

# HEROES

*great deeds*



*outstanding achievements*



*noble qualities*



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



# City of York's Intellectual Disabilities Awareness Day Proclaimed by Mayor Bracey

A vibrant, whimsical piece of art depicting the Central Market House in York draws in the eye to capture all the details.

The artwork was unveiled at Central Market as Mayor C. Kim Bracey proclaimed March 21st as the City of York's Intellectual Disabilities Awareness Day.

It now hangs in the balcony area next to a similar whimsical piece that depicts the cityscape of York, also made by individuals at Penn-Mar.

Eighty men and women with intellectual disabilities created the piece. The mixed-media project took about three months to complete.

Penn-Mar offers art therapy through its Adaptive Art Therapy Program, which encourages participants to use their skills creatively.

The participants have done work for others, too. They made a logo for the Baltimore County Chamber of Commerce out of hundreds of bottle caps.



*Rebecca Lee, the art instructor with the program, leads Lee Putman to his seat at Central Market.*

(Jason Plotkin - Daily Record/Sunday News)



*York City Mayor C. Kim Bracey with artwork at Central Market during Penn-Mar Day.*

Penn-Mar has taken all of this to a much more professional level. Decades ago, individuals with intellectual disabilities would have been doing coloring. Now they are truly being encouraged to create pieces of art.

Penn-Mar has staff with the skill, creativity, and talent to help make that happen.



## *Dear Families and Friends of Penn-Mar Human Services,*

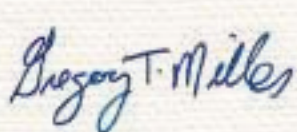
Each year this annual report provides the opportunity to celebrate the amazing spirit of accomplishment that is shared by all of those who are part of the Penn-Mar family. In short, it provides an opportunity to celebrate what is right with the world.

Our theme is one of Heroes, and we do not need to look far to find so many in our midst. While many heroes are recognized publicly, we believe that each day at Penn-Mar many heroes may often go unnoticed. By definition, so many of the men and women we support, as well as those who are supporting them, can be defined by their courage, their outstanding achievements, and their noble qualities.

A hero makes life better for others, and we are blessed at Penn-Mar to witness countless acts each day that align with our core values of Integrity, Excellence, Collaboration, and Innovation. As you read our annual report, you will get a small sample of what heroes look like in action.

So whether it is a group of individuals welcoming home our service men and women at the airport, or simply the unseen acts of compassion that occur routinely without fanfare, we celebrate those heroes that surround us each day, and we thank all of you who play a key role in Transforming Life Into Living. Well Done.

*Greg and Anthony*



Gregory T. Miller  
President and Chief  
Executive Officer



Anthony Gallo  
Chairman of the Board

## 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.



# Employee Awards

## Colin VanExel receives 2015 MACS Outstanding Supervisor Award

MACS (The Maryland Association of Community Services) presented the 2015 Annual Direct Support and Supervision Staff Awards on April 23rd at the MACS Direct Support and Supervision Conference in Ocean City, Maryland. The awards highlight outstanding examples of direct support and supervisory staff supporting people with disabilities in living full lives.

Penn-Mar nominated Colin VanExel, Residential Supervisor of a Penn-Mar group home, for the Outstanding Supervisor Award. To be nominated, one must make significant or extraordinary efforts to improve the lives of people with intellectual and developmental disabilities, possess excellent communication skills, and consistently make a positive impact on those the organization has been called to serve.

Colin exceeds expectations in his job requirements as Residential Supervisor and goes beyond what is required to support, coach and guide staff and our individuals toward success. While Colin is a professional and an advocate, he engages his staff and individuals to meet their personal and professional goals, it is Colin's ability to demonstrate servant leadership and extreme excellence, which makes him one of a kind.



## Penn-Mar's Lisa Hartley was Honored as a Finalist for Healthcare Hero Award

Central Penn Parent presents the Healthcare Hero Awards to honor those who epitomize the word "hero" in the delivery of healthcare to the community. Through these awards they seek to salute excellence, encourage innovation, offer examples of best practices for others to emulate, raise awareness in the community, enhance the quality of healthcare, and of course recognize deserving individuals and organizations within the industry.

Lisa Hartley was nominated by fellow coworker Rita Arnett for the "Special Needs Advocate Award" and was given the honor of being a finalist for all of her hard work and dedication within the organization.



Lisa has been employed at Penn-Mar Human Services since 1991 working directly with the individuals we serve in their residential homes. In her current role, she assists and offers guidance to four incredible women with intellectual disabilities. She considers these ladies part of her family and they feel the same way about her. The families of the ladies in Lisa's care also hold Lisa in high regard. They trust Lisa and know that their loved one is in great hands.

## 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.

*outstanding achievements*

# Employment Programs

**Customized Employment:** The objective of the Customized Employment Program is the full integration of adults with intellectual disabilities in a community-based employment setting. This process begins by working with individual men and women to identify their strongest skills and interests. Once these skills and interests are identified, Penn-Mar works closely with local employers to determine how these skills can be utilized to meet a specialized need within their business. This phase involves a detailed analysis of the workflow of a particular operation to see where the individual from Penn-Mar might be employed to increase operational efficiency through the use of their specialized skills.

**Transitional Employment:** Transitional employment serves as an introduction to employment in a community setting. This program provides the opportunity for men and women with intellectual disabilities to work in the community in teams. Local businesses contract with Penn-Mar for specific services. Transitional employment will lead to a customized employment setting once an individual has gained the confidence necessary to work independently.

To date, Penn-Mar has placed 73 individuals in community-based jobs.

Aberdeen Proving Ground  
 American Cooling Technology  
 Apple Automotive  
 Arby's Restaurant  
 Archetype Seamless Glass  
 Athletic Lettering  
 Bank of America  
 Bon Air Country Club  
 Cape Horn Pets  
 Central York School District  
 Chick-fil-A (Shrewsbury)  
 Cintas  
 Dallastown Area School District  
 Gesher LaTorah  
 Giant  
 Glatfelter Insurance  
 Gordon Recycling  
 Graul's Supermarket  
 Hereford Bed & Biscuit

Hoffman Die Cast  
 Home Depot  
 Hopewell Area Recreation & Parks  
 Hunt Valley Catering  
 Imagination Station  
 JMT  
 Kelly & Associates  
 Keystone Kids  
 Kohl's  
 Legends  
 Maple Press  
 McDonald's  
 New Phoenix Pottery  
 Olive Garden  
 PetSmart  
 Pleasant Valley Golf Club  
 Saubel's Markets  
 Schmuck Lumber  
 Sea Solar Power  
 Shop Rite  
 Smith Village & Home Furnishings  
 Snack America  
 South Eastern School District  
 Suburban Bowlerama  
 Sweet Frog  
 Target  
 The Fill' Er-Up  
 The Haven at Springwood  
 Tom's Convenience Store  
 Toys R Us  
 Tremont Vending  
 True Value  
 Walmart  
 Wedding411 On Demand  
 Wegmans  
 Wendy's  
 White Rose Bar & Grill  
 YMCA  
 York Hospital WellSpan



Shaun taking inventory for Tremont Vending



Tony assisting customers at Saubels Markets



Emily maintaining the cleanliness of the cafeteria for students at South Eastern School District



Bob taking inventory of parts at Apple Automotive

“ I think a hero is an ordinary individual who finds the strength to persevere and endure in spite of overwhelming obstacles. They are the real heroes, and so are the families and friends who have stood by them. ”

— Christopher Reeve





# Anne Kramer Supports Penn-Mar in Many Ways

When Anne Kramer purchased Deer Creek Farm with her husband in 1968, it served as a getaway from daily life—a place of peace and tranquility nestled in nearly 120 acres of verdant farmland, apple groves, and mature trees. Fifty years later, it offers the same peace and quiet, and the same beauty. But these days, it is also being used for a higher purpose.

Anne, who turned 90 in July, recalls hearing about Penn-Mar. “I would drive by their sign, and I don’t know exactly what prompted me to reach out to them, but one day I decided to call, and I thought I’d offer them the use of my premises. I felt since the purpose of Penn-Mar is to promote and support independent living, it might be nice for some of their members to learn a bit about gardening.”

Sandra Dougherty, Activity Coordinator, began working to make the gardening project a reality with the assistance of Steve and Chris Barkdoll, owners of Why Not Greenhouses in Dover, PA. They worked with the men and women of Penn-Mar, showing them how to plant seeds, fill pots with soil, make transplants, and grow their own herbs and vegetables.

The individuals loved returning and watching their plants grow, and really felt a sense of accomplishment when they were able to take them home and even contribute to dinner.



willingness to lend her facilities to Penn-Mar, Anne has become a hero to many in the organization. The lives and hearts that she’s been able to touch are characteristic of her own heart for the organization’s work—and she sees heroes at Penn-Mar as well.



“I’m so impressed with the groups from Penn-Mar,” Anne said. “I love their desire to help out on the farm to grow plants and pick apples.”

There’s no doubt that, in her kind



**The opportunity to watch something tiny sprout into a living form mirrors Anne’s commitment to Penn-Mar, which has only grown more fruitful over the past few years.**





## AJ Receives the Maryland Association of Community Services 2015 Achievement Award

AJ was awarded the Maryland Association of Community Services 2015 Achievement Award last May in Baltimore for his hard work and dedication in his community job at Fill'Er-Up in Freeland, MD.

AJ began receiving Penn-Mar Residential and Supported Employment Services in June 2010. For three years, he worked predominantly on supervised enclave contracts with the assistance of a 1:1 job coach. AJ expressed an interest to work for a community employer, and with the help of a Penn-Mar job developer, AJ was hired in April 2013 at the Fill'Er-Up in Parkton, MD, working as a Stocking Associate. He was initially hired at four days a week, four hours each day and now works five days a week.

As a Stocking Associate at Fill'Er-Up, AJ's primary job duties include facing and stocking product, general upkeep of the convenience store and parking lot, and assisting customers with locating merchandise. In this position, it is very important to provide excellent customer service. AJ is courteous and has a great sense of humor. He takes pride in his work and enjoys greeting and interacting with customers. As a result, AJ has developed several close relationships with his "regular" customers and also his coworkers. The management at Fill'Er-Up is very pleased with AJ's work performance.

Since AJ's start with Penn-Mar, he has received the support of a 1:1 job coach. Within a few months of starting his position at Fill'Er-Up, AJ no longer required that additional support. Job coaching successfully faded, and AJ is now supported by his coworkers and through drop-in visits by Penn-Mar staff. Fill'Er-Up is a very busy place, and AJ is focused on keeping his customers happy by making sure their favorite product is always available for them!

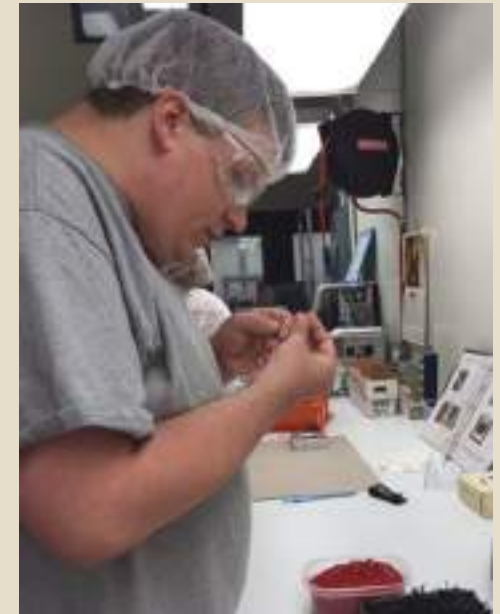
## Customized Community Employment Project Success

Johnny always had an eye for detail. He has tremendous amounts of patience, too. These are two important strengths and were discovered by representatives from Penn-Mar Human Services in Johnny's senior year at Susquehannock High School. He is one of the students who participated in a joint project between the Southern York County School District and Penn-Mar Human Services called The Customized Community Employment Project, supported by a grant through York County Community Foundation.

During Johnny's senior year of high school, he worked with Penn-Mar personnel who were conducting the exploration and discovery phase of the program. Johnny demonstrated the ability to concentrate on tasks and perform them accurately over time. The resulting skills assessment gave Penn-Mar job developers an idea of what kind of work he would enjoy and the kind of job at which he would excel.

Penn-Mar job developers contacted a local manufacturing company and asked about the company's operations. One phase of production included inspection of a small component part. The company agreed to give Johnny a chance to see if he had the skill and the patience to inspect this one part.

Johnny not only proved he could inspect parts as well as anyone else, he proved he could spot imperfections and flaws better and more often than anyone else. For the manufacturing company the choice was an easy one. They now have someone who is good at inspecting manufactured parts and enjoys the work.





# York Revolution Selected Penn-Mar Human Services as 2015 Presenting Partner

The York Revolution announced Penn-Mar Human Services as the organization's 2015 Presenting Partner. Their goal of the presenting partnership is to provide high recognition for a worthy and righteous cause to those who do great work in York County. A non-profit is selected each season with an aim to raise both awareness and financial support for the group chosen.



*Tony Piermatteo, Pamela Martz, Bill McDermott, Aaron Taylor, and David Lindauer enjoy their day with the York Revolution Professional Baseball Team.*



*Greg Miller, President and CEO of Penn-Mar Human Services lifting the torch as the Revs kick-off the 2015 season and their partnership with Penn-Mar.*



*Steve Forster, Maryland Quality Coordinator and Charlie Nickel of Penn-Mar's Customized Employment Program enjoy a Revs game.*

*great deeds*





*Penn-Mar's Safety Penguin celebrates Mascot Night at Santander Stadium.*



# Meeting a Legend



*Joe Orsulak, former Orioles outfielder and parent of an individual served by Penn-Mar, reminisces with Brooks while Eric looks on.*



*Greg Miller and Eric Menzer, CEO of York Professional Baseball, accept a check for \$1,960.00 during Revs Jersey Night.*



*David Lindauer of Penn-Mar's Customized Employment Program works at Santander Stadium.*

As the 2015 Presenting Partner, Penn-Mar hosted an evening with Major League Hall of Famer and legendary third baseman Brooks Robinson at Santander Stadium.

Robinson played for the York White Roses early in his career before spending his major league career with the Baltimore Orioles.

Attendees were able to enjoy delicious food in an intimate setting with Robinson, who spoke for a short while about his career and his connections to York County.

As part-owner of the York Revolution, Robinson maintains a love for the people of York and has a soft spot for the difference Penn-Mar makes in Pennsylvania and Maryland.

Robinson also took time for photos and autographs with event attendees. The level of respect and admiration for Robinson was evident in the room by the questions people asked him and the memories they shared with him.

The event included a York Revolution Game versus the Long Island Ducks, and a silent auction where attendees could bid on Brooks Robinson memorabilia with proceeds benefitting Penn-Mar.





# Welcome Home Heroes

The concept of “heroism” isn’t lost on Penn-Mar Community Learning Services group members. In fact, heroism is a strain that runs through their daily lives, with mentors, family, friends, staff, and community members each representing heroism on some



level. The “Welcome Home Heroes” program is a natural extension of that reverence—and it’s a particularly special one.

“Welcome Home Heroes” allows Penn-Mar group members to greet American soldiers returning to the country at Baltimore/Washington International Thurgood Marshall Airport. In their downtime, group members make cards to hand to soldiers as they depart the plane.

The group members have joined the volunteer team at Operation Welcome Home Heroes to compile “goodie bags” for the soldiers. As the soldiers exit the plane, group members present them with homemade cards and gifts, greeting them, shaking their hands, and telling them “Thank you for your service.”

Supervisor Vicki Hineline couldn’t be prouder of her group. “These individuals do such an amazing job volunteering,” she said. “On July 28, they made over 200 thank-you cards which were placed in the goodie bags the team prepared. We didn’t return home until 8:00 p.m. because there were about 400 soldiers and they wanted to wait for all of them to exit the plane.”



# Penn-Mar’s Art Programs are a Joy to Participants

Penn-Mar is an organization of artistic individuals—and many of them benefit from Penn-Mar’s colorful art programs, designed as a creative outlet for those who want to express themselves visually with the help of art activities instructor Rebecca Lee. She has encouraged consumers to hone their technical skills while developing vibrant works of art.

Their eclectic works certainly speak to that individuality. However, the pieces exhibit a great deal of skill, demonstrating just how Lee’s teaching methods have challenged individuals to embrace detail and technique.

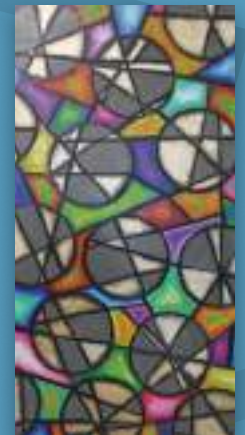
“I’ve learned so much about working one on one with individuals to help them make a more cohesive piece,” she said.

On “A Days,” Lee teaches four group classes, and on “B Days,” she works with independent artists.

Each individual artist gets a portfolio, which they add to as they create more and more works and refine their skills. In addition, some of the pieces Penn-Mar’s consumers have made are collaborative “process pieces,” many of which are touched by more than 100 people at some point in their creation.

Penn-Mar’s work with artists out of the Maryland facility has been so successful that its lessons are being taken out of state. It has inspired Penn-Mar’s Independent Artist program, which will now extend to those at the organization’s Glen Rock facility.

The work produced by Penn-Mar individuals, as shown below, incorporates varied elements of the fine arts.





Other Penn-Mar artists love assembling, measuring, and putting things together for a collaborative “folk art” approach. Participants thoroughly enjoy being creative and seeing their work on the walls.



## Alex Sells His Artwork with Make Studio



The Make Studio, a 501(c)(3) community-based arts organization, was founded in 2010 with a mission: to provide multi-modal art programs for individuals with special needs. Penn-Mar’s partnership with Make Studio has resulted in the creation of beautiful works that highlight each

individual’s personal influences, tastes, and unique abilities.

One of those individuals, Alex, has spent the past year honing his skills. While his earlier works included drawing in dense layers with thick black markers, his current goal is to make it

into the studio each week to focus on his painting.

“Alex has very gestural lines which create movement and visual interest,” said Rebecca Lee, who visits Make Studio with him monthly. “Much of his work is colorful and abstract. Alex usually uses pencils, pastels, and acrylic paint.”



## Penn-Mar Volunteers Shine at Red Lion Senior Center

The Red Lion Senior Center is a multi-service facility for older adults. The Center can fulfill many social, emotional, and intellectual needs of seniors. Center activities are designed to overcome loneliness, enhance self-esteem, encourage personal growth, and to facilitate independence through involvement.

Penn-Mar Career Coach Judy Blachowicz takes individuals Harold and Dion to the Center every Wednesday for about three hours, and Penn-Mar Career Coach Carol Holewinski takes Matthew, Jennifer, and Will there every Monday for about two and a half hours to volunteer and brighten the day of participating seniors.

Harold, Dion, Matthew, Jennifer, and Will enjoy helping, especially serving seniors lunch during the Center’s Congregate Meal Program, and dining with them. They also have great experiences interacting with them while volunteering at the senior center.





# Southern Community Services

## Helping Those in Tough Times

Southern Community Services (SCS) is Penn-Mar's community social services division serving the needs of south-central York County. SCS helps individuals and families meet primary needs such as food, clothing, and temporary shelter until they are able to meet an array of economic and financial challenges. Some of these families may also require case management to help them regain a greater degree of financial stability. Other families come to SCS in need of assistance and counseling associated with emotional, behavioral, and psychological crises.

Several years ago, the Director of SCS, Cindy Richard, recognized the frequency of suicide and attempted suicides among older residents in the communities of the south-central part of the county. Upon closer examination of the problem, SCS created and hosted a group of concerned community volunteers who regard suicide prevention throughout York County as a major public health priority. Today, the York County Suicide Prevention Coalition is one of the leading local advocates for education and awareness about suicide and suicide prevention.

As a result of the relationship between SCS and the Central Pennsylvania Food Bank, local supermarkets, restaurants, and other retailers are working with SCS as part of the national Feed America Program. This partnership has provided great benefit to families in need and has resulted in volunteer opportunities for individuals served by Penn-Mar.

*noble qualities*



*Jonathan, a volunteer from Penn-Mar Human Services, helps Cindy Richard, Director of Southern Community Services, sort food items as part of the Feed America Program.*



# Foundation

The purpose of the Penn-Mar Human Services Foundation is to provide financial support to current and future services and programs of Penn-Mar. Through the creation of a general endowment and named endowment funds, the Penn-Mar Foundation is able to champion critical initiatives to meet Penn-Mar's long-term objectives, as well as immediate needs not covered by state funding. By increasing the Foundation's endowment, Penn-Mar will gain an increasing degree of flexibility in responding to promising new service programs. In addition, it will enhance the organization's sustainable future by managing private resources during those times when government dollars only provide the basic essentials for the adults with intellectual disabilities Penn-Mar serves.

|                                  |                    |
|----------------------------------|--------------------|
| Penn-Mar Foundation              | \$3,935,000        |
| Pooled Asset Trust               | \$1,246,000        |
| York County Community Foundation | \$161,000          |
| Baltimore Community Foundation   | \$9,000            |
| <b>Grand Total</b>               | <b>\$5,351,000</b> |

## Direct Support Staff Endowment

The Penn-Mar Human Services Foundation created an endowment fund to recognize and retain high-quality direct care support professionals. We believe that hiring the very best direct support staff is necessary and vital. The challenge has always been in keeping good staff in place. The Direct Support Staff Endowment Fund will help us retain the best direct care staff in doing the job they love. The endowment will be used to:

- Improve the quality of life and secure the future of the individuals we support by having competent, qualified, and dedicated direct support professionals caring for men and women with intellectual disabilities.
- Increase direct support professionals' total compensation, which will increase employee retention, provide greater stability, and save significant dollars currently spent on recruitment, training, and orientation.

## CEO-Named Endowments

Michael Shriver and Keith Peterson served successfully as Penn-Mar Human Services Chief Executive Officers during periods of critical growth. The Michael Shriver Endowment and the Keith Peterson Endowment were created in honor of their respective years of service to Penn-Mar. These funds provide opportunities for special equipment or services to our individuals when other funding options have been exhausted.

# Safety on the Road

Thanks to the generosity of guests attending Penn-Mar's Black Tie Gala, Penn-Mar was able to purchase 105 Mobileye Collision Avoidance Systems — a device for every vehicle in the transportation fleet.

This system was selected after months of research and practical field testing. Features of the system include:

- Forward Collision Warning
- Lane Departure Warning
- Following Distance Warning
- Pedestrian and Bicycle Warning
- Speed Limit Warning

By December 2015, every vehicle in Penn-Mar's transportation fleet will be equipped with these devices to provide a higher degree of automotive safety for the men and women Penn-Mar supports.





# Business *and* Foundation Contributors

## Businesses

Access Bus & Van Sales  
Accomac Inn  
Active Network, LLC  
Aetna and Aetna Foundation, Inc.  
Affiliated Engineers, Inc.  
Alex Cooper Oriental Rugs  
Alexander's Jewelry  
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AT&T Employee Giving Campaign  
Baltimore County Development Block Grants  
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Maryland Developmental Disabilities Council  
The Maryland Terps  
Members 1st Federal Credit Union  
The Merz Group  
Metro Bank  
The Milton Inn  
Mint Meadows Farm of Parkton Maryland  
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 United Way of Greater Philadelphia and  
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 United Way of York County  
 Viking Athletic Association  
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York County Planning Commission  
 York Hospital  
 York Jaycees Chili Cook-Off Committee  
 York Revolution  
 York Traditions Bank  
 The Yorktowne Hotel  
 YWCA  
 Zion Lutheran Church  
 The Yorktowne Hotel

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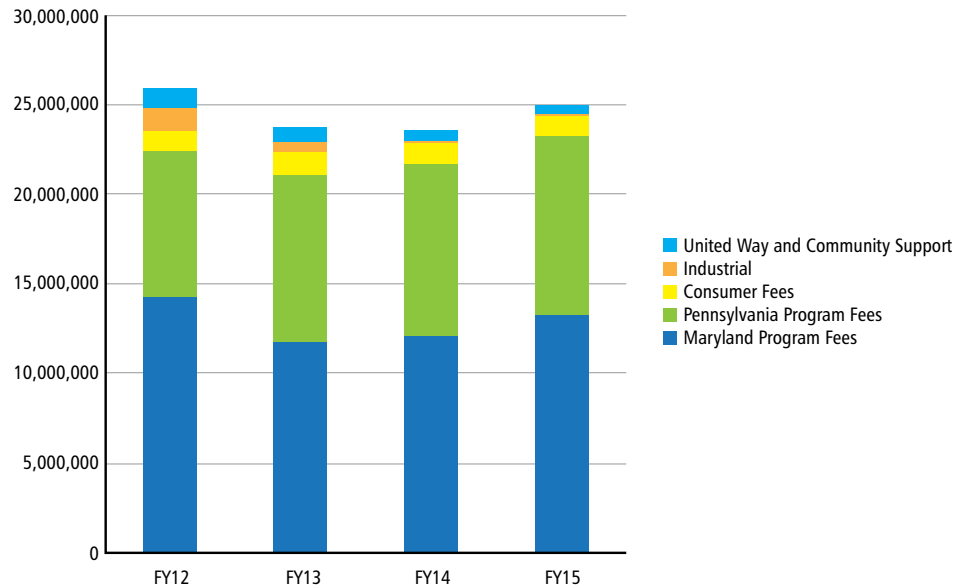
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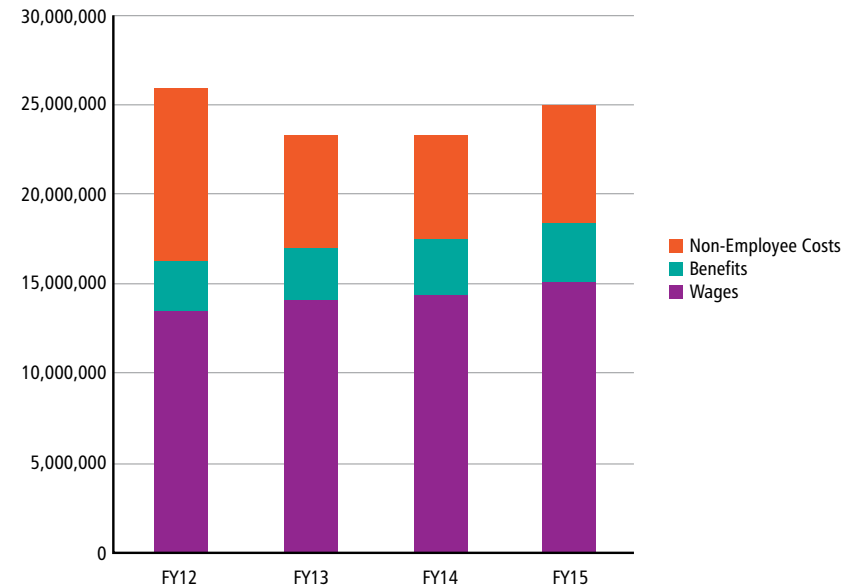
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Sources of Revenue  
 (In Millions of Dollars)



Expenditures  
 (In Millions of Dollars)







The 23rd Annual Black Tie Gala, "A Taste of Tuscany," realized record attendance and raised nearly \$300,000 to benefit our programs. In addition to an evening of fine food, wine, dancing, and auctions, an appeal was made to raise support for the installation of collision avoidance devices for every Penn-Mar vehicle. The safety of Penn-Mar individuals and staff is of paramount importance, and the Mobileye system will offer a level of security that will enhance the ability to freely travel every day.

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- Ginger Beigel
- Holly Bell
- Heidi Boan
- Robin Chamberlin
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# 23rd Annual Gala Breaks Attendance and Fundraising Records

# Black Tie Gala





# Penn-Mar Human Services

*Transforming Life Into Living*

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## 24th Annual Black Tie Gala

*A Night in the Outback*

March 5, 2016

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