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Message from the Board Chairman & President and CEO



Gregory T. Miller



Morton F. Zifferer, Jr.

Dear Families and Friends of Penn-Mar Human Services:

In many organizations a change in leadership often signals a dramatic change in direction, in management style, and in values. During the past year, the Board of Directors and senior management team of Penn-Mar planned for a change in leadership demonstrating the integrity of the agency's vision, the strength of its approach to management, and loyalty to its values in serving men and women with intellectual disabilities. On July 1, 2012, Gregory T. Miller assumed the office of President and Chief Executive Officer of Penn-Mar Human Services from Keith Peterson. It was a significant but ordinary day – and a testament to the extraordinary planning of the Board and management team.

Above all in this Annual Report we want to emphasize Penn-Mar's allegiance to its core values in providing the very best services possible for men and women with intellectual disabilities, and its determination to be a model of efficiency and integrity. We want each and every family we serve to know our commitment to their loved ones will not waver. Every member of Penn-Mar's staff will be provided the best training and education to help them excel in their work. We will ask every member of our greater community with an interest in advancing the well being of adults with intellectual disabilities to join us in "transforming life into living."

This report would be incomplete without a special word of recognition and thanks to Keith R. Peterson, who served as Penn-Mar's Chief Executive Officer during a period of great accomplishment and equally strong challenges. His calm and measured leadership has served as an inspiration to all who have had the privilege of working with him. If a man's deeds are the measure of his life, Keith Peterson's work at Penn-Mar offers a record that will always speak for a man of the finest character.

A handwritten signature in black ink that reads "Morton F. Zifferer, Jr."

Morton F. Zifferer, Jr.
Chairman of the Board

A handwritten signature in black ink that reads "Gregory T. Miller".

Gregory T. Miller
President and Chief Executive Officer

Vision



Photo above: Gregory T. Miller, President and CEO; Laura Tieman, Chief Operations Officer of Maryland; Robert Kuhn, Chief Financial Officer; Jackie Stevens, Chief Operations Officer of Pennsylvania; and Roger J. Marquis, Jr., Chief Development Officer

Services for adults with disabilities are evolving in ways few could have foreseen when Penn-Mar Human Services was founded in 1981. More and more men and women with disabilities are pursuing their own dreams through living and working in the community and developing their own friendships. Penn-Mar is in the forefront of this vision with an emphasis on developing individual skills and talents to the fullest extent possible. Technological improvements influence the ways all people communicate with one another, including adults with intellectual disabilities. This same technology, along with our commitment to innovation and learning, is opening new opportunities to transform the lives of the people we support. Penn-Mar will continue to seek exceptional ways to deliver its services. At the same time, we will always remain faithful to the original intentions of the families who saw the need to provide a way of supporting their children and making their lives better.



Training & Education

Penn-Mar Human Services is only as strong as the men and women who deliver services and care. A well educated and well trained staff at all levels has always been an enduring and fundamental principle.

Training Center: Ongoing training is an integral feature of Penn-Mar's approach to providing superior services. The Training Center at Penn-Mar North in Glen Rock is the focal point of training for all of the agency's staff. Penn-Mar is also working with the College of Direct Support to provide online training and covering more subject areas to benefit staff and consumers. In addition, Penn-Mar supports numerous members of its staff who are pursuing their professional education with tuition reimbursement.



Employment Programs

Customized Employment: Finding fully integrated jobs in a community setting is a major objective of Penn-Mar's employment program. Many adults at Penn-Mar possess unique skills and abilities well suited to an employer's specific needs. Matching ability with an employer's need is a main focus of this program.

Transitional Employment: Penn-Mar provides skills training and supervision to teams working in numerous locations. Local businesses and organizations contract with Penn-Mar for specific services.

Production Center: Penn-Mar's Glen Rock facility has traditionally been a center for light industrial assembly, packaging, and employment training. Future plans call for the transformation of the facility into a Career and Skills Development Center, including employment training, therapeutic skills management, and selective facility based work.

Penn-Mar INK: Penn-Mar Ink is an inkjet recycling business owned by Penn-Mar Human Services. Operations are conducted by Penn-Mar consumers with a range of skills and abilities.





Therapeutic Improvement

Day Habilitation Program: Located at its Freeland, Maryland campus, Penn-Mar's Day Habilitation Program is designed to benefit men and women who require a more intensive set of services. These services include activities and programs designed to improve physical stimulation through exercise, dance, and therapeutic activities. Additional programs are designed to enhance cognitive skill to help men and women enjoy a greater range of participation and work in community settings. To this end, Penn-Mar is looking to renovate its Maryland Line facility for the expressed purpose of integrating advanced technology and equipment into its latest programs. This project will utilize space more efficiently and incorporate design and structural changes to make the Maryland Line campus a more innovative and enjoyable environment for the men and women Penn-Mar serves.



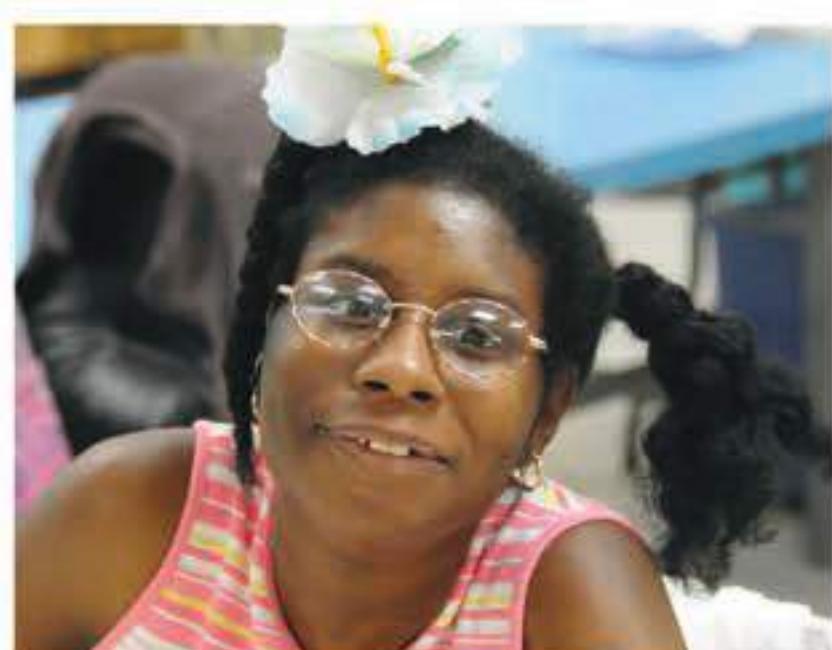
Community

Residential: For more than 160 men and women, home is a residence managed by Penn-Mar. Penn-Mar strives to address the needs and interests of every resident in a way to promote a secure and comfortable atmosphere.

Respite: Families caring for children with intellectual disabilities may experience situations requiring the family to be separated, temporarily. Penn-Mar's Respite Program provides an individual with a disability a place to stay on these occasions.

Support Services: Frequently, individuals with intellectual disabilities are capable of living at home or independently with periodic support services. The chief goal of in-home, ISS, and CSLA programs is helping individuals master basic and fundamental skills to give them a maximum degree of independence.

LISS (Low Intensity Support Services): Working with the state, Penn-Mar administers Low Intensity Support Services for Central and Western Maryland. These services achieve critical objectives: 1) address the specific needs of families and individuals with the least invasive solutions to allow a person to remain independent; and 2) provide more help to more families through the careful and practical management of finite resources.



Southern Community Services



Southern Community Services (SCS) is Penn-Mar's community social services division for communities, families, and individuals in south central York County. SCS provides for basic requirements of families in need. Basic items such as food, clothing, and school supplies are available on a consistent basis to help meet every day emergencies. In addition, SCS provides assistance for medical costs, rent, and transportation temporarily until a more permanent solution can be arranged.

At the same time, SCS offers Life Management Programs to help families and individuals get through a difficult period in their lives in order to achieve more lasting solutions to a particular crisis or hardship. Short term counseling and case management are designed to achieve these objectives. SCS has also been instrumental in addressing the problem of the elevated rate of suicide in York County and ways to bring this rate down. As part of this initiative, SCS and the York County Suicide Prevention Coalition are working closely with York College to develop a campus wide suicide prevention program.

Cindy Richard
Director,
Southern Community Services

Foundations

Penn-Mar was founded in 1981 by families who were not satisfied with the program available for their sons and daughters with intellectual disabilities. Our founding families wanted to see their children grow to the best of their ability in an environment that would challenge them to achieve more and become a more visible part of the community. These families and Penn-Mar have grown together, from an agency serving twelve individuals to one now serving more than 400.

This growth is no accident. It is due to the guiding values and principles of the first families: never to accept limitations imposed by others and always strive to do more. This animating principle remains a driving force at Penn-Mar. To sustain this record of achievement, Penn-Mar is determined to increase its levels of private support and reduce dependency on state funding. By building a larger endowment through the Penn-Mar Foundation, Penn-Mar will have the flexibility it needs to pursue innovations in the field of human services. A larger endowment will also give Penn-Mar a stronger financial footing and safeguard the services we offer for generations to come.



Timothy W. Chase, Chairman/Treasurer
Penn-Mar Foundation, Inc.

As we pursue an expanded endowment rest assured that Penn-Mar's Foundation Board closely monitors endowment investment performance and has partnered with a professional investment management firm that has a tremendous reputation. An endowment gift to the Penn-Mar Foundation will serve to assist the men and women we serve today and tomorrow.



Roger J. Marquis, Jr., Chief Development Officer and
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21st Annual Black Tie Gala
 March 2, 2013

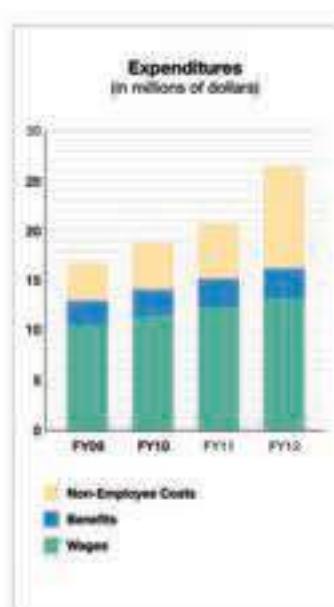
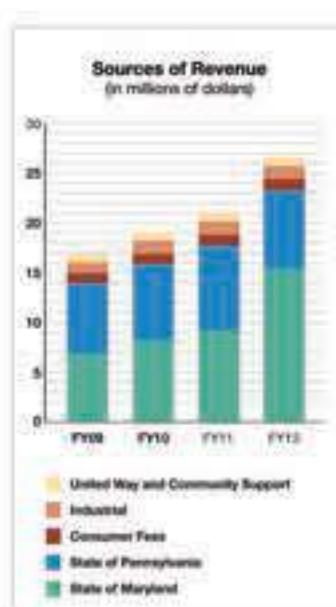


SCS Golf Tournament
 May 16, 2013



Irish Festival
 June 15, 2013

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