



EAGLE MACHINING

David Reed and Jon Martin

Dave Rietschy is the Vice President of Manufacturing at Eagle Machining in New Freedom, Pennsylvania. He knows the hazards present in a manufacturing facility. When Dave was approached by Tricia Zeltwanger, a Penn-Mar Human Services Job Developer, to explore job opportunities, he had some reservations.

“Tricia first contacted me in the early spring of this year,” Dave recalled. “She asked if I had time to meet with her about using help from Penn-Mar. I hesitantly agreed, thinking our equipment is dangerous to the operator if you are not cautious.”

“Tricia did visit, and at the end of the tour, she was trying to find a fit. I then showed her our entry level machine. When I say entry level, it’s not meant to be thought of as easy. This machine still has to produce a quality product to the standard our customer expects. Tricia asked if she could have her candidate, David Reed, get a trial run. I was concerned about a person with an intellectual disability possibly getting injured. She was very persuasive and passionate seeing a possible opportunity. I agreed, knowing support would be present from David’s job coach.

“The day came for the trial run. I still thought, well, maybe he won’t like the job or find it too difficult. I wouldn’t have to be the one to say no to him and Tricia. I met David, who is a nice enough guy. Then I asked the operator of the machine, a young man named Ryan Frederick, to show David how to operate the equipment, including the dangers and where not to put your hands. After all of that, he had to learn how to measure the parts with precision equipment. To my surprise, Ryan told me that David did very well. Tricia then asked if I could use

David. Truth is, I needed Ryan to move onto more difficult machines and parts, so I agreed to hire David. We discussed our company policy of a 90-day probationary period to get the proper production numbers and quality. After all, I still have a business to run. Now I heard from our Human Resources Department. I was being pushed in

the direction of scrapping this ‘project’ because of their concerns about injuries. We had already started, so I let it play out – we were seeing positive results.

“I checked in periodically on how David was doing, and I was assured by Ryan that he was progressing well. Within a month, we were getting quality parts and he was close to achieving the production numbers needed. I told Ryan how proud I was of him taking on David’s training and

treating him like any other guy in the shop.

“David soon held his own and had the job down. We were getting as good and sometimes a better product. I was seeing David walk through the shop saying hello to everyone he saw. Sometimes guys will sing out with the radio, and I heard Dave singing along with them. I was proud of all the people in my company in relating and talking to David as just one of the guys.”

After his first few weeks on the job at Eagle, David’s support team at Penn-Mar recognized he would benefit from working part-time at Eagle and spending the other half of his day at Penn-Mar participating in education and skills training programs. This realization presented a dilemma.

“We knew working part-time would benefit David, but we knew this would not necessarily benefit Eagle since



Pictured from left to right: Ryan Frederick, David Reed, and Dave Rietschy at Eagle Machining, USA

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A WORD FROM THE PRESIDENT:

COLLABORATION AT PENN-MAR

Building a sustainable and meaningful culture requires a thoughtful and serious analysis of the behaviors that are found throughout an organization. In other words, talk is cheap if the values set forth do not find corresponding actions. In prior newsletters, I suggested the difference in the quality of supports at Penn-Mar Human Services can be attributed to the commitment of our staff and volunteers as they live out our four core values of Integrity, Excellence, Collaboration and Innovation. This month I would like to offer a few insights on the value of Collaboration. We have chosen to define collaboration as follows:

1. We empower, value, and respect each person appreciating their unique talents, skills, abilities, and opinions.
2. We create and participate in brainstorming, program development, and problem-solving activities with our stakeholders.
3. We are actively available to support and encourage each other's work to further our mission.

All staff and volunteers at Penn-Mar are expected to prioritize respect, teamwork, inclusivity, and shared goals. Recognizing a healthy and robust organizational culture cannot exist without the shared insight and efforts of everyone. We desire the very highest level of collaboration among all those who share our intentional pursuit of Transforming Life Into Living. After all, we are all in this together.

A MESSAGE TO OUR FRIENDS THIS HOLIDAY SEASON

As 2013 comes to a close, there is no better time for us to express our appreciation and thanks to those who encourage and contribute to the work of Penn-Mar Human Services. For us, financial assistance is a strong and practical demonstration of your belief in the value of our efforts to transform life into living for adults with intellectual disabilities. During the past year, we have seen numerous examples of men and women with intellectual disabilities exceeding expectations, and achieving goals and objectives that would have been considered impossible just a few years ago. You have helped make these accomplishments possible through your trust and faith in us. In asking you to consider supporting us this Holiday Season, we want you to know – our work is far from finished and we look forward to even more astonishing transformations in the lives of the men and women we support.

Blessings to you and your family during this Holiday Season,

Gregory T. Miller



Member Agency

UPCOMING SPECIAL EVENTS

Black Tie Gala | March 8, 2014



PENN-MAR'S ANNUAL DINNER

On October 10, more than 600 consumers, staff, family members, friends, and members of the community came together for Penn-Mar's 23rd Annual Dinner. The evening was an occasion to recognize and honor everyone who had advanced the mission of Penn-Mar within the agency and the community. Developed around the theme "Values in Action," those attending listened to presentations highlighting Penn-Mar's commitment to Integrity, Excellence, Collaboration, and Innovation.



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the company does not have part-time workers," Tricia Zeltwanger said. "Fortunately, we had a solution ready."

Dave agrees. "Tricia contacted me about David's situation. She had another candidate who she felt could handle the job and split time with David. That guy was Jon Martin who has a different kind of intellectual disability. Jon came in and we did the same training as we did for David. Soon, they were both doing a great job for us."

Looking back, Dave has these observations: "If I described everything I looked for in a man who wanted to work at Eagle, I would be describing



Pictured from left to right: Ryan Frederick, Jon Martin, and Dave Rietschy at Eagle Machining, USA

David and Jon. They are reliable, they like their work, and they like the people who work with them. With David and Jon doing such a good job on the lathe, I was able to promote Ryan, who was ready to handle a more difficult set of tasks. We all benefitted as individuals and Eagle benefitted as a company.

"All of us have learned a great deal at Eagle. I think everyone here learned a person's intellectual disability is only part of who they are. David and Jon know what they are doing and get the job done.

To us, this is what really counts."



Using Technology to Transform Lives

Interactive technology has helped to change the way we perform a variety of tasks from exercising more effectively to training jet pilots. With the help of the Baltimore Civitan Club #0015, Penn-Mar has obtained a Promethean ActivBoard to provide a more creative learning environment for adults with intellectual disabilities. This innovative learning system will help program staff provide more educational opportunities to individuals with a wide range of cognitive abilities.



Penn-Mar Human Services

OUR MISSION

The mission of Penn-Mar Human Services is to transform life into living for individuals, families, our staff, and volunteers. We do this by providing support services, as a team, to individuals with disabilities or human service needs in ways that promote value, independence, and self-determination.

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