



KEYSTONE

HUMAN SERVICES

2021-22 ANNUAL REPORT



KEYSTONE HUMAN SERVICES

Dear KHS Membership,

Fifty years ago, Keystone Human Services was founded on the idea that all people can and should live in the community, that everyone needs to be included in all aspects of society in order to make the world a better place. Our origins are in deinstitutionalization, as we helped people leave the Harrisburg State Hospital and build lives in the community as neighbors, employees, students, family members, and friends.

Since those early days in Central Pennsylvania, we have grown into a multinational organization in Pennsylvania, Connecticut, Delaware, and New Jersey in the United States, Moldova, and India. We’ve become a leader in connecting the people we serve with technology to become more independent in big and small ways. Susquehanna Service Dogs recently opened a new training center to train more life-changing assistance dogs and have a greater impact on the community. In India, we’re reunifying families, supporting people to leave institutions, find their families, and rejoin them as valued members. In the US, we have launched an innovative pilot project to incorporate the Listen Include Respect global guidelines into our work, empowering Direct Support Professionals to fully step into their roles as advocates for inclusion.

These last few years and this past year especially have shown us that we have the expertise, creativity, and resilience to navigate unexpected challenges. When the war in Ukraine broke out, we didn’t hesitate to use our knowledge of community-based service systems and supporting people with disability to support refugees within Moldova and work to incorporate disability rights into Moldova’s emergency response plans.

On our 50th anniversary, we are celebrating our history, but also looking toward the future. We are in a strong position as a leader in inclusive practices. Our employees, the heart



of KHS, bring our mission to life every day, and we are committed to continuing to build partnerships with the people we support, communities, like-minded organizations around the world, and the volunteer boards that provide our governance oversight and leadership. Together, we are building a better, more inclusive world.

We welcome you to join us as we move into the next 50 years, whether you’re a donor, employee, a family member, someone we support, or someone interested in our work. Thank you for all of your support.

Sincerely,

Stephen Rader
Board Chair
Keystone Human Services

Charles J. Hooker III
President and Chief Executive Officer
Keystone Human Services

PARTNERSHIPS

We build partnerships with the people we support, communities, like-minded organizations around the world, volunteer boards, and donors. Together, we are building a better, more inclusive world.

Capital Area Head Start provided families with 6,685 resources, including basic needs, information, and referrals for needed supports.



COMMENDATION FROM MOLDOVA’S PRESIDENT MAIA SANDU

Keystone Moldova received a letter of commendation from Moldova President Maia Sandu for our work during the war in Ukraine to support refugees and ensure that people with disability are included in emergency relief plans: “The exemplary mobilization and the organizational capacity that you have shown during this period, together with other fellow citizens of ours, gives me hope.”

Keystone Moldova provided support for 8,904 refugees from Ukraine and received 3,268 calls through the Hotline Support Service for information, legal and psychological counseling, and referrals to other services.

INCLUSION

Our mission revolves around inclusion and inclusive practices. We work hard to listen and respect the voices of the people we support and to lend our voice alongside theirs in advocacy so all people have full access to their rights.



INNOVATIVE APPROACH TO INCLUSION

KHS is the first human services provider globally to incorporate the new international Listen Include Respect guidelines into our work. Over 1,500 people with intellectual disabilities and their families from almost 100 countries around the world helped develop these guidelines which were launched at the UN Conference of States Parties to the Convention on the Rights of Persons with Disabilities by Inclusion International and Down Syndrome International. Keystone Human Services has partnered with Inclusion International to launch an innovative project focused on empowering Direct Support Professionals to fully step into their role as advocates for inclusion. This project is exploring how these international standards for inclusion and meaningful participation of people with intellectual disability can impact an organization that provides direct supports.

“I can do things on my own now.
I can be more independent myself.”

– Earl Stone



57% of participants in the Adult Community Autism Program (ACAP) are competitively employed.

260% increase in the number of homes using assistive technology to increase people's independence

INDEPENDENCE

The people we support drive their own lives. We continually look for creative and innovative ways for people to live independently every day. Independence looks different for each person. For some, it's finding competitive employment. For others, it's using assistive and smart technology to spend evenings on their own, make a cup of tea for guests, or open doors for themselves.

Over 1,400 people participated in educational events through the Keystone Institute.



1,550 attendees participated in 1,919 total training hours in values-based workshops through Keystone Institute India.

RELATIONSHIPS

Relationships are central to us as human beings. In our work, we not only build relationships with leaders and other organizations, but we bring together like-minded people from the community to work toward a common goal—finding pathways to a more inclusive world.



SSD held over 70 puppy classes, many in the newly built Robin C. Reedy Training Center, where volunteer puppy raisers from the community helped puppies in training learn valuable skills to become life-changing assistance dogs.

COMMUNITY

Keystone Human Services builds communities where everyone has the opportunity to thrive, exercise their rights, and fully participate. In an inclusive world, people direct their own lives, find meaningful work, pursue education alongside their peers, and fill valued roles in the community. It takes everyone working together.

Keystone Human Services rents or owns 414 homes, apartments, and offices within the community. The hallmark of a Keystone-owned or rented home is that it looks just like any other home in the neighborhood where a good friend or neighbor would live.



“You’re not a caretaker, you’re a change agent.”



100% of Board members participated in the Board Giving Campaign.



KEYSTONE HUMAN SERVICES

VALUE

“It’s not just the mission. It’s being part of something greater.”

KHS provides support for people to fill valued social roles within the community. These roles lead to the good things in life, including relationships and a sense of belonging. While some of these valued roles are universal, we recognize the importance a person’s culture and background plays in the direction of their life.



CULTURAL INCLUSION

Over the past two years, Key Human Services in Connecticut has focused on learning more about the ethnicity, religious preferences, and cultural interests of the people receiving services. Key also holds a bi-weekly Inclusion, Diversity, and Equity meeting where employees share ideas regarding participation in cultural and community events, national holidays, and other traditional observances. Employees now support the people we serve to participate in at least two culturally relevant activities of their choosing each month. Because of the value placed on cultural inclusion, 100% of families feel that their family member is valued and respected by employees.



98% of people we support in Delaware have completed phase 1 of Charting the Life Course, a framework to help anyone develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live their desired lives.

RESPECT

We respect each person’s individuality and choices and value the dignity of risk. Our supports are person-centered, with each person playing a pivotal role in making decisions to drive their own life.

INDIVIDUAL CHOICE

Partnerships for People supported one woman to move into a more independent living environment with her fiancé. Services are wrapped around her needs, and she advocates for herself. She has the dignity of risk to make decisions for herself and the supports around her to provide assistance if she needs it. She and her fiancé have been in a relationship for over five years and are now planning a wedding.



96% overall satisfaction within Mental Health Services

“Everyone benefits by reflection and applying the ideas of creating a common language, whether at work or in our personal lives.”



32 Inclusion Guides are now modeling inclusive behavior and serve as resources across KHS.



DIVERSITY

Since 2020, KHS has been on a journey to elevate inclusion, leverage diversity, and enhance performance so we can build a culture and an environment where employees and the people we support feel valued and respected. We have undertaken a robust effort to engage all employees in learning about and practicing greater inclusion.

Total Revenue: \$215,003,166

2,780 total employees



SERVICE AND SUPPORT

An employee recently said, “We’re here to serve.” Not only are we here to serve, but we’re here to walk alongside the people we support and advocate with them as they lead their desired life at home, at school, at work, and in the community.



2,717 employees took courses in Relias to stay up-to-date on annual training requirements, completing 93,457 total credit hours.

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Kristopher Weaver
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Head Start, Susquehanna
Service Dogs, Property
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Keystone Human Services
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Dr. Ludmila Malcoci
Regional Director,
Central/Eastern Europe,
Keystone Human Services
International

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Keystone Institute;
Executive Director,
Keystone Institute India

Christopher Pegeron,
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Partnerships for People

Julie Rizzo
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Keystone Autism Services

Kristine C. Saylor
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Key Human Services

Greg Wellems
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Intellectual Disability
Services

CHANGING THE WORLD

Joining Keystone Human Services in 1996 was one of the best decisions of my life. I had been working in human services in various capacities in different states, and I still remember the question Dennis Felty asked me after my interview in Harrisburg: “Do you want to change the world?”

Keystone Human Services is more than a human services provider. We work toward systemic change, to weave inclusive practices into the fabric of every aspect of society. We are truly working to change the world.

Our mission, vision, and values are at the center of everything we do. During those early days, I remember sitting in the front row at one of Keystone’s Social Role Valorization workshops, a reluctant learner who had barely an inkling of how fundamental those values would become to myself.

These values make Keystone Human Services unique. In fact, KHS was founded on the principle that we would be essentially invisible. We ask ourselves, what does it mean to provide good support, to be allies and advocates alongside people with disability, not caretakers? We look to partner with people with disability, family members, other organizations, leaders, and governments to promote inclusive practices, create sustainable community-based supports, and build inclusive communities where everyone has the opportunity to fully participate, belong, and access their rights.

I’m proud of the work we’ve accomplished together. We launched the Adult Community Autism Program, the first of its kind and a model for providing support. We became a global organization, with operations in Moldova and India where we built a reputation as a trustworthy, reliable organization that remains true to its mission and values. Additionally, we achieved Special Consultative Status at the United Nations and have strong global advocacy presence through our involvement with the UN Conference of States Party to the Convention on the Rights for People with Disability, the Clinton Global Initiative, the Zero Project (Vienna, Austria), and Inclusion International to name a few.

In the United States, I remember traveling to Delaware, where we were approached by a parent to start providing supports there. Since that first home opened, we have become one of the largest providers in Delaware. We expanded into New Jersey when Partnerships for People joined us, and we expanded services in Connecticut to bring people out of the last remaining institution in the state, into the community. Most recently we opened the Robin C. Reedy Training Center for Susquehanna Service Dogs. In India, we implemented

Community Lives in Dehradun and a family reunification service. It has been an honor to support the work of Keystone Human Services through my Board roles on all of Keystone’s subsidiaries and with statewide organizations such as PAR (Pennsylvania Advocates and Resources for Autism and Intellectual Disability), nationally at ANCOR (the American Network of Community Options and Resources) and globally serving on the Board of Directors of InterAction.

During the global pandemic, we worked to keep those we support and our employees safe, ensure resources were available to our community, and advocate at the state and national level for access to Personal Protective Equipment (PPE), testing, vaccines, and funding.

In the wake of George Floyd’s death, we listened to our employees and the people we support to make inclusion, diversity, and equity an enduring component of our work.

When Putin invaded Ukraine on February 24, 2022, Keystone was there to help people from Ukraine seeking safety in Moldova. We are not a humanitarian aid organization, but this is our community and Keystone Moldova stepped forward to help. We’re looking to people’s immediate needs, as well as what they’ll need in years to come as they rebuild their lives. As a trusted NGO in the Republic of Moldova, Keystone Moldova is working to ensure people with disability are included in emergency relief efforts.

These decades have been marked by growth, and through it all are woven the threads of our mission and values. Whether it’s work happening in someone’s home to support them to fill valued roles and pursue their goals and dreams or work at the government level to make sure people with disability are included in policies, we are making a difference in people’s lives and changing the world.

Keystone Human Services is in a strong position moving forward. I am retiring with full confidence that KHS is in good hands, through Chuck Sweeder’s leadership, a strong governance structure, and every single person living our mission every day.

Thank you for all your support over the years. It has been a privilege to lead KHS and work beside all of you. I have no doubt that you and Keystone Human Services will continue to change the world and make it a more inclusive place for everyone.



Charles J. Hooker III