

Skills of Central Pennsylvania

Annual Report
2018-2019





DEAR FRIEND OF SKILLS

After nearly 60 years in existence, I feel proud that today Skills of Central Pennsylvania remains one of the region's largest providers of intellectual disability, behavioral, and mental health services. From our humble beginnings in 1960 in Bellefonte, Pennsylvania, we have grown to more than 1,100 employees across seventeen counties.

In 2019, Skills continues to set the standard for excellence in human services. During the past year, we expanded our Peer Support services into Centre County. In addition, we began to operate several additional Drop-In Centers in Lewistown and Mifflintown. We also expanded the license at our outpatient drug and alcohol treatment program in Portage, Pennsylvania, to include outpatient behavioral health services. Most recently, we completed construction of our four-bedroom Respite Home in Altoona, Pennsylvania.

What defined our work over the past several years, and what will define it for decades to come, is our person-centered approach. Our staff works diligently with the people we support to ensure that not only are they safe and healthy, but that they also realize and accomplish personal goals, form meaningful social connections, and live full, self-determined lives. With our focus centered on the people we support, I am inspired each day by the work our team does to change people's lives and ensure that our work supports what they need and want in order to feel fulfilled.

As we approach 2020, Skills' 60th anniversary, I look to the future with much optimism. I have confidence that Skills' employees and donors will continue supporting our mission with integrity and compassion. I hope that in the following pages you will see the value of our employees' effort and the results of your ongoing support.

Rebecca Aungst
President & CEO

FROM OUR BOARD CHAIR

In 2018 - 2019, the Skills of Central Pennsylvania Board of Directors continued to learn and grow from our rich history while guiding Skills to a sustainable future.

Our board recently approved several new members, including three individuals whose experience in advocacy, marketing, and finance have bolstered and diversified our capacity. I look forward to working with them in the years to come.

We have also focused on recruiting board members who have a personal connection to the scope of services we offer. We find that board members who have loved ones living with disabilities take a deeply rooted interest in the quality of our services and supports, which helps us continue to improve.

I'm also grateful for the years of service provided by the board members who recently concluded their terms: Glenn Fisher, William Hoover, Robert Donlan, and Dr. Patricia Serotkin. Skills has been fortunate to have hardworking, visionary board members leading its direction during the past fiscal year.

Looking to the future, I feel confident that the Skills Board of Directors will provide the necessary wisdom and drive to ensure Skills' continued success and guide our organization to a continued legacy of excellence.

Dr. Billie S. Willits
Chairperson



2018 - 2019 Skills of Central Pennsylvania Board of Directors

Dr. Billie S. Willits
Chairperson

**Dr. Patricia Bartley
Serotkin**
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Director

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Director

RESIDENTIAL PROGRAMS

Skills provides a variety of supportive living options for people with intellectual and developmental disabilities. We provide choices so the people we support can live everyday lives in the best setting for them.

In our **Community Homes**, Skills' staff supports from one to four people, often around the clock, in one- to four-bedroom homes that Skills owns or rents throughout central Pennsylvania. People who live in these homes have access to support staff to best meet their needs so they can live as independently as possible.

Our **Lifesharing** families open their homes to adults and children age fourteen and older with disabilities, inviting them to become a part of the family. Lifesharing providers are paid a stipend and receive support from our staff to meet each person's unique needs.

Our new **Respite Home** in Altoona provides a place where we can support people with disabilities if their primary caregiver needs to travel, seek medical care, take care of personal tasks, or simply relax and rejuvenate.

Skills owns and operates three **supportive housing apartment complexes** in Blair County. Two of them provide affordable living options for people with chronic mental illnesses, while the third supports people with intellectual and developmental disabilities.

**91
Community
Homes**

**24
Lifesharing
Families**

**4-Bedroom
Respite
Home**

**3
Supportive
Housing
Complexes**

OTHER SUPPORTS

Skills provides a variety of supports for people living in our facilities, with family members, or independently.

In-Home & Community Supports address self-care, health maintenance, decision making, home management, mobility and transportation, and relationship development so people can participate in community life.

Companion Services focus on the health and safety of the person (age eighteen and older) in the home, community, or place of employment. Companions may supervise and provide assistance with daily living activities such as grooming, health care, household care, meal preparation and planning, and socialization.

Behavior Support Services help people who experience challenging and complex behaviors. We teach families and support staff strategies and techniques they can use to address these behavioral challenges and ensure the best possible outcome for everyone involved.

People Who Received...

In-Home & Community Support
173

Companion Services
35

Behavior Support Services
110



The Skills Respite Home in Altoona was newly constructed specifically for Skills and incorporates many design features to best support people living with intellectual and/or developmental disabilities.



Skills owns and operates three supportive housing apartment complexes in Blair County. Two of them provide affordable living options for people with chronic mental illnesses, while the third supports people with intellectual and developmental disabilities.



Our Lifesharing families open up their homes to support adults and children with intellectual and developmental disabilities. We celebrate them annually at our Lifesharing Dinner, which is full of smiles, fun, food...and karaoke!

COMMUNITY SERVICES

We offer a variety of community-based programs that allow the people we support to live an everyday life and fully experience all the community has to offer.

Our **Adult Day Programs** (and **Older Adult Programs** for those age sixty and over) provide a variety of activities built upon people's individual interests, preferences, gifts, and strengths while reflecting their desired outcomes.

All of our Adult Day Programs involve a **Community Participation Support** component that provides opportunities and support for people to experience all the community has to offer. We help people find activities that focus on their goals related to employment, community involvement, and membership. Participants also have access to volunteer opportunities.

Skills maintains an extensive fleet of vehicles used to provide **transportation services** for people to and from day programs, community activities, vacations, family visits, and their places of employment.

9

**Adult Day Programs Supported
160 People**

**460,000
Hours of
Community Participation Support**

**267 Fleet Vehicles Driven
2,950,000 Miles**



Many activities at our Adult Training facilities are related to helping program participants explore employment opportunities...but there's no shortage of fun and games!



Visiting local farms and volunteering at local therapeutic riding facilities are some of our favorite activities.

EMPLOYMENT SERVICES

Our Employment Services team works closely with people to achieve their goal of securing a competitive, paying job by providing: career assessments, job shadowing opportunities, job readiness courses, pre-employment assistance with resumes and interviewing skills, job searching and placement, on-the-job training and support, and transportation to and from work.



We're always looking for businesses to welcome us for visits where we can learn about various types of jobs that are available.

**306
People
Supported**

**241
Businesses
Engaged
With**

**94
People
Became
Employed**

VOCATIONAL TRAINING

Our Vocational Training services enable people to develop the skills needed to find and maintain employment. Local businesses contract with Skills for tasks like packaging, labeling, and boxing items for sale. Program participants earn a paycheck for the work they complete while learning job skills that can ultimately lead to competitive, integrated employment in the community.



Earlier this year, our Vocational Training Center in Lewistown was honored to host a visit by PA State Representative John Hershey.

**4
Vocational
Training
Centers**

**37
Businesses
Served**

**248
Program
Participants
Supported**

RECOVERY SERVICES

We offer a wide variety of recovery services that help lead to community integration and improved quality of life for people diagnosed with mental health disorders that seriously impair their ability to lead a meaningful life.

Mobile Psychiatric Rehabilitation works with participants one-on-one in the environment in which they need education and support to achieve their goals. **Site-based** services occur in a facility set up as a learning community. Participants work on individualized goals through creative and engaging classes and community participation.

Our four **Drop-In Centers** provide access to a community support network, while our **Peer Support** programs pair people with trained specialists who have experienced their own recovery journey.

The **Opportunity Centre Clubhouse** in State College is a social and vocational rehabilitation program organized to support people whose lives have been drastically disrupted by mental illness. It offers support in working, learning, socialization, wellness, and education.

87
**Site-Based
Participants**

277
**Mobile
Participants**

150
**Drop-In
Center
Participants**

151
**Peer
Support
Recipients**

74
**Clubhouse
Members**

SUBSTANCE USE DISORDERS

We provide outpatient mental health counseling and treatment for substance use disorders and problem gambling at our facility in Portage, Pennsylvania. Because treatment is most effective when easily accessible and immediately available, anyone in need of mental health and/or substance use treatment can access services by coming to the office during walk-in hours to be seen on a first-come, first-served basis.

91
**People
Served**

1,626
**Treatment
Sessions
Conducted**



At our Portage outpatient clinic, clinicians and the people we support collaborate to develop plans to address treatment and achieve goals. This facility is licensed through the Office of Mental Health & Substance Abuse Services (OMHSAS) and the Department of Drug and Alcohol Programs (DDAP) to provide outpatient mental health and substance use treatment services.

SERVICES BY REGION

Skills provides services in seventeen counties throughout central Pennsylvania. Our services fall into several major categories, including: Intellectual and Developmental Disability Support, Community Programs, Behavioral and Mental Healthcare, Transportation, Housing, and Addiction Services. The matrix below shows how our services are distributed throughout the regions we serve.

Region	Community Homes	Lifesaving	Companion Services	In-Home Supports	Respite Home	Behavioral Supports	Older Adult Programs	Adult Day Programs	Community Participation Support	Employment Services	Vocational Training Services	Site-Based Psychiatric Rehab	Mobile Psychiatric Rehab	Peer Support	Drop-In Centers	Opportunity Centre Clubhouse	Outpatient Mental Health	Transportation	HUD Housing	Addiction Services
Bedford-Somerset		✓	✓	✓		✓	✓	✓	✓											
Blair	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓					✓	✓	
Cambria	✓	✓	✓	✓		✓	✓	✓	✓	✓					✓		✓			✓
Centre	✓	✓	✓	✓		✓		✓	✓	✓	✓	✓	✓	✓		✓				
Clearfield-Jefferson	✓	✓	✓	✓		✓							✓							
Cumberland-Perry	✓	✓				✓														
Huntingdon-Mifflin-Juniata	✓	✓		✓		✓	✓	✓	✓	✓	✓				✓			✓		
Lycoming-Clinton	✓	✓		✓		✓			✓	✓		✓	✓	✓	✓					
York-Adams	✓	✓				✓		✓	✓											
Westmoreland		✓								✓										

What Are Families Saying?

The results from our most recent Family Satisfaction Survey are in, and we have reason to celebrate! Of all the respondents, more than 95% said they agree or strongly agree that overall they are satisfied with Skills as a service provider for their family member. Here are just a few of the hundreds of positive comments we received.

- "All of the staff that support my son while he is at Skills provide him with exceptional service which include his supervisor, program coordinator, and behavioral support staff."
- "All the staff are very supportive and kind. They genuinely care about their clients."
- "I wouldn't change a thing. Never change a winning combination!"

Interested
in joining
our team?
Visit our
career
page!

WorkAtSkills.org

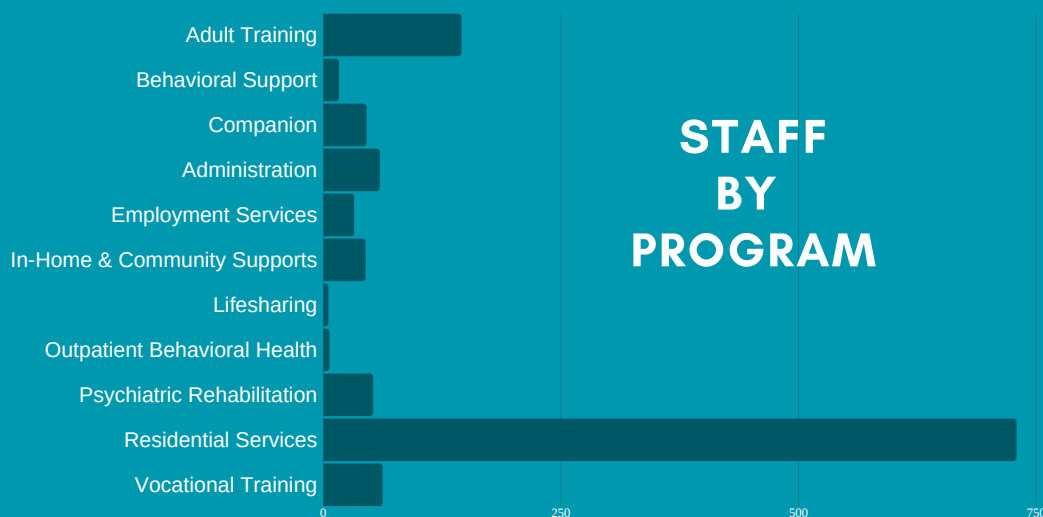
ABOUT THE SKILLS TEAM

At Skills, people are our priority! We are able to support people in the community because of the dedication of our staff. It takes many people with unique skills to support a single individual. The work we do is challenging, but it is also rewarding. It is more than a job; many of our staff explain it as a "calling."

For people with intellectual and developmental disabilities, our front-line staff, referred to as Direct Support Professionals, are critical. These dedicated individuals work incredibly hard to meet the unique needs of the people they support. They, in turn, are supported by Skills' Program Specialists, Team Leaders, Behavioral Support Specialists, Nurses, Transportation Coordinators, and a variety of administrative and supervisory staff.

In our Behavioral Health programs, we support people as they recover from mental health challenges and substance use disorders. Peer Support Specialists and Psychiatric Rehabilitation Specialists work directly on the front lines with the people they support. They, in turn, are supported by a dedicated supervisory and administrative team.

If you have a heart for helping others, believe that all people should be treated with compassion and respect, and an ability to understand the needs of others, Skills offers a culture in which you can thrive.



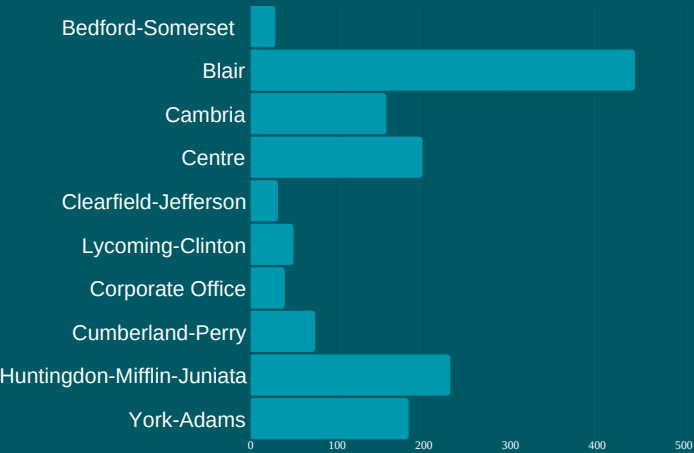


Sandra Ortiz was this year's overall T.O.P.S. winner. Congratulations, Sandra!

Here are a few comments shared by Sandra's peers on her T.O.P.S. award nomination:

- *"With her actions, Sandy demonstrates what we should all strive to be in our jobs and in our personal life...a person with a loving and caring heart..."*
- *"One gentleman demonstrated an interest in horses, and she made it possible for him to not only see the animals, but to assist with the care of brushing, feeding, combing their tails as well as being able to walk a horse out to pasture."*

STAFF BY COUNTY/REGION



THE "T.O.P.S."

At Skills, we love to celebrate our staff, those people who profoundly touch the lives of others and best represent the spirit and values upon which Skills was founded. Twice each year, we put out a call for nominations from any staff member who has experienced a co-worker's compassion and unwavering commitment to helping others in various areas including:

- **Team Work/Team Player:** Helpfulness, Leadership, Optimism and/or Positive Attitude
- **Opportunity:** Advocacy, Extra Effort, Initiative and/or Vision
- **Performance:** Creativity, Motivation, Quality and/or Safety
- **Support:** Compassion, Commitment, Helpfulness and/or Professionalism

Honorees are chosen in the spring and fall from each region, and from these, one overall T.O.P.S. winner is chosen for the year. This year's regional T.O.P.S. honorees included:

- **Tariq Batte:** Direct Support Professional, Residential Services
- **Christine Ensor:** Team Leader, Residential Services
- **Janet Kirsch:** Direct Support Professional, Residential Services
- **Bobbi Mays:** LPN, Residential Services
- **Sandra Ortiz:** Direct Support Professional, Adult Training Services
- **John Piatlak:** Direct Support Professional, Residential Services
- **Nicole Wray:** Direct Support Professional, Residential Services



FROM THE FOUNDATION

The work of the Skills Foundation is a key aspect of advancing Skills' mission. From providing funds for medical equipment to supporting the integration of innovative therapy projects, philanthropy remains an essential activity of our organization.

Our Foundation hopes to grow its support of Skills in the coming years, providing hope and assistance to our staff and people in services whenever possible. We will continue to fund new solutions to persistent problems, relieve financial burdens for the people we support, and always strive to give back to our community and industry.

In 2018 and 2019, the Skills Foundation received gifts from individual donors, people seeking to memorialize and honor their loved ones, grant-making organizations, corporate sponsors and business partners of our annual golf tournament, and our dedicated employees through payroll deductions.

If you've never made a financial contribution to the Skills Foundation, now is a great time to start. There are many ways to give, from gifts to our annual appeal, to gifts in memory or honor of a loved one, to gifts of life insurance or Qualified Charitable Distributions. And gifts need not be large to be impactful; every gift makes a difference!

To all of our supporters, I extend a sincere thank you for your generosity and trust in us. We are honored that you consistently choose the Skills Foundation when deciding which local human services organization to support. Your gifts are helping us change lives.

Robert E. Donlan
Skills Foundation Chairperson

2018 - 2019 Skills Foundation Board of Directors

Robert E. Donlan
Chairperson

Becky Aungst

Laura Biggs

Todd Dieffenbach

Joe Hurd

Ann Leiner

Dr. Billie S. Willits

2019 Golf Tournament

This year marked Skills' 14th annual E.F. "Pat" Houser Golf Tournament. Held in memory of Pat Houser, one of Skills founding members, proceeds from the annual event are used to provide "extras" such as equipment, dental care, and programming for the people we support. This year's event was a huge success. All together, 116 golfers participated and 60 different sponsors supported the event, which raised more than \$42,000 for the Skills Foundation. We'd like to say a big "Thank you!" to all of the golfers, sponsors, staff, and participants who supported the event!

Special thanks to the following supporters for their in-kind contributions:

- Paula Binus
- Bill & Juls Bratton
- DuBois Country Club
- Hoss's Family Steak & Sea House
- Iron Masters Country Club
- Ray Kauffman Photography
- Schuylkill Country Club
- Sinking Valley Country Club
- Toftrees Golf Resort



Next year's golf tournament is scheduled for July 6, 2020. Be sure to mark your calendar!

Discovery Garden Plant Sale

Each year, we hold a spring plant sale at the Hollidaysburg, Pennsylvania, Discovery Garden, which is dedicated to the memory of Courtney Leigh Claton. Courtney was a young woman from Hollidaysburg who worked at Skills and passed away suddenly in 1997.

Skills staff and the Clayton family worked together to create the garden which was dedicated in 2000 and has since become a focal point for activities which bring different community groups together. Providing a cornerstone for intergenerational programs, outdoor ecology education, and inclusive activities for everyone in Blair County, the Discovery Garden is an ongoing celebration of Courtney's life.

Good weather, a beautiful selection of plants, and lots of community support for Skills made this year's Discovery Garden Plant Sale a huge success! Proceeds from the event totaled \$2,500, and we nearly sold out of plants by noon!

2020 marks the 20th Anniversary of the Discovery Garden, and hopefully our biggest Plant Sale yet!



2019 Skills Supporters

Golf Tournament Sponsors

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Allegheny Lutheran Social Ministries
Allegheny Supply & Maintenance Co.
Ameriserv Financial
Arlington Heritage Group
Blackburns Physicians Pharmacy
Bob Perks Fund
Bob's Outdoor & Power Equipment
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Lynn Warehousing
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PennTerra Engineering
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PSECU
Reliance Bank
Restek Corp
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RTD Embedded Technology
Safelite Auto Glass
Sheetz
Skills Senior Management Team
Stewart Realty, LLC
Supelco
Thompson Pharmacy Inc.
UPMC
UPMC Workpartners
USI Insurance
Wagner & Finn
Robin Weirich
Wessel & Company

Annual Appeal Gifts

Ms. Debra Anderson
Mr. and Mrs. Robert Ash
Ms. Rebecca Aungst
Nancy and Ronald Bailey
Ms. Val Barner
Mr. and Mrs. Scott Basom
Mr. and Mrs. Frederick Behe
Mr. and Mrs. David Berry
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Mr. and Mrs. John Grub
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Ms. Barbara Hoffman and Mr. Stanley Hoffman
Mr. and Mrs. James Hooper
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The HR Office Inc.
Mr. and Mrs. William James
Mr. Robert Pfahl and Ms. Karen King
Mr. and Mrs. Julius Knorr
Mr. Edward Kolson
Ms. Jane Kolson and Mr. Edward Kolson
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DTD, Mr. and Mrs. Bernard Oglene
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Ms. Millie Ragosta
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Ms. Hazel Wilt and Ms. Glenda Snyder
Matt & Tiff Stuckey Foundation
The Village of Nanty Glo
Mr. and Mrs. Dwight Weaver
Mr. William Lantzy and Ms. Joanne Whiting
Dr. Billie S. Willits & Teague Willits-Kelley
Mr. and Mrs. William Wright
Ms. Margaret Zook

Memorial Gifts

Allend Distribution
Jay & Lois Allison
Jeffrey Ayers
R.J. & K.L. Barczak
Jill & Jason Berry
Christina Bettwy
Julianne Bowers
Fred Burris
Sandra Casey
Clover Creek Church of the Brethren Womens' Work
Miriam Dalby
Paula Farwell
Patricia & Mark Feathers
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Penns Valley Area Health & Welfare Assn.
Betty Price
Dennis & Connie Price
Jerelene & Barry Reish
Harriet Rishel
Norbert & Helen Robb
John & Blanche Shylo
Sean Snyder
Marion & Shirlee Taulbee
Jane Taylor
Hazel Wilt & Glenda Ellis Snyder
Victor & Jodie Zeeman
Shirley Zimmerman
Margaret Zook

Skills of Central PA respectfully acknowledges the following people in whose memory we received contributions.

Bob Anderson
Joanne Blazer
Richard Conrad
Kandi Davis
Janet Dilling
Stanley Goldman
Carl Katish
Rita Mannino
Lenore Ott
Robert Pavlosky
Charles Risoldi
Dwight Robb
B. Claton Tauber
Courtney Taulbee

Other Gifts

1st Summit Bank
Altoona Curve
Amazon Smiles
Bath Fitter
The Benevity Community Impact Fund
Jason Brown
The Bruno & Lena DeGol Family Foundation
Todd Dieffenbach
Susan Dunsmore-Kennedy
Fraternal Order of Eagles
The Heckendorn Family Fund
Bill & Deb Hoover
The HR Office Inc.
Huntingdon Rotary Club
Frederick J Kissinger Fund in Memory of Jack Kissinger
Knights of Columbus
Jeffrey & Patricia Krauss
Melanie Lee
Harold & Ruth Miller
Network for Good
Lawrence O'Connor & Gail Lawrence
Brenda Parks
Patrick & Lisa Sherren
William Lantzy & Joanne Whiting

Skills Employee Gifts

Ruth Auman
Rebecca Aungst
Jodi D. Barnett
Rebecca Boaz
Deb Buchan
Karry Carr
James Cimino
Kelly R. Coldren
Shawn Cupec
Lisa M. Eberhart
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Robin Weirich
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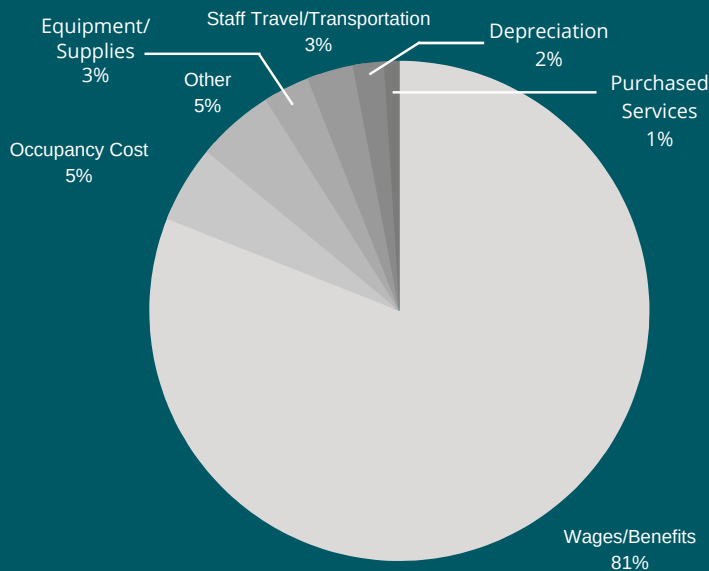
FINANCIAL SUMMARY

JULY 1, 2018 - JUNE 30, 2019*

REVENUE: \$61,387,992

TOTAL WAGES & BENEFITS: \$48,138,739

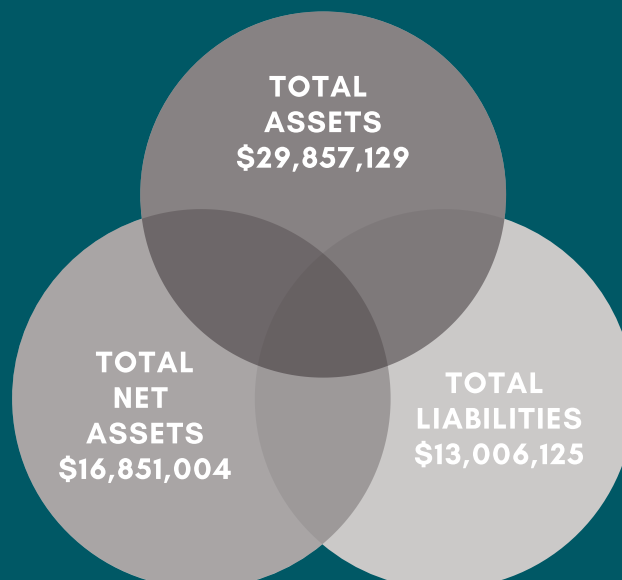
EXPENSES BY CATEGORY



REVENUE BY SOURCE

Office of Developmental Programs	\$53,510,553
Managed Care Operations	\$2,440,667
County Revenue	\$1,114,691
Client Fees	\$1,768,755
Sales - Industrial	\$586,567
Intraprogram Revenue	\$564,712
Office of Vocational Rehabilitation	\$471,007
Other	\$401,585
Tenant Assistance Payouts	\$160,614
Interest	\$130,555
Apartment Rental Income	\$112,127
Fundraising	\$52,885
Gain on Sale of Fixed Assets	\$41,569
Contributions	\$31,705
Total Revenue	\$61,387,992

BALANCE SHEET SNAPSHOT





Corporate Office

341 Science Park Road, Suite 6, State College, PA 16803
814.238.3245

Regional Offices

Bedford-Somerset Counties

415 Georgian Place, Somerset, PA 15501
814.701.2912

Blair County

805 Chestnut Avenue, Altoona, PA 16601
814.949.4800

Cambria County

957 Rowena Drive, Ebensburg, PA 15931
814.472.1031

Centre-Lycoming-Clinton Counties

1225 Benner Pike, State College, PA 16801
814.272.0341

Clearfield-Jefferson Counties

1214 South 2nd Street, Suite B, Clearfield, PA 16830
814.205.4008

Huntingdon-Mifflin-Juniata Counties

MCIDC Industrial Park
6395 S.R. 103 North, Building 35, Lewistown, PA 17044
717.242.0313

York-Adams-Cumberland-Perry Counties

600 Linden Avenue, Hanover, PA 17331
717.630.2455

www.skillsofcentralpa.org
info@skillsgroup.org