



**OPPORTUNITIES FOR ADULTS  
WITH DEVELOPMENTAL DISABILITIES**

**2008  
ANNUAL REPORT**

## A WORD FROM THE PRESIDENT

On behalf of the Board of Directors of Twenty One Plus, our sincerest congratulations goes to the dedicated Management Team and caring Staff for all of their efforts during a very challenging year.

I am honored to again serve as President and wish to thank the Board for their tireless efforts to ensure that Twenty One Plus continues to provide quality services for our clients.

Finally, a heartfelt thank you to all of the volunteers and donors who so graciously give of their time and money.

Best wishes for a successful 2009!

Sincerely,



Adrienne Sanchez  
Board President  
Twenty-One Plus, Inc.



*The ladies at 1912 show off their gardening skills.*

### MISSION STATEMENT

Twenty-One Plus, Inc. will provide opportunities to enhance the quality of life for people with developmental disabilities over the age of 21 in Ocean County, New Jersey.

These opportunities include residential, day and employment programs dedicated to:

Promoting physical and mental well-being;

Supporting personal growth;

Encouraging self-advocacy;

Offering education and support for families and concerned individuals;

Ensuring dignity and respect for individual rights;

Attaining the fullest participation in integrated social and recreational activities.

This will be achieved through the development of community, public, private and internal resources.

*The 2008 Annual Report dedicated to the memory of Margaret Byrne, January 14, 2008.  
She will be missed by her Twenty-One Plus family.*

## EXECUTIVE DIRECTOR'S MESSAGE

There is a quote that says, "If you keep doing the same thing, you're going to get the same results." At Twenty-One Plus, we are ready for change and new outcomes in 2009.

The precursor for these changes started in June, when Twenty-One Plus kicked-off a strategic planning process with facilitator, Barbara Faruggio, from Community Integration Specialists. The process will produce a roadmap for us to follow for the next 5-7 years. This plan will reflect the anticipated needs of our individuals, who are aging, the new way of conducting business with the Division of Developmental Disabilities, our major funding source, and the implementation of new strategies to insure organizational viability. The process involved feedback from employees, families, Board of Directors, the individuals receiving services and other stakeholders. It is a comprehensive plan with very exciting ideas.

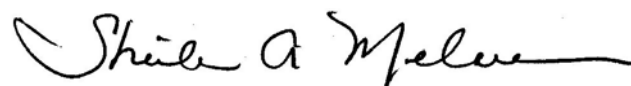
Twenty-One Plus also responded to the need for accessibility in our homes and listed our only two-story home on the real estate market. The new home that was purchased to replace it is a ranch and will be totally barrier-free. It should be ready for move in sometime in April. This project had a second benefit in that it presented opportunities for residents to relocate within Twenty-One Plus based on their current and future needs and preferences.

We invested a lot of time researching and comparing best practices in order to improve employee retention. In September, based on the information obtained, we implemented a reorganization of employee hours and revisions to job descriptions in our residential sites to provide more mentoring and face-to-face meetings with employees. The process reflected feedback from surveys and brainstorming with all our management teams. We will begin to measure the results of this reorganization in 2009 to determine if our outcomes have been achieved.

I encourage you to take some time to peruse the data and heart-felt stories in this report. They reflect the personal growth of our individuals and underscore the variety and quality of the opportunities available at Twenty-One Plus. The stories also show the commitment of the staff in helping our individuals live meaningful lives and give you a glimpse into the life of an individual receiving services at Twenty-One Plus.

As we enter 2009, the economic climate in NJ is worse than ever. We are anticipating budget cuts despite the fact that we have been under funded for many years. As always we need your help to insure our future. Can you donate time to our golf committee? Can you donate one of the many items needed in our group homes or day programs? Can you refer someone for employment at Twenty-One Plus? If everyone can do even a small part, it will have a large impact on our programs and services.

In closing, I would like to thank the employees for their tireless and compassionate efforts to provide the very best for the individuals we serve, the Board of Directors for their leadership, and the many friends who have supported Twenty-One Plus by giving time or money. Twenty-One Plus looks forward to continued success in 2009 and new ventures! Don't forget to keep up to date on our progress by logging on to our website at [www.21plus.org](http://www.21plus.org).



## **HUMAN RESOURCES**

**The Human Resources Department is exactly what it says: resources for humans – within the workplace. Our main objective is to meet the organizational needs of Twenty One Plus, Inc. and the needs of the people we hire. This is accomplished by focusing on staff recruitment and retention, promoting a positive and rewarding work environment through employee recognition programs, and maintaining a competitive salary and benefits package.**

### **Employee Appreciation Luncheon**

The 11<sup>th</sup> Annual Employee Appreciation Luncheon was held on October 7, 2008 at the Holiday Inn of Toms River, with over 70 staff in attendance. Twenty-three employees were honored at this event for their longevity with Twenty-One Plus and received service awards. Thirty-six were recognized for their diligent service to the agency in terms of hours worked. Anthony Coticelli, the father of one of our service recipient's, expressed the gratitude and appreciation that he and other family members have towards the entire staff. He thanked the staff for their continued dedication to the individuals served.

Through the generosity of many donors, gift baskets were given as door prizes, while other gifts were bestowed on the entire staff.

### **Twenty-One Plus, Inc. Service Awards**

<b>2 YEARS</b>		<b>5 YEARS</b>	<b>7 YEARS</b>	<b>10 YEARS</b>	<b>20 YEARS</b>
Katy Bevaart	Latoya Campbell	Annette Goodwine	Joan Boos	Barbara Brazaitis	Charlotte Graul
Hope Hall	Evelyn Hirst	Jeanne Kineyko	Jillian Schoonmaker	Christy Piacentino	Sheila Melore
Sarah LaBore	Kathleen Mathers	Eric Lentz		Margaret Stupnikov	
Mary Norman	Martina Okolo	Ilana Machado			
Bethann Pensalski	Tanessa Wilburn	Diane Hutton-Rose			
		Dawn Rubino			

### **First Annual All Stars Award**

A new award was created to honor and reward those overachievers in the sites. All staff were given the opportunity to nominate someone who really goes above and beyond. In addition to a \$100.00 gift card, an All Stars 2008 plaque is displayed at the Administrative Office honoring the six winners:

Jennifer McLean – Direct Support/Substitute  
Charlotte “Dot” Graul – Direct Support/Main Street Adult Training Center  
Jeanne Kineyko – Direct Support/Main Street Adult Training Center  
Judith Hodgson – Direct Support/Waters Edge  
Wendy Moore – Support Staff/Administration  
Dawn Rubino – Site Manager/Dallas

### **Highlights**

- The Recruitment and Retention Committee (a cross section of agency employees) brainstormed ideas about the location and events for the Employee Appreciation Luncheon.
- The position of Lead Group Home Assistant/Instructor was added to all of our sites.
- New Employee Orientation was renamed the Initial Employee Training Program and was expanded to include a more detailed overview of the Agency, thus providing a solid foundation for a strong and knowledgeable staff. This was a collaborative effort by HR, Quality Management and Operations.
- The Employee Recognition Fund, supported by the board of directors, families and outside vendors provided eligible employees with a VISA gift card in appreciation for their service to Twenty-One Plus.
- The Holiday Open House was hosted in the Administrative office on December 16, 2008, and attended by 85 people.
- The Annual Holiday Extravaganza was held on December 10, 2008 at the Quality Inn of Toms River.
- The first Twenty-One Plus Job Fair was held in the Administrative office on August 5, 2008. There were approximately 45 attendees. 12 offers of employment were made, and 9 people were hired.
- 22% of Twenty-One Plus employees have been employed for five years or more.

## WHERE DOES OUR MONEY GO?

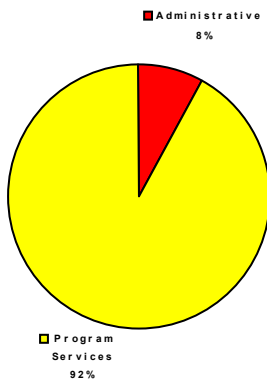
The Finance Department insures the sound financial operation of Twenty-One Plus. The Finance Department secures funding for present and future needs.

### 2008 Revenue

1.	New Jersey State Department of Human Services Division of Developmental Disabilities:		99%
	Capital Improvements	631,874	
	Operations	5,088,117	
<hr/>			
2.	Other sources:		1%
	General unrestricted contributions	2,255	
	Twenty-One Plus Foundation donation	16,575	
	United Way of Ocean County	25,263	
	Ocean County Transportation Grant	3,000	
	NJ Department of Agriculture Nutrition Grant	14,737	
	Toms River Community Block Grant	6,000	
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	Total Revenue	5,787,821	100%

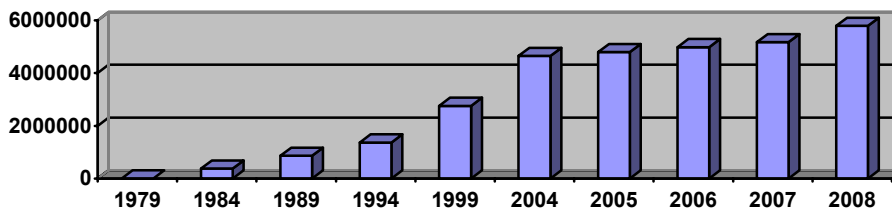
### 2008 Use of Funds

Personnel Wages		3,176,105	55%
Personnel Benefits		787,294	14%
Consultants & Professional Fees		55,625	1%
Food, Materials & Supplies		174,900	3%
Facility Costs		488,598	8%
Transportation Costs		390,715	7%
Other Expenses		71,710	1%
			} 21%
Facility improvements		631,874	
	Total Expenditures	5,787,821	100%



Residential Programs	70%
Adult Training Programs	20%
Supported Employment Programs	2%
Administrative Costs	8%

**Twenty-One Plus, Inc. - Budget Growth**



## **QUALITY MANAGEMENT**

The Quality Management Department provides oversight for compliance with New Jersey Division of Developmental Disabilities regulations, and the Commission for Accreditation of Rehabilitation Facilities (CARF) standards. This department also coordinates agency training, vehicle and plant maintenance. A committee process is utilized to facilitate employee ownership.

### **Did you know?**

- There are 6 employee committees coordinated by Quality Management
- 26 employees, 4 individuals receiving services and 2 family members participated in Quality Management committees
- Using the revised Initial Employee Training, new hires have increased their knowledge of teaching methods, agency mission and the rights of persons served by 27%
- 43 different training topics were offered to employees in 2008
- 100% of persons served in Adult Training Centers are happy with their programs, according to the most recent survey. 90% responded to the survey.
- 100% of people referred to our Adult Training Centers were accepted in 2008.

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

- The number of objectives achieved increased by 14% in residential sites and 3% in vocational sites in 2008
- There were over 350 objectives worked on throughout Twenty-One Plus in 2008.

### **Do you know that an Incident Review Committee comprised of the senior management team, reviews and analyzes incidents and makes recommendations for follow-up to prevent reoccurrences?**

- The senior management team represents a variety of professional experiences and expertise and convenes for four hours every month for the Incident Review Committee.
- Behavioral Incidents decreased by 7% in 2008 due to recommendations from the Incident Review Committee and follow-through at sites.

### **Did you know that Twenty-One Plus adult training centers and Supported Employment are accredited by the Commission for Accreditation of Rehabilitation Facilities (CARF)?**

- CARF accreditation is an indication that an agency is in conformance with internationally recognized, consumer-focused, state-of-the-art standards of performance.
- CARF standards are designed to focus on outcomes, or the results of services with emphasis on continued quality improvement of services and increased customer satisfaction.

## **RESIDENTIAL SERVICES**

**Residential services at Twenty-One Plus are dedicated to enhancing the quality of life for adults with developmental disabilities.**

### Supporting Personal Growth

This past year Michael from the Dallas Group Home embarked on goals to enhance his relationships with family and friends. Michael worked on a goal to send cards to friends and family, to invite a friend out in the community and to borrow books from the library. Although Mike had an interest in these things, he sometimes has difficulty asking staff to help him and would wait for staff to remind him.

However this time Mike was coming to staff and asking to get cards. He would go to the store, pick out the card, and then come back very excited to show staff the cards he had selected. Mike would then fill out the card and envelope, place the stamp on it and place his cards in the mailbox.

Mike also blossomed with his goal of inviting his friends out. He enjoyed the company of one lady friend especially and asked her out more frequently than the goal required. He so looked forward to his dates that he would win prizes at the boardwalk to bring her.

When the time came for Mike's Individual Habilitation Plan meeting, Mike listened as his mom was told that Mike completed all of his goals, 100 %. The staff support and encouragement helped Mike realize his potential and feel a sense of pride at his accomplishments.

### Encouraging Self-Advocacy

The fall was very busy at Southampton group home. Barbara and Robin were involved in activities with residents from other homes to help them transition to a potential new house in the future. These transition activities were planned and carried out by the individuals with assistance from the Southampton staff. It was not easy coordinating the plans and assuring that the women had the time, money, staff and vehicles available. However, thanks to the staff, it was very successful.

Barbara, after the trial was completed, decided to pass up the opportunity and was determined to remain living in her current home at Southampton. She noted that she likes her housemates, staff and especially her bedroom. On the other hand, Robin is anxious and excited to move and is taking Twenty-One Plus up on this wonderful opportunity. She sees it as a way to gain more independence.

Thanks to this experience, Barbara and Robin have expanded their social circles. Even though Barbara isn't moving, she plans to continue her newfound friendship with Eileen from Waters Edge. Thanks to the staff, Barbara and Robin were able to make their own decisions about their future.

### Highlights

- Community access is vital to teaching people with disabilities what the world has to offer. Each individual served experienced an average of 98 community outings to such destinations as Atlantic City, Philadelphia and Radio City Music Hall.
- 55% of Twenty-One Plus residents enjoyed a vacation to such destinations as Connecticut, Las Vegas, New York City and Walt Disneyworld. This is a 23% increase from 2007.

### Residential data

Number of individuals served	51	Average age of individuals served	57
Age of youngest individual served	34	Individuals served age 50 or older	51%
Age of eldest individual served	84	Individuals with medical conditions	50%

## **VOCATIONAL SERVICES**

**The creative and coordinated efforts of the Adult Training Centers' staff encourage individuals served to embrace new opportunities by offering individualized as well as group instruction in communication, socialization, community awareness and work skills.**

### Main Street Adult Training Center

When Erika first began at Main Street in August of 2006 she was shy and quiet. Although Erika's shyness made it difficult for her to interact with her peers. In talking to Erika, staff learned that she had been a member of the Sign Language Club while in high school, as well as signing in front of her congregation. To help Erika adjust to her new program, we encouraged Erika to teach sign language to her new friends. She began demonstrating phrases such as, "Have a nice weekend" and, "My name is Erika, what is yours?" Throughout the year she became more confident in her skills and now stands before her peers at meetings and signs. She has even been able to show some of her peers how to sign their names.

Erika is also a member of Main Street's crew labor force. She has done so well that she now has her own office-cleaning job at OceanFirst Bank.

Erika enjoys giving back to her community. She volunteers at Manchester Manor, Bey Lea Nursing Home and the Red Cross. Her favorite place to volunteer is at the Manchester Library in the "Adopt-A-Shelf" Program. She places books on the shelf using the Dewey decimal system. She has progressed so much that staff recently helped Erika complete an application for employment in one of the Ocean County Libraries as a "shelver." Erika has been very successful at Main Street, with her outstanding work ethic and new friendships. Congratulations Erika!

### Lakewood Adult Training Center

The participants at LATC have been volunteering at the Jersey Shore Animal Shelter for several years, spending about an hour at the shelter every Tuesday. Only 2 volunteers from LATC are allowed at a time. There are other volunteers at the shelter, from all walks of life. Although some volunteers work with cats and dogs, LATC volunteers only work with the cats that are up for adoption. The cats that are in the shelter are in need of good homes and the participants are instrumental in acclimating the cats. They help by handling the cats, brushing and playing with them. Getting cats used to being handled by different people helps assure a friendlier pet for the adoptive family.

George is one of our volunteers who really looks forward to his turn volunteering at the shelter. When he arrives, he sits on the floor and pets the cats. He also brushes and grooms them. George loves to sit and play with the cats, and the cats seem to enjoy George's company, too. They never shy away from him. George knows each of the cats by name and handles them very tenderly. Every time he returns from volunteering, George comes back to program with a story to tell the staff about a new arrival at the shelter.

### Highlights

Volunteerism by individuals increased by 63% in adult training centers.

Work crews are providing top-notch cleaning for 11 companies in Ocean County

63 individuals are participating in crew labor

### Vocational Data

Individuals served	81	Physical fitness outings	408
Volunteer outings	279	Crew jobs/work outings	737
Community recreational outings	707	Number of programs	2



## **SUPPORTED EMPLOYMENT**

**Supported Employment continues to offer opportunities to individuals with developmental disabilities to be part of a team process in creating and fulfilling employment dreams.**

I met James three months ago, as his new job coach. To communicate during that meeting James and I used his word processor. I had read James' vocational file but wanted to get a better sense of where James wanted to steer his journey. James said he was "tired of being a couch potato," and that "real men have jobs." James wanted the opportunity to pay for his own things and to "go on a vacation" with the money he earns.

As far as James' aspirations for employment out in the community, he said that he wanted an office job like shredding, copying, mail jobs. In July, James had an interview for a food service position at Six Flags Great Adventure in Jackson, NJ. The position was not at all what James was looking for. The day following the interview he told staff, "I should take the job, the economy is bad." While I appreciated his spirit and flexibility, Supported Employment is committed to finding James a job that will meet his preferences and ultimately give him a greater feeling of satisfaction.

Despite the set backs in his quest for employment, James would bounce back and be ready for whatever was next. It takes a special employer to see past the disability to the *ability* of the individuals we serve. In October of 2008, his patience finally paid off and a position as a document-shredding technician opened at the Ocean County Board of Social Services. James was elated when he learned of this new job opportunity and jumped at the chance. It did not take James long to learn the layout of the buildings, nor the tasks involved with his job. Within a month he was telling his job coach to leave and "go back to the office." He has become so efficient in his work that his coworkers are sometimes scrambling to find him more work during his three-hour shift. Helping such a driven individual find fulfillment through employment has been a lesson in patience. It's not about how fast you place someone in a job, but finding a "pace to place" mentality that brings about a successful job match. That's been accomplished with James.

### Highlights

- ❑ 608 follow-along hours by Supported Employment staff made it possible for the individuals served to maintain their employment.
- ❑ Despite the poor job market in 2008, Supported Employment staff placed 3 individuals in new jobs.
- ❑ Supported Employment staff developed new marketing materials for future employers featuring the photos of several 21 Plus Inc. "star" supported employees.
- ❑ 88% of individuals receiving Supported Employment services are employed.

### Supported Employment Data

Total individuals served	9
Individuals served working one job	5
Individuals served working two jobs	2



*Main Street Adult Training Center Crew Labor*

## **AWARDS**

**Twenty-One Plus encourages public recognition for the achievements of our individuals served and staff.**

### **NEW JERSEY ASSOCIATION OF COMMUNITY PROVIDERS COMMUNITY STAR AWARD - Nancy Williams**



In 2005, Nancy was diagnosed with Osteo-Arthritis in both knees. Every day was challenging. She was doing her best to deal with her situation, but missed out on... socializing and shopping. Nancy knew surgery was an option, but was reluctant to consider it. She was scared. Both knees needed to be replaced and she would have to be in the hospital, then rehab, then possibly an extended care facility. Despite this, Nancy decided she was going to reclaim her life and have the surgery.

In March, Nancy went through surgery without complications! She was hesitant to begin therapy; afraid to try her new knees, thinking she was going to fall. She began to have anxiety attacks. Nancy finally tried out her new knees with staff and housemates there to cheer her on. Then it was on to a nursing home, more therapy and graduation to using a cane.

By November, Nancy was walking on her own. It was amazing to watch her progress and rewarding to see her establish a sense of pride walking short and long distances without assistance or pain. She now can enjoy all the things she was missing out on and is looking forward to a day trip to NYC.

### **NEW JERSEY ASSOCIATION OF COMMUNITY PROVIDERS LEADERSHIP AWARD – Tayo Makinde**

As a Twenty-One Plus Program Director, Tayo Makinde is responsible for overseeing two Adult Training Centers, the Supported Employment program, and two residential programs. Tayo is a coach, client advocate, resource, expert, cheerleader, quality control manager, and leader. She possesses integrity, perseverance and unending creativity.

During her first six months with Twenty-One Plus, the vocational programs were awarded a three year accreditation from the Commission for Accreditation of Rehabilitation Facilities. Ms. Makinde's experience within the field and vast network of contacts proved invaluable when seeking CARF accreditation. The agency received exemplary conformance.

Tayo went above and beyond required adult day program standards, ensuring a risk assessment has been completed for each participant in the adult training centers and identifying specific needs for safe evacuation in case of emergency. Her constant push for meaningful self-advocacy groups resulted in a monthly job club where even those service recipients not quite ready for employment could meet and mentor with peers. Her perseverance in advocating for participants to work in community-integrated opportunities has challenged her program supervisors to find creative outlets for work and volunteering.

Tayo has been a mentor to many employees at Twenty-One Plus. Under her tutelage employees have been promoted. She values the staff she supervises and demonstrates exceptional leadership skills, never giving up or compromising her values or those of the agency. Congratulations, Tayo!

## **TWENTY-ONE PLUS, INC. 2008 DONOR LIST**

Twenty-One Plus, Inc. and Twenty-One 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.

### Employee Recognition Fund

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Bristol Family Trust  
Mr. & Mrs. D. Chionis  
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### Employee Appreciation Luncheon

Mrs. Aileen Bristol  
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Mr. Robert C. Warner  
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## **TWENTY-ONE PLUS FOUNDATION**

### **Mission Statement**

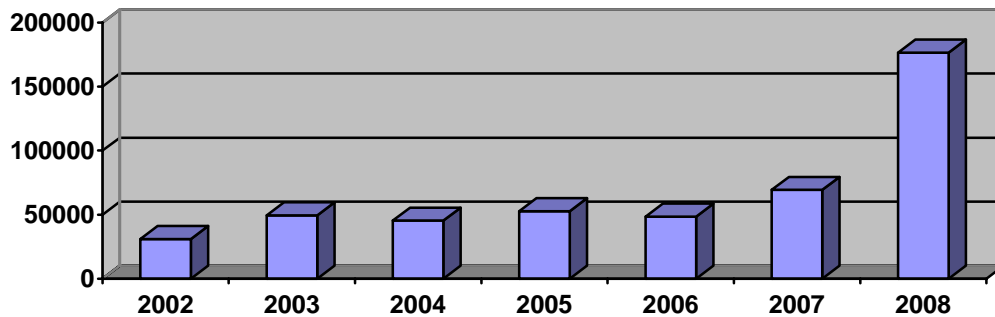
The Twenty-One Plus Foundation, a non-profit charitable organization, was created to perpetuate the mission of Twenty-One Plus, Inc. in providing opportunities for adults with developmental disabilities. The Foundation will assist with unmet needs with its focus on:

- Providing for health, physical and medical needs
- Physically improving program facilities and residential sites
- Building a strong core of Twenty-One Plus associates
- Supporting associates through training and education to facilitate skill acquisition

### **2008 Accomplishments**

- Funded a long-range strategic planning process for Twenty-One Plus, Inc.
- Reviewed and modified Foundation by-laws.
- Contracted with a development consultant to create a comprehensive fundraising plan.
- Received a \$25,000 grant from OceanFirst Foundation for Twenty-One Plus, Inc. home maintenance or improvements and technology.
- Contributed to Twenty-One Plus, Inc. employee retention program.

**Foundation Donations By Year**



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#### **OFFICERS**

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Vice-Chair: Joel Geisler  
Treasurer/Secretary: Mary Norman  
Executive Director: Sheila A. Melore

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Barbara Faruggio        Robert Warner  
Richard Pallamary

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Dawn Tortoriello  
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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  
Mizzen Avenue Group Home  
Old Freehold Road Group Home  
Onyx Drive Group Home  
Sapling Court Group Home  
Southampton Blvd Group Home  
Wayne Avenue Group Home

*Vocational*

Lakewood Adult Training Center  
Main Street Adult Training  
Center

*Supported Employment*



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[www.21plus.org](http://www.21plus.org)