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

Message from the Board President
Amy Haughey
Transition Coordinator & Teacher
Smyrna High School

As I approach my final year on the Board of Directors for C.E.R.T.S., Inc., my role continues to be a fulfilling experience. I am proud of our accomplishments in FY2017 as we face new changes and challenges on the horizon.

We welcomed three new Board members, Jim Clarke who is a recently retired accountant, Brian Nuss, an independent consultant with a focus on the financial services industry and Jeff Smith who works for the DuPont Company currently serving as Global Director of Indirect Materials & Services. We also said goodbye to board members Mike Guida and Doug Stamm, grateful for their service and commitment.

As we ponder the future, the Board is considering increasing the scope of the services C.E.R.T.S., Inc. provides. It is an exciting time to be part of this great agency. Consider joining our Board or recommending someone you know who might be interested.

I extend heartfelt thanks to the staff, parents, caregivers, donors and my fellow board members.

There is no other agency in the State of Delaware dedicated to the critical needs of adults with multiple, severe disabilities.

Your commitment to the work being done is key to our success.

Pictures were taken at the Leach School Reunion in December 2016. C.E.R.T.S., Inc. graduates attended the celebration and were joyfully greeted by former teachers.
Executive Director’s Report

In many ways, the theme for FY2017 could be the same as the one I proposed in FY2016, which was CHANGE. Changes included a new president of the United States, a new Governor for Delaware, new members of the General Assembly, new cabinet appointments and the retirement of many Division of Developmental Disabilities Services (DDDS) staffers.

Programming changes: The year included a complete overhaul of DDDS standards for all providers, which led to a major update on agency policies and procedures in order to maintain compliance. The State of Delaware conducted quality assurance reviews at both sites in May, with no citations or significant findings. Further, the inspector commented that C.E.R.T.S., Inc. Adult Action Centers are “above the cut” and doing great work with helpful staff, supporting high acuity participants who are happy and engaged.

Participant changes: At the start of the fiscal year, our agency census included 38 participants at both sites. During the course of the year, seven new individuals enrolled at the Adult Action Centers, and six were discharged, primarily due to changes in residence location and loss of life. We ended the year with 39 participants (25 in Newark and 14 in Smyrna).

Staffing Changes: A part time nurse was hired this year to assist with support of the participants and take over nursing duties for either of the full time nurses when they were out of the office. This has reduced the need to hire temporary nurses through an agency, resulting in cost savings and improvement in the quality of care. A Program Coordinator was hired for the Smyrna site this year as the responsibilities of nursing, program and staff management had grown significantly and needed to be split.

National changes: After the election, the new president unveiled a plan to change Medicaid from an entitlement to a block grant. Proponents of the plan believe that each state will have more flexibility in how to allocate the dollars, but advocates for vulnerable populations fear block grants would limit funding and reduce access to Medicaid, especially in times of economic stress. As of this writing there have been no substantial changes to the program, but the threat remains. If implemented, such changes jeopardize the ability of agencies such as C.E.R.T.S., Inc. to continue providing quality support to those who need it. Frankly, this worries me.

I encourage you to remain aware of national and local changes, especially those which could compromise the supports and services that adults with multiple, severe disabilities need, and be prepared to respond with action – call lawmakers, write officials, testify as to how proposed changes would harm or impact your loved one.

The future depends on what you do today. ~ Ghandi
Statement of Financial Position - FY2017

<table>
<thead>
<tr>
<th>ASSETS</th>
<th></th>
<th>LIABILITIES &amp; NET ASSET</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; cash equivalents $296,421</td>
<td></td>
<td>Accrued compensation $46,681</td>
</tr>
<tr>
<td>Restricted cash</td>
<td></td>
<td>Refundable advances $77,530</td>
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<tr>
<td>Accounts receivable 113,823</td>
<td></td>
<td>Total liabilities 124,211</td>
</tr>
<tr>
<td>Prepaid expenses 13,905</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investments 722,158</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Property &amp; equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Net of accumulated depreciation 163,973</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security deposits 12,057</td>
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<td></td>
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<tr>
<td><strong>Total Assets</strong> $1,322,337</td>
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</table>

Statement of Activities - FY 2017

<table>
<thead>
<tr>
<th>REVENUE, GAINS AND OTHER SUPPORTS</th>
<th>EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributions $33,295</td>
<td>Program Services $1,051,809</td>
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<tr>
<td>Donated facilities/supplies 4,800</td>
<td>Management &amp; General 281,139</td>
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<tr>
<td>Program revenue 1,378,933</td>
<td>Fundraising 45,772</td>
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<tr>
<td>Special events 11,213</td>
<td>Total Expenses $1,378,720</td>
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<tr>
<td>Loss on disposal of fixed assets (755)</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous income 601</td>
<td></td>
</tr>
<tr>
<td>Investment (loss) income 89,857</td>
<td>Change in Net Assets 139,224</td>
</tr>
<tr>
<td>Net Assets Released from Restrictions -</td>
<td>Net Assets-Beginning of Year 1,058,902</td>
</tr>
<tr>
<td><strong>Total Revenue Gain &amp; Other Support $1,517,944</strong></td>
<td><strong>Net Assets-End of Year $1,198,126</strong></td>
</tr>
</tbody>
</table>

Financial statements provided were prepared by Wheeler, Wolfenden & Dwares Public Accountants
Fiscal Year 2017 Donors

Champion Circle - $5,000 & up
- BHA Foundation
- Delaware Division of the Arts
- DFRC

Honor Circle - $1,000 to $1,999
- Kent County Fund for the Arts
- Kent County Levy Court
- James Matlack
- Lee & Dorothy Waninger

Advocate - $500 to $999
- Agilent Technologies
- AIG Employee Match Program
- Alexis & Kathleen Bayard
- Karen Clark
- Michael & Deborah Guida
- Bill & Rosemary Holland
- Ray & Tricia Schoonmaker
- Jeffrey Smith
- Tilson & Diaz Solutions, Inc.

Benefactor - $100 to $499
- Rosemary Allen
- Bank of America
- Dianne Bingham
- Laura Brown
- Jim & Patty Clarke
- Thomas & Jane Churchill
- Corporation Service Company
- Joan Cosner
- James & Amy Doherty
- Rocco & Betty Donato
- Bryan & Reenie Daggett
- Carol Fertig
- John & Carol Flood
- Teresa Gough
- Kim Gropp
- Mike & Deborah Guida
- Lois Hall
- Amy Haughey
- William & Susan Hudson
- Interim Health Care
- Rayford & Cindy Jenkins
- Barry Johnson
- Ernie Kortvely & Melanie Hoffman
- Paul Maloney
- Linwood & Diane Martin
- Jean McBride
- Mid-Del Charitable Foundation
- Brian & Anita Miller
- Brian Nuss
- Deborah Nuss
- PayUSA, Inc.
- Pennoni Associates, Inc.
- Sue Poplos
- Douglas & Dina Stamm
- Taylor Marine Center
- Terrace Athletic Club
- Katherine E. Toomey
- Ivan & Ruthann Turner
- Taylor Marine

Patron - $50 to $99
- Robin Biscardi
- John & Teresa Bell
- Amy Chandler
- Mary Louise Chelsey-Cora
- James & Anita Delaney
- Nick & Barbara Fina
- Thomas & Chris Genneria
- James Gill
- Janet Hall
- Patricia Hall
- Marisa Lacey
- Melissa Lang
- Dan & Melanie Lohr
- John Nuss
- Troy Nuss
- Numotion
- William Prettyman
- Ernest & Cheryl Ralph
- Redner’s
- Jack & Ruth Sanders
- Richard Schwer
- Dani Shade
- State Employee Charitable Campaign
- Alicia Wilson

Friend - up to $49
- James Ashley & Kellie Pettie
- Leatrice Bantum
- Barbara J. Bonk
- Jason Bowser
- Paul & Lisette Bryant
- Eileen Butterfoss & Donald Drane
- Geraldine Caliri
- Joseph Camoirano
- Terry Cipolla
- Gary & Marisa Clere
- Brian & Donna Dill
- Kelle M. Garvey
- Karen Ingram
- Paula Karol
- Christine Klein
- Lisa LaPenna
- Earl J. Leonard, Jr.
- Eric Luckenbaugh
- John & Sue Malloy
- Cheri Miller
- Brian Novak
- Kala Nuss
- Candyce Pizzala
- Carin Prechtl
C.E.R.T.S., Inc. Adult Action Centers

FY 2017 Annual Report

Gladys Privon
Christy Schaible
Ashley Reilly
Nancy Reilly
Patricia Riley
Sarah A. Russell
Andrea Sarmousakis
Marguerite Saville
Susan Pyle

Susan Pyle
Kathleen Purcell
Karen Sgroi
Paul Sgroi
State Employee Charitable Campaign
Patrick Taylor
Tom Voytek & Vivian Turner
Jill Walls
David & Sheri Wolfe

2017 Inkind Donors

Applebee’s
Babe Ruth Museum at Camden Yards
Baltimore Ravens
Jeffrey S. Basile, Griffin Care
The Big Bang Band
Lisa Bowen
Chadds Ford Winery
Chapel Street Players
Cheesecake Factory
Terry Cipolla
Greg Clark
Clementon Park-Splash World
Delaware Children’s Theatre
Delaware Park
Delmarva Power
Delaware Theatre Company
Betty DiDonato
Michael Eckstein
Go Ape Adventure
The Grand
Amy Haughey
Melanie Hoffmann
Alisha Hudson, Elements Beauty Supply & Salon
Cindy Jenkins
Paula Karol
Ernie Kortvely

Heather Lacy
Michael Lacy
Longwood Gardens
Melissa MacCord
Erin Noel-Quencetto
Olive Garden
Painted Stave Distillery
Panera Bread
Philadelphia Eagles
Philadelphia Flyers
Philadelphia Phillies
Pizza by Elizabeth
Kathleen Purcell
Pure Wellness
Joan Rosenfeld
Stone Balloon & Ale House
Total Wine & More
Linda P. Turner
Vivian Turner
Edith Voytek
Tom Voytek
The Waninger Family
Wilmington Blue Rocks
Winterthur Museum and Gardens
Kevin Murray, Mains Paper & Food Service

Guest Bartenders Who Donated to Wine Raffle

Jeanine Sgroi
Mike Guida
Frank Eluwa
Jeff Smith
Melanie Ingram
Faatin Moody
Gabrielle Kennedy
Rich Dudek
Rick Shriver

Heather Hartmann
Susie Hudson
Brian Clark
Courtney Shearer
Melissa MacCord
Michelle Jenkins
Michelle Dudek
Arceline Jean-Francois
A grant award C.E.R.T.S., Inc. received from the Kent County Fund for the Arts initiated a relationship with the Dover Library staff. As a result, an invitation was extended to participate in an art exhibit of the work created at the Smyrna Adult Action Center. During the month of June 2017, mixed medium art work on canvas completed by our participants were on display at the Dover Public Library. The show included 25 different pieces that were hung on the display walls on the first floor of the library. Parents and participants enjoyed visiting the library and viewing their works of art on display. Because of the success of the exhibit, C.E.R.T.S., Inc. has been invited to display again in the summer of 2018.
Thank you for your Support!

C.E.R.T.S., Inc. received financial support in Fiscal Year 2017 from DFRC for operating expenses as well as the BHA Foundation. For operating assistance specific to our Smyrna location, we received funds from the Mid-Del Charitable Foundation and Kent County Levy Court. We would also like to thank the Delaware Division of the Arts for support of our Art Therapy program along with the Kent County Fund for the Arts that awarded specifically for the Smyrna program. These awards enhance our ability to meet participant needs.

We are very grateful for our individual donors who assist with the annual appeal and those who generously give throughout the year. We would like to acknowledge those who contributed and attended the Highmark Walk for a Healthy Community and The BBC and Tavern Guest Bartender Fundraiser. We also want to recognize Delmarva Power for printing copies of our annual report at no cost to C.E.R.T.S., Inc.
The photographs above were taken at our 2016 Piggin’ Out Fundraiser that took place on Saturday, October 15, 2016 at the IBEW Local 313 Social Hall. Thanks to our sponsor, TEK Electronics LLC and our caterer, Uncle Earl’s BBQ Pork and Pit Beef as well as the live music provided by the Big Bang Band. Your support and attendance was greatly appreciated.