Directory of Services and Supports

Philadelphia
Intellectual disAbility Services (IDS)

Department of Behavioral Health and Intellectual disAbility Services (DBH/IDS)
701 Market Street, 5th floor, Suite 5200
Philadelphia, PA 19106-1532

www.phila.gov/dbhmrs
www.philly.networkofcare.org

March, 2011
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Section I: INTRODUCTION
We’ve Changed Our Name!!

MRS is now officially Intellectual disAbility Services! (IDS). Over the last few years, many stakeholders have shared their thoughts and suggestions with us as we tried to decide on the best name to use. We want to be sensitive to labels, but we also need a name that isn’t so vague as to obscure our purpose and the nature of our work.

We want to keep the emphasis on Ability, rather than disability, and so we’re planning to use the big “A” and little “d” in all of those permanent locations, such as letterhead, signage and websites. It likely will be all capital letters in our acronym (DBHIDS).

Many other governments, including the federal government, have enacted legislation to stop using the r-word, and instead use the term “intellectual disability.” It sends a strong message that the words we use are important, and that the r-word shouldn’t be used to refer to any of its citizens.

Rosa’s Law, named for a young girl with Down Syndrome, is the federal law removing the r-word from health, education and labor policy. At a hearing about the implications of changing the term, Rosa’s brother said, “What you call people is how you treat them. Using and believing the r-word slams the door on treating people with respect and dignity.”

Respect and dignity towards all its citizens is one of the ways a great nation will be judged. The Department of Behavioral Health and Intellectual disAbility Services is pleased to join the growing movement to eliminate the stigma associated with the r-word. So, from now on –

We Are

Intellectual disAbility Services!
Welcome to the 2011 IDS Directory of Services and Supports for individuals with an intellectual disability in Philadelphia. The purpose of this comprehensive directory is to assist people with disabilities, their families, and professionals to identify and use services and supports from the system, as well as identifying community resources and natural supports.

The directory contains information about the Commonwealth of Pennsylvania, Office of Developmental Programs (ODP) service system, as administered by Philadelphia IDS / Administrative Entity; descriptions of service providers, and other information.

IDS is committed to assuring quality services. “Quality: It’s Everyone’s Business” is the tagline that puts the focus on various initiatives to measure quality, and it’s the title of the Section describing those initiatives and ways to get and use information when choosing from among service providers. It describes Philadelphia’s commitment to Quality through the Quality Management Process and Independent Monitoring for Quality. It also includes information developed by the Council on Quality and Leadership, including Personal Outcomes Measures. The Questions about Quality are intended to help individuals and families determine what is important in their life, and questions to consider when exploring prospective services and providers.

Information about service providers in this directory has been provided directly by the service provider. For additional information, please contact a service provider directly or check their website. On our websites, www.phila.gov/dbhmrs and www.philly.networkofcare.org you will find links to other services and resources in the community. The PA Office of Developmental Programs has a statewide Services and Supports Directory of providers that is available via the Internet at https://www.hcsis.state.pa.us. Please note that this Directory does not include information about providers of Early Intervention services.

Be sure to see the Employment and Community Connections section, which contains lots of information about how to get involved in your community. There are tips on how to increase your ‘social capital,’ a look at Employment 1st Philadelphia! - Vision for Employment and how employment is an important piece of an ‘everyday life’; informative websites, and lots of other community resources and information. This section also includes information about Advocacy and Health Care.

The Appendix (Section VI) contains a listing of telephone numbers for IDS Staff, ODP contact information and commonly used acronyms. Fair Hearing Forms are in Section VII.

We hope you find this information valuable. Please let us know any comments you have, and any other resources you would like to see in this directory or on the websites. Contact Jeffrey Orlin, Executive Assistant, 215-685-5911 or jeffrey.orlin@phila.gov.

March, 2011
Section II:

PHILADELPHIA INTELLECTUAL disABILITY SERVICES (IDS) ADMINISTRATIVE ENTITY (AE)
II-A  Philadelphia IDS - Who Are We?

Created under the Pennsylvania MH/MR Act of 1966, Philadelphia Intellectual disAbility Services (IDS) is a component of the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). Under contract to the DPW Office of Developmental Programs (ODP), IDS is responsible for planning, administering, monitoring and coordinating services for people with an intellectual disAbility. Each year, service providers support more than 7,000 children and adults and 5,000 infants and toddlers, birth through their third birthday. These services are reimbursed primarily through state and federal programs known as Medicaid Waivers, Medical Assistance, and through a smaller state grants program requiring a local match. Today, the Commonwealth has changed from a county-managed system to a standardized statewide system; by implementing these changes, the primary benefits to individuals and families is that ODP and the Office of Child Development and Early Learning (OCDEL) have established standard policies and practices across the Commonwealth promoting individual choice, consistency of operations, access to services and accountability for quality service outcomes.

The Mission of Intellectual disAbility Services is to create, promote, and enhance the supports and services available to individuals with an intellectual disAbility. Individuals will have access to quality supports and services that foster:

- Choices in their everyday lives,
- Meaningful personal relationships with friends, family, neighbors,
- Presence and participation in their communities, and
- Dignity and respect as valued citizens of Philadelphia.

IDS is an ‘Administrative Entity’ (AE), under contract with the Commonwealth to conduct the “business” of the service system in Philadelphia. Service providers offer a broad range of supports and services that include supports coordination, early intervention services, in-home supports and respite services, employment and adult day services, and community living and Lifesharing services.

Through quality services and supports, the goal of IDS and its service providers is to support individuals with an intellectual disAbility to find jobs of their choosing; access quality medical care; have an appropriate educational program; enjoy Philadelphia’s many cultural opportunities; join with neighbors in town watch and other community organizations; be welcomed by faith communities; learn computer skills; take classes at local colleges; use assistive technology; and vote. In other words, the goal is to support each individual to be a valued, contributing member of their community, leading an Everyday Life.

IDS Today – A New Way of Doing Business

The Federal Government’s Centers for Medicare and Medicaid Services (CMS) required the Pennsylvania ODP and OCDEL to make significant changes in the way “business” is conducted in the service system. Among the more significant changes include entering all support plans into a statewide electronic system, approving plans annually, authorizing services, and assisting to resolve providers billing issues which may occur in PROMISE, the State Medicaid reimbursement system. As an Administrative Entity (AE), IDS is obligated to comply with the DPW/ODP and OCDEL requirements.
Activities of the office include working in partnership with individuals and their families to assist in supporting individuals to have the services they need.

Services are provided through contract agencies to:

- 1,260 people supported through the Person/Family Directed Support Waiver (P/FDSW) to live at home and receive employment, vocational or adult day training services, respite, home and community habilitation;
- 2,130 people supported through the Consolidated Waiver to live in community homes, Lifesharing or in their own home in the community;
- 3,153 people using non-waiver services such as employment services, supports coordination, family support services, respite care, and community resources;
- 5,200 children receiving early intervention services.

Collaborating with:

- Education, health, and child welfare systems to serve children from birth to 21 years.
- Vocational rehabilitation, aging and health service systems to serve adults.

For a more detailed description of IDS and its responsibilities, please see the IDS Unit Descriptions that follow.

Please note: This Service Directory does not include information about Early Intervention services, and focuses primarily on services administered by the Department of Public Welfare’s (DPW) Office of Developmental Programs, rather than OCDEL, DPW’s Office of Child Development and Early Learning.
Philadelphia Intellectual disAbility Services – Unit Descriptions

Administration and Operations

Philadelphia Intellectual disAbility Services (IDS) is a component of the City’s Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). IDS functions as an Administrative Entity (AE), contracted with the Department of Public Welfare (DPW), to conduct the business of the Office of Developmental Programs (ODP).

This office is responsible for administering services according to the policies of ODP and OCDEL (Office of Child Development and Early Learning). Among the duties and responsibilities of the office are city-wide registration for services, incident management, risk management, quality management, Individual Support Plan (ISP) approval and service authorization, provider qualification, provider monitoring, initial and ongoing eligibility determination for waiver services, enrollment into the waiver, management of waiver capacity, and related functions affecting the office and the entire service delivery system.

Responsibilities also include planning, public awareness and public information, and clerical support. Staff ensures that the direction of the office incorporates the goals, mission and values necessary to support individual access to quality supports and services. A major initiative, over the past ten years, has been changing the processes of the office and service providers to incorporate and reflect the changing business practices of ODP and OCDEL. These changes include full implementation and use of the Home and Community Services Information System (HCSIS) and PA Enterprise for Linking Information for Children Across Networks (PELICAN) and PROMiSe, the Commonwealth’s automated Medicaid billing and claims resolution system for reimbursement for services.

In FY09 and FY10, as the system was undergoing major changes and completing the transition to new financial management processes and payment through State Treasury, IDS/AE had the unprecedented opportunity to expand services significantly and serve 804 individuals, through a Waiting List Initiative supported by DPW/ODP, responding to considerable need expressed by individuals and their families in Philadelphia.

Administrative Services Management Unit

The Administrative Services Management Unit is responsible for Waiver Capacity Management and Eligibility; Individual Support Plan Approval and Service Authorization; Claims Resolution and Financial Management; and AE Oversight.

Philadelphia IDS/AE is responsible for Waiver Capacity Management, which consists of managing waiver capacity up to the allotted number of individuals who can be served (the waiver “cap”) in the Consolidated and P/FDS Waiver. ODP has assumed responsibility for oversight of waiver capacity in licensed residential programs throughout Pennsylvania. IDS/AE receives an allocation of waiver “slots” from ODP, for both the Consolidated and P/FDS Waiver. IDS/AE is not permitted to enroll any individuals above the cap set by ODP.

Individuals in need of service are prioritized each week by the IDS Capacity Management Committee. This Priority List of individuals is called the “Pre-Queue”. If there is available
capacity to serve an individual in one of the waivers, they are placed on the Intent to Enroll List, or “Queue”. Placement on the Queue is contingent upon available capacity in the appropriate waiver and assurance that the individual will be eligible for the waiver. When a service provider has an actual vacancy, the provider must submit to IDS/AE the ODP Provider Vacancy Management Notification Form; if the vacancy is in a licensed 6400 Regulations residential option, the form also should be sent to the Regional ODP. In either case, IDS is responsible for identifying a person to fill the vacancy within five days.

This unit also is responsible for Administrative Entity Oversight, an annual monitoring process that includes self-assessment as well as direct monitoring by ODP.

The P/FDS and Consolidated Waiver Eligibility Unit maintains eligibility documentation for more than 3,400 individuals who are receiving waiver services. Individuals must maintain eligibility requirements in order to receive federal Medicaid funding. Requirements include financial eligibility and level of care which includes an annual physical examination by a medical professional. The Unit ensures initial applications, subsequent re-certifications, and discharges are submitted to DPW with accurate information. The unit also works closely with the County Assistance Offices (CAO), supports coordinators and others. The unit is responsible for two waiver programs: the Consolidated Waiver (residential and in-home services), and the Person/Family Directed Support Waiver (in-home services).

The Individual Support Plan (ISP) Approval and Service Authorization Unit is responsible for review and approval of ISPs and authorization of all services in the 3,400 Waiver ISPs and 3,000 non-waiver ISPs through HCSIS, DPW/ODP’s automated information system. Plans are submitted on a year round basis following an annual review update meeting, and if there is a critical revision. The ISP includes all services to be delivered by all service providers, corresponding rates and other elements. The unit is responsible for administratively preparing plans for the Fiscal Year Renewal Process. This process ensures that service authorizations are complete and available to providers with new rates at the beginning of the fiscal year. Depending on the nature of other service changes, they will be completed by the supports coordinator or an AE representative.

The Claims Resolution and Financial Management Unit has responsibilities associated with direct billing by service providers through PROMISe, the Commonwealth’s automated Medicaid billing and claims resolution system. The unit manages administrative changes to authorizations that are related to changes in service offered or provider-related changes. The unit also reviews service provider performance and productivity data. The Unit continues to have a role in the monitoring of reimbursement for Base-funded services (State-only funding).

Registration, Individual Supports and Emergency Management Unit

The Registration Unit was established in September 2003 to provide eligibility determination and centralized city-wide registration for Philadelphians with an intellectual disability. Registration is completed for individuals three years of age or older who qualify for services. The Registration Specialists offer resource information to families at intake appointments and during telephone inquiries. Upon registration, individuals are referred to one of six supports coordination organizations, based on their choice or individual service needs. In FY10, IDS registered 384 individuals.
The Registration Unit also assists in registration of individuals in emergency situations such as homelessness due to parent or caregiver death and also initiates the preliminary paperwork for individuals needing nursing home care who also are eligible for services.

The Individual Supports Unit coordinates and collaborates with the Supports Coordination Organizations to ensure that services to individuals are provided in a timely, respectful and competent manner. The Unit monitors and provides technical assistance to the SCOs related to individual, systemic and compliance issues. The Unit provides information and assistance to individuals, parents, guardians and caregivers who are concerned about types and quality of services. The members of the Unit can assist the team in resolving issues, thus enhancing the lives of individuals being served. The Unit responds to individual service inquiries and Fair Hearing requests for in-home services and newly registered individuals. The Unit participates in the Capacity Management process and Emergency Management process by coordinating the acquisition of all necessary documentation to ensure that individuals with emergent needs are considered as priority for available waiver capacity.

The Unit reviews and organizes service delivery and priority review documentation and monitors the SCOs related to AE Oversight standards of performance. The Unit assists in the development, approval and authorization of ISP's for waiver and non-waiver services and participates in related training. The unit coordinates services with other government entities, creates and disseminates new resources and policies, and works closely with individuals, family members and family advisory committees.

The Emergency Management team is responsible for managing all referrals for individuals aging out of DHS, RTFs, EPSDT and community referrals as well as the referrals for individuals requesting alternative living arrangements. Residential vacancies are monitored to manage waiver capacity and to respond to identified needs in cooperation with residential providers. This team works with SCOs to identify individuals who need services through PUNS and the Emergency Assessment Form. The team works collaboratively with other IDS units to offer support to residential providers and to expand the provider system in order to meet ongoing need for residential supports in the community.

Early Intervention and Children’s Services Unit

The Early Intervention and Children’s Services Unit oversees and coordinates all services in the Part C Early Intervention entitlement program for Infants and Toddlers who are birth to three years of age. The unit monitors 40 provider agencies and the service coordination entity to ensure that the Individual Family Support Plan (IFSP) services are delivered according to the Commonwealth's regulations. OCDEL has implemented new business practices which will require similar processes to ODP; including authorization in PELICAN and direct billing to PROMISe for all services, with direct payment to providers from Treasury for Waiver and Service Coordination services.

The unit also identifies and coordinates supports and services for families with children ages three to twenty-one who have an intellectual disAbility and who are registered with IDS. For this age group, the unit collaborates with service providers and systems that provide entitlements such as the School District, SCOs, City departments (DHS, CBH) and community resources.
Community Services Management Unit

This unit is comprised of the Provider Qualification and Provider Monitoring units. The work of these units continues to evolve as ODP identifies responsibilities and requirements of providers. Provider Qualification is a responsibility delegated by ODP to the AE and consists of an annual process in which each provider must meet the Provider Qualification criteria in order to continue as a service provider eligible for reimbursement by ODP. Presently the unit is responsible for qualifying 78 provider agencies that are located in or assigned to the Philadelphia AE and monitoring of 92 providers. In addition, there are a sizeable number of agencies that are providing services in Philadelphia but are qualified by another AE.

Unit staff has ongoing responsibility for monitoring service provision by any of the providers operating in Philadelphia. While ODP is developing a formal monitoring protocol, IDS is continuing to monitor services from initial development activity to ongoing services. Unit staff participates in orientation sessions with new providers and conducts agency site visits. Unit staff collaborates with other IDS units such as Emergency Management and the SCOs to ensure that agencies are responsive and quality services are provided.

Unit staff has shared responsibility for the Employment 1st Philadelphia - Vision for Employment initiative to increase the number of individuals working in community employment.

Risk Management Unit - Risk Management, Incident Management, Quality Management, and Liaison for Legal Proceedings and Forensic Services

The primary purpose of the Risk Management Unit (RMU) is to identify risk factors and verify that safeguards are in place to protect the health and safety of individuals in the service system. The objective of this unit is to achieve systemic risk management and quality improvement. All service providers are responsible for reporting incidents, investigating incidents and documenting their findings in HCSIS. Incidents including abuse, neglect and deaths are reported into HCSIS and reviewed by the AE and ODP. As required, an RMU investigator conducts independent investigations according to a standard protocol including interviews, collection and analysis of evidence, and collaboration with other government entities including Police and Fire departments and the Medical Examiner’s Office.

The Incident Management Unit reviews incident reports to determine the need for corrective action to reduce the likelihood of similar incidents and promotes practices that result in an overall decrease in the use of restraints. Staff works with providers and stakeholders to conduct root cause analyses to identify issues and develop plans of correction. These systemic plans of correction may include financial audits, review of medication administration, development/revision of policies and training depending on the deficiency. Staff distributes approved systemic plans of correction to stakeholders and monitor implementation and effectiveness of the plans in addressing the underlying issues and achieving quality improvement objectives. The unit generates and analyzes data to identify systemic issues requiring corrective action, and designs and conducts incident management and data analysis training.

The Quality Management Unit is responsible for the development, coordination, and submission of an Annual Quality Management Plan for Philadelphia AE. The unit plays an integral role in giving guidance to the development and review of providers’ quality management plans. As a part of the IDS Quality Management Framework, Independent Monitoring for Quality (IM4Q) collects information designed to improve the quality of people’s lives. The unit
reviews all considerations generated through IM4Q and shares the information with the SCOs. The unit evaluates the quality of the responses and verifies follow-up to unresolved issues. The Legal and Forensic Liaison represents IDS in individuals’ criminal competency hearings, coordinates civil commitment hearings, and civil competency/guardianship hearings for individuals registered with IDS. Staff serves as a liaison with legal entities including the Special Offenders Unit of the Office of Probation/Parole, and also coordinates forensic services and specialized psychological evaluations for individuals registered with IDS who are involved with the criminal justice system, including a specialized program for treatment of sexual offenders with intellectual or developmental disabilities.

**Training and Professional Development Unit**

The Unit is responsible for the coordination and monitoring of training and technical assistance. Unit staff collaborates with the SCOs and contracted training entities on new training initiatives. The unit developed and implemented a data reporting system for tracking required trainings and hours for the SCOs. The unit provides information and feedback to ODP Consulting.

Unit staff collaborates with the DBH Transformation Training and Workforce Development Unit to assess all trainings conducted internally and externally to ensure that the content aligns with both the values and principles of the Department and its tenets of recovery, resilience and self-determination. The Unit also coordinates the training on Personal Outcome Measures, and assists in providing mentoring for the Transition Planning Project. Unit staff has primary responsibility for the Lifesharing initiative and its objective to increase the number of individuals who choose Lifesharing, and shares responsibility for the Everyone Communicates! initiative.

**IDS Supports Coordination Organization (IDS SCO)**

The IDS Supports Coordination Unit was initially established through a 1979 court order that required Philadelphia County to assume direct responsibility for providing case management services to persons who are members of the Pennhurst Class. As part of their responsibilities, case managers were required to create Individual Habilitation Plans which included the development of appropriate services in small community homes. The responsibilities were expanded later to include members of the Embreeville Class.

As of March 2011, the IDS SCO functions with the primary responsibility to provide supports coordination for approximately 400 Pennhurst and Embreeville class members. Each of the unit’s Supports Coordinators continues to be responsible for locating, coordinating, and monitoring services for individuals who live and/or work in the community. Its duties are the same as other SCOs that is, facilitating, developing and completing annual ISPs and coordination of consumer planning team activities; developing critical revisions as needed; completing monthly residential, employment and day monitoring reviews; working with outside monitors and advocates to ensure that quality services are being provided; entering service/team meeting notes into HCSIS; maintaining eligibility for services; completing the PUNS (Prioritization of Urgency of Need for Services) and responding to emergency situations as needed. The Unit’s activities are monitored through the MRS AE.
Everyday Lives: Making It Happen

**WHAT DO PEOPLE WANT?**

People and their family members want to have an everyday life that is typical of the general population. They want more in their lives and they have greater expectations of the system than they did ten years ago. People want to have self-determined lives. This means with the support of family and friends, they decide: how to live their lives; what supports they need; and how they want to spend the money in their individual budgets. It also means they are responsible for their decisions and actions.

**Choice** - in all aspects of life including the services they receive, who provides supports, where to live and with whom, where to work, recreation and leisure activities, vacations, planning individualized day activities, and having support provided at home.

**Control** - over their life including relationships, budgets and how money is spent, supports and services they receive, medical issues and planning.

**Quality** - determined by individuals. People want quality supports and services to enable them to have the life they want. When they pay for high quality supports, they expect high quality.

**Stability** - feeling secure that all changes in their lives are made only with their input and permission - “nothing about me without me.”

**Safety** - to be safe at home, work, and school, in their neighborhood, as well as in all other aspects of their lives. People want services that ensure individual health and safety without being overprotective or restricting them.

**Individuality** - being known for their individuality and being called by their name. Being respected by having privacy of their mail, files, and history; able to choose to be alone at times.

**Relationships** - with family, partners, neighbors, community people such as pharmacists, barbers and grocers, support staff and having friends they choose.

**Freedom** - to have the life they want and to negotiate risk. People want freedom from labels and other people to use “People First” language. Individuals have the same rights afforded to all citizens. They want to exercise the freedoms of choice, to associate with people they choose, to move from place to place, and to use complaint and appeal processes.

**Success** - freedom from poverty and having a chance to be successful in the life they choose. Living independently with sufficient support to be successful and having expanded opportunities for employment with supports provided as needed.
Contributing to the Community - being full citizens of the community, voting, working for pay or volunteering, participating in leisure and recreation activities, belonging to a religious community, owning or renting one’s own home, living among family and friends and not being segregated. People want to be recognized for their abilities and gifts and to have dignity and status.

Accountability - government (state and county), agencies, and support people will do what they are supposed to do. This includes providing supports that people need when they need them and making sure that they don’t lose supports that they already have.

Mentoring - individuals and families trained as mentors to help other people and families by providing information and working with them until they can do things on their own; experienced supports coordinators mentoring new supports coordinators; senior support staff mentoring new support staff; and individuals and families mentoring support staff.

Collaboration - between the Office of Mental Retardation and other Offices within the Department of Public Welfare and between the Department of Public Welfare and other state Departments. People want collaborative planning during times of transition. They also want a seamless system that bridges from education to adult services. In addition, people want to have just one plan to be shared by all people/services/systems that are involved with them.

**BELIEFS**

In order to change the system to make Everyday Lives a reality for everyone, then we all must keep in mind the following beliefs.

- Self-determination is for everyone.
- Everyone can make choices.
- Everyone should have control over his or her life.
- Everyone is different and there is value in difference; therefore, supports need to be individualized.
- Everyday Lives are for everyone.

Excerpt from: Pennsylvania Department of Public Welfare.
VALUES AND GUIDING PRINCIPLES

Planning initiatives and the ongoing provision of supports and services are built upon a foundation of values and guiding principles identified and agreed upon by representatives of the stakeholders in the service system in Philadelphia, through a planning process called the Community Collaborative convened in 1991.

VALUES

FAMILY - We value family as the first and most significant source of one's values and identity. A family provides unconditional love, acceptance and support. It connects us to life-long relationships, giving us continuity and history.

JOBS - We value a job as satisfying to the individual. Among the factors that make a job individually satisfying are:

Certain external rewards, such as:

- fair and acceptable pay
- fair benefits
- fair working hours
- healthy environment
- positive relationships with co-workers
- convenience to home
- non-discriminatory
- provisions for a rewarding environment

And/or internal rewards, such as:

- building on one's strengths
- growth and development
- making a contribution
- helping people
- being challenged
- a sense of pride
- stimulation
- feeling of accomplishment
- fun and enjoyment

All of which allows us independence, self-esteem, and personal choice.
VALUES (Continued)

HEALTH - We value the right of, and opportunity for, every person to optimize his or her personal health. Such opportunity encompasses education, comprehensive wellness activities, prevention, equal access to quality health care to appropriate health technology and supports, and to a healthy environment. Each person must have the opportunity to maximize the quality of his or her life regardless of his or her health or physical status.

FRIENDSHIP - We value friendship because friends mutually enrich each other's lives. They provide supports, comfort, fun, and opportunities for growth. We value the ability of every person to make friendships, to give his or her friendship to others, and to keep those friendships as he or she wishes, to the extent he or she wishes.

SPIRITUALITY - We value the right of and opportunity for every person to define and express in his or her own way a sense of spirituality. Spirituality may bring comfort, inspiration, continuity, strength and fellowship. It also helps to establish and reaffirm personal beliefs and ethics.

LOVING RELATIONSHIPS - We value the opportunity for all persons to experience loving relationships, which provide companionship, friendship, partnership, and a sense of belonging. Relationships allow for affection, intimacy, sexual expression, romance and passion, and thrive on commitment, trust and mutual responsibility.

To underscore these "most valued aspects of life," the Community Collaborative also developed a set of nineteen principles, which define how supports and services must be shaped as we assist people in their pursuit of a valued life. These principles embody the current human service concepts and incorporate the emerging "best practices" in the field. They have been used to define and test the work of the Community Collaborative. More significantly, they shape the direction of the Philadelphia service system.
GUIDING PRINCIPLES

The principles which guide the Philadelphia service system as it seeks to assist and support people with an intellectual disAbility to achieve the highest quality of life state supports and services offered to people must be:

SELF - DIRECTED Directed and controlled by the individual.

FULFILLING Designed to meet the wishes, dreams, desires and needs of the individual.

INTEGRATED Provided in settings that are integrated in the community and used by other, non-disabled people.

STIGMA - FREE Free of labels that demean or offend the individual.

HIGH QUALITY Of the highest possible quality.

SUPPORTIVE Designed to insure that individuals who need the support of others are provided that support.

RESPECTFUL Respectful of each person's right to privacy and personal autonomy as well as all other rights granted by law or regulation.

ACCESSIBLE Physically accessible to all people, with accessibility not only "provided for" but made meaningful, via responsive transit systems and the provision of assistance to those who need it to move successfully throughout their community.

EMPOWERING Designed to enhance the person's ability to make choices, live independently, and take control of his/her life, including the right to take risks and chances.
GUIDING PRINCIPLES (Continued)

POSITIVE Provided in positive, non-intrusive, non-punishing ways.

GROWTH - ENHANCING Designed to help the person grow and develop, building on his/her present abilities and gifts while teaching new, more challenging skills.

FLEXIBLE Flexible, with the ability to change as the desires and needs of the individual change.

INDIVIDUALIZED Responsive to the uniqueness of the individual and respectful of the cultural diversity that characterizes our society.

APPROPRIATE Designed so as not to "over serve" or overprotect the individual.

MEANINGFUL Designed to promote meaningful lives, meaningful relationships, and meaningful careers, with time for relaxation and fun.

ACCOUNTABLE Provided honestly, responsibly and respectfully by people of integrity, with full accountability to the people served.

CONTINUALLY - EVALUATED Regularly evaluated internally and externally to insure that all practices are reflective of state-of-the-art thinking and best practices.

COLLABORATIVE Designed by a partnership formed between the individual, his or her circle of support, and all of the people who are or will be providing services.

STABLE Maintained for as long, and only as long as they are needed.

“Values and Guiding Principles” developed by the Community Collaborative, 1991.
## Who to Call at IDS

<table>
<thead>
<tr>
<th>If You Have Questions Or Concerns About:</th>
<th>Call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>To Register for Services</td>
<td>(215) 685-4677</td>
</tr>
<tr>
<td>Reception and General Information</td>
<td>(215) 685-5900</td>
</tr>
<tr>
<td><strong>Registration and Individual Supports/Vacancy Management</strong></td>
<td></td>
</tr>
<tr>
<td>Registration</td>
<td>Connie Falcone, Manager</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5998</td>
</tr>
<tr>
<td></td>
<td>Robin Brown, Supervisor</td>
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<tr>
<td></td>
<td>(215) 685-4637</td>
</tr>
<tr>
<td>Psychological Evaluation, Behavior Intervention, OBRA</td>
<td>Beth Gilman, Psychologist</td>
</tr>
<tr>
<td></td>
<td>(215) 685-4629</td>
</tr>
<tr>
<td>Individual Supports</td>
<td>Todd Handler, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5952</td>
</tr>
<tr>
<td><strong>PUNS Point Person</strong></td>
<td>Cathy Silvasi, Program</td>
</tr>
<tr>
<td></td>
<td>Analyst (215) 685-5986</td>
</tr>
<tr>
<td><strong>Emergencies and Referrals/Vacancy Management</strong></td>
<td>Kathy Harte, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5947</td>
</tr>
<tr>
<td><strong>Early Intervention/Children’s Unit</strong></td>
<td>Denise Taylor Patterson,</td>
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<tr>
<td></td>
<td>Manager</td>
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<tr>
<td></td>
<td>(215) 685-5905</td>
</tr>
<tr>
<td>Early Intervention (Ages birth to three)</td>
<td>Sharon Burke, Supervisor</td>
</tr>
<tr>
<td>Children’s Services (Ages three to 21)</td>
<td>(215) 685-5941</td>
</tr>
<tr>
<td><strong>Community Services Management Unit</strong></td>
<td>Lynette McMillan, Manager</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5929</td>
</tr>
<tr>
<td>Provider Qualification</td>
<td>Linda Flood, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5968</td>
</tr>
<tr>
<td>Provider Monitoring and Employment Point Person</td>
<td>Teresa Myers-Thompson,</td>
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<tr>
<td></td>
<td>Supervisor</td>
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<tr>
<td></td>
<td>(215) 685-5924</td>
</tr>
<tr>
<td><strong>Risk Management, Incident Reporting And Quality Management</strong></td>
<td>Deborah Cackowski, Manager</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5940</td>
</tr>
<tr>
<td>Risk Management/Incident Reporting</td>
<td>Mike Kennedy, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-4672</td>
</tr>
<tr>
<td>Incident Management</td>
<td>Karen Kenny, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5977</td>
</tr>
<tr>
<td>Forensic and Legal Issues</td>
<td>Vacant</td>
</tr>
<tr>
<td>Interim Contact – Linda Auchinleck 215-685-5943</td>
<td>(215) 685-5943</td>
</tr>
<tr>
<td><strong>IM4Q Point Persons</strong></td>
<td>Crystal Garvin, Program</td>
</tr>
<tr>
<td></td>
<td>Analyst, (215) 685-5921</td>
</tr>
<tr>
<td></td>
<td>Elliot Glickman, Program</td>
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<tr>
<td></td>
<td>Analyst, (215) 685-5970</td>
</tr>
<tr>
<td><strong>Public Awareness, Public Information</strong></td>
<td>Judy Kresloff, Supervisor</td>
</tr>
<tr>
<td></td>
<td>(215) 685-5923</td>
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</tbody>
</table>
## Who to Call at IDS

<table>
<thead>
<tr>
<th>If You Have Questions Or Concerns About:</th>
<th>Call:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiver Capacity Management, ISP Approvals and Authorization, Waiver Eligibility, AE Oversight</td>
<td>Fran Rementer, Manager (215) 685-5969</td>
</tr>
<tr>
<td>Claims Resolution, Waiver Capacity</td>
<td>Pam Vogler, Supervisor (215) 685-5945</td>
</tr>
<tr>
<td>Claims Resolution</td>
<td>(Lead) Linda Auchinleck, Prog. Analyst (215) 685-5943</td>
</tr>
<tr>
<td></td>
<td>Joby Treegoob, Program Analyst (215) 685-5938</td>
</tr>
<tr>
<td>P/FDS and Consolidated Waiver</td>
<td>Elaine Thilo, Supervisor (215) 685-5974</td>
</tr>
<tr>
<td>ISP Approvals / Authorization</td>
<td>Kevin Aleem, Supervisor (215) 685-5957</td>
</tr>
<tr>
<td>ISP Approvals – Consortium</td>
<td>Merrel Driver, Program Analyst (215) 685-5928</td>
</tr>
<tr>
<td>ISP Approvals – Partnership for Community Supports</td>
<td>Vanessa Williams, Program Analyst (215) 685-5948</td>
</tr>
<tr>
<td>ISP Approvals – PersonLink</td>
<td>Vernon Franks, Program Analyst (215) 685-5962</td>
</tr>
<tr>
<td>ISP Approvals – Quality Progressions</td>
<td>Jennifer Galetta, Program Analyst (215) 685-5954</td>
</tr>
<tr>
<td>ISP Approvals – IDS SCO</td>
<td>Marilyn Pressley, Program Analyst (215) 685-5915</td>
</tr>
<tr>
<td>ISP Approvals – Hall-Mercer</td>
<td>Teresa Empson, Program Analyst, (215) 685-5983</td>
</tr>
<tr>
<td>Training and Technical Assistance</td>
<td>Lifesharing Point Person</td>
</tr>
<tr>
<td></td>
<td>Karen Claiborne-Pride, Administrator (215) 685-5937</td>
</tr>
<tr>
<td></td>
<td>SIS Point Person</td>
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<tr>
<td></td>
<td>Wanda Sabb, Program Analyst (215) 685-5981</td>
</tr>
<tr>
<td>Planning, Older Adults</td>
<td>Diane Lackey, Manager (215) 685-5994</td>
</tr>
<tr>
<td>HCSIS Management</td>
<td>AWC &amp; VF FMS Point Person</td>
</tr>
<tr>
<td></td>
<td>Liat Richardson-Owens, Supervisor (215) 685-5912</td>
</tr>
<tr>
<td>Director of Operations, IDS</td>
<td>Larry Pace</td>
</tr>
<tr>
<td></td>
<td>Delores Ellerbe (215) 685-5916</td>
</tr>
<tr>
<td></td>
<td>Miriam Muhammad (215) 685-5917</td>
</tr>
<tr>
<td>Director, Intellectual disAbility Services</td>
<td>Kathy L. Sykes</td>
</tr>
<tr>
<td></td>
<td>Gertrude Wilt (215) 685-5914</td>
</tr>
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<td></td>
<td>Jeffrey Orlin (215) 685-5911</td>
</tr>
</tbody>
</table>
## Supports Coordination Services

### Who to Call at IDS SCO

<table>
<thead>
<tr>
<th>Supports Coordination</th>
<th>Name</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embreeville Supports Coordination</td>
<td>Leslie Harmon-Coker,</td>
<td>(215) 685-4681</td>
</tr>
<tr>
<td></td>
<td>Supervisor</td>
<td></td>
</tr>
<tr>
<td>Pennhurst Supports Coordination</td>
<td>Charles Cornman, Supervisor</td>
<td>(215) 685-4654</td>
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<tr>
<td>Pennhurst Supports Coordination</td>
<td>Stephen Mandell, Supervisor</td>
<td>(215) 685-4685</td>
</tr>
<tr>
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<td></td>
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</tr>
<tr>
<td>Pennhurst Supports Coordination</td>
<td>Thomas Owens, Supervisor</td>
<td>(215) 685-4678</td>
</tr>
</tbody>
</table>
II-D  Registering for Intellectual disAbility Services

*Individuals New to the System*
If you were never registered for services, or if you are coming from the public school system, children’s services such as the Department of Human Services (DHS), or a nursing home, you may be eligible to register for services.

**Who is Eligible?**
To be eligible to receive services and supports in Pennsylvania, you must:
- Have an IQ score of 70 or below
- Have documentation that you had an eligible intellectual disability before your 22\textsuperscript{nd} birthday
- Have significant limitations in at least three areas of daily living, including communication, self-care, home living, social/interpersonal skills, self-direction, academic skills, work, leisure, health and safety
- Be a legal resident of Pennsylvania.

**How Do You Get Intellectual disAbility Services?**
Call the Philadelphia IDS Registration Unit at 215-685-4MRS (215-685-4677) to make an appointment with a Registration Specialist, or visit Compass at www.dpw.state.pa.us

**What to Bring to the Appointment**
The individual requesting services and his/her family member or friend, should come to the registration appointment with the following information:
- Personal Identification
- A current psychological evaluation
- Consumer’s financial information: benefit award letter, copies of pay stubs, life insurance policies, burial reserve accounts, checking or savings accounts statements

You will meet with an Intellectual disAbility Services (IDS) Registration Specialist who will determine your eligibility for services. If you are not receiving Medical Assistance and are eligible, the Registration Specialist will help you enroll.

**If You Are Eligible for Services**
The Registration Specialist will look at your needs and resources, help you begin developing a plan, discuss services and make a referral to a Supports Coordination Organization (SCO). The Registration Specialist will complete forms including:
- The PUNS form (See Section II-E for more information)
- Application for waiver services
- Social Summary

If all the information is complete in this process known as *Service Preference*, you will receive a letter within 30 days notifying you of your eligibility determination for the waiver, the availability of funding for services, and your rights including the mediation and appeal process. (Refer to Section II-G and VII-A for more information).
You will be given a choice of available Supports Coordination Organizations (SCO). Those SCO’s are listed in Section II-D for your reference, along with a description of each organization.

If You are Requesting Services
There is a waiting list for Waiver Services. Your Supports Coordinator will work with you to find other resources in the community while you wait for services. You may also want to learn more about the service you are requesting. You can learn about the providers offering the specific services and supports. Refer to Sections III-C and D to help you ask questions when considering a service provider.

If You are not Eligible for Intellectual disAbility Services
If you do not meet the eligibility requirements for services, the Registration Specialist will give you suggestions for appropriate community resources. Also, see Section IV for additional community resources.
II-E Supports Coordination Organization (SCO) Contacts & Descriptions

The Consortium
5828 B Market Street
Philadelphia, PA 19139
Main Phone: 215-472-1707

Shirley Carroll, Program Director
Phone: 215-472-1707, ext 1101
Email: shcarroll@consortium-inc.org

Princess Kpodi, Unit Manager
Phone: 215-472-1707, ext 1122
Email: pkpodi@consortium-inc.org

Darlene Gonzalez, Consumer Support
Budget Specialist / FDSS Coordinator
Phone: 215-472-1707, ext 1162
Email: dgonzalez@consortium-inc.org

EPIC
Empowering People in the Community
2449 Golf Road, Suite 17
Philadelphia, PA 19131
215-452-0300
info@epicsc.org  www.epicsc.org

Delano Williams, Executive Director
Phone: 215-452-0300
Email: dwilliams@epicsc.org

Hall Mercer MH/ID Center of
Pennsylvania Hospital
8th & Spruce Streets
Philadelphia, PA 19107
Phone: 215-829-3461

Private Licensed Facilities
Michele Donahue
Phone: 215-829-7657
Email: donahuem@pahosp.com

OBRA (Nursing Homes)
Teresa Payne
Phone: 215-829-7375
Email: paynet@pahosp.com

Emergency Intensive Supports
Adrienne Harmon
Phone: 215-829-5709
Email: harmona@pahosp.com

Partnership for Community Supports
9360 Ashton Road
Philadelphia, PA 19114-3464
Main Phone: 267-350-4500

Carol Frangicetto, Executive Director
Phone: 267-350-4539
Email: cfrangicetto@pfcsupports.org

Helen Falguera, Program Director
Phone: 267-350-4518
Email: hfalguera@pfcsupports.org

Racheal Townes, Unit Manager
Phone: 267-350-4519
Email: rtownes@pfcsupports.org

Mary MacAvoy, Resource Manager
Phone: 267-359-4513
Email: mmacavoy@pfcsupports.org

PersonLink-SC Program Office
260 S. Broad Street, 8th Fl.
Philadelphia, PA 19106
267-295-3800

Eileen Keenan, Program Director
Phone: 267-297-3801
Email: Eileen@phmc.org

Sharon Moses, Unit Manager
Phone: 267-295-3800
Email: smoses@phmc.org

Betty Harrigan, FDSS Coordinator
Phone: 267-295-3800
Email: eharrigan@phmc.org
Philadelphia IDS  
701 Market Street, 5th fl., Suite 5200  
Philadelphia, PA 19106-1532  
Main Phone: 215-685-5900

Court Ordered Supports Coordination  
Gail Harrison, Director  
Phone: 215-685-4680a  
Email: gail.harrison@phila.gov

Registration  
Robin M. Brown  
Phone: 215-685-4637  
Email: robin.m.brown@phila.gov

Quality Progressions  
The Widener Building  
1339 Chestnut Street, Suite 700  
Philadelphia, PA 19107  
Phone: 267-765-2000

Joel Goldberg, Executive Director  
Phone: 267-765-2001  
Email: jgoldberg@qualityprogressions.org

Adrienne Hill, Program Director  
Phone: 267-765-2002  
Email: ahill@qualityprogressions.org

Randy Kester, Unit Manager  
Phone: 267-765-2003  
Email: rkester@qualityprogressions.org

Sue Fellows, FDSS & Resource Supervisor  
Phone: 267-765-2000  
Email: sfellows@qualityprogressions.org
The Consortium, Inc.

5828 B Market St., Phila., PA 19139, Phone: 215-472-1707 Fax: 215-472-1298
Contact Person: Shirley Carroll, Program Director, 215-472-1707 ex 1101
Email: shcarroll@consortium-inc.org
Princess Kpodi, Unit Manager, 215-472-1707 ext: 1122
Email: pkpodi@consortium-inc.org
Darlene Gonzalez, Consumer Support Budget Specialist/FDSS Supervisor
Phone: 215-472-1707 ext: 1162 Email: dgonzalez@consortium-inc.org
Ron Gronski, Quality Manager, 215-472-1707 ext: 1161
Email: rgronski@consortium-inc.org
Executive: John F. White, Jr., President/CEO 215-596-8100
Internet: www.consortium-inc.org

Description of Service Provider
In 2010, The Consortium, Inc. celebrates its 43rd year of service to West and Southwest Philadelphia. As an early provider of services in Philadelphia, we set the standard of commitment in granting voice to consumers and families in shaping the future for community services. This tradition of commitment and compassion is still in practice today as over 3,500 consumers in 18 programs in 10 different locations throughout West and Southwest Philadelphia are served annually. The Consortium also offers a wide variety of behavioral health and other services.

We continue our relationships with old friends, partner with new associates, and find creative ways to assist people with disabilities in achieving their dreams. Supports Coordination is the only intellectual disability service we provide in order to be conflict-free. Referrals come from the Intellectual Disability Services (IDS) Registration Unit. We see Supports Coordination as a way to enrich people's lives. Philadelphia’s tradition of neighborhoods and the Everyday Lives, person-centered philosophy enhances community bonds. The “trickle-down” of changing perspectives is apparent as more people with disabilities contribute as citizens and neighbors.

Mission or Philosophy
Our work with people with individuals has shown us the need to assist people in their wishes to enhance their lives. Freedom to assist families in a personal and dynamic way is the best way to help people realize their dreams. Personal changes also enrich a family’s life. Communities also learn about the unlimited abilities of persons with “disabilities”, challenging their own assumptions and knowledge base. Our challenge is to learn to listen to those around us as we move forward in fulfilling life’s dreams.
Empowering People in the Community, Inc. (EPIC)

2449 Golf Road, Suite 17, Philadelphia, PA 19131
Telephone: 215-452-0300 Fax: 866-534-6043
Contact Person: Delano Williams, Executive Director
Email: dwilliams@epicsc.org
Website: www.epicsc.org info@epicsc.org

Description of Service Provider
Empowering People in the Community, Inc (EPIC) is a nonprofit organization that provides supports coordination to individuals with intellectual disabilities and their family. We are an organization committed to operate within the boundaries of integrity and ethics. We exist to provide guidance, encouragement, and inspiration to a segment of the population often overlooked and forgotten. As a Medicaid provider we are bound by many rules, regulations, paperwork, and deadlines but this will not distract us from our overall mission. However, first and foremost as the name suggests, we are called to empower people. Empowerment to us means recognizing potential, fostering partnerships, teaching, advocating for what is right, and accepting the ideal that all people are created equal and should be treated as such.

Mission or Philosophy
Mission - EPIC will provide quality services that empower people to live full and meaningful lives in their community.

Vision – EPIC will be the premier provider of supports coordination services. We will earn the trust of our stakeholders through integrity, hard work, and competence.
Hall-Mercer

PLF/OBRA SUPPORTS COORDINATION PROGRAM
INTENSIVE SERVICES CASE MANAGEMENT PROGRAM

245 S. 8th Street, Philadelphia, PA 19106-3586

PLF and OBRA Supports Coordination Programs
Contact Person: Michele Donahue 215-829-7657
Email: donahuem@pahosp.com

Intensive Services Case Management
Contact Person: Adrienne Harmon 215-829-5709
Email: harmona@pahosp.com

Description of Service Provider
Hall-Mercer provides supports coordination to individuals and their families who qualify for services through Philadelphia Intellectual disAbility Services (IDS). The PLF and OBRA programs support individuals living in private licensed facilities and nursing homes. The Intensive Services Case Management staff provide emergency placement for individuals who are homeless and are served by Intellectual disAbility Services. Hall-Mercer also provides psycho-social rehabilitation services to a dually diagnosed (MH/ID) and/or ID adult population in a behavioral health outpatient environment.

Mission or Philosophy
Provide high quality and comprehensive outpatient mental health and intellectual disability services and to promote good behavioral health. Serve Philadelphia residents with a special emphasis on those in most need, including individuals who have severe and chronic mental illness and/or an intellectual disability, as well as individuals from underserved segments of the community, such as those who are homeless.

Provide services in a manner that promotes individual choice, optimizes opportunity, and enables the individual to have increased options in order to improve quality of life, and affiliation in their chosen community.
**Intellectual disAbility Services (IDS)**

701 Market St., 5th floor, Suite 5200, Philadelphia, PA 19106-1532  
Telephone: Information & Reception 215-685-5900  
Registration 215-685-4MRS (4677)  
Contact Person: Gail Harrison, Manager, Supports Coordination  
Telephone: 215-685-4680, email: gail.harrison@phila.gov  
Contact Person: Connie Falcone, Manager, Registration and Individual Supports  
Telephone: 215 685-5997, email: connie.falcone@phila.gov  
Director: Kathy L. Sykes, 215-685-5909, email: kathy.sykes@phila.gov

**Description of Service Provider**

Created under the Pennsylvania MH/MR Act of 1966, IDS is responsible for planning, administering, monitoring, and coordinating services for people with an intellectual disability. IDS created a centralized registration unit in September 2003 that serves as the citywide point of entry for individuals three and above who are likely to meet the eligibility criteria for services. In addition to its administrative responsibilities, IDS also has direct responsibility for the provision of court-ordered supports coordination for approximately 400 individuals living in the community who are Embreeville and Pennhurst class members. In addition, there are approximately 800 people who are registered and receive supports coordination through Philadelphia County and receive residential support through private and public Intermediate Care Facilities (ICF/MR), typically in larger, more institutional type facilities. ICF/MRs are located in Philadelphia and other parts of the state.

**Mission or Philosophy**

The Mission of Intellectual disAbility Services (IDS) is to create, promote, and enhance the supports and services available to individuals with an intellectual disability. Individuals will have access to quality supports and services that foster:

- Choices in their everyday lives,
- Meaningful relationships with friends, family, neighbors,
- Presence and participation in their communities, and
- Dignity and respect as valued citizens of Philadelphia.
Partnership for Community Supports (PFCS)

9360 Ashton Road, Philadelphia, Pa. 19114-3464
Telephone: 267-350-4500    Fax: 267-350-4555
Contact Person: Helen Falguera, Program Director
Telephone: 267-350-4518    Email: hfalguera@pfcsupports.org
Executive Director: Carol Frangicetto
Telephone: 267-350-4539    Email: cfrangicetto@pfcsupports.org
Website: www.pfcsupports.org

Description of Service Provider
Partnership for Community Supports is a qualified provider of Supports Coordination in the 5 county Southeast region including Philadelphia. While established in 2004, the leadership of Partnership has more than thirty years of experience providing supports coordination. Our Supports Coordinators are well supervised and include bilingual staff and children’s specialists who work flexible hours and will meet you in your home, at your program or other community location of your choice. We listen to your needs, preferences and frustrations. We assist you in developing an Individual Support Plan and in locating and coordinating supports and services within the community that will enable you to have a full and meaningful life of your choosing. Our goal is to develop a relationship based upon respect and understanding, to be responsive to your requests for assistance and information and to return your phone calls promptly. We will strongly advocate on your behalf for the services that you tell us you need. We believe that through forging partnerships with individuals, their family, service providers and their community that we can help individuals and families achieve the goals they identify and facilitate the realization of their dreams.

Mission or Philosophy
Partnership recognizes that each individual has unique abilities, capacities and strengths and the right to fully participate in all aspects of the community in which they live. Therefore, services must be individualized through person-centered planning. Each individual is encouraged to become as independent as possible, to exercise choice of service options and control over decisions that affect them. We invite individuals and their families to participate in the Partnership Advisory Committee to share resources and identify needs for information.
PersonLink- PHMC

260 S. Broad Street, 18th floor, Philadelphia, PA 19102
Telephone: 267-295-3800    Fax: 267-295-3855 or 56
Contact Person: Eileen Keenan, Program Director
Telephone: 267-295-3801    Email: Eileen@phmc.org
Unit Manager: Sharon Moses
Telephone: 267-295-3802    Email: smoses@phmc.org
Executive Director: Michael D. Moore, IFSS Vice-President
Telephone: 215-731-2103    Email: mike@phmc.org
Website: phmc.org

Description of Service Provider
PersonLink provides Supports Coordination to individuals diagnosed with Intellectual Disabilities and is a program of Public Health Management Corporation (PHMC), a nonprofit public health institute. PersonLink, as its name implies, links individuals and their families to a variety of services, supports and resources in their community. PersonLink seeks to empower consumers and their families to lead “Everyday Lives”, to choose and direct supports and services needed to enhance their lives, and to obtain the highest quality of care.

PersonLink serves individuals who have a diagnosed intellectual disability and are registered with Philadelphia Intellectual disAbilities Services.

PersonLink Supports Coordinators:
- Serve consumers that are three years of age and older
- Develop and revise as needed, an Individual Support Plan for each consumer
- Locate, coordinate and monitor the provision of services planned in each person’s Individual Support Plan (ISP)

PersonLink also:
- Coordinates Family Driven Support Services (FDSS) which provides grants to consumers and families to purchase individually determined supports such as educational items, fees and memberships for community and recreation activities, respite care services and other supports important to the consumer.
- Provides Supports Coordination to individuals who have involvement with the Criminal Justice System in collaboration with the Philadelphia Probation and Parole Department and the Defenders Association.

Mission or Philosophy
PersonLink seeks to empower individuals to make choices in services that will enhance the lives, promote dignity and foster independence in the lives of the individuals we offer Supports Coordination. All services provided by PHMC are consumer and family-centered and assist individuals and their families through self-determination and self-advocacy practices and by seeking and utilizing resources in their community.
Quality Progressions

1339 Chestnut Street, Suite 700, Philadelphia, PA. 19107
Contact Person: Adrienne Hill, Program Director
Telephone: 267-765-2002   Email: ahill@qualityprogressions.org
Executive Director: Joel Goldberg
Telephone: 267-765-2001   Email: jgoldberg@qualityprogressions.org
Website: www.qualityprogressions.org

Description of Service Provider
Quality Progressions provides Supports Coordination for people with Intellectual disAbilities in the state of Pennsylvania. Quality Progressions was born out of the belief that services for people with intellectual disAbilities can truly reflect the values of choice, self-determination and achievement of outcomes as determined by those receiving services.

Quality Progressions is based in Center City Philadelphia, but Supports Coordinators will meet with people and their families in their neighborhood and at a time that meets their needs.

Services (Activities) involve, but are not limited to:
- Development and management the Individual Support Plan for each person.
- Identify the services to meet the person’s needs.
- Monitors the services people are receiving to assure needs are being met.
- Assures each person is healthy and safe.
- Development and management of FDSS Plans.
- Coordinates the services people are receiving.

Mission or Philosophy
The mission of Quality Progressions is to be people driven, committed and progressive in our relationship to individuals with disabilities and the families. Quality Progressions believes that people with intellectual disabilities need to understand their options and make choices based on what they feel they need and want. As people exercise control over their lives they take responsibility for their decisions and actions, and begin to understand that they are in control of their futures; they feel a sense of satisfaction with their current circumstances, pride in their efforts to achieve what they desire, and hopefulness about their futures.
II-F Waiting Lists and PUNS (Prioritization of Urgency of Need for Services)

For many years, Philadelphia IDS has maintained centralized lists of persons waiting for community services; these include in-home supports, residential, employment, and day services in the community. Examples of individuals waiting for services are people who live with their families or in their own homes, young adults who graduated from high school and have no services, older adults who live with elderly caregivers, and elderly persons with an intellectual disability.

There was no standard definition throughout Pennsylvania and it was difficult to measure the scope of need. So, in order to measure and prioritize individual’s service needs, the State Office of Developmental Programs (ODP) initiated a study of the waiting list using an instrument known as the Prioritization of Urgency of Need for Services (PUNS). The Institute on Disabilities of Temple University developed this survey tool in 1998.

The PUNS is the form an individual completes with his or her Supports Coordinator to identify services and needs. The PUNS is updated annually, and anytime if there is a change in need. A new PUNS also is completed when the service need is met.

As of January 31, 2011, 2,554 people are waiting for services. 731 people are listed in “emergency” status and 1,226 in “critical” status. The remaining 597 people are in “planning” status. These numbers do not include individuals receiving waiver services, whose needs also may change.

A lack of funding for supports and services for those on the waiting list continues to be a serious issue. It becomes a crisis as individuals and their caregivers age, or if an individual experiences the sudden loss of their caregiver due to death, illness or other condition. These issues serve to underscore waiting lists as one of the most serious issues facing the service delivery system locally, statewide, and across the nation.

As a result of the lack of adequate resources to serve those in need, the service system will continue to face challenges responding to emergencies.
II-G Waiver Services

What You Need to Know About the Waiver In Philadelphia

1. What is the Waiver?

The Waiver is a federal program based on an amendment to the Social Security Act. This amendment allows any state that meets the federal requirements to use federal funds for programs and services for people who have an intellectual disability and who live in the community. Prior to the amendment, these federal funds could only be used for institutional care in nursing homes, state facilities or Intermediate Care Facilities (ICFs/MR).

In Pennsylvania, the waiver is a funding source that reimburses service providers, which support people in the community to maintain and/or increase adaptive living skills. To receive federal funds, the state must comply with federal requirements. There are two types of Waivers – Consolidated Waiver and Person/Family Directed Support (P/FDS) Waiver.

* NOTE: With minimal exceptions, the Consolidated Waiver rules are the same as the P/FDS Waiver; the primary difference being the Consolidated Waiver includes community homes and residential arrangements such as Lifesharing.

The P/FDSW was first approved in January 2000. For Fiscal Year 2010 – 2011, the P/FDSW annual expenditure cap is $26,000 per person.

2. Why is Waiver Capacity important?

Philadelphia IDS/AE is responsible for Waiver Capacity Management, which consists of managing waiver capacity up to the allotted number of individuals who can be served in the Consolidated and P/FDS Waiver. PA ODP has assumed responsibility for oversight of waiver capacity in licensed residential programs throughout Pennsylvania. IDS/AE receives an allocation of waiver slots from ODP, for both the Consolidated and P/FDS Waiver. IDS/AE is not permitted to enroll any individuals above the cap set by ODP.

As of December 2010, Philadelphia is serving approximately 2,130 individuals in the Consolidated Waiver and 1,260 individuals in the P/FDS Waiver.

3. Who is eligible for waiver funded services?

To be eligible, you must be a resident of Pennsylvania, have a documented diagnosis of an intellectual disability and meet financial and other eligibility requirements. The P/FDS Waiver is only available to people who live with their families or on their own.

4. How will services be monitored?

As an Administrative Entity (AE), Philadelphia IDS is responsible to ensure that monitoring is conducted at a frequency and duration necessary to ensure that services and supports are provided and the health and welfare of the individual is being maintained. The minimum monitoring frequency required is as follows:
• For persons in the P/FDSW, the monitor/supports coordinator must contact the person and family at least once every three months and have face-to-face contacts at least once every six months. One of these face-to-face monitorings must occur in the family home.

• For persons in the Consolidated Waiver, the monitor/supports coordinator must contact the person at least once a month and have face-to-face contacts at least every three months. At least one of these face-to-face contacts must occur in the home.

The monitoring will be done by a designated Supports Coordination Organization (SCO), on behalf of Philadelphia IDS/AE. They will include a review of the progress on the outcomes identified in the person’s Individual Support Plan (ISP) as well as a review of the status of the person’s health and welfare.

5. What are the financial eligibility requirements?

The financial eligibility information applies to the individual who would be served, not to his or her family members.

• Any person who receives SSI automatically meets the financial eligibility requirements because this person is considered “categorically needy”. This means that his/her assets/financial resources cannot exceed $2,000.

• Any person who receives benefits other than SSI can not have assets/financial resources in excess of $8,000, including bank accounts, checking accounts, insurance policies with a cash value, Certificates of Deposit, etc.

The person’s monthly income must be below $2,022 including “unearned income” such as Social Security benefits, Civil Service Annuity, Railroad Retirement benefits, VA benefits, pensions, etc. and “earned income” such as wages from a job or workshop.

Financial Eligibility and Employment:

If your income is above $2,022 per month, you should consider MAWD (Medical Assistance for Worker’s with Disabilities.) When you use MAWD for your medical coverage, all Waiver income limits are raised to the MAWD limits. This means that only 50% of your work earnings are counted toward your monthly income limit for maintaining Waiver eligibility. Also, with MAWD, you can have assets/financial resources up to $10,000, instead of the Waiver limit of $8,000, so you can enjoy even more of your work earnings and all the other benefits of being employed in the community, and still maintain your Waiver eligibility.

For more details about MAWD, contact the Disability Rights Network at 800-692-7443 or go to the Pennsylvania Health Law Project website at http://www.phlp.org/Website/MA%20brochures/FactSheet-MAWD%202009.pdf
6. What does the initial eligibility paperwork include?

a) Documentation of eligible diagnosis (a current psychological report).

b) A current physical examination report (within one year of the date of eligibility).

c) An Individual Support Plan.

d) PA 600 form: this form is the financial application. All documentation verifying resources and assets must be attached.

e) Certification of Need form (MR 250): this form documents the individual’s need for services that would otherwise only be provided in an institution. This form must be signed by the QMRP (Qualified MR Professional). In addition, the QMRP will complete an adaptive behavior assessment.

f) Home and Community Based Service Preference form (MR 457): this form documents the individual’s request for home and community-based services under the waiver rather than services provided in an institutional setting. This form has been adapted to replace the old MR 459 form.

g) Fair Hearing Notice (MR 458): This document informs the individual of the right to appeal or request a hearing if he/she is not satisfied with their services.

h) OVR Referral: This requirement applies to individuals, age 18 and above, and consists of a letter sent to the Office of Vocational Rehabilitation (OVR) with a copy of the psychological evaluation, physical examination report, and service plan, including any employment information.

i) PA 4 Form: This form allows the County Assistance Office (CAO) to contact the individual’s bank to verify account balances. This applies to accounts in the individual’s name and Social Security number only.

7. What is a QMRP?

A QMRP is a Qualified MR Professional. This person is usually a psychologist, special educator, social worker, occupational therapist, or physical therapist. The federal regulations require that this trained professional assess an individual’s intellectual disability and his/her need for service. The QMRP helps to complete the necessary documents.

8. What happens to all of this paperwork?

All of this eligibility paperwork is submitted to Philadelphia IDS / AE where it is reviewed for accuracy and completeness.

The PA 600 and PA 4 forms and the MR 250 form are then sent to the Philadelphia CAO/ Long Term and Independent Services District for processing. This is the local office of the Department of Public Welfare/Office of Income Maintenance that is responsible for the final, official determination of waiver eligibility. This office issues the PA 162 form that documents the individual’s authorized date of waiver eligibility.
Each year, the individual’s updated Certification of Need form and current financial information must be submitted to the CAO to maintain eligibility for the waiver.

9. What are the responsibilities of the Representative Payee?

The representative payee (rep payee) is responsible for making sure that an individual’s benefit checks are used for the individual. This includes making sure that the individual’s assets remain below allowable limits ($2,000 for persons receiving SSI and $8,000 for those who receive earned and unearned income other than SSI), and providing all requested documentation on an annual basis to maintain waiver eligibility.
II-H Right To A Fair Hearing

In April 2008, the DPW Office of Developmental Programs (ODP) released Bulletin 00-08-05 entitled “Due Process and Fair Hearing Procedures for Individuals with Mental Retardation.” This Bulletin is one of three Bulletins that should be reviewed together, including Bulletin 00-08-04 “Individual Eligibility for Medicaid Waiver Services,” and Bulletin 00-08-03 “Procedures for Service Delivery Preference.”

Philadelphia IDS must send you a written notice when services are denied, or before services are reduced or terminated. If you are applying for waiver services or an ICF/MR level of care, or if you object to an action taken affecting your claim for waiver services, you have the right to a county conference, mediation, fair hearing, or all three. You may try to resolve an issue through a meeting with a Philadelphia IDS representative, through the mediation process, or through a Fair Hearing conducted by the Bureau of Hearings and Appeals (BHA). If you choose the mediation, this process is completed through an independent entity that is currently called the Office for Dispute Resolution. All three processes can occur at the same time or one at a time.

Philadelphia IDS is responsible for ensuring that you receive whatever help is needed to fill out and file the appeal form. You may file an oral appeal by telephone or in person. But, you must follow-up an oral appeal with a written appeal within three days. Philadelphia IDS must ensure that you get the necessary assistance to file the written appeal. Written appeals must be submitted to Philadelphia IDS where it will be processed and forwarded to ODP and BHA.

Questions regarding the hearing process can be directed to Philadelphia IDS (Kenneth.cruz@phila.gov or 215-685-5996) or the ODP Bureau of Hearings and Appeals site administrator at:

Bureau of Hearings and Appeals
801 Market Street, Suite 5071
Room 1608
Philadelphia, PA 19107

Telephone: 215-560-2145

A copy of the forms and instructions to request a Fair Hearing are located in Section VII-A.
Section III: QUALITY: IT’S EVERYONE’S BUSINESS

“The measure of quality is not the delivery of a service or support, but rather the results that services or supports produce for each person.”

-The Council on Quality and Leadership
IIIA  **Independent Monitoring for Quality (IM4Q)**

The Commonwealth of PA’s Multi-Year Plan for the service system requires that, “all local county programs must have in place a local monitoring team that is independent of the local service system and that is made up of a majority of individuals and family members. Outcomes for people and individual and family satisfaction should be the major focus of the assessments” conducted by the team. The IM4Q reports are shared with the individual and his or her team, with considerations for their use.

How can we know if people are satisfied with their services and their life? How can we know if providers are focused on providing quality services and supports? How can we know if IDS, the Philadelphia Administrative Entity (AE) is focused on quality? This is what IM4Q does – it asks questions to see if you have quality in your life as defined by you.

IM4Q is a statewide program, and the PA Office of Developmental Programs (ODP) randomly selects the individuals to be interviewed. The purpose of IM4Q is to use information obtained from people receiving services and their families to continuously improve the quality of the service system, and improve the quality of life of individuals and their families.

Each year Vision for Equality surveys one third of the people who receive residential supports in Philadelphia; in addition community residents living in their family home or other homes are interviewed as well as selected individuals receiving Person/Family Directed Support Waiver funds. Teams this year will visit approximately 766 randomly selected people to conduct interviews in a place of the individual’s choice. Vision for Equality coordinates the interviews and assembles the interview teams. They are separate from the agencies that provide services. Most team members are people with disabilities and their family members.

The IM4Q team from Vision for Equality asks you to talk with them about your life, and how you feel about the services you receive. They hope you will share your thoughts about what you want and need, because what you think is important. IM4Q meets with many other people, and asks them the same questions. They do this to collect “data”, the information people give them about what they want and need. The data helps in planning for future services. When the information about what people all across PA are saying is collected, the data is reviewed and put into reports that help everyone (service providers, IDS, ODP) know how the system is doing, kind of like a report card. Temple’s Institute on Disabilities (IOD) processes the data and issues reports.

IM4Q gives you a chance to voice your own opinion and let the people who make the decisions know what you want, so they can make changes that are good for everyone. There are no right or wrong answers. By sharing your thoughts and feelings, you’ll be helping the people who can make the changes make them happen. Remember that change can be a slow process, but you are the customer, and this is all about you!

Over the past ten years, IDS has invested in the use of personal outcome measures as defined by the Council on Quality and Leadership. Outcomes are what people expect from the supports and services they receive; outcomes refer to the major expectations that people have in their lives.

Philadelphia IDS is committed to achieving, documenting, and reporting results or outcomes for individuals who receive supports and services through the service system. Annually, we require service providers to assume a proactive role in the enhancement of quality through self-assessment, using trained interviewers to conduct a minimum number of outcome interviews based on the size of the agency, and use all data sources including Supports Coordination monitoring reports, IM4Q reports, licensing reports, QEST or CFST reviews to evaluate the quality and effectiveness of their services and make improvements as needed.

Each service provider is required to develop and implement an annual quality management plan. The QM process must include ongoing meaningful participation from individuals receiving services, family members, advocates, guardians, community boards, and staff at all levels of the organization. In their QM plan, agencies must indicate in narrative format and submit data that contribute to three required outcomes: People are safe, People are employed in the community, and People have the best possible health. Providers may choose other outcomes to work on within their agencies and their own quality committees. Three additional outcomes are suggested for future use: People’s choices are supported, People have valued social roles, and People are satisfied with supports and services.

These requirements are applicable to providers of community living or residential services, and employment and day services. Each provider is expected to maintain and use data on a monthly basis to document progress in each outcome area and to submit data quarterly to IDS. The reports may include progress towards reaching outcomes for individuals supported by the agency or progress in reaching organizational outcomes that lead to improvement in the overall quality of services and supports. These plans are reviewed by IDS staff to ensure that plans are consistent with values and policies set forth by the State Office of Developmental Programs and IDS. IDS sends feedback to agencies with commendations and recommendations.

III–C   Philadelphia IDS / Administrative Entity Quality Management Plan

Statement of Purpose

The Philadelphia IDS / AE Quality Management (QM) Plan is grounded in the principles of Everyday Lives and the personal outcomes measures of the Council on Quality and Leadership. Philadelphia has invested significant resources to focus on facilitating and achieving outcomes that are meaningful and defined by each individual, with a strategic overarching framework of social capital. The QM Plan is fully integrated into the QM Framework, which includes the Quality Improvement Council, quarterly QM forums, and annual provider QM plans.
Methodology

Philadelphia AE has developed and implemented a continuous collaborative methodology to improved the quality of services provided and to achieve the personal outcomes of the individuals supported. The methodology can be described as follows:

- With stakeholder input, identify the specific and measurable objectives to be achieved and the action steps necessary to achieve those objectives.
- Implement the plan within the designated timeframes and collect available data.
- Review data to determine effectiveness of action steps in achieving desired objectives.
- If progress has not been made in achieving the objectives identify the barriers/obstacles and revise the action plans as necessary to address them.
- Identify best or promising practices and share that information with stakeholders to advance systemic quality improvement in those areas.

Goals and Objectives for Calendar Year 2011

Goal #1 – Communication
Support individuals with communication challenges to communicate across all settings and environments.

Goal #2 – Employment
Create and promote employment opportunities for individuals based upon their strengths, interests and abilities.

Goal #3 – Lifesharing
Expand Lifesharing options that enhance choices about where and with whom individuals live.

Goal #4 – Individual-to-Individual Abuse
Create an environment that promotes safety for individuals in their homes, at work and in their communities.

Goal #5 – IM4Q
People have greater choice and control.

Goal #6 – Restraints
Create an environment that promotes the effective use of positive approaches as an alternative to restraints, in order for individuals to be safe in their homes, at work and in their communities.

Goal #7 – AE Oversight
Organizational policies are continuously evaluated and improved.

Implementation and Evaluation

The status of QM activities and the progress of reaching goals and objectives will be reported to the Regional Office of ODP and shared with stakeholders. Philadelphia AE will report to the Regional Office on a quarterly basis during 2011.
III-D  Quality and Your Personal Outcomes – Questions for Individuals and Family Members to Ask a Service Provider

We are all striving to achieve personal outcomes – those personal goals and decisions that are most important to us. But sometimes we need the help and support of a service organization. How do I decide which services and supports are right for me? What information do I need to help me make decisions? How can I let service providers know what is important to me? How can I decide if a provider is likely to meet my needs?

When making decisions about services and providers, it is important to let providers know what is important to you and what you would expect from them, by asking the right questions – designed to find out if a provider is right for you. Asking the right questions will help a provider know what you are looking for, and how you expect to be supported.

These questions are designed to help individuals and family members ask questions about services and supports that are right for them. Remember that quality is defined by the individual, so there are no correct answers. It’s what’s right for you.

As individuals and families are increasingly supported to lead an Everyday Life in their community, here are some statements individuals have said in order to make their goals and needs known (excerpted from and thanks to Michael McCarthy) --

“I don’t want to be a client – I am a person.”  “I don’t want a diagnosis – I have a name.”
“I don’t want a day program – I want a job and money.”
“I don’t want services – I have human needs.”  “I don’t want a program – I have a life.”
“I don’t want a residential placement – I want a home.”
“I want only what you want – a life of my own.”

These suggested questions are from The Council on Quality and Leadership.

RIGHTS AND CHOICE:

1. How much “say” will I have in determining the services that I receive?
2. What type of planning method is used?
3. Is the planning decided by professionals, or will I decide?
4. What is your organization’s position regarding my rights?
5. What is the due process procedure? (the right to a county conference or fair hearing, or both if you object to an action taken affecting your claim for services)
6. How will I be able to express my concerns about how I am treated or decisions that are reached?

QUALITY/COMMUNITY IMAGE

1. What are the mission, goals and vision of the organization?
2. How do people who receive services contribute to this process?
3. How were customers involved in this process?
4. How were recommendations implemented?
5. What is your organization’s image in the community?
6. Who can I talk to about community perceptions?
7. What is your philosophy of giving back to the community?
SATISFACTION
1. How do you (the organization) determine satisfaction?
2. Could I see the format and result of the (organization’s) most recent survey?
3. Could I talk with someone who receives your services?
4. What kind of reference checks could I personally conduct?
5. How is success evaluated?
6. Could I see the results of evaluations conducted by a group not affiliated with your organization?

SUPPORTS
1. If I or my family member wishes to go somewhere and needs assistance, how will you (the organization) make sure that happens?
2. What is the process you (the organization) use to assure that my (or my family) member’s personal goals are met?

EMPLOYMENT
1. What kinds of employment opportunities are available?
2. What are some places that other people work?

PERSONNEL/STAFF
1. What kinds of requirements do you (the organization) have for staff?
2. What is the ratio of staff and people who receive services?
3. What type of training does staff receive?
4. What is the staff turnover rate?
5. What if I don’t like some of the staff working with me?
6. How will I be involved in the hiring and evaluation of my staff?

MEDICAL
1. What choices will I have for medical services?
2. What are some things you (the organization) do to promote good health and safety?

LIVING ARRANGEMENTS
1. What choices will I have regarding my living arrangement?
2. What options are available to me?

RECREATION
1. What do you (the organization) do to promote fun?
2. How will you (the organization) assist me to establish relationships with people that aren’t paid to be with me or with people who do not have disabilities?
3. What kinds of community organizations do people belong to?

ORGANIZATIONAL
1. What funding do you (the organization) receive?
2. How long have you (the organization) been in business?

For more information about Personal Outcome Measures, contact MRS at 215-685-5980.
III-E  Your Personal Outcomes

The following worksheet will assist you in listing the things that are important to you as you prepare for a visit to an agency that provides or may provide services and supports. A first step is to think about the things that are important in your life. What do you want to accomplish? What is important to you? How can the provider support you in achieving your outcomes?

Things that are important in my life:

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

Things I want to do:

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

Things I want to ask:

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________

How can the provider support me in achieving my outcomes?

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________
After Visiting a Service Provider: Here’s an opportunity to write down your impressions and thoughts after visiting a service provider, to help you compare your thoughts about other providers and help you make decisions.

**Things I liked about the organization and staff:**

1. ________________________________________________________________

2. ________________________________________________________________

3. ________________________________________________________________

**Things that concern me:**

1. ________________________________________________________________

2. ________________________________________________________________

3. ________________________________________________________________

**Some additional questions to consider:**

1. Did you feel welcomed? Yes No

2. Did someone spend time finding out what you want and need? Yes No

3. Did someone clearly explain what services and activities they provide? Yes No

4. Was the home or building clean, welcoming and a place you’d like to spend time? Yes No

5. Did you see positive interaction between staff and people receiving services? Yes No

6. Was the building accessible? Yes No

7. Was the person talking about the services knowledgeable, enthusiastic? Yes No

8. Are family visits encouraged? Yes No

9. Is family involvement encouraged? Yes No

Sometimes it takes several visits before you feel comfortable. Ask the organization what types of supports are provided for smooth transitions.
Everyone Communicates!

Well, of course everyone communicates…right? But as we know, not everyone communicates using words. Sometimes when two people communicate using words, even then it’s hard to understand what someone is trying to communicate. And isn’t that really the definition of communication? Not only is it putting out information, it is also the successful receiving of that information, because true communication is only achieved when the message is sent, and then received as intended! It can be very difficult for people to communicate who do not use words. For those of us for whom communication is not uniquely challenging, we don’t often think of the subtle ways others communicate to us. So, when we talk about supporting people to make their needs and desires known, and to make known what is not needed or desired, to make meaningful choices, and achieve self-determination, people also must be supported to communicate their message, to be “heard” as they intend.

Independent Monitoring For Quality (IM4Q) data reveals that, for many individuals who do not communicate using words, there continues to be a lack of exploration of alternative strategies to support them to fully communicate. Most individuals that do not communicate using words do not have a communication device in place. Even when strategies have been explored and people have acquired devices, for some people the devices are not in working order or being used.

The need to address these issues is why Communication is a key component of IDS’ Quality Management Plan. The goal is to “develop systems and structures that create an environment that promotes effective communication for individuals receiving supports.” This goal is reflected in the Individual Support Plan (ISP) process, and information regarding an individual’s communication “status” must be included before the ISP can be approved.

There are a number of success stories of people being supported to fully communicate, but our entire service system needs to do more to foster improved communication. We need to continue to raise awareness, provide practical tools and explore ways to support individuals to communicate fully. We need a culture that supports communication for all. Not only through using and understanding assistive technology, but by making a commitment to the belief that, indeed, Everyone Communicates!, whether through spoken words or sounds, with support of assistive technology, through physical movement, as the root of certain “challenging” behaviors, or through other direct and indirect ways.

Families, friends, direct support professionals, and others play an important part in supporting and assisting people to communicate throughout the course of a day. However, a critical aspect of supporting someone to fully communicate is to assist the person to have their “voice” heard. Often, those who know someone best do a great job of anticipating an individual’s needs, and “know” what they want, especially in the routines that are a part of all of our days. But what about times when an individual is in a different environment, or in the community? Will they be able to communicate with a neighbor, or a shopkeeper, a fellow traveler, or prospective friend? What tools does a person need, and what tools can be provided? What’s important to remember is to take the time to understand the ways an individual communicates, and to explore all practical solutions to support their successful communication.

A number of service providers have identified a Communication Champion, a staff member who acts as the point person for raising awareness of the importance of communication, provide assistance to address communications related issues for those they serve, and championing the cause of improved communication across the agency’s policies and quality improvement initiatives. There are roles for each of us to support individuals to communicate. Formal roles for Speech Pathologists and other professionals; informal roles for friends, relatives and others. A Communication Champion works to
build awareness that Everyone Communicates! They support people to be “heard” in their own “voice”. They assist people to be better understood and to find their own unique style of communication. A Communication Champion works with an individual and their team to identify and assist with communication supports within communities.

More and more, individuals are achieving successful communication, but there is much more work to do to bring attention to the importance of noticing what we notice; seeing, listening and exploring methods of alternative communication. Whatever the method of communication, real choice-making and self-expression comes down to being understood. We all have the responsibility to explore options to support people to have their voices heard and understood.

Individuals and family members interested in participating as a Communication Champion, and anyone needing more information, should contact Diane Lackey, IDS Planning Manager, at 215-685-5994, or Ann Marie Campbell, Program Analyst, at 215-685-5980.

Communication, adaptive equipment & assistive technology

Communication Mentors Network of Southeastern PA – A project of Networks for Training and Development, Inc., Communication Mentors combine a belief in competence, skepticism of labeling people, and a process to figure out supports that actually are supportive. They offer assessments with people who have limited or unrecognized communication; recommendations of devices, supports and more; group and individual training in current trends and options; and assistance to teams to enhance communication, choice and community involvement. 610-935-6624 or 570-286-7694; www.communicationmentors.org

PATF (Pennsylvania Assistive Technology Foundation) – Low interest loans to PA residents of all ages and income levels to purchase assistive devices and services, including computers, vehicle adaptations and home modifications. 1-888-744-1938; www.patf.us

PIAT (Pennsylvania’s Initiative on Assistive Technology) – A program of the Institute on Disabilities at Temple University for PA residents with disabilities to help people learn about and decide what assistive technology supports they need, and support to acquire what they need. 1-800-204-7428; TTY 866-268-0579; http://disabilities.temple.edu; email Atinfo@temple.edu
III-G  *Lifesharing – Everybody Deserves A Family!*

The Commonwealth Office of Developmental Programs (ODP) and IDS are committed to increasing opportunities for Lifesharing to be considered and chosen as a residential option. To help support this commitment, Supports Coordinators are required to discuss Lifesharing with individuals and families, as an option to consider as part of an individual’s planning process. The ISP must reflect that this option was discussed and that both the individual and their family were offered the opportunity to meet with a Lifesharing provider agency and a Lifesharing family.

The primary reason ODP and IDS want to increase opportunities for individuals to choose Lifesharing is that, for many people, Lifesharing can hold the key to a better life. It offers the opportunity to be part of a family, which for many is a long held dream. In turn, as part of a family, people participate in the life of their neighborhood and community. This provides greater independence and boosts the individual’s self-determination and self-esteem.

Lifesharing is a supported environment that enhances personal growth and increases community connections. Lifesharing providers not only support the individual, they support the entire family. “Lifesharers” who open their homes and their hearts to a person we serve also reap the benefits that come with giving, and enjoy both the growth of the person they support, as well as their own. Each Lifesharing success story is built one by one, and supported one by one. One person really can make all the difference.

Lifesharing works for everyone - adults and children; young adults transitioning at age 21; elderly individuals; people with behavioral issues; individuals with medical challenges; anyone! Lifesharing is available to all eligible individuals who desire to live in a family home.

In 2008, a group of stakeholders including Lifesharing agencies and Lifesharers, staff from ODP and IDS and advocacy representatives met to develop our vision and direction. Through the development of the Lifesharing PATH (Planning Alternative Tomorrows with Hope, a strategic planning process) we outlined our short-term and long range goals. Our primary long-term goal is that by 2014, Lifesharing is understood, supported, available, and used throughout our community so that everyone who wants to live in a family will have that opportunity without barriers. The PATH is now guided by the IDS Lifesharing Committee.

For more information about Lifesharing, contact your SCO or contact Karen Claiborne-Pride, IDS Lifesharing Point Person, 215-685-5947, or karen.claiborne@phila.gov.

Check out the exciting and informative booklet, “Lifesharing – Everybody Deserves a Family”; for a copy call Cindy Elayoubi at 215-685-5971. The booklet has lots of heartwarming stories and pictures of individuals and families who are enjoying all the benefits of Lifesharing.

**Lifesharing Provider Agencies** - See information about these service providers in Section V.

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<td>Barber</td>
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IDS is committed to supporting successful employment outcomes for those we serve, and since 2006 has developed and implemented Philadelphia’s Vision for Employment. In October 2010, stakeholders convened to chart a new direction, through the strategic planning process known as PATH (Planning Alternative Tomorrows with Hope). Now, the Vision continues under the new banner, “Employment 1st Philadelphia.”

What is “Employment 1st”? It is policies that focus on integrated, community-based employment as the first option for individuals with intellectual and other disabilities. Employment 1st means expecting, encouraging, providing, creating, and rewarding integrated employment for youth and adults with disabilities. In an Employment 1st state, sheltered employment and non-work day activities are no longer acceptable outcomes.

The goal of Employment 1st Philadelphia is to increase the number of people employed in the community, and for everyone we serve to consider employment. Supports Coordinators are required to discuss employment with individuals and families as part of the individual planning process.

We work closely with the providers of Community Integrated Employment (CIE) services, sharing their commitment to employment and to increasing the number of young adults joining the community workforce. Employment is a primary initiative for the Commonwealth of PA Office of Developmental Programs, and we are fortunate that, over the last few years, ODP has allocated funds to provide community employment support services to eligible students leaving school. We are hopeful this will continue in future years.

A key focus is on serving transition age students and supporting them to achieve successful employment outcomes in the community. Because IDS administers the service system in Philadelphia, we are expected to promote and support employment in the community. Through our ongoing partnerships and collaboration with various stakeholders, a “culture of employment” is building in Philadelphia.

Please see the four Fact Sheets about Employment on the following pages, entitled “What Can You Expect From Supports Coordination in the Process of Employment”; “Questions that People Can Ask a Prospective Community Integrated Employment Provider”; “What Can You Expect From Supports Coordination in the Transition From School to Work and Community Life Years (16-21 years of age)”; and “General Information for Families and Caregivers Involved in Special Education”.

When discussing an everyday life, and a “quality” life, for many people, having a job is an essential part of the life they want. And this fact is something almost anyone can relate to. “I like to cash my check!” is the statement most often heard from people who share their employment success story. However, their stories share so much more. Independence. Success. Inclusion. Personal Satisfaction. Growth, and challenges overcome. Friendship. Being part of a team. And of course, earning money!

Community Integrated Employment providers, residential providers, supports coordinators, families, child-serving systems, the Commonwealth and IDS, employers, and other stakeholders
all have a role to play to support people to realize successful employment outcomes. Working in collaboration, creating a ‘culture of employment,’ and committing to the belief that everyone belongs in the community workforce earning a living is essential to ‘making employment happen.’ Let’s all be Employment Ambassadors, and Share the Vision for Employment!

“Employment is the great equalizer. When people are employed, earning money, working side-by-side with others, many of the issues that separate people simply go away.” Clearly, jobs and career planning for the people we represent is one of the important ways of achieving a better and richer society. And, for our youth, we must instill the expectation that they will join the workforce when they leave school, and enter the adult world.

The late Michael McAllister, Ph.D., a driving force behind the creation of Philadelphia’s Vision for Employment 2010 and Co-Chair of its Steering Committee, said it best. “It’s the right thing to do. The work and energy of the Vision for Employment is not the result of an outside system, or a court order demanding that employment be our focus. Rather, understanding all the benefits that accrue to people who are employed in the community, and collaborating with others to spread the message that work is good, and all can contribute, is just the right thing to do.”

We’ll continue to share employment success stories, each one not only marking the success of an individual, but also reaffirming and validating the commitment to a culture of employment for all, and the goals of Employment 1st Philadelphia.

See more about Employment 1st Philadelphia in Section IV.

**Community Integrated Employment (CIE) – Service Providers**

See more information about these service providers in Section V.

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* Residential providers providing employment supports.
What Can You Expect from Supports Coordination in the Transition from School to Work and Community Life Years (16 to 21 years of age)

- Cordiality and discussions with the Supports Coordinator that are kind and civil

- Updating the PUNS and Service Preference Packets

- Attendance at the Individual Education Plan (IEP)/Transition Meeting if invited three weeks in advance by the parents of the Person/Student. Supports Coordinators will participate actively in the IEP meeting

- Raising knowledge about the Philadelphia Transition Planning Project

- Knowledge about current educational law including PL 110-476, Pa. Chapter 14 Regulations, the Oberti Standards, the Gaskins Settlement and the expectation of inclusion, least restrictive environment and specially designed services and supports

- Assistance of community integrated employment as a viable option for people in their adult life and discussing this at IEP/Transition Meetings

- Assist the caregiver and school personnel to make referrals to the Office of Vocational Rehabilitation (OVR) and other resources for possible funding for services, supports and equipment

- Provide information about other service options that promote competence into adulthood including summer jobs, assistive technology, transportation and community resources

- Request a psychological evaluation from your school that includes information that is accurate and adequate for enrollment into waiver funding for services and supports

www.philaonthejob.org
Questions that People can ask a Prospective Community Integrated Employment Provider as they are making a Selection…

1. What kind of jobs are the people this agency currently supports, getting? Where are they working?
2. What kind of support do the agency job coaches provide?
3. What does the agency typically do if the person they are supporting is unhappy with their job and / or the job is a bad match?
4. How long does it typically take the agency to find a job?
5. How much flexibility can a caregiver expect from the agency in accommodating wishes regarding work hours and work days; distance from home; full or part time work?
6. What are the average wages earned by people that the agency currently supports in jobs?
7. How many people did the agency place in jobs last year? How many of these people are currently working?
8. How involved can caregivers, family members, advocates and others significant in a person’s life be in evaluating potential job options?
9. What does the agency expect the caregiver and significant others to provide or be responsible for in securing and maintaining employment?
10. How does one become affiliated with this CIE provider?
11. How many staff does this CIE provider employ? Is this a sufficient number to make sure that the person will receive adequate attention to their employment selection and job support needs?
12. How many people does the agency currently support in community integrated employment?

www.philaonthejob.org

What Can You Expect From Supports Coordination in the Process of Employment…

- Cordiality and discussions that are thoughtful and civil
- Phone calls returned in a timely manner, typically within 48 hours
- Assistance to the Person and his/her caregiver on options that are available to them. This includes services, supports and resources
- Explanation of what ‘employment’ may be. Part time employment, weekend employment, evening employment are all possibilities
- Referral to employment services and supports
- Assurance that the Service Preference Packet and PUNS is up to date and aligns with the ISP outcomes
- Assurance that the Individual Support Plan (ISP) contains outcomes that are clear and employment focused
- Follow up with employment providers on behalf of the Person
- Responding to questions and getting back to the Person and provider in a timely fashion
- Connecting the Person with other employment related services and supports. These may include identifying transportation options, including SEPTA, and assisting with transportation resources. Other services and supports may include Office of Vocational Rehabilitation (OVR) and options for assistive devices
- Monitoring employment reports provided by the Community Integrated Employment Provider and meeting with the Person to assure continuity and satisfaction

www.philaonthejob.org
General Information for Families and Caregivers Involved in Special Education

Ask your child what they want to be when he/she grows up!

Help your child to participate in neighborhood events and activities!

Elementary School…

- Ask your child, “What did you learn today at school?”

- Help your child be known in your neighborhood - at the playground, in stores and other places where people are and where people enjoy speaking with one another.

- Know your child’s strengths, talents and interests and don’t be bashful about discussing them with the teacher and others.

- Invite people who support your wishes and dreams for your child to the Individualized Education Plan (IEP) meeting. This includes your child’s Supports Coordinator.

- Document all phone calls with school personnel so that you have an accurate record of verbal as well as written communication.

- Discuss the benefits of assistive technology and other accommodations at your child’s IEP.

- If you are experiencing difficulty getting what your child needs to be properly educated, ask your Supports Coordinator for a list of Advocacy Organizations and contacts.

- Make sure that your child is registered with Intellectual Disability Services (IDS) if they are eligible.

- Know the educational law. This includes the PA Chapter 14 Regulations and Individuals with Disabilities Education Act (IDEA), 2004.

- If the IEP that you received to sign is not what you participated in, DO NOT SIGN IT or the Notice of Recommended Assignment of Plan (NORAP) that may have accompanied it. Request, in writing, another meeting or mediation right away.

- Assume that your child will be attending the same school that he/she would if he/she did not have a disability. Specially designed instruction and supports are the law and explains what teachers are expected to do to develop skills and competencies.
General Information for Families and Caregivers Involved in Special Education

Promote opportunities for ALL children learning together!

Provide broad exposure and continue to cultivate interests and lifelong learning!

Middle School Years…

- Insist that your child attend the school that he/she would attend if he/she did not have a disability. Make sure that specially designed services and supports are written clearly in the IEP and are being implemented.

- Ask what the educational standards are for your child’s same age peers and ask how those standards will be embedded in your child’s daily classroom activities.

- Continue to get to know other families who share your high aspirations for your son/daughter.

- If your child is in the intellectual disability service system, make sure that your child’s Prioritization of Urgency of Need for Services (PUNS) and service preference packet is up to date. Your Supports Coordinator will work on this with you. Continue to invite your Supports Coordinator to IEP meetings.

- Continue to tell everyone who comes into contact with your child their strengths, interests and talents.

- Make sure that your child’s educational day looks like that of their same age peers. Specially designed supports can be provided in extracurricular activities too.

- Visit high schools before your child is ready to transition to high school. Ask what the high school has to offer. This includes neighborhood schools, magnet schools, and charter schools that have opportunities that can enrich and challenge your child as he/she moves closer to adulthood.

- When you and your child are in the community, look at jobs that people are doing. Talk to your child about jobs and careers that he/she might be interested in.
General Information for Families and Caregivers Involved in Special Education

**Have expectations of your child to achieve and learn great things!**

**Have expectations of your child to achieve and learn the same things as their classmates without an intellectual disability!**

**High School Years…**

- Know what is being offered to the student in the high school and ask how it develops skills and competencies for work, living in the community and making stable friendships.

- Assume inclusion. Courses at the high school can be made available to your child and curriculum can be modified.

- Get good information about transition planning and services that should be occurring at age 16, if not before.

- Expect your child to be employed upon graduation. Get to know available employment resources and providers of employment services. The Office of Vocational Rehabilitation (OVR) and Intellectual Disability Services (IDS) can also be of assistance to you.

- Speak out about the importance of inclusive and skills-based education being related to success in adult life.

- If your family member is in the intellectual disability service system make sure that he/she has an updated Prioritization of Urgency of Need for Services (PUNS) and service preference packet. Otherwise, please call 215-685-4677 for registration information.

- Make sure that your family member is involved in extracurricular school activities and community activities.

- Continue asking and expecting your son/daughter to want to work and to contribute to his/her community.

For more information contact these Employment 1st Philadelphia representatives:

Marianne Roche, Co-Chair, TIPS Work Group (Transition In Planning Supports)  
215-685-5930

or

Wanda Sabb, Co-Chair, TIPS Work Group (Transition In Planning Supports)  
215-685-5981

*This document was developed by the Supports Coordination Work Group of Philadelphia’s Vision for Employment 2010. An initiative of Intellectual disAbility Services (IDS) and Networks for Training and Development, Inc. funded by the PA Office of Developmental Programs through the City of Philadelphia, Department of Behavioral Health and Intellectual disAbility Services.*
Section IV.

EMPLOYMENT and
COMMUNITY CONNECTIONS
More and more people are hearing and understanding the message – having a job is a huge part of realizing personal satisfaction and community inclusion. Earning money, contributing to the community, opportunities for social interaction, and increasing social capital are all key aspects of how employment can be an important part of building and enjoying an everyday life.

Realizing employment outcomes for everyone and creating a ‘culture of employment’ requires collaboration and partnership. What is a culture of employment? It is a belief that people with disabilities belong in the community workforce, earning a living, and a commitment to employment outcomes and the resources to “Make Employment Happen.”

Be part of the energy! Do what you can to support efforts to make community employment a reality. Find out how we all can be an “Employment Ambassador.” Help us tell the success stories of people who are working, the barriers they’ve overcome and what employment means to them! Contact Networks for Training and Development (Section V) to find out more. Do you know an Employment Success Story, or want to share your own Employment Success Story? Contact Jeffrey Orlin at jeffrey.orlin@phila.gov or call 215-685-5911.

Check out the Philadelphia Vision for Employment Website!

www.philaonthejob.org

Get the latest Employment News, Events, Resources, Personal Success Stories and Pictures!
See the list of Community Integrated Employment Providers in Section III-H.

See the “One City, One Vision” video!
This ‘Employer to Employer’ perspective reveals how some of Philly’s most dynamic employers have discovered a talent pool of motivated, productive workers!

Go to YouTube and type in One City One Vision.

Philadelphia’s Vision for Employment – We’re On the Job!
One City, One Vision – Frequently Asked Questions

Q: What can One City, One Vision do for me, the employer?
A: Help to match the right person to the right job.

Q: What are the benefits to my company?
A: Enjoy the advantages of hiring a motivated, productive, dependable employee.

Q: What is the cost to my business?
A: No more than to hire and retain any other employee.

Q: Is it more work for me? What are the risks?
A: No extra work. No more risk than hiring and retaining any other employee.

Q: How do put “Employing the Vision” to work for me?
A: Contact the One City, One Vision Hotline at 215-685-5911, or speak to your Employment Support Provider.
Academy for Adult Learning at Temple University – The Academy supports individuals with developmental disabilities to fully participate in classes and community life at Temple. Day and evening classes offer an opportunity for students to pursue their individual interests in a wide variety of subjects.

Office of Vocational Rehabilitation (OVR) – State agency helps people with disabilities prepare for, start and maintain a career. OVR works with schools to make sure people who will benefit from transition services receive the information they need. 444 N. 3rd St., 215-560-1900.

PA CareerLink – Connecting businesses with qualified people, and connecting people with training, jobs and careers. Find a local office or more information at http://www.pwdc.org/careerlink/offices.html.

PA College of Direct Support – A national, web-based curriculum designed for individuals who support people with developmental disabilities. The College is designed to begin to build a common language, enhancing communication and helping everyone to better support the people we serve. The Commonwealth and IDS recognize the value of the work of Direct Support Professionals (DSPs); the curriculum is designed to help DSPs grow and succeed. Individuals and Families also can benefit from the College; there is no charge to individuals and families currently registered with MRS. To register through MRS, contact jacqueline.cooper@phila.gov or 215-685-5924; Karen.Claiborne@phila.gov or 215-685-5937. You may also contact Sherry Graven at cdssupport@tiu11.org.

School District of Philadelphia – To ensure students leave high school with the skills, connections and experiences needed to be successful in adult life, The School District collaborates with local employers and partners with national, state, local, for-profit and non-profit agencies to offer community-based vocational training and summer work experience for students with disabilities. Contact Donna Cavaliere, Manager, Transition Services, Office of Specialized Services, 215-400-6069; www.phila.k12.pa.us
COMMUNITY CONNECTIONS

Here’s some information and ideas about how to make ‘Community Connections’

What do people want?  What do YOU want?

Relationships  Community Inclusion  Freedom  Individuality

People want Everyday Lives!

IT’S MY CITY…..I’M FINDING MY PLACE IN IT!

How do you build Community? Here are some ideas…

Turn off your TV!  Leave your house!  Know your neighbors!
  Greet people!  Buy locally!  Be “On the Job!”

What do people want?  What do YOU want?

Contributing to the Community  Success  Choice

What is Social Capital? What does it mean to me? How can I build some?

Social Capital is connections people make with each other; what we give of ourselves, and what we receive. It’s who you know, and who you don’t yet know. It’s networking. It’s using relationships to benefit yourself and others. It applies to everyone! How can you increase your Social Capital?

Join a community group!  Welcome a new neighbor!  Support local merchants!
Sign-up for a class or event!  Organize a neighborhood clean-up!  Talk to regulars on the bus!

What do I like to do? How do I find other people who like what I like, and where they get together in my neighborhood?

Check your local newspaper for the Community Events or Calendar. Check out the bulletin boards at your library, supermarket, or community center. Search the Internet to find groups of people who like what you like, and where they meet!

Participate in a political campaign!  Get involved with Town Watch!
Learn computer skills!  Go to a place of worship!  Have a yard sale!
I have a new friend.

BINGO

Regularly and meet new people.

Join or visit an activity

Keep in mind: Community is more about people than places!

IDEAS FOR MAKING FRIENDS IN YOUR COMMUNITY

Near your home where people go with similar interests.

Talk with others about the places

What do you like to do?

Where do people go who like to do the same things you like to do?

Start a club or group, join a community program, or a team.

Take a class, join a local interest group, join a local museum.

Gardens, parks, or a local library.

What will you help me?

I want to make new friends.

People go with similar interests.
GET INVOLVED! CONTACT THE GROUPS BELOW TO GET STARTED!

Books, informational materials for loan and reference, librarians to answer questions, cultural and education programs. Free Internet access. DVDs, videos, CDs, books on cassette/CD, much more. A Free Library card is available to anyone who lives, works, or goes to school in Phila.

Department of Recreation - 215-683-3600; www.phila.gov/recreation
Provides all citizens with an array of physical, cultural and artistic activities to enrich the mind, body and soul. They engage children, adults, families and senior citizens in fun and safe recreational activities promoting self-esteem, healthy lifestyles and stronger communities.

Assists residents with quality of life issues through community policing and participation. Organized blocks are strong, and are the basis for health neighborhoods. People talking to each other, working together, and caring for each other is the sole way of getting things accomplished. Town Watch promotes inclusion, safety and building neighborhood capacity.

The PA Horticultural Society – community gardening 215-988-8800; www.pennsylvaniahorticulturalsociety.org

Landscape Arboretum of Temple University Ambler – community gardening 1-888-GO-AMBLER; www.ambler.temple.edu/arboretum

That All May Worship - 215-204-1059; ahatten@temple.edu
Promotes and supports total inclusion of persons with disabilities in faith communities. This is accomplished through educational and congregational coaching, promoting awareness of need of architectural accessibility, providing individual and family support, and more.

Mural Arts Program (MAP) - 215-685-0750; www.muralarts.org
Involved in mural making and art education in Phila. The Community Murals arm works with over 100 communities each year to create murals reflecting the culture of our neighborhoods. Partners include block captains, neighborhood associations, non-profits and City agencies. MAP strives to coordinate mural projects with existing strategies for community development, thereby leveraging grassroots social capital to build positive momentum and stronger results.

Go See The Mural! The Phila. Mural Arts Program (MAP), in partnership with the Department of Behavioral Health/Intellectual disAbility Services and Mt. Airy USA, created a large mural with the theme, “It’s all about Community!” The mural is on Sharpnack Street, at the 6500 block of Germantown Ave. You may recognize the faces of people you know! A Community Paint Day was held for all to participate. The mural is an excellent way to share the message that it is important to build a community where all are welcome, and that “We All Belong!” To get involved with the IDS Public Awareness Committee, call Judy Kresloff at 215-685-5923.

League of Women Voters of Phila. - 215-829-9495
The League is a non-partisan, non-profit organization, working at the local, state and national level. They act on behalf of particular legislation, and promote information about candidates for political office. Derived from the women’s suffrage movement, any citizen aged 18+ can join. Voter Registration - 215-686-1505 County Board of Elections - 215-686-3469
USEFUL INTERNET RESOURCES

www.phila.gov/dbhmrs - The homepage of MRS! Find registration and service information, news of upcoming events and Family Forum newsletter.

www.philly.networkofcare.org - Empower yourself! Service and supports for mental retardation, behavioral health, or addictions. Find advocacy and support groups, track legislation and news, and register your opinion on city, state and national issues. Create a personal folder!

https://www.hcsis.state.pa.us - HCSIS is the Commonwealth’s Home and Community Services Information System. Individuals, families and circles of support can search the Services and Supports Directory to find services and providers in PA, and other information.

www.dpw.state.pa.us - PA Department of Public Welfare; links and information on a variety of programs.

www.collegeofdirectsupport.com/pa - A web-based curriculum for consumers, family members and staff who support people with disabilities.

www.phillyfunguide.com - Links to recreation, cultural programs and events.

www.bestbuddiespennsylvania.org - The mission of Best Buddies PA is to enhance the lives of people with intellectual disabilities by providing opportunities for one-to-one friendships and integrated employment.

www.phillysos.org - crisis response site with access to over 3,000 organizations listed by category and zip code.

www.phillyfreecycle.org - Volunteer run website for its members that posts things needed and things available to members. Postings are free!

RECREATION

“It’s Fun to Have Fun in Southeastern PA” – Produced by Vision for Equality, this book assists people with disabilities and their caregivers in finding activities throughout the southeast region. Visit gardens, nature centers, museums, stables, zoos and art galleries. Many places listed are free and accessible. Available free on their website www.visionforequality.org, or bound copies can be purchased by calling 215-923-3349.

CAMPS

As in other aspects of planning for an individual’s supports and services, the process for planning for camp should begin with the Supports Coordinator. For those receiving services through the Waiver (P/FDSW or Consolidated), only those camps listed in the DPW Services and Supports Directory (SSD), or on the approved Vendor List, are eligible for reimbursement. If a camp isn’t listed in the SSD, ask the camp director to contact your SCO to find out how the camp might be enrolled. Here are some resources for finding the camp that is right for you.
Philadelphia Department of Recreation – Cultural, sports and other camps, including day camps, at 150 sites throughout Philadelphia. For more information call 215-683-3650; www.phila.gov/recreation and click on camps.

American Camping Association – Their accreditation means the camp has been reviewed for the quality of the camp experience as well as standards of health, safety and hiring practices. Free lists of regional camps and other information. 215-886-5385; www.aca-camps.org


**ARTS & MUSIC**

Kardon Institute for Arts Therapy - Provider of creative arts therapies for individuals with disabilities and for the agencies that support them. 215-637-2077, 10700 Knights Rd., www.kardoninstitute.org


Oasis – An arts and education program of Resources for Human Development offering classes, open studios and creative interaction, empowering people to realize their creative potential, improve quality of life and gain life skills. 948 N. 8th Street, 215-629-0100, www.oasisartcenter.org

**TRAINING**

Networks for Training and Development - For almost 15 years, Networks has designed and delivered relevant, practical, and innovative training, technical assistance, and service demonstration to help people with disabilities have more fulfilling inclusive lives. 123 S. Broad Street, 23rd floor, Phila., PA 19109; 215-546-4111; www.networksfortraining.org (See Sec. V)

The Partnership (PA Training Partnership for People with Disabilities and Families), a program of Temple University’s Institute on Disabilities, offers coordinated, consistent training and technical assistance across PA. Created and provided by people with disabilities and families, The Partnership offers power, knowledge, and assistance to citizens eager to contribute to their communities. www.thetrainingpartnership.org; 1-866-865-6170 TTY 215-204-1356.

**TRANSPORTATION**

SEPTA understands the critical role of public transit in making independence and mobility possible. They are dedicated to making it easier for customers to use fixed route and paratransit services. For Customer Service: www.septa.org or Call 215-580-7800, or write to Customer Service Department, 1234 Market St., Phila., PA 19107.
SEPTA Customized Community Transportation (CCT) provides paratransit service – ‘CCT Connect’ – to individuals with disabilities and senior citizens. In addition, SEPTA’s bus fleet is 100% accessible. SEPTA offers ADA Paratransit Service and the Shared-Ride Program. For information call 215-580-7145 or log on to www.septa.org

**PARENTING RESOURCES**

The Walker Center at Bancroft offers the Parenting Project – In 2004 Walker began this project to provide support and in-home services to parents with developmental disabilities and their children. The Parenting Project provides participants with access to a continuum of medical, educational and psychological support services. The Project offers parents and children in the program a safe and supportive environment in which to live, work and play. 304 Old Lancaster Rd, Merion Station PA, 19066; 610-747-0290; www.bancroft.org (See Section V)

**EMERGENCY TELEPHONE NUMBERS**

Community Behavioral Health (CBH) – A component of the City’s Department of Behavioral Health and Mental Retardation Services, CBH provides behavioral health coverage and access to services for people receiving Medicaid. CBH is located at 801 Market St., 7th floor. For more information call 215-413-3100 or www.phila-bhs.org. For behavioral health emergencies, call 1-888-545-2600. This line is staffed 24 hours a day, 7 days a week.

Poisoning Control Center – 215-386-2100

Suicide and Crisis Intervention Hotline (24 hour emergencies) 215-686-4420

911 Form – The Phila. Police Department has a form for people with disabilities and families to fill out to voluntarily provide information they feel would assist Police or Fire Department personnel to more effectively respond to an emergency situation at or near their residence. The information would be used by 911 dispatchers to provide information to emergency responders that you feel they would need to know about people with disabilities in your household, in the event of an emergency. The form is available in many languages, large print, audio cassette, and Braille. To get a form or ask questions, contact Sgt. Joe Spera at 215-685-3940 /TDD/TTY 215-685-3943. The English form is available online at www.phila.gov/mcpd/docs/911/911.doc. Si necesita una copia en espanol, por favor llamar al 215-685-3940.

See the instructions and a copy of the 911 Form (Police Department Computer Assisted Dispatch Information Form) on the next three pages.
PHILADELPHIA POLICE DEPARTMENT
COMPUTER ASSISTED DISPATCH (CAD) INFORMATION FORM

This form is to assist the City of Philadelphia in more effectively responding to an emergency situation that a member of your household with a disability may experience. Please complete the following voluntary questionnaire in full, sign the form, return it by mail, or drop it off at the nearest Police District.

If you choose to respond, the information will be submitted into the Philadelphia Police Department’s CAD system for use by Philadelphia’s 911 dispatchers. The purpose is to ensure that 911 dispatchers and emergency response personnel are aware, in advance, of any information you feel they would need to know about people with disabilities in your household in the event of an emergency.

Responding to this questionnaire is purely voluntary. You may choose to respond on behalf of all of your household members or only certain household members. If you choose to respond to this questionnaire, please be sure to provide your signature on the last page. (Your signature gives us the permission we need to process this information - without it the information cannot be processed.)

In addition, this information will be removed from our files periodically therefore this form must be submitted every two (2) years to ensure that our files are accurate.

Please notify Police Radio Training at 685-3940 if there is any change to the information you provide. (i.e. change of address, phone number, etc.)

QUESTIONS

Your answers to the following questions on the attached form will assist police, fire or medical personnel when they are responding to an emergency or other call from your home, in identifying and/or assisting you, or a person in your household who has a disability. Do not include information on medications in your response.

(APPLICATIONS WITHOUT ADDRESSES OR SIGNATURES CAN NOT BE ENTERED INTO THE SYSTEM.)

This form is available in large print, audio-cassette, Braille and Spanish
Si necesita una copia en espanol, por favor llamar al (215) 685-3940
A. Head of Household (18 years of age or older) or Agency:

1. NAME______________________________ AGE _____ DOB ____/_____/_______ M □ F □

2. NAME______________________________ AGE _____ DOB ____/_____/_______ M □ F □

ADDRESS ___________________________________________ APT. # ____________________________

PHILADELPHIA, PA                                       ZIP _________________

TELEPHONE (__) ______________________________________

B. Does any member of your household have a disability?  (Fill in blanks and Check all that apply)

1. Name_________________________________________ Age_____ DOB_____/_____/_____
   Race _______ Sex: □ Male □ Female Height_________ Weight_________
   □ blind/low vision □ deaf/hard of hearing □ communication □ seizure
   □ mental retardation □ physical disability □ mental illness □ other___________

2. Name_________________________________________ Age_____ DOB_____/_____/_____
   Race _______ Sex: □ Male □ Female Height_________ Weight_________
   □ blind/low vision □ deaf/hard of hearing □ communication □ seizure
   □ mental retardation □ physical disability □ mental illness □ other___________

3. Name_________________________________________ Age_____ DOB_____/_____/_____
   Race _______ Sex: □ Male □ Female Height_________ Weight_________
   □ blind/low vision □ deaf/hard of hearing □ communication □ seizure
   □ mental retardation □ physical disability □ mental illness □ other___________

C. Does anyone in your household use a TDD/TTY?   □ Yes □ No

D. Do you live alone?   □ Yes □ No

(OVER)
E. Please use the space below to provide any additional information you feel that the Philadelphia Police or Fire Department should be aware of in order to more effectively respond to an emergency situation in your household. Is there a key holder to your property or someone to be notified in case of an emergency?

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

IMPORTANT: By signing this questionnaire, I acknowledge that the information provided above was done so voluntarily for the sole purpose of assisting the Police and Fire Departments, through their 911 system and emergency response personnel, to more effectively respond to a potential emergency in or near my household. I also understand that providing this information in no way entitles me or anyone in my household to preferential treatment, nor will it result in a more timely response by emergency response personnel. It is simply an attempt to provide emergency response personnel with information, which may be helpful when providing service to residents or occupants of my home.

IS THIS A RENEWAL APPLICATION? □ Yes □ No

Signature(s)
Head (s) of Household________________________________ Date __________
________________________________ Date __________

Mail form to:

Police Headquarters
Franklin Square
Communications Division Room 213
Philadelphia, PA 19106
ATTN: Sgt. Francis Duffner

If you have any questions about this form, please call:
Sgt. Francis Duffner, Police Radio Training at (215) 685-3940 (voice) or (215) 685-3944 (fax) or (215) 685-3943 (TDD/TTY).
IV-B **Advocacy and Support**

**Philadelphia Parent Support Groups** - If you are a parent or family member of a person receiving services in Philadelphia and looking to make a connection in your area, please contact one of the Parent Support Groups listed below, or call Vision for Equality at 215-923-3349 (Barbara Nattile ext. 114 or Alma Cooper ext. 113) for more information.

Parents / Caregivers United Support Group (South/East Central Philadelphia)
Bernadette Lennon, 215-339-0797

West & Southwest Parents Together Support Group (West/Southwest Philadelphia)
Roberta Bellamy, 215-472-2764 or Sharon Duckett, 215-438-6101

Northwest Family Support Group (Germantown, Mount Airy, Chestnut Hill)
Verna Edwards, 215-248-4415

There’s A Place For Us Support Group (North Philadelphia)
Cleo Dupree, 215-329-5219

Abriendo Caminos a los Latinos con Familias Excepcionales
“Opening Paths for Latinos with Exceptional Families”
Latino Support Group
Representative – Ana Pacheco, 215-744-5014
Liaison – Ana Padilla, 267-237-4580

Roxborough Parent Support Group (Roxborough, Carol Costello, 215-487-1240)

West Philadelphia Parent Support Group (West Philadelphia)
Doreatha Davis, 215-303-3501

South Philadelphia West Support Group (South Philadelphia, West)
Bernadette Lennon, 215-339-0797

Northeast Ambassadors of Advocacy Parent Support Group (Northeast Support Group)
Crystal El or Brad El, 215-342-4212

South Central Support Group (South Central Philadelphia)
Contact Barbara Nattile, 267-773-5288; Alma Cooper, 267-765-0304

**Speaking for Ourselves**

Speaking for Ourselves is an independent, self-help/self-advocacy grassroots organization run by and for people with developmental disabilities. Their mission is to be an independent community organization controlled by people with disabilities who help people find their own voice; teach the public about the needs, wishes and potential of people with disabilities; speak out on important issues; support each other through sharing, leadership development, and helping and encouraging each other. Contact Debbie Robinson, 714 Market St. Suite 326, Philadelphia PA, 19106, 215-923-8600 www.speaking.org
The Arc of Philadelphia

2350 W. Westmoreland Street, Philadelphia, PA 19140
Telephone: 215-229-4550    Fax: 215-225-1330
Contact Person: Nofre Vaquer
Email: nvaquer@arcpddc.org
Executive Director: J. Bruce Hulick
Email: bhulick@arcpddc.org
Website: www.arcpddc.org

Description of Service Provider
Advocacy and Support

The Arc of Philadelphia, a membership organization relying on volunteers, parents and paid parent advocates to support its mission of educating, training, and networking with professionals, the non-disability organizations, families and self-advocates; bridging gaps in the community, and bringing the community together to better understand the rights and abilities of people with disabilities. We educate our legislators about issues important to people with disabilities and their families. While most of our work is related to special education, we support families and people with disabilities throughout the life span to become knowledgeable and empowered. Our multi-lingual Advocacy team who speak Russian, Spanish, German, Turkish, Korean, and Cambodian are helping to connect those communities with the disability and special educational system. Staff supports any family requesting support at IEP meetings. Our staff are pursuing national board certification as Education Advocates; the first in Philadelphia.

Mission or Philosophy
Our philosophy is simple: We practice what we preach. We believe that people with disabilities are people first with guaranteed rights and protections under the laws of our city, state and country. Since the laws are not always followed for people with disabilities, we are there, advocating for what should already be occurring. We are there educating people not only about the law, but how to help those who should follow the law by offering tips, techniques, resources and information. We are the Philadelphia advocacy resource for special education issues.
Vision for EQuality, Inc.

The Cast Iron Building, 718 Arch Street, 6N, Philadelphia, PA 19106
Telephone: 215-923-3349   Fax: 215-923-8075
Contact Person: Emilio Pacheco, Ext. 118
Co-Executive Director: Audrey Coccia, Ext. 102   Email: acoccia@visionforequality.org
Co-Executive Director: Maureen Devaney, Ext. 107   Email: mdevaney@visionforequality.org
Email: info@visionforequality.org   Website: www.visionforequality.org

Description of Service Provider
Vision for Equality, Inc (VFE) is a non-profit corporation committed to people with disabilities and their family members. We are advocates, trainers and monitors who promote quality and equality in the system and one community for all. VFE offers individual assistance, support, training and monitoring for people with disabilities and their families. Our Advocacy Department provides individual and system-wide advocacy. Our Training Department offers statewide training opportunities through the Training Partnership and local trainings for people with disabilities and their families on issues important to them and their lives. Our Consumer and Family Satisfaction Teams support the Embreeville class and their Community Match members. They provide additional support to agencies who wish to enhance their own services with feedback from through our Quality First Collaborative Project. Our IM4Q (Independent Monitoring for Quality) program monitors people receiving services from the system in their residential, home, vocational and community settings to assess their quality of life and their satisfaction with services and supports. Through a new initiative “Money Follows the Person” IM4Q also surveys individuals leaving Nursing Homes to establish a base line of satisfaction on their return to the community. Vision also directs the Pennsylvania Waiting List Campaign to seek additional funding for services for thousands of Pennsylvanians. SAU1 (Self Advocates United as One), an initiative we support, is a group of self advocates who themselves support self advocacy of people with disabilities and work together across the state to advocate for change. Through PHAN (Preventing HIV/AIDS Network) we offer training on HIV/AIDS prevention designed to meet the needs of people who have differing learning styles. VFE offers technical assistance for the Philadelphia Parent Support Groups and assists them with organizing new neighborhood groups. Our Latino Services provides outreach into the Latino community and offers translation and interpretation on their behalf.

Mission/Philosophy
We believe all people have a right to live a happy and meaningful life including:
  The power, authority and resources to control their own lives
  A sense of belonging and acceptance for who they are
  Being treated with dignity and respect
  The chance to participate as valued members of their Community
  Options, creativity, and security in their everyday lives
  Meaningful and loving personal relationships
  The opportunity to express their own spirituality
  Access to good health care

    A vision grounded firmly in community.........
Adult Protective Services Act

On October 7th, 2011, Governor Edward G. Rendell signed into law Senate Bill 699, establishing the Adult Protective Services Act. Under this bill, the Department of Public Welfare is charged with administering an adult protective services program to protect abused, neglected or abandoned adults between ages 18 and 59 who have a physical or mental impairment that substantially limits major life activities. The bill also requires employees and administrators of places where adults covered under the Act receive services to report suspected abuse.

Just as we need protective services for children and older adults, for many years advocates expressed to legislators the need for an effective system of protection for adults. Over the last few years, Vision for EQuality and the Disability Rights Network, on behalf of families, have urged State Legislators to pass the Adult Protective Services Bill, allowing DPW to put into place, with the force of law, investigative and protective services allowing complaints to be responded to, safely and humanely. Thanks to their efforts, and to the PA Senate and Governor Rendell, the Adult Protective Services Act is now law!

Recognizing and Reporting Abuse and Neglect

All individuals have the right to be free of fear, free of harm, and free of mistreatment. You can protect yourself by reporting what is happening to you. If you fear someone who is hurting you or causing you pain, or trying to make you feel bad, that is called abuse. If you fear someone who is keeping you from things you need, or because of how they treat you, that also is called abuse. Abuse is when something was done to harm or cause injury to you. Types of abuse include physical abuse, sexual abuse, verbal abuse, and improper or unauthorized use of restraint. Neglect includes being left alone or unattended, a lack of necessities, a lack of protection from health and safety risks, and withholding necessary medical or emergency treatment. Neglect can be done knowingly or unknowingly, whether or not harm occurred.

Abuse or neglect can happen anywhere: at your home or someone else’s home; at work, or in the community. A person who abuses you can be someone you know or someone you don’t. It can be support staff, a professional, a neighbor, friend, coworker, family member. It can be anyone.

What should you do if you suspect abuse or neglect?

If you or someone else is in immediate danger, call 911 right away. If you observe or experience abuse or neglect, or someone told you about it, report it to your service provider if it occurs at a place where services are provided, such as your community home (CLA), respite or day service. Report it to your supports coordinator if it occurs in your family’s home or the community.

When you report abuse or neglect, the person you contact is required to take prompt action to address the issue and protect your health, safety and rights. The report is noted as an incident for tracking and follow-up. You may be asked later to give more information, and there could be an investigation or involvement by law enforcement or other agency.
**The Incident Management System**

The primary goal of incident management is to assure that when abuse or neglect occurs, the immediate response is adequate to protect you. Anyone who receives services from the service system is protected by the incident management policy.

Providers must report suspected or alleged abuse or neglect immediately and take appropriate action. Any Qualified Provider must report incidents as defined in the PA DPW/ODP Bulletin #6000-04-01. This Bulletin and additional information can be found at www.dpw.state.pa.us.

If you have questions, concerns or comments about reporting or recognizing abuse and neglect, or the Incident Management System, call the PA DPW Office of Development Programs, at 1-888-565-9435.
IV-C  **Health Care**

Philadelphia Coordinated Health Care (PCHC, next page) offers support to individuals with intellectual and developmental disabilities to maneuver within the healthcare system. PCHC works with individuals, families, agencies and county staff to increase understanding of health issues and access to quality services. Free of charge. 215-546-0300 x3685; www.pchc.org.

For Philadelphia residents, the Department of Public Health’s Health Care Centers offer check-ups, blood tests, x-rays, prescription medications, dental care and more. They accept Medicare, Medical Assistance and most health insurance plans. Even if you have no income or insurance, you’ll still receive high-quality care. Philadelphia residents dial 311 for more information, go to www.phila.gov or check the “Blue Pages” of the phone book for locations.

**Dental Care**

Elwyn Philadelphia Dental Clinic, 4040 Market St., 215-895-5533
Elwyn Media Dental Clinic, 111 Elwyn Rd., Elwyn, PA  610-891-2320

Serving special needs populations, the Elwyn Dental Clinics are full-service dental clinics, including x-rays. The clinics are open five days a week, and are fully wheelchair accessible. IV-conscious sedation is available. The clinics accept Medicaid, managed care Medicaid plans, as well as private insurances. Dentists and staff provide the extra time and care needed to acclimate patients to the dental office environment. Call for an appointment or for more information.

Special Smiles, LTD – A state of the art dental facility specializing in the treatment of patients with emotional, behavioral, physical, cognitive and developmental disabilities. Patients are individuals with disabilities whose routine dental care services may not be provided by a general dentist due to resistance to dental treatment, maladaptive behaviors or physical limitations. Treatment is rendered using either general anesthesia or IV anesthesia in an outpatient setting. Episcopal Hospital division of Temple University Health System, 100 E. Lehigh Ave., Centennial Two, Phila. PA 19125. Hours by appointment, Monday-Friday, call 215-707-0575.

Special Touch Dentistry – a full service, special needs practice designed to provide dental care for patients 12 years and older. Located in Northeast Philadelphia, they fill the critical need to treat patients according to a care continuum, basing care on what is best for each individual. A state of the art practice delivers care in a dental chair or surgicenter, providing behavior management, analgesia, IV sedation, or general anesthesia based on patient need. Each patient is provided a “dental home” to receive regular, not just episodic care, from staff who build a relationship. Located within Doc Bresler’s Cavity Busters, 240 Geiger Road, Phila., 19115. For more information, to schedule a service presentation or an appointment, call 215-508-4200.

Need more help finding a dentist? Contact the following:
Community College  18th & Spring Garden  215-751-8625
Phila. County Dental Society (referral to a private dentist)  215-925-6050
Temple Dental, 3223 N. Broad St.  215-707-2900
Univ. of PA Dental, 240 S. 40th St.  215-898-8965
Philadelphia Coordinated Health Care (PCHC)

123 S. Broad Street, 22nd Floor, Philadelphia, PA 19019
Telephone: 215-546-0300 ext. 3685 Fax: 215-790-4976
Contact Person: Melissa A. DiSipio, MSA, Assistant Director
Telephone: 215-546-0300 ext. 3636 Email: mdisipio@pmhcc.org
Director: Dina McFalls, MS, ext. 3674 Email: dmcfalls@pmhcc.org
Website: www.pchc.org

Description of Service Provider
Philadelphia Coordinated Health Care (PCHC) is the Southeast Region PA Health Care Quality Unit and a core program of PMHCC. Funding provided by Philadelphia Department of Behavioral Health and Intellectual disAbility Services, the Bucks, Chester, Delaware and Montgomery County Offices of Intellectual disAbility and the PA Department of Public Welfare, Office of Developmental Programs.

PCHC’s mission is to enhance access to community health care through education, public health outreach, advocacy and empowerment as well as to improve health care outcomes for individuals with intellectual and developmental disabilities.

PCHC provides training, technical assistance, community outreach, advocacy and clinical reviews to support the health care needs (both physical and behavioral) for individuals with intellectual or developmental disabilities living in the Southeast Region of PA.
Information about service providers in this Directory has been provided directly by the service provider. Inclusion or exclusion of a provider from the following Service Provider Descriptions is neither an endorsement nor a rejection of a particular provider.

Service providers must be “Qualified” in Pennsylvania to provide services. Providers may be Qualified through Philadelphia IDS / AE, or Qualified through another county in PA but also providing services in Philadelphia. Providers are re-Qualified annually. This Directory reflects their Qualification status as of the date of printing.

Individuals and families should consider all available information when making decisions about prospective service providers. Asking the right questions when visiting a prospective service provider, reviewing information about quality and satisfaction, and checking references of other individuals served by a provider can help you to make decisions. Also, please use the guidelines shown in Sections III-C and III-D of this Directory to help you ask questions about services and supports that are right for you.

For additional information, please contact a service provider directly or check their website. The PA Office of Developmental Programs (ODP) has a statewide Services and Supports Directory (SSD) of Qualified providers available via the internet at https://www.hcisis.state.pa.us.

This Directory does not include information or resources related to Early Intervention services.
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ACT Home Health Services, Inc. (ACT)

1121 S. 11th Street, Philadelphia, PA 19147
Contact Person: Maxima A. Hui, CPA MBA, ext. 108
Email: minx@acthomehealthservices.com
Executive Director: Ma. Teresa C. Cando, RN BSN, Administrator, ext. 101
Email: tess@acthomehealthservices.com
Website: www.acthomehealthservices.com

Description of Service Provider
ACT Home Health Services, Inc., (ACT) is composed of dedicated professionals specializing in providing quality home health care. ACT features a complete in-the-home health care services which includes RNs, LPNs, Certified Nursing Assistants, home health aides, physical therapists and social work specialists. ACT’s competent personnel are fully screened and supervised by qualified registered nurses. ACT is a state licensed, Medicare/Medicaid Certified, JCAHO accredited provider of home health services to ODP patients and other waivers; major insurance companies such as Aetna, Independence Blue Cross, Health Partners, United Healthcare, Keystone Mercy Health Plan.

Mission or Philosophy
ACT is committed to: Excellence in home health care; service to patients, and overall human dignity.

“The Agency With The Caring Touch.”
AHEDD

115 West Avenue, Suite 303, Jenkintown, PA 19046
Telephone: Local: 215-885-2060; Toll Free: 800-380-9682; Fax: 215-885-4649
Contact Person: Mary Berry-Shields
Telephone: 215-885-2060 ext. 401  Email: mary.shields@ahedd.org
Executive Director:  Rocco Cambria
Telephone:  717-763-0968
Email: rocco.cambria@ahedd.org
Website:  www.ahedd.org

Description of Service Provider
AHEDD is a private non-profit organization involved in the provision of employment services to persons with disabilities. To that end, AHEDD provides the following services:

Work Incentives Planning and Assistance (WIPA)
Self-Directed Job Search, resume and interview skills training
Community Based Work Assessments
Job Development
Job Placement
Job Coaching
Short and Long Term Follow Up services

Mission or Philosophy
AHEDD’s mission is to serve the community as a catalyst in the employment and development of persons with disabilities. AHEDD’s philosophy is that the best place to learn a job is on the job, and that a person’s ability to learn a job is based on the Trainer’s ability to train, more than the person’s ability to learn.
Allegheny Valley School

Philadelphia Administrative Office
380 Red Lion Road, Huntingdon Valley, PA 19006-6451
Telephone: 215-947-4189     Fax: 215-947-0691
Contact Persons:
Jennifer Szopo   Email: jszopo@avs.net   215-677-9500
Al Smith   Email: asmith@avs.net  215-947-4189
Executive Director: Terrence McNelis
Email: tmcnelis@nhsonline.org     Telephone: 215-836-3116
Website: www.avs.net

Description of Service Provider
Allegheny Valley School (AVS) is a private, non-profit provider of various community residential environments and offers a full range of services for individuals with all levels of intellectual disability. AVS specializes in providing these services for individuals who exhibit multiple physical disabilities, extensive medical complications and behavioral management needs.

General Information
Individuals with all levels of intellectual disability ranging in age from 10 to 86 are provided both a home and a full complement of services in Philadelphia, Bucks and Montgomery Counties. Examples of conditions and medical complexities that are managed within our system include Muscular Dystrophy, PICA, Prader Willi Syndrome, seizure disorders, spastic quadriplegia, various psychological diagnoses, pulmonary disorders, sleep apnea, tracheostomies, feeding tubes, dementia, GERD, colostomies, blind impairments, ventricular shunts, kidney disorders and various neurological impairments.

Services range from medical care, behavioral support, physical, occupational and communication therapies to special education and vocational training. Therapeutic activities and developmental training focus on sensory, social, environmental and pre-vocational skill development. Individuals are served in community homes, Family Living/Lifesharing, or community campus settings, depending on level of support needed, individual preference and availability.

Mission or Philosophy
Comprehensive information concerning each individual’s preferences and goals, needs and abilities, health status and other supports are gathered to develop a personalized service plan. This plan is developed with each participant in order to support the individual as they work toward their goals, including support to achieve the highest level of independence and enhancing their quality of life. Goals are carried out in the day program and in home living environments. Regular oversight of goals helps to ensure individuals are able to work to achieve their goals and live to their fullest potential, as independently as possible.
Arnold, Kerry LSW

269 W. Walnut Lane, 1R, Philadelphia, PA 19144
Telephone: 215-206-9284
Contact: Kerry Arnold Email: kerrya@temple.edu

Description of Service Provider
Kerry Arnold provides behavioral support services and counseling therapy to individuals with a developmental disability and co-occurring mental health issues. Services are extended to support staff and family members who reside and/or are involved with the individual. A variety of modalities are used, including: Cognitive Behavior Therapy; Illness Management-Recovery; Anxiety/Stress Reduction techniques; Mindfulness Meditation; Narrative Therapy; Integrated Kabbalistic Healing.

Mission or Philosophy
Kerry Arnold’s approach to supporting individuals with developmental disabilities is “person-first”, recovery-centered. This encompasses meeting people right where they are and creating a safe presence for them to set a direction for how they want to heal, to become whole.


**Associated Production Services, Inc. (APS)**

325 Andrews Road, Trevose, PA 19053  
215-364-0211 fax 215-364-2865  
Contact Patricia McGonigle x106 pmcgonigle@apspackage.com

12285 McNulty Road, Philadelphia, PA 19154  
215-281-9015 fax 215-552-9984  
Contact Jamie Viviano x21 jviviano@apspackage.com

100 Louise Drive 4-E, Ivyland, PA 18974  
215-672-9505 fax 215-672-9507  
Contact Maura McDonough x221 mmcdonough@apspackage.com

950 Jennings Street, Bethlehem, PA 18017  
610-867-6659 fax 867-6694  
Contact John Alex jalex@apspackage.com

Executive Director Jay Belding  
325 Andrews Road, Trevose, PA 19053  
Telephone 215-364-0211 Email aps@apspackage.com

Website: www.apspackage.com

**Description of Service Provider**

APS is a vocational training program providing real wage earning activity while supporting people with disabilities to maximize their potential in a manufacturing environment. Serving over 400 adults in Pennsylvania for 30+ years, APS provides work programming with a 1:15 staffing ratio for individuals who want to work in our productive model program, who are independent in ADL’s including medication administration (during programming hours) and who are not dangerous to themselves or other people. We also partner with local businesses to create opportunities for Transitional Work Services when available. Visit our website and call for a tour of the program closest to you!
**Barber National Institute**

Two Falls Center, Suite 900, 3300 Henry Avenue, Philadelphia, PA 19129  
Telephone: 215-871-0731    Fax: 215-871-0734  
Contact Person: Sean Gardner, Associate Director    Email: seangardner@barberinstitute.org  
Contact Person: Janice Warren, Admin. Assistant    Email: janicewarren@barberinstitute.org  
Executive Director: Traci Gardner, Director, Southeast Regional Programs  
Email: tracigardner@barberinstitute.org  
Website: www.barberinstitute.org

**Description of Service Provider**

The Dr. Gertrude Barber National Institute is a family oriented organization with a very strong, long standing mission that is embedded throughout the entire corporation where all levels are dedicated to the Individuals we serve in ensuring they lead happy and fulfilling lives. We take pride in the knowledge that we are touching the lives of others and assisting them in developing to their fullest potential and are blessed with their friendship and the joy of sharing their successes. We will ensure a promising and fulfilling future for our Individuals and assist them in obtaining their goals by providing choice, opportunity, best possible health, safety, family involvement and community integration. To accomplish this we will dedicate ourselves to maintaining the highest level of quality throughout all aspects of our programs. The Dr. Gertrude A. Barber National Institute, Inc. is a charitable, non-profit organization which was founded in Erie, Pennsylvania in 1952 and now serves over 2,000 Individuals. Our Southeast Regional programs were developed in 1990 to provide services for adults with Intellectual Disabilities. We offer Residential, Home & Community habilitation, Adult Day and Older Adult Services, Lifesharing and Employment Services.

**Mission or Philosophy**

The Dr. Gertrude A. Barber Center believes all Individuals are people of God with feelings, emotions, needs and capabilities unique to these persons and their heritage. In a world where all people differ, Individuals should have the opportunity to develop to their fullest potential. It is further believed that all persons can learn, have the right to learn, and must be provided with experiences for growth and development; spiritually, morally, aesthetically, socially, physically and educationally - both academically and vocationally. It is still further believed that education is a continuing process from infancy through adulthood. Within this philosophy, the employees of the Dr. Gertrude A. Barber Center develop resources to make available to all Individuals and their families every opportunity to assist in their total development. The Center will endeavor to initiate, provide and foster an environment in the community that will assure the Individuals their full rights and responsibilities of citizenship so that they may become respected members of their families, church and society. The Dr. Gertrude A. Barber Center employees, Board of Directors and the entire community of parents, friends and relatives are advocates of this philosophy.
Bayada Nurses

1528 Walnut Street, Suite 1210, Phila., PA 19102
Telephone: 215-413-5000    Fax: 215-735-3683
Contact Person: Megan Miller, Director    Email: mmiller2@bayada.com
Website: www.bayada.com

Description of Service Provider
Bayada Nurses provides nursing, rehabilitative, therapeutic and personal home health services to children, adults and seniors nationwide. Bayada Nurses is available 24 hours a day, 7 days a week.

Mission or Philosophy
Bayada Nurses has a special purpose—to help people have a safe home life with comfort, independence, and dignity. Our goal is to provide the highest quality of home care services. We believe that our clients and families deserve care delivered with compassion, excellence, and reliability -- our core values.
Behavioral Health Solutions, Inc.

6313 Hasbrook Avenue, Philadelphia PA 19111
Telephone: 215-300-3667 Fax: 215-904-7458
Contact Person: Elissarh Jackson, Executive Director
Email: elissarhjackson@hotmail.com

Description of Service Provider
I am a licensed professional social worker. I function as a Behavior Specialist Consultant as well as a psychotherapist rendering services throughout Philadelphia and surrounding counties. Services are provided to those with intellectual disabilities in their natural environment. Natural environment includes an individual’s home, workshop, day program, Lifesharing arrangement or community recreational setting. My role includes acting as an advocate for adults with developmental disabilities, supporting those who do not have a voice for themselves, parent education, assessment, psychotherapy sessions, behavior plan development and community resource liaison. The population I serve ranges from ages 3 - 85.

Mission or Philosophy
My personal mission is to provide a unique understanding of intellectually disabled persons who want to remain in their own communities and have the best quality of life possible. By providing functional behavioral analysis, problem solving strategies and creative individualized planning people can achieve their highest potential. We strive to build on personal strengths and to empower systems that support those with a developmental disability.
**Bilenky, Robert**

349 Roadstown – Greenwich Road, Bridgeton, NJ 08302
Telephone: 856-451-6254  Fax: 856-453-5203
Contact Person: Robert Bilenky, Executive Director
Email: robilenky@gmail.com

**Description of Service Provider**
Behavioral Supports

**Mission or Philosophy**
To provide thoughtful and comprehensive analysis of presenting behavioral/emotional issues while paying particular care to the “whole” person as well as their surrounding family and friends network. Also to provide positive strategies and lifestyle suggestions that will lead to lessening the likelihood of presenting problems.
Boaz & Ruth Inc.
244 Higbee Street, Philadelphia, PA 19111
Telephone: 215-342-4212  Fax: 215-342-4212
Contact Person: Brad El / Crystal El
Email: boazpartnership@hotmail.com  Website: www.boazandruthworld.com

Description of Service Provider
Specialized Services include Workshop Facilitators, Personal Grooming Enhancement,
Computer Navigation, Long-Term Care Providers, Attire Coordination, Fashion Acquisition.

Home and Community Habilitation includes: In-Home Respite; Arts and Culture; Adult Daily
Living Skills Training; Community Based Outings.

Social Advocacy Includes: Members of ARC of Phila., Speaking for Ourselves, Change Agents
for Social Inclusion/Public Awareness, Representatives of the Vision for Equality – Northeast
Parent Support Group (Ambassadors of Advocacy), members of F.A.M.I.L.Y. Headstart
Fathers/Men’s Group, President and Members of Friends of the Free Library, Blanche A. Nixon
and Lawncrest Branch.

Mission or Philosophy
To provide high impacting community based services and support to people with cognitive,
intellectual and developmental challenges. Our primary focus is to cultivate the inherent qualities
of individuals in order to underline our motto “We Help Diamonds In The Rough Be Brought To
A Shine.”
**Brian’s House, Inc.**

1300 South Concord Road, West Chester, PA 19382  
Telephone: 610-399-1175  
Contact Person: Lori C. Plunkett  
Email: lplunkett@brianshouse.org  
Website: www.brianshouse.org

**Description of Service Provider**

Brian’s House, Inc., which is affiliated with Woods Services, is a non-profit organization that provides services to people who are intellectually and physically disabled. Brian’s House, Inc. provides residential, day and recreational services. Service offered include: Brian’s House - Private Licensed Facility is a 24-hour staffed home for 14 individuals, with a primarily diagnosis of intellectual disability; Community Homes - 20 Community Living Arrangements staffed 24-hours a day, including single-family homes, townhouses and apartments; Bridges - 10 Community Living Arrangements staffed 24-hours a day, for individuals with intellectual and physical disabilities and a mental health diagnosis from Philadelphia County; Supported Living - Individuals with a primary diagnosis of intellectual disability that live independently and receive less than 30 hours per week staff support at home; Brian’s House Enterprises - Includes an adult training facility, vocational training program, supported employment program and supported work crew. These programs are for individuals with intellectual and developmental disabilities that are 21 years old or over; Camp JOY - Year-round recreation programs for campers with intellectual and developmental disabilities, located in Schwenksville, PA. Weekend camps are available in the fall, winter and spring. Residential respite camp is open during the summer.

**Mission or Philosophy**

The primary goal is to maximize each individual’s potential while ensuring a high quality of life for everyone served. Brian’s House, Inc. assists people to acquire and develop skills to help them lead full and more rewarding lives.
CareLink Community Support Services

1510 Chester Pike, Suite 600, Eddystone, PA 19022
Telephone: 610-874-1119    Fax: 610-872-3407
Contact Person: Rich Hoback, 610-270-9120, ext. 28
Email: rhoback@carelinkservices.org
Executive Director: Eileen M. Joseph
Telephone: 610-874-1119    Email: ejoseph@carelinkservices.org
Website: www.carelinkservices.org

Description of Service Provider
For over 50 years, CareLink Community Support Services has been dedicated to helping people with disabilities to live in the community with dignity and independence. For over 15 years, CareLink has been providing services for adults with disabilities who do not fit into existing forensic or behavioral health care services. CareLink’s specialized services help ensure that people with problem sexual behavior or forensic involvement get effective treatment for improved community functioning. The STAR Program and affiliated residences provide 24-hour support and supervision in a highly structured setting seven days per week. Residential services are provided at the STAR Program (Building 13 in the grounds of Norristown State Hospital), and in two or three person residential community living arrangements in homes in rural suburbs of Philadelphia.

Mission or Philosophy
The mission of CareLink Community Support Services, Inc. is to serve individuals who need specialized supports to achieve recovery, wellness and self-determination.
Carousel Farm Educational Program

226 Grenoble Road, Ivyland, Pennsylvania 18974
Contact Person: Chris and Amy McCann
Email: carouselfarmprogram@gmail.com
Executive Director: Amy McCann E-Mail: alagrotte@msn.com
Telephone: 215-923-8865
Website: www.carouselfarmcenter.com

Description of Service Provider
Carousel Farm, a summer day program serving children and young adults with developmental delays and autism spectrum disorders, will begin its 32nd season this year. Carousel Farm Educational Program serves Bucks, Montgomery, Delaware and Philadelphia (NE) counties, serving ages 6-21 for the summer program; ages 15 and older for weekend trips. We serve individuals with mild or moderate mental challenges; Autistic Spectrum Disorder.

Summer Program - The program is set on an idyllic five-acre farm in Bucks County. Programs are adapted to meet the needs of each individual child. Programs include: Inclusion, Social Relations and Communication, Community Transition and Habilitative Vocational Training, a 1:1 program, and an ESY program that is serviced through the school districts.

Recreational Activities - Weekend trips to the Pocono Mountains and other places of interest are held during the school year. Young adults are provided two days and nights of fun activities in a relaxed, yet spirited program. Activities include eating in a restaurant, swimming in a hotel pool, hiking, trips to places of interest located near the rental (such as bowling, movie theatre), companionship, and mentorship with self-help skills.

Mission or Philosophy
Carousel Farm believes and provides children and young adults with opportunities to learn, maintain, and improve skills through participation in activities of high interest to them including recreational and educational activities such as learning swimming, horseback riding, music, dance, creating crafts, and participating in sports activities according to each child’s unique profile of functional developmental capacity. Children and young adults are taught the use of community resources such as attendance at movie theaters and bowling lanes, weekend trips with same-aged peers, functional skills such as shopping at food markets, the maintenance of a “camp store” during the summer to sell trinkets and use money. Skills to teach self-care and daily living activities, through participating in an extensive life-skills program which includes pre-vocational training and caring for self’s needs, are provided during the summer and on weekend trips. Skills to improve socialization and emotional stability in a manner that builds friendships and fosters self-esteem are pervasive throughout the summer and year-round recreational activities.
Casmir Care Services, Inc.

4950 Parkside Avenue, Suite 400, Philadelphia, PA 19131
Telephone: 267-292-3116    Fax: 267-292-4879
Contact Person: Chetachi Dunkley-Ecton
Director of Residential Services: Misti Stangel    Email: mistis@casmircares.com
Director of Social Services: Mikall Powell    Email: m.powell@casmircares.com
President/Chief Executive Officer: Chetachi Dunkley-Ecton
Executive Director: Joseph P. Blake
Website: www.casmircares.com

Description of Service Provider
Casmir Care Services is a private, for-profit organization designed to provide in-home and community services as well as behavioral health care to children and adults in the Delaware Valley.

Intellectual Disability Services include: Residential placements, assistance with personal grooming, bathing and dressing, preparation of nutritional meals, ambulation and transfer, money management, medication reminders and monitoring, Respite (in-home and out of home), homemaker/chore, conversation and companionship, safety awareness, home finding, community integration, educational tutoring, behavioral support, sexuality counseling and psychological evaluation.

Mission or Philosophy
Casmir Care Services welcomes the opportunity to provide supports to anyone diagnosed with an Intellectual Disability and Behavioral Health. Our mission is to provide supports that enrich lives and enable individuals with a disability to function as independently as possible in their homes and in the community. We value the security and safety of those we serve and believe that all services should be “person-centered and person-directed”. We also firmly believe our clients should always be treated with dignity, care, comfort, compassion and the type of care and services that are second to none.
CATCH, Inc. (Citizens Acting Together Can Help)

1421 Oregon Avenue, Philadelphia, PA  19145
Telephone: 215-755-9804
Contact Person: L. Dennis Oswald    Email: doswald@catchinc.com
Executive Director: Raymond A. Pescatore
Telephone: 215-735-7434    Email: rpecsatore@catchinc.com
Website: www.catchinc.com

Description of Service Provider
CATCH, Inc. provides services to eligible residents of the City of Philadelphia. Our services are concentrated in South Philadelphia and portions of Center City and South West Philadelphia.

CATCH provides Day Program Services to adults with intellectual disabilities. Employment Training Services are available to eligible persons wishing to become employed.

CATCH’s Programs are designed to provide a continuum of Adult Day Training options and choices. CATCH has designed its Adult Day Training Facility to be totally barrier free in order to accommodate persons with an intellectual disability and co-occurring physical challenges. A van with a wheelchair lift is available in order for persons with physical challenges to participate in community integrated events.

All persons desiring to enhance their independence are encouraged to participate in Job Club, which serves as an introduction to the world of work and increased self-sufficiency. Older persons residing in nursing homes in Southeastern Pennsylvania benefit from visiting activity staff. The staff provides individual group activities in the nursing home and coordinate community excursions.


Mission or Philosophy
CATCH’s Mission Statement is, “to support persons and their desire to function as independently as possible, in every aspect of life in local community integrated neighborhoods.” The Mission Statement is realized by means of inclusive partnerships with families and consumers. We offer a continuum of training services and programs from facility based adult day training to community integrated activities, concluding with employment training services. We refer to this continuum of support services and programs as, “The 21st Century Bridge to Independence”. People and their families serve as the Architects designing their bridge to independence, training and support staff are the bridge builders assisting the individual to realize his/her desire to function as independently as possible in the 21st Century.
Description of Service Provider
Catholic Social Services is dedicated to providing services that offer opportunities for persons with developmental disabilities to participate in the mainstream of society. A variety of services support the growth and development of each individual to maintain the highest possible quality of life. Please contact us for more information about our services. Services include:

Cardinal Krol Center at Don Guanella Village – An Intermediate Care Facility committed to each person fulfilling their potential;
Divine Providence Village Community Living Arrangements – residential services offering opportunities for individuals to participate in their community;
Community Outreach Program – offers enriching programs and supports to individuals and their families, addressing a full range of life’s needs;
Lifesharing Through Family Living – An individual develops a relationship and lives with a family in their private home, becoming a participating member of the family and their community;
In-Home Support Services – provides services to assist individuals with connections to their communities, responsive to individual’s needs for services;
Don Guanella School – a residential campus supporting young men and boys to grow, develop, participate in their community and reach the highest quality of life;
Community Day Programs – The ‘Can Do Shops’ give participants productive habilitative vocational experiences, skills development and other services;
Divine Providence Village – residential campus serving adult women with a primary diagnosis of an intellectual disability;
St. Edmund’s Home for Children – serves multi-handicapped, fragile children, touched by God and soothed by the softness of human concern and care.

Mission or Philosophy
Catholic Social Services is committed to providing individuals with the opportunity to reach their fullest potential physically, mentally, emotionally, socially, psychologically and spiritually. We strive to support each person to live their life with dignity and respect. Through the person-centered planning process, individuals are encouraged to develop their skills and strive toward their dreams.
Center for Community and Professional Services at The Pennsylvania School for the Deaf (PSD)

100 W. School House Lane, Philadelphia, PA 19144
Telephone: 215-754-4770
Contact Person: Gail Bober, Director
Email: gbober@psd.org
Executive Director: Joseph E. Fischgrund
Email: info@psd.org
Website: www.psd.org

Description of Service Provider
The Center for Community and Professional Services (CCPS) is a regional resource center which provides a comprehensive array of services and programs for deaf and hard of hearing individuals, their families, and hearing people interested in hearing loss. CCPS offers Job Training and Placement, Information and Referral, Social Work Services, Sign Language Classes, Driver’s Education, HIV/AIDS Prevention Education Program, Adult Literacy and Continuing Education Classes.

The Center for Community and Professional Services (CCPS or The Center) at The Pennsylvania School for the Deaf (PSD) is a highly respected regional resource center providing a comprehensive collection of vital services and programs for deaf and hard of hearing individuals, their families, professionals in the field, and hearing people interested in deafness and hearing loss. Formally opened in 1989, The Center operates as a separate entity from PSD, each year serving more than 7,000 people from its location next to the PSD campus. All CCPS programs and services are fully accessible for both Deaf and hearing people, and staff are fluent in American Sign Language.

Mission or Philosophy
The Mission of The Center for Community and Professional Services is to enhance, enrich, and empower the lives of deaf and hard of hearing individuals. The realization of this mission is dependent upon two main goals of The Center. The first is the provision of accessible education, information, programs and services to deaf and hard of hearing individuals. The second goal is the fostering of understanding between the deaf/hard of hearing and hearing communities.
Children and Adult Disability and Education Services

401 Rutgers Avenue, Swarthmore, PA 19081
Telephone: 610-328-5955    Fax: 610-328-0495
Contact Person: Sandra Myers, Residential Program Dir., Email: smyers@cadeservices.org
Contact Person: Diane Previty, Adult Program Dir., Email: dprevity@cadeservices.org
Executive Director: William A. Benson    Email: bbenson@cadeservices.org
Website: www.cadeservices.org

Description of Service Provider
CADES is a non-profit agency with over 50 years of service providing programs for people. CADES was originally founded in 1951 as United Cerebral Palsy of Delaware County when a small group of parents met to establish a registration of all those with cerebral palsy in Delaware County to study their needs and to work towards meeting their needs. While continuing our commitment to serve individuals with cerebral palsy, we have grown to provide a continuum of services to support people with a variety of physical and intellectual challenges and their families.

Qualified Services:
Residential - CADES has over 30 Community Living Arrangements located throughout Delaware, Bucks and Chester County. The program is able to support the needs of medically fragile individuals.

Adult Training Facility – This program serves over 100 individuals in nine different activity centers including a senior activity center. The program is able to support the needs of medically fragile individuals.

Mission or Philosophy
The mission of the Children and Adult Disability and Educational Services (CADES) is to affect positively the quality of life for persons with cerebral palsy, their family members, and others with developmental or physical disabilities in our service area of Southeastern Pennsylvania. Our vision is to empower people with disabilities to achieve their highest potential.
CHILDREN’S HOSPITAL OF PHILA.
CHOP CAREER PATH

34TH & Civic Center Boulevard, Phila. PA 19104
Telephone: 215-590-7444 Fax: 215-590-7974
Contact Person: Jamie DiIanni, MS CBIS, Vocational Support Coordinator
Telephone: 215-590-7454 Email: diianni@email.chop.edu
Executive Director: Symme Trachtenberg, MSW, LSW
Telephone: 215-590-7444 Email: trachtenberg@email.chop.edu
Website: www.chop.edu

Description of Service Provider
CHOP Career Path assists young adults with making the transition from adolescence and school to adulthood and work, with an emphasis on vocational evaluation, training and independent living skills. MRS/AE qualifies us to provide job coaching once the individual is hired and has passed probation.

The young adult program includes:

- Comprehensive evaluation
- Employment training, worksite rotations, job coaching
- Appropriate work site accommodations

Criteria for Admission:

- Young adults, 18 to 24 years old, who recently graduated from high school with disabilities and/or complicated medical conditions
- Desires to work in the community
- Willing to access independent transportation options
- Has basic communication and reading skills
- Has appropriate social, grooming, and hygiene skills
- Has independent self care

Mission or Philosophy
The Department of Community Education’s mission is to provide high quality, cost effective programs that improve the quality of life for our patients and families, in support of the clinical training and advocacy mission of The Children’s Hospital of Philadelphia. We see all children, youth and young adults as special and promote inclusion of all in the work place, the community and in educational activities.
Comfort Keepers (The Salman Corp. t/a Comfort Keepers #132)

705 West Avenue, Jenkintown, PA 19046
Telephone: 215-885-9140  Fax: 215-885-9143
Contact Person: Marc Reisman  Email: marcreisman@comfortkeepers.com
Executive Director: Michele Berman  Email: micheleberman@comfortkeepers.com
Website: www.comfortkeepers.com

Description of Service Provider
Comfort Keepers is a family-owned, state licensed homecare agency that serves individuals with developmental disabilities, physical disabilities, the elderly and those who are chronically ill. We have been providing support for individuals with developmental disabilities for ten years.

Services Provided:

Home and Community Habilitation
In Home Respite
Community Integration
Personal Care Services

Mission or Philosophy
The mission of Comfort keepers is to provide individuals with the highest level of quality of life that is achievable. Each consumer is treated with the respect and dignity he or she deserves. At Comfort Keepers, the primary goal is to help individuals live full, independent, and dignified lives in the comfort of their own home.
COMHAR, Inc.

100 W. Lehigh Ave., Phila. PA 19133
Telephone: 215-203-3000    Fax: 215-203-3011
Contact Persons:
Joe Kissling 215-425-9212 -Prevocational Licensed Day Habilitation, Home and Community
Habilitation, Supported Employment Services
DD Residential, Community Living Arrangement services
Michelle Feeney 215-203-3012 – Intermediate Care Facility services
John Spencer 215-426-4537 (press 0 for assistance) – Behavior and Sexuality Supports
Chief Executive Officer: Mathew J. Elavumkal
Website: www.comhar.org

Description of Service Provider
COMHAR is a large community based health and human service provider with programs in
Philadelphia, Montgomery, and Northampton Counties. It provides a wide array of services for children,
adults and older adults living with intellectual/developmental disabilities and/or recovering from mental
illness and substance addiction. Services include: outpatient counseling and therapy, day programs, in-
home and in-school supports, home healthcare, and residential programs.

Description and Types of D/ID Services:
Prevocational - workshop-based program that supports persons to develop work/job related skills,
attitudes and behaviors while earning payment for their products/services
Licensed Day Habilitation - day program develops life skills, providing opportunities for self
enhancement, peer and community interaction in facility and community settings
Home and Community Habilitation - community-based program to develop self help, socialization,
adaptive and interaction skills through volunteer activities
Supported Employment - provides supports to find and retain paid jobs through job coaching and
individualized career development
D/ID Residential, Community Living Arrangement (CLA) – provides consumers with direct personal
care in a “home-like” environment located within the community
Intermediate Care Facility (ICF) – a residential program that provides specialized health and
rehabilitative services via active treatment
Behavior and Sexuality Supports – a team of specialized consultants providing behavioral and sexual
therapies and support in the least restrictive manner possible

Mission or Philosophy
COMHAR’s goal and purpose is to assist individuals living with mental illness, addictions, and/or
intellectual/developmental disabilities in their recovery and growth toward resiliency and independence
by providing quality behavioral health, intellectual/developmental disability, and other health and
human services in a holistic and integrated way. COMHAR believes in a broad sense of community that
improves the well being of all its members through a partnership of consumers, families, staff, board and
neighbors. COMHAR aims to provide an integrated and accessible system of care and supports for
people without regard to their diagnoses or disabilities.
Community Care Center of the Northeast

2417 Welsh Road, Suite 202, Philadelphia 19114
Telephone: 215-335-4416
Jean Langenbach, R.N., B.S., Administrator
Website: communitycarecenter@verizon.net

Description of Service Provider
CCCNE is a private, home health care agency that provides in-home medical care to the elderly and developmentally disabled involving skilled nursing care, case management, personal care and telephone reassurance. Pastoral and mental health counselors may be available to provide guidance and emotional as well as geriatric counseling. Patients are billed directly. Private insurance or private pay are accepted. Fee varies based on service provided.

Common Bond Caregivers (Volunteer Services arm of CCCNE) 215-335-4416
Services include, but not limited to, transportation for medical appointments, grocery shopping, errands and other trips depending on volunteer availability; telephone reassurance, friendly visitations and limited minor home repairs and chore services.

Services provided include Nursing, RN; home and community habilitation, homemaker-light housekeeping, laundry, meal prep; in-home and 24-hour respite services; Home health aides, personal care, assistance with ADLs; and medical rehabilitation; in-home volunteer services and transportation.

CCCNE offers an 80-hour course that meets standard Medicare guidelines for home health aide certification. We also provide 30 hours of additional education for direct support professionals providing services to people with developmental disabilities, and a 30-hour English-as-a-second language course for aides needing to improve their language skills.

Mission or Philosophy
Community Care Center provides compassionate, supportive care to the homebound in our community in a faithful and professional manner, enabling people to stay healthy and independent for as long as they desire in their home community.
Community Integrated Services (CIS)

441 N. 5th Street, Suite 210, Philadelphia, PA 19123
Telephone: 215-238-7411 Fax: 215-238-7423
Contact Person: Susan Schonfeld, Executive Director
Telephone: 215-238-7411 Email: susan_schonfeld@cisworks.org
Website: www.cisworks.org

Description of Service Provider
Founded in 1991, Community Integrated Services (CIS) is a premier provider of community-based employment services for individuals with developmental disabilities in southeastern Pennsylvania and Delaware. The success of the people it serves at finding and keeping jobs and their overall involvement in their communities is rooted in the agency’s values:

The people we serve –
- Have the right to live and work in their communities.
- Have the right to make choices and to determine their own futures.
- Will show and tell us how to plan for effective and meaningful community supports and services upon which their success is based.

CIS’ main office is in the Northern Liberties area in Philadelphia. CIS’ services however are community based so its 60 staff members are more commonly found working with our consumers in the communities where they live and work.

CIS currently provides employment services to over 400 individuals. The people we serve have an intellectual disability, autism, and/or physical impairments. These diagnoses, and other factors like a lack of social supports, financial concerns, limited transportation options, etc., represent obstacles to our consumer’s participation in the community. Our job is to work with each person to figure out how to overcome these obstacles so they can achieve the goals they have set for themselves.

Qualified services include Supported Employment; Home and Community Habilitation (Unlicensed) (Level 3), Transportation – Public; Transportation – Mile.

Mission or Philosophy
The mission of Community Integrated Services is to enable people with disabilities and other obstacles to employment to become gainfully employed and involved in their communities.

Employment and involvement in the community presents opportunities for people to fulfill their goals and desires, support themselves and their families, and make meaningful contributions to the world in which we all live.
Creative Supports Institute, LLC

P.O. Box 2112, Boothwyn, PA 19061
Telephone: 610-213-6208 or 610-563-8800 Fax: 610-690-0193
Contact Person: Donna Connor or Ed Cohle
Email: info@csinstitute.net
Website: www.csinstitute.net

Description of Service Provider
We provide services to adults with intellectual disabilities, autism spectrum and/or mental illness. We provide these services in a wide variety of settings including but not limited to CLA programs, family homes, vocational and social skills programs.

Services:

- Behavior Consultation
- Functional Behavior Assessments
- Sexuality Consultation and Education
- Team Building
- Staff Training
- Conference Presentations

Mission or Philosophy
We believe that the most effective behavioral supports are informed by an understanding of how an individual’s unique personality and behavior both affect and are affected by self-concept, social interaction and the environment. We develop and guide the implementation of practical strategies that promote health and reflect the person’s culture, support system, lifestyle, strengths, and vulnerabilities. We promote health relationships, safety, self-determination, and improved quality of life for the people we support in collaboration with family members, community supports and other professionals.
Description of Service Provider
Since 1912, the Devereux Whitlock Center has offered a wide range of services for individuals with intellectual and developmental disabilities, emotional/behavioral disorders, autism, and brain injury. Today, the Whitlock Center serves over 300 individuals on our campus in Berwyn and in homes and apartment settings located throughout Chester, Delaware and Montgomery Counties. The Devereux Whitlock Center offers a continuum of residential and adult training programs including job placement and supported employment programs, adult day programs and pre-vocational/vocational services. We also offer behavioral health services for children. Services provided are case management and wrap around services that include mobile therapy, psychological assessments, and behavioral support services. These services are available in the child’s school, home or community.

Mission or Philosophy
One of the core components of our mission is to provide Individualized Services. The Devereux Whitlock Center identifies the unique strengths, needs, potentials, realities and expectations of the individuals we serve. These Individualized Services are reflective of the individual’s goals, and consider the consumer in the context of home, school, family and community environments. Utilizing positive approaches ensures each individual we serve achieves their maximum potential.
Diversified Supportive Services

2200 Michener Street, Suite 13, Philadelphia, PA 19115
Telephone: 215-673-2778   Fax: 215-673-3451
Contact Person: Rasheen Beard 215-673-7052/Richelle Robinson 215-673-7055
Email: dsllc@diversifiedsupportiveservices.org
Chief Operating Officer: Rasheen Beard
Chief Administrative Officer: Richelle Robinson
Website: http://www.diversifiedsupportiveservices.org

Description of Service Provider
At Diversified Supportive Services, we know the importance of socialization and community integration. That is why our services are geared toward engaging consumers in pro-social activities that they enjoy.

Another aspect of our community integration services is implementing individualized goals. We work with each consumer to find out their specific needs. From this information, we formulate goals which are then incorporated into their individualized service plans. At DSS, we believe it is important to work with our families to ensure that our consumers are successful in their endeavors and that they can achieve a level of independence in their daily lives.

Services Provided:
In-Home Habilitation
Community Habilitation
Community Integration
Respite
Job Finding
Job Support
Autism Supports Coordination
Companion
Behavior Supports
Errand Services/Food Shopping
Medical Appointments

DSS specializes in services for individuals diagnosed with Autism, Behavioral Health/Intellectual Disability, individuals with physical disabilities, and/or individuals in need of additional supports.

Mission or Philosophy
Our mission is to service and enhance the lives of individuals within their community. We aspire to achieve this goal by building a supportive network between individuals, their families and their community. It has been proven that by working as a team to put the pieces of the puzzle together, we can encourage independence, skill building and personal development. As always, it is in our greatest interest to help our families receive the supports they are entitled to. These supports become the vehicle of success in meeting needs of the individuals we serve.
Easter Seals of Southeastern Pennsylvania

3975 Conshohocken Avenue, Philadelphia, PA 19131
Telephone: 215-879-1000    Fax: 215-879-8424
Website: www.easterseals-sepa.org

For Camping and Recreation programs contact:
Kendra Brooks, Email: kbrooks@easterseals-sepa.org
For School and Early Intervention contact:
Diana Dooley, Email: ddooley@easterseals-sepa.org

Executive Director: Carl G. Webster 215-879-2008
Email: cwebster@easterseals-sepa.org

Description of Service Provider
Easter Seals operates an Approved Private School, preschool early intervention program, out-patient rehabilitation, camp, and weekend respite services.

Mission or Philosophy
The mission of Easter Seals of Southeastern Pennsylvania is to provide exceptional services to ensure that all people with disabilities and special needs and their families have equal opportunities to live, learn, work and play in their communities.
**Ellison Nursing Group, LLC**

204 East Poplar Street, Norristown, PA 19401  
Telephone: 484-681-9614  Fax: 484-684-7848  
Contact Person: Valencia L. Nicholas  Email: valencia.nicholas@emg.comcastbiz.net  
Executive Director: Lauren Ellison, RN, President  
Telephone: 484-684-7847  Email: lauren.ellison@emg.comcastbiz.net

**Description of Service Provider**

The Ellison Nursing Group provides quality care, comfort and compassion to the developmentally disabled community of Southeastern Pennsylvania. We provide professional in-home nursing (RN & LPN) services to the community as well as home and community habilitation, companion, respite (in-home), housekeeping services as well as professional case management. Our scheduling is guaranteed and staff is case-dedicated.

**Mission or Philosophy**

The philosophy of The Ellison Nursing Group is simple, to provide care, comfort and compassion to our clients on a daily basis with the highest level of ethical standards. We simply want to make a positive difference in the lives of our clients and their families.
Elwyn – Supports for Living Services, 111 Elwyn Road, Elwyn, PA 19063
Telephone: 610-891-2000 Fax: 610-891-2100 Website: www.elwyn.org
Heidi Becker-Share, Dir. of Admissions, Community Residential Services and Campus DPW Programs – heidi_becker-share@elwyn.org 610-891-2670
Hazel Yelverton, Dir. of Admissions, & ICF/MR – hazel_yelverton@elwyn.org 610-891-2525
Johanna Schaaf, Dep. Dir., Supports for Living Svcs – johanna_schaaf@elwyn.org 610-891-7012
Executive Director: Rose Marie Greco, rosemarie_greco@elwyn.org 610-891-2409

Elwyn – Adult Day Services - Media Campus – 111 Elwyn Road, Elwyn PA 19063
Telephone: 610-891-2910 Fax: 610-891-2989
Leslie Forster, Associate Director, leslie_forster@elwyn.org
Baring Street Center, 4060 Baring Street, Philadelphia, PA 19104
Telephone: 215-222-5104 Fax: 215-222-4878
Patrick Bull, Program Director, patrick_bull@elwyn.org
Executive Director: Jeff Bork, jeffrey_bork@elwyn.org 610-497-0298

Elwyn – Work Services – Philadelphia, 4040 Market Street, 19104
Telephone: 215-895-5691 Fax: 215-895-5615
Vocational Training: Teri Medley, 215-895-5532, teri_medley@elwyn.org
Employment Services: Kathy Cunningham, 215-895-5690, kathy_cunningham@elwyn.org
Executive Director: Jeff Bork, jeffrey_bork@elwyn.org 610-497-0298

Description of Service Provider
A unique organization, Elwyn was founded in 1852, providing services to people with special needs for 155 years. Today, Elwyn is nationally recognized as a pioneer in developing groundbreaking programs for people with disabilities and disadvantages. Our innovative culture and dedicated staff enable us to help more than 12,000 people each year build more independent, productive lives.

Elwyn has earned and continues to earn the public’s trust and support for our services. Our services are dynamic and continue to change to meet the needs of our consumers and the public.

Services offered to individuals enrolled with Philadelphia IDS include:

Supported Living Services – InHome Supports, Lifesharing, Supported Living and Group Homes, Specialized Residential;
Adult Training Services
Work Training Services
Employment Support Services

Mission or Philosophy
Maximizing potential through personal commitment, collective talents and innovation, Elwyn supports individuals with diverse challenges in shaping distinctive, meaningful lives.
Flat Iron Supports, LLC

220 Geiger Road, Unit 104, Philadelphia, PA 19115
Telephone: 215-464-6465  Fax: same as Telephone; call first
Contact Person: Brian Dugan, Executive Director
Email: bdugan25@yahoo.com

Description of Service Provider
We provide Home and Community Habilitation in an effort to develop individual living skills.

Mission or Philosophy
At Flat Iron Supports our goal is to develop our clients’ ability to integrate into their communities, and sustain to some degree an independent lifestyle. We expect each of our clients to attain some level of personal, financial, or economic freedom. We are the alternative to the traditional day programs, since our classrooms reach beyond our walls and into our society.
Hall-Mercer CMH/MRC

245 South 8th Street Philadelphia PA 19106-3586

Community Day Training/Treatment Program
Contact Person: Ric Trainor 215-829-5204
Email: ritr@pahosp.com

Executive Director: Kathleen Quigley
Telephone: 215-829-5241
Email: kathleen.quigley@uphs.upenn.edu

Description of Service Provider
Hall-Mercer provides psycho-social rehabilitation services through an outpatient environment to adults with intellectual challenges and adults with intellectual challenges who have emotional and psychological disorders. The Intensive Services Case Management staff provides emergency placement and case management for adults with a diagnosis of an intellectual disability who reside in community settings.

Mission or Philosophy
Provide high quality and comprehensive outpatient behavioral health and intellectual disability services and to promote good behavioral health. Serve Philadelphia residents with a special emphasis on those in most need, as well as individuals from underserved segments of the community. Provide services in a manner that promotes individual choice, optimizes opportunity, and enables the individual to have increased options in order to improve quality of life, and affiliation in their chosen community.
**Harmony Nest Inc.**

30 Holiday Lane, Willingboro, NJ 08046  
Telephone: 609-845-0444  
Fax: 270-837-8169  
Contact Person: Marcia Green or Michael Black  
Contact Telephone: 609-284-1392 or 609-234-6911  
Email: mikeblack12002@yahoo.com  
Executive Director: Michael Black  
Website: www.harmonynest.net

**Description of Service Provider**  
Group home for up to three adults. Our goal is to provide individualized, quality professional care that is responsive to the physical, emotional and intellectual needs clients. Policies of the House shall be in keeping with PA Laws and Principles and Purposes, providing an atmosphere of dignity, love and respect for each individual.

**Mission or Philosophy**  
Harmony Nest is a non-profit, non-denominational Group Home offering residential, personal care, assisted living and nursing care in a homelike setting.
Hearts of Love Home Care, Inc. (HOLHC)

1036 Pine Street, Darby, PA 19023
Telephone: 610-394-2406 or 484-540-7326 Fax: 484-540-7328
Contact Person: David Adenaike, RN
Email: holhc@yahoo.com

Description of Service Provider
Hearts of Love Home Care is a community based agency established to serve individuals with special needs and their families. Hearts of Love Home Care is licensed by the Commonwealth of Pennsylvania, Medicare/Medicaid Certified. Our staff consists of RNs, LPNs, Companions, and Home Health Aides available 24 hours a day and seven days a week. We serve Philadelphia, Delaware, Montgomery, Bucks and Chester counties, providing nursing care to adults and children, covering a large range of physical and developmental challenges.

Mission or Philosophy
Hearts of Love Home Care is to provide long term, respite care, and alternative to nursing homes for individuals with special needs who prefer to live in their homes, allowing them to stay home and remain independent as long as possible. Hearts of Love continues to customize services through a person-centered planning process to meet the individual’s needs and personal goals. Our employees are compassionate, reliable, and strive for excellence.
HELPsource Home Care Services

261 Old York Road, Suite 824, Jenkintown, PA 19046
Telephone: 215-886-2102 ext. 104 Fax: 215-886-8029
Contact Persons:
Kathleen McCafferty, Dir., Contracts & Marketing ext. 104 kmccafferty@helpsourceonline.com
Mary Hyduk, Central Intake Coordinator, ext. 113 mhyduk@helpsourceonline.com
Karina De Leon, Spanish Language Coordinator, ext. 114
Executive Director: Louis Katz, CEO ext. 102 lkatz@helpsourceonline.com
Website: www.helpsourceonline.com

Description of Service Provider
HELPsource Home Care is PA, licensed, Private Duty, Personal Care/Home Support service provider throughout Philadelphia, Eastern Montco and Lower Bucks Co.

Established in 1999, HELPsource provides peace of mind for a 2 hour visit or up to 24 hrs per day. All caregivers are our employees and as such are thoroughly screened, trained, supervised and clinically skill evaluated by an RN. Aides are bonded, insured, and covered by Worker’s Comp and Unemployment Insurance.

HELPsource is a Pa. Waiver provider in all three counties for the Aging, Comcare, Independence and OBRA waiver.

HELPsource provides in home support and personal care assistance for ADL’s. We make it possible for our clients to safely live independently or in a group setting cared for with dignity and respect.

Mission or Philosophy
HELPsource™ Home Health Services is dedicated to helping residents of our community recover from an illness or injury, maintain their health status and remain safely in their homes. We do this by providing high quality home health services, competent and compassionate health care professionals and staff using state of the art technology.
Holy Family University  
Counseling Center & Disability Services

9801 Frankford Avenue, CC 220-223, Philadelphia, PA 19114  
Telephone: 267-341-3232; 267-341-3231  
Contact: Diana Piperata, Ph.D, Director, Email: dpiperata@holyfamily.edu  
Zoe Ann Gingold, Disability Coordinator, Email: zgingold@holyfamily.edu  
Executive Director: Diana Piperata, Ph.D.

Description of Service Provider
Holy Family University supports the Counseling Center & Disability Services Office for full- and part-time students seeking assistance with issues that might interfere with academic performance and/or a sense of personal well-being. We provide reasonable accommodations to otherwise qualified students with a documented disability (physical, psychological, learning, etc.) in accordance with the Americans with Disabilities Act of 1990 (ADA) and Section 504 of the Rehabilitation Act of 1973. Students interested in applying to Holy Family University can contact us for questions related to accommodations and counseling services.

Mission or Philosophy
The Counseling Center & Disability Services Office recognizes the importance of all students taking the initiative to reach the goals they have set for themselves, with the assistance and support of counseling professionals, through active participation in the counseling process and utilization of referral resources provided. Students are provided with suggestions and education to make informed decisions and are encouraged to make their own choices through the application of effective problem solving. Accountability and responsibility for their choices are emphasized. Students are provided with opportunities to practice new skills in a safe environment over time in preparation for the classroom, social community, and workplace.
**Home Health Specialists, Inc.**

349 W. State Street, Media, PA 19063  
Telephone: 610-566-2700  
Fax:  610-892-9032  
Contact Person: Holly Smeekens, Ph.D. RN, Executive Director  
Email: Hsmeekens@homehealthspecialists.com  
Website: www.hhrsn.com

**Description of Service Provider**  
We provide RN/LPN shift care for all levels of technologically dependent clients. Our support staff services are available 24 hours a day, 7 days/week.

**Mission or Philosophy**  
Home Health Specialists' mission is to provide comprehensive, high quality homecare and to promote community wellness.

Responsiveness to the Client, immediate communication with the case manager and physician, are what set us apart from other home health agencies.

We have constructed our company on a foundation of Professionalism, Reliability and Quality Service. We aspire to uphold these qualities every day.
Horizon House

120 S. 30th St., Phila. PA 19104
Telephone: 215-386-3838    Fax: 215-382-9361
Contact Person: Linda Washington-Brown, 215-386-3838 Ext. 441
Email: Linda.Washington-Brown@hhinc.org
Executive Director: Jeffrey Wilush, President and CEO
Telephone: 215-386-3838 Ext. 352    Email: jeff.wilush@hhinc.org
Website: www.hhinc.org

Description of Service Provider
Founded in 1952, Horizon House is one of the largest providers of behavioral health, homeless and intellectual disability services in southeastern Pennsylvania and the state of Delaware. The Intellectual Disability Services Division is strongly committed to the principles of person-centered planning and individual choice. The belief is that each individual, regardless of the severity of his or her disability, experiences full satisfaction and reaches for their absolute highest potential in all areas of their life.

The following Horizon House Intellectual Disability Services are provided:
Community Homes - One to four adults reside in a community home. Direct Support Professionals, working on a shift basis, provide the level of support and supervision tailored to the specific needs and choices of the individuals who reside in each home.
Supported Living Services - Supported Living is an option for individuals with intellectual disabilities who are capable of living safely and well with 30 hours or less of direct staff support per week. Supported Living Services are based on an individual's preference for lifestyle, schedule and support needs.
Lifesharing - Lifesharing through Family Living means living with and sharing life experiences with supportive persons who form a caring household. Lifesharing offers an individual with an Intellectual disability the opportunity to live with a family or individual who will support his/her desires and needs for an everyday life.
In-Home Services and Supports - All of the services provided are developed with the philosophy of person-centered planning and the enhancement of quality of life. Individuals in their own homes may need additional support so that they can remain living on their own. The supported individuals, along with family and significant others, decide how, when, and by whom services are provided.
Behavioral Support - Trained staff establishes a professional relationship with an individual and team members with the intent to alleviate emotional disturbances, reverse or change maladaptive patterns of behavior, and promote positive personality growth. The development of positive support strategies are specified in a behavior support plan.

Mission or Philosophy
“Horizon House, in partnership with individuals with disabilities and their families, advocates and provides comprehensive, community-based rehabilitation services. We create opportunities for those served to manage their lives through environments that emphasize individual strengths and choice.”
Infinite Care, Inc.

6423 Rising Sun Ave., Phila. PA 19111
Telephone: 215-742-3247    Fax: 215-742-6199
Contact Person: Julio Miranda or Wanda Alvarez
Email: infomail@infinitecare.org
Executive Director: Julio Miranda, RN, 215-888-1028    Email: jmiranda@infinitecare.org
Website: www.infinitecare.org

Description of Service Provider
Infinite Care is a Medicare certified and Joint Commission accredited Home Health Care Agency specializing in adult and pediatric home health care.

Companion Services
Home and Community Hab.
Homemaker/Chore
RN
LPN
Respite

Mission or Philosophy
Our Mission at Infinite Care is to provide comprehensive and outstanding care, which meets the specific needs of each client. We take pride in working close with the families and doctors in order to maximize optimal care. For Infinite Care, interaction, attentiveness and reliability are components proven to work time and time again. We strive to give “Peace of Mind” to the families that entrust us to take care of their loved ones.
In Home Program, Inc.

739 N. 24th Street, Philadelphia, PA 19130
Telephone: 215-763-3992    Fax: 215-763-4146
Contact Person: Susan Morrison    Email: smorrison@marscare.com
Executive Director: Paul Macdonald, CEO    Email: pmacdonald@marscare.com
Website: www.marscare.com

Description of Service Provider
We offer continuous, uninterrupted Home care medical services (skilled nursing, Physical Therapy, Occupational Therapy, Home Health Aides, and Companions) for infants, children, teens, adults, and seniors.

Mission or Philosophy
Our mission is to combine our families loving care and our skilled services to help those we serve reach their highest potential. Delivering quality care is our Number 1 priority! “At Home With Our Families.”
Institute on Disabilities at Temple University (IOD)

Student Center, 1755 North 13th Street, Suite 411S, Philadelphia, PA 19122
Telephone: 215-204-1356    Fax: 215-204-6336
Contact Persons:
Celia Feinstein, 215-204-6561, shoes100@temple.edu
Kathy Miller, 215-204-9395, millerk@temple.edu
Titania Boddie, 215-204-3916, boddi01@temple.edu

Email: iod@temple.edu
Website: http://disabilities.temple.edu

Description of Service Provider
The Institute on Disabilities at Temple University is one of the sixty-seven University Centers for Excellence in Developmental Disabilities Education, Research and Service funded by the Administration on Developmental Disabilities, U.S. Department of Health and Human Services.

The Institute is a national leader in Disability Studies, leadership development, assistive technology, justice for people with disabilities, augmentative communication, emergency preparedness, quality of life measurement and postsecondary experiences for individuals with intellectual disabilities.

We are a qualified provider in the delivery of postsecondary education to individuals with intellectual disabilities through the Academy for Adult Learning. The Academy for Adult Learning is a four-semester, two-year certificate program providing individuals with intellectual disabilities an authentic college experience while developing vocational skills and career aspirations.

Academy students take academic courses in addition to a weekly seminar exploring college life and career options based on their interests and goals. All Academy students are required to complete a semester long weekly internship on Temple’s Main Campus. Each Academy student is matched with a Temple student in good standing who is employed as a mentor by the Institute on Disabilities. All students participate in a wide variety of activities, events, and organizations within Temple University.

Mission or Philosophy
The vision of the Institute is that there will be a society where all people are valued and respected, and where all people have the knowledge, opportunity and power to improve their lives and the lives of others.

Our mission is that the Institute on Disabilities leads by example, creating connections and promoting networks within and among communities so that people with disabilities are recognized as integral to the fabric of community life.
INTERAC (Intercommunity Action, Inc.)

4120 Tower St., Philadelphia, PA 19127
Community Homes Services (CLA/SLA/Lifesharing) – 215-487-1982
Intermediate Care Facilities (ICF/MR) – 215-487-3150
Day Services Activity Center/Employment – 215-487-3380
Intellectual Disabilities Administrative Offices – 215-487-3150
President/CEO: David Bolin
VP for Intellectual Disabilities Services: Renee Ash
Website: www.intercommunityaction.org

Description of Service Provider
Interac is a not-for-profit human service agency whose mission is to provide exemplary services in the area of Intellectual Disabilities, Behavioral Health, and Aging in assisting people to achieve their maximum potential and quality of life. We do so by offering a comprehensive array of programs geared to individual strengths, abilities, and interests. Specifically, Interac’s Intellectual Disabilities Service Division primarily supports people with cognitive challenges. However, many of the individuals we support also have sensory-motor, emotional, and/or communication difficulties which has afforded Interac the opportunity to broaden its scope, skills, and expertise in successfully supporting a variety of special needs.

Interac’s Intellectual Disabilities Service Division includes residential services that foster independence in daily living skills for adults and children ranging from 24-hour awake supervision to less intense supports based on the needs of the individual. These residential supports occur in attractive homes in local neighborhoods in a family-like atmosphere and include Community and Supported Living Arrangements and Intermediate Care Facilities.

In addition, Interac offers a Community Integrated Employment program for people with physical and/or cognitive disabilities to work one-on-one with a job coach in obtaining and maintaining supported and competitive community employment. Interac can also provide individualized travel training as needed.

Interac also provides a weekday Activity Center designed to teach individuals with varying disabilities some basic pre-vocational skills as well as self-care, communication, and socialization necessary for community living. We offer facility-based as well as community-based activities to choose from including arts-n-crafts, music and aerobic classes among other things. In addition, participants at the Activity Center get the opportunity to sell/profit from some of the artistic pieces they produce.

Interac empowers individuals to be active and productive members of their communities by providing opportunities to increase the frequency and quality of community connections including exposure to volunteer, cultural, recreational, academic, and vocational activities. Additionally, Interac encourages self-determination and partnering with the community by fostering and nurturing relationships with families, friends, and community members, and developing natural supports for individuals.
**JEVS Human Services**

9350 Ashton Rd., Suite 201, Philadelphia, PA 19114  
Telephone: 267-350-8600  Fax: 215-255-4777  
Contact Person: Receptionist will connect you to the appropriate person  
Email: clhs@jevs.org  
Senior Executive Director: Clara Thompson  
Website: www.jevshumanservices.org

**Description of Service Provider**

Founded in 1941, JEVS Human Services is one of the largest, private, not-for-profit organizations serving the Greater Philadelphia community. JEVS provides a variety of services for people with intellectual, psychiatric, and physical disabilities, autism, addictions, chronic disease and socioeconomic disadvantages. JEVS is known for tailoring programs to meet the needs of individuals and communities, and its culture of caring professionals. Many staff members have been a part of the JEVS’ family for most of their careers. Behind every staff member is a team of experienced professionals to ensure quality programming. Its long history and range of programs enables JEVS to provide a multi-disciplinary approach to those it serves.

Programs for individuals 18+ with intellectual disabilities include

- Community Homes
- Life Sharing
- In-home Supports
- Supported Independent Living
- Day Programs
- Vocational Assessment
- Job Placement
- Job Training
- Job Coaching
- School-to-Work-Transition Services
- Agency With Choice
- Psychiatric Rehabilitation including use of Happy Healthy Lives
- Outpatient Psychiatric Services

**Mission or Philosophy**

JEVS Vision: Individuals strengthen communities by realizing their highest quality of life through the achievement of personal and vocational potential.

JEVS Community Living and Home Supports Mission: to empower individuals to make choice and take reasonable risk in order to achieve their full potential for participation in everyday life in the community.
Description of Service Provider
JCHAI was established in 1987 by parents who were interested in providing residential placements for their adult children with intellectual disabilities. Since then, JCHAI has expanded to serve those with intellectual disabilities, autism and brain injury in three group homes, a supportive living apartment program and the JCHAI At Home program, which offers social worker services to those with special needs living in their own residences in the community.

Mission or Philosophy
JCHAI is a non-sectarian provider that believes in providing supports for individuals with special needs so that they may be as independent as possible in their communities, as well as contribute their own talents to the community at large. JCHAI maintains a great deal of family involvement in the operation of our organization and takes pride in the individualized and caring services that we offer to our clients. JCHAI also works hard to partner with other charitable organizations in the Philadelphia area to broaden the horizons of our clients, including Adults with Developmental Disabilities (ADD), Jewish Federation of Greater Philadelphia, Jewish Family and Children’s Service, JEVS, and ACAJE/JOP. JCHAI is pleased that through our work, our clients are productive, happy, involved members of the Philadelphia community.
KenCrest Services

502 West Germantown Pike, Suite 200, Plymouth Meeting, PA 19462
Telephone: 610-825-9360   Fax: 610-825-4127
Contact Person: Loyce Rotzell, ext. 304
Email: lrotzell@kencrest.org
Executive Director: W. James McFalls
Telephone: 610-825-9360 x 204   Email: jmcfalls@kencrest.org
Website: www.kencrest.org

Description of Service Provider
KenCrest is a charitable, non-profit organization providing community-based services and supports to individuals with intellectual and developmental disabilities and autism across the entire age spectrum from birth to senior years. KenCrest serves city-wide in Philadelphia, as well as in Bucks, Chester, Delaware, Montgomery, Berks, and Lancaster Counties.

KenCrest provides Residential, Early Intervention, Home-Community Based, Lifesharing, and Employment services.

Mission or Philosophy
The mission of KenCrest Services is to provide services to individuals who have or are at risk of having an intellectual or developmental disability in a manner that respects individual rights, enhances potential, and enables people to have control over their own lives.

We believe that a positive supportive environment that is based on a relationship of equality between and among those who serve and those who are served offers the greatest opportunity for people to grow and develop.
Kensington Community Corp. for Individual Dignity (KenCCID)

9150 Marshall Street, Suite 9, Phila. PA 19114
Contact Person: Maku Warrakah-Ali, MBA
Email: office@kenccid.net
Board President: Joan Hecht
Executive Director: Maku Warrakah-Ali, MBA
Email: mwarrakah-ali@kenccid.net
Website: www.kenccid.org

Description of Service Provider
Kensington Community Corporation for Individual Dignity (KenCCID) provides services to a wide range of adult males and females with Intellectual and Developmental Disabilities.

KenCCID assesses the best accommodation for each individual separately to assure suitable supports. KenCCID accomplishes this by taking into account the various abilities of each individual and helping that individual achieve the utmost quality of living arrangements and supports. While some individuals may reside in one person residential settings, others are best suited in semi-independent settings or in family-based supports. Various social recreational day supports are provided for those who are now retired. For those individuals who choose not to attend formalized day supports, KenCCID provides community employment activities and/or seek alternative social leisure integration that build social capital.

Since its establishment in 1974, KenCCID’s strong family involvement and backing continues to grow and helps us maintain a personal relationship with each individual served and their family. Over thirty-six years later, KenCCID’s mission remains applicable and unchanged. KenCCID constantly improves services and creates new initiatives to assure people choices are respected and their visibility is strong in the community.

KenCCID’s approach in the delivery of the above services is unique because of the following:

The Advisory Board: where all individuals served are members and meet monthly
Family environment and strong culture: where family members are invited to annual meetings

Mission or Philosophy
KenCCID’s mission is to support people served to achieve their full potential through access to quality services and supports. People will have choice in their personal lives, and a full range of services will be made available which will promote independence and enhance their daily lives.
Keystone Community Resources

100 Abington Executive Park, Suite B, Clarks Summit, PA 18411
Telephone: 570-702-8000   Fax: 570-702-8093
Contact Person: Lisa Cunningham, Director of Admissions
Telephone: 570-702-8028   Email: lcunningham@keycommres.com
Executive Director: Laura Brown Yadlosky
Telephone: 570-702-8106   Email: lyadlosky@keycommres.com
Website: www.keycommres.org

Description of Service Provider
We are a multi-state provider of residential services for individuals with intellectual disabilities from many areas in the northeast including New Jersey, New York, Ohio, Virginia and Delaware. We also provide day services. Keystone consists of over 50 community homes, 3 day program sites, 26 supported living sites and 12 family living homes located in and around the greater Scranton area. Through expansion efforts, we have been able to offer specialized programs in areas such as Prader-Willi Syndrome, Autism, and an Elder Care program.

We are qualified to provide the following services: Behavioral Therapist Consultant, Non-Emergency (transportation); Adult Day Care; Home and Community Habilitation; Respite Care - Out of Home; Adult Training - 2380; Pre-Vocational – 2390; Transitional Work Services; Child & Youth Lic Grp Home with Mental health treatment component; Adult Residential – 6400; Family Living Homes – 6500; Unlicensed (community residential rehabilitation); Job support; Educational Service.

Mission or Philosophy
Our Mission: is to provide people with developmental disabilities diverse opportunities to lead fulfilling lives.

Our Vision: is to be the leader in the provision of services for people with developmental disabilities. We will provide innovative programs to meet the needs of people of all ages.

Our Values: We are an organization of caring professionals who provide quality services for individuals with special needs. We are committed to providing a safe, nurturing environment where all people we serve are assisted to reach their highest potential life.
Lynch Homes

Lynch Homes - Montgomery County, Inc.
216 Cedar Avenue, Willow Grove, PA 19090
Telephone: 215-784-0300    Fax: 215-784-0616
Contact Person: Mary Salmento, 215-699-3540    Email: msalmento@lynchservices.com

Executive Director: Joy Bolton, 215-784-0300
Email: jbolton@lynchservices.com
Website: www.lynchservices.com

Description of Service Provider
Lynch Homes has been providing quality services for more than 75 years. This home provides 24 hour nursing care along with habilitation to people with complex medical needs. Lynch Homes also provides respite services for people with complex medical needs.

Mission or Philosophy
Lynch Homes is committed to offering quality, specialized services, within the community, to people of all ages with developmental disabilities, including serious medical conditions, physical disabilities, behavioral issues, or remarkable challenges.
Maxim Healthcare Services

6 Neshaminy Interplex, Suite 111, Trevose, PA 19053
Telephone: 215-245-3571   Fax: 215-638-0816
Contact Person: Jennifer Finnell   Email: jemickle@maxhealth.com
Website: www.maxhealth.com

Description of Service Provider
Maxim Healthcare Services has two decades of experience providing long term, continuous care to chronically ill patients. All of our staff are licensed and accredited by the ACHC. Our staff is trained to work with the patient’s physician and family to implement a plan of treatment and ensure continuity of care. Maxim’s nurses are screened, licensed and bonded for quality and have required experience for providing care for adult and pediatric patients.

Some areas of expertise:

Private Duty Nursing
RN/LPN Shift Care
Pediatrics
CNA/HHA Shift Care
Attendant Care
Vent Care
Trach Care
Intermittent Visits
Respite Care
24-7 Live In Care
Habilitation Services

Mission or Philosophy
Maxim Healthcare Services is dedicated to providing top quality care to patients and consumers in the comfort of their own home. With keeping the highest homecare standards, Maxim’s goal is to provide the highest level of care possible.
**MedNet Healthcare Systems**

5044 Spruce Street, Philadelphia, PA 19139  
Telephone: 215-294-6790  
Fax: 215-474-4418  
Contact Person: Eunice Vukosavljevic, Director of Compliance and HR, ext. 318  
Email: eunicev@mednetservices.com  
Contact Person: KaKa Balogun, Business Director, ext. 324  
Email: kaka.balogun@mednetservices.com  
Executive Director: Dr. Henry I. Balogun, ext. 310  
Email: hbalogun@mednetservices.com  
Website: www.clinictools.com

**Description of Service Provider**  
We are an Outpatient Psychiatric Clinic currently providing the following services:

- Psychiatric Assessment
- Medication Management
- Individual Therapy non-Psychiatrist
- Family/Couple Therapy non-Psychiatrist
- Group Therapy
- Bio-Psychosocial Evaluation Non-MD
- Re-Evaluation non-MD
- Individual Therapy with Medication Management
- Psychological Testing
- Individual Therapy w/ Psychiatrist
- Family/Couple Therapy w/Psychiatrist
- Collateral Family Psychiatrist
- Collateral Family, non-Psychiatrist
- Bio-Psychosocial Evaluation MD
- Re-Evaluation MD

**Mission or Philosophy**  
MedNet Healthcare Systems is committed to providing quality mental health services to children, adolescents and adults within an area that is easily accessible and less intimidating to patients. The intent is to provide the support necessary for children to develop age appropriate and socially acceptable behavior as well as interaction with peers and adults. And for adults, our commitments are twofold. First of all, it includes helping them to deal with any unresolved emotional issues likely to interfere with both activities of daily living, and life goals and aspirations. Secondly, we are committed to helping them accept any unpleasant but necessary changes their bodies are likely to experience as a result of those unavoidable biological changes of aging while avoiding negative reactions as well as depression prone maladaptive behaviors and reactions. When this is realized, our patients will be able to move to the next most appropriate continuum of care.

MHS believes in serving every need, no matter how challenging, and turns no one away who needs our assistance. We incorporate culturally sensitive treatment modalities without ignoring basic orientation uniqueness of the patient in the best interest of quality treatment.
Melmark

2600 Wayland Road, Berwyn, PA 19312
Telephone: 610-353-1726 Fax: 610-325-2929
Contact Persons:
Suzanne Muench, MSS, LCSW, Dir. of Children’s Admissions & Family Services
Telephone: 610 325-2937 Email: suzannemuench@melmark.org
Peter J. McGuinness, MA, MSS, LSW, Dir. Of Adult Admissions & Referral Relations
Telephone: 610-325-4969 Email: pjm@melmark.org
Executive Director: Joanne Gillis-Donovan, Ph.D., President and CEO
Telephone: 610-325-4961 Email: kjm@melmark.org
Website: www.melmark.org

Description of Service Provider
Melmark is a not-for-profit provider of residential, educational, vocational and therapeutic services for children and adults with autism spectrum disorders, developmental disabilities, acquired brain injuries, other neurological and genetic disorders and related challenging behaviors. Melmark is located in suburban Philadelphia and serves children (ages 5-21) and adults from throughout the Philadelphia region with a full range of integrated, evidence-based programs and services. Melmark’s Adult Programs participate in the ICF/MR program, Consolidated Waiver program and Person/Family Directed Support Waiver program. Melmark’s program capabilities include addressing the needs of medically fragile children and adults.

Mission or Philosophy
Melmark’s programs and services promote independence, increased self-awareness and confidence while offering those we serve the opportunity to make friends and develop personal interests. We deliver effective evidence-based services emphasizing personal worth and achievement. All programs occur in the least restrictive setting in an environment of warmth, care and respect.
**Description of Service Provider**
Pennsylvania MENTOR provides a wide range of services to adults and children with a developmental or intellectual disability throughout the Commonwealth of Pennsylvania. We specialize in residential living options for adults with developmental or intellectual disabilities and those dually diagnosed. In addition we provide in-home waiver services and adult autism services under the Adult Autism Waiver.

In Philadelphia, we provide Lifesharing through Family Living, in-home waiver services and Adult Autism Waiver services.

**Mission or Philosophy**
The mission of Pennsylvania MENTOR and The MENTOR Network is to offer adults, children, young people and their families innovative, quality services and supports that lead to growth and independence, regardless of the physical, intellectual or behavioral challenges they face. Pennsylvania MENTOR’s philosophy emphasizes partnerships – with those we serve, their families, our employees, Mentors and the communities in which we work – in an effort to help shape the direction of their own lives in community-based settings.
**MM Consulting – Behavioral Health Services**

P.O. Box 4625, Philadelphia, PA 19127  
Telephone: 215-275-2760    Fax: 610-272-0733  
Contact: Michael Meyer, Executive Director  
Email: BCMT2000@gmail.com

**Description of Service Provider**  
Provide behavior consultation, functional assessment, development of a personal support plan, staff training and assist with psychiatric care / medication management.

Service: Behavior Support

**Mission or Philosophy**  
Provide comprehensive and personalized behavioral health services to individuals, families, agencies that support individuals with an intellectual disability and mental health issues. Person centered and focused on utilizing minimal invasive proactive strategies. Positive approaches philosophy is being incorporated into all services.
**Mother Care Inc.**

P.O. Box 828, Glenside, PA 19038  
Telephone: 215-528-2927   Fax: 267-385-7047  
Contact Person: Sherry Green, Executive Director  
Telephone: 215-528-2927   Email: grnshrry@yahoo.com  
Website: under construction

**Description of Service Provider**

Mother Care Inc. is multi-service agency that offers an array of different services for Adults and Children with Intellectual Disabilities and Autism. Some of which includes; Home & Community Habilitation, In Home Respite Services, Behavior Support Services, Transitional Work Services, Supportive Employment, Home Finding, Family Living & Residential/Community Homes.

**Mission or Philosophy**

Mother Care’s mission is to enhance the quality of life of those in need for social betterment, by helping individuals reach the goal of self-sufficiency; changing attitudes, locating and finding suitable housing, improving behaviors, motivating, training, creating employment and educational opportunities, and being a supportive network through individual and group counseling sessions.
Neighbours, Inc.

P.O. Box 685, Fogelsville, PA 18051 (Local)
49 Woodbridge Avenue, Highland Park, NJ 08904 (Main Business Address)
Telephone: 610-529-8998   Fax: 215-754-4442
Contact Person: Mark Gane, 610-529-8998   Email: markgane@neighbours-inc.com
Executive Director: Patti Scott, 908-202-8353   Email: pattiscott@neighbours-inc.com
Website: www.neighbours-inc.com

Description of Service Provider

Agency With Choice Fiscal Management Service (AWC/FMS)

The Agency With Choice/Fiscal Management Service according to Bulletin 00-08-08 allows for the “individual or surrogate to enter into a joint-employment arrangement with the AWC/FMS and must work collaboratively with the AWC/FMS to ensure the receipt of quality, needed support services from qualified support service workers. The AWC/FMS provider is the employer of record responsible for certain employer functions, including:

- The completion and management of human resource paperwork.
- Qualified Support Service Worker orientation and training with the individual or surrogate.
- Preparation and disbursement of qualified support service worker payroll in compliance with federal, state and local tax; labor; and workers’ compensation insurance requirements.
- Assuring that Waiver and non-Waiver provider requirements are met.

Our goal will be to provide those individuals or their surrogate who choose this service, the support and training they need to be the Managing Employer. This enables them the choice and control of their support service workers and services.

Mission or Philosophy

Our Mission:
To support people with disabilities as citizens in pursuit of the dreams and goals of their choosing;
To develop a network of organizations guided by our vision, and the principles of self determination;
To share our stories, our knowledge, and our experience.
**Networks for Training and Development, Inc. (Networks)**

The Commons at Valley Forge, 1220 Valley Forge Road, Unit #17
Box 206, Valley Forge, PA 19481
Telephone: 610-935-6624
Contact person: Shauna Roman, Executive Director
Email: shaunar@networksfortraining.org
Website: www.networksfortraining.org

Communication Mentors’ Network of NCPA
119 Memorial Acres, Sunbury, PA 17801  Telephone: 570-286-7694
Contact Person: Jessica Stover  jessicas@networksfortraining.org

**Description of Service Provider**
For 18 years, Networks for Training and Development, Inc. (Networks) has been designing and delivering relevant, practical, and innovative training, consultation, and service demonstration to help people with disabilities to have more fulfilling inclusive lives. Over the years, we have helped thousands of people take in new ideas and strategies and then stretch their wings, take a risk, and try them out in their organizations, homes, community places, governmental agencies, and in their own lives. This has occurred as part of system-wide training and technical assistance offered as part of our Training and Technical Assistance contract with Philadelphia IDS as well as through a variety of other consultation and fee-for-service activities with school districts, non-profit organizations, government agencies, families, and individuals with disabilities.

We have, to a large degree, seen the vision of Networks come alive in the many people we have worked with directly and indirectly as friends and colleagues. We have learned that an organization dedicated to promoting inclusive communities can make a difference – in the lives of people with disabilities, their families and friends, and in the way in which organizations and communities think about, support, and embrace their members with and without disabilities.

**Mission or Philosophy**
Networks for Training and Development, Inc. is a non-profit organization dedicated to promoting inclusive communities through quality training, consultation, and practice.
NHS Human Services

9425 Stenton Ave., Phila., Telephone: 215-671-5005
Contact Person: Beth Caraccio Email: bcaracci@nhsonline.org
11082 Knights Rd., Phila., Telephone: 215-632-9040 ext.134
Contact Person: Sherri Portnoy, sportnoy@nhsonline.org
Executive Director: Terrence McNelis Telephone: 215-836-3116
Email: tmcnelis@nhsonline.org
Website: www.nhsonline.org

Description of Service Provider
NHS/Specialized Services Division provides community based programs throughout Philadelphia. These include: In home supports, Community Integrated Employment (CIE), Community Habilitation, Behavior and Sexuality Supports and Early Intervention Services.

NHS Woodhaven, as an intermediate care facility, provides twenty-four hour residential, nursing and all ancillary services to adult individuals with a developmental disability in need of active treatment in order to prepare individual for a less restrictive level of care. Provides day program and pre-vocational services to individuals with a developmental disability.

Mission or Philosophy
NHS ID/DD Mission Statement: NHS respectfully partners with people to create meaningful lives and relationships with family, friends and community through self-directed supports.
Northeast Community Center for Mental Health/Intellectual Disability

Roosevelt Blvd. & Adams Avenue, Phila. PA 19124
Contact Person: Patricia McKenna
Telephone: 215-831-2862   Email: pmckenna@nemhmr.org

Executive Director: Howard J. Kaufman, ACSW, CBHE
Telephone: 215-831-2828
Email: Exec@nemhmr.org
Website: http://www.nemhmr.org

Description of Service Provider
The Community Homes Department provides residential services for individuals with intellectual disabilities, with emphasis on activities of daily living skills, community integration and services acquisition in each consumer’s treatment plan.

Mission or Philosophy
The mission of the Northeast Community Center for MH/MR is to bring within our resources, quality mental health, mental retardation, aging and addiction recovery services to every individual needing our services at a cost that each can afford. The Center seeks to bring these services to individuals where and when they need the care. Our Center either provides, or refers to other agencies for any service in the behavioral health field that can be provided. All services are confidential and are offered regardless of race, color, age, religion, national origin or ancestry, physical handicap, ethnicity, marital status, sexual preference or affectional preference. Any individual with English proficiency (LEP) will be provided competent, free language assistance services.
Oswald, Michael J.

Address: 8116 Brookside Road, Elkins Park, PA 19027
Telephone Number: 215-635-3532
Cell: 215-694-4242
Email: mikeoswald@comcast.net
Website: www.seriousstories.com

Description of Service Provider
Mr. Oswald provides a range of services including Child and Family Therapy, Behavior Support, Staff Training, supervision, and Parenting Groups. He is an author/illustrator of children stories which deal with the feelings children have in a variety of situations and how they can deal with them.

Mr. Oswald has his Bachelor’s degree from the Philadelphia College of Art (1972) in Illustration and Art Education and his Master’s Degree from Goddard College in Group Dynamics with Special Children (1975). He attended the Extern Program at the Phila. Child Guidance Center from 1994-95.

Mr. Oswald has worked in a variety of Human Service environments including Federation Early Learning Centers, the Warren E. Smith Center, The Woods Schools, Mentor Clinical Care, the Center for Autistic Children, and J’CHAI. He currently works with a variety of Philadelphia and Montgomery County Mental Health and Intellectual Disability agencies.

Mission or Philosophy
Mike Oswald is dedicated to providing a more positive experience for the people he serves. Utilizing positive practice techniques and working in collaboration with the other team members, he develops individualized strategies and programs that enable everyone to best meet the needs of the individual needing support. After an initial assessment of needs, the team is convened to develop a program that enables everyone involved to provide consistent support. Through ongoing observations, monitoring, and direct interaction, the program will be modified and evolve as needs change. Re-evaluations will occur either every six months or annually as appropriate. Staff will be trained to implement the plan and be provided support on an ongoing basis. Families are supported in their efforts to provide the best possible life experience for their family member.

Creating a positive, supportive, affirming environment is essential to his work.
**Overbrook Friedlander Programs**

1900 Wynnewood Road, Phila. PA 19151  
Contact Persons:  
Karen Overton, Social Services Coordinator, 215-877-0063  
Email: karen.harmon-overton@ofp86.org  
Michele Rhodes, Program Administrator, 215-877-0017  
Email: Michele.rhodes@ofp86.org  
Executive Director: Jackie Brennan, 215-877-0313 ext. 215, Email: Jackie@obs.org

**Description of Service Provider**
Overbrook Friedlander Programs provides residential services to adults with intellectual disability and blindness or deafblindness.

There are six Community Living Arrangements located in Overbrook, Overbrook Park and Wynnefield sections of the city serving 15 individuals. Qualified Services include Community 2-Individual Home, Eligible and Ineligible; Community 3-Individual Home, Eligible and Ineligible; Supplemental Habilitation, and Additional Individual Support.

An Intermediate Care Facility located on the campus of Overbrook School for the Blind supports 22 individuals.

Day Services are provided for residents of OFP with Qualified Services of Community Habilitation.

**Mission or Philosophy**
Overbrook Friedlander Programs provides support and services to men and women with intellectual disability and sensory impairments. Our mission is to Offer Fundamental Programs that will sustain and improve the quality of life by focusing on their emotional, intellectual, physical, social and spiritual well being.
PATH, Inc.

8220 Castor Avenue, Philadelphia, PA 19152
Contact Person: Bill Schoppe, Dir., Intellectual Disabilities, Email: bschoppe@pathcenter.org
Executive Director: Elizabeth Andl-Petkov, President & CEO
Telephone: 215-728-4596   Email: eapetkov@pathcenter.org
Website: www.pathcenter.org

Description of Service Provider
For over 30 years, PATH has provided a variety of services and supports to individuals with intellectual disabilities and their families. PATH’s mission, “Helping individuals achieve a more independent and fulfilling life,” is at the heart of each support and service offered. PATH provides highly structured services, as well as services offering minimal supports, understanding that your needs may change over time, PATH offers flexibility in how services are delivered. Services are intended to maximize personal growth toward independence in an atmosphere emphasizing your dignity and self-worth. Using a team approach to develop services and supports, personalized for you, PATH works with you and your team, including family members, staff, support coordinators, outside consultants/therapists, and others. It is through this harmonious partnership that you achieve your goals and realize your dreams.

Services are provided primarily in Northeast Philadelphia and the surrounding area. PATH supports approximately 100 individuals in small community homes throughout Northeast Philadelphia. PATH currently has four full-time nurses supporting individuals, equipping the agency with the ability to work with individuals with significant medical issues. PATH provides Community Integrated Employment Services, Vocational Habilitation Program, Adult Day Program, and Community Living Arrangements.

Mission or Philosophy
PATH’s mission is to help you or your family member achieve a more independent and fulfilling life, as such PATH believes that our mission is to support you:

- In discovering and using your strengths to realize your personal vision.
- In meeting life’s challenges and living life with competence and hope.
- In recognizing opportunities and making choices to optimize your own well-being.
- In enjoying meaningful relationships.
- In empowering yourself to recognize your worth as a valued and active member of your community.
Penn Asian Senior Services (PASSi)

420 York Road, Jenkintown PA 19046
Telephone: 215-572-1234    Fax: 215-572-1102
Contact Person: Lisa Feitell, ext. 16
Email: lisafeitell@passi.us
Executive Director: Im Ja Choi   Email: imja.choi@verizon.net
Website: www.passi.us

Description of Service Provider
PASSi is a nonprofit, community-based home care service agency offering Aging, Attendant Care, Independence and Intellectual disAbility Services waiver services to individuals residing in the counties of Philadelphia, Montgomery, Delaware and Bucks. PASSi currently provides Companion Services and Respite Care (home based and out of home) to qualified individuals.

Mission or Philosophy
The purpose of PASSi is to promote the well being of Asian American seniors and others who are disadvantaged by their language and cultural barriers.

PASSi was founded in 2005, as the first home care agency to train and employ direct care workers who are able to speak the native language and understand the culture of Asian consumers. Today, PASSi employs almost 200 bilingual direct care workers that provide services in Mandarin, Cantonese, Korean, Vietnamese, Khmer (Cambodian), Filipino and Laotian.
**Pennsylvania School for the Deaf**

100 W. School House Lane, Philadelphia, PA 19144  
Telephone: 215-951-4700    Fax: 215-951-4700  
Contact Person: Gail Bober, Director of Admissions, Evaluation and Related Services  
Telephone: 215-951-732    Email: gbober@psd.org  
Head of School: Larry Taub, Ed.D.  
Telephone: 215-951-4705 / 215-600-1515 vp    Email: ltaub@psd.org  
Website: www.psd.org

**Description of Service Provider**  
The Pennsylvania School for the Deaf is a bilingual approved private school (APS) serving students who are Deaf and Hard of Hearing birth through 21 in Philadelphia.

Early Intervention Services: Services in the home (hearing sensitivity, Deaf mentoring, speech, social work) or other natural environment; Center-based program for two-year-olds three days a week (8:15am – 12:00pm)

Preschool Services: Five day (8:15am – 2:00pm) preschool, pre-K and kindergarten classes with an emphasis on developing spoken English or American Sign Language as a first language. All classes also support second language development and early literacy.

School-Age Services: Bilingual ASL and English elementary and secondary classroom programs.

Related Services Offered (ages 3-21): Audiology (including hearing aid dispensing), Cochlear Implant consulting, social work, occupational therapy, physical therapy, speech, ASL, movement/play therapy, counseling, nursing, transportation.

**Mission or Philosophy**  
The Pennsylvania School for the Deaf provides quality education and enriching life experiences to prepare Deaf and Hard of Hearing students for life-long participation in the communities of their choice.
PDDC (Philadelphia Developmental Disabilities Corporation)

2350 W. Westmoreland St., Philadelphia, PA 19140
Telephone: 215-229-4550    Fax: 215-225-1330
Contact Person: Laura Princiotta, ext. 137    Email: LPrinciotta@arcpddc.org
Executive Director: J. Bruce Hulick, ext. 124    Email: bhulick@arcpddc.org
Website: www.arcpddc.org

Description of Service Provider
PDDC is a non-profit human services organization formed over twenty years ago to focus on a mission of service provision that supports people to live their lives with maximum satisfaction and at the highest level of independence. Serving over 400 individuals each year, PDDC offers a range of programs and services designed to respond to the personal choices of participating individuals and their families. Using a team methodology, PDDC is committed to providing a holistic approach to service provision and a varied selection of support services and opportunities for participants.

While remaining consistently in search of innovative ways to meet individual needs, PDDC currently offers diverse service options, including community integrated employment training, employment training at PDDC’s site, comprehensive employment services including job development and job coaching, a dynamic cultural arts program providing an opportunity for self-expression through the arts, an integrated program for senior citizens provided in an active and therapeutic setting, a fully individualized program that provides services in a person’s home, employment opportunities through a contract with PIBH, a variety of job-readiness classes taught by community business volunteers, and exciting recreational opportunities such as an annual city-wide talent show, and a monthly dance party, attended by people throughout the city.

Mission or Philosophy
PDDC remains devoted to continuing to find new ways to provide supports and services, offering ever-increasing choice and self-determination. We are committed to ensuring that all people are provided with supports and services of the highest quality, with a consistent dedication to making it possible for people to have connections to their communities and a personal impact on society.
Prestige Home Care Agency / NHCM, Inc.

Greater Northeast Medical Center, 10890 Bustleton Avenue, Suite 211
Philadelphia, PA 19116
Telephone: 215-677-3299    Fax: 215-677-9811
Executive Director: Irene Goroshovsky
Email: ireneg@prestigehomecareagency.com

Description of Service Provider
Prestige Home Care Agency was founded in 1995 to service those of all ages dealing with developmental and physical disabilities, or requiring home health services. Over the years, Prestige has cultivated a name for itself as a first rate provider of support that recognizes its consumer’s individuality, with dignity and self-respect. Consumers that are found eligible receive services including, but not limited to, the provision of Physical and Occupational therapy, Registered nurses, and home attendant care. At no cost to eligible consumers, these home attendants provide services that facilitate the living of an independent daily life – assisting in everyday living tasks like grooming, cooking, cleaning, and staying healthy. Prestige has garnered its positive reputation, above all for the following two things. Firstly, Prestige is known for its uninterrupted service. Secondly, Prestige prides itself on its multilingual staff – with nurses, therapists, and attendants speaking languages such as Russian, Spanish, Polish, and Mandarin. Ultimately, each individual care plan is crafted around the consumer’s lifestyle, allowing them to achieve the greatest level of self-sufficiency that they are able to engage the community and world around them.

All areas of Philadelphia are served, as well as its surrounding counties, including Bucks, Chester and Montgomery. We serve all eligible pediatric and adult consumers with medical and/or mental health diagnoses. We specialize in Pediatric services – ID/CP, autism, and/or medical disabilities. For Adults-ID/CP and/or medical disabilities. We provide Home and Community Habilitation, Physical and Occupational Therapy, and Skilled Nursing.

Mission or Philosophy
Prestige seeks to foster the innate self-reliance and strength of its consumers through care plans that suit and enhance each individual lifestyle.
Programs Employing People (PEP)

1200 S. Broad Street  Philadelphia, Pa., 19146
Telephone Number: 215-389-4006   Fax: 215-389-5228
Contact Person: Robert Scott, Director, Programs and Service Coordination
Email  robert.scott@pepservices.org
Executive Director: Graham B. Gill
Telephone: 215-389-4006   Email: graham.gill@pepservices.org
Website: www.pepservices.org

Description of Service Provider
Programs Employing People (PEP) is a private, nonprofit agency, initially formed in 1969 by parents and advocates as a day camp for individuals with developmental disabilities who lived in the nearby South Philadelphia community. Employment and adult day care services soon became a primary focus of PEP, along with other services such as recreational and educational programs. After celebrating its 40th anniversary in 2009, PEP continues to strive to enhance self-sufficiency and self-respect for those we serve through the variety of services we have offered throughout the years to the thousands of children and adults from Philadelphia and the surrounding counties.

These services include:
- Community Habilitation with community-based instruction and day supports for adults with severe cognitive and/or physical disabilities;
- Pre-vocational services for adults 18 years of age or older to learn competitive employment skills in a work setting while earning income;
- Community Integrated Employment and ongoing support services
- Older Adult Day Care
- Respite Day Camp
- In-home Supports
- Recreation and Leisure activities.

Mission or Philosophy
Based upon the work of the Center for Self-Determination, PEP strives to incorporate the principles of Self-Determination in our daily mission to support individuals with disabilities. These principles include:

Freedom - to live a meaningful life in the community;
Authority - over dollars needed for support;
Support - to organize resources to be life enhancing and meaningful;
Responsibility - for the wise use of public dollars;
Confirmation - of the importance of leadership that self-advocates must hold in a newly designed system.
R-House, Inc.

331 New Street, Spring City, PA 19475
Telephone: 610-948-4127    Fax: 610-792-0157
Executive Director: Charlotte Hoffman
Email: rhouse331@verizon.net

Description of Service Provider
R-House is a residential facility for mentally challenged adults.

Mission or Philosophy
The mission of R-House is to provide a safe, home-like environment for mentally challenged adults at the trainable level. The following activities are to help them develop to their maximum potential for self-sufficiency and independence: training in self-care and housekeeping skills; prevocational skills; i.e., yard work, matching and sorting, following instructions and discipline; opportunities for religious and social activities; provide transportation and assistance for shopping; sheltered workshop for those who are 21 years old; provide emotional stability and encouragement by giving the individuals a warm and loving atmosphere where the staff is constant and the individuals know they are accepted and safe.
RecCare, Inc.
501 Washington Lane, Suite 204A, Jenkintown, PA 19046
Telephone: 215-886-0880 Fax: 215-886-2680
Executive Director: Dr. Lynda Mitchell, CTRS, CPRP, President/Founder
Email: LMRecCare@aol.com Telephone: 215-886-0880 or 215-901-2681
Website: www.RecCare.com

Description of Service Provider
RecCare provides recreational therapy services, primarily on a 1:1 basis, that utilize carefully constructed recreation, leisure and social activities to enhance the existing skills and facilitate the development of new skills to promote greater independent physical, cognitive, emotional and social functioning for persons with physical, intellectual, and/or emotional disAbilities. Service are delivered in private homes as well as within the community; and offered daily, including daytime, evening and weekend hours.

RecCare is an award winning agency that truly stands alone in excellence, operationalizing standards of practice and strict codes of ethics.

Mission or Philosophy
RecCare is a strengths-based, multi-faceted therapeutic recreational service support system whose primary purpose is to provide direct support or therapy to individuals with various social, emotional, and developmental challenges, chronic conditions or special needs. Our mission also includes the provision of staff development/enrichment, consultation, and technical assistance to agencies, providers, caregivers, and health/human services workers who are interested in enrichment and education about therapeutic recreation on behalf of the people they serve.

Our vision at RecCare is that recreation, leisure, and play experiences are vital components to daily life and, to that extent, everyone deserves to live a full life and to develop life satisfaction through skills development. We recognize that recreation contributes to the richness of people’s lives, functional independence, and dignity. RecCare also embraces the idea that our direct support employees can be facilitators in the implementation of recreational participation through family members, caregivers, and others who are involved in the lives of individuals with challenges.
Resources for Human Development, Inc. (RHD)

4700 Wissahickon Avenue, Suite 126, Phila., PA 19144
Telephone: 215-951-0300    Fax: 215-849-7360
Contact Persons:
Grace Dempster, Corporate Assistant Director/Developmental Disabilities, ext. 3096
Email grace@rhd.org
Vanessa Williams, Corporate Assistant Director/Developmental Disabilities, ext. 3377
Email: vanessa@rhd.org
Anita Rosenfeld, Corporate Assistant Director/Early Intervention, ext. 3244
Email: anita@rhd.org
Executive Director: Robert Fishman
Website: www.rhd.org

Description of Service Provider
Resources for Human Development, Inc. (RHD) is a diverse, creative, values-based non-profit corporation that has been providing social services in the Philadelphia area since 1970. Currently providing a variety of supports and services in twelve states, RHD believes in the worth of every individual and the contributions that each can make. It is paramount that the work environment must reflect and encourage these beliefs as this has led our organization to provide services and supports to people with many varied needs and problems.

RHD supports individuals who are homeless, mentally ill, forensically involved, drug and alcohol addicted, and developmentally disabled. Adults and children receive supports through RHD. Services are provided in collaboration with consumers, families, and significant others in the person’s life. Program designs are flexible, comprehensive and creative. Current qualified services for individuals with developmental disabilities include: Adult and Child residential, Adult and Child family living, unlicensed residential habilitation, home and community unlicensed habilitation, pre-vocational, transportation services, and licensed day habilitation. Also, Early Intervention services and special instruction in Occupational and Physical therapy can be accessed.

Mission or Philosophy
Human beings are of equal worth to us, regardless of race, creed, sex or disability; We deserve to work in an environment that affirms our worth and avoids demeaning judgments; We deserve the opportunity to express our creativity, while affirming the creativity of others; The corporate structure most conducive to these beliefs has maximum decentralization and local autonomy; By responding to the basic good in people, the corporation maximizes individual commitment and responsibility; and A working environment, which reflects these beliefs, will be successful.

We Share These Basic Missions:
To bring the greatest benefit to our clients, employees, and community by integrating our beliefs into a single, cooperative non-profit organization and, To demonstrate through empirical evidence that these beliefs are meaningful and pertinent to the success of the modern corporation.
ROMED Ambulance

8312 State Road, Rear Building, Philadelphia PA 19136
Telephone: 215-624-4110    Fax: 215-624-4118
Contact Person: Roman Pristatsky, Executive Director
Email: romed1111@aol.com
Website: www.romedambulance.com

Description of Service Provider
Ambulance and wheelchair van transportation
Salvation Army Developmental Disabilities Program

701 N. Broad Street, Phila. PA 19123
Telephone: 215-787-2804    Fax: 215-787-5953
Contact Person: Leslie Calabrese, Program Director, Philadelphia County, 215-787-2807
Email: leslie_calabrese@use.salvationarmy.org
Executive Director: Maureen A. McGlinchey
Telephone: 215-787-2810    Email: mmcglinchey@use.salvationarmy.org
Website: www.salvationarmyphiladelphia.org/DDP

Description of Service Provider
The Salvation Army Developmental Disabilities Program provides residential, Supported Employment and day supports to individuals with developmental/intellectual disabilities in Philadelphia, Bucks, Chester and Montgomery counties, as well as in the State of Delaware and has been doing so since 1980. The program is based on a person-centered philosophy that considers the uniqueness and abilities of each person, regardless of the level of disability.

Residential - Individualized residential services are provided by The Salvation Army DDP with the goal of empowering individuals to maximize their quality of life through community integration and independence within their home and community. Supports promote happiness, independence and are designed to enhance and maintain life skills. Access to physical, occupational, speech, nutrition and behavioral therapy, as well as nursing/health supports is provided. Supports range from minimal assistance, such as “drop-in” visits to individuals in Supported or Independent Living who may need assistance only with financial management and/or health care, to 24-hour a day support for daily activities.

Supported Employment - The Salvation Army DDP assists individuals to identify, choose and maintain jobs that maximize personal interests and abilities. The program provides assessment, job development, on-site job support, follow-up after placement and career planning. The goal of the program is to assist individuals in identifying their employment needs and to support them in meeting those needs. Other work situations include enclaves, mobile work crews and entrepreneurial opportunities.

Community Options - The Community Options program offers opportunities to enhance meaningful involvement in community life by fostering participation in volunteer, educational and fitness activities. The program focuses on supports that encourage individuals to develop meaningful personal relationships, and to become involved in natural networks of support. The Salvation Army’s community centers (Corps) offer access to many community resources, including a wide range of volunteer and work opportunities.

Mission or Philosophy
The Salvation Army Developmental Disabilities Program is dedicated to serving the community by recognizing the gifts that each person brings to community life and by supporting their efforts and desires to achieve their potential.
South Jersey Counseling Associates, Inc.

Address: 20 Warwick Road, Haddonfield, NJ 08033
Telephone: 856-354-8525 (Office) Fax: 856-354-0830
Contact Person: Amber T. Samaroo, Ph. D., LCSW, Executive Director
Contact Telephone: 856-354-8525 (office) or 856-466-5582 (cell)
Email: ambersamaroo@comcast.net

Description of Service Provider
South Jersey Counseling Associates, Inc. was established in 1988 by Amber T. Samaroo, Ph.D. The office has always been located at 20 Warwick Road, Haddonfield, NJ. Dr. Samaroo’s forensic clinical experiences date back 23 years. Over the years, he has worked tirelessly with a variety of private citizens, courts and probation/parole officers, parole boards and attorneys throughout the state. He has worked in various prison institutions, group homes and mental health agencies, both with adults and children. Dr. Samaroo has been providing sexuality and behavior consultation to a number of agencies in Philadelphia, serving the MH/MR population. We provide services using a person centered model. Dr. Samaroo is a recognized expert in sexual offender risk assessment and treatment, as certified by a number of Superior Courts in New Jersey, as well as the Civil Commitment Court for Sexual Offenders and the Mentally Ill. He has given expert testimony in criminal trials for both the defense and the prosecution. He has performed assessments and given expert testimony at the Megan’s Law Tier Classification Hearings. Dr. Samaroo is an active member in good standing with the Association for the Treatment of Sexual Abusers (ATSA), and adheres to their treatment ethics, guidelines and standards.

Mission or Philosophy
Treatment Philosophy - The staff of South Jersey Counseling Associates, Inc. endeavor to provide an ethical, competent and caring atmosphere that enables our clients to feel safe and comfortable in pursuing the resolution to some of their life problems, regardless of the nature of the problem, their sex, race, creed, disability, or ethnicity. In pursuit of this endeavor, these guidelines have been established:

Client Rights
1. All clients have the right to be treated with respect and dignity.
2. All clients have the right to have their records stored in a secure place.
3. All clients need to know that confidentiality is maintained within the limits of the law.

Treatment Staff
1. All staff will be skilled and competent in their area of expertise.
2. All clients have the right to know that there is communication with their therapist and their Probation/Parole/Pretrial officer, Group Home Staff, or other individuals with whom there is on file a signed release of information form.
3. All clients will be provided with an initial intake and assessment and given the opportunity to work through their difficulties in an individual, group, or family counseling milieu, or combination of thereof.
4. If the staff feels that appropriate services can not be provided by South Jersey Counseling Associates, Inc., then we will provide the client with resource information for them to seek assistance elsewhere.
5. We strive to maintain a culturally diverse and culturally sensitive staff to better serve our clients.
6. All clients have a right to know that the treatment modality utilized in this agency is based on a Cognitive-Behavioral Model.
Special People In Northeast, Inc. (SPIN, Inc.)

10521 Drummond Road, Philadelphia, PA 19154
Telephone: 215-613-1000
Contact People:
Adult Services – Fran Field, 215-612-7170   Email: ffield@spininc.org
Children’s Services – Denise Fong, 215-612-7588   Email: dfong@spininc.org
Behavioral & Developmental Svcs. – Scott Sadowsky, 215-612-7625 ssadowsky@spininc.org
Executive Director: Trina Losinno, Email: tlosinno@spininc.org
Website: www.spininc.org

Description of Service Provider
Founded in 1970, SPIN is a nationally recognized non-profit provider of direct support, educational and therapeutic services for infants, children and adults. SPIN’s hallmark is the provision of services that are fully inclusive and delivered by highly competent and dedicated professionals. SPIN has achieved numerous international, national and local awards for high quality innovative services and investment in the professional development of its workforce.

With services throughout Philadelphia and area counties and centers and offices in the far Northeast, Frankford and Mt. Airy, SPIN supports over 3,000 children, adults and families to live meaningful, inclusive lives. Services for adults with intellectual disabilities include: Community Living Arrangements (CLAs), Behavioral Health CLAs, Supported Living Arrangements and Lifesharing; Employment Services; Day Supports; Professional Development Services; and In Home and Respite Supports. Services for infants and young children include: Early Intervention, Pre-School Programs, Head Start, Autistic Support Pre-School Programs and center-based child care. SPIN, Inc. provides behavioral health services including psychological and psychiatric evaluations and counseling for children, adults and families. A highlight of SPIN, Inc. is our national award winning Norcom Community Center (NCC), www.nccfun.org, an inclusive community center that provides recreation, education and other fun opportunities for everyone regardless of age or ability.

Mission or Philosophy
SPIN’s foundation is the strong belief in the potential of all people and the power of possibilities that can be achieved when we work together to nurture each person to develop and use their strengths to create a life filled with meaning, purpose and happiness that contributes to the greater good of this world.
Special Vacations, Inc.

3502 Scotts Lane, Suite 2121F, Box D-16, Phila. PA 19129
Telephone: 215-844-1295   Fax: 215-844-3797
Contact Person: Tim Gavin
Executive Director: Pat McFarlane
Email: info@specialvacations.net
Website: www.specialvacations.net

Description of Service Provider
Special Vacations provides supervised vacations and recreational opportunities for adults with developmental disabilities. We serve over 2,500 individuals on 50 scheduled trips annually. Our trips include many day outings, in and around the Philadelphia area; overnight trips to nearby locations such as the Jersey shore, Lancaster County and Catskill mountains; and longer trips to vacation destinations such as Orlando, Las Vegas, Honolulu and Niagara Falls.

Mission or Philosophy
Support individuals in their effort to be independent and to assist them in actualizing their dreams. We believe that everyone deserves to have an enjoyable vacation.
Step-By-Step, Inc.

67 Long Lane, Upper Darby, PA 19082
Local Telephone: 610-352-7837   Fax: 610-352-8003
Regional Vice President: Joseph Hartnett   E-mail: Jhartnett@stepbystepusa.com
Executive Director: Jim Bobeck, 570-829-3477
Email: jbobeck@stepbystepusa.com
Website: www.stepbystepusa.com

Description of Service Provider
Since 1977, Step By Step, Inc. has provided community support services to children and adults in Pennsylvania with mental illness, intellectual disabilities and autism. We are a non-profit agency committed to enhancing the quality of life and personal growth of those we serve.

Step By Step provides services to more than 2,000 individuals, in the Northeast, Southeast, Lehigh Valley and Western regions of Pennsylvania. The Agency is a Pennsylvania Department of Public Welfare (DPW) “qualified provider” of more than 25 distinct services, which are offered to 14 counties in the Commonwealth. All of our services are either licensed by DPW or are fully accredited by the Commission on Accreditation for Rehabilitation facilities.

Whether providing day programs for adults and seniors or finding jobs and housing for clients, our singular focus is improving the lives of people with disabilities.

Mission or Philosophy
Vision of Step By Step, Inc. “Opening the doors to independence and opportunity.”

Step By Step, Inc., a community based, human service agency, is committed to enhancing the quality of life and personal growth of those served through support for individual choice and independence. Our array of services focus on meeting the needs of individuals while maintaining a vision toward each person’s desire, ability and right to be a productive and valued member of the community.

Step By Step passionately believes in each individual’s ability to succeed in life through personal empowerment, with dignity and respect.

In support of this mission:
We deeply believe in an individual’s potential for resiliency, recovery and success.
We believe in the personal need of everyone to be a part of and contribute to his or her own community.
We recognize that a professional and caring staff is our greatest and most valued resource.
We embrace the knowledge that our partnership with individuals in services, family and community life is vital to developing, implementing and advocating public policy.
We recognize the value of diversity.
We encourage openness for creativity and innovation that promotes further success.
Step Up Program – La Salle University

1900 West Olney Avenue, Philadelphia, PA 19141
Telephone: 215-991-3640    Fax: 215-951-1351
Contact Person: John Donahue, MA – Clinical Coordinator
Director: Kelly McClure, Ph.D.
Telephone: 215-991-3640    Email: mcclure@lasalle.edu

Description of Service Provider
Step Up is an outpatient community mental health program that provides psychological assessment, as well as individual and group psychotherapy for intellectually disabled adults with sexual behavior problems. Step Up is a specialty clinic located with the La Salle University Community Center for Psychological Services and services are provided by students in the doctoral program for clinical psychology (supervised by a licensed psychologist). Step Up aims to offer evidence-based treatment to benefit its clients.

Mission or Philosophy
Step Up’s mission is to provide psychological assessment, intervention and consultative services informed by science that will assist clients in their sexual development, encourage appropriate interpersonal interactions and prevent future sexual behavior problems.
St. John’s Community Services Pennsylvania

520 North Delaware Avenue, Suite 301, Philadelphia, PA 19123
Telephone: 215-451-5053 ext. 1500  Fax: 215-451-5073
Contact Person: Kimberly Milburn, 267-238-9541 kmilburn@sjcs.org
Contact Person: Melinda Jaeb, 267-238-9544 mjaeb@sjcs.org
Executive Director: Nicole Buckley, 267-238-9540 nbuckley@sjcs.org
Website: www.sjcs.org

Description of Service Provider
Founded in 1868, St. John’s Community Services (SJCS) works to build better communities through our mission of advancing community support and opportunities for people living with disabilities. SJCS supports people with intellectual, developmental and other disabilities to live and participate in communities of their choosing. SJCS-PA provides adults with disabilities Employment Services and Community Participation, a unique day support program. We provide our services directly in the community to ensure that the individuals we support have access to available resources and in turn the community benefits from their contributions and participation in community life.

Community Integrated Employment Services - SJCS-PA supports people with disabilities, regardless of type or severity, to explore career options, and to acquire and retain competitive employment. SJCS Employment Specialists provide comprehensive vocational assessments, career planning, job development and selection, on-the-job training, job coaching, and other life skills training. They also support employers and co-workers to work effectively with new motivated, qualified and reliable employees. As a result, people with disabilities and employers have benefited from successful work experiences in a variety of work settings, including retail, government and nonprofit agencies. Dependent on eligibility, funding is available through either OVR or MRS.

Community Participation - Unlike traditional day support programs, SJCS-PA’s Community Participation is a “program without walls”. Community activities are individualized to fit the interests and needs of the participants. Individuals who are supported by highly trained SJCS staff participate in a variety of educational and community activities and cultural experiences. If participants chose they can volunteer within certified non-profit agencies, also with staff support. Community participation offers many features such as career exploration, resume building for future employment, life skills development, retirement enhancement and relationship development with members of the community. Community Participation can be paired with employment services for people who are exploring the kinds of employment they prefer, who may be working part time and/or may be in between jobs. Those who are retired from employment also benefit from remaining active and engaged in their retirement.

Mission or Philosophy
SJCS embraces the principles of person-centered support and services. The individual drives the process of identifying outcomes that he or she hopes to achieve and establishing the role that SJCS should play in assisting with the accomplishment of those outcomes. Through developing life skills and building community relationships, people with disabilities are able to have careers, make meaningful contributions to society, fulfill their dreams for the future and assume full citizenship in their communities. St. John’s Community Services supports every person’s right to make informed choices about meaningful employment, participation in day and volunteer activities, and the development of lasting friendships in the community.
Supportive Behavioral Resources Inc. (SBR)

7901 Bustleton Avenue, Suite 301, Philadelphia PA. 19152
Contact Person: Paula Grochowski (home/respite referrals) paula@supportivebehavior.com
Contact Person: Nina Parker (behavioral supports) nina@supportivebehavior.com
Contact Person: Susan McGill (other) sue@supportivebehavior.com
Executive Director: Francesco J. Tieri, frank@supportivebehavior.com
Website: www.supportivebehavior.com

Description of Service Provider
SBR, Inc. provides home and community in-home supports to individuals in the PFDS and Consolidated waivers, as well as, in-home respite (24 hour and 15 minute). As of April 2011, out-of-home respite will be provided as well. Companion services are offered as part of a package with home and community habilitation. Chore services also are available.

Behavioral Supports including assessments, plans, staff training, counseling and sexuality consultation are provided.

Mission or Philosophy
The Mission of SBR, Inc. is to provide individualized supports that reflect respect, caring and knowledge to individuals with developmental disabilities and their families.
Tabor Children’s Services, Inc.

601 New Britain Road, Doylestown, PA 18901
Contact Persons:
   Jerri Brooks, ext. 401  jerri.brooks@tabor.org
   Carla Wilson, ext. 412  carla.wilson@tabor.org
   Norman Knox, ext. 326  norman.knox@tabor.org
Executive Director: William A. Haussmann, ACSW
Telephone: 215-842-4800 ext. 402    Email: william.haussmann@tabor.org
Website: www.tabor.org

Description of Service Provider
Tabor is dedicated to supporting the growth, development and community-based living of individuals receiving services through Intellectual disAbility Services (IDS). The program provides safe, secure, clean housing with 24-hour a day, seven days a week staffing to meet the needs of the residents and to ensure that the quality of living to which they are accustomed is maintained.

Mission or Philosophy
Keeping Children Safe…Strengthening Families…Promoting Independence
The Association for Independent Growth, Inc. (TAIG), an NHS Company

4700 Wissahickon Ave., Suite 100, Philadelphia, PA 19144
Contact Person: Betty Boyd
Email: bboyd@nhsonline.org
Executive Director: Joseph R. Bucci
Email: jbucci@taiginc.org
Website: www.taiginc.org

Description of Service Provider
Founded in 1984, TAIG has continuously supported people with disabilities to be successful in every endeavor they choose. As a leader in the community inclusion movement, TAIG recognizes all individuals as valued, contributing citizens with full rights to enjoy “life, liberty and the pursuit of happiness.” As one of Philadelphia’s largest providers of community living, home and day supports, TAIG offers a full range of options to individuals and families who seek innovative solutions to the specific needs of their unique situation. Focused on abilities, the resourceful staff of TAIG are dedicated to building on the strengths of individuals and their families for the well-being of the whole community.

TAIG offers innovative and effective community based supports for adults with a wide range of intellectual and related physical disabilities Community Homes, Home and Community Habilitation, (2) licensed Adult Day Service Programs (Philadelphia and Bucks County), LifeSharing (licensed and unlicensed), CIE, Adult Residential.

Mission or Philosophy
“NHS provides innovative solutions to support the unique needs of the individuals we serve by striving to create a caring and responsive environment that promotes the highest standards of integrity and quality”.

Specifically, the mission of TAIG is “To support people with disabilities to be successful in every endeavor they choose and situation they encounter”.

Core Values:
Accountability  Diversity  Quality  Stewardship
Integrity  Leadership  Teamwork  Social Responsibility
Thorncroft Therapeutic Horseback Riding, Inc.

190 Line Road, Malvern, PA 19355
Telephone: 610-644-1963
Contact Person: Doreen Guthrie, doreen@thorncroft.org
Executive Director: Saunders Dixon
Website: www.thorncroft.org

Description of Service Provider
Thorncroft provides therapeutic horseback riding to people with physical, mental and emotional disabilities. A mainstream program, our population consists of riders with and without special needs.

Located in Malvern, we serve riders from the Delaware Valley. The riders range in age from 2 to 85 years of age.

Our Mission is to help build the physical, emotional and mental well-being of all people particularly those with special needs, through establishing an atmosphere of cooperation, respect, and love in an equestrian environment.

We are committed to a mainstreaming approach for teaching horseback riding and to promoting the development of new and independent therapeutic riding programs.
**UCP of Philadelphia**

102 East Mermaid Lane, Philadelphia, PA 19118  
Telephone: 215-242-4200  Fax: 215-247-4229  
Contact Persons:  
Ralph Mann, Director, Residential Services, 215-248-7610 Email: rmann@ucpphila.org  
Susan Smith, Dir., Program Operations/Adult Svcs 215-248-4606 Email: ssmith@ucpphila.org  
Shelley Silverman, Admissions Coordinator, Adult Services, Email: ssilverman@ucpphila.org  
Executive Director: Susan Smith, Program Operations  
Executive Director: Stephen A. Sheridan, CEO  
Telephone: 215-248-7601 Email: ssheridan@ucpphila.org  
Website: www.ucpphila.org

**Description of Service Provider**  
UCP of Philadelphia, founded in 1946, provides early intervention, inclusive day care, pre-vocational assessment/training, job placement and coaching, social rehabilitation/partial hospital support, adult day program, community living arrangements, out-of-home respite, evening/weekend community habilitation/socialization activities and community social services. Qualified Services include: Community Habilitation Adult Training (2380), Pre-Vocational Services (2390), Job Finding/Job Coaching/Follow up (W7235), Community Residential (6400), Respite - Out of Home.

**Mission or Philosophy**  
Each person and/or family seeking support from UCP is the driving force behind determining the role UCP will play in assisting them to pursue their own goals and achieve their desired outcomes. UCP reviews goals/outcomes regularly with the individual/family, adjusting strategies as necessary in the supportive team process.

Often due to the impact of the physical disability on the person’s daily life, logistical support issues (e.g., personal care assistance, architectural accessibility, specialized transportation, assistive technology/adaptive equipment) are major factors in achieving successful outcomes. UCP applies all its resources, experience and expertise in addressing these potential obstacles on behalf of the individuals being supported. UCP Community Social Services frequently supports individuals/families as they negotiate solutions to such obstacles within the systems involved.
UniCare Family Services, Inc.

6521 Elmwood Avenue, Phila, PA 19142
Telephone: 267-292-2647    Fax: 267-292-2657
Contact Person: Paschal Obi, 267-334-5330
Email: support@unicarefamilyservices.com
Executive Director: Moses Anayegbu, 267-304-0981
Website: www.unicarefamilyservices.com

Description of Service Provider
UniCare Family Services is a home health care service provider that offers non-skilled professional home health care to individuals and families with mental and physical disabilities. We offer unparalleled service in satisfying the ever-increasing demands of the home health community. Central to our service is the recognition that our patients deserve excellent care. UniCare Family Services Inc. operates with a patient centered spirit.

We hire experienced, kind and considerate staff. Our trained and knowledgeable caregivers are certified professionals in accordance with health care requirements of the State of Pennsylvania such as:

Home Health Aides (HHAs); Companions; Therapists; Medical Social Workers; Certified Nursing Assistants (CNAs)

We are currently approved to provide the following services:

Home and Community Habilitation; Behavioral Support; Companion Care; Respite-In Home 15 Minutes; Respite-In Home 24 Hour

Mission or Philosophy
Our Mission is to improve quality of life and patient independence through the delivery of unique and compassionate care.
Values Into Action - PA

206 W. State Street, Suite LL, Media, Pa 19063
Telephone: 610-565-5177    Fax: 610-565-5179
Contact Person: Maria Pedrick, Resource Director    Email: mariap@viapa.org
Executive Director: Marian Frattarola-Saulino    Email: marians@viapa.org
Website: www.valuesintoaction.org

Also located at Main Street Commons, 569 Main St., Bethlehem, PA

Description of Service Provider
Values Into Action offers individualized services to people with disabilities including help with;
- Deciding where and with whom to live,
- Recruiting, interviewing, selecting and managing their own staff,
- Finding meaningful activities, such as working, recreating and contributing in their communities,
- Having freely chosen relationships with people not paid to be a part of their lives.

Mission or Philosophy
Offering support to people with disabilities in partnership with their families and communities.
Visiting Nurse Group, Inc.

128 West Girard Avenue, Phila PA 19123
Telephone: 215-829-8888 ext. 115   Fax: 215-829-8875
Contact Person: Joann P. Bush, Administrator; jbush@visitingnursegroup.com
Executive: Joel E. Becker, President/CEO; jbecker@visitingnursegroup.com
Website: www.visitingnursegroup.com

Description of Service Provider
Visiting Nurse Group, Inc., (VNG) is a leading provider of home healthcare services throughout Philadelphia and its surrounding suburbs. Since 1986, VNG has provided skilled nursing care, home health aide services, as well as physical and occupational therapy.

Focusing on the need for comprehensive home care for pediatrics, VNG offers each child and their families the highest level of clinical expertise. As one of the most rapidly growing private duty home care agencies in Philadelphia, VNG has over 200 nursing professionals and home health aides on staff, who provide a smooth transition from hospital to home. As our slogan says, “We bring healthcare home”.

Mission or Philosophy
Visiting Nurse Group is committed to provide the highest level of home care to each patient. Our entire staff of RNs, LPNs, and Home Health Aides are passionate about the superior care they provide. We are dedicated to recruiting and retaining the most skilled and knowledgeable nurses and encourage continual skill development and training. We are ultimately rendering technologically advanced nursing care by a qualified team of professionals who truly care. Our mission is to provide high quality home care services and education to those patients with high-tech and specialized health care needs regardless of race, color, national origin, handicap, age or religious creed.
Volunteers of America Delaware Valley

Regional Office – Behavioral Health and Developmental Disabilities Division
10551 Decatur Road, Suite 100, Philadelphia, Pa. 19154
Contact Person: Jane Mwangi-Williams, Vice President Email: jwilliams@voadv.org
Contact Person: Nicole Napson, Quality Assurance Director Email: nnapson@voadv.org
Executive Director: Daniel L. Lombardo
Telephone: 1-856-854-4660 Email: dlombardo@voadv.org
Website: www.voadv.org

Description of Service Provider
Volunteers of America Delaware Valley is the Greater Philadelphia regional affiliate of Volunteers of America, a national, faith-based nonprofit founded in 1896. VOADV is a professional human services organization that annually serves more than 11,000 men, women and children in NJ, PA and DE. VOADV operates 43 separate programs serving persons who are experiencing homelessness, seeking permanent housing, struggling with addictive behavior, coping with chronic mental illness and developmental disabilities, returning to society from the criminal justice system, and dealing with domestic violence. Programs are categorized as Housing and Supportive Services, Affordable Housing, Behavioral Health and Developmental Disabilities Programs, Corrections Services, Domestic Violence Programs and Volunteer Services. The Behavioral Health and Developmental Disabilities Program consists of community based residential facilities supporting individuals who have been diagnosed with a Developmental Disability and or Mental Illness. In addition, individuals may have forensic and/or Drug & Alcohol issues. The Developmental Disabilities Division facilities provide community based residential services to adults with developmental disabilities utilizing a person-centered process, which embraces the core principles of self-determination, community integration, social capital and a quality of life meaning and purpose. Our holistic and integrated service model allows us to move individuals from instability to security, from experiencing lack of empowerment to an acknowledgement and affirmation, and from isolation to community inclusion with social capital to provide a satisfying quality of life.

Mission or Philosophy
Volunteers of America Delaware Valley is committed to providing community-based assistance to populations in need so that they can lead self-fulfilled, independent lives. It is the philosophy of the Behavioral Health and Developmental Disabilities programs that all our clients have the potential to live healthy and satisfying lives within the community. The provision of community based residential services is based on belief that people are successful and satisfied in everyday life when they use and develop their own potential and when they have access to the resources needed to do this. People who have significant mental health problems and developmental disabilities need the same resources as anyone else. Individualized community support services such as those provided in our programs have been demonstrated to assist individuals to obtain these resources and to widen the pool of options available to participants. The Behavioral Health and Developmental Disabilities Program is committed to the principles of self-determination through individual choice and self-directed services. This is ensured through the recognition that person centered processes are underpinned by the expectation that each staff member enters into a collaborative relationship with the client and facilitates the achievement of authentic choice. Self-determination unfolds when the environment provides the ingredients of active listening, collaborative exploring of interests, exposure to new experiences, evidence based practices and a perspective of ongoing growth for each person.
**Walker Center at Bancroft**

304 Old Lancaster Road, Merion Station, PA 19066-1526  
Telephone: 610-747-0290  Fax: 610-747-0294  
Contact Person: Sharon Williams-Taylor, Senior Operations Director  
Email: swilliams-taylor@bnh.org  
Executive Director: Toni Pergolin  
Telephone: 856-348-1192  Email: tpergolin@bnh.org  
Website: www.bancroft.org

**Description of Service Provider**  
The Walker Center at Bancroft – One World. For Everyone. - helps adults with intellectual and developmental disabilities live, work and thrive in the local community. We help each person to function as independently as possible, and to become more involved, productive citizens – so we can all live as valued, respected members of our world. We offer life-skills training and support through:

- Community Living Program…in shared homes in the community  
- Respite and In-home Services…in the person’s own home  
- Parenting Program…for parents with intellectual challenges

Founded in 1945, the Walker Center has programs in Lower Merion and other nearby towns in Montgomery, Delaware and Philadelphia counties.

**Mission or Philosophy**  
Bancroft’s mission is to ensure that every person is given opportunities for lifelong learning and fulfillment. We do this by altering perceptions, and by supporting those with intellectual and developmental challenges and acquired brain injuries in achieving their life goals as valued and respected members of our world.
WES Health Centers
1463 W. Lycoming Street, Philadelphia, PA 19140
Telephone: 215-227-8985    Fax: 215-227-8988
Contact Person: Lisa Smith-Hicks   E-mail: lsmith@DRWES.org
Executive Director: Dennis E. Cook
Website: www.DRWES.org

Description of Service Provider
WES is a health and human service organization that promotes total wellness and is in the business of building communities. The VISION of WES Health Centers is for every person to have access to the critical, individual-driven services that promote the attainment of full emotional, intellectual, and physical potential. This vision is achievable only when people are safe, healthy and well educated. As we fulfill our true potential as individuals, our communities will become economically self-sustaining and culturally viable.

Intellectual Disability Services:

Vocational Habilitation Program
The VHP provides services to individuals based on each individual’s wants and desires, and strives to develop each person’s maximum potential for employment and/or personal independence within the community. Services are available to persons 18 years of age or older.

Intellectual Disability and Autism Services:

Community Integrated Employment
WESWorks is an innovative job-training program, which endeavors to place individuals (18 years or older) in the competitive job market. Job Development Services include job readiness training, individual on-the-job training, travel training, and follow-up evaluation.

Home & Community
The Home & Community Program assists children and adults with special needs from the ages of 3 to adult. We provide skill development in the following areas: life skills, problem solving, parenting skills, and financial planning. We also provide community participation and support through community activities, projects, and volunteer associations. In home respite is also a service offering.

Mission or Philosophy
To provide opportunities in which individuals learn to live, work, and play in their communities, as all citizens are entitled.
Section VI: APPENDIX
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| FAX MACHINES       |                        | Court-Ordered Supports Coord. | 685-4688 |
| Registration/Cust. Service | 685-4617 | Budget & Waiver/Risk Mgmt./ Training - Q.I./Pub. Awareness | 685-5933 |
| Administration     | 685-5959    | Community Supports/ Day Supports/Children-E.I. | 685-5966 |
VI-B

Commonwealth of Pennsylvania
Department of Public Welfare
Office of Developmental Programs (ODP)

Contact Information

ODP Customer Service Number
1-888-565-9435
for General Information or Concerns

Gary Alexander, Secretary
Department of Public Welfare
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-2600

Angela Fortney, Director
Bureau of Supports for People with
Intellectual Disabilities
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-1848

Kevin T. Casey, Deputy Secretary
Office of Developmental Programs
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-3700

Patricia McCool, Director
Division of Community Supports
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-1848
Email: pmccool@state.pa.us

Southeast Regional Office
Office of Developmental Programs
801 Market Street, Suite 5071
Philadelphia, PA 19107

Vicki Stillman-Toomey
Regional Program Manager
Office of Developmental Programs
215-560-2242
Email: vstillmant@state.pa.us

Rochelle Zaslow
Regional Supervisor
Office of Developmental Programs
215-560-2242
Email: rzaslow@state.pa.us
<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
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<tr>
<td>Vicki Stillman-Toomey</td>
<td>Regional Program Manager</td>
<td><a href="mailto:vstillmant@state.pa.us">vstillmant@state.pa.us</a></td>
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<tr>
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<td>215-560-2242</td>
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<td>215-560-3042</td>
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<td>Naelelah Abdul-Wali</td>
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<td><a href="mailto:nabdulwali@state.pa.us">nabdulwali@state.pa.us</a></td>
<td>215-560-6285</td>
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<td>Jodi Berhow</td>
<td>Licensing Representative</td>
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<tr>
<td>Charmaine Cannady-Greene</td>
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<td><a href="mailto:ccannadygr@state.pa.us">ccannadygr@state.pa.us</a></td>
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<td>Melissa Clemmons-Smith</td>
<td>Licensing Representative</td>
<td><a href="mailto:mclemmons-@state.pa.us">mclemmons-@state.pa.us</a></td>
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<td>Walter Szott</td>
<td>Licensing Representative</td>
<td><a href="mailto:wszott@state.pa.us">wszott@state.pa.us</a></td>
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<td><a href="mailto:kgerrity@state.pa.us">kgerrity@state.pa.us</a></td>
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<td>Cherron Garland</td>
<td>Incident Mgt; IM4Q; AE Oversight; (CI)</td>
<td><a href="mailto:chgarland@state.pa.us">chgarland@state.pa.us</a></td>
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<td>Gary Johnson-McNutt</td>
<td>Risk Mgmt; Certified Investigator (CI)</td>
<td><a href="mailto:c-gmcnutt@state.pa.us">c-gmcnutt@state.pa.us</a></td>
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<td>Preston Ringo</td>
<td>Supv: OBRA,ICF/MR, Lifesharing</td>
<td><a href="mailto:nringo@state.pa.us">nringo@state.pa.us</a></td>
<td>215-560-6340</td>
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<td>Katherine Alston</td>
<td>AE Oversight; ICF/MR; (CI)</td>
<td><a href="mailto:kalston@state.pa.us">kalston@state.pa.us</a></td>
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<td>Ann Favarella</td>
<td>Nursing Svs; OBRA; (CI)</td>
<td><a href="mailto:afavarella@state.pa.us">afavarella@state.pa.us</a></td>
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<td>Shelley Zaslow</td>
<td>Supervisor for Operations</td>
<td><a href="mailto:rzaslow@state.pa.us">rzaslow@state.pa.us</a></td>
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<td>Nathifa Carmon</td>
<td>Service Reviews; Exception Processes</td>
<td><a href="mailto:ncarmon@state.pa.us">ncarmon@state.pa.us</a></td>
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<td>Lynn Johnson</td>
<td>AE Oversight; Employment</td>
<td><a href="mailto:lyjohnson@state.pa.us">lyjohnson@state.pa.us</a></td>
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<td>Marguerite Peashock</td>
<td>AE Oversight Lead; FMS; SC</td>
<td><a href="mailto:mpeashock@state.pa.us">mpeashock@state.pa.us</a></td>
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<td>Shana Wimmer</td>
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<td><a href="mailto:swimmer@state.pa.us">swimmer@state.pa.us</a></td>
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VI-C **Common Acronyms**

In the field of services to people with intellectual and developmental disabilities, many acronyms are used. An acronym is a word that is formed from the first or first few letters of several words. We have included a list of these commonly used acronyms as a reference guide.

**AAC**---------Augmentative and Assistive Communication

**AAIDD**-----American Association on Intellectual and Developmental Disabilities

**ADA**-------- Americans with Disabilities Act

**ADT**--------Adult Developmental Training

**ASD**--------Autism Spectrum Disorder

**AT**---------Assistive Technology

**BHO**-------Behavioral Healthcare Organization

**BHS**-------Behavioral Health Services

**CAO**-------County Assistance Office

**CBH**------Community Behavioral Health

**CBI**-------Community Based Instruction

**CFST**------Consumer Family Satisfaction Team

**CIE**-------Community Integrated Employment

**CIL**-------Center for Independent Living

**CLA**------Community Living Arrangement

**CLS**------Community Life Skills Program or Community Legal Services

**CMS**------Center for Medicare & Medicaid Services

**COLA**-----Cost of Living Adjustment

**CST**------Consumer Satisfaction Team

**CQI**------Continuous Quality Improvement

**D&A**------Drug & Alcohol
ISO----------Intermediary Service Organization
ISP----------Individual Support Plan
LD----------Learning Disability
LPN----------Licensed Practical Nurse
LRE----------Least Restrictive Environment
MA----------Medical Assistance
MA-EPD-------Medical Assistance for Employed Persons with Disability
MCO---------Managed Care Organization
MH----------Mental Health
MDE---------Multi-Disciplinary Evaluation
OBRA--------Omnibus Budget Reconciliation Act
ODP---------Office of Developmental Programs
OT----------Occupational Therapy
OVR---------Office of Vocational Rehabilitation
PCHC--------Philadelphia Coordinated Health Care
PCP---------Person Centered Planning
P/FDSW------Person/Family Directed Support Waiver
PILCOP------Public Interest Law Center of Philadelphia
PLF---------Private Licensed Facility
PPO---------Preferred Provider Organization
PROMISE-----Provider Reimbursement and Operations Management Information System
PT---------Physical Therapy
PUNS--------Prioritization of Urgency of Need for Services
PVPT--------Philadelphia Vocational Profile Tool
QA---------Quality Assurance

QEST--------Quality Enhancement Survey Team

QI----------Quality Improvement

QIP--------Quality Improvement Plan

QM---------Quality Management

QMRP-------Qualified MR Professional

RN---------Registered Nurse

SB--------Senate Bill

SC---------Supports Coordinator/Supports Coordination

SCO--------Supports Coordination Organization

SEP--------Supported Employment Program

SIS--------Supports Intensity Scale

SLA--------Supported Living Arrangement

SS---------Social Security

SSD--------Services & Supports Directory

SSDI-------Social Security Disability Income

SSI-------Social Security Income

TEP--------Transitional Employment Program

TSM--------Targeted Services Management

VHP--------Vocational Habilitation Program

VR--------Vocational Rehabilitation
Section VII: Fair Hearing Forms
FAIR HEARING REQUEST FORM
HOME AND COMMUNITY-BASED SERVICES
FOR INDIVIDUALS WITH MENTAL RETARDATION

TO: Department of Public Welfare
    Bureau of Hearings and Appeals
    (the County MH/MR Program will forward this appeal to the appropriate
    Bureau of Hearings and Appeals Office listed on pages 3-4)

FROM: Name of Appellant __________________________________   Day Telephone Number___________________

Mailing Address ____________________________________________________________________________

Signatures: Appellant ______________________________________________

Witness (if Appellant makes mark)   Witness (if Appellant makes mark)

_________________________________ ______________________________________

I request a fair hearing before the Department of Public Welfare Bureau of Hearings and Appeals. I am requesting
this appeal on behalf of the following individual receiving home and community based services funded under a
Medicaid waiver for individuals with mental retardation.

Name of individual receiving services _______________________________________

Medicaid access number of individual receiving services_________________________

I request this appeal based on the following actions and I request the following remedies (explain):

_____________________________________________________________________________

_____________________________________________________________________________

Name of Individual’s Representative (if applicable) _________________________________

Signature of Individual’s Representative (if applicable) ______________________________

Day Telephone Number _________________________________

Mailing Address _________________________________________________________________________

Please check one of the items below to indicate the type of hearing you want:

______ I want a telephone hearing

______ I want a face to face hearing

Please indicate below what information is needed in a language other than English, what type of interpreter,
communications assistance or accommodation you need, if any, at the hearing:

_____________________________________________________________________________

_____________________________________________________________________________

CC: County Mental Health/Intellectual Disability Program
    Regional Program Manager, Office of Developmental Programs
    Waiver Coordinator, Central Office of Developmental Programs,
    Bureau of Community Programs

MR-458 1-04
HOME AND COMMUNITY-BASED SERVICES  
FOR INDIVIDUALS WITH MENTAL RETARDATION  
INSTRUCTIONS AND NOTICE OF RIGHT TO FAIR HEARING

If you are applying for Waiver services or an ICF/MR level of care, or if you object to an action taken affecting your claim for waiver services, you have the right to a county conference or fair hearing, or both if:

- You or your legal representative have not been informed of feasible Home and Community-based services including services funded under the Waiver, as an alternative to care in an ICF/MR (Intermediate Care Facility for individuals with Mental Retardation), and about services in an ICF/MR.

- You or your legal representative have not been offered the preference of Home and Community based services funded under the Waiver as an alternative to care in an ICF/MR.

- You or your representative have been denied your preference to receive Waiver-funded Home and Community based-services or ICF/MR.

- Your claim for services is not acted upon with reasonable promptness.

- You or your legal representative have been denied your choice of
  (a) Home and Community-based services funded under the Waiver or
  (b) qualified providers of Waiver funded or ICF/MR services.

- Waiver-funded services in your individual program plan were reduced, terminated or suspended without your consent.

You also have the right to appeal any action or failure to act and to have a hearing if you are dissatisfied with any decision to refuse, suspend, reduce or terminate Medicaid Home and Community-based Waiver services. However, you will not be granted a hearing if the action taken was solely caused by State or Federal law or regulations requiring a change in the type of services available to you.

If you want a conference to discuss your concerns or to have an independent mediation, please write or phone your County MH/MR program designee.

Your county designee will also help you in filing for an appeal before the Department of Public Welfare, Bureau of Hearings and Appeals, if you so request.

Your County Designee is: Kenneth Cruz

This County Designee can be reached at the following address and telephone number:

Address: Intellectual Disability Services  
701 Market Street, 5th Fl., Suite 5200  
Philadelphia, PA 19106-1532

Telephone Number: (215) 685-5996
If you choose to have a conference or mediation with the county MH/MR program, you may do so without forfeiting your appeal rights if you contact the county MH/MR program designee within 10 days of your notification of the contested action. You do not have to have a County conference or mediation if you want to go directly to a Department of Public Welfare hearing officer to have your appeal heard.

If you choose to have a County conference or mediation, services should not change until a decision on the conference or independent mediation is made, unless that change is based solely on Federal or State law, regulation or policy.

If you are not satisfied with the results of the conference or mediation, you may appeal to the Department of Public Welfare, Bureau of Hearings and Appeals within 30 days of you being notified of the County’s decision. Your appeal must be sent first to the county MH/MR program, and they will forward it to the Bureau of Hearings and Appeals. If you are appealing a change in services which are already provided to you and if you appeal to the department within 10 days of the County’s decision, services will, generally, continue without change until the department’s hearing officer makes his/her decision. Services will not continue if the action is based solely on a change in Federal or State requirements.

If you decide to appeal directly to the Department of Public Welfare, Bureau of Hearings and Appeals, you must write the department’s Bureau of Hearings and Appeals within 30 days of the decision or action being taken which you want to appeal using form MR 458. The appeal must first be sent to the County MH/MR program, and they will forward it to the Bureau of Hearings and Appeals.

If you are already receiving waiver services, waiver services will continue without change until the fair hearing decision is made if:

- You are appealing a decision to reduce, terminate or suspend Waiver funded services that you were authorized to receive in your individual program plan.
- You file the appeal within 10 days of being informed of the County’s decision.
- The action is not done solely to comply with Federal or State law, regulation or policy.

The Department of Public Welfare, Bureau of Hearings and Appeals telephone numbers and addresses follow:

1. **Bureau of Hearings and Appeals**  
   **Headquarters**  
   Bureau of Hearings and Appeals  
   2330 Vartan Way, Second Floor  
   Harrisburg, PA 17110  
   Phone: (717) 772-2769

2. **Bureau of Hearings and Appeals**  
   **Central and Northeast Regions**  
   Bureau of Hearings and Appeals  
   2330 Vartan Way, Second Floor  
   Harrisburg, PA 17110  
   Phone: (717) 772-2769

3. **Bureau of Hearings and Appeals**  
   **Southeast Region**  
   Bureau of Hearings and Appeals  
   801 Market Street, Suite 5071  
   Philadelphia, PA 19107  
   Phone: (215) 560-2378

4. **Bureau of Hearings and Appeals**  
   **Western Region**  
   Bureau of Hearings and Appeals  
   Two Gateway Center, Suite 1125  
   603 Stanwix Street  
   Pittsburgh, PA 15222  
   Phone: (412) 565-5213
At the hearing, you can present to the hearing officer the reasons you disagree with the action or decision and present evidence and/or witnesses to support your case. You have the right to represent yourself or to have someone else represent you (see attached list of legal aid offices).

If you need legal counsel, the County MH/MR contact person will refer you to free counsel and advocates on request.

If you speak a language other than English or have problems in communicating and need an interpreter, you may bring an interpreter to the hearing. If you are unable to provide your own interpreter, you may request assistance on the appeal request form and/or by contacting the County contact person or the Bureau of Hearings and Appeals. You must request this in advance of the hearing.

If you need some other accommodation to attend or participate in the hearing, you may request assistance in obtaining such an accommodation, but you must make this request in advance of the hearing. These requests may be made by contacting your County designee.

The Bureau of Hearings and Appeals will hold a hearing for you either over the telephone or face-to-face. You may choose which type you want. If you do not have a phone, you can use the phone at the County MH/MR program or the phone of a friend, relative or neighbor. Indicate whether you want a telephone or face-to-face hearing on the attached Appeal Request Form.

The attached Fair Hearing Request Form should be used to file your appeal. Your County designee or representative may help you complete and mail this form to the Bureau of Hearings and Appeals.

Your County designee will copy your Fair Hearing Request Form and send a copy to both the Regional and State Offices of Mental Retardation. The State and Regional Offices of Developmental Programs addresses are as follows:

1. **Southeast Region Office of Developmental Programs**
   801 Market Street, Suite 5071
   Philadelphia, PA 19107

2. **Northeast Region Office of Developmental Programs**
   100 Lackawanna Avenue
   Scranton, PA 18503

3. **Central Region Office of Developmental Programs**
   Room 430, Willow Oak Building
   Harrisburg State Hospital
   Harrisburg, PA 17120

4. **Western Region Office of Developmental Programs**
   300 Liberty Avenue
   Pittsburgh, PA 15222

5. **Office of Developmental Programs**
   Room 512, Health and Welfare Building
   P.O. Box 2675
   Harrisburg, PA 17105
CITY OF PHILADELPHIA
DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES

Standard Individual Plan Notification
Pursuant to Service Preference Bulletin

[ ] ISP
[ ] Critical Revision
[ ] Team Meeting

Name of Person Receiving Service: ____________________________________________

Address of Person: ___________________________________________________________
                                                      ____________________________________________

Telephone Number: (______)____________________________________________

This is to certify that I consent to the services in the Individual plan, as presented to me on:

________________________________________________________
Date

This consent is made with the understanding that I have the right to request a change in these services at any
time, and that I have the right to a county meeting, independent mediation, or Department of Public Welfare fair
hearing and appeal if services are reduced, terminated or suspended.

This also is to acknowledge that I (or my representative) have been informed of my rights to a county meeting,
independent mediation, or Department fair hearing and appeal at my planning meeting. I also acknowledge receiving
a copy of a form and instructions for Department fair hearing and appeal.

Signature of Individual: ____________________________________________ Date: __________________________

Signature of Representative: ____________________________________________ Date: __________________________

Signature of Supports Coordinator: ____________________________________________ Date: __________________________

Agency: _______________________________________________________________________

Attachments: MR 458
Copy: File
      : Fran Rementer, IDS

55-MH-2553
It’s all about community!