

Fiscal Year 2022– July 1, 2021 to June 30, 2022



formerly known as



New name, same great program and 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 Cindy Jenkins

In FY2022, we continued to experience gain in the number of attendees returning to program post-pandemic and even enrolled a few new folks. Our challenge came in hiring additional Direct Support Professionals (DSPs).

DSPs are the foundation of our services. Hiring for these workers is a complex task which was done by the Operations/HR Manager and the Program Managers for several months. They included in their tireless efforts resume reviews, identifying potential candidates, scheduling and conducting interviews, arranging job shadows & onboarding new staff. Due to the employment climate, some candidates accepted our offer, but didn't work for us when they found other employment with a higher salary and less job responsibility. Our analysis revealed that an hourly rate increase and employment incentives were needed to attract quality candidates and retain our current employees. All senior staff adjusted their daily workday to ensure services were delivered safely during this time. We were able to end the fiscal year with a quality team of excellent caring, professional DSPs.

Other big news this year was our name change. Research done in 2021 to complete a strategic plan made it clear that a new name would offer a better understanding of our purpose. We hired a firm that took us through an extensive process that lead us to our new name, Forward Journey. How appropriate! *Continued on page 2*

Why the name change?

C.E.R.T.S. identified the need to change its name many years ago. The development of the strategic plan recognized this as the first step in moving the agency forward. Our name, with its lack of focus, was stifling our potential.

Knowing that we didn't have the necessary skills to complete this task, we contracted with a local agency, Blue Blaze Associates, LLC. The proposal we received clearly indicated they were very knowledgeable in what was needed to complete a project like this so, in January 2021, things started to unfold. Blue Blaze asked that a committee be established so a manageable team of two senior staff and two board members agreed to help. Blue Blaze laid out a process to determine what our name should reflect. Not knowledgeable at the time of its importance, it didn't take long to realize that this was a critical exercise to establish our new agency name. We worked together for ten months gathering information from staff, the board and the input of a trademark attorney. We chose the name Forward Journey as it reflects the experience of our participants and conveys that our agency is a place where a path can be chosen so each attendee can move forward in their own way.



Executive Director’s Report

Vivian J. Turner, MPA

One of the strategic issues the Board of Directors and I wrestle with is anticipating the “what ifs” of running an agency. “What if” an expensive copier breaks and isn’t worth repairing, or a computer suddenly quits, or several staff resign? It is always difficult to determine where a finite amount of funds should be spent, especially as our main focus is the needs of our participants.

I vividly remember that morning in November 2021 when I arrived at



the New Castle office and noticed my printer had a few dozen sheets of paper sitting in the tray. Puzzled, I grabbed them and was horrified

to read what can only be described as a ransom note. We had been the victim of a cyber breach; all our systems were down except the phones. With the knowledge of having secured cyber liability insurance in March 2019, this very stressful situation was manageable. Cyber insurance is used to protect a business against various risks associated with ecommerce, internet access, local area networks (LANs) and digital assets. Such coverage is necessary because cyber related exposures are often excluded from traditional insurance policies.

President Continued from P.1

Like all of us, our participants are on a journey. Our goal is to assist them to move forward on their own unique journey. While we retain the legal name Collaborative Effort to Reinforce Transition Success, we are doing business as Forward Journey Adult Day Services.

In FY2022 collective, persistent advocacy efforts to increase state funding were finally successful. The FY2023 budget contained full funding for developmental disability providers, per the McNesby Act. (www.McNesbyAct.com).

I am again so thankful for our senior staff and DSP’s who make our program what it is. I am also thankful for our Board of Directors who volunteer their time to provide guidance and oversight to our agency. I am also very thankful for all of our funders; without your generosity, we would not be able to provide a program of such high quality. Thank you!

Here’s to 2023!

Hi.

Do not take any action for recovery.

Your files may be corrupted and not recoverable.

Just contact us.

yacashcash@rambler.ru

Once the breach was reported, the insurance company provided all the necessary expertise required to get our systems working again. This included assistance with legal notifications to State agencies and completion of data mining to discover information that may have been exposed. They also prepared notifications and provided identity theft coverage to people affiliated with Forward Journey who may have been affected. The annual cost for this insurance was less than \$2,000. Because we had the coverage, the carrier spent more than \$129,000 to resolve the breach, allowing our agency to operate almost seamlessly.

This was a “what if” where taking the financial leap for a premium payment saved us time and money. The type of expertise provided in handling this crisis was invaluable. Many funders grumble at any expense that falls outside of the direct support of those we serve, but a situation like this proves that we need to plan and prepare for unforeseen circumstances so services can continue.

As Executive Director, my job is to analyze every aspect of operational procedures at Forward Journey which includes anticipating the “what ifs”. I am grateful to the board for their support and understanding of this potential need and their consequent approval of the yearly cost for the cyber liability insurance premium.

ASSETS

Cash & cash equivalents	\$380,972
Restricted cash	36,511
Accounts receivable	82,506
Investments	809,759
Property & equipment Net of accumulated depreciation	279,170
Security deposits	<u>21,717</u>

TOTAL ASSETS **\$1,610,635**

LIABILITIES

Accounts payable	-
Accrued compensation	\$39,844
Refundable advances	6,461
Prepaid expenses	-
Total liabilities	46,305

NET ASSETS

Without donor restrictions	1,527,819
With donor restrictions	36,511
Total net assets	<u>1,564,330</u>

TOTAL LIAB. & NET ASSETS **\$1,610,635**

STATEMENT OF ACTIVITIES

REVENUE, GAINS & OTHER SUPPORTS

Contributions	\$67,657
Government grants	242,649
Donated facilities/supplies	4,800
Program revenue	978,592
Special events	7,275
Other income	600
Debt forgiveness - PPP loan	-
Investment income	(147,755)
Net assets released from restrictions	9,290
Loss on disposal of fixed assets	(8,085)

TOTAL REVENUE, GAINS & OTHER SUPPORTS **\$1,145,733**

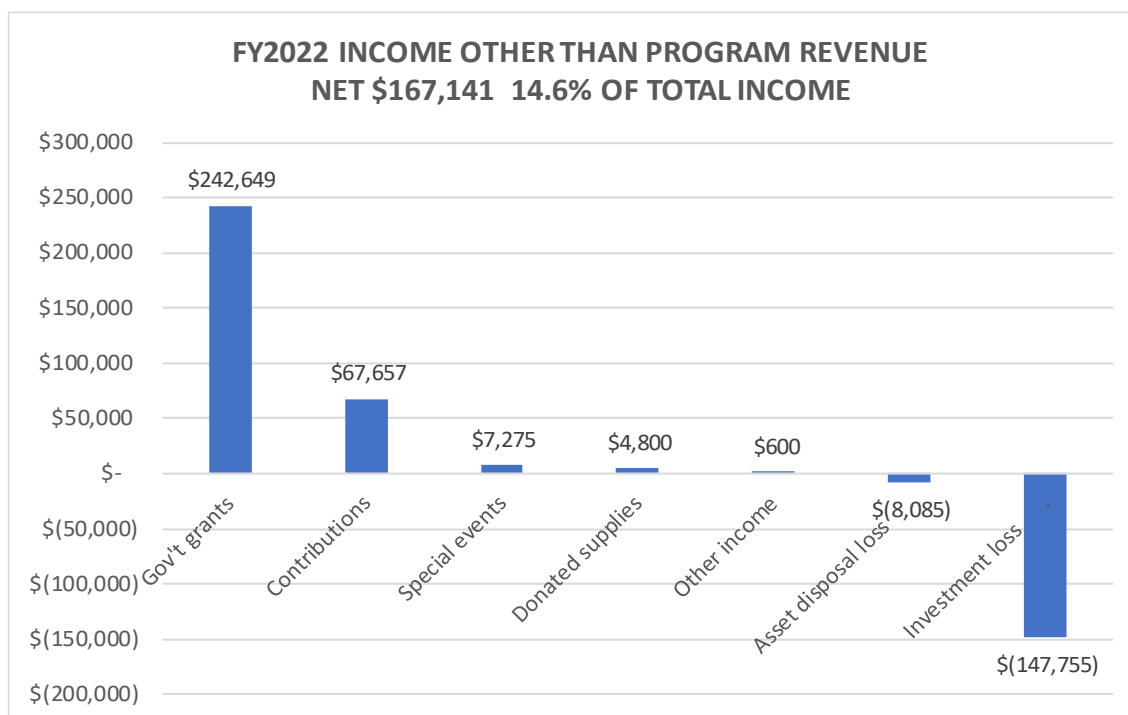
EXPENSES

Program services	\$1,130,960
Management & general	309,770
Fundraising	44,666
Total expenses	\$1,485,396

Change in net assets (339,663)

Net assets beginning of year 1,903,993

NET ASSETS-END OF YEAR **\$1,564,330**



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

New Board Members



The Payne Family at the Highmark Walk

Forward Journey participated in BoardLead, an initiative that partners top companies and professional service firms to engage their staff in board positions. Blerta Profiri from J.P. Morgan Chase, joined our Board in September 2022 as a result of this program. Continuing the role of parents as an active part of our Board since we began, we were pleased to welcome Maryanne Payne in May 2022. Her daughter attends at our New Castle County site.

Parent Quote

We are grateful that our son goes to Forward Journey. The dedicated staff work diligently and have respect for everyone's needs. Activities are artistic, musical, energetic and entertaining. His life is enriched! He enjoys each day at Forward Journey!



Forward Journey Guiding Principles

Forward Journey is our new name, but our mission is still the same: *To enrich the lives of adults with multiple, severe disabilities and, in turn their families through an active, personalized day program.*

During our rebranding process, we identified a vision for the agency as well, which is: *To expand our services throughout Delaware so that adults with multiple, severe disabilities have access to a personalized day program that improves the individual's, quality of life and wellbeing.*

The values, beliefs and guiding principles that we will implement to meet our mission and vision will be:

Connection – We believe positive human relationships are essential for everyone's emotional health. We encourage social activities that build healthy relationships among participants, staff & community members.

Belonging – We believe in a person's right to be accepted and celebrated for exactly who they are. We create a welcoming environment of inclusion, safety, acceptance and genuine care.

Access – We believe every person should have access to resources and support that help them reach their full potential. We make it possible for participants to engage in meaningful activities that support their physical and personal growth.

Individuality – We believe each person has unique qualities which we recognize and value. We support each participant in exploring and asserting their own individuality.

Self-Determination – We believe in a person's right to make their own choices. We empower and support our participants in personal decision-making.

Respect – We believe every life has equal value, every person deserves to be treated with dignity. We are respectful of participants at all times.

Other Duties as Assigned?

Members of our administrative team find that their jobs include tasks such as fixing the copier, putting chairs, desks and shelving together or any “other duty as assigned” as this line is stated in all of their job descriptions.

Here is a picture of Vivian Turner, screwdriver in hand from our tool box, fixing the changing table in one of the personal care rooms in New Castle.



Parent Quote

Forward Journey is a godsend with wonderful caring staff who challenge and keep my daughter active every day. She would not have the activities and stimulating environment if at home. It keeps her healthy.

Consider a Planned Giving Donation to Forward Journey

Since 2006, Forward Journey Adult Day Services 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. Please choose to include Forward Journey as part of your estate with one of the planned options listed below.



1. **Direct Gifts & Bequests** – A gift of cash, property or other assets from your estate.
2. **Charitable Gift Annuities** – With this option Forward Journey receives money, securities or real estate in return for agreeing to pay you a defined payment for life. This is an option to donate substantial assets, minimize taxes and retain consistent income flow throughout your lifetime.
3. **Charitable Lead Trust** – This occurs when you contribute the assets of a trust for a defined period of time to benefit Forward Journey.
4. **Qualified Charitable Contributions** – A gift can be made right from your IRA account. In this scenario, this gift doesn't get a tax deduction but it also is not recognized as personal income so the charity gets the full amount of the gift.
5. **Gifts of Stock** – While still on the planet, you can gift stock. If the amount of your donation differs from the amount at purchase, the difference can be a tax write off which could result in a tax savings for the donor.
6. **Charitable Remainder Trust** – In this scenario, the remainder of a trust is donated to Forward Journey after you receive the assets for a specified period or the rest of your life.

As you plan with a financial advisor, please consider a gift to Forward Journey. Doing so will help secure that future programming remains available for this vulnerable population.

Covid Update

Safety is our greatest concern for both our participants and staff. We continue to follow protocols for cleaning established by the Delaware Department of Disability Services (DDDS) for COVID-19. Staff and participants are rapid antigen tested twice a week and guests upon arrival. Staff are still required to wear masks but attendees are not. Social distancing has been reduced from 6 ft. to 3 ft. As protocols change, Forward Journey will continue to value safety first.



A proposal was submitted to DART in January 2020 to obtain a new van for our New Castle site. Although the van was awarded in May 2020, we finally received it in December 2022.



Parent Quote
My daughter has attended CERTS since 2013. I'm glad she attends a program that is geared for her needs to make her life better. Vivian has been a good support for me and my daughter. If you want success, Vivian is the key inside and out. She is a loving person that cares. The new name speaks for a job well done by Vivian, Forward Journey and it is just that.

The Briggs Family

The family of one of our attendees experienced the devastation of flooding in their home from a hurricane. Board members and staff made contributions to help the family especially in those first days when food and clothing were immediate needs. Jessica Jordan, one of our board members, informed her coworkers from the Carlton Cooperative of this situation. Touched by this scenario, they worked together to obtain \$820 in gift cards and cash. The family was overwhelmingly grateful for this support. Thank you to Jessica Jordan. Your work in creating the awareness of the needs of this family with your coworkers benefitted them greatly.



2022 Highmark Walk for a Healthy Community

\$1,000 Gold Sponsors

\$500 Contributors
 Susan Hudson CSC - Dan Butler Award Winner
 Nick & Lisa Aievoli
\$300 Contributor TEK Electronics, LLC
\$250 Contributors
 Wilmington University WSFS Ivan & Ruthann Turner
 Frederick Hart Brian Nuss Christopher New

After being held virtually in 2020 and 2021, the Highmark Walk was in person in June 2022. We are happy to be invited to participate in the event each year. Its success is due to those who continue to support this fundraising opportunity. Donations in 2022 totaled \$8,135 and were used for participant programming. We will take part in the 2023 Walk in person, as Forward Journey. Please plan to join us!

Thank you for your support in FY2022!

Forward Journey received funding for operating expenses from the **BHA Foundation Fund**, **DFRC** and **Grant-in-Aid**. Awards from the **Mid-Del Foundation** and **Kent County Levy Court** were granted to be used specifically for the Kent County site. In support of the agency art therapy program, we deferred awards from FY2020 from the **Delaware Division of the Arts** and the **Kent County Fund for the Arts** to be used in FY2022 due to our low attendance in FY2021. Dollars received from **The Milton & Hattie Kutz Foundation** and the **Discover Brighter Futures Fund** were used to purchase specific equipment as stated in the proposal. Funds were awarded through the Delaware Division Health and Human Services as part of the Health Care Relief Fund.

We are grateful for all of our generous donors and the Health Care Relief Fund.



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

Forward Journey Employees

Administrative Staff

Vivian Turner, MPA - Executive Director
 Terry Cipolla - Assistant Executive Director
 Erin Chandler, BSN, RN - Director of Nursing
 Michelle Shorter, SHRM-CP - Operations & HR Manager
 Melissa Beaty, MS - Program Manager, New Castle
 Darlene Myers, RN - Program Specialist/Nurse, Kent

Program Associates

New Castle

Lisa Bivens Janes Patterson
 Jessica Childress Darlese Ray
 Melina Coates Donia Restituyo
 Chelsey Delgado Kenya Waples
 Sherrie Farren Tajuana Warren
 Dawn Keenan Devona Wells

Kent

Sherry Hopkins
 Teetee Juah
 Nicole Mosley
 Tanya Thornton

In Memoriam—In 2022 we lost a beloved participant. This report is dedicated in his memory. Rest in Peace Michael Hart.

Candid Platinum Award

Forward Journey has been awarded the Platinum Seal of Transparency from Candid, formerly GuideStar. The mission of Candid is to have a positive affect on the philanthropy efforts of the nonprofit community with information that is transparent to enable donating users to make good decisions while encouraging a charitable giving atmosphere.



FY2022 Board Members

Officers

Cindy Jenkins, President
 Jessica Jordan, Vice President
 Jeff Smith, Treasurer
 Elijah Young, Secretary

Directors

Amy Haughey
 William Hudson
 Brian Nuss
 Maryanne Payne
 Blerta Profiri
 Natasha Sanders

Phone: 302-731-0301
 Fax: 302-731-0201

E-Mail:
info@forwardjourney.org

WEBSITE:
www.forwardjourney.org

We're on
 Facebook, too!

Forward Journey is a
 recognized nonprofit
 under IRS Tax Code
 Section 501(c) 3
 EIN#: 01-0592853

Designate Gifts:
 United Way #9618

DE State Employees
 Charitable Campaign #71036

Contributions can be made
 anytime at
www.forwardjourney.org
 through PayPal.
 Select the
 "Donate Now" button
 or use
 Venmo under business
 @Non-profitforwardjourney

Legal name: Collaborative Effort to
 Reinforce Transition Success, Inc. DBA:
 Forward Journey Adult Day Services