

Empowering Self-Sufficiency



Penn-Mar
Human Services
Transforming Life Into Living

2016 Annual Report



MISSION

The mission of Penn-Mar Human Services is to transform life into living for individuals with disabilities, families, our staff, and volunteers.

VISION

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

Dear Families and Friends of Penn-Mar Human Services,

As we reflect on another year at Penn-Mar, our Annual Report provides an opportunity to share a few of the inspiring stories that come to life each day. The past year has been filled with significant challenges, but these pale in comparison to the successes and personal accomplishments of those we support, as well as the devoted staff who serve with commitment and dedication each day.

The theme of this year's report is "Empowering Self-Sufficiency." Empowering can be defined as equipping a person to be stronger and more confident, especially in controlling their life and claiming their rights. The staff members we refer to as Direct Support Professionals (DSPs) embody this process each and every day as they give of themselves to ensure the men and women they support continue to discover their talents, their skills, and their future ambitions.

At Penn-Mar Human Services, we have focused ourselves to ensure a pathway for the success of those we support as well as those who empower them. In alignment with our four core values of integrity, excellence, collaboration, and innovation, and with the help of our volunteers and our community, we recognize the value and dignity of all.

The high calling of *Transforming Life Into Living* is one that needs to be empowered, and we are truly thankful to all who play a part. We hope you will enjoy reading a few of our stories. They are inspiring, they are real, and there are many more like them being written every day.

Greg and Jon



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

Gregory T. Miller
President and
Chief Executive Officer



A handwritten signature in blue ink that reads "Jon Kinsley".

Jon Kinsley
Chairman of the Board

THE NUMBERS SPEAK FOR THEMSELVES

As the Penn-Mar family grows year after year, so does the amount of support, the number of individuals and families we serve, and the positive impact that we're able to make in our communities. The numbers paint a clear picture of the outcomes we've achieved, driven by Penn-Mar's mission and vision.

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



2,030 people served through Low Intensity Support Services



97 businesses directly employ Penn-Mar individuals



8,816 respite hours provided to 89 families



82 individuals directly employed by local businesses in Pennsylvania and Maryland



Distributed a total of **115,039** pounds of food to 1,621 low income families



20,800 hours of support for individuals in a home or apartment of their choosing through the Personal Supports/ISS program in Maryland



100% of our individuals who come to day services participated in integrated community activities with approximately **35%** of programming occurring in the community.



53 homes owned by Penn-Mar

Our individuals volunteer their time for **18** different organizations



25,800 rides provided to individuals to and from community based jobs

Over **186** individuals receiving day services at one of our two locations



'Setting Goals and Reaching Dreams'

Through Community Integration



*We want them to feel empowered to **set their own goals and reach their dreams.***

Attending college classes. Working out at a gym.

Shopping. Volunteering. These activities, small and large, are all ways by which we interact with the community around us. For those supported by Penn-Mar Human Services, meaningful experiences such as these offer an open door to participating in their own communities.

“The idea of community life engagement was largely undefined,” says Community Learning Coordinator Mark Rivera-Junkins, who has been with Penn-Mar for five years. “Today it’s much more about creating meaningful experiences, allowing for exploration and discovery, expanding our individuals’ interests, and encouraging their participation in activities outside of our programs.”

Michael Orsulak provides a perfect case study. The “always smiling,” “go-with-the-flow,” “willing to try anything” son of former Baltimore Oriole Joe Orsulak came to Penn-Mar’s Maryland Line Learning Center as a transitioning youth at 21 years of age. Shortly thereafter, he began participating in the Community Learning Services program, which is geared toward community life engagement experiences outside the four walls of a building.

In 2013 CLS was in its pilot phase, with only one group. Today, it’s nearly ready to launch its sixth group, and Mark says he expects the program participants to swell from 20 to more than 30 by the end of 2017.

“We’re selective in grouping individuals together, because they need to have some common interests and goals,” says Mark. “They learn how to compromise when days or activities aren’t necessarily their preference. But the power of peer influence is incredible—they’re challenged to try new things, and often end up enjoying them.”

For example, it was peer influence that encouraged Michael to try his first rollercoaster in spite of his initial hesitation. Now, the rollercoaster is one of his favorite rides.



“Our individuals will time and again exceed our expectations,” says Mark. “A part of it is truly the environment that they’re placed in.”

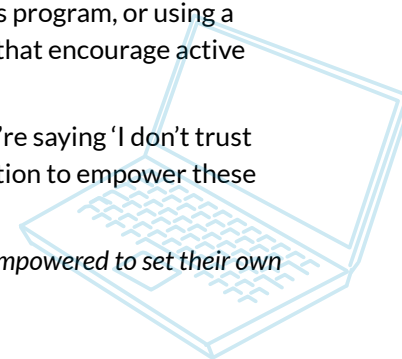
Whether through more traditionally structured programs like day habilitation at the Maryland Line Learning Center, or through alternative programs like CLS, community life engagement is a theme that runs through many of Penn-Mar’s programs.

“Personal Support and Individualized Support Services happen outside of our daily programs, but the focus on community engagement and interaction is just as important,” Mark says, noting that these programs also pursue social and recreational goals. “We encourage them to begin making individual decisions about what they want.”

Some of Michael’s skills have revealed themselves over time, like transplanting seedlings into the ground without hand-over-hand support, or helping out at a Meals on Wheels program, or using a computer without assistance—experiences that encourage active participation in the community.

“Every time you do something for them, you’re saying ‘I don’t trust you to do it,’” says Mark. “We have an obligation to empower these individuals to do things on their own.”

He puts it this way: “We want them to feel *empowered to set their own goals and reach their dreams.*”

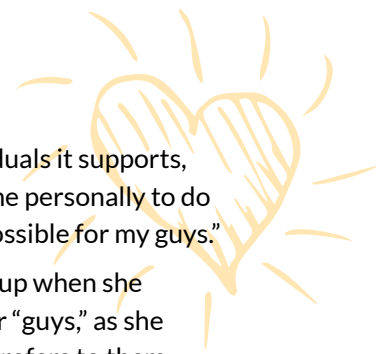


Spreading 'Joy and Light'

Through Penn-Mar's Career Ladder Initiative



"I want to always bring joy and be a light. This is my job and I love it."



When Kas Jasinski wakes up every morning

to prepare for her job as a Direct Support Professional, she has one goal in mind. “I want to create a fun, happy, safe place for my guys,” she says with a smile. “Every house is like a little family unit, and it’s so important to be sensitive to the needs of each family member.”

Kas joined Penn-Mar Human Services as a DSP in 2007, after a career that included running a daycare and providing personal support for the elderly and Alzheimer’s patients. “It was an easy role to step into, and one where I knew I could help make a difference in others’ lives.”



DSPs like Kas are the lynchpin in providing stability and security in a group environment, while coordinating activities, preparing meals, and meeting the specific needs of the individuals in their care. It’s a job for those with a passion for helping others, one that requires devotion and a heart for service.

Penn-Mar recently partnered with a nationally accredited organization, the National Alliance for Direct Support Professionals, to provide a rigorous three-year credentialing program for select DSPs like Kas. The “Career Ladder Initiative” offers recognition and wage enhancement to DSPs who embrace the knowledge, skills, and values of their profession.



“I feel honored for the opportunity to be one of the DSPs selected for this program,” Kas says. “I love to learn, and I applied for the chance to learn more. I know that everything the selected DSPs will learn through this program will help Penn-Mar



and the individuals it supports, and will help me personally to do the best job possible for my guys.”

Her eyes light up when she talks about her “guys,” as she affectionately refers to them.

She describes how Robert always loves to sing, dance, and skip around—no matter what else might be occupying her at the time. Jimmy is her “helper,” who

always thanks her for the opportunity to tighten a screw or change a lightbulb. Whenever Wayne meets someone new, he loves to talk with them and guess their age. Greg, quiet and observant, demonstrates the value of taking the time to slow down.

In each unique personality, a life lesson reveals itself to Kas. Robert shows how song and dance can fill a house with joy. Jimmy’s helpful heart expresses the universal need to feel important and special. Greg encourages Kas to sit still and reflect on life. Wayne prompts her to look a stranger in the eye and ask, “How are you?”



“I just feel truly blessed to do what I do every day,” Kas says. “I can’t think of a better word to describe it. It’s such a blessing to me.”

With Penn-Mar’s Career Ladder initiative, fervent and spirited DSPs like Kas will receive additional resources to support individuals in experiencing optimal independence and achieving their goals—blessing one another as they share in the experiences of life together.

A woman with short dark hair, wearing a maroon button-down shirt, stands in a warehouse or factory setting. She is holding three large spools of orange thread. In front of her is a metal shopping cart filled with more spools of thread. The background consists of metal shelving units filled with numerous cardboard boxes, some of which contain spools of thread. The lighting is bright and even.

Customized Employment

Encourages Learning, Growth,
and Engagement

*With customized employment,
individuals like Julia can be
**matched with a job setting that
allows them to thrive.***

“We have 85 individuals in community jobs,”

says Penn-Mar Career Counselor Gary Madigan, discussing the organization’s customized employment program. But the variety of employment for the individuals Penn-Mar supports is well beyond what some may imagine. “For example, some individuals work as data entry professionals, dressing room attendants, park maintenance professionals, aides in schools, and daycare attendants.”

Gary brings up Julia Dugan, who works at Perform Group, LLC, a dance and gymnastics clothing manufacturer based in York, PA. “She’s the bright spot of anyone’s day, ecstatic and full of life. She loves being active and having something to do with her hands.”

The employment opportunities open to those with intellectual or developmental disabilities have changed dramatically over the last couple of decades. More and more jobs are being created due to a shift in process and philosophy by providers such as Penn-Mar Human Services.

“Customized employment is about so much more than job placement,” explains Gary. “Integration into society is a nationwide movement. These individuals want to give back, want to participate, want to be a contributing member of their community. That’s what ‘transforming life into living’ is really all about.”



After a two- to three-month process of exploration and discovery, Gary and other career counselors are able to begin evaluating potential employment opportunities for individuals supported by Penn-Mar like Julia.



“It’s great in the trimming warehouse,” Julia says. “I like being busy and working more hours. The day goes much faster that way!” She’s quick to bring up other “perks” of the job: “Some of the girls are very funny up here. I’ve made lots of friends.”

Larry Scoggin, Director of Operations at Perform Group, has seen the relationships between Julia and her coworkers flourish. “She eats lunch with them every day. There are mothers, sisters, and grandmothers here who all make her feel very much at home.”

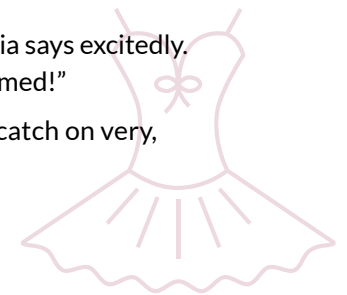
Working closely with Penn-Mar to place Julia at Perform Group wasn’t a difficult decision for Larry to make. “There is a conscious effort to find the right fit, but there was no hesitancy to have conversation on a personal level,” he says.

He explains that Julia’s job is a value-added position, contributing to her team by doing work that might take managers away from their jobs. She clocks in and out, follows company procedures, and is held to the same standards as her coworkers.

Gary weighs in. “You can take perceived weaknesses and turn them into strengths. Julia is able to develop her skills as she learns and grows as an employee.”

“I just learned how to use the threading machine,” Julia says excitedly. It’s fun—but you have to make sure it doesn’t get jammed!”

She pauses. “I’d love to learn even more new stuff. I catch on very, very fast.”



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.

EXCELLENCE

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

COLLABORATION

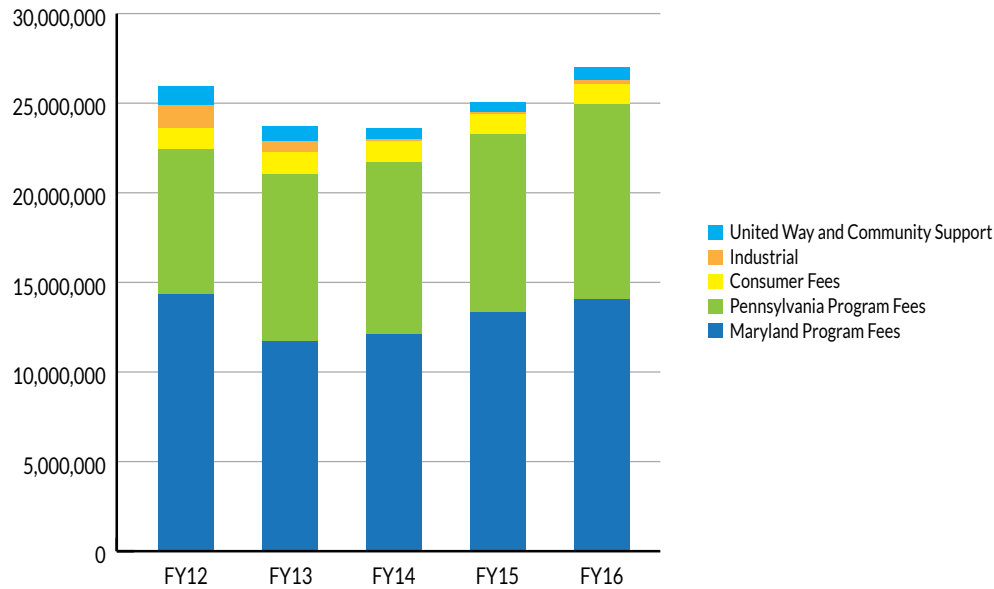
We prioritize respect, teamwork, inclusivity, and shared goals.

INNOVATION

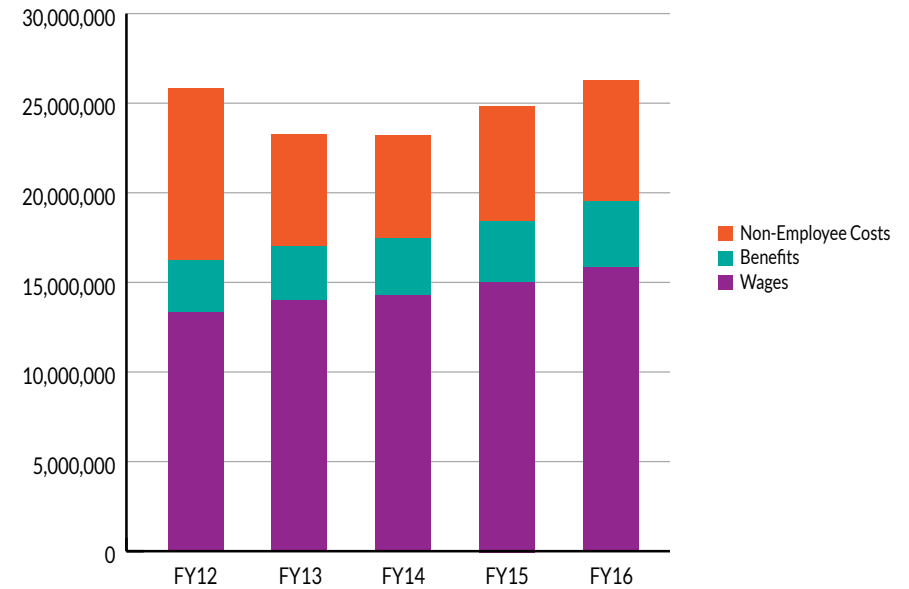
We constantly strive to be progressive and innovative leaders in the human service field.



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(In Millions of Dollars)



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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 2015, more than 400 individuals and organizations made charitable donations totaling more than 1.1 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 eh.development at 410.343.1069 x 257 so we can correct our records.

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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, 2015 and June 30, 2016.

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To learn more about supporting the Foundation, please call 410.343.1069 x 227.

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Mr. Max Blumenthal and Dr. Brenda
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 Mr. Jeffrey A. Brown and Mrs. B. Joy
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 Mr. and Mrs. Kevin P. Summerson
 Ms. Claudette Wheeler and Mr.
 William Wells

LEGACY SOCIETY

Members of this esteemed society have included Penn-Mar Human Services in their wills or as a beneficiary in their retirement plan, insurance policy, CD or bank account; others have established a charitable gift annuity or trust to benefit the organization. To learn more call 717.235.8068 x 228.

Mrs. Betty Amspacher
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 Smith
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 Mr. and Mrs. James S. Taylor
 Mr. Harry Young* and Mrs. Betty Lou
 Young
 Mrs. Helen Zeigler



*Deceased



EMPLOYERS TRANSFORMING LIFE INTO LIVING

Organizations listed below provide competitive integrated employment for the individuals Penn-Mar supports.

- | | | |
|-------------------------------------|-----------------------------------|---------------------------------------|
| American Cooling Technology | Home Depot | Semper Fitness 24/7 |
| Apple Automotive | Hopewell Area Recreation & Parks | ShopRite |
| Archetype Frameless Glass | Hunt Valley Catering | Sinking Springs Elementary School |
| Bank of America | IDS, LLC | Smith Village & Home Furnishings |
| Brick Bodies | Imagination Station | Snack America |
| Burlington Coat Factory | KELLY | Sons Of Sicily |
| Cape Horn Pet | Legends | South Eastern Middle School East |
| Central York High School | Maple Press | South Eastern Middle School West |
| Chick-Fil-A | McDonalds | South Eastern School District |
| Cintas | Melwood (Aberdeen Proving Ground) | SpiriTrust Lutheran |
| Cracker Barrel | Mount Carmel Animal Hospital | Stewartstown Elementary |
| Crescent Industries | Nalley Fresh - Hunt Valley | Sweet Frog |
| Dallastown Area High School | NAPA Auto Parts | Taco Bell |
| Dallastown Area Intermediate School | North Hills Elem School | The Fill' Er Up |
| Edible Arrangements | Olive Garden | The Haven at Springwood |
| Fawn Elementary (SESD) | Peachbottom Elementary School | Tom's Convenience Store |
| First Watch Daytime Café | Penn-Mar Maintenance | Toys R Us |
| Flowers by Cindy | Perform Group | Tremont Vending |
| Four Points by Sheraton | PetSmart | True Value |
| Gesher LaTorah | Pinewood Elementary School | Tuesday Morning |
| Giant Food Store | Quad Graphics | Wegmans |
| Glatfelter Insurance | Safeway | Wendy's |
| Golds Gym | Sample Express | West Liberty Child Development Center |
| Gordon Recycling | Saubel's Markets | YMCA - Shrewsbury |
| Graul's Supermarket | Schmuck Lumber | York Revolution |
| Heritage Hills Golf Resort | Sea Solar Power | |

MEMORIAL DONATIONS

Each year Penn-Mar Human Services receives many gifts in memory of loved ones or friends. The following is a list of people remembered through memorial gifts received between July 1, 2015 and June 30, 2016.

If you would like to make a contribution in memory of someone special, please visit penn-mar.org/foundation.

Memorial Donations Made in Honor of...

- | | |
|----------------------------|--------------------------|
| Mr. and Mrs. Howard Caughy | Ms. Pearl Licht |
| Ms. Doris Chlan | Ms. Helen Lippiatt |
| Ms. Bernadette Conelius | Mr. Ernest Litrenta, Sr. |
| Ms. Joyce deKozlowski | Mr. Roger Marquis |
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| Mr. Bud Hand | Mr. Tom Ridinger |
| Ms. Barbara Hilbert | Mr. C. Ryland Moore |
| Ms. Charlotte Klinedinst | Ms. Evelyn Stang |
| Ms. E. JoAnn Kump | Ms. Mary Jane Sterner |



THE PENN-MAR FOUNDATION



The Penn-Mar Foundation supports the work and the mission of Penn-Mar Human Services

by providing grants that further the pursuit of new and innovative approaches that would otherwise be impossible to fund through traditional funding sources. The Foundation secures the financial resources through generous donors and the Black Tie Gala. In 2016, the Foundation provided grants to the organization for a total of \$495,100. In addition to the Career Ladder program, the Foundation's contributions funded various initiatives including customized employment and community learning.



As government funding continues to be insufficient in providing the support Penn-Mar requires, the Foundation solicits support from corporations, foundations, and private individuals in order to meet the organization's goals and fulfill its priorities.





24TH ANNUAL GALA

A Night in the Outback

Friends and supporters of Penn-Mar Human Services came together on March 5th 2016 at the Hunt Valley Inn to celebrate the 24th annual Penn-Mar Black Tie Gala.



The event, "A Night in the Outback," raised nearly \$300,000 to assist the hundreds of men and women with intellectual and developmental disabilities in Maryland and Pennsylvania. \$150,000 of this amount was restricted to the launch of Penn-Mar's Career Ladder credentialing program, which seeks to offer education and incentives for DSPs with a passion for transforming life into living for Penn-Mar's individuals.

Chaired by Wendy Gallo, of Cockeysville, Md., the evening featured cocktails and select wines from Penfolds of Australia paired with a gourmet dinner, as well as an oyster bar, an open bar, dancing, and live entertainment. The evening also included silent and live auctions featuring an Australian dinner for 12, vacation getaways, and an Annapolis boating adventure.



JOIN US FOR A HIGHLY RATED EVENING

25TH ANNUAL PENN-MAR

BLACK TIE GALA



2017

SATURDAY, MARCH 4, 2017 AT 6PM

Your evening begins with cocktails and a silent auction followed by a several course gourmet dinner with paired wines rated 90+ from around the world. Enjoy a spirited live auction followed by live music and dancing. Join us as we raise a glass and funds to support an important cause and to honor Anne and Bob Kinsley for their philanthropy.

Hunt Valley Wyndham Grand Hotel
245 Shawan Rd
Hunt Valley, MD 21031





Penn-Mar Human Services

Transforming Life Into Living

MARYLAND

310 Old Freeland Road
Freeland, MD 21053
(410) 343-1096
(410) 343-1770 fax

PENNSYLVANIA

10709 Susquehanna Trail
Glen Rock, PA 17327
(717) 235-8068
(717) 235-9878 fax

SOUTHERN COMMUNITY SERVICES

44 South Main Street
Shrewsbury, PA 17361
(717) 227-0048
(717) 227-9084 fax

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