



Annual Report 2017

A MISSION OF TRANSFORMATION



**Penn-Mar
Human Services**

Transforming Life Into Living



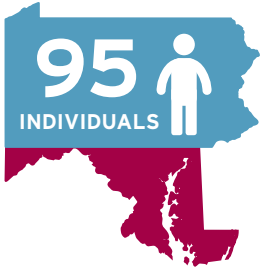
MISSION

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.

VISION

Our vision is to be a national leader impacting policymakers and organizations committed to supporting the transformation of life into living.

IMPACT METRICS



directly employed by local businesses in Pennsylvania and Maryland



directly employ Penn-Mar individuals

22,620
RESPITE HOURS



provided to



owned by Penn-Mar



received in-home supports living at home with their families or on their own

1,389
PEOPLE SERVED



2,244
SERVICES PROVIDED



through Low Intensity Support Services



13,784.25
HOURS OF SUPPORT



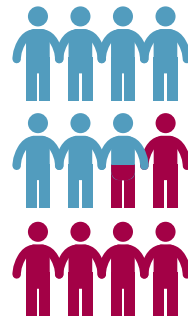
for individuals in a home or apartment of their choosing through the Personal Supports/ISS program in Maryland



receiving day services at one of our two locations

Our individuals volunteer their time for

25
DIFFERENT ORGANIZATIONS



100% of our individuals who come to day services participated in integrated community activities with approximately 45% of programming occurring in the community.



provided to individuals to and from community based jobs

A TRANSFORMATIONAL YEAR LIKE NO OTHER

DEAR FAMILIES AND FRIENDS OF PENN-MAR HUMAN SERVICES:

Wonderful things have happened in the past year at Penn-Mar, a year that was like no other in our organization's history in terms of programming and fundraising.

Driving all of our decision-making is how each project and activity will support our mission to transform lives in an integrated community setting. Our Board clearly understands that which allows us to dream more and achieve more.

And achieve we did.

Several major milestones this past year differentiated Penn-Mar from other human services organizations and spoke volumes about our responsible stewardship and visionary leadership.

DSP Credentialing Program

Sixteen of our Direct Support Professionals (DSPs) were chosen to participate in a national credentialing program. You will read about two of them in this Report. Several of our candidates have submitted their portfolios and hope to earn their DSP-I credential this fall. Many more are in the process of preparing for submission and upon earning their credentials, Penn-Mar will have the largest percentage of credentialed DSPs in the country! We took this concept and created a structure and reality around it that affirmed the professional status of DSPs. The whole process is geared toward helping them to master skills that will help the individuals they support transform their lives in ways once never thought possible.

Everything that went into this unique credentialing program was significant.

We funded the first class with \$150,000 of outside money; no government support at all. This private effort speaks to the fact that our supporters understand the importance of what we are trying to do and want to be a part of it. That's what is most exciting to us.

This year we also received an extraordinary endowment gift of \$1.5 million from the Pitts family in honor of their son, Michael James Pitts, a resident



Gregory Miller
President/CEO
Penn-Mar
Human Services

at Penn-Mar. You can read more about this extraordinary family and their son’s relationship with his DSP in the following pages. This fund will serve as a continual income source to support DSP professional training and compensation and our goal is to grow this endowment to to \$10 million by the year 2027.

State-of-the-Art Learning Center

In February we purchased a building in Shrewsbury, Pa. that will affirm our future strategy of giving the individuals we support more of a community presence and provide the physical space to catch-up with our ever-expanding capabilities. We were able to avoid a capital campaign to fund this purchase because of the disciplined oversight of our finances.

The building will include a state-of-the-art design with individual training rooms, computer labs and customized settings for the individuals we support that will be conducive to concentrated learning. We also began renovations this summer with a completion goal of Q1 2018. Initially all our day programming and staff supporting this will occur out of our new facility. Our training and administrative staff will eventually be moving into this facility when the timing is right in the future.

Concurrently we are conducting a full evaluation of our space at the Freeland, MD facility where we will be making significant changes to accommodate our growth.

Advocacy Inroads

A good deal of our time this year was spent advocating for funding, rewriting regulations and looking at best practices for the nurturing of people with intellectual disabilities. It was time well spent.

In Pennsylvania, budget recommendations and funding levels have moved in a very positive direction. And in Maryland, Penn-Mar and other organizations collaborated to successfully advocate for a wage increase for staff serving individuals with developmental disabilities. On this issue there can be no compromise.

Penn-Mar was given a voice at many tables during these discussions because lawmakers recognized that our organization chose to go down the visionary road before legions of others. We had a unique perspective and track record to offer which has contributed to so much of the success we’ve experienced, and you have supported this year.

GREG AND JON



Jon Kinsley
Chairman of the
Board



DSP LISA HARTLEY (RIGHT) DESCRIBES BOBBI AS A CAREGIVER, FUNNY, ALIVE, ONE OF THE MOST POSITIVE PEOPLE SHE HAS EVER MET.

A CALLING OF THE HEART

Enriched by individuals who are loved and cared for

Lisa Hartley works as a Senior Residential Assistant at Penn-Mar's Walter Road community home in York, PA. To hear her tell it, this is the house where everyone loves to work because the women with developmental disabilities who live there make it so special.

"They give us so much more than we give them," explained Hartley. "We're a family here. There is a deep connection among us and lots of respect that goes both ways."

Hartley has been a DSP since 1991, including several years as a Residential Supervisor. She began her career at Penn-Mar's second community home and was involved in the opening of its fifth residence in Maryland (today there are 24 homes in Pennsylvania and 30 in Maryland). She has been working at the Walter Road home for 16 years.

One of the special women living there is Bobbi Leckrone, whose father was one of the original founders of Penn-Mar Human Services. Hartley describes her as "a caregiver, funny, alive, one of the most positive people she has ever met."

Bobbi is fortunate to live in a community home where independence is fostered. What was acceptable 20 years ago has completely evolved and both Penn-Mar and the DSPs are now aggressively advocating for independence for individuals and what they refer to as "the dignity of risk."

“It’s amazing to see the individuals we support blossom when they attempt new things. It’s like watching a flower unfold. They are more autonomous now,” said Hartley. “It’s interesting and powerful to see them find their voice.”

The women have their daily responsibilities and activities but they like to have time for themselves, crocheting and watching TV, explained Hartley. “We encourage them to have as much independence as possible. They want to do their own thing but also want to make sure you’re there for them when they need assistance.”

Bobbi recently told Hartley that she wanted to write a book (and have it published!). So the two women settled on creating a fundraiser cookbook. They appealed to their friends, family, and co-workers to submit their favorite recipes and formatted the book to Bobbi’s specifications. Bobbi wrote the Forward herself and dedicated the book to her friend, Erin, a former housemate who she loved and cared for who had recently died of Alzheimer’s. The book is now published and Bobbi has held several book signings. She has already sold half of the cookbooks published.

Due to State mandated hourly wages, Hartley admits it would be hard to make a living at what she refers to as “my vocation, a calling of the heart.” Unlike many DSPs, she is fortunate that her husband’s income allows her to continue working “where her heart is.”

Hartley is grateful that she was chosen to enroll in Penn-Mar’s DSP Career Ladders Certification Program which relies on private funds to enhance the wages and professional recognition for the DSPs. “The Program has empowered and renewed my passion to help the ladies I serve truly live the lives of their own choosing,” said Hartley.





MIKE IS GIVEN A LIFT BY HIS CO-WORKERS BEFORE STARTING HIS SHIFT AT A JOB HE LOVES.

THE RIGHT JOB FOR THE RIGHT PERSON

A win-win partnership for both the employee and employer

As community employment manager at Penn-Mar Human Services, Gary Madigan is responsible for working with his staff of job developers, employment support coordinators and job coaches to identify opportunities in the business community that can lead to employment for people with intellectual disabilities.

He often reminds his staff that the right job for the right person is going to take just the right amount of time. In other words, don't rush things just to say you've placed someone in any job. It has to be the right job: a win-win partnership for both the employee and employer.

Mike Gallo, 22, was participating in Penn-Mar's Community Learning Services (CLS) program when his family approached the organization about his working out in the community. Using a nearly three month process called

Exploration and Discovery, the employment team took into consideration Mike's outgoing personality, his past food prep experience at a local Pizza Hut and his volunteer work at Our Daily Bread where he worked well with a team to sort and package food.

Madigan and his team thought Mike would thrive in the environment at Nalley Fresh, a restaurant in Hunt Valley, MD. An interview was arranged with Greg Nalley, company Founder, to meet Mike and his job coach.



According to Madigan, Nalley was very open and accepting when they first met and noted that the encounter was more about helping Nalley find the right person to fit into his environment.

“Mike has brought us together,” said Greg Nalley, CEO and Founder of Nalley Fresh (second from left).

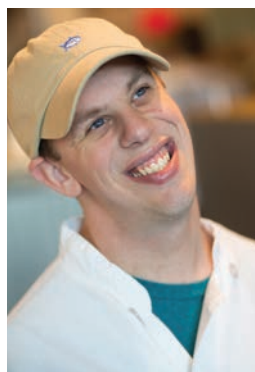
Mike aced the interview and started working there in June 2016 as a dining room coordinator. He will be the first to tell you how much he loves his job.

“Mike brings positivity and fun everywhere he goes,” said Madigan. “He is easy going and willing to try anything. At the restaurant they support him experiencing new things and if he excels or not, his co-workers see it as an on-the-job growth opportunity.”

“It’s an enhancement for the whole organization,” said Nalley. Hiring a person with disabilities has taught Nalley and his staff to be more compassionate, the Founder said. “Mike has brought us together.”

Carlos Harris, one of Nalley’s business partners, looks out for Mike. Initially scheduled to work during the busiest times at the restaurant, Harris changed Mike’s shift to a time when he would have the opportunity to do his job more proficiently, putting him in a position to be successful. “Mike is so genuine,” said Harris. “The customers see how hard he tries. It draws them in.”

Mike’s situation epitomizes Madigan’s job development goals. “I want happy, confident individuals to wake up each morning and be happy to clock in at a job that was carefully selected with them.” said Madigan. “As a former Direct Support Professional (DSP), I can say that everyone at Penn-Mar is a DSP at heart, even our CEO, Greg Miller. We make it a priority to learn from one another and mentor and care about the individuals we support.”





THE QUALITY OF MICHAEL PITTS' LIFE HAS BEEN LITERALLY TRANSFORMED BY HIS CONSISTENT AND CLOSE RELATIONSHIP WITH PATRICK SGRO, HIS RESIDENTIAL SUPERVISOR AT A COMMUNITY HOME FOR MEDICALLY FRAGILE INDIVIDUALS IN HAMPSTEAD, MD.

QUALITY OF LIFE TRANSFORMED

A close, lasting partnership of consistent care

Patrick Sgro has spent many days and nights thinking about and caring for Michael Pitts. He has seen him grow as a person and been by his side during many of the same stages his own children have experienced. But his journey with Michael has been a unique partnership by any measure and daily teaches him everything he will ever need to know about patience and unconditional love.

Michael, 40, developed a severe seizure disorder when he was only four months old which left him with a profound intellectual disability. The quality of Michael's life has been literally transformed by his consistent and close relationship with Sgro, his residential supervisor at a community home for medically fragile individuals in Hampstead, MD.

"Michael requires full care," explains Sgro. "We do all of his hygiene, dress and bath him and take care of all of his feedings. A silent aspirator, he is unable to eat any solid foods and receives his nourishment and medication through a flexible feeding tube."

Michael's history of seizures and pneumonia were a source of constant worry for his parents,



Kay and Jim Pitts, but under Penn-Mar's care his father notes that "his emergency room visits are down to a flat out minimum, the lowest ever in his entire life." To Michael's family, this turnaround has been a "tremendous lifting of constant uncertainty," and no one is prouder of this accomplishment than Patrick Sgro.

Through the years Michael's parents have developed a deep trust with the staff and have personally experienced how invaluable the consistency of care is for their son.

Because of the nature of Michael's disabilities, his gait is unsteady yet he is able to walk and stand with assistance and likes to be with people. And although Michael is non-verbal, Sgro says he doesn't like to be ignored if two people are in conversation. His father often says his son communicates with his eyes by staring or smiling through them to show that he is happy or engaged.

Sgro is very enthusiastic about his participation in Penn-Mar's Career Ladders Program. He describes his role as "on the brink of direct support and managerial duties" for Penn-Mar's Zakira Court community home and is quick to admit that no one stays at the job there for the paycheck.

"It's a real struggle to acquire, retain and motivate staff who require specialized training in Mike's case," according to Sgro. "None of them make 'going rates' for what they do with the current government funding. They could make more per hour at a nursing home or hospital. But what's special about our team here is that the staff here has grown to love the individuals we work with and we stay out of loyalty and love to care for people like Mike."

In his supervisory role, Sgro manages seven staff people and is eager to "keep current and fresh, always expecting and wanting the absolute best for our people, like Michael," said Sgro.

"The Career Ladders Program offers opportunities for enhanced wages and bonuses and a continuous stream of new ways to think about things. I'm excited to look at my career from a whole new perspective."

That means continually challenging and enhancing his skills to better manage and motivate his staff and to be the best advocate he can possibly be for Michael as a caregiver, teacher, companion and friend.

THE PENN-MAR FOUNDATION

SUPPORTING INNOVATION THAT TRANSFORMS LIVES

The Penn-Mar Foundation proudly celebrates a groundbreaking year. The 25th Anniversary Black-Tie Gala broke all records in attendance and revenue. Over 650 guests turned out for “A Highly Rated Evening” to honor Anne and Bob Kinsley and enjoy a multi course dinner complete with curated wine pairings of 90+ rated wines. The evening raised over \$650,000 to support the mission of Penn-Mar Human Services. The Foundation’s Endowment received a generous gift of \$1.5 million dollars from Kay and Jim Pitts to establish the Michael James Pitts Endowment for the Advancement of Direct Support Professionals in honor of their son Michael who receives services through Penn-Mar.

In 2017, the Foundation grew to \$4,531,427 in assets under management. In addition, significant pledges were received from donors that will continue to increase the endowments, along with prudent investment management. Foundation revenue in FY2017 was \$2,673,022. The endowed funds and proceeds from the Black-Tie Gala support the transformational mission of Penn-Mar Human Services that traditional funding sources alone cannot provide.

IN 2017, THE FOUNDATION:

- Provided a \$225,000 grant to Penn-Mar Human Services to fund the second year of Career Ladders – a national credentialing program for Direct Support Professionals (DSP) to educate, recognize and reward this critical workforce. The Foundation has provided a total of \$375,000 in support of this program. There are currently 43 Penn-Mar DSPs in the Career Ladders Program with the first group set to achieve their DSP-I certification in fall/winter 2017.
- Established an Employee Care Fund for \$50,000 to assist employees having an unforeseen financial hardship.
- Donated \$312,290 to Penn-Mar Human Services to broadly support the innovative strategies that provide a life of purpose and meaning to the individuals in the Penn-Mar program.

The Foundation ensures the continuation of high levels of support as government funding alone is not enough. It is through the generosity of corporations and individual donors that the Foundation is able to transform lives.



OVER 650 GUESTS TURNED OUT FOR PENN-MAR'S BLACK TIE GALA'S "A HIGHLY RATED EVENING," TO HONOR ANNE AND BOB KINSLEY AND ENJOY A MULTI COURSE DINNER COMPLETE WITH CURATED WINE PAIRINGS OF 90+ RATED WINES.

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KAY AND JIM PITTS OF PASADENA, MD DONATED \$1.5 MILLION TO PENN-MAR TO ESTABLISH AN ENDOWMENT TO FUND, IN PERPETUITY, PENN-MAR'S NEWLY LAUNCHED DIRECT SUPPORT PROFESSIONAL CAREER LADDERS INITIATIVE.

A TRANSFORMATIONAL GIFT FROM THE PITTS FAMILY

In January, Penn-Mar received a \$1.5 million gift from Kay and Jim Pitts to establish The Michael James Pitts Endowment for the Advancement of Direct Support Professionals. This generous gift establishes an endowment to fund, in perpetuity, Penn-Mar's newly launched Direct Support Professional Career Ladders initiative.

"We are honored and blessed to receive this transformational gift," said Gregory T. Miller, Penn-Mar's president and CEO. "Kay and Jim Pitts exemplify leadership at the highest level and their investment in Penn-Mar is both exciting and humbling. Many lives will be touched in a very positive way because of their generosity."

Miller has a special connection with the Pitts family. Their son, Michael Pitts, now 40, resides at a Penn-Mar home. When Michael was 7 years old he lived with Miller and his wife for two years at their Carroll County home. "Working with Michael was both very difficult because of his challenges and at the same time amazingly rewarding," Miller said.

"Direct Support Professionals have been an integral part of Michael's life for over 30 years," said Jim Pitts. "These are the individuals that we have trusted to care for his needs over that time. It is our desire to see that this initiative make a difference in the lives of individuals that work and live at Penn-Mar and to set the benchmark for educating and certifying these professionals throughout the country."

The mentored DSP Credentialing program will improve Penn-Mar's employee recruitment and retention efforts, and addresses the challenges of an increasingly demanding employment environment that is plagued with high turnover. With this gift The Penn-Mar Foundation has a goal of building the fund to \$10 million and will allow Penn-Mar to remain a premier service provider.

2017 DONORS

Penn-Mar Human Services and the Penn-Mar Foundation relies on the support from the community to transform life into living for adults with disabilities. In FY 2017, more than 450 individuals and organizations made charitable donations totaling more than 2.8 million dollars.

Every effort has been made to ensure the accuracy of the list of donors. If we have inadvertently misspelled or omitted your name, please accept our apologies and contact the development at 410.343.1069 x 257 so we can correct our records.

PENN-MAR HUMAN SERVICES CIRCLE OF DONORS

Represented on this list are the individuals who contributed more than \$100 and businesses/organizations that contributed \$500 or more to benefit Penn-Mar Human Services between July 1, 2016 and June 30, 2017. If you would like to become member of the Circle of Donors, learn more at penn-mar.org/foundation

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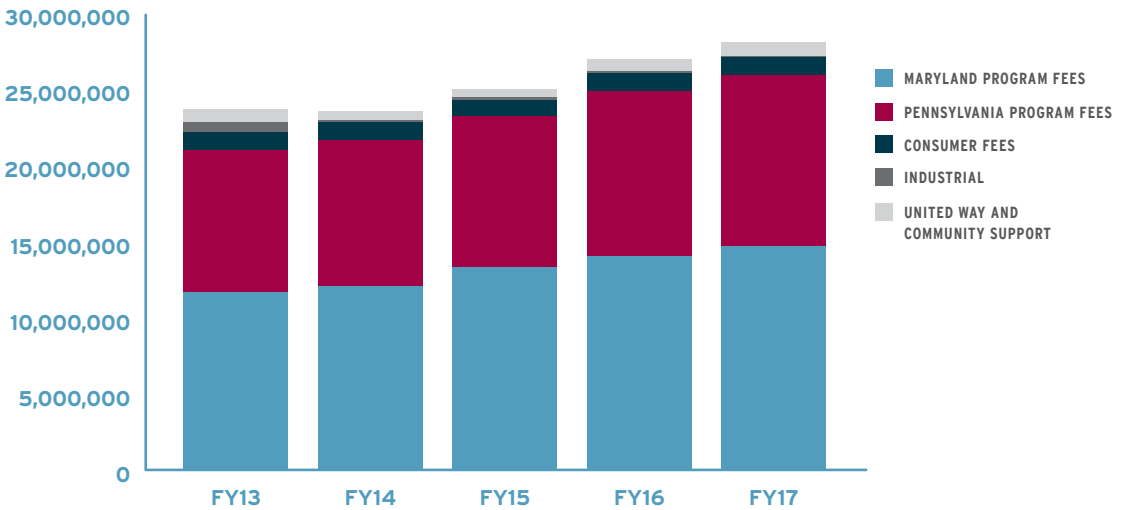
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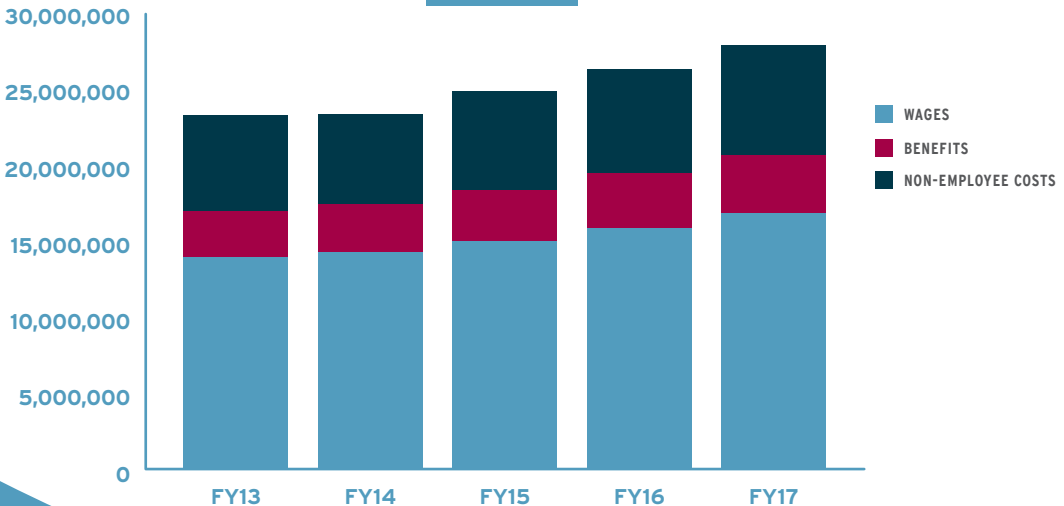
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CORE VALUES

Our values serve as the foundation of our organizational culture, key measures of our success, and the underlying principles that guide how we transform life into living at Penn-Mar Human Services. We live them through our daily interactions with our stakeholders (individuals we support, staff, families, volunteers, and community partners), through our service delivery methods, human resource practices, and recognition programs.

INTEGRITY

We hold ourselves accountable for our actions and interact in ways that are respectful, honest, fully transparent, and ethical.

COLLABORATION

We prioritize respect, teamwork, inclusivity, and shared goals.

EXCELLENCE

We safely deliver remarkable supports and regularly exceed the expectations of our stakeholders.

INNOVATION

We constantly strive to be progressive and innovative leaders in the human service field.



**Penn-Mar
Human Services**

Transforming Life Into Living

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