



Opportunity...Choice...Support...Recovery

Skills of Central Pennsylvania, Inc.

www.skillsofcentralpa.org



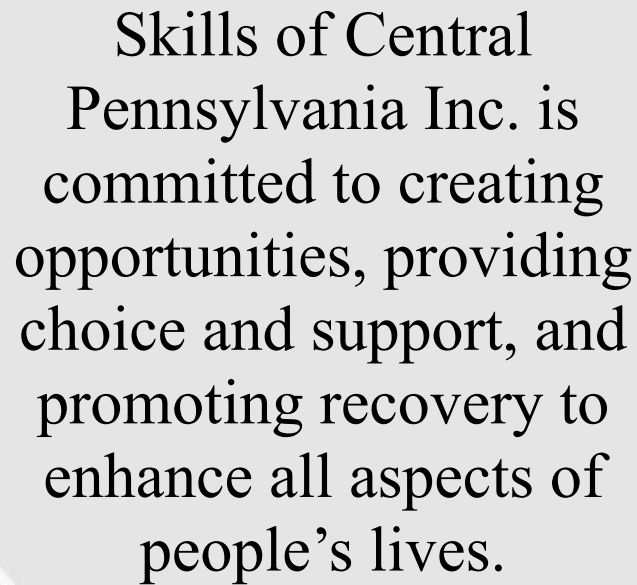
Family Handbook 2011

Changing Times, Changing Lives, 50 Years of Growth

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Mission



Skills of Central
Pennsylvania Inc. is
committed to creating
opportunities, providing
choice and support, and
promoting recovery to
enhance all aspects of
people's lives.

VISION

Our vision for Skills of Central Pennsylvania, Inc. is to be an organization that supports person-centered approaches for providing high-quality, cost-effective services.

VALUES

Empowerment: We are committed to promoting a life of choice and independence for the people we support. We are further committed to training and to entrusting our employees to perform their jobs for the well-being of the individuals and for our organization.

Quality: We are committed to improving current processes and services and to meeting and exceeding the expectations of the individuals we support, their families, our employees, and our customers.

Integrity: We will always conduct ourselves with the highest level of integrity.

Learning: We value learning that enhances the delivery of services, creates awareness of new possibilities, and reinforces that learning is ongoing.

Partnership: We believe in building relationships with individuals, employees, families and friends, businesses and industry, funding sources, public officials, and other community resources to strengthen our capacity to provide quality resources.

Message from the President



At Skills of Central Pennsylvania, Inc., (Skills) we are honored to be a part of so many people's lives. Skills has been supporting people with disabilities in Central Pennsylvania since 1960. We have a rich history of creating opportunities and providing supports, and are pleased to be able to provide services to your family.

Above all, we are committed to helping the people we support to: plan for their needs; choose the supports they want and need; take control of their own lives; freely express their opinions about the quality of the services they receive; and to continually revise their goals to meet changing needs.

This booklet includes information about how we deliver services such as our Equal Opportunity Service Delivery and Civil Rights Compliance statements and Grievance and Problem-Solving Policy and Procedure. In addition, it lists the members of our Board of Directors and gives a brief organizational history.

Please take a moment to read the page on The Skills Foundation which offers individuals, corporations, and foundations the opportunity to support the mission of Skills. The Foundation, registered with the Commonwealth of Pennsylvania, manages donations, grant monies and in-kind contributions. Donors have two primary options for giving: (1) endowment and (2) special projects. All contributions to The Skills Foundation are tax deductible.

Lastly, we welcome your input, either as a volunteer, a committee member, an advocate, or as a speakers bureau member. We are genuine in our desire to establish open channels of communication. Please don't hesitate to let us know how we can best serve you and your family.

Sincerely,

A handwritten signature in black ink that reads "David M. Rice". The signature is written in a cursive, flowing style.

David M. (Mike) Rice, Ph.D.
President and CEO, Skills of Central Pennsylvania

Board of Directors

Ms. Ann M. Stacey Founder/President, Stacey and Associates, LLC	Chairperson
Mr. David S. Runk, CPA Vice President, Senior Risk Manager First National Bank	1st Vice Chair
Mr. Timothy C. Nagle Sr. Vice President, First National Bank	2nd Vice Chair
Ms. L. Christine Baronner Vice President and Regional CRA Officer M&T Bank	Secretary/ Treasurer
Ronald Bailey Retired	Director
Mr. Ed Cernic, Sr. Business Owner	Director
Mr. Robert E. Donlan COO, The Hancock Group, Inc.	Director
Stanley Goldman Mayor of Bellefonte	Director Emeritus
Mr. Barry J. Halbritter President, Midstate Tool and Supply, Inc.	Director
Sandi McQuaide W.C. McQuaide, Inc	Director
David M. (Mike) Rice, Ph.D. President/CEO of Skills of Central PA, Inc.	Director
Millie Rockwell Retired	Director
Craig Rolish Consultant	Director Emeritus
Anthony A. Simon Associate Attorney, McQuaide Blasko	Director
Billie S. Willits, Ph.D. Associate Vice President for Strategic Initiatives Penn State University	Director

Skills Corporate Office

Corporate Office:

341 Science Park Road, Suite #6 State College, PA 16803
Phone: (814) 238-3245; Fax: (814) 238-5117

Executive Staff

David M. (Mike) Rice, Ph.D.

President and Chief Executive Officer
(814) 238-3245 ext. 304

Becky Aungst

Regional Vice President, Bedford and Blair counties
(814) 949-4800 ext. 828

Jolene Ernst

Regional Vice President, Adams, Cumberland, Perry and York counties
(717) 630-2455 ext. 227

Joe Weilacher

Regional Vice President, Centre, Clinton, Huntingdon, Lycoming,
Mifflin and Juniata counties
(814) 272-0341 ext. 218

Robin Weirich

Regional Vice President, Ebensburg, Cambria, Clearfield, Jefferson
and Somerset counties
(814) 472-1031 ext. 18

Elia Ofiesh

CFO
(814) 238-3245 ext.306

Corporate Services

John Fox

Director Human Resources

(814) 238-3245 ext. 303

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Director of Information Systems

(814) 238-3245 ext. 322

Jim Cimino

Director of Financial Operations

(814) 238-3245 ext. 311

Laura Chandler

Director of Quality Improvement and Training

(814) 238-3245 ext. 307

Lori Lange

Marketing/Development Coordinator

(814) 238-3245 ext. 321

Organization History

Skills of Centre County Inc. began in Bellefonte in 1960 as a sheltered workshop for local residents with disabilities. People with disabilities in Centre County over the age of 16 were eligible to apply for admission to the center. The center's first four trainees learned furniture refinishing, weaving, and hammering and etching aluminum.

In 1970, services expanded to Huntingdon, Mifflin and Juniata counties, and the name of the organization was changed to Skills of Central Pennsylvania, Inc. When the Commonwealth of Pennsylvania initiated a statewide *Community Living Arrangement program*, Skills quickly established residential programs to meet this new demand for housing. In addition, Skills opened Adult Training Facilities (AT's) and Vocational Training Facilities (VT's) to serve people with severe disabilities.

The 1980s marked a period of vast expansion for Skills. Additional facilities were obtained in Blair County in 1980 and in Cambria County in 1986. Vocational programming became more integrated in the community. Skills secured placements with affirmative businesses and created workstations in industry. With funds provided through state demonstration grants, Skills also initiated and expanded its supported employment program. A mobile evaluation unit was set up to provide vocational assessments in rural areas. In addition, Lifesharing began providing individuals with disabilities the opportunity to reside with families in the community through the *Family Living Program*.

During the 80's *Preparation for Adult Life* programs, which teach transition from school-to-work skills, were also implemented in participating school districts. Residential programs were expanded to include homes for people who were previously underserved, such as individuals who are diagnosed with both mental illness and mental retardation and/or who are nonambulatory. Intermediate care facilities were added in Altoona for people with severe disabilities who required active, long-term medical treatment. Transitional and permanent housing for people with mental illness were also established.

In the 1990s, *residential and employment services* expanded into the following counties: Adams, Clearfield, Clinton, Cumberland, Jefferson, Lycoming, Perry and York. Skills *Behavior Support Services* expanded to provide support services to individuals with mental retardation and mental

illness, including opening the *Vines of Hope*, formerly known as the Northern Cambria Drop-In Center, in 1997.

In 2000, The Skills Foundation conducted its first annual appeal for donations to support the mission of Skills of Central Pennsylvania, Inc. The Foundation also partnered with other community organizations to develop the Discovery Garden in Blair County, a fully accessible public garden and the cornerstone of Skills' *horticultural therapy program*.

In 2003, Skills began to provide services for children and youth. In addition, Skills *Supported Living Services* began to provide support and encourage greater independence to individuals with disabilities living either independently or with families.

In 2005, *Opportunity Centre Clubhouse* (OCC) opened in Bellefonte. OCC supports individuals living with the effects of mental illness who are pursuing their individualized paths to recovery. The Clubhouse provides a relaxed, restorative, supportive atmosphere that allows members to develop lasting friendships, be active in their community, gain work experience, pursue further education and find a career that works for them.

In 2006, an *Adult Training program* was established in the Richland section of Johnstown.

In 2008, Lifesharing expanded into York/Adams/Cumberland/Perry counties.

In 2009, Behavior Support Services expanded into Lycoming/Clinton, Somerset, and Juniata counties.

In 2010, a new AT opened in Bedford County.

In March of 2010, Skills began operating its first licensed eatery, The Willowbank Café in Bellefonte.

Skills now serves approximately 850 individuals, employs approximately 1,100 staff and provides services in the following 16 counties: Adams, Bedford, Blair, Cambria, Centre, Clearfield, Clinton, Cumberland, Huntingdon, Jefferson, Juniata, Lycoming, Mifflin, Perry, Somerset and York.

Individual Bill of Rights

Every individual receiving Skills services has rights and responsibilities relating to the services he/she receives. We believe each individual is responsible for his/her own actions, whether at a Skills program or in the community. Similarly, Skills staff members strive to honor a code of conduct. This document reminds us of our commitment to observing the Civil Rights Code of the United States of America and of the practical applications of the law as they relate to the services we provide.

1. Individuals have the right to receive services in the least restrictive setting available.
2. Individuals have the right to be treated with respect, dignity, and consideration by all employees.
3. Individuals have the right to expect quality service and high professional standards.
4. Individuals have the right to every consideration of their privacy concerning their service. Discussions concerning individuals will be conducted discreetly and handled confidentially.
5. Individuals have the right to confidentiality of all records pertaining to their individual support plan (ISP), except as otherwise provided by law or by prior written agreement.
6. Individuals have the right to attend any team meetings concerning their ISP and to fully participate in the development and implementation of their ISP.
7. Individuals have the right to know what facility rules and regulations apply to their conduct as a participant.
8. Individuals have the right, upon written request, to have access to information in their records.
9. Individuals have the right to aesthetically pleasing and safe physical accommodations involving, as much as possible, individual choice and control.

10. Individuals have the right to be free from abuse, neglect, exploitation, restraint, harsh or unusual treatment, or corporal punishment.
11. Individuals have the right to have ready access to telephones during their scheduled breaks and for emergency situations.
12. Individuals have the right to privacy including unrestricted, private communication, privacy in the rest room and privacy during personal care.
13. Individuals have the right to refrain from or to participate in religious activities.
14. Individuals have the right to receive services designed to promote their independence.
15. Unless individuals have been declared incompetent by a court of law and as an adult, individuals have the right to handle their personal affairs.
16. Individuals have the right to be assisted in the assertion of their civil rights, to see a lawyer or advocate at any time, and be represented by him or her.
17. Individuals have the right to make complaints and to have their unresolved concerns heard and resolved promptly.
18. Individuals have the right not to engage in labor that is forced or productive labor for which individuals are not legally compensated.
19. Individuals or their guardian have the right to voluntarily agree to the restriction of rights and privileges for a limited period of time as a condition of their services, provided individuals or their guardian or a court of law feel such restrictions are in the individual's best interest and not in violation of their civil rights.

Confidentiality Statement

Before releasing information about an individual who receives services from Skills (including photographs), written consent is obtained from the individual. If the individual has been declared incompetent, written consent is obtained from the individual's legal guardian. As a courtesy, staff will make every effort to contact family members before individuals are profiled in media sources. If the family does not want the information released, Skills will carefully consider both the wishes of the individual and their family members. Skills will always follow the legal guidelines as mandated by the Health Insurance Portability and Accountability Act (HIPAA) before releasing any information.

All records containing information about individuals receiving services from Skills are stored in locked file cabinets and on protected servers. All personal health information leaving skills via computer is encrypted.

Equal Opportunity Service Delivery and Civil Rights Compliance

Skills is an Equal Opportunity Organization. It is the policy of Skills not to discriminate in employment or the provision of services to people based on race, color, religious creed, ancestry, national origin, age, gender, lifestyle, or disability. In addition, Skills will make every effort to provide practical and economical services. When possible, our staff will assist individuals and their families to obtain aids, to get funding for adaptations to equipment, to provide alternate locations for services, and to find interpreters when needed.

If an individual feels he/she has been discriminated against, he/she may contact his/her Skills regional office for a complete list of agencies to contact for assistance. This list is available to anyone who would like a copy.

Incident Management

Skills of Central Pennsylvania, Inc. complies with state regulations on recording and reporting incidents. The regulations require Skills to record and to report specific (and identifying) information to the appropriate authorities. Below is a partial list of reportable incidents. For a more complete list or for a copy of Skills policy and procedures, please contact the Vice President, Director, or Manager in your region.

Reportable Incidents:

- An incident requiring the services of a law enforcement agency
- An incident requiring the services of a fire department
- Any condition that results in closure of the home/facility for more than one day of operation
- Incidents requiring staff to extinguish a fire
- An individual who is missing for more than 24 hours or who could be in jeopardy if missing at all
- Violation or alleged violation of an individual's rights
- Abuse or suspected abuse, including neglect
- Vehicle accident including involvement of law enforcement and/or injuries resulting from accident
- Injury, trauma or illness requiring treatment beyond first aid
- Outbreak of a serious communicable disease
- Hospitalization and/or emergency room visit
- Suicide attempts
- Death

Grievance and Problem-Solving Policy and Procedure

All grievances are taken seriously and addressed promptly. At Skills we feel strongly that individuals receiving services, their families, guardians, and advocates be able to take their concerns to upper management without fear of censure or reprisal.

Skills also recognizes that problems may arise and grievances cannot always be resolved independently. Individuals should always direct their complaints to the staff/caregiver involved prior to implementing a grievance. If the complaint is not mutually resolved after an informal meeting, the grievance procedure may begin.

The grievance procedure will start when the individual contacts his/her program specialist or team leader who is responsible for the operation of his/her particular program, and then would report the grievance to the manager. A grievance is defined as any condition of programming or services that the individual, family/guardian, or advocate thinks or believes is unjust or inequitable.

Procedure:

1. Upon admission and annually thereafter, each individual and the individual's family/advocate, if applicable, shall be informed of their right to lodge complaints in an easily understood manner, and in the primary language or mode of communication of the individual or the individual's family/advocate, if applicable.
2. A copy of the individual's rights, the complaint procedures, and applicable consent to treatment protections shall be posted and given to the individual and the individual's family/advocate, if applicable, upon admission.
3. A statement signed by the individual, the individual's family/advocate, if applicable, acknowledging receipt of a copy of this information. Documentation of efforts made to obtain signature shall be kept in the individual's record.

4. The individual must discuss and document their complaint or problem with his/her program specialist or team leader. Assistance with documenting a complaint or problem will be provided on an as-needed basis. The program specialist or leader will have five (5) working days in which to render a written response.
5. If the individual is not satisfied with the program specialist's or team leader's response, he/she then may request an interview with the manager. As a courtesy to the program specialist or team leader, the individual should inform them that he/she is continuing with the grievance, and request a meeting with the manager. The manager will have a maximum of five (5) working days to investigate the grievance and document a response. If more time is required, this must be documented and proper written notification provided to the individual, his/her family, guardian, or advocate.
6. If the individual is still dissatisfied, following the same procedure noted in step two, he/she may contact the director.
7. If the individual is still dissatisfied, following the same procedure noted in step two, he/she may contact the President/CEO or his designee.
8. If the individual is still dissatisfied, he/she may contact any number of county, state, or national organizations to further discuss the grievance. Every Skills regional office has a complete list of agencies to contact. This list is available to anyone who would like a copy.

HIPAA (Health Insurance Portability and Accountability Act

Notice of Privacy Policy

Skills values you as a consumer and recognizes the importance of strict confidential treatment of protected health information. Skills will comply with the regulations under **HIPAA** that protects the privacy and security of the consumer's protected health information that is communicated electronically, on paper, or orally. Skills Notice of Privacy Policy describes how medical information about you may be used and disclosed and how you can get access to this information. The Notice of Privacy Policy will be given to each consumer upon admission for services and is available upon request, or visit our web site at www.skillsocentralpa.org.

Fact Sheet

- Established in Bellefonte, in 1960.
- A nonprofit, 501(c)(3) organization serving individuals with disabilities .
- Supports approximately 850 individuals with disabilities as of January 2011.
- Employs approximately 1,100 staff members as of January 2011.
- Provides five major categories of service: (1) Residential Services, (2) Community Services, (3) Children & Adolescent Services, (4) Behavior Support Services, and (5) Corporate Services.
- Operates more than 102 work sites: regional offices, adult and vocational training facilities, community homes, apartment buildings, intermediate care facilities, industrial centers, and more.
- Operates in 16 counties: Adams, Bedford, Blair, Cambria, Centre, Clearfield, Clinton, Cumberland, Huntingdon, Jefferson, Juniata, Lycoming, Mifflin, Perry, Somerset and York.
- Receives funding from the Office of Developmental Programming, Office of Mental Health, the Office of Children, Youth and Families under the Department of Public Welfare; Office of Vocational Rehabilitation; Office of Medical Assistance; School Districts; HUD Section 811 and 202, City of Altoona Emergency Shelter Program; Community Block Grant Funds; Blindness and Visual Services; The United Way; and individual donors.
- Established one of the first Lifesharing Thru Family Living Programs in Pennsylvania.
- Manages HUD Section 811 housing; operates four HUD funded buildings.

County MH/MR Offices

Bedford and Somerset Counties	(814) 443-4891
Blair County	(814) 693-3023
<i>North Star Support Services</i>	(814) 946-3657
<i>SASMG</i>	(814) 949-2912
Cambria County	(814) 534-2600
Centre County	(814) 355-6786
Clearfield County	(814) 265-1060
Clinton and Lycoming Counties	(570) 326-7895
Cumberland and Perry Counties	(717) 240-6325
Huntingdon County	(814) 643-6100
Jefferson County	(814) 265-1060
Juniata County	(717) 242-0351
Mifflin County	(717) 242-0351
York and Adams Counties	(717) 771-9618

Opportunities to Get Involved

As a not-for-profit organization, Skills of Central Pennsylvania, Inc. is always grateful for offers of support. We often rely on the community's generosity to accomplish our goals and this begins at the top with our volunteer board of directors.

There are several ways to become involved with Skills. Below, we have listed a few. We always welcome suggestions and offers of assistance to better support the people we serve. Please do not hesitate to call if you would like to discuss an idea with us.

Speakers Bureau

The speakers bureau is a community resource for information about Skills and issues relating to disabilities. Essentially, the speakers bureau is a group of individuals who are willing to speak to community groups about topics relating to disabilities. When Skills receives a request for a speaker or a media spokesperson, we contact an individual from the speakers bureau.

To become a speakers bureau volunteer you do not need to have any previous experience, nor any specific area of expertise. Often organizations requesting a speaker simply want to know more about the issues surrounding disabilities; or they want to understand your experience as a family member of an individual with a disability. Many are looking for opportunities to support people with disabilities in their community. If you would be willing to speak to civic clubs, students, and other organizations about your experience or about a specific topic relating to disabilities, please call Skills public relations and marketing coordinator.

Advisory Committees

To ensure our programs and services are meeting the community's needs, we encourage members of the community to provide their input by participating on advisory committees. If you are interested in serving on a community advisory committee, please contact the Skills vice president in your region (see p. 7).

Volunteering

Skills of Central Pennsylvania has many volunteers but we can always use a hand. Our current volunteers lend their time and skills in any number of areas including social activities, fundraising and special event coordination, providing legal advice, helping with light maintenance at our community homes, participating in our adult training services and much more.

If you have a few hours to spare and are interested in helping out in some way, we will be pleased to discuss your areas of interest and to find a meaningful volunteer activity for you. Please call Skills marketing and development coordinator who will help you begin the process.

The Skills Foundation

Purpose

The Skills Foundation was established in 1988 to offer individuals, corporations and foundations the opportunity to support Skills in its mission to serve people with disabilities. Contributions to The Skills Foundation allow Skills of Central Pennsylvania, Inc. to provide services which may not be financed by other funding sources. When needs arise, they are considered for funding through the Foundation on an individual basis. The Foundation is registered through the Commonwealth of Pennsylvania and manages grant monies and in-kind donations. Donors have two primary options for giving: (1) endowment and (2) special projects. All contributions to The Skills Foundation are tax deductible.

Annual Fund

While Skills staff are caring, skilled and dedicated, they lack many of the resources that can significantly increase quality of life for the people we support—resources not funded by the county, state or federal governments. Doing more with less is one of our greatest challenges. Today, we feel the pinch more acutely than ever. For this reason, The Skills Foundation launched the first of an annual appeal in December 2000, asking our friends to remember Skills as they plan their charitable giving. Annual gifts to The Skills Foundation directly helps the people Skills of Central PA, Inc. supports.

Annual gifts allow Skills to continue to provide services to individuals whose funding may have been decreased, or to buy specialized adaptive equipment for an individual, such as special wheelchairs, hearing aids, uncovered dental expenses, a specialized orthopedic device or a communication board.

By supporting The Skills Foundation with an annual gift, no matter what size, donors become a member of a core group of people who truly make a difference. Every penny of your annual gift will be designated to improve the quality of someone's life. There is no administrative cost attached to annual gifts made to The Skills Foundation.

Planned Giving

Your estate planner will be able to discuss many planned giving opportunities available to you. Planned giving allows you to make a gift to Skills and to receive significant tax benefits at the same time. If you have any questions, please call Skills marketing and public relations coordinator.

Wills

To provide for individuals with disabilities in Pennsylvania in the years to come, you may wish to consider designating The Skills Foundation as a beneficiary in your Will.

Memorial and Honorary Giving Program

Our memorial donations program provides families with an opportunity to designate The Skills Foundation as a beneficiary in memory of their loved one. A family may choose to do this in lieu of having flowers sent to the funeral home. Each memorial donor will receive a letter of thanks that can be used for tax purposes. The family of the individual remembered will receive a letter acknowledging the donor(s).

Honorary giving can be done for any special event including milestone birthdays, special anniversaries, retirements and/or special awards. The person receiving the honor will receive an acknowledgement letter of the donations received in their honor.

Foundation Donation Form

**Yes, I Want to Help with
an Annual Gift to *The Skills Foundation***

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: Home _____ Work _____
Cell _____

Email: _____

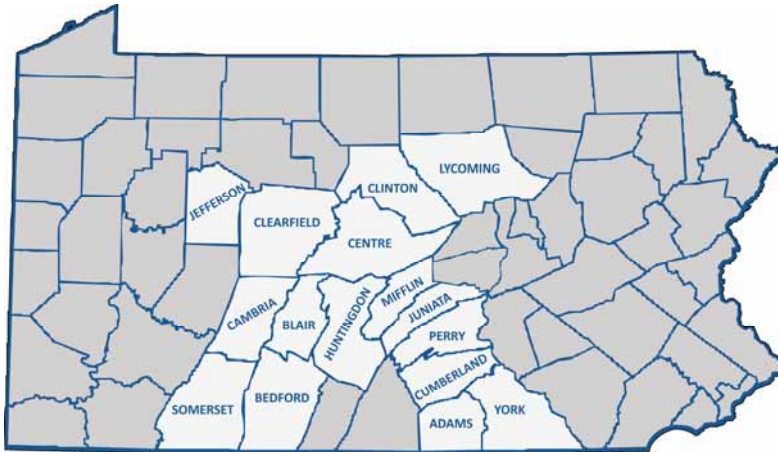
- Enclosed is my check payable to The Skills Foundation in the amount of:
- \$25 \$35 \$50 \$100
 \$500 Other \$ _____

Mail this completed form and donation to:

The Skills Foundation
Skills of Central Pennsylvania, Inc.
341 Science Park Road, Suite 6
State College, PA 16803

The official registration and financial information of The Skills Foundation may be obtained from the Pennsylvania Department of State by calling toll-free within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

Counties Served by Skills of Central Pennsylvania, Inc.



Adams

Bedford

Blair

Cambria

Centre

Clearfield

Clinton

Cumberland

Huntingdon

Jefferson

Juniata

Lycoming

Mifflin

Perry

Somerset

York



www.skillsofcentralpa.org

Skills is an Equal Opportunity Organization. It is the policy of Skills not to discriminate in employment or the provision of services to people based on race, color, religious creed, ancestry, national origin, age, gender, lifestyle, or disability.