



PENN-MAR
HUMAN SERVICES

IN BOLD *Pursuit*

A Letter from our CEO

Dear Friends,

As I reflect on the past year, I see a period of incredible accomplishments, intense collaboration, and unwavering commitment that will mark FY22 as one of the most successful in our organization's 41-year history. And though any one of the following achievements could qualify as momentous on their own, it was a collection of many triumphs, and exceptional people, that made it truly special as we fulfill our mission to support those with Intellectual and Developmental Disabilities (IDD) and their families.

First off, while it may be sliding into the rearview for others, Covid-19 is still very much a part of our reality as a human services organization. The IDD community has always been one of the most vulnerable to the virus, but the entire team, especially our incredible Direct Support Professionals (DSPs), have remained vigilant in keeping everyone healthy and safe. Under the unwavering leadership of Jackie Stevens, our Chief Operating Officer, the result is that no one we support has become seriously ill from Covid, even as we continued to provide indispensable services. Our DSPs always found new and ingenious ways to adapt and overcome every new obstacle. I know how hard every DSP works and the sacrifices they make, and each one of them continues to be a source of profound inspiration.

Helping to see us through these past few years of pandemic-fueled uncertainty has been our Board of Directors, a group of remarkable people who are devoted to our mission, while providing myself and our leadership team with steadfast assistance. I'd like to specifically highlight our outgoing Board Chair, Doug Rein, who assumed the role in late 2019, just a few months before the world was turned upside down. But through the confusion and insecurity, Doug's resolute leadership was pivotal to our success, and I thank him for his dedication and insight. Succeeding Doug as board chair as of June 1, 2022, is William Yanavitch, who I have known and respected for many years and am delighted to work with as we embark on a very optimistic future.

Our board is also one of the many reasons why Penn-Mar is close to completing one of the most ambitious endeavors in organizational history: the planning and public launch of the \$7.5 million Building Bold Futures campaign, our largest-ever fundraising effort. The funds will be utilized in a range of key ways that will fuel our progress for decades to come:

- Enhance how we provide services, whether that's in new transportation vehicles or implementing new assistive technology
- Grow the Michael James Pitts Foundation to support our nationally recognized Career Ladders program for DSPs, which has resulted in a 79% retention rate for DSPs who have earned their credentials
- Grow our General Endowment that propels innovative funding opportunities wherever they are needed most to discover new and better methods of providing services



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- Completion of the Far Hills site in New Freedom, PA, allowing us to consolidate our Pennsylvania operations and eliminate the costs and challenges of maintaining multiple locations

I want to extend a special thanks to Penn-Mar Chief Advancement Officer and Executive Director of the Penn-Mar Foundation, Kathy Rogers, who I worked with closely on the campaign's development. It was a herculean effort for all involved to make the campaign a reality, but I am delighted to say that, as of March 4th, 2023, we have reached our goal.

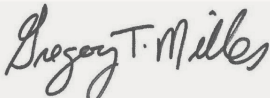
Part of the Building Bold Futures funds will also be used for the development and launch of our new Belonging Initiative, an intentional exploration of Penn-Mar's culture and how we can continue to become a more inclusive organization from the inside out. Ensuring that each employee feels recognized, understood, heard, and valued not only fosters a better workplace, but makes us a better service provider. But the challenging work is yet to come, and I look forward to sharing our progress in the months ahead.

And while we are always proud of the work we've done as an organization, it's our duty to continually ask the question, *"How can we help more people today?"* The answer should never be relegated to just our own backyard. That's why I am so excited about the work of Penn-Mar's Consulting division. They are reaching beyond the borders of Pennsylvania and Maryland to work with like-minded organizations to share innovative ideas and insight gained from our 100 years of collective multi-disciplinary leadership. Penn-Mar's team is currently working with similar groups in six states, fulfilling our promise to support those with IDD, no matter where they call home.

And lastly, all these achievements helped to produce a fantastic result: the strongest fiscal year in Penn-Mar's history. Part of this was achieved through our team's early adoption of a new funding system introduced by the state of Maryland. Penn-Mar was one of the only organizations to embrace the new process, and our team did a phenomenal job of understanding and supervising the new structure and its nuances, no easy task, I assure you. But their hard work has laid a wonderful foundation that will allow us to move forward into a future teeming with possibilities.

Words cannot express my gratitude for those who helped make this past year such a phenomenal success— including you. Your ongoing and unflinching generosity is deeply moving, and the reason Penn-Mar is the organization it is today. It is a success that we enjoy together and one that we know, in our hearts, is making the world around us a better place today, and an even brighter one for tomorrow.

Thank you,



Greg Miller, CEO
Penn-Mar Human Services

Our Impact

For FY22

(July 1, 2021 - June 30, 2022), except where specified



58

Homes operated by Penn-Mar

Maryland - 31
Pennsylvania - 25
Respite - 2



528

Team members

receiving 1,148 hours of leadership training
(which goes above-and-beyond job and regulatory trainings)



2,215

Low Intensity Support Services

Provided to 1,321 people with disabilities



81,957

People who visited our website

Plus 16,091 repeat visitors



405

People with disabilities directly supported by Penn-Mar

(not including those receiving respite services, those supported through the school system, or those supported through short-term OVR funding)



6

States where Penn-Mar Consulting is currently providing supports

Serving 37 different organizations since launching
With 55 different organizations receiving Approved Basic Community Employment (ACRE) training
And 94 people receiving ACRE certifications



86

Direct Support Professionals currently participating in our Career Ladders Program

Graduates - 54

Certified - 87

Of those certified, percent retained - 79%



104

People with disabilities employed

At 141 area businesses, plus 12 placed in paid internships, and 44 students supported in job opportunities via the Transition Connections Academy



\$629K

Raised at our 2021 Gala

Proceeds support innovative services for people with disabilities



100%

As of March 4th, 2023

Raised towards our Building Bold Futures campaign, the largest-ever fundraising initiative in our history



Our Impact (Cont.)



Connor Pope Jumpstarted His Career In Tech

Manchester Valley High School junior Connor Pope got a head start on a career in IT this past summer, when he gained valuable work-based learning experience at InfoPathways, a technology management and consulting company based in Westminster, Maryland.

Connor, who turned 17 in July while working at InfoPathways, was one of seven Carroll County high school students who secured internships with area businesses through Penn-Mar Human Services in partnership with Maryland State Department of Education's Division of Rehabilitation Services (DORS).

One aspect of the IT field that Connor was exposed to during his internship, and which piqued his interest was cybersecurity.

"The more I learned about cybersecurity, the more I thought it would be something I would like to do," Connor said. "Carroll Community College has a program, and you can get a degree in it."

InfoPathways was so impressed with Connor that they invited him back for a second internship that started in October. "We wanted to bring him back on to encourage him to continue down the IT path as he'll be leaving high school next year and looking at college," said John Mangus, InfoPathways' Service Operations Manager.

"I feel pretty proud of myself and excited to be going back," Connor said.

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Corporate Partner Northrop Grumman Asks, “How Can We Help?”

Over the past year, we’ve been fortunate to reconnect with Northrop Grumman’s Sykesville location, which previously supported Change, Inc., before they merged with Penn-Mar in 2019. Northrop Grumman’s past support of what was formerly Change, Inc., has been extensive, and they’ve brought that energy and impact to Penn-Mar!

“One of our Northrop Grumman values is ‘We Do The Right Thing,’” said Bob Sacca, director and site executive for the Sykesville facility at Northrop Grumman. “Our partnership with Penn-Mar is just one example of how we are living our values.”

Indeed, Northrop Grumman has done the right thing and continues to do so for our community! During the pandemic, when volunteer opportunities were shut down, they reached out to Penn-Mar with a grant that was used to purchase meals for the people Penn-Mar supports and their DSPs in the community homes who were taking on added responsibilities and working longer shifts to ensure the safety of the residents.

Once volunteer restrictions lifted, they got to work tackling landscaping, planting flowers, mulching gardens, dismantling patios and walkways, creating outdoor steps connecting a lower exit which made for easier access to the main part of the house and yard, and many other tasks to help keep the homes where the people we support live looking beautiful.

As Tina Chan Sweeney, Associate Director of Development shared, “In my 20 years working with volunteers, community members, and partnerships, the Northrop Grumman team leads as one of the best groups of volunteers I have ever worked with.”

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Our Impact (Cont.)



Direct Support Professional Maria Swift Named DSP of the Year

Every year, the American Network of Community Options and Resources (ANCOR), the leading community of service providers for people with disabilities, recognizes an outstanding Direct Support Professional (DSP), and one overall national winner.

In March of 2022, Penn-Mar's very own Maria Swift received the prestigious national award and was selected as ANCOR's Direct Support Professional of the Year.

Since 2007, ANCOR has given the Direct Support Professional of the Year Award to DSPs who embody the hard work and dedication that is a signature trait of people who have chosen to support individuals with disabilities.

Despite only having three years of experience as a DSP, Maria is already a standout, and was selected thanks to her foresight and innovation in the field, especially her unique ability to create meaningful connections that empower individuals to pursue their best lives. Maria accomplishes this all while helping the people we support to connect with their communities and further develop their independence.

We are so proud to have Maria on the Penn-Mar team. She is an inspiration for all of us and the perfect example of what it means to Live Courageously!

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Penn-Mar Parent Claudia Summerson Shares Her Passion for our Mission

Claudia Summerson, a long-time Penn-Mar parent, shares that the hardest thing she's ever done in her life was make the decision to have Abbie receive residential supports from Penn-Mar when she was only 22 years old.

According to Claudia, "Once Abbie completed her schooling at age 21, my husband Kevin and I faced the reality that we will not be here forever to take care of her. So instead of leaving her future to others, we were determined to settle her into a new home where she would be comfortable with her caretakers and routines."

Claudia notes that Abbie's early days at Penn-Mar were an adjustment for everyone. But 15 years later Abbie is happy in her home, thanks to incredible perseverance and the passion and dedication of the Direct Support Professionals (DSPs) working with Abbie.

Claudia shares, "I always say, 'God gave me two hands,' so I do whatever I can to support Penn-Mar, my daughter, and by extension, all of the individuals and families aligned with the organization. I am not a professional speaker, but I can be passionate when it comes to advocating legislators for increased funding for training and wages for the extraordinary services our DSPs provide. I have often wished I could pen a poem entitled, 'I'm Just a Mom,' to better express why it is so essential that these DSPs receive their just due for the loving care they have provided to the daughter I love and to so many other individuals with disabilities."

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Penn-Mar Foundation

Throughout Penn-Mar Human Services' 41 years, we have always been empowered by the idea of focusing on what's next, both for our organization and in our pursuit of supporting those with intellectual and developmental disabilities (IDD) to always Live Courageously. And this past fiscal year, the sole focus of the Penn-Mar Foundation's leadership has been on the stability of this wonderful organization. The result is our most ambitious venture yet: the \$7.5 million Building Bold Futures fundraising campaign. I am humbled and honored to tell you that as of March 4th, 2023, we have reached our goal.

I can assure you, bringing this endeavor to life was no easy task. But as history has taught us, transformative change is never easy.

When designing the campaign, Penn-Mar CEO Greg Miller and I spent many long hours discussing and analyzing what efforts and plans were possible in our objective to further solidifying Penn-Mar's future. Not just for the sake of the people we support today, but for those who will need our services decades from now. After many months of planning, research, and meetings with our consultants and Foundation board members, we determined that a campaign of this size was the answer. And as the campaign title states, the idea was bold, but then again, Penn-Mar has never been a group that plays small.

The funds from Building Bold Futures will be used in a myriad of beneficial ways, but the five key areas of focus will support the cornerstones of who we are as an organization and our ability to help others.

1. At the core of serving the IDD community is the retention of Direct Support Professionals (DSPs). Penn-Mar's lauded Career Ladders program has a remarkable 79% retention rate for those who participate and is funded through the Michael James Pitts Endowment, which will get a sizable contribution from the campaign.
2. Our General Endowment will also see much-needed funding, fueling innovation and new opportunities to expand our services, with the freedom to provide aid wherever it's needed most.
3. Funds will also be used to complete construction of Penn-Mar's Far Hills site, allowing us to consolidate our Pennsylvania services to one location, improving logistics and operations, while reducing expenses.
4. The purchase of 30 new service vehicles to greatly enhance our transportation capabilities.
5. Deployment of the Belonging Initiative, a program that began to take shape in late 2021. This will dive into Penn-Mar's culture and explore how we can foster greater appreciation of diversity through a deeper understanding and appreciation of one another.



As you may imagine, upon hearing about the lofty financial target (during an international pandemic no less), our board of directors shared some understandable skepticism. But as Greg and I laid out the well-designed plan, and the metrics and data behind it, their uncertainty quickly turned into unwavering enthusiasm. And I am proud to share that every member of our board is financially supporting this fundraiser and have made it their mission to see its success.

As such, I'd like to take a moment to publicly thank and highlight our executive committee. Without their commitment, assistance, and diligence, I can say with absolute confidence that this fundraiser would have never gotten off the ground. Through their connections and outreach, we were able to identify new supporters and reconnect with longtime partners, allowing us to secure the vital cornerstone gifts that helped us reach nearly 85% of our goal before the campaign's public launch in September 2022.

- Campaign Chairs Jon Kinsley and Beth Pitts-Madonna
- Honorary Co-Chairs David Kelly and Tony Campisi
- Michael Shriver and Perry Offutt, who led our planned giving division
- From the family giving division, Claudia Summerson and Joe DiPaola
- Tim Chase and Gary Gilbert, the chairs of the business and foundation division
- And from Penn-Mar's board of directors, I want to thank new board chair William Yanavitch and Anthony Gallo who led both our board and the leadership gift division

As we culminate our campaign, we sadly share that our co-chair, Jon Kinsley, passed away on January 23, 2023 in a tragic accident. As Jon would quote from Chief Dan George: "Endeavor to Persevere." In his honor and in his memory, we will do exactly that and bring his wishes for the campaign and for Penn-Mar's future to fruition. In fact, we celebrated reaching our goal at our gala on March 4th, 2023, because that is what Jon would have wanted us to do. We are grateful for all who have made generous contributions to Building Bold Futures, ensuring that we move courageously forward.



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

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. 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 or organizations that contributed \$500 or more to benefit Penn-Mar Human Services between July 1, 2021 and June 30, 2022.

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

www.penn-mar.org/get-involved

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(\$100,000 OR MORE)

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(\$5,000 - \$9,999)

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**In memoriam*

FY22 Financials

Statement of Activities



REVENUES

Grants & Fees for Services	45,267,079
Client Fees	1,069,063
Contributions & Pledges	483,660
Other Income	1,273,734

TOTAL INCOME 48,093,536

EXPENSES

Program Services Wages & Benefits	26,773,375
Other Program Services Expenses	8,466,568

TOTAL PROGRAM SERVICES EXPENSES 35,239,943

Management & General Expenses	6,711,072
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TOTAL EXPENSES 41,951,015

STATEMENT OF FINANCIAL POSITION

Total Assets	52,014,027
Liabilities	30,490,101

NET ASSETS 21,523,926

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

“

The job of a Direct Support Professional requires a willingness to try to really understand the people you are supporting. Some days are slower and more challenging than others. But then you have those days when the kiss on both cheeks from a person who is waiting for you to walk through the door makes you realize that you have indeed found the meaningful job you always hoped for.

— Erkia Brandon, Direct Support Professional & Residential Assistant

”



PENN-MAR
HUMAN SERVICES

Live Courageously

Central

310 Old Freeland Road
Freeland, MD 21053

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