the faces
(from left) of Mary
Lyons, Rafael Barajas,
and Rebecca Tally.

They are truly stars.



WE BELIEVE ...

- ... that all individuals must be allowed to make choices in their daily routine and that goals developed for them must include this option.
- ... that all individuals should be given a communications system that includes the ability to say "I'm mad at you" and "Leave me alone" along with other emotion statements.
- ... that it is OK for individuals served to be mad at/ frustrated with/ disappointed in staff members and that respecting these emotions strengthens these relationships and encourages social growth.
- ... that functional training means using real money, at real stores, for actual purposes, etc.
- ... that the role of staff members is to support an individual to do things for themselves and not to do things for them.
- ... that behavior is communication and that the communicative intent behind behaviors should be interpreted and addressed.
- ... that individuals must, at all times, be treated their 'chronological' and not their 'functional' age and that this means we must 'respect our elders' even as we serve them.
- ... that customer service is an ongoing focus.

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E-Mail: RRAF@RRAF.ORG

Programming Annex
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Lombard, IL 60148

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Please accept my donation in the amount of:

_____ Benefactor, \$500 _____ Centurian, \$100 _____ Sponsor, \$50
_____ Friend, \$10 _____ Other

This donation is in memory of: _____

honor of: _____

Please send acknowledgement to:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Please make checks payable to RRAF and mail to 613 South Main Street, Lombard, IL 60148-3341. RRAF is a 501(c)(3) not-for-profit organization. All donations not exchanged for goods or services are tax deductible to the extent allowed by IRS regulations. Should you wish a copy of our certified financial audit, please request it in writing to address above.

Newsletter, December, 2012

BOARD MEMBERS:

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Thomas Flanagan
Jill Mueller

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Vice President of Day Service Programming
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Vice President of Organizational Development

**ACCREDITED BY THE
REHABILITATION
ACCREDITATION
COMMISSION (CARF)
THROUGH DECEMBER 2015**

Celebrating
25
Years
of day service programming!!

**MARK YOUR
CALENDAR
NOW!**

**Our Annual Fall
Benefit will be
October 6, 2013,
11:30am-3:30pm
at the Empress
Banquets,
200 East Lake
Street, Addison, IL**