



2020-21 Annual Report



KEYSTONE
HUMAN SERVICES

Keystone Human Services Creativity And Resilience 2021

Since 1972, for almost 50 years, Keystone Human Services has been advocating for and with people with disability. Since our origins supporting people to leave the Harrisburg State Hospital in Pennsylvania, we have walked beside people as they leave institutions, move into the community, and pursue their goals of family, home, work, and school.

Today we offer a broad array of services in intellectual disabilities, mental health, and autism in the US, Moldova, and India. We provide Head Start services to children and families through Capital Area Head Start and place life-changing assistance dogs with children and adults through Susquehanna Service Dogs. We offer technical assistance to governments, regulators, and other organizations and provide educational opportunities to promote inclusion everywhere. We work every day to carry our mission forward and build a better, more inclusive world.

Total Employees: **2,915**

People Supported: **17,010**

Total Revenue: **207,103,000**



Dear KHS Membership,

When first faced with a global pandemic, none of us could fully comprehend the changes and challenges it would bring. We had no playbook to draw on, no tried-and-true guidance to turn to. Our only guides were an unwavering commitment to supporting people with respect and inclusion and our foundational responsibility to the extraordinary people who make KHS a global leader – our employees.

Employees, the people who are the heart of KHS in the US, Moldova, and India, have shown courage, resourcefulness, and creativity. We've become a leader in using technology to support independence. We've worked alongside adults with disability and with employers to promote opportunities for integrated employment at competitive pay. We've built platforms to support advocacy by and for people with disability, supported thousands of families living in poverty, helped people find their place in their communities, and placed more assistance dogs in a single year than ever before. It has been quite a year.

Even as previously unimaginable safety protocols and remote work become the norm for so many, our commitment to building partnerships remains unchanged. Our work is predicated on these partnerships with people we support, our communities, like-minded organizations around the world, and the volunteer boards who provide our governance oversight and leadership. Building a better, more inclusive world for all of us takes all of us working together.

Whether you are a member of Keystone Human Services, a donor, an employee, a family member, someone we support, or someone interested in our work, we welcome you as we move toward a future where all people are included and belong. Thank you for your support.



Sincerely,

A handwritten signature in black ink, reading "Terri Slocomb".

Terri Slocomb

Board Chair

Keystone Human Services

A handwritten signature in black ink, reading "Charles J. Hooker, III".

Charles J. Hooker, III

President and Chief Executive Officer

Keystone Human Services



913 people supported in Pennsylvania and Delaware

Intellectual Disability Services

At KHS, we support people with intellectual disability to live full, meaningful lives in their communities. Understanding the importance of natural supports, individuality, respect, and choice, we encourage people to build relationships, actively participate in the community, and pursue their goals.

Keystone Autism Services

Our flexible, individualized programs for adolescents and adults with autism are designed to meet the needs of each person, whether they're pursuing goals around home, school, work, or the community. We encourage and actively support growth, positive individual choices, and meaningful relationships through the award-winning Adult Community Autism Program known as ACAP and the KAS Vocational Initiative supporting adolescents and adults in the Lehigh Valley of Pennsylvania.

201 people supported in Pennsylvania





Employment Services

People often find their place in their community through employment. Competitively paid, fully integrated employment is a critical pathway to independence, natural supports, and friendships. It's the backbone of diverse, welcoming, and resilient communities.

KHS provides the support people need to successfully find and maintain a job and works with employers to welcome a diverse workforce that includes people with disability.





Key Human Services

In Connecticut, we are Key Human Services, creating opportunities for people with disability to grow and make meaningful life choices while living, working, and building relationships within their community. With support and funding from the Connecticut Departments of Developmental Services, Social Services, and Children and Families, Key provides services to support people with disability throughout their life.

1000 people supported



64 people supported

Partnerships for People

As Partnerships for People in New Jersey, KHS provides person-directed services for people with intellectual disability and autism, giving people a voice in the direction of their lives. We work alongside people and provide support as they pursue goals of establishing a home, finding a job, or actively participating in their community.

Independence Through Technology

This is an exciting time to explore the intersectionality of accessibility, independence, and technology. With the right technology, many adults can live independently without staff being physically present. Microwaves and stoves can be equipped with sensors, door openers can be installed, and lights and thermostats can be operated via smart speakers, integrated “smart home” technology, and voice or touch-activated devices. Through careful person-centered planning, we can use technology to remove barriers to autonomy and independence for many people with disability.

“I love being on my own. I think everyone would like to be on their own!”





1190 people impacted

Keystone Institute India

We are part of a movement of change in India to create a more inclusive society. In partnership with people with disability, families, advocates, organizations, and leaders, we build communities where all are welcome and belong. As India struggles with the pandemic's toll, our work to connect people and organizations and build a stronger foundation of support for people with disability matters more than ever. Addressing the needs of people with disability strengthens safeguards for everyone.

Keystone Moldova

Keystone Moldova promotes social inclusion, emphasizing full participation in the community. Taking a rights-based approach, Keystone Moldova partners with national and local governments and advocates reforming and developing the national social protection system with sustainable community-based services. With particular expertise in successful deinstitutionalization and service development, Keystone Moldova consults with countries and NGOs around the world.

7971 people impacted





Advocacy

We join a global network of advocates working to build a better world, taking an active stance against segregation and marginalization, and pushing for inclusive practices across all sectors of society.

Advocacy takes many forms—organizations and individuals working with government officials and other leaders, families building support networks, community members standing up for social justice, and people with disability advocating for their rights. Together, our voices are strong. Together, we change policies, reform systems of care, protect human rights, and build a safer, more inclusive world.



1108 children enrolled

Capital Area Head Start

Capital Area Head Start programs are comprehensive, state and federally-funded child development programs serving children ages birth to five and pregnant women, preparing children and families for success in school and life.

Our programs focus on children's literacy and cognitive and social-emotional development while supporting children's health and well-being. Each child receives educational, medical, dental, nutritional, and family social services. We encourage parents to take an active role in their child's learning and development and connect families with local resources that they can continue to use after their child has transitioned to kindergarten.



2624 people impacted

Susquehanna Service Dogs

Susquehanna Service Dogs breeds, raises, trains, and places assistance dogs, hearing dogs, and facility dogs to assist children and adults with disability to lead the lives they want to live at home, work, school, and in the community. We match each person and dog to form a successful partnership and follow each team for the working life of the dog through the dog's retirement.

This year we broke ground on a new Training Center, specifically designed to continue our work as a leader in the international assistance dog community.

Inclusion Diversity Equity

At Keystone Human Services, our commitment to building a better world where all people are valued includes confronting systemic racism and bias in our work and communities.

This past year, we launched an ambitious and vital effort to create a more inclusive culture within our organization, where all employees feel respected and included. To guide us in this journey, we are working with an experienced consulting group to listen, learn, engage, and make change. Our rich diversity is our strength, and we are working to ensure that diversity is reflected in all levels of the organization. We are committed to improving our organizational culture and our Keystone community.

976 employees have
attended diversity training



Mental Health Services

Each person's experience with mental health conditions is unique. We meet each person where they are on their recovery journey, offering individualized services and opportunities to develop skills and acquire resources to reach their goals. The path to recovery and wellness must be walked in partnership. Each person has a strong voice in the ways we support them. We premise our work on respect for individual culture and traditions as a foundation for building strengths and resilience.

677 people supported

Keystone Institute

Keystone Institute provides educational opportunities to explore some of the most compelling questions surrounding the work of being in service to people with disability. The Institute offers education and consultation in deinstitutionalization, creating responsive community supports, Social Role Valorization, and respectful, collaborative, and individualized planning.

1262 people engaged



Keystone Human Services

Senior Leadership

Charles J. Hooker, III, President and CEO

Jennifer Allison, Vice President, Human Resources

Michele Chang, Vice President, Corporate Compliance and Integrity

L. John Jabour, Vice President and Chief Information Officer

Dr. Kristine Koontz, Vice President, Quality and Clinical Services

Charles S. Sweeder, Executive Vice President

Laura Tieman, Vice President, Business Development

Kristopher Weaver, Vice President, Development

Robert Bausinger, Director, Capital Area Head Start, Susquehanna Service Dogs, Property Management

Jeanine Buford, Director, Digital Content and Strategy

Genevieve Fitzgibbon, Deputy Director, Keystone Human Services International

Dr. Ludmila Malcoci, Regional Director, Central/Eastern Europe, Keystone Human Services International

Kara McClain, Executive Director, Mental Health Services

Elizabeth Neuville, Executive Director, Keystone Institute; Executive Director, Keystone Institute India

Christopher Pegeron, President and CEO, Partnerships for People

Julie Rizzo, Executive Director, Keystone Autism Services

Kristine C. Saylor, Chief Financial Officer

Elizabeth Weiblen, President and CEO, Key Human Services

Greg Wellems, Executive Director, Intellectual Disability Services

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ShaunJude McCoach
Angie Miller
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Travis J. Powell
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Paul Strizzi
Catherine Walters
Brett Woodburn
Amanda Yiengst

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Arcadie Barbarosie
Oleg Bezrucico
Genevieve Fitzgibbon
Charles J. Hooker, III
Charles Sweeder

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Rhoda Barasch
Kathleen Blazek
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HUMAN SERVICES

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