



KEYSTONE
HUMAN SERVICES



KEYSTONE HUMAN SERVICES

2018-19

Create Inclusive Communities. Build a Better World. Change Lives.

CELEBRATE KEYSTONE

Since 1972, Keystone Human Services has been advocating for and with people with disability. From our origins supporting people to leave the Harrisburg State Hospital in Pennsylvania, we made a commitment to walk beside all people as they leave institutions, move into the community, and pursue their goals of home, work, and school.

Our history has been marked by innovation and collaboration as we have expanded throughout Pennsylvania, Delaware, Connecticut, New Jersey, Moldova, and India. Although we are physically located in these places, we have built relationships and connections across the world as we share our expertise, learn from others, and join the global movement of inclusion, working to create a world where all people belong and enjoy their human rights.

We offer a broad array of services in the areas of intellectual disabilities, mental health, autism. In addition, we offer Head Start services to over 1,400 children and families in Central Pennsylvania through Capital Area Head Start, and place life-changing service 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.

It takes many dedicated people to carry our mission forward and create an environment where all people can grow, make choices, and be valued members of the community. Celebrate with us as we reflect on some of our accomplishments over the past year and prepare to continue our journey as change agents working alongside people with disability to create a more inclusive world.

10,916

Total People Served

191,362,000

Total Revenue

Dear KHS Membership,

The story of Keystone has been one of growth and service to people with disability. Sometimes that means physical growth, such as adding new homes for people in the community or expanding the school day for vulnerable children. Other times we're expanding our advocacy for and with people with disability and our knowledge of inclusive practice.

From our 47 years of service, we know that inclusion benefits everyone. We have a vision of an inclusive world where all people belong, and each person has a vision of what they want their life to look like. Choice matters. Dignity of risk makes a difference. We do our job best when we listen to people's voices and add our voice to the growing movement for inclusion for all people.

We are pleased to share the progress, challenges, and opportunities that Keystone has addressed over the last year. With so much turmoil in the world that impacts people with disability and human services, Keystone has worked to be a constant, an enduring source of stability in the lives of those we support.

Keystone and agencies like us are called to be there for the long term for the people and families we serve. Maintaining an enduring presence means we must continually evolve as people's needs change and as the world changes. We recognize that this is only possible with the dedication of the Boards of Directors, talented staff, forward thinking leaders, loyal volunteers, and most importantly, skilled and caring direct support professionals. You are all at the heart of what it truly means to serve.



Please join us in celebrating our accomplishments this year. Whether you are a member of Keystone Human Services, a donor, an employee, a family member, a person we support, or someone who is interested in our work, we welcome you to add your voice as we move toward a future where all people are included and all belong.

Sincerely,

Jennifer Chambers, M.D.
*Chairman of the Board of Directors
Keystone Human Services*

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



MENTAL HEALTH SERVICES

Leadership Council, a group of people in recovery who partner with KHS's Mental Health Service leadership, expanded its advocacy and education to include a broader audience. For the first time ever, Leadership Council held a wellness festival at Danville State Hospital. Designed by people in recovery from mental illness, the Danville Wellness Festival provided people staying at the state hospital with an opportunity to see, hear, and share stories about how the key concepts of WRAP (Wellness Recovery Action Plan)—hope, support, personal responsibility, education, and advocacy—apply in their lives, and to build hope-filled connections with their peers.



INCLUDE AND ADVOCATE



KEYSTONE INSTITUTE

The Keystone Institute offers Implementation Coaching Projects, where Institute faculty and leaders in Social Role Valorization and person-centered practice serve as mentors, coaches, and facilitators to support KHS employees and implement strategies steeped in our common values. In Delaware, the Institute assisted staff to support Joe and his sister to reconnect and build a sibling relationship. They now have a thriving family relationship, which has had a far-reaching impact on Joe's life. His confidence has grown and he's open to trying new things and exploring life in the community. He is now living a fuller life.



PARTNERSHIPS FOR PEOPLE

Advocates are strengthening their capacity to raise their voice and advocate for themselves. Ellen Mercado, President of the Partnerships for People Self-Advocacy Group attended the Keystone Human Services June Summit, where she joined advocates from around the world in discussions about advocacy, inclusion, and human rights. She shared the knowledge and skills she learned with the group. Networking and learning opportunities like these strengthen the global movement toward inclusion.

INNOVATE AND BUILD

INTELLECTUAL DISABILITY SERVICES

Keystone Human Services' Intellectual Disability Services has taken an innovative approach to providing the support each person wants and needs. Using remote support technology, adults are able to live on their own without staff being physically present—a move to “just in time” staffing instead of “just in case” staffing. The first person to use remote supports at Keystone led the meetings to design a system based on her needs and preferences. In partnership with SimplyHome, she and her support staff designed a series of sensors and buttons to alert them to check to see if she needed assistance. Initially only relying on remote staff overnight, she gained confidence living on her own and is considering increasing the number of hours she's living independently. Her efforts set the stage for giving more people the opportunity and freedom to live their lives the way they want to, while allowing KHS to work with regulators to modernize existing rules and regulations in this area.



KEYSTONE INSTITUTE INDIA

Keystone Institute India has been instrumental in developing a public-private partnership in India focused on creating responsive community-based support for people with intellectual disability. Eight women left a government institution in Northern India and established themselves as members of their village, where they live in two small community homes. This is the first program in the region founded on a commitment to inclusive practice and full community membership. The lives of these eight women and the village have transformed, and the potential impact on the government, civil society, national advocacy, and other countries in the global south sets the stage for more people with disabilities to leave institutions to live full lives in the community.

COLLABORATE AND CONNECT

KEYSTONE MOLDOVA

To protect the rights of people with disability, Keystone Moldova partnered with the government of Moldova and created a sustainable national hotline for people with disability to report rights violations. Originally funded by a grant from the European Union, the hotline later received funding through Moldova's state budget, marking the first time the government contracted with an NGO for services. In the first year, two-thirds of calls came from within residential institutions; the rest came from all over the country. Keystone Moldova assisted every caller to resolve their reason for calling. Keystone Moldova provided counseling in 50% of calls, information services in 37% of calls, referred 8% of calls to multidisciplinary teams, and assisted people with disability to take action to protect their rights in 5% of calls.



KEYSTONE HUMAN SERVICES INTERNATIONAL

"I became an advocate because I need to advocate for people who are still living in institutions," said Diana Zgherea, an advocate from Moldova. Diana was one of five panelists from around the world who shared their personal stories during the Plenary Session of Keystone Human Services June Summit. Hosted by Keystone Human Services International immediately following the UN's Conference of States Parties to the Convention on the Rights of Persons with Disabilities, the June Summit brought a global conversation about human rights, inclusion and advocacy to Harrisburg, PA. Drawing on international expertise from Australia, Peru, Moldova, and the United States, the Summit included workshops by the Council for Intellectual Disability and a pre-conference workshop by Inclusion International, giving people with disability the opportunity to build their confidence and become strong advocates.

1800

callers to the Hotline Service received assistance to resolve their reported rights violations

17

people with disability and 16 direct support professionals attended a one-day workshop on advocacy at the June Summit



CELEBRATE

SUSQUEHANNA SERVICE DOGS

Susquehanna Service Dogs celebrated its 25th anniversary of raising, training, and placing assistance dogs. “My service dog is the key to taking my world and making it bigger,” says Heather Campbell. “I don’t need to be afraid of going places. I’m not afraid of being alone. Because I’m not alone. I have my partner and we’re looking out for each other. SSD Cricket has given me both purpose and independence.”



SUSQUEHANNA
SERVICE DOGS



27

life-changing assistance dogs placed with partners (the most dogs ever placed in a single year)



KEYSTONE AUTISM SERVICES

Keystone Autism Services Adult Community Autism Program (ACAP) celebrated its 10th anniversary. Since it began in 2009, ACAP has supported men and women with autism to pursue their goals, like Ryan Zinnanti, a comic book writer who built his confidence and developed a plan with his supports team to approach store owners about carrying his comics. He now has his comics in a growing number of stores in central PA.

KEYSTONE PARTNERSHIP

Volunteers and donors from the community play a vital role in Keystone Human Services’ mission, supporting our events, serving on our Boards, raising service dogs, reading to students, and more.

70%

of ACAP participants are competitively employed, volunteer, and/or are pursuing higher education

EDUCATE AND GROW

KEY HUMAN SERVICES

Through advocacy with the state government, Key Human Services was able to invest in a growing workforce. In an unprecedented legislative action, Connecticut raised the minimum wage for Direct Support Professionals (DSPs.) As Key Human Services celebrates its 30-year anniversary, we are proud to have been part of this advocacy and opportunity to recognize the contribution of DSPs to Key and to our work toward authentic inclusion. Direct Support Professionals carry out our mission every day, working directly with the people we serve to provide support for them as they pursue their goals and dreams.



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CAPITAL AREA HEAD START

Research shows that students learn more and make greater gains in cognitive skills when they spend more time in the classroom, helping to better prepare them for kindergarten, and creating more opportunities for high-quality interactions with teachers and peers. The Office of Head Start awarded Capital Area Head Start over \$1 million to increase class time for 157 students and add the staff necessary for the educational programming, supervision, and support. We're proud to be able to offer children and families greater opportunities for success in school and life.



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