



KEYSTONE
HUMAN SERVICES

2022-23 ANNUAL REPORT





Dear KHS Membership,

Keystone Human Services was founded on the idea of inclusion and a deep belief that people with disability belong within the community. Our work focuses on deinstitutionalization, but there is so much within that one word. It goes beyond leaving congregated, segregated institutions. It's building a life within the community – not just a life, but a good life filled with opportunities to thrive, set and pursue goals, dream big, and achieve those dreams.

Our work this year has focused on what it means to be truly inclusive. By starting with a recognition that people with disability are the experts in their own lives, we are continuing to shift mindsets and moving away from the traditional “caretaking” view of services for people with disability. We are asking introspective questions, such as:

- How can we better support people to advocate for themselves and access their rights?
- In a heavily regulated funding environment, how can we create services that reflect the voices of people with disability?

Providing effective, inclusive, good support requires a partnership between people with disability who choose to accept services and those providing services. It requires respect and a commitment to truly listen.

Person-centeredness is at the heart of everything we do across our services in Pennsylvania, Delaware, New Jersey, Connecticut, Moldova, and India – intellectual disability services, mental health services, autism services, Capital Area Head Start, and Susquehanna Service Dogs, as well as technical assistance for governments and educational opportunities. In the US, we are partnering

with people with disability to explore ways technology can provide more independence, an initiative that earned KHS a distinguished international Zero Project Award. In Moldova, we are partnering with civil society organizations to develop sustainable social services, including social canteens, showers, laundry services, hair stylists, and other related services that are accessible for people, including people from Ukraine who have been displaced from their homes. In India, we are supporting people to leave institutions and reunite with their families, developing paths forward for inclusive education, and creating a valued and respected workforce of direct support professionals.

Our mission isn't something that's done in isolation. It takes all of us working together, a community that recognizes the world is a better place when we are all included and valued. Keystone Human Services is a strong leader in inclusive practices. Our employees bring our mission to life every day, alongside the people accepting our services, communities, like-minded organizations around the world, and our volunteer boards providing governance, oversight, and leadership. It's a partnership of listening to each other, respecting and recognizing that people with disability must be heard, and working toward a common goal.

We welcome you to join us in our mission, whether you're a donor, employee, family member, someone accepting services from us, or someone interested in our work. Thank you for all your support.

Sincerely,



Stephen Rader
Board Chair
Keystone Human Services



Charles S. Sweeder
President and Chief Executive Officer
Keystone Human Services



Stephen Rader



Charles S. Sweeder

“We are family”

“My mother was a Life Sharing Provider, which is how I learned about it,” said Jennifer Gebhard. “And then I became one. I saw the difference it makes in somebody’s life. I know it’s certainly made a difference in mine.”

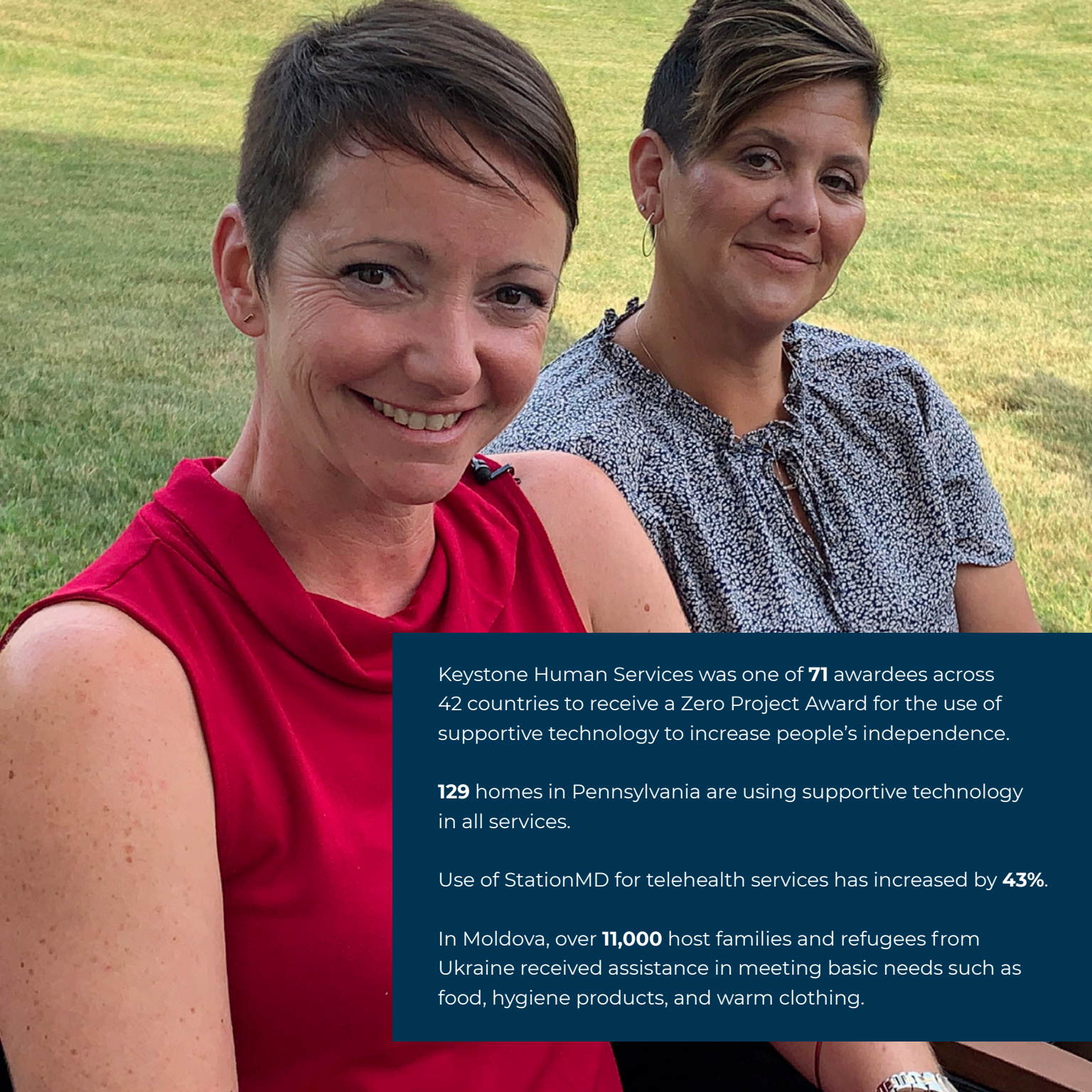
Kevin and Jennifer Gebhard have been Life Sharing Providers for fifteen years. Before they welcomed Janet and Sydney into their home, they spent time learning about each other, going to dinner, shopping, and going to the movies. They got to know each other to see if they wanted to welcome each other into their lives, and “the rest is history,” as Kevin says.

Through Life Sharing, people with disability have the opportunity to grow, learn, and pursue their goals in a family environment.

“We’re family,” say the Gebhards. “We lean on each other to help each other out.”



2,759 total employees

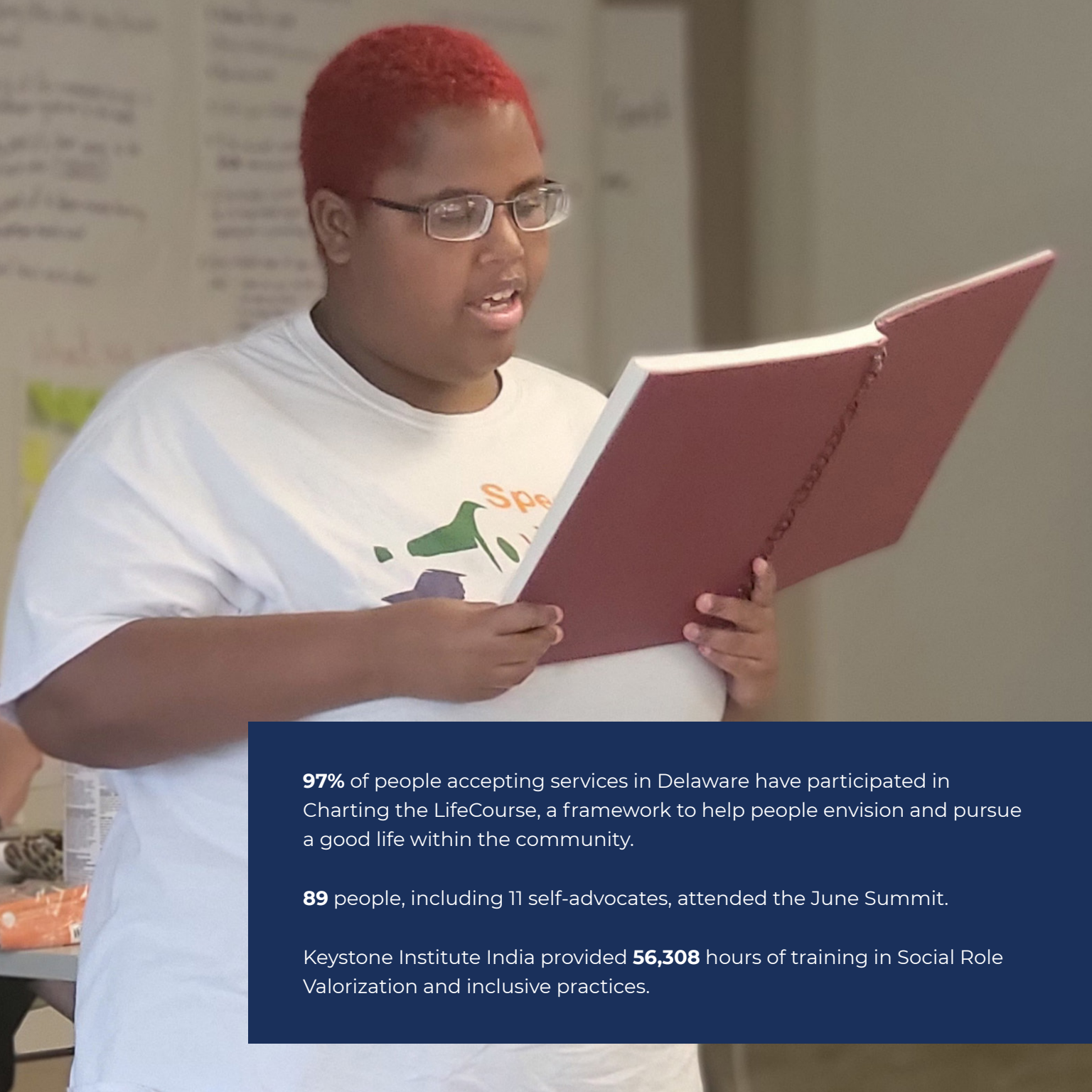


Keystone Human Services was one of **71** awardees across 42 countries to receive a Zero Project Award for the use of supportive technology to increase people's independence.

129 homes in Pennsylvania are using supportive technology in all services.

Use of StationMD for telehealth services has increased by **43%**.

In Moldova, over **11,000** host families and refugees from Ukraine received assistance in meeting basic needs such as food, hygiene products, and warm clothing.



97% of people accepting services in Delaware have participated in Charting the LifeCourse, a framework to help people envision and pursue a good life within the community.

89 people, including 11 self-advocates, attended the June Summit.

Keystone Institute India provided **56,308** hours of training in Social Role Valorization and inclusive practices.

16,050 total people accepting our services

“It’s all about listening to the person”

In partnership with self-advocates and Inclusion International, Keystone Human Services spent 2022-2023 exploring how the Listen Include Respect global guidelines for inclusion and meaningful participation for people with disability can impact an organization that provides direct support.

Our first year of discussion culminated in the June Summit on June 20, 2023.

“Good support means being honest with me and telling me the truth,” said Destiny Smith, a member of the Listen Include Respect steering committee. “Good support is providing me with feedback so I can learn how to improve and accomplish the things I want to do. Good support is getting to know me as a person.”

“We learn more about ourselves and learn how to educate other people to let them know we have a powerful voice and we’re going to use it to make ourselves known,” said Jordon Beasom, another member of KHS’s Listen Include Respect steering committee. “When I found my voice, I was able to let them know that I can do this, this, and this if it’s explained well and broken down into easy accomplishments. Now that I’m retired, I am still working on those goals to become more independent.”





“Facility dogs help students manage their emotions”

SSD Russet, a facility dog from Susquehanna Service Dogs, works with students at Capital Area Head Start, where he provides support for preschool students in the classroom. He was taking a break from visiting classrooms, hanging out in the support room.

His break coincided with Friendship Group, a small group opportunity to practice social skills. Ms. Crystal, a Behavioral Guidance Specialist, sat on the floor with a few students and read the book *Sometimes I'm Bombaloo* by Rachel Vail. The main character in the story experiences a lot of big feelings, and Ms. Crystal was acting them out perfectly for her audience.

From across the room, SSD Russet noticed her emotions. He walked over and sat on her lap to provide calming pressure. This pressure is one of the tasks Russet has been trained to perform on cue to support students. This particular time, though, he recognized the emotions Ms. Crystal was performing and initiated his favorite kind of pressure.



54 employees within Capital Area Head Start are former Head Start parents.

95 people attended New Volunteer Orientation to become volunteers with Susquehanna Service Dogs.

Property Management completed **56** Capital Projects to enhance the homes of people accepting services.

Total revenue: **\$227,846,473**



“Meeting people where they are”

“The services Josh receives through ACAP depend on where Josh is,” said Lillian Rappaport, whose son participates in the Adult Community Autism Program. Services are driven by the goals Josh sets, from finding and maintaining employment to developing independent living skills. “ACAP coordinated everything – the job training, the follow-up, independent living skills, transportation. My husband and I are older now, and ACAP is starting to sort of fill in the gap for us, especially with transportation.”

Josh Rappaport, a patron of the arts, has been volunteering with the Harrisburg Symphony Orchestra since he was thirteen. He also works at Hershey Park and volunteers at the library.

Job Developer Naomi Spoo supports Josh in his employment goals.

“My role is to help with whatever he needs related to employment. The best part of my job is seeing people sustain employment and love what they do.”



22 additional people participating in the Adult Community Autism Program (ACAP) found employment, an increase of 12%.

633 people receive services from Mental Health programs on their journey to recovery.

Partnerships for People is serving **32%** more people through its supports and residential services.



KHS employees completed **7,389** safety-related education courses.

1,312 people from KHS and other organizations participated in 11 different educational events through the Keystone Institute, totaling over 7,000 educational hours.

Nurses in Key Human Services serve **755** people.

“Celebrating 25 years of community support through ChocolateBall”

2023 marked our 25th anniversary of ChocolateBall, our signature gala. Over the years, the community has united through the event to support our mission, creating inclusive communities and building a better world.

“The more I learned about Keystone Human Services, the more I wanted to be a part of the organization,” said Heather Bowlin, a Keystone Partnership Board member who has been involved with ChocolateBall since 2001. “It’s about community and making sure everyone is treated with dignity.”

ChocolateBall funding has:

- Supported technology options for people with disability to become more independent in their daily lives;
- Led to accessible transportation for people with disability, including refugees from Ukraine;
- Built preschool classrooms optimized for students to explore science, technology, engineering, art, and math;
- Changed attitudes about people with disability and disability rights;
- Recognized that everyone benefits when all people are included.



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Our mission is to create
OPPORTUNITIES *for growth and*
meaningful life CHOICES *so all people*
can be VALUED, *contributing members*
of their COMMUNITY.



KEYSTONE
HUMAN SERVICES

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