



Courage on Display



**ANNUAL
REPORT
2020**



**Penn-Mar
Human Services**
Transforming Life Into Living

In Bold Pursuit

Dear Friends,

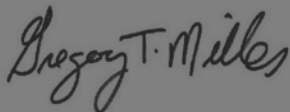
As we look back on a year like no other, it would be easy to reflect on the challenges, frustrations, and tragedies that we all faced. But without discounting any of the significant hardships, we would like to steer in another direction and **highlight what we've learned from this pandemic and what it has revealed about the courage and resolve of this incredible organization.**

First and foremost, words cannot express our gratitude or fully describe just how selfless and brave every member of the Penn-Mar team has been. Day after day, they have been giving of their time and love, doing whatever they can to put a smile on the faces of the people we support- and one another. Most importantly, **our team has been steadfast in the pursuit of health and safety.** We have the tools and techniques to keep everyone as safe as possible, and our team is more dedicated than ever.

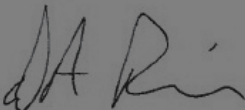
Many of those tools have revealed their value not just during the pandemic, but also their place in the future of our organization, **pushing Penn-Mar to look at how innovation will allow us to help more people.** For instance, virtual meeting platforms have demonstrated just how connected we can be when face-to-face interaction is not possible. This realization has spurred us to consider other advances that could prove to be invaluable as we explore more ways to provide the highest levels of service.

Perhaps the most significant lesson that COVID has taught all of us is that social isolation can be crippling. But in the past, isolation has often been the norm for people with IDD. That's one reason why **Penn-Mar's goal has always been to spread inclusion and equity for those with IDD** and shift perceptions within the community through our myriad of programs and services. By having a glimpse at the everyday isolation experienced by someone with IDD who does not have a team behind them, it's clear that we must work harder than ever to support them in living a full and happy life. The ongoing distancing and lockdowns revealed that Penn-Mar offers a final social safety net and without us, those with IDD risk staying hidden in the darkness.

As 2021 approaches, we should continue to respect the dangers of this pandemic, without letting fear overtake our lives. Instead, **let us live courageously in our pursuit to lift up the ones who are most vulnerable,** realizing that 2020 has revealed what life can be like without Penn-Mar's support.



Gregory T. Miller
President & CEO, Penn-Mar Human Services



Douglas A. Rein
Board Chair



GREGORY T. MILLER
President & CEO



DOUGLAS A. REIN
Board Chair

Our Impact



\$775K

Raised by our annual Black Tie Gala

Supporting innovative services for people with disabilities



57

Direct Support Professionals participating in our Career Ladders Program

Number Certified – 46
Of those certified, percent retained – 91%



56

Homes operated by Penn-Mar

Maryland – 30
Pennsylvania – 26



35

Virtual classes per week

Virtual supports were rapidly launched and scaled to meet COVID needs



576

People with disabilities directly supported by Penn-Mar

Maryland – 322
Pennsylvania – 254



30

Days our COVID Task-force met consecutively, including weekends

With ongoing meetings as the pandemic continues



\$33,125

Spent on Personal Protective Equipment

This does not include other COVID expenses, like testing



2,356

Low Intensity Support Services

Provided to 1,298 people with disabilities



Be Loved

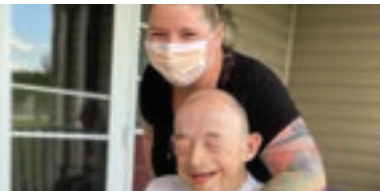
Nothing could stop Amanda and Greg's big day.

Not a global pandemic, not a rainstorm, not even a society that sadly doesn't always embrace the idea of two people with disabilities falling in love.

That's because Greg and Amanda know what we all know in our hearts – that we deserve to be loved.

Like most weddings, there were a lot of people who pitched in to make it happen, from friends and family to Direct Support Professional Elizabeth, who served as the Maid of Honor!

While Amanda and Greg's journey is heartwarming, it shouldn't be sensational. People with disabilities who want to have meaningful relationships deserve to have them, and Penn-Mar exists to ensure that every person can live a life they love.



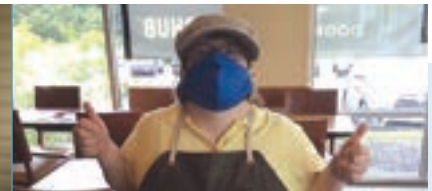
Be There

Direct Support Professional Alesha snapped this photo of her and Paul on a 'typical' day at work.

Except nothing about 2020 has been 'typical,' and being a DSP will never be a 'typical' job. Yet DSPs like Alesha have made a commitment to be there for the people they support.

We're incredibly thankful for Alesha and her colleagues. They are a critical workforce, on the frontlines supporting people with disabilities 24/7, 365. Their impact on the people they support, their families, and our community is immeasurable.

But when words fail, pictures say plenty. And this one portrays precisely what's at the heart of our mission.



Be Brave

We're betting that when you hear the phrase, 'Essential Employee,' you don't picture someone with a disability. You should.

Many of us have been understandably apprehensive to return to work during COVID-19. Not Mattie. When presented with the opportunity to return to her job at Panera Bread, she wanted to be brave.

As an essential employee, Mattie is undeniably courageous. She also has the support of our stellar Customized Employment team. They not only helped her identify her career goals, but worked with her to find a job she loves, where she's respected and properly compensated.

We think that's pretty essential.

An Enduring Investment

The COVID-19 pandemic has provided further proof of just how critical Penn-Mar's role is within the community in supporting people with intellectual and developmental disabilities. Demand for our services has increased, creating unforeseen expenses for which our traditional funding methods could not have prepared us. As a result, we've had to innovate and adapt at a record pace so we can continue to provide the necessary assistance that the people we support have come to count on.

Though our team has courageously stepped up in every way possible, nonprofits like Penn-Mar are faced with an uncertain future as the economy continues to suffer. All of this points to the vital role that the Penn-Mar Foundation plays in the success of our organization. The Foundation brings families, communities, and companies together to continue our mission in ways that would be impossible if not for its existence.

In the best of times, traditional funding can't sustain our future and those resources are especially uncertain in the coming year. The budget shortfalls at the state level could result in reduced funding for human services organizations like Penn-Mar, and in the process, hurt the ones who need support the most. Looking ahead, the Foundation's role is more vital than ever.

As an outside revenue source, The Black Tie Gala raised over \$775,000 in 2020, funding essential programs and services. On top of that enormous outpouring of generosity, individual philanthropists continue to invest in our future by contributing generously to our endowed funds, one of the most important of which supports our Direct Support Professionals (DSPs).

Without DSPs, the work we do would be virtually impossible. Making sure they stay with Penn-Mar for the long-term, not leave the organization or the profession as a whole, is imperative to Penn-Mar's future and the people we're committed to serving. The DSP's skill, dedication, and courage make the lives of those with intellectual and developmental disabilities (IDD) untethered by antiquated societal restrictions or the burden of isolation. But financial resources are critical for the future of Penn-Mar's DSPs and without the Foundation, the lives of people with IDD would be greatly diminished.

Below are some of the key programs and funds we're concentrating on as we look for ways to improve and innovate in the years ahead, investing in initiatives that deliver remarkable results:

Career Ladders: Over \$1.1 million has been raised through the Gala since 2016 to support current costs of the program and \$2.4 million (and growing) currently in the Michael James Pitts Endowment for the Advancement of Direct Support Professionals, ensuring this program's future. 57 DSPs are in the program with 46 certified, and Penn-Mar has a 91% retention rate of credentialed DSPs.

Team Member Care Fund: The Care Fund provided much needed relief to our residential homes during the height of the lockdown by providing a Chef's Night Off for each home once a week for eight weeks, and emergency financial relief for individual team members with demonstrated need.

Person-Centered Culture: The development of a cohesive, coordinated, and intentional person-centered approach across all programs that allows the people we support to live their best life.

As we look to the future, with all we learned and experienced through the pandemic, we know it's more important than ever to fund innovation and invest in our future. The Foundation is the key to this investment and most imperative of all, supporting the people who count on Penn-Mar the most.



KATHY ROGERS

Executive Director,
Penn-Mar Foundation



ANTHONY GALLO

Foundation Board Chair

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Thank You to Our Supporters

Penn-Mar Human Services and the Penn-Mar Foundation relies on support from the community to transform life into living for adults with disabilities. In FY 2020, more than 700 individuals and organizations made charitable donations totaling more than \$1.5 million. 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 advancement department at 410.343.1069 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, 2019 and June 30, 2020. If you would like to become a member of the Circle of Donors, learn more at penn-mar.org/foundation.

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 Mr. Ed Cozzolino and Ms. Kathleen McMahon
 Mr. Joseph DiPaola and Mrs. Nancy DiPaola
 Mrs. Lois Duscha
 Mr. and Mrs. Glenn J. Frey Jr.
 Mr. and Mrs. Anthony Gallo
 Ms. Susan Gordes
 Mr. Robert Hilbert
 Mr. and Mrs. Nathaniel Martin
 Mr. and Mrs. Jon Nuffer
 Mr. and Mrs. Mike Lopez
 Mr. and Mrs. James Offut

Mr. and Mrs. Ken Otto
 Mr. and Mrs. James F. Pitts
 Ms. Louise Schafer
 Mr. and Mrs. W. David Stang
 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.

Mrs. Betty Ampsacher
 Anonymous Donor
 Mrs. Celina Bunker *
 Mrs. Theo Capezio
 Mr. John Frank *
 Mr. Arthur Glatfelter *
 Rev. and Mrs. Raymond and Carol Good
 Ms. Susan Gordes
 Mr. George Hand
 Mr. Robert Hilbert and Mrs. Barbara Hilbert*
 Ms. Barbara Knauff
 Mrs. Ann Larkin
 Mr. and Mrs. Geroge and Susan Lavery
 Mr. Joe Leckrone*and Mrs. Florence Leckrone
 Mr. Eugene Martz
 Mr. Alfred Michenzi
 Ms. Patricia Middlecamp
 Mr. and Mrs. Greg and Terri Miller
 Mr. Charles D. Nickel
 Mr. and Mrs. Jon Nuffer
 Mr. and Mrs. James Offutt
 Mr. and Mrs. Ken Otto
 Mrs. Mary Parker
 Mr. and Mrs. Keith Peterson
 Mr. Donald Putman* and Mrs. Evelyn Putman
 Mrs. Jean C. Reider
 Mr. and Mrs. Schrodetzki
 Mr. and Mrs. Michael and Marty Shriver
 Drs. Rajesh and Brenda Singal
 Mr. and Mrs. Gordon Smith, Mr. Scott Smith
 Mr. Will Streett
 Mr. and Mrs. James S. Taylor
 Mr. Harry Young* and Mrs. Betty Lou Young
 Mrs. Helen Zeigler*

CUSTOMIZED EMPLOYERS

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

A&R Rental Center
 Advanced Vein & Laser Center
 Apple Car Wash Express
 AVI Foodsystems at McDaniel College

Bank of America- Hunt Valley
 BC Brewery Inc
 Bear Paw
 Biomedical Recovery Systems, LLC
 BJ's Wholesale Club
 Bonkey's Ice Cream & Snoballs
 Books A Million – York
 Brick Bodies – Lutherville
 Brightview Assisted Living – Lutherville
 Brothers Services Company-Hampstead
 Buffalo Wild Wings
 Burger King – New Freedom
 California Pizza Kitchen – Hunt Valley
 Caprichos Books
 Carroll County Courthouse
 Carroll Hospital- Life Bridge Health System
 Central Bark
 Central York School District – Hayshire Elementary
 Central York School District – North Hills Elementary
 Chick-Fil-A – Cockeysville
 Chipotle Mexican Grill – Hunt Valley
 Country Meadows Retirement Communities
 Cracker Barrel – New Freedom
 Dairy Queen – York
 Dallastown Area Middle School
 Dallastown Area School District
 Dick's Sporting Goods – Cockeysville
 Edible Arrangements – Lutherville
 Flowers by Cindy
 Giant Food
 Glatfelter Insurance Group
 Gold's Gym – Shrewsbury
 Goodwill Retail Store and Donation Center-Hampstead
 Gordon Recycling
 Graul's Market – Hereford
 Hampton Inn
 Hanover Area YMCA-South
 Harford Community College
 Home Depot – Shrewsbury
 Home Goods – Hunt Valley
 Independent Can Company
 Independent Child Care – Self Employment
 Independent Farm
 Infinitos Pizza
 Lion's Pride Restaurant
 Long View Center for Rehabilitation and Healthcare
 Manor Tavern
 Maple Press
 Maryland Print House
 McDonald's Restaurants
 Medical Management & Rehabilitation Services

Montessori School Of Westminster
 My Work of Art – Independent Artist – Self Employment
 Nalley Fresh- Hunt Valley
 NAPA Auto Parts-Hunt Valley
 New Freedom VFW Post #7012
 Northeastern School District
 Olive Garden
 Panera Bread
 Peachbottom Elementary School
 Perform Group LLC
 PetSmart – Towson
 Red Lion Area School District
 Reisterstown Boarding Kennels, Resort & Spa
 Royal Farms – Hunt Valley
 Sample Express
 Sassy Sarah's Scents – Self Employment
 Schmuck Lumber – Hanover
 ShopRite of Jacksonville
 ShopRite of Timonium
 Smith Village Home Furnishings
 Snavely Forest Products
 Sons Of Sicily
 South Eastern School District – Delta Peachbottom Elementary
 South Eastern School District – Intermediate
 South Eastern School District – Stewartstown Elementary
 South Western School District
 Summit Building Services INC.
 Summit Grove Camp
 Taco Bell
 Texas Roadhouse
 Wal-Mart
 Wegmans – Hunt Valley
 Wendy's Restaurant
 West Liberty Child Development Center
 Wolfgang Confectioners
 YMCA – Downtown York Branch
 YMCA – Southern Branch
 York Ice Arena
 York Imperial Plastics

Leadership



MICHAEL MAHON

Chief Financial Officer



JENNIFER METTRICK

Chief Strategy Officer



GREGORY T. MILLER

President & Chief Executive Officer



KATHY ROGERS

Chief Advancement Officer,
Penn-Mar Human Services
Executive Director, Penn-Mar Foundation



PAUL SCHIAVONE

Chief Human Resources Officer



JACKIE STEVENS

Chief Operating Officer

OFFICERS

Douglas A. Rein, Chair
William T. Yanavitch, II, Vice-Chair
Paul Shifrin, Treasurer
Kristine A. Crosswhite, Secretary

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Dr. James Ball
Marriah Barnett
Bruce Bartels
Timothy W. Chase
Jill Golueke
Denise Hargrove
Julia Huggins
Joy Keller-Brown
Jonathan Kinsley
Robert Kuntz
Elizabeth Pitts-Madonna
Chrysta R. Stine
Matthew Superczynski
Robin Weisse
Robert Zerance, Jr.
Robert Zgorski
Morton F. Zifferer, Jr.

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Elizabeth Pitts-Madonna, Vice-Chair
Jonathan Kinsley, Treasurer
Jill Golueke, Secretary
Bruce Bartels
Max Blumenthal
Timothy Chase, Investment Committee Chair
Kristine A. Crosswhite
Christy Cohen
Joe DiPaola
Gary Gilbert
Julia Huggins



FY20 Financials

STATEMENT OF ACTIVITIES:

REVENUES:

| | |
|----------------------------|------------|
| Grants & Fees for Services | 35,518,021 |
| Client Fees | 1,150,218 |
| Contributions & Pledges | 900,512 |
| Other Income | 1,606,075 |

TOTAL INCOME 39,174,826

EXPENSES:

| | |
|--|-------------------|
| Program Services Wages & Benefits | 24,520,245 |
| Other Program Services Expenses | 6,980,090 |
| TOTAL PROGRAM SERVICES EXPENSES | 31,500,335 |

Management & General Expenses 6,715,657

TOTAL EXPENSES 38,215,992

STATEMENT OF FINANCIAL POSITION:

| | |
|--------------|------------|
| Total Assets | 30,479,377 |
| Liabilities | 17,263,249 |

NET ASSETS 13,216,128

The Revenue listed above does not include a one time gain of \$3,203,000 from the business combination with Change, Inc. For a complete copy of our audited financial statements, please contact: info@penn-mar.org.

“

...WORDS CANNOT EXPRESS OUR GRATITUDE OR FULLY DESCRIBE JUST HOW SELFLESS AND BRAVE EVERY MEMBER OF THE PENN-MAR TEAM HAS BEEN. DAY AFTER DAY, THEY HAVE BEEN GIVING OF THEIR TIME AND LOVE, DOING WHATEVER THEY CAN TO PUT A SMILE ON THE FACES OF THE PEOPLE WE SUPPORT- AND ONE ANOTHER.

”



Maryland

310 Old Freeland Road
Freeland, MD 21053
Ph. 410.343.1096
Fx. 410.343.1770

115 Stoner Avenue
Westminster, MD 21157
Ph. 410.876.2179
Fx. 410.857.4053

Pennsylvania

10709 Susquehanna Trail
Glen Rock, PA 17327
Ph. 717.235.8068
Fx. 717.235.9878

888 Far Hills Drive
New Freedom, PA 17349
Ph. 717.942.8338
Fx. 717.235.5426

www.penn-mar.org



Penn-Mar
Human Services
Transforming Life Into Living



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www.cutoncedesign.com