



DONNA REDMOND

nominated by Renee Jackson

Donna consistently goes above and beyond in her work performance. She's a great team player as well as a team leader whose passion sets her apart.

Donna is very productive and has an incredible work ethic, not only in how she serves the individuals in her program (ALU28) on a daily basis, but also in how she serves other programs. She's always willing to help out in the Day Program and other programs when called upon, demonstrating her flexibility and commitment to the individuals we support.

Donna is a passionate advocate for every individual's happiness. Her genuine interest in their well-being has resulted in the individuals adoring her, especially those she works with in her program.

When giving Donna a task she makes sure that task is completed in a timely manner, no matter how much she has on her plate, or how many other competing priorities there may be. Donna always finds a way to get the job done, and is trustworthy and reliable.

Lastly, but not least, when her supervisor is off or on vacation, Donna makes sure everything in the program runs smoothly. She never needs to call her supervisor or the supervisor on-call, and is an innovative problem-solver.

LIZ DAUBERMAN

nominated by Will Cambley & Jackie Summers

From Will Cambley

Liz Dauberman is a fabulous employee, a huge asset to our organization, and is so deserving of this award and recognition. In May we began an extensive renovation of our Maryland Line Day Program.

This required significant changes to our operations and impacted many staff, none more than Liz.

In her role as Administrative Assistant III, Liz is the first person you see as you enter the Maryland Line Facility. Due to the renovation, we needed to relocate several individuals into the Community Rooms adjacent to the lobby for several months. This required substantial flexibility and patience from Liz, as her normally quiet work area became bustling with activity.

In her role Liz manages many tasks that require focused attention to detail and security of data. Through the entirety of this project Liz has displayed nothing but the utmost professionalism and respect for both the staff and individuals we support. She has worked resourcefully to determine creative solutions in a complex and ever-changing environment. Most importantly, Liz always has a smile on her face and her professionalism and kindness are beyond reproach. In conclusion, I would demonstrably request that Liz be recognized for a HEART award. She goes above and beyond every day to display the core values of Penn-Mar and ensure the success of both the organization and the individuals we support.



From Jackie Summers

It was a very happy day when Liz Dauberman came to work for Penn-Mar a few years ago. Liz has proven to be an incredible asset to Penn-Mar and to everyone who interacts with her each day.

She brings a steady and calm demeanor and does not become unhinged even when challenged by multiple interruptions and decibel levels! She has the ability to multi-task while maintaining a cheerful attitude and is always willing to help wherever needed.

She brings creativity to her role and is a cheerleader for the organization, often offering fresh ideas to celebrate special holidays and occasions, which is uplifting to team members.

Liz goes the extra mile in sharing news about traffic or weather that may impact the safety of our team and individuals. She is talented in many areas and is always looking for ways to be more efficient for the betterment of the organization.

Each morning brings a welcome start to the day upon entering the building to receive her warm greeting.

We are fortunate to work alongside someone with her heart who is committed to our team, individuals and mission.



PATRICK SGRO

nominated by The ALU9 Team

Patrick leads by example. His honesty shows in all his conversations with individuals, team members, family members, and outside agencies. His goal is always the best possible outcome for the people we support.

There is no better team member than Patrick. An example of this can be verified by simply looking at your Penn-Mar email. We all receive 10 to 20 emails a day asking for coverage or emergency coverage from many different programs, ALUs, or CLAs. Did you ever notice there has never been even one from ALU9? Why? It's because of Patrick's example of being there, pitching in, and helping out no matter what plans he has. He has covered planned vacations, family emergencies, or whatever need arises. Through his great example and team work, all the staff here feel the same way and have done the same thing whenever called upon.

Patrick also takes the time to be an in-service instructor at Penn-Mar. First he taught BPS for years and now he is a MANDT instructor. Family members of our individuals trust, respect, and even love Patrick for all he does for their sons. The individuals here do not miss appointments. As recently as 3 weeks ago Patrick took one individual for his 45 day assessment in the morning and another individual to his assessment in the afternoon. Patrick has a great relationship with Change Inc.'s Day Program that our guys at ALU9 use. Patrick worked there many years ago before coming to Penn-Mar. Finally, Patrick has also overcome his own personal tragedies this year, yet not let them interfere with his devotion to ALU9.

We, as a group, really like our boss. And when you like your boss, you will work hard and follow his example.

KATRINA COOPER

nominated by Angie Shaffer



Katrina works in the Day Program at Far Hills.

Katrina brings an energized, enthusiastic spirit to the team, investing in the lives of each person she works with. Katrina learns about their interests and their desired areas of growth, finding opportunities in the community and at the Day Program to become more independent in their lives. She has been instrumental in helping the individuals and community members build and maintain relationships.

Katrina has taken several people to Life Path, where the individuals have been able to utilize their skills and or develop skills with the tasks including making sandwiches, wrapping silver wear, folding napkins, serving soup, and plating desserts with the encouragement to have positive interactions with community members. At the YMCA, Katrina helped the individuals build a relationship with a group of retired military men. These community members have taken an interest in the individuals and like to encourage and socialize while working out. They have established a good community-based relationship. At Brown's Farmers Market, another group of people are more familiar with the individuals Katrina takes there frequently. The individuals get a drink and or snack and like to socialize with the same group of people at Brown's.

Katrina engages the individuals with a person-centered approach in each activity area including art, fitness, mixed media, kitchen and skills. Having grown up on a farm, Katrina has a natural inclination to anything to do with the kitchen. Katrina teaches others to make some things from scratch. At the Day Program, Katrina gives the individuals opportunities to learn how to bake and cook a variety of meals and desserts. She emphasizes healthy eating at times and is also ready to satisfy a sweet tooth. She definitely puts her heart into what she does, making a difference.



SUE THORPE

nominated by [Michelle Delozier](#) & [Patricia Middlecamp](#)

From Michelle Delozier

Sue has been with Penn-Mar for many years. She has worked in Pennsylvania and in Maryland in various roles. Her most consistent role is as an incredibly compassionate DSP.

Sue is not afraid to make waves. When she sees a need or a concern, she acts on it and most importantly she follows up. The individuals she supports, which is for Sue every individual at Penn-Mar, are always first in her mind.

Sue ensures all of the day-to-day matters are completed, but what makes me think of Sue as a candidate for the HEART Award is her willingness to lend a hand in any program, nearly any day and any time. When Sue comes in the individuals light up and her fellow team members know the individuals will be well supported. If it is "goal" night, Sue will ensure it is completed. Sue is never just a sub in a program. She is always a representative of a leader within our organization. If someone is having a rough day, Sue really listens, staff or individual, and responds in a most compassionate way.

Sue strives to see the best in everyone and to do her best. Recently an individual in another program was hospitalized and came home on Hospice. Sue immediately offered assistance. I have asked Sue at the very last minute for help, more likely than not she makes it happen, whether it is covering a shift, running an appointment, or taking someone somewhere to be dropped off or to be picked up. Sue - AKA Katie Kaboom - is a joy to work with!

From Patricia Middlecamp *(edited for brevity)*

It is hard for me to put into actual words how I feel about Sue and what she has done for the house in which my daughter Amy lives and the other clients she supports. Thanks to Sue, Amy's Penn-Mar house is truly a home. Sue has made Amy's home pleasant, welcoming, and supportive, and I am happy my daughter is living there.

Sue cares for each one of the people she supports from the bottom of her heart. Her obvious passion makes a difference in their lives, and she even sacrifices her personal time to make sure that her clients are loved just as deeply as if they were her own family.

Sue is also very diligent about getting her clients to all of their health appointments and making sure they are getting the best care. I know through my own daughter's cancer battle that Sue not only supported Amy with love, but also supported me.

Sue has excellent communicative skills, is incredibly professional no matter the situation with which she is dealing, and is very detail-oriented, completing often complex and lengthy paperwork meticulously. She amazes me, and I sometimes wonder how she does it all!

Sue also talented at addressing the individual needs of each lady in the house. From ensuring that every one of them has some social time with their particular friends, to helping to create menus and recipes that appeal to their various likes and dislikes, Sue takes a person-centered approach to her job.

This nomination is really to tell all of Penn-Mar Human Services what a wonderful Residential Supervisor you have in Susan Thorpe. She is an example for everyone, including myself. I know my daughter is taken very good care of and respected by Sue and her team, and could not recommend a better lady to receive a HEART Award!

DEAN PEARSON

nominated by Jackie Summers

Maintenance is a critical component to our operations, and I think we often take for granted the long hours, extra effort, and multiple skills of our maintenance team.



Dean Pearson is one of the dedicated team members who starts his day early and never stops from the time he hits the Penn-Mar properties, until he goes home at night. A hard-working employee, this 15-year veteran of Penn-Mar continues to learn and grow in an effort to be the best he can for the individuals we support.

Like so many of the team, Dean is always willing to go the extra mile to fulfill a need in another department even if it isn't in his daily list of responsibilities, and even though sometimes it may mean working outside of his regular hours.

I have often called on Dean for assistance in orchestrating the set up or tear down of an event, or if there is a problem at the venue. Dean always responds immediately, offering solutions and a time when he can be available.

He is a deeply faithful man and exemplifies his commitment to others in his daily interactions with team members and individuals.



MICHAL EDMONSON

nominated by Renee Page

My sister Karen Mottern has been in the care of Michal for almost a year now. If it wasn't for her I don't think Karen would have made the transition to a new home as well as she did.

Michal treats the ladies at ALU23 with such love and compassion. She could make her Saturdays with the ladies easy by just chilling at home, but instead, she plans a special outing with them every Saturday.

One of the ladies uses a wheelchair that requires a lot of extra work, but that does not deter Michal. They do everything from going to the salon for manicures or pedicures, to going to plays or to the movies, to swimming at the local public pool and the list goes on and on. She is quite amazing and Karen just loves her.

Michal goes the extra mile when it is not required of her. She sees these women as people who need more than just the basic care of food and shelter. They need a life and she helps them achieve it. It takes a very special person to do this job and she is one special person with a really big heart.

I am blessed to have her as a part of Karen's life and Penn-Mar is so very lucky to have her as a part of their organization.

MEGAN COOK

nominated by Sharon Ardisana



I welcome this opportunity to talk about the dedication, kindness, and love that Megan Cook has demonstrated as my son, Matthew Ardisana's, Day Program aide.

Matt had been at Penn-Mar over 5 years and had gone through many personnel changes to his daytime aide. Most would become frustrated when dealing with Matt's explosive behaviors. These behaviors would occur several times a week. Since Megan's arrival, Matt's behaviors have dwindled to once or twice a month. Everyone at Penn-Mar was both shocked and very pleased to see this improvement.

Megan has taken the time to completely understand how Matt ticks. He responds very well to humor and a soft, non-threatening voice. Megan has combined these skills along with a GREAT deal of patience.

Matt's quality of life has improved tenfold. He can now participate in many more activities, without behavior issues. Matt's days are filled with laughter and love. What more can a parent ask for?

I truly don't think that Matt would be doing nearly as well, if it weren't for Megan's caring support. She is an integral part of Matt's life and he loves her very much. I know of no other person who could possibly deserve this award more!



DENISE TOMLIN

nominated by Autumn Cover

“What can I do to help? How can I make your day better?” These are questions Denise asks of her team members and of the individuals she supports in the program she oversees daily. She knows that the good days outweigh the “bad” and nothing is ever personal. She strives to find the win-win in every event and build upon each success, no matter how “small” it may seem.

Denise is extremely focused and driven on supporting the individuals and transforming their lives into living. She has been very involved and supportive of one of the young ladies residing in our Dallastown home who has been experiencing significant issues involving both personal and medical concerns. Denise has been by her side through almost every medical appointment, ER visit, surgical procedure, and most recently a guardianship hearing.

Denise goes above and beyond her shifts to ensure their needs are met, seeking out new ideas and activities of interest by observing what the individuals are engaged in. She learned that the newest member of the house enjoys “guy talk” and comradery just by watching him engage in conversation with a fellow patron at the snowball stand one day.

Denise has an approach that is calm, yet direct; educational, yet understanding. She has a way with connecting with others so that others gravitate towards her. Denise’s dedication to the organization is truly admirable and noble. It is evident that her heart is in the right place when you witness her interactions with the individuals she supports.

TERESA SMITH

nominated by **Brianne McDonough**



Teresa is a wonderful, caring person and is an exceptional part of the team at CLA16. She cares about the well-being of everyone she works for and with. Teresa gets along with everyone and works through any situation with a calm and positive demeanor. Teresa is willing to do anything to help and will step in to complete or assist with any task, without hesitation.

I have worked with Teresa for almost two years and have witnessed her growth in her compassion and dedication to the ladies we work for. Teresa has helped to diffuse and work through many stressful situations, treating everyone as an equal and with respect. She never fails to pick up where it is needed and goes above and beyond in ensuring that the ladies we work for receive the best care possible.

Teresa works part-time with Penn-Mar on top of her full-time job as a hair stylist. She has provided our ladies with haircuts free of cost on several occasions. Recently, CLA16's living room was repainted, and the team felt it was time for new pictures to replace pictures from many years ago. Teresa brought in her camera, "dolloed up" the ladies, and took beautiful pictures of them to hang on the walls of their home, as well as to give to their families.

She has also taken one of the ladies who had nowhere to go to her home to enjoy Christmas dinner and a nice evening with her and her family so that this person could be with a family, even if it wasn't her own. Teresa shows dedication, compassion, patience, and is a great example of what an employee of Penn-Mar Human Services should be.



CASEY ROSEGRANT

nominated by Alexa Wheeler

Casey is a pleasure to work with every day. She can always put a smile on your face when you're feeling down, and is a great listener to her peers and the individuals alike. She is always willing to lend a hand and will fight for what she believes in.

Casey is also very compassionate and very observant of the individual's needs that she is working with. Over the last few years, Casey has worked one-on-one with an individual at the Far Hills Day Program and cares deeply for him. She has worked diligently with him to increase his motor skills and stamina by walking with him using a gait belt around the Day Program. He previously would use a wheelchair but now only uses one for long distances. Casey encourages him to be as independent as possible, and they enjoy finding and discovering new activities and outings in the community. Casey is always excited on outings when she captures a picture of him tapping his face with his fingers. This individual is nonverbal and he only taps on his face to express excitement and happiness.

Casey has also advocated for different creative options for this individual's limited diet and food choices. She recently started experimenting with new recipes that he can help her make for his lunch while at the Day Program. She has been researching alternative foods and options to follow this diet.

These are just a few examples of the great support that she offers to him. One can easily see the admiration that he has for Casey on any given day. He has come so far just in the short time that I have known him because of the work that Casey is doing. She is truly an asset to the Penn-Mar team!

JENN HOBBS

nominated by Jackie Summers

It is hard to imagine anyone more deserving of this recognition than Jenn Hobbs. All of us who have had the privilege of working with her at Penn-Mar can attest to her friendly disposition and professionalism.



She always greets everyone she meets with a cheerful hello and smile and is eager to jump in and help in any way needed. We are fortunate to work with Jenn in Development but many other departments have benefited from her professionalism, care, and interest in doing whatever she can to improve the lives of the individuals we work with.

Jenn is knowledgeable in many areas and is especially gifted in promoting the work and experiences of our DSPs and individuals through social media. She does an excellent job of bringing not just the Penn-Mar team together through our shared experiences, but she also conveys a positive message to our families and community.

Jenn brings her best each day, in her past experience working with autism, as well as in her ability to organize, set goals, and achieve successful outcomes for the betterment of the organization.

We are very fortunate to have Jenn on our Penn-Mar team and are grateful for her commitment to the mission and for the joy she so freely shares with everyone!