



*Where Reality is Respect,  
Appreciation, and Fulfillment*



# ***STRENGTHS, CHALLENGES, AND THE FUTURE***

As we look back on FY'14 here are some of the highlights.

RRAF has many strengths but there are so many challenges we face each day - and that we will face in the days and years ahead. We ask your continued support and partnership. The times “they are a changing.”

Our goal is to keep up with those changes and grow in quality in spite of them!

- ◆ We receive a 100% compliance rating during our annual Department of Human Services licensure survey.
- ◆ During more in-depth Medicaid waiver audits, done for the first time on our Developmental Training and Home Based Support programs, we receive 90% compliance ratings.
- ◆ Family and community partners donate almost \$65,000 during FY'14. Fundraising efforts net over \$25,750.
- ◆ Cash reserve levels remain strong, to ensure that any further payment delays do not effect operating needs.
- ◆ We were able to replace our worn out 15-passenger van with a new one. Maintenance costs have decreased and comfort levels have increased.
- ◆ The effectiveness of the goals in place for our individuals reflect much success - above our agency targets. Over 63% of those served for more than one year showed maintenance and/or growth at their annual reviews.
- ◆ Meal preparation remains a VERY desired weekly activity and our budget continues to allow for fun and skill developing activity.
- ◆ We make difficult funding choices - including laying off one staff at year end in order to balance the FY'15 budget that has so many uncertainties with the Illinois budget that was enacted. We also had to ask employees for the first time to pay a share of their health insurance.
- ◆ As the funding pathways for our individuals change with the Ligas consent decree options and the state's struggle to balance its own budget, we work to continue services at the highest level possible for those negatively and/or positively impacted by those changes. A greater number of part-time individuals are now a part of our census, as are private pay persons.
- ◆ We continue to struggle with excess facility and van capacity. Will we grow into it? Or do we add additional service options? Or do we prepare for “community based” rather “facility based” services (something imminent funding changes may require).
- ◆ New and upgraded technology remains a need. The expectation of an electronic clinical record will most likely require equipment and software implementation and costs.



## **FROM THE PRESIDENT:**

Since 2011 I have been able to perform over 30 surveys for CARF International. I have now traveled to ten states and surveyed agencies providing a variety of social service needs. To the homeless, those that are visually impaired, those living in their homes just needing part-time supports to those living in group homes with help around the clock. To those with developmental disabilities, mental illness, and even our veterans.

Wherever I go, no matter what region of the country it is, or how big or small the agency - the world just seems to get smaller to me. The concerns with funding are universal. The struggles with costs not matching reimbursement rates, yet the rules and regulations getting more cumbersome, is common across all states. Management and employees everywhere are committed to the jobs they do but don't know how that will continue as the sacrifices continue to increase each day.

States everywhere are tightening eligibility requirements. They are adding more layers of review and

coordination. The needs are so many - but the resources cannot keep up. I cannot tell you the number of times I am talking with a leadership person and they show me today's email of another negative being put in place that they must deal with.

When I allow myself to reminisce I wonder how we have all survived and how we continue each day. There were days when your funders and your monitors were your friends. Now I'm happy if I get an email telling me what change I now have to abide by. Or happy when the person who shows up at the door to monitor services actually knows the person they are coming to see. Or if they remember if it's a female or male, what they look like, or even if they can hear you speak. And instead of wanting to talk to us CARF surveyors about the quality of services? No, now the advocates refuse to take our calls - a "conflict of interest". I cannot fathom how being on the same "team" for a person in need can translate into a conflict of interest. But that is the environment we live in.

I desperately hope that our leaders and decision makers here in Illinois make good decisions as they continue to roll out managed care (or some variation) for our individuals

with developmental disabilities. I hope they, as I am doing through my CARF travels, look at other states and their progress or challenges so that mistakes can be ferreted out before they get made.

Less layers of monitoring and more money going to direct services and staff would be a good first step to take. Everyone on the team being chosen by the person served or their guardian - that would be another good step to take. Individuals/guardians handling their own budgets - another needed step. Providing person-centered services should not just be a mantra - it should really happen.

If the state gets to roll its nine boxes of Medicaid waiver funding into one I hope that doesn't mean that the choice of boxes gets decreased from nine to only one. I hope it means that there is no box to hold someone back. That the person and the services they get can expand as far outside of the box they are currently in as they wish. And, that people who REALLY know them get to help them make their own decisions about the services they will receive.

I can still hope.  
I must.

*Thank you,  
Marilyn Flanagan*

### **WHO DOES RRAF SERVE ??**

Caucasian - 78%

Asian - 4%

Hispanic - 9%

African American - 9%

Mild Disability - 13%

Moderate Disability - 22%

Severe Disability - 45%

Profound Disability - 22%

Autism/PDD - 44%

Developmental Delay - 30%

Cerebral Palsy - 17%

Other - 9%

Verbal - 43%

Sign Language - 4%

Minimal Sign - 9%

Assistive/Other - 9%

Length of Services Received:

Longest - 26 years, 10 months

Shortest - 5 months

**RRAF is an Illinois not-for-profit agency, located in the western suburbs of Chicago. Our mission is to support adults with developmental disabilities and their families by providing on-site and community based day programming and in-home support services.**

**UNRESTRICTED CONTRIBUTIONS: (February through April, 2014)**



**IN  
MEMORY**

**Michael Assaf, III**  
Roger and Sandy Davis

**Joyce Brown**  
Roger and Sandy Davis  
Joseph and Nancy Sykora

**Jim Giacalone**  
Roger and Sandy Davis

**Rita Guajardo**  
Paul and Cindy Habura

**Jim Haas**  
Ray, Genie and Mary Urlick

**Brandi Jalowiec**  
Roger and Sandy Davis

**Lee and Lorraine Kennedy**  
Roger and Sandy Davis

**Lee M. Kennedy**  
Roger and Sandy Davis

**Gerda Klein**  
Paul and Cindy Habura

**Al Mitton**  
Roger and Sandy Davis

**Marcy Parnell**  
Penny Anderson

**John Sugrue, Jr.**  
Roger and Sandy Davis

**John V. Sugrue, Sr.**  
Roger and Sandy Davis

**Fr. Franklin Tasker, O.Carm**  
Roger and Sandy Davis

**Rudolph Toto**  
Ray and Genie Urlick  
Nada Vetter

**Lorraine Vercillo**  
Richard Haas

**Lorraine Vercillo**  
Richard Haas

**Lisa Vetter**  
Roger and Sandy Davis  
Rita Vrona

**Melody Zdeb**  
Paul and Cindy Habura

**David Zielinski**  
Roger and Sandy Davis

**Julie Zielinski**  
Roger and Sandy Davis



**IN  
HONOR**

**Judy Boyer**  
Julie Yurko

**Frank and Connie Bruno**  
Roger and Sandy Davis

**Beth Carpenter**  
David and Diane Carpenter  
Julie Jilek

**Lettie Eclavea**  
Roger and Sandy Davis

**Patricia Ellington**  
Roger and Sandy Davis

**Bonnie Habura**  
Melissa Bartels  
Thomas Piehl

**Tania Mitton**  
Roger and Sandy Davis

**John and Dee Mulkerin**  
Roger and Sandy Davis

**Michael and Suzanne Schwartz**  
Roger and Sandy Davis

**Steve Stojanovic**  
Al and Judi Stojanovic

**Elizabeth Vrona**  
Rita Vrona

**JEWELRY !!**

Thank you to our recent jewelry and jewelry box donors:

- Barb Anderson
- Judy Boyer
- Maggie Doherty
- Bernie Dooley
- Irene Doyle
- Joyce Fischer
- Lucy Fisher
- Carol Jacobsen
- M. E. Kies
- Pat Kreibich

- Michelle Petella and the staff
- At Loyola Hospital
- Melissa Rohman
- Natalie Rohman
- Sally Trotter
- Marianne Wachholz
- Carole Zimmer

**Jigsaw Puzzles**

Donated by Pamela Bertolani

**Flowers for our Back Yard**

Melissa Conroy,  
Elite Growers, Ingleside

*RRAF has been CARF accredited since 1997.*



**GRAUE  
MILL  
2014**

Many thanks to  
**Jack Island and The Silverado Grill !!**

February 9th was our  
**20th Annual Chili Sunday**  
fundraiser at  
The Silverado Grill  
in Elmhurst.

Over \$3,200 was raised by the families and friends of those served by RRAF.

Over the past twenty years Jack's kindness has helped RRAF raise over \$51,000 !!

Jack has great chili.

If you are wondering where lunch or dinner should be, go visit The Silverado Grill.

Be sure to thank him for his long time support of RRAF.



Administration/Programming  
613 South Main Street  
Lombard, IL 60148  
Phone/Fax: (630) 495-RRAF [7723]  
E-Mail: RRAF@RRAF.ORG

Programming Annex  
619 South Main Street  
Lombard, IL 60148

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**Newsletter, February, 2014**

BOARD MEMBERS:

**Roger Davis**  
**Marilyn Flanagan**  
**Thomas Flanagan**  
**Sally Field Mullan**

OFFICERS:

**Marilyn Flanagan**  
Executive Director and President  
**Thomas Flanagan, Esq.**  
Vice President, Secretary, Treasurer,  
and General Counsel  
**Zachary Slaughter**  
Vice President, Day Services

**ACCREDITED BY:  
THE COMMISSION ON  
ACCREDITATION OF  
REHABILITATION FACILITIES  
(CARF) THROUGH  
DECEMBER 2015**

**Mark The Date!**

*Please join us for our  
Annual Fall Benefit  
October 5, 2014, 11:30 am - 3:30 pm,  
at the Empress Banquets, 200 East Lake  
Street, Addison, IL*

*Admission and Raffle Tickets  
will go on sale soon!*

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.