

Collaborative Effort to Reinforce Transition Success

C.E.R.T.S.



Mission

To enrich the lives of adults with multiple, severe disabilities and, in turn, their families through an active, personalized day program.

Message from Board President Bill Hudson Internal Revenue Service Executive

My tenure as Board President comes to a close this year. In the six years I have been on the board of C.E.R.T.S., I am most pleased to have been able to assist in the relocation of the Newark site to New Castle. This journey included many twists and turns but the outcome was worth it. The move took place on January 17, 2020. Unfortunately, we were forced to put a hold on relocation plans for the Kent County site, but hope to begin visiting potential sites in 2021.

C.E.R.T.S. was prepared to increase the number of attendees served but could not because of the mandatory shut down and restrictions imposed as a result of the pandemic. This will only be a temporary setback for the C.E.R.T.S. team. With dedicated staff and a corporate culture focused on quality services, I know they will thrive going forward.

C.E.R.T.S. has proactively applied for and received support from the Payroll Protection Plan (PPP), and other funding programs. Staff worked productively informing families to follow COVID-19 guidelines that included mask training for participants while attending the day program.

(Continued on P.2)

New Headquarters!

Before the pandemic took place in FY2020, C.E.R.T.S. moved our Newark site to New Castle. With Emory Hill as our new landlord, we had the opportunity to choose soothing wall colors, durable flooring and wall protection so damage from wheelchairs can be avoided. Personal care rooms have a lift system, staff nurses have designated space and there is an accessible kitchen for participants to use. A room designated for MOVE® equipment storage along with several open program areas with ample space for supplies now exists. Please review site pictures throughout this report.



Pictures: Top: Front entrance Left: Accessible kitchen Right: Nursing station

Executive Director's Report

Vivian J. Turner, MPA

Extraordinary, unexpected, bizarre, unprecedented, unparalleled. There are many adjectives to describe what has happened locally, nationally and worldwide in 2020.

Before any of us heard the word COVID or quarantine, C.E.R.T.S. spent the summer and fall of 2019 preparing to move the company headquarters from Newark to New Castle. The move occurred in late January 2020. The new space is much larger and was built to our specifications with large activity areas, an accessible kitchen, five accessible bathrooms and two personal care rooms. The first participants arrived on January 22, 2020. All who toured were very impressed with the site. An open house was planned for late March. Then came the pandemic.

C.E.R.T.S. closed both Adult Action Centers on March 20, 2020 originally planning to reopen in two weeks – “after things died down”. It’s been said that we make plans and God laughs. He must have been chuckling at us for such naïve thinking! Both sites were closed for the remainder of the fiscal year. Services resumed in August, but only a small fraction of participants were able to return to the programs.



C.E.R.T.S. was approved for a Payroll Protection Program (PPP) loan to assist with staff payroll and basic expenses. We did not have to lay off our staff, which is a good thing for them and for the participants – they will have continuity of support staff upon their return to the program.

As I write this, the pandemic is still raging, but we have not lost a participant, staff member or family member to this dreaded disease. May this be the case with you as well.

P.1 Message from President Continued:

Our board member outreach efforts have been ongoing as we work to increase the number of directors in FY2021. We welcomed Elijah Young, parent of a current C.E.R.T.S. participant.

I am grateful I was able to contribute what I could to this quality organization. Moving is a journey for everyone but moving a business that provides daily services includes many factors to be considered. The board and senior staff worked productively together to meet all of these needs. Now, we have a site that we can grow into with a 10-year lease and the option to rent additional space if necessary. I am grateful to have been able to contribute to this success.

Another busy year is projected for 2021 that will not only include recovery from the effects of COVID-19 but planning the relocation of the Kent County site as well. Growth is a sign of success and testimony to the staff who work tirelessly to provide diverse, stimulating, compassionate programming for those who deserve nothing less.

Spacious MOVE[®] equipment storage area



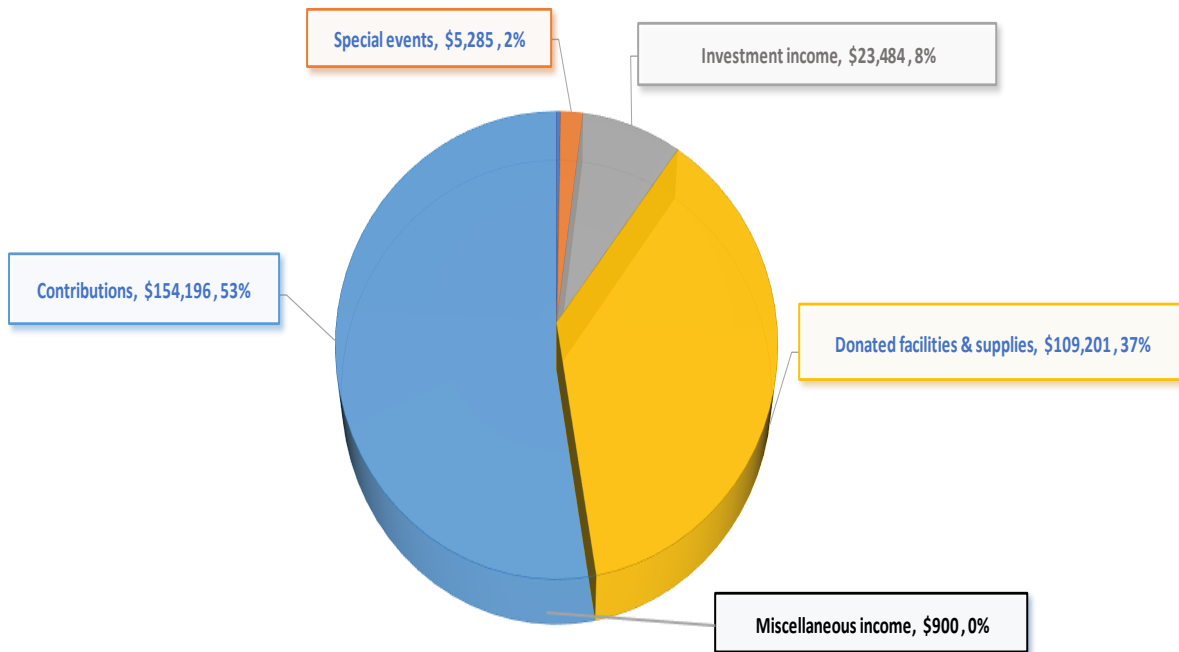
STATEMENT OF FINANCIAL POSITION

ASSETS		LIABILITIES	
Cash & cash equivalents	\$478,315	Accounts Payable	\$52,992
Restricted cash	60,328	Accrued Compensation	47,496
Accounts receivable	-	PPP Loan	191,906
Prepaid expenses	-	Refundable Advances	21,967
Investments	737,122	Total Liabilities	314,361
Property & equipment		NET ASSETS	
Net of accumulated depreciation	411,278	Without donor restrictions	1,334,071
Security deposits	<u>21,717</u>	With donor restrictions	60,328
TOTAL ASSETS	<u>\$1,708,760</u>	Total Net Assets	<u>1,394,399</u>
		TOTAL LIAB. & NET ASSETS	<u>\$1,708,760</u>

STATEMENT OF ACTIVITIES

REVENUE, GAINS & OTHER SUPPORTS		EXPENSES	
Contributions	\$154,196	Program services	\$1,161,634
Donated facilities/supplies	109,201	Management & general	302,016
Program revenue	1,234,448	Fundraising	46,757
Special events	5,285	Total expenses	\$1,510,407
Miscellaneous income	900		
Investment income	<u>23,484</u>	Change in net assets	17,107
TOTAL REVENUE, GAINS & OTHER SUPPORTS	<u>\$1,527,514</u>	Net assets-beginning of year	<u>1,377,292</u>
		NET ASSETS-END OF YEAR	<u>\$1,394,399</u>

FY2020 INCOME OTHER THAN PROGRAM REVENUE
\$293,066 19.2% OF TOTAL INCOME



Financial statements provided were prepared by Wheeler, Wolfenden & Dwares Public Accountants

Donors

Please let us know if your donation is not properly reflected below.

Champion Circle - \$5,000 & up

BHA Foundation Fund
Crestlea Foundation Inc.
Delaware Community Foundation
Delaware Division of the Arts
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Protective wall covering, comforting colors

2020 In Kind Donations

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 Melinda Mauthe
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 Diane Stephens
 TEK Electronics, LLC
 Vivian Turner
 Karen Ward

Sports activity room



Consider a Planned Giving Donation to C.E.R.T.S.

Since 2006, C.E.R.T.S. has served individuals with multiple, severe disabilities, many of whom are not able to attend other programs due to their complex medical needs. As we look toward the future, our goal is to ensure the supports provided continue to be available to those men and women attending the Adult Action Centers as well as those yet to need our services. Your help can preserve our future programming by including C.E.R.T.S. as a planned giving option, now or as part of your estate.



Listed below are some options to consider:

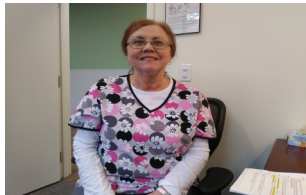
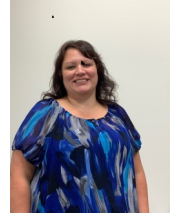
1. **Direct Gifts & Bequests** – A gift of cash, property or other assets to C.E.R.T.S. right from your estate.
2. **Charitable Gift Annuities** – With this option C.E.R.T.S. receives money, securities or real estate in return for agreeing to pay you a defined payment for life. This is a good option if you want to donate substantial assets, minimize taxes and retain consistent income flow throughout your lifetime.
3. **Charitable Lead Trust** – This occurs when you choose to contribute the assets of a trust for a defined period of time to benefit C.E.R.T.S.
4. **Charitable Remainder Trust** – In this scenario, the remainder of a trust is donated to C.E.R.T.S. after you receive the assets for a specified period or the rest of your life.

As you plan for your future security with a financial advisor, please consider a gift to C.E.R.T.S. Doing so will help secure that future programming remains available for this vulnerable population.

What has been happening at C.E.R.T.S.

C.E.R.T.S added two members to our senior team.

Colleen M. Clark, LPN joined C.E.R.T.S. as Program Specialist/Nurse in July 2019. She is a licensed LPN responsible for nursing duties as well as staff and program oversight. Colleen has experience in patient care and management. Her documentation and assessment skills along with her ability to coordinate human resource duties made her an excellent choice for this position at our Kent County location.



In February 2020, C.E.R.T.S. welcomed Erin L. Chandler, BSN, RN as Director of Nursing for the agency. She is an experienced registered nurse with leadership skills and a background in long term care and community health nursing. Erin has been an educator, assessment and clinical care coordinator as well as a clinical manager, director of nursing and director of health care services. We are grateful that she is part of our staff in this key role.

Sharuanda Robinson was promoted to Assistant Program Manager at the New Castle site. Shar has been a staff member since 2007 and was one of the original direct support staff hired at C.E.R.T.S. Dedicated to the welfare of the participants served and the direct support professionals that work daily to offer needed services, Shar is an advocate for all.



Before the mandatory shut down in March 2020, C.E.R.T.S. staff were busy conducting tours of the New Castle site for new admissions. Occupational Therapy students from Del Tech were scheduled to begin internships in the fall. Three key staff were scheduled to attend MOVE International training as well. Sadly, we were not able to complete any of these activities.

C.E.R.T.S. planned to reopen in early April but ended up being closed for the remainder of the fiscal year. Even though we were not open to provide services, we remained in constant communication with key personnel at DDDS & with the State of Delaware to ensure we were following the appropriate guidelines, while also developing robust procedures & protocols to protect our staff & participants.



Pictures: Left: Accessible kitchen sink Middle: Lift System in both personal care rooms Right: Baking activity

2020 Virtual Highmark Walk for a Healthy Community

\$1,000 Gold Sponsor



As with many events in 2020, the Highmark Walk was virtual. We are grateful to Highmark for allowing C.E.R.T.S. to be part of this event and to those who continue to support this wonderful fund raising opportunity. Special thanks to Team MDJ and Team Turner for their diligent efforts. Also to Susan Hudson (CSC) and Nora Kohn (AIG) for the employer matching gifts. We raised \$4,460 that will be used to support participant programming. C.E.R.T.S. looks forward to being part of the 2021 Walk.

Silver Sponsor WSFS, \$500

Bronze Sponsors

Jeff & Chrissy Smith, \$300
B & H Insurance, \$250
Wheeler, Wolfenden & Dwares, P.A., \$250

Thank you for your support!

C.E.R.T.S. received funding for operating expenses in FY2020 from the **BHA Foundation Fund**, **DFRC** and the **Mid-Del Foundation** for Kent County operations. In support of the agency art therapy program, we received funds from the **Delaware Division of the Arts** along with the **Kent County Fund for the Arts** to be used specifically for the Kent County program. Funding acquired in support of site relocation was secured through **The Milton & Hattie Kutz Foundation**, the **Longwood Foundation Inc.**, the **Crestlea Foundation**, the **Laffey-McHugh Foundation** and the **Delaware Community Foundation**.



We are grateful for all of our generous donors!

Cisco Corporate Responsibility Grant Award

C.E.R.T.S. received a Cisco Responsibility Grant Award in January 2020. Technology devices valued at \$44,440 were donated and installed at our new headquarters. This equipment will provide a framework for technology growth that our agency will benefit from for years to come including expansion to additional sites. We had no idea that senior staff would be working remotely just a few weeks after this equipment was installed or that the equipment would make this transition so seamless. This opportunity was brought to our attention by TEK Electronics, LLC, our contracted technology provider. Tom Voytek networked with Cisco on our behalf to improve our chances of securing this award. We are grateful for his assistance.



Main Office: 52 Reads Way, New Castle, DE 19720
 Kent County Site: 699 S. Carter Rd., Suite 1, Smyrna, DE 19977

C.E.R.T.S., Inc. Employees

Administrative Staff

Vivian J. Turner, MPA - Executive Director
 Terry Cipolla - Assistant Executive Director
 Erin L. Chandler, BSN, RN - Director of Nursing
 Michelle Shorter, SHRM-CP - Operations & HR Manager
 Melissa MacCord, MHS - Program Manager, New Castle
 Colleen C. Clark, LPN - Program Coordinator/Nurse, Kent
 Jessica Paynter, LPN, Program Nurse, New Castle
 Sharuanda Robinson, Assistant Program Manager, New Castle

Program Associates

<u>New Castle</u>		<u>Kent</u>
Jessica Childress	Donata Leckie	Sherry Hopkins
Michelle deBrabander	Janes Patterson	Teetee Juah
Chelsey Delgado	Jasmine Rider	Tanya Thornton
Katherine Smith	Nailah Smith	
Paula Karol		

Other Staff: James Yancy, New Castle Bus Driver

In Memoriam

Due to the complex medical conditions of the men and women served at C.E.R.T.S., an illness, infection or medical complication sometimes proves fatal. Sadly, two beloved participants were lost during FY2020.

We dedicate this report to their memory.

Rest in Peace

Ravel Anderson & Donna Hopkins

JFC Hearings Update

Jim & Patty Clarke, parents of our participant Amanda Clarke, testified on February 27, 2020 at the Joint Finance Committee Hearing. This was part of an ongoing effort to maintain the awareness of the need for full funding for programs like C.E.R.T.S. They testified in 2019 as well.

Although a national issue, State Legislators and especially those on the Joint Finance Committee need the constant reminder that agencies serving those who have disabilities are not sufficiently funded to meet the cost of operating expenses. The McNesby Act, unanimously passed in 2018, promised to fully fund programs for those with intellectual and developmental disabilities. No state budget since this act was passed has included funding for the McNesby Act.

FY2020 Board Members

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 Brian Nuss, Vice President
 Jim Clarke, Treasurer
 Cindy Jenkins, Secretary

Directors

Aisha Lord Ryan
 Natasha Sanders
 Jeff Smith
 Elijah Young

Phone: 302-731-0301

Fax: 302-731-0201

E-Mail:

vtturner@certsinc.org

WEBSITE:

www.certsinc.org

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**C.E.R.T.S. is a recognized
 nonprofit
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