Create inclusive communities.
Build a better world.
Change lives.

VISION · EDUCATION · LEADERSHIP · COMMUNITY

KEystone INSTITUTE
“Advancing the Human Spirit”
“We are now faced with the fact that tomorrow is today. We are confronted with the fierce urgency of now. In this unfolding conundrum of life and history, there “is” such a thing as being too late. This is no time for apathy or complacency. This is a time for vigorous and positive action.”

-Martin Luther King Jr.
The work of being in service to others is some of the most important labor if we are to realize a more just world where all people have value and are able to offer their gifts.

Society today is complex, perplexing, and uncertain; placing vulnerable people in deep jeopardies, and making it increasingly important that our work be done with abiding commitment, deep passion, great discernment and careful action. It requires us to think deeply about social dynamics, the role of helper, and the obligations we have to each other. Keystone Human Services founded the Keystone Institute 20 years ago to preserve, teach, and share the values, beliefs, and core principles held within the vision of Keystone Human Services. The Keystone Institute provides education, consultation, learning resources and various opportunities for exploration around some of the most important questions surrounding the work of being of service to vulnerable people in our society today. It isn’t enough that our workforce is well prepared in how to do the work they have chosen, it is equally important to understand why the work is so important. It is our hope that people associated with Keystone engage deeply in a process of discovery as they explore how to truly be of service to another human being. In this exciting learning process, we have found that the people we support benefit immeasurably, but in that change process we often find that we have changed and grown, as has the society we live in.

We can change direction and together create a world that is safer for the most vulnerable among us, and for all of us. In 2019 we look forward to using all of our capacities together, to think and reflect, to grow and change and learn, and to create that future, from where we are now.

“The gap between knowing and doing is only bridged by the human heart.” –Margaret J. Wheatley

IMPLEMENTATION COACHING PROJECTS

With the intent of deepening and strengthening all of us together and our work, the Keystone Institute offers Implementation Coaching Projects focused on building the core of our workforce in common values, assisting teams to implement good supports, and sharing the successes and challenges of our work.

Implementation Coaching Initiatives are project-based. Specific teams and work groups receive assistance and coaching to move forward in forging connections with people they serve in their local communities with typical people in valued roles. Keystone Institute staff offers mentoring and teaching support in community mapping, person centered methods, and of course, Social Role Valorization in individualized and integrated ways.

Keystone Institute faculty, and many of the organization's SRV and person-centered practice leaders participate in these projects as mentors, coaches, and facilitators. Implementation projects are designed in tandem with regional and agency leadership, and the Keystone Institute supports multiple implementation efforts for work teams within various regions and areas.

Work teams interested in pursuing such implementation projects should discuss them with your leadership and contact Pamela Seetoo at pseetoo@keystonehumanservices.org for more information.

KEYSTONE INSTITUTE RESOURCE LIBRARY

Keystone Institute has an extensive library of books, videos, and periodicals on topics related to disability, community, Social Role Valorization and person-centered planning, including some hard-to-find titles, many historically important authors, and popular films. We are constantly acquiring new and interesting materials.

We would love to help connect you with the resources you need. Keystone Institute faculty can make recommendations if you have a specific area you are researching. You can borrow items by visiting our office at 3700 Vartan Way in Harrisburg, PA. We will also loan books through the mail. Please contact us to make use of the library.
This is an intensive workshop which presents the idea of assisting people with disabilities and other devalued conditions to have positive social roles as a productive and helpful response to wounding life experiences. People wishing to understand the life experiences of people they support, the implications of those life experiences, and are committed to the work of making life better for them are encouraged to attend. This foundational material is essential to those wishing to serve others in meaningful ways, and who are impassioned to make a difference in the lives of others. Many participants experience the learning within this event as the most helpful, inspiring, and clarifying body of knowledge they have been exposed to in their professional development, and it assists in long-term understanding and focus on being of service to others in ways that matter. The workshop includes multi-media presentation, small and large group reflection and discussion, and resource materials. Participants should be prepared for significant presentations as well.

2019 Dates:
February 28, May 21, September 5, December 5
Keystone Human Services
3700 Vartan Way, Harrisburg, PA 17110
2nd Floor Education Room
9am–4:30pm

Introduction to Social Role Valorization

This is an intensive workshop which presents the idea of assisting people with disabilities and other devalued conditions to have positive social roles as a productive and helpful response to wounding life experiences. People wishing to understand the life experiences of people they support, the implications of those life experiences, and are committed to the work of making life better for them are encouraged to attend. This foundational material is essential to those wishing to serve others in meaningful ways, and who are impassioned to make a difference in the lives of others. Many participants experience the learning within this event as the most helpful, inspiring, and clarifying body of knowledge they have been exposed to in their professional development, and it assists in long-term understanding and focus on being of service to others in ways that matter. The workshop includes multi-media presentation, small and large group reflection and discussion, and resource materials. Participants should be prepared for significant presentations as well.

2019 Dates:
April 2-4, 2019
Keystone Human Services
3700 Vartan Way, Harrisburg PA 17110
8:30am–6:30pm, 8:30am–6:30pm, 8:30am–4:30pm

June 18-20, 2019
West Chester University
West Chester, PA
8:30am–6:30pm, 8:30am–6:30pm, 8:30am–4:30pm

September 24-26, 2019
Bongiorno Conference Center
430 Union Hall Rd, Carlisle PA
8:30am–6:30pm, 8:30am–6:30pm, 8:30am–4:30pm
Introduction to PASSING

This five day workshop is for those who are interested in deepening their knowledge about the principles of Social Role Valorization. The workshop involves learning to use the PASSING assessment tool, which looks at the realities of Social Role Valorization in practice. It emphasizes the impact of services on the lives of the people being served, and provides an opportunity to craft a vision of a good service. The tool also offers a foundation from which to design relevant and effective support, service and advocacy, and assists in assessing service quality. The work of PASSING is done in teams, visiting both a residential and a “day” service, meeting the people being served, and conducting interviews with service administrators. The workshop involves extensive personal reflection and analysis, group conciliation and thought provoking discussion. The week’s work is conducted under the guidance of an experienced team leader.

* Prior attendance at a three-day Introduction to Social Role Valorization workshop is required to register for this event.

Pathways to the Good Things of Life

Valued roles are the pathway to the good things in life; things like acceptance and belonging, abiding relationships, a positive self-image, opportunity and experience, growth and learning. For many devalued people, the forces of social devaluation prevent them from having access to valued roles as well as the “good life.” This workshop explores the importance of helping people fill valued roles in the face of vulnerability. Several tools (relationship mapping, personal profile development, culturally valued analogue, and a vision of valued roles) are offered to participants via short presentations, followed by facilitated small group work to use the ideas and craft a plan to move forward in the life of one person. Each prepares for the work ahead of time by learning about one person they serve or know, with permission, and brings that knowledge to fully participate in an action planning process. Come prepared to think and plan on behalf of someone you support— or better yet, come as a team ready to create change together!

Exploring the Places and Spaces Where Community Happens: A Workshop on Community Mapping

How can we make connections to places, associations and opportunities that will give the people we support a chance to participate and contribute their gifts, talents and passions? We teach and talk a lot in our work about helping vulnerable people get involved in their communities, yet many of us are unsure how to proceed in our own lives, much less in the lives of others. We invite you to explore community with us in an experiential fashion, using a process of discovery called community mapping. Where does community life take place? Where are the places that people gather together? How can we join in authentically, and assist others to do so as well? Most importantly, how might life change if we are successful?

This two day event takes an in-depth look at what is involved in Community Mapping and have an opportunity to experience it for yourself — be prepared to explore, research, travel the neighborhood, and talk to others — the first step in understanding where people can offer their gifts is learning the paths and places that already exist, and that others have traveled.

Best Part of Me: A Two Day Reflective Retreat

What are the best parts of ourselves which we bring to the work we do? Best Part of Me is aimed at identifying and acknowledging the gifts people have and bring to their work. Deep in the discussions comes the principle that personal values are the basis for professional values. Exploration of those values leads us to delve into the “why’s” of what we do, the meaning behind our actions. Held over two days, participants are welcome and encouraged to stay overnight.

“Education must not simply teach work, it must teach life”
—W.E.B Dubois
SRV STUDY GROUPS

For those who have completed a 28 hour Social Role Valorization Course, study groups provide an excellent opportunity to meet other SRV graduates, share ideas about implementation, practice analysis using the ideas, and develop knowledge through personal, participatory, and community learning. We will host the study groups at Vartan Way and via polycom to make them more accessible to SRV graduates across the many parts of the organization.

SRV Study Group Session 1
The Unconsciousness Exam

The power of unconsciousness, arguably the most phenomenal of the ten themes of Social Role Valorization, can leave students of the theory feeling somewhat powerless in the face of devaluation. Are we subject to unknown implicit biases? How much do they impact the decisions that we make? Is there anything to be done about the unfavorable ideas about various people groups that might be lurking around in the back of our minds? Please join the Keystone Institute as we have a listen to an episode of “The Hidden Brain: The Mind of the Village,” where we will hear from researchers at Harvard University who have developed Implicit Association Tests which may have the ability to measure biases in individual people. As learners we will take a test to discern our own biases toward vulnerable groups and discuss how we might use that knowledge to increase our consciousness.

February 6th
10am-12pm
3700 Vartan Way,
Harrisburg PA
or via polycom

SRV Study Group Session 2
The Eugenics Crusade
Yesterday and Today

Eugenics is a dark and widely unknown part of America’s past. Just 100 years ago, scientists in America set out to increase the occurrence of “desirable heritable characteristics” in society. As a means to this end, the country participated in brutal and dehumanizing acts toward those citizens who possessed, “undesirable” characteristics. Now with the consistent development of various forms of genetic screening and modification we should remain vigilant about the re-emergence of eugenics thought and action. Please join the Keystone Institute as we examine and discuss our past and our present in the viewing of portions of WITF’s docuseries, “American Experience: The Eugenics Crusade.”

April 17th
10am-12pm
3700 Vartan Way
Harrisburg PA
or via polycom

SRV Study Group Session 3
Looking Beyond: An Analysis of Anti-Stigma Campaigns

For so many people with mental disorders stigmatization is a gateway wound, paving the way to segregation, congregation, distancing and exclusion. In recent years endless “anti-stigma” campaigns have sought to bring an end to the stigma by so-called “normalizing” the condition. Do they help or do they hinder? Have they been successful in paving the way towards the “good things of life”, such as acceptance, belonging and abiding relationships? The themes of SRV are powerful action strategies for addressing the wounds of devalued people. As we view the campaigns and survey the literature, we will apply each of the themes of SRV to inform our analysis of the effectiveness of these campaigns.

July 11th
10am-12pm
3700 Vartan Way
Harrisburg PA
or via polycom
SRV Study Group Session 4
Intelligent Lives: A Film to Inform our Understanding of Integration

Dan Habib is an award winning documentary film-maker who has been relating stories of people with disabilities since 2007. Dan’s latest documentary “Intelligent Lives” seeks to be “a catalyst to transform the label of intellectual disability from a life sentence of isolation into a life of possibility for the most systematically segregated people in America.” The film follows 3 people’s journey toward inclusion in multiple spheres of life. As learners during this study group we will be challenged to ask ourselves, “What does the path toward authentic Personal Integration and Valued Societal Participation look like and how do we know when people have truly attained it?”

September 12th
10am-12pm
3700 Vartan Way
Harrisburg PA or via polycom

SRV Study Group Session 5
Sharpening Our SRV Eyes

“Best Practices” have become a pervasive idea in the field of human services and new ideas about what people need and how to best meet those needs come and go. SRV remains a bedrock framework for bringing good, and even best, service to the lives of those most vulnerable. Building competency in using Social Role Valorization includes being able to see and evaluate what is happening in the lives of devalued people – what about a service measure is potentially going to cause “good things” to bear in people’s lives? What should we be mindful of, and should cause us to pause and consider? Deepen your own knowledge and understanding of the usefulness of SRV practice and its inherent failsafe nature as we analyze current human service practices using SRV as our lens.

November 14th
10am-12pm
3700 Vartan Way
Harrisburg PA or via polycom

REGISTRATION GUIDELINES
REGISTER EARLY!
WORKSHOPS FILL QUICKLY!

REGISTRATION OPTIONS:

- Register electronically at www.keystoneinstitute.com
- Call: 717-909-9425
- Email: registerki@keystonehumanservices.org

Registrations for educational events are taken electronically through our website at www.keystoneinstitute.com. Registration links for each event can be found there on the Current Events Schedule tab. Registrations will also be taken by email and telephone.

Unless otherwise noted, events are on a first come/first served basis, so early registration is recommended. Waiting lists will be maintained for events which are filled to capacity, and cancelled spaces will be offered to those people on the waiting list.

For all events contained within the annual Keystone Institute Events Schedule, there is no per-event fee for tuition, materials, or training space for employees and board members of Keystone Human Services. For other attendees, fees will be charged as outlined in the Keystone Institute Event Fees listing (available by contacting us at 717–909–9425). Unless otherwise noted, a simple lunch will be provided for each full day workshop.

In order to make the most of the educational opportunities for all attendees, we ask that all participants make every effort to arrive on time to all events, return from breaks and lunch on time, and to stay until the event has concluded. Any plans to leave early or arrive late should be discussed with Institute staff and one’s supervisor prior to the event.

Cancellations for registrations for most events are accepted up to three business days prior to the event. For cancellations received with less than three business days’ notice, there may be a pro-rated event fee charged to the agency.

Follow our Keystone Institute blog: onbeingofservice.wordpress.com
ELIZABETH NEUVILLE, EXECUTIVE DIRECTOR

Betsy has served as Executive Director of The Keystone Institute for well over a decade. She has over 25 years’ experience within Keystone as a human service worker, administrator, agency director, evaluator, educator and personal advocate. She has extensive experience designing and developing supports for extremely vulnerable people and has developed regionally recognized leadership teams, meaningful quality measurements and extraordinary employee development programs.

She served for many years as the Executive Director of Keystone Human Services of Lancaster, where she designed and directed supports for adults and children experiencing developmental disabilities and/or mental disorders. During this time, she assisted over 200 people in leaving institutions and establishing themselves as valued and contributing members of their communities. She has been deeply involved with the closure of several large institutions in the US and abroad and established the use of person-centered processes to assist people in realizing a full, rich community life. Betsy has worked extensively with the ideas of Normalization and Social Role Valorization and provides a great deal of training and consultation nationally and internationally. She has worked in de-institutionalization and community-based service development projects in many places, with an emphasis on Eastern Europe and current intensive work in India. Betsy is accredited by the North American Social Role Valorization Council as a trainer of SRV.

Betsy can be contacted at eneuvill@keystonehumanservices.org.

PAMELA SEETOO, ASSOCIATE DIRECTOR

Pam has worked to assist people to live rich, full community lives for over 25 years. Over the course of her life’s work, she has assisted people to leave institutions and establish themselves in their communities, supported children and families within foster care and host home programs, provided service leadership and focused on values-based education and facilitation. Since 2005, Pam has directed her work toward educating others about the effects of social devaluation of vulnerable populations. She facilitates many presentations at a variety of SRV and related workshops, leads small group learning and has been a team leader at PASSING events. She develops and organizes an extraordinary employee development program for the Keystone Institute and serves as a mentor and role model to many others. She has a strong interest in preserving and safeguarding the personal histories of vulnerable people and has developed workshops around this topic. Pam has been accredited as an SRV teacher by the North American Social Role Valorization Council.

Pam can be contacted at pseetoo@keystonehumanservices.org.

MATTHEW NGUYEN

Matt joined the Keystone Institute in 2016 bringing over 17 years’ experience supporting people with intellectual disabilities, developing services for individual people and successfully managing individualized programs and services. He began studying and using Social Role Valorization during his early years working at Keystone, and has worked to implement the ideas in the lives of people he has supported. Matt is committed to leading by example and has used his organizational leadership experience to influence others to learn about and apply the ideas of SRV. He believes that engaging in personal human services enriches service workers, leaders and the vulnerable people they serve.

Matt can be contacted at mnguyen@keystonehumanservices.org.

ELISA PARMER

Elisa is our newest faculty member, joining the Keystone Institute in 2017. She has been providing direct support to vulnerable people for nearly a decade and focusing that work on assisting people to grow into valued roles and create positive change, one person at a time. Elisa has group led and presented at several SRV and related workshops and has mentored many colleagues in their knowledge and implementation of SRV. Elisa has a strong desire to bring families and direct support staff together to cultivate strong, collaborative relationships.

Elisa can be reached at eparmer@keystonehumanservices.org.