MISSION STATEMENT
21 Plus, Inc. will provide diversified opportunities to enhance the quality of life for people with disabilities through a strategic plan.
MESSAGE FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

If you’ve been following the stories and events on our website in 2011, you know that we presented some wonderful opportunities to the people we serve. Our residents, the individuals attending vocational programs, and those involved with family support, celebrated success and personal growth in their lives.

We were fortunate to have donors who cared about 21 Plus, service groups and other community partners who gave of their time, members of the board of directors who led the agency, professionals who lent their expertise free of charge, a Foundation that focused on our financial future, and employees who made a positive difference in the lives of those we serve at 21 Plus.

Around mid-year, the many unmet needs at 21 Plus collided. We were faced with:

• Increasing the number of programs per the Strategic Plan;
• Replacing furniture and repairs in our sites at a cost of $100,000;
• Maintaining competitive rates of pay to attract and retain employees;
• Finding expertise to get us through the regulatory changes that are just around the corner.

These concerns and others led to a business plan that would target these needs and generate revenue simultaneously over the next 2 years. Some changes needed to occur within 21 Plus in order to position us to continue providing quality services and fulfilling our obligation to those we serve.

Despite our goals and a Strategic Plan, the message was clear that as long as government funding remains stagnant, our donors and community partners are crucial for 21 Plus survival. Realizing excellence in our programs can only continue with their assistance. Thank you to all who made 2011 a success! Please go to www.21plus.org to review the stories and pictures of those who benefit from all that 21 Plus has to offer.

Frank Orawiec
President
Sheila A. Melore
Executive Director

Volunteer Board of Directors

Frank Orawiec
President
Adrienne Socha
Treasurer
Judy Oswald
Secretary
Anthony Coticelli
Carole Frankman
Ed Frankman
Frank Gelormini
John Kane
Anne Krajic
Suzanne Landolfi
John O’Grady
Julie Ratchle
Zev Rosen
Senator John F. Russo, Sr.
Paul Sheppard
Dawn Tortorici
Michael York, Esq.

Advisory Board

Kevin Counihan
Albert Dietrich
John Paul Doyle
Barbara Faruggio
Charles Fortunato, MD
John Markle
Joseph Raimondi, MD
Donn Winokur, DDS/Assem
David W. Wolfe
Harvey York, Esq.

Foundation Board

Zev Rosen
Chairman
Joel Geisler
Vice Chair
Mary Norman
Treasurer/Secretary
Sheila A. Melore
Executive Director

Trustees

Diana L. Anderson, Esq
Patricia A. Christopher
Barbara Faruggio
John O’Grady
Richard Pallamary
Robert Warner

Administrative Directors

Sheila A. Melore
Executive Director
David Velando
Director of Operations
Mary Norman
Director of Finance
Diane Hutton-Rose
Director of Quality Management
Jocelyn Armstrong
Director of Human Resources

Agency Programs

Residential
412/416 Apartments
1912/416 Apartments
Dallas Drive Group Home
Longboat Avenue Group Home
Mizzen Avenue Group Home
omy Drive Group Home
Sapling Court Group Home
Southampton Blvd Group Home
Twin Oaks Group Home
Wayne Avenue Group Home

Vocational
Lakewood Adult Training Center
Main Street Adult Training Center

Supported Employment
Family Support Services
Visa gift cards were given in February from the Employee Recognition Fund, which is supported by The Month
Information Sessions continued as a valuable tool to recruit the best possible employees.

Surveys were sent to employees regarding the Employee Appreciation Luncheon to determine

A Holiday Open House was hosted at the administrative office in December and attended by 90 people.

$20,000+ 
IM'Sbonds, Inc.
Mr. Terrence O'Grady
Mr. Robert Postma

$10,000+ 
A Zerega's Sons Inc.
Mr. Stephen Bache

$5,000+ 
Knights of Columbus Council #4969
The D'Onofrio Foundation
Wells Fargo Bank

$1,000+ 
Council #8415 & #226

$500+
Crystal Point Caterers
Dr. & Mrs. I. Haimowitz
Mr. Donald Jump
Mr. John O'Grady
Mr. Myles Presler
Mr. & Mrs. T. Reilly

Mr. & Mrs. V. Frisby
Garden State Trust Company
Good Friend Electric
Canter's D & R. Green

Mr. & Mrs. G. Green
Hauswirth & Sons

Mr. & Mrs. F. Horbert
Johanna Investments, LLC

Mr. Edward Kasselman
Mayor & Mrs. T. Kelahe
Mr. & Mrs. C. Lorenzo
Lucky Leo's

Mr. & Mrs. G. McNamara
Mr. Frederick Michaud
Dr. Dennis Novak
Ocean Urology Group

Mr. Francis O'Grady
Mr. & Mrs. E. Orawiec
Ozane, Inc.

Mr. & Mrs. S. Rafferzeder
Dr. & Mrs. J. Raimondi
Dr. Carl Raso

Mr. & Mrs. E. Rohloff
Mr. & Mrs. D. Rosen
Dr. Ron Rotem
Senator & Mrs. J. F Russo

Mr. Ray A. Schmoe
Seaport Title Agency
Shore Community Bank
South Jersey Psychology Inc.

Spirts Unlimited
Strauss Essmy Associates
Syndale Corporation
Mr. Raymond Tahty
Toms River Fitness

Mr. & Mrs. J. Vilee
Mr. Robert Warner
Ms. Helen White

Mr. & Mrs. L. Yohe
Up to $99
Mr. & Mrs. A. Aquilino
Mr. & Mrs. M. L. Aronow
Mr. & Mrs. R. Askolf
Mr. Edward D. Berger

Mr. & Mrs. T W. Brignman
Mrs. Aileen M. Bristol
Mr. & Mrs. D. Bristol
Dr. & Mrs. M. Brodkey

Dr. Chester C. Chiavese
Mr. & Mrs. J. Christe
Clinical Integration Specialists
Mr. & Mrs. G. Comery

Mr. & Mrs. A. Concelli
Mr. & Mrs. T. Covello
Mr. Albert Dietrich
Dr. Edward Doran

Mr. & Mrs. C. Dowden
Ms. Constance Duffy

Ms. Mary Foley
Ms. Mona Ginsberg

Mr. & Mrs. J. Grimes
Mr. & Mrs. J. E. Grimes

Mr. & Mrs. F. Huber
Hecht Family Foundation

Ms. Henn
Mr. & Mrs. R. Holland

Ms. Starr L. Hughmanic

Ms. Jeane Ianuto
IPA/Peets Pharmacy

Mr. & Mrs. H. Jarus
Mr. & Mrs. S. Kassenoff

Mr. John Kendrick

Mr. & Mrs. S. Kasseoff
Mr. Richard C. Kunze

Ms. Leonard G. Lonell
Ms. Virginia Lovenberg

Ms. Filomena Lubrano
Dr. Stan Malhan

Manahawkin Elks BPOE #2340
Mr. & Mrs. A. R. Martucci
Mr. & Mrs. M. McGowan

Mr. & Mrs. A. Marmole
Ms. Barbara Neef

Ocean County Medical Associates
Ocean Pulmonary Associates

Ms. Judy Oswald
Ms. Angelica Picon

Mr. & Mrs. J. R. Read
Ms. Diana Rodenbeck

Mr. & Mrs. B. Roe
Ms. Helen M. Roth

Mr. Donald Ruggero
Mr. & Mrs. R. San Jose
Mr. Karl Segett

Mr. & Mrs. J. Sharkey
Mr. Jack Shippard

Mr. & Mrs. J. Sundheim
Ms. Winifred Walsh

Ms. Barbara Wassel
Ms. Nancy Weiss

HUMAN RESOURCES
The Human Resources Department goals are to recognize our employees’ successes; be one of the most sought after places to work; ensure that all employees are aware of their rights and responsibilities; earn the satisfaction, respect, and trust of the 21 Plus community.

Employee Appreciation Luncheon
Each year we celebrate 21 Plus employees with a luncheon and day of fun and relaxation. In 2011, the 14th annual luncheon was a success with a motivational speaker, years of service awards, above and beyond awards and the presentation of the 2nd Community Partner Award to OceanFirst Foundation for their ongoing support. The honoring of six All-Star employees whose names will be displayed on a plaque in the 21 Plus office was a huge highlight of the day.

Throughout the year human resources provided other opportunities for the employees to feel good about working at 21 Plus:

• Visa gift cards were given in February from the Employee Recognition Fund, which is supported by the families, vendors and board of directors.

• A Holiday Open House was hosted at the administrative office in December and attended by 90 people.

Lastly, Human Resources, in an effort to hire the very best employees, began using an independent testing company to assess applicants to determine if working at 21 Plus is a good match for them.

Other Highlights

• Surveys were sent to employees regarding the Employee Appreciation Luncheon to determine their likes, dislikes and suggestions.

• The monthly Information Sessions continued as a valuable tool to recruit the best possible employees.

21 PLUS FOUNDATION 2011 DONOR LIST
$100+
Ms. Jane Agattelli
American Legion Toms River Post #129

Mr. & Mrs. J. Buckelew
Mrs. Patricia A. Christophor
Mr. & Mrs. A. D'Elia

Mr. & Mrs. J. D'Elia
Mr. John D. Doyle

Ms. Theresa Doyle
Mr. & Mrs. F. J. Dupignac

Farrell Transportation
Dr. Michael Felicetta

Mr. & Mrs. V. Frisby
Garden State Trust Company
Good Friend Electric

Canter’s D & R. Green

Mr. & Mrs. G. Green
Hauswirth & Sons

Mr. & Mrs. F. Horbert
Johanna Investments, LLC

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Mr. & Mrs. G. McNamara
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Dr. Dennis Novak
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Mr. Francis O’Grady
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Mr. Donald Ruggero
Mr. & Mrs. R. San Jose
Mr. Karl Segett

Mr. & Mrs. J. Sharkey
Mr. Jack Shippard

Mr. & Mrs. J. Sundheim
Ms. Winifred Walsh

Ms. Barbara Wassel
Ms. Nancy Weiss
WHERE DOES OUR MONEY GO?

The role of the Finance Department is to monitor and ensure the sound financial structure of 21 Plus in order to continue to serve and grow the mission of providing services for people with disabilities. With the majority of our funding coming from State contracts, the recent economic turmoil in the overall economy has also impacted our organization’s budget lines. Stagnant funding levels and cost saving cuts at the State level trickle down. We proactively respond with even more detailed budgeting, increased monitoring of trends, institution of cost saving initiatives, and ongoing outreach to broader income streams.

2011 REVENUE

| New Jersey State Department of Human Services | 17,029 | 96% |
| Division of Developmental Disabilities: | | |
| Capital Improvements | 123,250 |
| Vehicles | 5,305,656 |
| Operations | |

| Other sources: | 2,370 | 4% |
| General unrestricted contributions | 30,000 |
| Restricted contributions (non cash) | 6,222 |
| 21 Plus Foundation donation | 20,000 |
| Ocean/First Foundation Grant | |
| Subcontract, family support & behaviorist program | 120,081 |
| United Way of Ocean County | 17,580 |
| Ocean County Transportation Grant | 2,400 |
| NJ Department of Agriculture Nutrition Grant | 17,710 |
| State of New Jersey Dept of Labor Training Grant | 1,392 |
| Toms River Community Block Grant | 4,590 |

Total Revenue 5,677,280 100%

By Function

| Personnel | 74.4% |
| Residential Operations | 62% |
| Cap Improvement | 23.1% |
| Vehicle | 0.3% |

By Program

| Administrative Costs | 92% |
| Programs | 82% |
| Supported Employment | 2% |
| Family Support & Other | 2% |
| Administrative Costs | 8% |

21 PLUS 2011 DONOR LIST

21 Plus, Inc. and 21 Plus Foundation are fortunate to have so many friends who donate their time, talents, or support us financially. If we have overlooked any donor’s name, please accept our apologies.

In-Kind Donations

- Ms. Diana Anderson
- Appliance Gallery
- Ms. Janie Baranay
- Mrs. Leah D. Bennett
- BJ’s Wholesale Club
- Cedar Post Farm Market
- Clinical Integration Specialists
- Foodorama Supermarket
- Mr. Patrick Gazzara
- Girl Scout Troop #71
- Girl Scouts of Ocean County
- Ms. Theresa Godfrey
- Green Mountain Coffee
- Habitat for Humanity
- Hand & Stone Spa
- Jump, Scutellaro & Company
- Kreations Auto Body
- Lacey Int’l-Art Club
- Ms. Elizabeth Lauer
- Longhorn Steakhouse
- Lowe's Home Center
- Mr. Greg Makely
- Ms. Michele McRae
- Ms. Sheila A. Melore
- Merrill Lynch EMARK Group
- Microsoft Corporation
- Mr. & Mrs. A. W. Miehle, Jr.
- Nancy’s Mid-Town Cafe
- New Jersey Resources
- NJ Devils
- Ms. Mary E. Norman
- Presbyterian Church of Toms River
- Regency Jewelers
- Dr. Virginia Reilly & Phi Beta Lambda
- Saker Shop Rite
- Mr. Michael Schlachter
- Sea Flags Great Adventure
- Surf Taco
- Toms River Elks #1873
- United Way of Ocean County
- Walmart
- Wawa NJ
- WOBM
- Mr. Harvey York, Esq.

Employee Recognition Fund

- Ms. Dolores Andrews
- Ms. Frances Anzalone
- Ms. Aileen M. Bristol
- Mr. & Mrs. J. Christie
- Ms. & Mrs. N. A. Campana
- Ms. Teresa Connelly-Guerinetti
- Mr. & Mrs. E. Horbert
- Ms. Carole Igsonreille
- Mr. & Mrs. H. Larkin
- Ms. Filomena Lubrano
- Ms. Catherine McMahan
- Ms. Jatna McShaffrey
- Ms. Barbara Neeff
- The O’Grady Family
- Ms. Mary O’Hara
- Mr. & Mrs. F. Orawiec
- Ms. Judy Oswald
- Ms. Angelica Picon
- Mr. & Mrs. M. Riccardi
- Ms. Diana Rodenbeck
- Mr. & Mrs. D. Ruggiero
- Ms. Lillian Simeone
- Ms. Helen White
Do you know that each person served has an annual individualized plan with goals and objectives? 250 Individual objectives were achieved in 2011.

21 Plus Adult Training Centers and Supported Employment are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). CARF accreditation indicates conformance with internationally recognized state-of-the-art standards of performance. This is an important way to show donors and families that 21 Plus has received a “stamp of approval.” 21 Plus has received exemplary conformance (top 3% of nation) in the areas of: fire evacuation assessment, self-advocacy, and analysis by Incident Review Committee.

Other Key Accomplishments:
• Through sponsorship by the 21 Plus Foundation, the 21 Plus website was enhanced and allows 21 Plus to update photos and new happenings on an ongoing basis.
• Thirteen different service groups volunteered their time to beautify 21 Plus group homes. The total value of the projects was $13,250.
• In 2011, 21 Plus presented free information sessions to families and interested members of the community on Special Needs Trust, Social Security, and Ticket to Work program.
• 21 Plus was awarded a Department of Labor Training Grant allowing 21 Plus to offer trainings to more employees in 2012.

TOTAL NET ASSETS - $979,496
as of 12/31/11

$2,000,000
$1,500,000
$1,000,000
$500,000
$  

2007 2009 2011

GOAL: $2 MILLION
VOCA TIO NAL

21 Plus Adult Training centers provide a variety of support services to people with developmental disabilities. These services include training in the following skills: vocational, social, self-advocacy, computer, cooking, cleaning and general safety awareness.

21 Plus has two centers: Lakewood and Toms River. Both programs volunteer in many locations in the community. Volunteering teaches the importance of giving back to the community while allowing people to learn new employable skills. Some of the volunteer sites are: Jersey Shore Animal Center, Monmouth County Food Bank, New Beginnings Thrift store, various nursing homes, United Way, Red Cross, Popcorn Park Zoo. Other groups go into the local community, work in small crews and are paid for their productivity. Among those businesses who rely on 21 Plus crews are: Ocean County College, Longhorn Steak House, Tuscani Restaurant, several business parking lots, Surf Taco, Jewish Federation, Finley Heating and Cooling, Carmona Bolen Funeral Home, Surf and Stream Campground, United Way Administrative Office.

Both programs make quality saleable craft items that can be ordered for gifts and holidays or customized for weddings and other events.

In 2012, we will increase the number of crew labor jobs and volunteer opportunities. We will also attend more craft shows to sell our products. The Self-Advocacy group, Shore Free Spirits, will reach out to local senior citizens to determine who would like assistance with decorating for the holidays.

SUPPORT ED EMPLOY MENT

21 Plus Supported Employment Services assist people who have developmental disabilities gain vocational skills and a greater independence by working competitively at area businesses. An Employment Specialist assists the person with every aspect of the employment process, and offers support throughout their employment.

During 2011, 21 Plus Supported Employment Program provided job coaching services to eight individuals in the areas of job searching, follow along, and job training. Three of these individuals were each given a raise in pay from their employer for doing such a great job. There were also 3 people who increased their responsibilities at work and received job training for new tasks. All are on their way to complete independence in their jobs.

One ambitious person was hired for seasonal employment in addition to their year round job. Supported Employment continues to provide monthly Job Club training for individuals in the adult training programs. Job club training focuses on employment issues such as: where to search for jobs, choosing a job that matches your interests, following employer's instructions, dressing appropriately and interviewing. In 2012, the job club will expand to include high school students and give them a head start on their employment search.

The 21 Plus Supported Employment program has filed an application with the Division of Vocational Rehabilitation Services (DVRS) to become a vendor. Once approved 21 Plus will find employment for other disability groups and add new and diversified revenue streams to the program.

New Jersey Association of Community Providers
STAR AWARD – SARAH GAROFALO

The Community Star award is given to people with disabilities across New Jersey who have made great strides in their lives living in the community. Sarah, who has resided at 21 Plus for more than twenty years, received one of thirty awards given at a dinner/dance held at the Princeton Westin in May 2011.

In describing Sarah, certain words come to mind such as considerate, responsible, and patient. These qualities make her remarkable. However, this was not always the case. Sarah struggled for many years with anxiety. Her anxiety and fear took over her life, and prevented her from enjoying what 21 Plus had to offer.

Her transformation began in the spring of 2005, when Sarah moved into the Southampton group home. Moving had been one of Sarah’s goals for years, but fear would always deter her. In 2005, it finally happened. She joined three new housemates, new staff, and was eager to open a new chapter in her life. This home offered individualized attention as well as new opportunities.

With her new friends, Sarah had many new experiences, including a visit to the Rock N’ Roll Hall of Fame, amusement parks, Graceland, as she is an avid Elvis fan, and camping. With staff assistance, Sarah even challenged her fear of water.

Her personal growth has been amazing as witnessed by her enjoyment of a surprise 50th birthday party with an Elvis impersonator and lots of friends and family. Additionally, when her mother was ill she was able to offer her mother comfort and reassurance during a very difficult time. Her family was very impressed with the “new” Sarah who exhibited patience and love.

Because of Sarah’s amazing transformation, many doors have opened and will continue to open for her as she follows her journey. Sarah Garofalo is a Community Star and truly deserved this award!
PARTNERING WITH THE COMMUNITY
Community partners are crucial to the operation of any not for profit organization since fundraising rarely meets all of the needs. 21 Plus is no different, and has been incredibly fortunate that service groups and others in the community care. These partners help keep our homes in excellent condition and make us good neighbors.

New Jersey Natural Gas sent 10 volunteers who painted 5 rooms at one of our group homes. They also painted a bedroom and den area of another group home as part of United Way- Day of Caring program.

The Lacey Inter-Act Club from Lacey High School helped us in 2009, 2010 and came back in 2011 to paint the interior of a Toms River group home. Everyone appreciates a clean and well-maintained interior and the four rooms with bright and clean walls create a positive atmosphere for the individuals who live there. Special thanks to Bunny McCauley, Advisor, for her enthusiasm and coordination of the Inter-Act Club students.

Presbyterian Church of Toms River arrived with approximately 20 volunteers in April giving two of our homes a thorough yard Spring Cleanup.

Girl Scout Troop #71 true to their mission, "Girl Scouting builds girls of courage, confidence and character, who make the world a better place” performed some spring cleaning and planted flower beds at one of our Toms River homes.

Merrill Lynch, Toms River generously donated their time painting bedrooms, bathrooms and hallways in one of our homes.

Toms River Daybreak Kiwanis generously donated their time and efforts to paint one of our Toms River homes. Special thanks to Anne Kraljic for coordinating both the Merrill Lynch and Toms River Daybreak Kiwanis groups.

AFFILIATIONS
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Toms River Mayor’s Advisory Council on People with Disabilities
21 Plus Foundation, Inc.
United Way of Ocean County
Commission on Accreditation of Rehabilitation Facilities
Association of Professionals in Supported Employment
Employer’s Association of New Jersey

RESIDENTIAL
21 Plus has 10 group homes dedicated to enhancing the quality of life for adults with developmental disabilities through teaching daily living and socialization skills, providing recreational opportunities and maximizing experiences within our local community. Each residence is fully staffed by trained and dedicated professionals who offer assistance to each person based on their individual needs.

21 Plus group homes continue to support 56 people with disabilities in overcoming personal challenges and achieving their hopes and dreams. In 2011, 21 Plus helped one woman improve the quality of her life by controlling her diabetes through exercise. She was able to achieve her dream of horseback riding and playing the guitar because of the care and attention 21 Plus staff was able to afford.

21 Plus group homes also encourage continued relationships between individuals, families and friends. This past year, families and friends participated in “Family Involvement” days at some of the homes which resulted in partnerships in beautifying the residences.

Vacations are another part of life for everyone. More than half of the people living in 21 Plus group homes were able to go on an overnight vacation of at least 3 nights. We are hoping to increase that number in 2012.

FAMILY SUPPORT
The 21 Plus Family Support program provides services for families who have a person with a disability living at home. This program offers a variety of services that include respite, advocacy, socialization and recreation which enhance the quality of life for both the family and the individual receiving services.

In 2011, Family Support provided respite for a person with a disability living with their family. This allowed the family to go on a much-needed vacation. We have also been able to provide individual supports such as attending doctor’s appointments, running errands, visiting friends, and enjoying local recreation.

Family Support expanded its recreational services in 2011 to include a social group for individuals aged 16-22. This group will continue to meet twice a month next year. As in past years, Family Support continued to offer trips and activities that included Broadway shows, Radio City, going out to dinner, movie night, walking club, A Taste of Italy, and more.

The goals for 2012 include increasing all of the recreational activities and events, assisting a few people with fantastic vacations, and adding new people to the Family Support program.
Meaningful Lives For People With Disabilities
21 Plus Annual Report 2011

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SUPPORTED EMPLOYMENT

21 Plus Supported Employment Services assist people who have developmental disabilities gain vocational skills and a greater independence by working competitively at area businesses. An Employment Specialist assists the person with every aspect of the employment process, and offers support throughout their employment.

During 2011, 21 Plus Supported Employment Program provided job coaching services to eight individuals in the areas of job searching, follow along, and job training. Three of these individuals were each given a raise in pay from their employer for doing such a great job. There were also 3 people who increased their responsibilities at work and received job training for new tasks. All are on their way to complete independence in their jobs.

One ambitious person was hired for seasonal employment in addition to their year round job.

Supported Employment continues to provide monthly Job Club training for individuals in the adult training programs. Job club training focuses on employment issues such as: where to search for jobs, choosing a job that matches your interests, following employer’s instructions, dressing appropriately and interviewing. In 2012, the job club will expand to include high school students and give them a head start on their employment search.

The 21 Plus Supported Employment program has filed an application with the Division of Vocational Rehabilitation Services (DVRS) to become a vendor. Once approved 21 Plus will find employment for other disability groups and add new and diversified revenue streams to the program.

New Jersey Association of Community Providers

STAR AWARD—SARAH GAROFALO

The Community Star award is given to people with disabilities across New Jersey who have made great strides in their lives living in the community. Sarah, who has resided at 21 Plus for more than twenty years, received one of thirty awards given at a dinner/dance held at the Princeton Westin in May 2011.

In describing Sarah, certain words come to mind such as considerate, responsible, and patient. These qualities make her remarkable. However, this was not always the case. Sarah struggled for many years with anxiety. Her anxiety and fear took over her life, and prevented her from enjoying what 21 Plus had to offer.

Her transformation began in the spring of 2005, when Sarah moved into the Southampton group home. Moving had been one of Sarah’s goals for years, but fear would always deter her. In 2005, it finally happened. She joined three new housemates, new staff, and was eager to open a new chapter in her life. This home offered individualized attention as well as new opportunities.

With her new friends, Sarah had many new experiences, including a visit to the Rock N’ Roll Hall of Fame, amusement parks, Graceland, as she is an avid Elvis fan, and camping. With staff assistance, Sarah even challenged her fear of water.

Her personal growth has been amazing as witnessed by her enjoyment of a surprise 50th birthday party with an Elvis impersonator and lots of friends and family. Additionally, when her mother was ill she was able to offer her mother comfort and reassurance during a very difficult time. Her family was very impressed with the “new” Sarah who exhibited patience and love.

Because of Sarah’s amazing transformation, many doors have opened and will continue to open for her as she follows her journey. Sarah Garofalo is a Community Star and truly deserved this award!
**21 PLUS FOUNDATION**

**Mission Statement**

The 21 Plus Foundation, a non-profit charitable organization, was created to perpetuate the mission of 21 Plus, Inc. by assisting with unmet needs with its focus on:
- Providing for health, physical and medical needs
- Physically improving program facilities and residential sites
- Building a strong core of 21 Plus, Inc. associates
- Supporting associates through training and education to facilitate skill acquisition

In 2011, the Foundation played an integral role in supporting the operations of 21 Plus, Inc. by:
- Sponsoring the Employee Appreciation Luncheon
- Sponsoring the Holiday Open House
- Funding website improvements and marketing materials
- Improving homes and programs through an OceanFirst grant and other restricted donations

The Foundation conducted its annual Golf Classic at Oceanaire Golf and Country Club, which resulted in $17,300 in net proceeds. Thank you to Frank Orzavec, who chaired the committee.

**2012 Goals**
- To provide financial support to the operations of 21 Plus to facilitate expansion of services
- To sponsor a four day intensive training for 21 Plus managers and key personnel
- To dedicate spring appeal funds to home and program improvements

**QUALITY MANAGEMENT**

Quality Management provides oversight for compliance with New Jersey Division of Developmental Disabilities’ regulations, and the Commission on Accreditation of Rehabilitation Facilities (CARF) standards. Quality Management also coordinates agency training, vehicle and plant maintenance. A committee process is utilized to promote employee ownership. One of the most important topics of the quality management department is assuring quality services. Quality management surveys stakeholders, including families and persons receiving services for their level of satisfaction in key areas. Ten key areas were surveyed with an average degree of satisfaction measured at 97% or better.

Do you know that each person served has an annual individualized plan with goals and objectives?

250 Individual objectives were achieved in 2011.

**21 Plus Adult Training Centers and Supported Employment are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).**

CARF accreditation indicates conformance with internationally recognized state-of-the-art standards of performance. This is an important way to show donors and families that 21 Plus has received a “stamp of approval.” 21 Plus has received exemplary conformance (top 3% of nation) in the areas of: fire evacuation assessment, self-advocacy, and analysis by Incident Review Committee.

**Other Key Accomplishments:**
- Through sponsorship by the 21 Plus Foundation, the 21 Plus website was enhanced and allows 21 Plus to update photos and new happenings on an ongoing basis.
- Thirteen different service groups volunteered their time to beautify 21 Plus group homes. The total value of the projects was $13,250.
- In 2011, 21 Plus presented free information sessions to families and interested members of the community on Special Needs Trust, Social Security, and Ticket to Work program.
- 21 Plus was awarded a Department of Labor Training Grant allowing 21 Plus to offer trainings to more employees in 2012.

---

**TOTAL NET ASSETS - $979,496**
as of 12/31/11

<table>
<thead>
<tr>
<th>Year</th>
<th>Net Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>$500,000</td>
</tr>
<tr>
<td>2009</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>2011</td>
<td>$2,000,000</td>
</tr>
</tbody>
</table>

**GOAL: $2 MILLION**
WHERE DOES OUR MONEY GO?

The role of the Finance Department is to monitor and ensure the sound financial structure of 21 Plus in order to continue to serve and grow the mission of providing services for people with disabilities. With the majority of our funding coming from State contracts, the recent economic turmoil in the overall economy has also impacted our organization's budget lines. Stagnant funding levels and cost saving cuts at the State level trickle down. We proactively respond with even more detailed budgeting, increased monitoring of trends, institution of cost saving initiatives, and ongoing outreach to broader income streams.

2011 REVENUE

<table>
<thead>
<tr>
<th>New Jersey State Department of Human Services Division of Developmental Disabilities:</th>
<th>17,029</th>
<th>96%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Improvements</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicles</td>
<td>123,250</td>
<td></td>
</tr>
<tr>
<td>Operations</td>
<td>5,305,656</td>
<td></td>
</tr>
<tr>
<td>Other sources:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General unrestricted contributions</td>
<td>2,370</td>
<td>4%</td>
</tr>
<tr>
<td>Restricted contributions (non cash)</td>
<td>30,000</td>
<td></td>
</tr>
<tr>
<td>21 Plus Foundation donation</td>
<td>6,222</td>
<td></td>
</tr>
<tr>
<td>OceanFirst Foundation Grant</td>
<td>20,000</td>
<td></td>
</tr>
<tr>
<td>Subcontract, family support &amp; behaviorist program</td>
<td>120,811</td>
<td></td>
</tr>
<tr>
<td>United Way of Ocean County</td>
<td>17,580</td>
<td></td>
</tr>
<tr>
<td>Ocean County Transportation Grant</td>
<td>2,400</td>
<td></td>
</tr>
<tr>
<td>NJ Department of Agriculture Nutrition Grant</td>
<td>17,710</td>
<td></td>
</tr>
<tr>
<td>State of New Jersey Dept of Labor Training Grant</td>
<td>1,392</td>
<td></td>
</tr>
<tr>
<td>Toms River Community Block Grant</td>
<td>4,590</td>
<td></td>
</tr>
</tbody>
</table>

Total Revenue: 5,677,280

By Function

| Personnel: 74.4% | Residential: 62% | Administrative: 92% |
| Operations: 23.1% | Adult Training Center: 25% | Administrative: 8% |
| Cap Improvement: 0.3% | Supported Employment: 2% |     |
| Vehicle: 2.0% | Family Support & Other: 2% | Administrative Costs: 8% |
Visa gift cards were given in February from the Employee Recognition Fund, which is supported by A Zerega’s Sons Inc.

As a Holiday Open House was hosted at the administrative office in December and attended by 90 people.

The monthly Information Sessions continued as a valuable tool to recruit the best possible employees.

Surveys were sent to employees regarding the Employee Appreciation Luncheon to determine working at 21 Plus:

Throughout the year human resources provided other opportunities for the employees to feel good about working at 21 Plus:

• Visa gift cards were given in February from the Employee Recognition Fund, which is supported by the families, vendors and board of directors.

Lastly, Human Resources, in an effort to hire the very best employees, began using an independent testing company to assess applicants to determine if working at 21 Plus is a good match for them.

Other Highlights

• Surveys were sent to employees regarding the Employee Appreciation Luncheon to determine their likes, dislikes and suggestions.

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HUMAN RESOURCES

The Human Resources Department goals are to recognize our employees’ successes; be one of the most sought after places to work; ensure that all employees are aware of their rights and responsibilities; earn the satisfaction, respect, and trust of the 21 Plus community.

Employee Appreciation Luncheon

Each year we celebrate 21 Plus employees with a luncheon and day of fun and relaxation. In 2011, the 14th annual luncheon was a success with a motivational speaker, years of service awards, above and beyond awards and the presentation of the 2nd Community Partner Award to OceanFirst Foundation for their ongoing support. The honoring of six All-Star employees whose names will be displayed on a plaque in the 21 Plus office was a huge highlight of the day.

Throughout the year human resources provided other opportunities for the employees to feel good about working at 21 Plus:

Mr. Stephen Bache
Mr. Robert Postma
Mr. Terrence O’Grady

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MESSAGE FROM THE BOARD PRESIDENT
AND EXECUTIVE DIRECTOR

If you’ve been following the stories and events on our website in 2011, you know that we presented some wonderful opportunities to the people we serve. Our residents, the individuals attending vocational programs, and those involved with family support, celebrated success and personal growth in their lives.

We were fortunate to have donors who cared about 21 Plus, service groups and other community partners who gave of their time, members of the board of directors who led the agency, professionals who lent their expertise free of charge, a Foundation that focused on our financial future, and employees who made a positive difference in the lives of those we serve at 21 Plus.

Around mid-year, the many unmet needs at 21 Plus collided. We were faced with:

• Increasing the number of programs per the Strategic Plan;
• Replacing furniture and repairs in our sites at a cost of $100,000;
• Maintaining competitive rates of pay to attract and retain employees;
• Finding expertise to get us through the regulatory changes that are just around the corner.

These concerns and others led to a business plan that would target these needs and generate revenue simultaneously over the next 2 years. Some changes needed to occur within 21 Plus in order to position us to continue providing quality services and fulfilling our obligation to those we serve.

Despite our goals and a Strategic Plan, the message was clear that as long as government funding remains stagnant, our donors and community partners are crucial for 21 Plus survival. Realizing excellence in our programs can only continue with their assistance. Thank you to all who made 2011 a success! Please go to www.21plus.org to review the stories and pictures of those who benefit from all that 21 Plus has to offer.

Frank Orawiec
President
Adrienne Socha
Treasurer
Judy Oswald
Secretary
Anthony Coticelli
Carol Frankman
Ed Frankman
Frank Gelermini
John Kane
Anne Krajic
Suzanne Landolfi
John O’Grady
Julie Ratchle
Zev Rosen
Senator John F Russo, Sr
Paul Sheppard
Dawn Tortorelli
Michael York, Esq.

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Albert Dietrich
John Paul Doyle
Barbara Faruggio
Charles Fortunato, MD
John Markle
Joseph Raimondi, MD
Donn Winokur, DDS/Assem
David W. Wolfe
Harvey York, Esq.

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Chairman
Joel Geisler
Vice Chair
Mary Normann
Treasurer/Secretary
Sheila A. Melore
Executive Director

Volunteer Board of Directors
Frank Orawiec
President
Sheila A. Melore
Executive Director

Diana L. Anderson, Esq
Patricia A. Christopher
Barbara Faruggio
John O’Grady
Richard Pallamary
Robert Warner

Administrative Directors
Sheila A. Melore
Executive Director
David Velando
Director of Operations
Mary Normann
Director of Finance
Diane Hutton-Rose
Director of Quality Management
Jocelyn Armstrong
Director of Human Resources

Agency Programs
Residential
412/616 Apartments
1912/416 Apartments
Dallas Drive Group Home
Longboat Avenue Group Home
Mizzan Avenue Group Home
Onyx Drive Group Home
Sapling Cemt Group Home
Southampton Blvd Group Home
Twin Oaks Group Home
Wayne Avenue Group Home

Vocational
Lakewood Adult Training Center
Main Street Adult Training Center

Supported Employment
Family Support Services

21 Plus Annual Report 2011
MISSION STATEMENT
21 Plus, Inc. will provide diversified opportunities to enhance the quality of life for people with disabilities through a strategic plan.