

Our People

Executive Leadership

Kim Zoeller
President & Chief
Executive Officer

Russ Brondyke
Chief People Officer

Mark Langan
Chief Development Officer

Caren Musembi
Chief Services Officer

Amber Norman
Chief Financial Officer

Program Directors

Sharon Anderson
Director of Quality and Strategic
Initiatives

Catherine Campos, MSM
Senior Director of Community
and Family Support Services

Ted Kendzora
Director of Property
Operations and Procurement

Kelly Stumme
Senior Director of
Community Living Resources

Board of Directors

Officers

Dave Farra
Chair, Financial Advisor, New York Life

Teri Litavsky
Vice Chair, Owner & Artist, Wild Bird
Pottery Studio

Lou Leonardi
Secretary/Treasurer, Wintrust, Beverly
Bank & Trust Company

Jim Sara
Immediate Past Chair, Senior Vice
President of Business Development,
Morningstar

Directors

Mazen Ghalayini
Member at Large, Managing Partner and
Board Member, West Monroe Partners

Mary Alice Povolny, Ph.D.
Member at Large, Clinical Psychologist

Stephanie Stomberg
Member at Large, Partner, Cassidy
Schade LLP

Neville Bilimoria
Attorney, Duane Morris

Anne Cleary Levin
Retired

Larry Elisco
Partner, Wipfli LLP

Russell Frees
President & Chief Executive Officer,
Hendricksen

Cami Smith
Editor & Writer, Chair of RGA Council

Robert Spahn, Jr.
Financial Advisor, Northwestern Mutual



Year of Distinction

SPECIAL EDITION

Winter Achiever & Annual Report



PRESIDENT'S *Greeting*



Pursuing Excellence: Accreditation is a demanding process. We have experienced thorough review, assessments, and visits to make sure we embrace best practices.

Accreditation is not a one-time event. It is a rigorous and continuous process that challenges us to embrace best practices and strive for excellence. We recently achieved person-centered excellence accreditation with distinction from the Council on Quality and Leadership (CQL). This prestigious and internationally recognized organization evaluates the quality of services and support for people with disabilities. This achievement resulted from years of hard work, dedication, and commitment from the people we support, our staff, the board, and you! Each day, we demonstrated that we meet the highest standards of person-centeredness through:

- Embracing Change
- Centering Community
- Valuing Data
- Promoting Dignity
- Prioritizing People
- Facilitating Opportunities
- Focusing on Outcomes

We are proud to be among the few organizations that have attained this distinction and are grateful for your support and trust in our mission. Accreditation with distinction is not the end of our journey, but rather the beginning of a new chapter. Accreditation means a commitment to ongoing transformation and improvement. Distinction means a commitment to the best support and services possible.

As we look ahead to 2024, this distinction opens exciting possibilities for the people we support. Thank you for being a part of this remarkable journey.

Here's to another year of distinction!

With gratitude,

Kim Zoeller
President & CEO



Outcome Focused: Accreditation places an emphasis on results. We don't just look at the existence of supports, but more so the impact they have on people's lives.

At RGA, we care about the impact of our services on people's lives, not just the numbers and outputs. People can achieve their goals in a safe and supportive environment when we emphasize results.

Rachel is one of the many people who have benefited from our outcome-focused approach. In 2023, she wanted to be more social and make new friends but faced some challenges. In Community Learning Services, she learned new social skills, like how to start and maintain a conversation. In Monarch Services, she met people with similar goals, outlooks, and challenges.

Group outings to the Morton Arboretum and an ice cream social were a considerable achievement for Rachel. She gained more confidence, curiosity, and connection, saying,

"I have faced some of my fears and tried new things. RGA has some awesome people who help me and cheer me on."

Rachel's story is a powerful example of how being outcome-focused makes a difference.

RACHEL

Do you know a young adult who is transitioning from high-school programs to adult support systems? Monarch Services are designed specifically for this community. If this sounds like a good fit for you or someone you know, they can learn more at RayGraham.org/Monarch-Services.



JARRETT

Promoting Dignity: Accreditation emphasizes the importance of dignity for all people. When we embrace this value, we ensure that there is a culture of respect.

Every person deserves to feel appreciated and respected. One way we promote dignity at RGA is through meaningful employment. Like many people with disabilities, Jarrett faced barriers to employment. He needed specialized support and resources to find and secure a job that matched his skills and interests.

That's where we came in. We saw Jarrett's potential and helped him realize his dream. Through our Employment Services, Jarrett got the training and coaching he needed to land a job at AutoZone.

Today, Jarrett is a reliable and valued team member. His unique abilities and perspectives are valuable in his workplace.

"I never thought I'd have a job at a place like AutoZone, but with RGA's help, my dream came true!"

Looking ahead to 2024, we're promoting dignity agency-wide. And with your continued support, we can help more people like Jarrett find their perfect jobs.

PAM



Embracing Change: Accreditation requires ongoing transformation. Since quality is a journey and not a destination, we are always working to improve.

Change is not easy, but it is necessary. This is especially true for organizations striving to provide the best quality of life for people with disabilities. That's why we embarked on an ambitious project in 2019: Residential Expansion. We aimed to move everyone from the Specialized Living Center (SLC), once a cutting-edge facility, to new homes in local neighborhoods. The people we support want homes that offer them comfort, accessibility, and integration—homes that reflect their individuality, dignity, and dreams.

We made it happen. Amid the pandemic, we relocated 48 people from the SLC to our Community Living Resources program while acquiring and renovating four homes around DuPage County.

"My new home has everything I need and more. I feel like I belong here."



Pam is one of the people whose life has changed for the better. With a zest for life and a love for making friends, she was ready to embrace the change and start a new chapter in her life. Now, Pam lives in a beautiful home with her friends, enjoying life's simple pleasures. More importantly, she can express herself, make decisions, and pursue her interests. She can be herself.

Pam's story is just one of the many stories of empowerment you are a part of. Her story results from our commitment to innovation and your generous support. We're proud to set new standards of excellence in our field, but we are not done yet. Nearly 2,000 people like Pam have more plans, dreams, and challenges ahead. Together, we're embracing change!

Recreational



TINA

Prioritizing People: Accreditation helps ensure we are person-centered. By using tools like Personal Outcome Measures, people are in charge of their own lives.

People are at the heart of everything we do at RGA. Our commitment to being person-centered is not just a value; it's the guiding principle that shapes our work.

Tina has been a part of the RGA community for 25 years and has never stopped growing, learning, and exploring. She explored activities like bowling, art, and travel through Gateway Special Recreation Association (SRA). Yet, her biggest adventure began when she overcame her fear of horses and joined our therapeutic horsemanship program.

With the help of our Premier PATH-certified instructors, Tina experienced the wonders of therapeutic riding. Not only did it boost her physical development and core muscle strength, but it also improved her decision-making, social interactions, and problem-solving skills.

Today, Tina is not just a participant in our programs; she's a leader and a role model for others. Her story is a testament to the power of putting people first. When we empower people to live life on their terms, they can embrace new challenges and opportunities. With your continued support, we can help more people like Tina realize their dreams.

Are you looking for a fun and rewarding volunteer activity? Come and help with the therapeutic horsemanship program at the Hanson Center in Burr Ridge. No experience necessary! Our center works with riders with disabilities of all ages and skill levels. If you have questions about volunteering, please email Horsemanship@RayGraham.org or call 630-325-5330.

Family Support

"It's not just about me.
It's about my family, too!"

DENNIS



Centering Community: Accreditation drives us in inclusion and participation efforts. Through community-building, people are active members of the world around them.

The power of community and the importance of family in people's lives cannot be overstated. When the people we support and their families are active in the world around them, they can thrive.

Dennis' family has always wanted what is best for him. He was passionate about computers and gaming but struggled with social interactions and independence. Through our Family Support services, his mother found the resources, guidance, and reassurance for her and her son. Dennis found a safe and supportive environment to explore his interests and make new friends.

"It's not just about me. It's about my family, too!" said Dennis. "They used to wonder about how to help me best. But with RGA's help, we are happier together." Dennis' story is a testament to the power of centering community. He and his family both enjoy more freedom as he becomes more independent. And with your continued support, we can help more families like Dennis' find joy, support, and belonging in their communities.





Ray Graham
ASSOCIATION®

2023 Annual Report

*Year of
Distinction*

80%

of every dollar
donated to RGA
goes directly
to people with
disabilities.

Valuing Data: Accreditation equips us with data collection and analysis capabilities. With that data, we can assess the effectiveness of our support in people's lives. We also value transparency, as it shows our accountability, honesty, and ethics in our financial practices.

Data is vital for any nonprofit organization that wants to make a difference. At RGA, we use data to evaluate how well we support people with disabilities. Based on the evidence, we made some strategic changes in our budget to better meet the needs of the people we support.

A thoughtful analysis of staff turnover rates, technology use, and property conditions revealed that we needed to invest more in the key drivers of our mission and vision. By investing in staff wages and retention, we can recruit the high-quality staff at the heart of our mission. By upgrading our technology, we're increasing our efficiency and productivity. And by investing in infrastructure, we are able to ensure that our facilities are safe, accessible, and suitable for the programs we offer.

The outcome of these changes has been remarkable. 80% of every dollar donated to RGA goes directly to people with disabilities. "These investments have made our work less complicated and more meaningful," said Chief Financial Officer Amber Norman. "We can now concentrate more on what we are distinctly qualified to do—support people with disabilities."

Lastly, our financials show that RGA's donor retention rate is above the national average, reflecting your generosity and loyalty. We hope you will continue to partner with us as we make a measurable, positive difference in people's lives.



2023 Financials

Revenue

Year Ending June 30, 2023

	2023	2022
Fees & Purchase of Services		
Department of Human Services	17,570,673	14,620,194
Department of Healthcare & Family Services	307,008	266,809
Program Fees (including SSI, SSDI, pensions, etc.)	2,785,190	2,570,818
Other Government Agencies	–	381,870
Total Fees & Purchase of Services	20,662,870	17,839,691
Grant Revenue – Operations		
Department of Human Services	–	–
Local Government Awards – Recreation	1,067,815	806,720
Total Grant – Revenue Operations	1,067,815	806,720
Grant Revenue – Capital Improvements		
Corporations & Foundations – Capital Improvements	942,461	857,824
Total Grant Revenue – Capital Improvements	942,461	857,824
Contributions & Other		
United Way	1,607	2,532
Restricted	744,904	236,977
Unrestricted	867,656	1,473,229
Contributions – Goods and Services	24,136	9,440
Management Fees	307,309	332,486
Production Income	18,108	3,707
Training Income	–	30,291
Total Contributions & Other	1,963,720	2,088,662
Investment Income		
Interest	471,070	(55,190)
Dividends	57,937	69,421
Net Gain on Investments	28,903	(181,468)
Net Income/(Loss) on Disposal of Equipment	(410)	1,139,101
Total Investment Income	557,500	971,864
Total Revenue	25,194,366	22,564,761
Expenses		
Program Services	18,971,552	17,034,377
Management & General	3,783,242	3,026,114
Fundraising	895,975	744,840
Total Expenses	23,650,769	20,805,331
Change in Net Assets	1,543,597	1,759,430
Net Assets		
Without Donor Restrictions	17,514,648	13,567,010
Without Donor Restrictions – Board Designated Capital Reserves	4,065,850	3,608,496
	21,580,498	17,175,506
Temporarily Restricted Net Assets	901,684	544,201
Prior Period Adjustment	–	3,218,878
Ending Net Assets	22,482,182	20,938,585