

**FOCUSED ON THE**  
*Future*



**PENN-MAR**  
HUMAN SERVICES  
*Live Courageously*

**ANNUAL REPORT** *2021*



# Letter from CEO

Dear Friends,

In many ways, 2021 was one of the most significant and noteworthy years in Penn-Mar Human Services' history. Despite yet another twelve months of uncertainty and challenges brought on by the pandemic, our organization underwent some substantial changes.

We marked our 40th anniversary by unveiling a new website, logo, branding, and the bold new tagline *Live Courageously*, words that truly encompass our philosophy. We also welcomed guests to our 29th annual Gala in June, held outdoors as well as online for the first time. The event was a major success and illustrates the incredible and undying generosity of our loyal sponsors and community. And perhaps most importantly, we made the deliberate decision to increase the starting hourly wage of our fantastic Direct Support Professionals (DSPs) to \$15.50 per hour, a significantly higher entry-level wage compared to the national average for DSP compensation.

But while any one of those accomplishments would be cause for major celebration even in a normal year, for us and every member of our team, success is measured by answering a simple question: did we do everything we could to improve the lives of those with intellectual and developmental disabilities?

Every day at Penn-Mar, we reflect on the work we're doing, and the innovations being created, taking a hard look at whether the plans and processes put in place are serving our community in the best way possible. Are people benefiting from our work? What are we doing tomorrow? And most importantly, how can we help even more people? Only by asking these introspective questions on a consistent basis can we really improve upon our mission.

This constant self-reflection is one reason why when we evaluate this past year, we are not focused on what we were able to accomplish in the face of the pandemic, but what the pandemic prevented us from accomplishing. Due to health and safety protocols and workforce challenges, some individuals and their families were left without the opportunities we may otherwise be able to offer. And though we are in a much better place than in 2020, we're still nowhere near pre-pandemic levels in terms of operations and programming. We are actively doing everything we can to safely and strategically return to that level of support.

But the support is only possible because of the team here at Penn-Mar, a group of people we are honored to call colleagues and friends. Working for Penn-Mar is not a job or career, but a calling that attracts a very special kind of person who values compassion and care for others above all else. Without the DSPs and other essential team members on our staff, nothing we do would be possible.

So, while it would be easy to reflect on 2021 and consider it a "success," we look at the past year as a chance to learn and gain insight into how we can make 2022 even better. Each day this year will bring with it a new opportunity to do more, give more, help more, and to always *Live Courageously*.



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

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



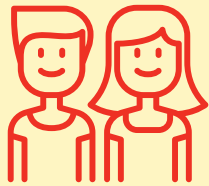
A handwritten signature in black ink that reads "Douglas A. Rein".

**Douglas A. Rein**  
Board Chair

# Our Impact

## For FY21

(July 1, 2020 – June 30, 2021), except where specified



**388**

**People with disabilities directly supported by Penn-Mar**  
*(not including those receiving respite services)*

Maryland – 226  
Pennsylvania – 162



**75**

**Direct Support Professionals currently participating in our Career Ladders Program**  
*(for the calendar year 2021)*

Graduates – 33  
Certified – 70  
of those certified, percent retained – 82%



**502**

**Team Members** receiving 751 hours of leadership training  
*(which goes above-and-beyond job and regulatory trainings)*



**\$705K**

**Raised by our Annual Gala**  
*(despite limited attendance due to COVID-19)*  
Proceeds support innovative services for people with disabilities



**119**

**People with disabilities employed in jobs of their choosing**  
at 86 area businesses



**57**

**Homes operated by Penn-Mar**  
Maryland – 30  
Pennsylvania – 25  
Respite – 2



**2,201**

**Low Intensity Support Services**  
Provided to 1,312 people with disabilities



**30,750**

**New visitors to our website**  
*(within the first 6 months of relaunch)*

# Our Impact (Cont.)



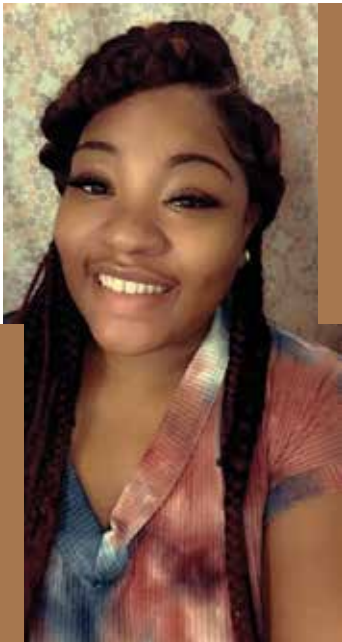
## Just One Conversation

Susannah Gillespie, Fitness Manager at the York JCC, began her relationship with Penn-Mar after a conversation with Rita Arnett. At the time, Rita was a Residential Supervisor who was looking for personal training for Bobbi and Lesha, two ladies she supported, who wanted to focus on their health and fitness goals.

Lesha and Bobbi couldn't have landed a better trainer than Susannah, whose passionate belief that fitness is for everyone is obvious to anyone who meets her.

As Susannah learned more about the demands placed on DSPs and the challenges of the profession, she was further inspired to design sessions for organizations like Penn-Mar, for both DSPs and the people they support, enabling them to workout in either their homes or workplaces.

Susannah took just one conversation and used it as a catalyst to find new and innovative ways to support people with disabilities, their Direct Support Professionals, and our community.



## Just One Person

Over this past year, Residential Supervisor Marlo Saunders has met challenge after challenge head-on.

When the home she supports was affected by COVID, she did what her Program Manager Alyssa Albright says she always does, "Marlo rolled up her sleeves and got to work. She adapted to the COVID schedule with no complaint and ensured that the people she supports were kept safe and healthy in what could have been a very stressful time."

Though Marlo is just one person, her above-and-beyond actions impacted dozens of lives, including those of the people she supports, their loved ones, and her colleagues. Her teamwork, dedication, and most importantly, heart for others all contribute to her immeasurable impact.

Direct Support Professionals like Marlo are exactly the kind of people we want on our team. They are critical to our mission and investing in them is more important now than ever before. Your support makes that investment possible.



## Just One Connection

Brian Honeychuck, a 23-year-old gentleman with Down syndrome, had a banner year.

Thanks to just one connection, over the summer Brian landed a job at Sheetz, the family-owned convenience store chain. Penn-Mar's Career Counselor Tricia Zeltwanger was approached by a retired human services professional, Stephen Martynuska. Stephen was hired as a consultant by Sheetz to create an initiative to help the company enhance its hiring of people with intellectual and developmental disabilities across their 600-plus stores.

Brian's supervisor, Lisa Reichow, was the first in York to participate in the pilot program. "I was so grateful to be a test for this program. My nephew had gone to Penn-Mar, so it means a lot to me."

It means a lot to Brian, too, who says, "Working at Sheetz is like a family." Thanks to just one connection, not only does Brian's career path look bright, but so do the careers of many other future Sheetz employees with disabilities.



## Just One Idea

Every year, David Stang makes the trek up from Lynchburg, Tennessee to Freeland, Maryland. He camps out for a weekend in the Maryland Line Volunteer Fire Department parking lot, where he sells out of one-of-a-kind Jack Daniels woodworked products, with all proceeds going to Penn-Mar. What's become a widely anticipated annual event started with just one idea several years ago.

David's brother Murray was supported by Penn-Mar for 13 years before he sadly passed away in 2018. One of the ways David honors Murray's memory is through this unique fundraiser. Upon David's retirement from Jack Daniels in 2017, he had an idea . . . what if he repurposed used Jack Daniels whiskey barrels as unique woodworked items and sold them as a fundraiser for Penn-Mar? After receiving permission from his former employer, David got to work, raising over \$30,000 and counting for Penn-Mar.

David shares, "While I'm certainly no one special nor do I possess any great talent, I have just used my time and thoughts and tried to apply the same to make a difference at Penn-Mar." We definitely consider David someone special and love how his idea has had an incredible impact!

# Penn-Mar Foundation

Throughout the past two years, the same questions have continued to take center stage: Are we safe? When will we get back to normal? Is the pandemic coming to an end? Though the answers continue to elude us, we have gained insight into how we can carefully adapt to the constant uncertainty and change. In another year of a global pandemic that has uprooted every facet of our lives, Penn-Mar has been able to stay true to our mission and accomplish some wonderful goals.

## **You, and your unwavering support, have made this possible.**

As we approached 2021, the Penn-Mar Foundation team knew that being agile and fluid would be crucial in accomplishing many of our objectives. Ideas that would've been considered unorthodox during any other year were adopted to create new possibilities and overcome challenges. A perfect example that encapsulates this determination was the 2021 Gala, our 29th annual. Traditionally held in March, the event is our most vital fundraiser, accounting for 40% of the year's private revenue. But with safety as our top priority, the Penn-Mar team needed to rethink last year's event while still offering a fun and inspirational experience.

By moving the date to June 5th, we were able to hold the Gala outdoors on a lovely spring evening, welcoming nearly as many guests as in years past. Simultaneously, we offered an online "Party in Place" experience for guests to attend virtually from their homes. The result was a massive hit. 350 people attended in person, another 200 joined us digitally, and we raised over \$700,000. In addition to being our first outdoor event, the 2021 Gala made history in another very significant way: we reached our Special Appeal goal of \$150,000 live, during the event, for the first time! In all other previous years, the Special Appeal was always reached in the days or weeks after the Gala. We are humbled by the continued support from you, our community, even in the face of the new and unknown.

It's because of your assistance that we can continue to lay the groundwork for a future full of even greater possibility and innovations. Yes, we could do a "good" job utilizing only state and federal funds, but as you know, Penn-Mar has never been in the business of only being good when great is within reach. And though we achieved an incredible amount in 2021, none of it matters if the people we support and their loved ones are not receiving the assistance they need.



**Kathy Rogers**

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



**Elizabeth Pitts-Madonna**  
Foundation Board Chair

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As you will see in this year's report, 2021 did indeed deliver some exceptional results and afforded us the chance to better assist our team and those to whom they are dedicated. Below are a few of the historic accomplishments that the Foundation experienced in the past year:

- **Total net assets increased dramatically, by more than 50% to \$12 million, the highest number in our 40-year history and largest ever one-year gain**
- **Assets under management rose from roughly \$6.5 million to nearly \$10.5 million, another historic one-year increase**
- **Funded the "Career Leaders" program with \$200,000, delivering an 82% retention rate among participating DSPs**
- **Provided emergency financial assistance to 10 team members**

But this success doesn't mean we'll ever stop thinking of new ways to make a difference for people with intellectual and developmental disabilities. If you're reading this letter, you know all too well that Penn-Mar is a group that never rests on our laurels, no matter our past collective achievements. Each new day is another chance to do better and the incredible support you have provided us further fuels our desire for an even brighter tomorrow.

**Thank you!**



# Donors

## Thank You to Our Supporters

Penn-Mar Human Services and the Penn-Mar Foundation rely on the generosity of our community to support people to live courageously in pursuit of their best life. In FY 2021, more than 600 individuals and organizations made charitable donations totaling more than \$4 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.

## 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, 2020 and June 30, 2021.

If you would like to become a member of the Circle of Donors, learn more at:

[www.penn-mar.org/get-involved](http://www.penn-mar.org/get-involved)

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 Mr. George Zeitler  
 Mrs. Tricia Zeltwanger  
 Mr. Greg Zgorski  
 Ms. Theresa Zgorski

#### **GIFTS IN MEMORY**

Each year Penn-Mar Human Services receives many gifts in memory of loved ones or friends.

Patricia Leffel Anderson  
 Daniel Beres  
 David Butcher  
 Gary Dean Cooper  
 Richard Crone  
 Barry Fee  
 Joseph Galantino

# Donors (Cont.)

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Keith Hart  
Daniel Inde  
Jeff Kowalski  
Florence Leckrone  
Ali Lugo  
Kevin Long  
Catherine Meyd  
Mary Rash  
Steven Stough  
Gary Swisher  
Charles Whitcomb  
Allison Zgorski

## THE PENN-MAR FOUNDATION ENDOWED FUNDS

To date, the following donors have made generous commitments to one of The Penn-Mar Foundation Endowed Funds: The General Endowment, The Michael James Pitts Endowment for the Advancement of Direct Support Professionals, or The Zgorski Family Endowment for the Penn-Mar Staff Training and Aid Fund.

### General Endowment

Mr. Bruce Bartels and Ms. Ramona Li  
Mr. Max Blumenthal and Dr. Brenda Blumenthal  
Mr. Jeffrey Brown and Mrs. B. Joy Keller-Brown  
Mr. Timothy Chase and Mrs. Carol Chase  
Mr. Gary Gilbert and Mrs. Karen Gilbert  
KELLY  
The Kinsley Family Foundation  
Mr. Gregory T. Miller and Mrs. Terri Miller  
New Standard Corporation  
Mr. James Offutt and Mrs. Bardelle Offutt  
Mrs. Katherine Rogers-Lang  
The Stewart Foundation  
Mrs. Jacquelyn Summers and Mr. Michael Summers

### Michael J. Pitts Endowment for the Advancement of Direct Support Professionals

Mr. William Beazley and Mrs. Mary Beazley  
Mr. Lester Buttion and Mrs. Debra Buttion  
Mr. Ed Cozzolino and Ms. Kathleen McMahon

Capt. Joseph DiPaola  
Mrs. Nancy DiPaolo  
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Mr. and Mrs. Glenn J. Frey Jr.  
Mr. Anthony and Mrs. Wendy Gallo  
Ms. Susan Gordes  
Mr. Robert Hilbert  
The Kinsley Foundation  
Mr. Nathaniel Marting and Mrs. Martha Martin  
Children of Harvey M. and Lyn P. Meyerhoff Philanthropic Fun  
Mr. Jon Nuffer and Mrs. Kathi Nuffer  
Mr. Mike Lopez and Mrs. Amy Lopez  
Mr. James Offutt and Mrs. Bardelle Offutt  
Mr. John Otto and Mrs. Christine Otto  
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Mr. James Pitts and Mrs. Kay Pitts  
Mr. Michael Rudnick  
Ms. Louise Schafer  
Mr. Michael Shriver and Mrs. Marty Shriver  
Mr. W. David Stang and Mrs. Robin Stang  
Mrs. Jacquelyn Stevens and Mr. Scott Stevens  
Mr. Kevin Summerson and Mrs. Claudia Summerson  
Ms. Claudette Wheeler and Mr. William Wells  
The Zgorski Family Endowment for the Penn-Mar Staff Training and Aid Fund  
Mr. Gary Mott  
Mr. Michael and Dawn Zgorski

## 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 Amspacher  
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  
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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  
Arby's - Shrewsbury  
Archetype Glass Inc.  
AVI Foodsystems at McDaniel College  
Bank of America - Hunt Valley  
Barnes & Noble  
BC Brewery Inc  
Bear's Paw Fabrics  
Best Western - Westminster  
Biomedical Recovery Systems, LLC

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BJ's Wholesale Club	Northeastern School District
Bonkey's Ice Cream & Snoballs	Olive Garden
Books A Million – York	Panera Bread
Brightview Assisted Living – Lutherville	Penguin Random House
Brothers Services Company – Hampstead	PetSmart – Towson
Buffalo Wild Wings	Primo Pizza Express
Carroll Hospital – Life Bridge Health System	Providence Divine Cakes & Pastries
Central York Schools	Red Lion Area School District
Chick-Fil-A – Cockeysville	Red Lion Controls
Crescent Industries	Roundtown Elementary
Dairy Queen – York	Royal Farms – Hunt Valley
Dallastown Area Middle School	Ruby Tuesday
Dallastown Area School District	Schmuck Lumber – Hanover
East Coast Dyes	Sea Solar Power
Edible Arrangements – Hanover	Sheetz
Faith and Willow Bistro & Bakery	ShopRite of Jacksonville
Flowers by Cindy	ShopRite of Timonium
Gastroenterology Associates of York	Snack America
Genova's Pizza	Snavelly Forest Products
Glatfelter Insurance Group	Sons Of Sicily
Goodwill Retail Store and Donation Center – Shrewsbury	South Western School District
Gordon Recycling	SpiriTrust Lutheran
Graul's Market – Hereford	St. John the Baptist Catholic Church
Growing Friends	Summit Building Services INC.
Hampton Inn	Taco Bell
Hanover Area YMCA – South	Texas Roadhouse
Harford Community College	True Value
Heritage Hills Resort	Uniform Graphix
Holiday Inn Express & Suites	Walmart – Westminster
Home Depot – Shrewsbury	Weis Markets
Independent Can Company	Wendy's Restaurant
Infinitos Pizza	West Liberty Child Development Center
Laser Alleys	Wolfgang Confectioners
Long View Center for Rehabilitation and Healthcare	York Ice Arena
Maple Press	York Imperial Plastics
Medical Management & Rehabilitation Services	
Mercury Electronics	
Montessori School Of Westminster	
NAPA Auto Parts – Hunt Valley	
Normandie Ridge	

# Leadership

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**MICHAEL MAHON**  
Chief Financial Officer



**JENNIFER METTRICK**  
Chief Strategy Officer



**GREGORY T. MILLER**  
President &  
Chief Executive Officer



**KATHY ROGERS**  
Chief Advancement Officer &  
Executive Director,  
Penn-Mar Foundation



**PAUL SCHIAVONE**  
Chief Human Resources  
Officer



**JACKIE STEVENS**  
Chief Operating Officer

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## OFFICERS

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

## DIRECTORS

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Marriah Barnett  
Bruce Bartels  
Timothy W. Chase  
Jill Golueke  
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Julia Huggins  
Jonathan Kinsley  
Elizabeth Pitts-Madonna  
Chrysta R. Stine  
Matthew Superczynski  
Robert Zerance, Jr.  
Robert Zgorski  
Morton F. Zifferer, Jr.

## FOUNDATION BOARD

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Jonathan Kinsley, Treasurer  
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Past Chair  
Timothy Chase, Investment  
Committee Chair  
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Bruce Bartels  
Max Blumenthal  
Kristine A. Crosswhite  
Christy Cohen  
Joe DiPaola  
Gary Gilbert

# FY21 Financials

## Statement of Activities



### REVENUES

Grants & Fees for Services	35,044,991
Client Fees	1,140,380
Contributions & Pledges	543,174
Other Income	882,664

**TOTAL INCOME** 37,611,209

### EXPENSES

Program Services Wages & Benefits	24,116,862
Other Program Services Expenses	6,068,609

**TOTAL PROGRAM SERVICES EXPENSES** 30,185,471

Management & General Expenses	6,987,065
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**TOTAL EXPENSES** 37,172,536

### STATEMENT OF FINANCIAL POSITION

Total Assets	30,400,571
Liabilities	15,676,624

**NET ASSETS** 14,723,947

For a complete copy of our audited financial statements, please contact: [info@penn-mar.org](mailto:info@penn-mar.org).

“

I could be having the worst possible day but once I show up at Penn-Mar all my troubles are instantly erased because I am surrounded by people filled with joy and happiness. As a group, I find the folks at Penn-Mar to be so happy and appreciative. They are just full of sunshine.

— Hank Snow, Owner,  
Hunt Country Construction

”



**PENN-MAR**  
HUMAN SERVICES

*Live Courageously*

#### Headquarters

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Freeland, MD 21053

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