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Section I: INTRODUCTION

Welcome to the 2014 IDS Directory of Services and Supports for infants and toddlers with developmental delays, and children and adults with an intellectual disAbility. The purpose of this comprehensive directory is to assist individuals, families, and professionals to identify and use services and supports from the system, and identify community resources and natural supports. Although we mention a few highlights below, be sure to review the index in detail as it will show you all of the topics included in the directory and on which pages you can find them.

We will be printing fewer books this year but you will have access to the directory on-line [web location on the cover] so you can print your own copy of the book or just the pages you specifically need. This will also allow us to update the Directory as changes occur - thereby providing you with the most up-to-date information possible.

IDS is committed to assuring quality services and this Section describes ways to gather and use information when choosing service providers. It describes the **Quality Management** process, **Independent Monitoring for Quality (IM4Q)**, and includes information from the Council on Quality and Leadership about Personal Outcome Measures. The **Questions about Quality** are intended to help individuals and families determine what is important in their life, and questions to consider when exploring services and providers.

The information about service providers in the directory is submitted by the provider agencies. For more information about a provider, contact them using the number in the directory or check their website. On our websites, **www.dbhids.org** and **www.philly.networkofcare.org** you will find links to other services and resources in the community. The Office of Developmental Programs has a statewide Services and Supports Directory (SSD) of providers that deliver ID services at: <https://www.hcsis.state.pa.us>. Likewise, OCDEL has a listing of statewide Early Intervention Providers at: <http://www.dpw.state.pa.us/dpworganization/officeofchilddevelopmentandearlylearning/index>

We hope you find this information useful. Contact us if you have any updates or changes for the directory or any other resources you would like to see included in our next revision. You should direct your comments to: Jeffrey Orlin, at 215-685-5911 or jeffrey.orlin@phila.gov.
Thank You.

Denise Taylor Patterson, Director
Philadelphia Intellectual disAbility Services
March, 2014

Early Intervention Intake Referral Unit - Call 215-685-4646

IDS is responsible for Early Intervention Intake Referral in Philadelphia!

The Infant Toddler Early Intervention program serves children from birth to three years of age who have a developmental delay. This program is a state and federal entitlement for eligible children, and is provided at no cost to families in Pennsylvania.

Referrals come directly from parents or family members, and from hospitals, doctors' offices and clinics, and other agencies serving children. Once a child is referred, an IDS Early Intervention Intake Coordinator contacts the family to complete the intake application. The Coordinator then assigns the child and family to Service Coordination. ChildLink, the service coordination organization, works closely with the family and the Early Intervention Provider Agencies to identify and deliver the needed services. See Sections II-D and V for more detailed information!

We Are

Intellectual disAbility Services!

At IDS, we keep the emphasis on Ability, rather than disability, and so we use the big "A" and little "d" on our letterhead, signage and websites. As part of the Department of Behavioral Health and Intellectual disAbility Services, our acronym is DBHIDS.

Philadelphia, and many other governments, enacted legislation to stop using the r-word, and instead use the term "intellectual disability." It sends a strong message that the words we use are important, and that the r-word shouldn't be used to refer to any of its citizens.

Rosa's Law, named for a young girl with Down Syndrome, is the federal law removing the r-word from health, education and labor policy. At a hearing about the implications of changing the term, Rosa's brother said, "What you call people is how you treat them. Using and believing the r-word slams the door on treating people with respect and dignity."

Respect and dignity towards all its citizens is one of the ways a great nation will be judged. The Department of Behavioral Health and Intellectual disAbility Services is pleased to support the growing movement to eliminate stigma, and stop using the r-word.

2013 Highlights – Philadelphia Intellectual disAbility Services

City Council Passes Bill To End The “r”- word

On November 19, 2013, a Philadelphia City Council committee passed a bill to remove all references to the r-word from the city code and replace it with intellectual disability. This move brings the City in line with a similar change made in state and federal laws. Said Councilperson Dennis O’Brien, the committee Chair who co-sponsored the bill, “This is a very simple and straightforward issue. The r-word is a pejorative term we use when we want to demean.”

Denise Taylor Patterson, Director of IDS, had an opportunity to address Chairman O’Brien and members of the Disabled and Special Needs Committee. The following is excerpted from her testimony. “Thank you for inviting me to testify on Bill No. 130723 which is an ordinance introduced by Chairman O’Brien that will amend Title 6 (Health Code), Title 17 (Contracts and Procurement) and Title 20 (Officers and Employees) all of the Philadelphia Code, by replacing references to “mental retardation” with references to “intellectual disability”. My office wholeheartedly supports the change in the Philadelphia Code from “mental retardation” to the more appropriate term of “intellectual disAbility”, which is gaining momentum nationwide. Family members, advocates and individuals with an intellectual disAbility have rightfully asserted that the term “mental retardation” is disparaging, has become offensive to many people, and often results in misunderstandings about the nature of the disorder and those who have it. Our Department also has changed its name, and, at the request of family members, advocates and individuals with disAbilities, we capitalize the ‘A’ in disAbility, emphasizing a person’s ability.

As you may know, intellectual disability is characterized by significant limitations in both intellectual functioning and in adaptive behavior, covering many everyday social and practical skills. Most often this disability originates before the age of 18. Although a person may have an intellectual disAbility, we know that this does not in any way diminish their value or the magnitude of their contribution to society. We have experienced individuals with an intellectual disAbility employed in the community, making their own choices, serving on committees and often giving leadership to those committees. Words do have power and we agree that it is time the term ‘mental retardation’ be replaced in Philadelphia’s code and contracts.

On behalf of our department, the thousands of individuals that we serve and the countless number of Philadelphians who will come to us for supports and services, I wish to thank Chairman O’Brien and the members of this Committee for their consideration of this matter and for inviting us to testify on this significant change in terminology. We are encouraged to know that there is a chance for young children growing up in Philadelphia with intellectual disAbilities to never feel the sting and stigma of such a negative term as mental retardation.”

Points of Transformation Awards Recognizes Direct Support Professionals

The 13th Annual Points of Transformation Awards were held on November 15. This exciting event is a celebration of Direct Support Professionals and Supports Coordinators who exemplify our motto, “It’s all about community!” As part of the festivities, Mr. Fred Lokuta, PA DPW Deputy Secretary of the Office of Developmental Programs, spoke eloquently about the significant role of Direct Support Professionals.

Said Mr. Lokuta, “This year, the week of September 8 through the 14th was identified as Direct Support Professionals Week. With this role comes tremendous responsibility – you provide the

support, care and safety for other people. I can think of no other career that offers such life changing opportunities and rewards. As Deputy Secretary and as a former Direct Support Professional myself, I am reminded daily of just how vital your role truly is. Thinking back to my years as a Direct Support Professional, I can assuredly say that no individual position or classification works harder and has more opportunity to impact others.

Direct Support Professionals are the backbone of our system. With all of the planning, coordination and detail that goes into developing each person's individual support plan, ultimately, these workers are responsible for supporting people in their efforts to achieve their personal goals and desired quality of life outcomes...offering this support in a more focused, planned and individualized approach. The value that each brings to this role is immeasurable.

Words cannot express the gratitude we share for each Direct Support professional in our system. The dedication, commitment and passion for improving lives reflected in your daily interactions do not go unnoticed. On behalf of Beverly Mackereth, Secretary of DPW and myself, please know how much we appreciate your work and the vital role you play in changing lives."

Brighter Futures Awards Salutes "It's all about Community!"

Our annual celebration of Community, "My City, My Place and the Brighter Futures Awards", was held on March 5. The theme of the event was 'Creating One Community'. Highlights of the event included the debut of excerpts from Visionary Voices, a project of the Institute on Disabilities at Temple University, which seeks to capture the history and progress of our system through first-hand video accounts of individuals, family members and other pioneers.

The Brighter Futures Awards recognizes people in the community who are building relationships and becoming natural supports. They live their passions and their stories teach others. All of the nominees, in many ways, support individuals to lead a full life in the community!

Lifesharing Family Fun Day

The Lifesharing Family Fun Day event was held on August 9 in an effort to promote Lifesharing and celebrates the success of both individuals served in Lifesharing and Lifesharing families and service providers. Over 155 attendees enjoyed a day of festivities, fun and learning. Structured activities included building houses designed to showcase all the benefits people have found in their Lifesharing home, including Happiness, Friendship, Respect, Affection, and Community, and an exercise designed to encourage discussions about employment, which, along with Lifesharing, are two important aspects of living an 'everyday life' in the community.

14th Employment Supports Symposium – Communities at Work

As part of efforts to promote 'Employment 1st', The 14th Employment Supports Symposium was held on May 21 & 22. Sponsored by ODP and DBHIDS, the event is presented by Networks for Training and Development, Inc. The 2013 symposium focused on four main areas: assistive technology; building community and employment opportunities; contemporary supported employment practices, and Employment 1st systems and policy directions. Service providers and other stakeholders, across various systems and disabilities, came together to further the cause of Employment 1st. Creating a culture of employment requires continued collaboration and a commitment to the belief that everyone belongs in the workforce and the resources to Make Employment Happen!

Section II:
PHILADELPHIA
INTELLECTUAL disABILITY SERVICES (IDS)
ADMINISTRATIVE ENTITY (AE)

IDS - Emergency Contact Information

IDS office hours are Monday through Friday, 8:30am to 5:00pm. If there is an emergency regarding an individual who is not supported by IDS, you should call 877-401-8835. If there is an emergency regarding an individual who is supported by IDS, which cannot wait until our next business day, you should call 215-685-6440.

II-A Philadelphia IDS - Who Are We?

Created under the Pennsylvania MH/ID Act of 1966, Philadelphia Intellectual disAbility Services (IDS) is a component of the Department of Behavioral Health and Intellectual disAbility Services (DBHIDS). Under contract to the PA Department of Public Welfare (DPW), IDS is responsible for administering the Office of Childhood Development and Early Learning (OCDEL) Early Intervention Program in Philadelphia (birth to age three); and the Office of Developmental Programs (ODP) intellectual disAbility service system for children ages three and above and adults of all ages.

IDS is responsible for planning, administering, monitoring and coordinating Early Intervention services and services for people with an intellectual disAbility. Each year, service providers support more than 6,000 infants and toddlers and 7,000 children and adults. These services are reimbursed primarily through state and federal programs known as Infant/Toddler/Family (ITF) Waiver, Medicaid Waivers, Medical Assistance, and through a smaller state grants program requiring a local match.

OCDEL is under the PA Departments of Education and Public Welfare and provides policy and procedural oversight for programs for children and families, with a focus on early education and care programs, and provides cross-departmental leadership for the Administration's early education and care priorities. Under OCDEL, the IDS Early Intervention (EI) Program supports families in meeting the developmental needs of their children. It assists families to use community services and supports to help their children, and works together with the family to address their concerns. Early Intervention serves children from birth to three years of age who have a developmental delay. This program is a state and federal entitlement for eligible children, and is provided at no cost to families in PA. As of September 2012, IDS is responsible for Early Intervention Intake Referral. The Unit receives more than 500 calls per month. Children age three to five are referred to Elwyn SEEDS Preschool Early Intervention.

Under ODP, IDS administers the intellectual disAbility service system in Philadelphia. IDS works with individuals, families, supports coordination organizations, service providers, government agencies and others to offer quality supports and services. All eligible individuals receive supports coordination services at no cost. There is a waiting list for Waiver services.

In recent years, the Commonwealth has changed from a county-managed system to a standardized statewide system; by implementing these changes, the primary benefits to individuals and families is that OCDEL and ODP have established standard policies and practices across the Commonwealth promoting individual choice, consistency of operations, access to services and accountability for quality service outcomes.

The Mission of Intellectual disAbility Services is to create, promote, and enhance the supports and services available to individuals with an intellectual disAbility. Individuals will have access to quality supports and services that foster:

- Choices in their everyday lives,
- Meaningful personal relationships with friends, family, neighbors,
- Presence and participation in their communities, and
- Dignity and respect as valued citizens of Philadelphia.

Service providers offer a broad range of supports and services that include supports coordination, early intervention services, in-home supports and respite services, employment and adult day services, and community living and Lifesharing services. Through quality services and supports, the goal of IDS and its service providers is to support individuals with an intellectual disAbility to find jobs of their choosing; access quality medical care; have an appropriate educational program; enjoy Philadelphia's many cultural opportunities; join with neighbors in town watch and other community organizations; be welcomed by faith communities; learn computer skills; take classes at local colleges; use assistive technology; and vote. In other words, the goal is to support each individual to be a valued, contributing member of their community, leading an Everyday Life.

IDS Today – An Administrative Entity

DBHIDS signed an operating agreement with OCDEL and ODP, and is considered to be an 'Administrative Entity' (AE), under contract with the Commonwealth to conduct the "business" of the service system in Philadelphia. Among our significant OCDEL responsibilities are Early Intervention Intake and Referral, and using the PELICAN electronic data system (PA's Enterprise to Link Information for Children Across Networks) to monitor, evaluate and improve services. Significant ODP responsibilities include approving all individual support plans annually and authorizing services in a statewide electronic system known as HCSIS (Home and Community Services Information System), and assisting to resolve providers' billing issues which may occur in PROMISE, the State Medicaid reimbursement system. As an Administrative Entity, IDS is obligated to comply with ODP and OCDEL requirements.

Activities of the office include working in partnership with individuals and their families to assist in supporting individuals to have the services they need.

As of December 2013, services are provided through contract agencies to:

- 6,118 children receiving early intervention services in FY13;
- 3,777 people using non-waiver services such as employment services, supports coordination, family support services, respite care, and community resources;
- 1,421 people supported through the Person/Family Directed Support Waiver (P/FDSW) to live at home and receive employment, vocational or adult day training services, respite, home and community habilitation;
- 2,386 people supported through the Consolidated Waiver to live in community homes, Lifesharing or in their own home in the community.

IDS collaborates with:

- Education, health, and child welfare systems to serve children from birth to 21 years.
- Vocational rehabilitation, aging and health service systems to serve adults.

For a more detailed description of IDS and its responsibilities, please see the IDS Unit Descriptions that follow.

Philadelphia Intellectual disAbility Services – Unit Descriptions

For complete contact information for all IDS staff, see Section VII – Appendix.

Administration and Operations

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Larry F. Pace, Director of Operations, larry.pace@phila.gov, 215-685-5916

Philadelphia Intellectual disAbility Services (IDS) is a component of the City’s Department of Behavioral Health and Intellectual disAbility Services (DBHIDS) and functions as an Administrative Entity (AE), under contract to the Department of Public Welfare (DPW).

This office is responsible for administering services according to the policies of OCDEL and ODP. Among the duties and responsibilities of the office are city-wide registration for services, early intervention intake and referral, incident management, risk management, quality management, Individual Support Plan (ISP) approval and service authorization, provider qualification, provider monitoring, initial and ongoing eligibility determination for waiver services, enrollment into the waiver, management of waiver capacity, and related functions affecting the office and the entire service delivery system.

Responsibilities also include planning, public awareness and public information, and clerical support. Staff ensures that the direction of the office incorporates the goals, mission and values necessary to support individual access to quality supports and services. A major initiative, over the past ten years, has been changing the processes of the office and service providers to incorporate and reflect the changing business practices of OCDEL and ODP. These changes include full implementation and use of the Home and Community Services Information System (HCSIS) and PA Enterprise for Linking Information for Children Across Networks (PELICAN) and PROMISE, the Commonwealth’s automated Medicaid billing and claims resolution system for reimbursement for services.

In recent years, “initiative” funding has sometimes been included in the PA budget to serve individuals on the Waiting List. No initiative funding was available in FY11 or FY12, but in FY13, funding for a waiting list initiative was included as a result of the advocacy of individuals and families. This funding serves 104 individuals aging out of high school as well as 56 individuals living at home with elderly caregivers.

ODP Registration and Infant Toddler Early Intervention Intake Referral

Teresa Myers-Thompson, Manager, teresa.myers@phila.gov, 215-685-5924

Leslie Harmon-Coker, Supv., EI Intake, leslie.harmon-coker@phila.gov, 215-685-4681

The **ODP Registration Unit** was established in September 2003 to provide eligibility determination and centralized city-wide registration for Philadelphians with an intellectual disAbility. Registration is completed for individuals three years of age or older who qualify for services (See Section II-D.) The Registration Specialists offer resource information to families at intake appointments and during telephone inquiries. Upon registration, individuals are referred to one of eight supports coordination organizations, based on their choice or individual service needs. In FY13, IDS completed registration for 232 individuals.

The Registration Unit also assists in registration of individuals in emergency situations such as homelessness due to parent or caregiver death and also initiates the preliminary paperwork for individuals needing nursing home care who also are eligible for services.

The **Infant Toddler Early Intervention Intake Referral Unit** at IDS was established in September 2012; previously this service was provided by a contract agency. The Unit is responsible for registration of children ages birth to three years who are experiencing or are at risk for experiencing a developmental delay; families register directly with the Unit via telephone. The unit refers the child and family to the Service Coordination entity. Early Intervention services are an entitlement for those who qualify. In FY13, over 6,000 children were referred for early intervention services.

Individual Supports Unit and Emergency Management Unit

Connie Falcone, Manager, connie.e.falcone@phila.gov, 215-685-5998

Todd Handler, ISU Supervisor, todd.handler@phila.gov, 215-685-5952

Kathy Harte, EMU Supervisor, kathy.harte@phila.gov, 215-685-5947

The **Individual Supports Unit** coordinates and collaborates with the Supports Coordination Organizations (SCO) to ensure that services to individuals are provided in a timely, respectful and competent manner. The Unit monitors and provides technical assistance to the SCOs related to individual, systemic and compliance issues. The Unit provides information and assistance to individuals, parents, guardians and caregivers who are concerned about types and quality of services. The members of the Unit can assist the team in resolving issues, thus enhancing the lives of individuals being served. The Unit responds to individual service inquiries and Fair Hearing requests for in-home services and newly registered individuals. The Unit participates in the Capacity Management process and Emergency Management process by coordinating the acquisition of all necessary documentation to ensure that individuals with emergent needs are considered as priority for available waiver capacity.

The Unit reviews and organizes service delivery and priority review documentation and monitors the SCOs related to AE Oversight standards of performance. The Unit assists in the development, approval and authorization of ISPs for waiver and non-waiver services and participates in related training. The unit coordinates services with other government entities, creates and disseminates new resources and policies, and works closely with individuals, family members and family advisory committees.

The **Emergency Management** team is responsible for managing all referrals for individuals aging out of DHS, RTFs, EPSDT and community referrals as well as the referrals for individuals requesting alternative living arrangements. Residential vacancies are monitored to manage waiver capacity and to respond to identified needs in cooperation with residential providers. This team works with SCOs to identify individuals who need services through PUNS and the Emergency Assessment Form. The team works collaboratively with other IDS units to offer support to residential providers and to expand the provider system in order to meet ongoing need for residential supports in the community.

Infant Toddler Early Intervention Unit

Sharon Burke, Manager, sharon.burke@phila.gov, 215-685-5941

Lisa Zeigler, Supervisor, lisa.zeigler@phila.gov, 215-685-5949

The Early Intervention Unit oversees and coordinates all services in the Part C Early Intervention entitlement program for Infants and Toddlers who are birth to three years of age. The unit monitors 40 provider agencies and the service coordination entity to ensure that the Individual Family Support Plan (IFSP) services are delivered according to the Commonwealth's regulations. OCDEL has implemented new business practices which require similar processes to ODP; including authorization of services in PELICAN and direct billing to PROMISE for all services, with direct payment to providers from Treasury for Waiver and Service Coordination services.

Community Services Management Unit

Lynette McMillan, Manager, lynette.mcmillan@phila.gov, 215-685-5929

Tiffany Davison, Supv., Provider Qualification, tiffany.davison@phila.gov, 215-685-5913

Joseph Treegoob, Supv., Provider Monitoring, joseph.treegoob@phila.gov, 215-685-5938

This Unit includes the Provider Qualification and Provider Monitoring units. The work of these units continues to evolve as ODP identifies responsibilities and requirements of providers. Provider Qualification is a responsibility delegated by ODP to the AE and consists of a process in which each provider must meet the Provider Qualification criteria in order to continue as a service provider eligible for reimbursement by ODP. Presently the unit is the lead AE responsible for qualifying and monitoring 92 provider agencies, and also monitors additional providers.

The Unit has ongoing responsibility for using the ODP monitoring protocol to monitor service provision by any of the providers operating in Philadelphia. IDS continues to monitor services on a two-year cycle. The Unit participates in orientation sessions with new providers and conducts agency site visits. The Unit collaborates with other IDS units such as Emergency Management and the SCOs to ensure that agencies are responsive and quality services are provided.

Risk Management Unit - Risk Management, Incident Management, Quality Management

Deborah Cackowski, Manager, deborah.cackowski@phila.gov, 215-685-5940

Karen Kenny, Supervisor, Compliance/POC, karen.kenny@phila.gov, 215-685-5977

Wanda Sabb, Supv., Incident Reports/Investigations, wanda.sabb@phila.gov, 215-685-5981

The primary purpose of the **Risk Management Unit (RMU)** is to identify risk factors and verify that safeguards are in place to protect the health and safety of individuals in the service system. The objective of this unit is to achieve systemic risk management and quality improvement. All service providers are responsible for reporting incidents, investigating incidents and documenting their findings in HCSIS. Incidents including abuse, neglect and deaths are reported into HCSIS and reviewed by the AE and ODP. As required, an RMU investigator conducts independent investigations according to a standard protocol including interviews, collection and analysis of evidence, and collaboration with other government entities including Police and Fire departments and the Medical Examiner's Office.

The **Incident Management Unit** reviews incident reports to determine the need for corrective action to reduce the likelihood of similar incidents and promotes practices that result in an

overall decrease in the use of restraints. Staff works with providers and other stakeholders to conduct root cause analyses to identify issues and develop plans of correction. These systemic plans of correction may include financial audits, review of medication administration, development/revision of policies and training, depending on the deficiency. Staff distributes approved systemic plans of correction to stakeholders and monitors implementation and effectiveness of the plans in addressing the underlying issues and achieving quality improvement objectives. The unit generates and analyzes data to identify systemic issues requiring corrective action, and designs and conducts incident management and data analysis training.

Quality Management Unit - IDS, as an AE, is required to have a written Quality Management (QM) Plan that implements the DPW/ODP strategies and is expected to collaborate with ODP to implement, monitor and evaluate changes designed to achieve system improvements. As a part of the IDS Quality Management Framework, Independent Monitoring for Quality (IM4Q) collects information designed to improve the quality of people's lives. The unit reviews all considerations generated through IM4Q and shares the information with the SCOs. The unit evaluates the quality of the responses and verifies follow-up to unresolved issues.

Service Approval and Authorization Unit

For information about ISP approval and authorization, please contact the assigned Supports Coordination Organization (SCO). A listing of SCOs is located in Section II-E.

The **Individual Support Plan (ISP) Approval and Service Authorization Unit** is responsible for review and approval of ISPs and authorization of all services in the more than 3,800 Waiver ISPs and 3,200 non-waiver ISPs through HCSIS, DPW/ODP's automated information system. Plans are submitted on a year-round basis following an annual review update meeting, and when there is a critical revision. The ISP includes all services to be delivered by all service providers, corresponding rates and other elements. The unit is responsible for administratively preparing plans for the Fiscal Year Renewal Process. This process ensures that service authorizations are complete and available to providers with new rates at the beginning of each fiscal year. Depending on the nature of other service changes, they will be completed by the supports coordinator or an AE representative.

Administrative Services Management Unit

Liat Richardson-Owens, Manager, liat.richardson@phila.gov, 215-685-5912
Pam Vogler, Supervisor, Financial Management, pam.vogler@phila.gov, 215-685-5945
David Lara, Supervisor, Waiver Eligibility, david.lara@phila.gov, 215-685-5974

The Administrative Services Management Unit is responsible for Waiver Capacity Management and Eligibility; Claims Resolution and Financial Management; and AE Oversight.

Philadelphia IDS/AE is responsible for **Waiver Capacity Management**, which consists of managing waiver capacity up to the allotted number of individuals who can be served in the Consolidated and P/FDS Waiver. ODP has assumed responsibility for oversight of waiver capacity in licensed residential programs throughout Pennsylvania. IDS/AE receives an allocation of waiver capacity from ODP, for both the Consolidated and P/FDS Waiver. IDS/AE is not permitted to enroll any individuals above the limit set by ODP.

Individuals in need of service are prioritized each week by the IDS Capacity Management workgroup. This Priority List of individuals is called the “Pre-Queue.” If there is available capacity to serve an individual in one of the waivers, they are placed on the Intent to Enroll List, or “Queue.” Placement on the Queue is contingent upon available capacity in the appropriate waiver and assurance the individual will be eligible for the waiver. When a service provider has an actual vacancy, the provider must submit to IDS/AE the ODP Provider Vacancy Management Notification Form; if the vacancy is in a licensed 6400 Regulations residential option, the form also should be sent to the Regional ODP. In either case, IDS is responsible for identifying a person to fill the vacancy within five days. This unit also is responsible for **AE Oversight**, an annual monitoring process including self-assessment and direct monitoring by ODP.

The **P/FDS and Consolidated Waiver Eligibility Unit** maintains eligibility documentation for over 3,800 individuals receiving waiver services. Individuals must maintain eligibility requirements to receive Medicaid funding. Requirements include financial eligibility and level of care which includes an annual physical examination by a medical professional. The Unit ensures initial applications, subsequent re-certifications, and discharges are submitted to DPW. The unit works closely with County Assistance Offices (CAO), supports coordinators and others. The unit is responsible for two waiver programs: the Person/Family Directed Support Waiver (in-home services), and the Consolidated Waiver (residential and in-home services.)

The **Claims Resolution and Financial Management Unit** has responsibilities associated with direct billing by service providers through PROMISE, the Commonwealth’s automated Medicaid billing and claims resolution system. The unit manages administrative changes to authorizations that are related to changes in service offered or provider-related changes. The unit also reviews service provider utilization and productivity data. The Unit continues to have a role in the monitoring of reimbursement for Base-funded services (State-only funding).

Training and Professional Development Unit

Karen Claiborne-Pride, Administrator, karen.claiborne@phila.gov, 215-685-5937

Wendy Williams, Supv., Public Awareness & ChildFind, wendy.williams@phila.gov, 215-685-4680

Training: The Unit is responsible for the coordination and monitoring of training and technical assistance. Unit staff collaborates with the SCOs and contracted training entities on new training initiatives. The unit developed and implemented a data reporting system for tracking required trainings and hours for the SCOs. The unit provides information and feedback to ODP Consulting. Unit staff collaborates with the DBH Transformation Training and Workforce Development Unit to assess all trainings conducted internally and externally to ensure that the content aligns with both the values and principles of the Department and its tenets of recovery, resilience and self-determination. The Unit also coordinates the training on Personal Outcome Measures, and assists in providing mentoring for the Transition Planning Project. Unit staff has primary responsibility for new initiatives that come from the Commonwealth for implementation by Counties. Currently they oversee the Lifesharing and Everyone Communicates! Initiatives.

Public Awareness and ChildFind: Unit Staff are responsible for IDS events and outreach to the community to educate the community as to the value, needs and promote community inclusion of those with intellectual disAbilities. This unit also educates and promotes awareness of the mission and vision of IDS services. This unit works with the Infant Toddler Early Intervention Unit to coordinate all EI child find activities and conduct outreach to identify Philadelphia children who may need early intervention services.

II-B

Everyday Lives: Making It Happen

WHAT DO PEOPLE WANT?

People and their family members want to have an everyday life that is typical of the general population. They want more in their lives and they have greater expectations of the system than they did ten years ago. People want to have self-determined lives. This means with the support of family and friends, they decide: how to live their lives; what supports they need; and how they want to spend the money in their individual budgets. It also means **they are responsible for their decisions and actions**.

Choice - in all aspects of life including the services they receive, who provides supports, where to live and with whom, where to work, recreation and leisure activities, vacations, planning individualized day activities, and having support provided at home.

Control - over their life including relationships, budgets and how money is spent, supports and services they receive, medical issues and planning.

Quality - determined by individuals. People want quality supports and services to enable them to have the life they want. When they pay for high quality supports, they expect high quality.

Stability - feeling secure that all changes in their lives are made only with their input and permission - “nothing about me without me.”

Safety - to be safe at home, work, and school, in their neighborhood, as well as in all other aspects of their lives. People want services that ensure individual health and safety without being overprotective or restricting them.

Individuality - being known for their individuality and being called by their name. Being respected by having privacy of their mail, files, and history; able to choose to be alone at times.

Relationships - with family, partners, neighbors, community people such as pharmacists, barbers and grocers, support staff and having friends they choose.

Freedom - to have the life they want and to negotiate risk. People want freedom from labels and other people to use “People First” language. Individuals have the same rights afforded to all citizens. They want to exercise the freedoms of choice, to associate with people they choose, to move from place to place, and to use complaint and appeal processes.

Success - freedom from poverty and having a chance to be successful in the life they choose. Living independently with sufficient support to be successful and having expanded opportunities for employment with supports provided as needed.

Contributing to the Community - being full citizens of the community, voting, working for pay or volunteering, participating in leisure and recreation activities, belonging to a religious community, owning or renting one's own home, living among family and friends and not being segregated. People want to be recognized for their abilities and gifts and to have dignity and status.

Accountability - government (state and county), agencies, and support people will do what they are supposed to do. This includes providing supports that people need when they need them and making sure that they don't lose supports that they already have.

Mentoring - individuals and families trained as mentors to help other people and families by providing information and working with them until they can do things on their own; experienced supports coordinators mentoring new supports coordinators; senior support staff mentoring new support staff; and individuals and families mentoring support staff.

Collaboration - between the Office of Developmental Programs and other Offices within the Department of Public Welfare and between the Department of Public Welfare and other state Departments. People want collaborative planning during times of transition. They also want a seamless system that bridges from education to adult services. In addition, people want to have just one plan to be shared by all people/services/systems that are involved with them.

BELIEFS

In order to change the system to make Everyday Lives a reality for everyone, then we all must keep in mind the following beliefs.

- Self-determination is for **everyone**.
- Everyone can make choices.
- Everyone should have control over his or her life.
- Everyone is different and there is value in difference; therefore, supports need to be individualized.
- Everyday Lives are for **everyone**.

Excerpt from: Pennsylvania Department of Public Welfare.
"Everyday Lives: Making It Happen," 2001.

VALUES AND GUIDING PRINCIPLES

Planning initiatives and the ongoing provision of supports and services are built upon a foundation of values and guiding principles identified and agreed upon by representatives of the stakeholders in the service system in Philadelphia, through a planning process called the Community Collaborative convened in 1991.

VALUES

FAMILY - We value family as the first and most significant source of one's values and identity. A family provides unconditional love, acceptance and support. It connects us to life-long relationships, giving us continuity and history.

JOBS - We value a job as satisfying to the individual. Among the factors that make a job individually satisfying are:

Certain external rewards, such as:

- fair and acceptable pay
- fair benefits
- fair working hours
- healthy environment
- positive relationships with co-workers
- convenience to home
- non-discriminatory
- provisions for a rewarding environment

And/or internal rewards, such as:

- building on one's strengths
- growth and development
- making a contribution
- helping people
- being challenged
- a sense of pride
- stimulation
- feeling of accomplishment
- fun and enjoyment

All of which allows us independence, self-esteem, and personal choice.

VALUES (Continued)

HEALTH - We value the right of, and opportunity for, every person to optimize his or her personal health. Such opportunity encompasses education, comprehensive wellness activities, prevention, equal access to quality health care to appropriate health technology and supports, and to a healthy environment. Each person must have the opportunity to maximize the quality of his or her life regardless of his or her health or physical status.

FRIENDSHIP - We value friendship because friends mutually enrich each other's lives. They provide supports, comfort, fun, and opportunities for growth. We value the ability of every person to make friendships, to give his or her friendship to others, and to keep those friendships as he or she wishes, to the extent he or she wishes.

SPIRITUALITY - We value the right of and opportunity for every person to define and express in his or her own way a sense of spirituality. Spirituality may bring comfort, inspiration, continuity, strength and fellowship. It also helps to establish and reaffirm personal beliefs and ethics.

LOVING RELATIONSHIPS - We value the opportunity for all persons to experience loving relationships, which provide companionship, friendship, partnership, and a sense of belonging. Relationships allow for affection, intimacy, sexual expression, romance and passion, and thrive on commitment, trust and mutual responsibility.

To underscore these "most valued aspects of life," the Community Collaborative also developed a set of nineteen principles, which define how supports and services must be shaped as we assist people in their pursuit of a valued life. These principles embody the current human service concepts and incorporate the emerging "best practices" in the field. They have been used to define and test the work of the Community Collaborative. More significantly, they shape the direction of the Philadelphia service system.

See our Guiding Principles beginning on the next page!

GUIDING PRINCIPLES

The principles which guide the Philadelphia service system as it seeks to assist and support people with an intellectual disAbility to achieve the highest quality of life state supports and services offered to people must be:

SELF - DIRECTED	Directed and controlled by the individual.
FULFILLING	Designed to meet the wishes, dreams, desires and needs of the individual.
INTEGRATED	Provided in settings that are integrated in the community and used by other, non-disabled people.
STIGMA - FREE	Free of labels that demean or offend the individual.
HIGH QUALITY	Of the highest possible quality.
SUPPORTIVE	Designed to insure that individuals who need the support of others are provided that support.
RESPECTFUL	Respectful of each person's right to privacy and personal autonomy as well as all other rights granted by law or regulation.
ACCESSIBLE	Physically accessible to all people, with accessibility not only "provided for" but made meaningful, via responsive transit systems and the provision of assistance to those who need it to move successfully throughout their community.
EMPOWERING	Designed to enhance the person's ability to make choices, live independently, and take control of his/her life, including the right to take risks and chances.

GUIDING PRINCIPLES (Continued)

POSITIVE	Provided in positive, non-intrusive, non-punishing ways.
GROWTH - ENHANCING	Designed to help the person grow and develop, building on his/her present abilities and gifts while teaching new, more challenging skills.
FLEXIBLE	Flexible, with the ability to change as the desires and needs of the individual change.
INDIVIDUALIZED	Responsive to the uniqueness of the individual and respectful of the cultural diversity that characterizes our society.
APPROPRIATE	Designed so as not to "over serve" or overprotect the individual.
MEANINGFUL	Designed to promote meaningful lives, meaningful relationships, and meaningful careers, with time for relaxation and fun.
ACCOUNTABLE	Provided honestly, responsibly and respectfully by people of integrity, with full accountability to the people served.
CONTINUALLY - EVALUATED	Regularly evaluated internally and externally to insure that all practices are reflective of state-of-the-art thinking and best practices.
COLLABORATIVE	Designed by a partnership formed between the individual, his or her circle of support, and all of the people who are or will be providing services.
STABLE	Maintained for as long, and only as long as they are needed.

“Values and Guiding Principles” developed by the Community Collaborative, 1991.

II-C

Who to Call at IDS

<i>If You Have Questions Or Concerns About:</i>	<i>Call:</i>
To Register for ODP Services	215-685-4677
Intake Referral for Infant Toddler Early Intervention Services	215-685-4646
Reception and General Information	215-685-5900
EMERGENCY – For individuals not registered with IDS call:	877-401-8835 BHSL Hotline
– For individuals registered with IDS call:	215-685-6440 City Crisis Line
ODP Registration, Infant Toddler Early Intervention Intake Referral and Early Intervention Services	
ODP Registration, Infant Toddler Early Intervention Intake Referral, SCO Choice	Teresa Myers-Thompson, Manager, 215-685-5924
Psychological Evaluation, Behavior Intervention, OBRA	Beth Gilman, Psychologist 215-685-4629
Early Intervention Intake Referral	Leslie Harmon-Coker, Supv. 215-685-4681
Early Intervention Unit (Ages birth to three)	Sharon Burke, Manager 215-685-5941
Early Intervention Unit (Ages birth to three)	Lisa Zeigler, Supervisor 215-685-5949
Individual Supports Unit, Emergency Management	Connie Falcone, Manager (215) 685-5998
Individual Supports	Todd Handler, Supervisor 215-685-5952
Emergencies and Referrals/Vacancy Management	Kathy Harte, Supervisor 215-685-5947
Community Services Management Unit	Lynette McMillan, Manager (215) 685-5929
Provider Qualification	Tiffany Davison-Kegler, Acting Supv. 215-685-5968
Provider Monitoring	Joseph Treegoob, Supervisor 215-685-5938
Risk Management, Incident Reporting And Quality Management	Deborah Cackowski, Mgr. 215-685-5940
Risk Management/Incident Reporting	Wanda Sabb, Supervisor 215-685-5981
Incident Management	Karen Kenny, Supervisor 215-685-5977
IM4Q Point Persons	Crystal Garvin, Program Analyst, 215-685-5921 Elliot Glickman, Program Analyst, 215-685-5970

Who to Call at IDS

<i>If You Have Questions Or Concerns About:</i>	<i>Call:</i>
Waiver Capacity Management, Financial Management, AE Oversight, SIS and VF FMS Point Person	Liat Richardson-Owens, Manager, 215-685-5912
Claims Resolution, Waiver Capacity	Pam Vogler, Supervisor 215-685-5945
Claims Resolution	Robin Mack, Program Analyst 215-685-5955
P/FDS and Consolidated Waiver Eligibility	David Lara, Supervisor 215-685-5974
ISP Approvals / Service Authorization For information about ISP approval and authorization, please contact the assigned Supports Coordination Organization (SCO). A listing of SCOs appears in Section II – E.	
Training and Technical Assistance, Public Awareness Lifesharing Point Person	Karen Claiborne-Pride, S.W. Admin. 215-685-5937
Public Awareness and Early Intervention ChildFind Coordinator	Wendy Williams, Supervisor 215-685-4680
ICF Supports Coordination	Charlie Cornman, Supervisor 215-685-4654
Director of Operations, IDS	Larry Pace Delores Ellerbe, Adm. Asst. 215-685-5916 Miriam Muhammad, Clerical Supervisor, 215-685-5917
Director, Intellectual disAbility Services	Denise Taylor Patterson Karen Hunter, Exec. Secretary 215-685-5914 Jeffrey Orlin, Exec. Asst. 215-685-5911

II-D Registering for Services

A. Infant Toddler Early Intervention – Intake Referral Unit Call 215-685-4646

The Pennsylvania Infant Toddler Early Intervention program supports families in meeting the developmental needs of their children. It assists families to use community services and supports to help their children, and works together with the family to address their concerns. Philadelphia IDS is responsible for the Early Intervention program in Philadelphia.

The Infant Toddler Early Intervention program serves children from birth to age three who have a developmental delay or medical diagnosis with a high probability for developmental delay. This program is a state and federal entitlement for eligible children, and is provided at no cost to families in Pennsylvania. Philadelphia has the largest Infant Toddler Early Intervention program in PA, serving more than 6,000 children in Fiscal Year 2013. The IDS Intake Referral Unit receives more than 500 calls per month, with 80% of the calls resulting in successfully completed intakes for the Infant Toddler Early Intervention program.

Who should be referred for Infant Toddler Early Intervention Services?

- A child who appears to have a developmental delay, and is not developing the same as other children their age
- Children under the age of three
- Children with a health condition or medical diagnosis that puts them at risk for developmental delays

Who is eligible for Infant Toddler Early Intervention Services?

A child can be determined eligible in one of three ways:

- Developmental scores – at least a 25% delay or 1.5 Standard Deviations below the Mean in one or more developmental areas
- Medical Diagnosis – with a high probability for developmental delay, for example, Down Syndrome, Cerebral Palsy, Chromosomal Abnormalities, Autism, Fetal Alcohol Syndrome, and others.
- Informed Clinical Opinion – In difficult-to-measure aspects of development, the team deems a child eligible based on their observations, knowledge of young children and the potential need for Early Intervention.

If a child is determined not eligible for Infant Toddler Early Intervention Services, the child may be determined eligible for ‘At-Risk Tracking and Monitoring’. Children who are eligible for ‘At-Risk Tracking’ are those who:

- A child born with a birth weight of under 1500 grams (about 3.5 pounds)
- A child who “graduated” (spent time in) a NICU (neonatal intensive care unit)
- A child with a “high level” of lead in their blood
- A child who has experienced substantiated abuse or neglect
- A child born to a chemically dependent mother

What are the benefits of being referred for Infant Toddler Early Intervention services?

- It is an opportunity for a free developmental evaluation
- Families get immediate feedback about their child's eligibility
- The family participates in the process
- Eligible children will receive needed services at no cost to the family

Who do I call to refer a child for Infant Toddler Early Intervention Services?

To begin the intake referral process, call the Infant Toddler Early Intervention Intake Referral Unit at IDS (215-685-4646). Please have the following information ready when you call: (non-English speakers will be assisted)

- The child's first and last name
- The parent's first and last name
- The parent's address and telephone number
- The child's date of birth and gender
- The child's Medical Assistance number or Social Security number, if you have it

Or, referrals can be faxed to 215-685-4638

Or, referrals can be emailed to: birthto3ei@phila.gov

Soon, look for the Referral form on the Department's website: www.dbhids.org

Children age three to five are referred for Preschool Early Intervention through the Elwyn SEEDS program. Call 215-222-8054.

Referrals come directly from parents/family members, and from hospitals, doctors' offices and clinics, and other agencies serving children. Once a child is referred, an IDS Early Intervention Intake Coordinator contacts the family to complete the intake application. The Coordinator then assigns the child and family to a Service Coordination program. The assigned service coordinator works closely with the family and the Service Provider Agencies to deliver needed services.

The Service Coordinator will arrange a multidisciplinary evaluation (MDE) and develop an individualized program of services for the child. The MDE will assess whether a child is experiencing a delay in five different functional areas:

- Cognition – thinking and problem solving
- Physical – gross and fine motor skills
- Social and Emotional
- Language and Communication
- Self-Help

Each eligible child will receive an IFSP (Individualized Family Service Plan). The IFSP details the early intervention outcomes, or goals, for the child and family. The outcomes will be developed with family participation. The IFSP will identify the services and service provider agencies that will help the child and family reach their outcomes, and outline how progress will be measured.

What services are provided to meet the developmental needs of a child?

The services provided to children and their families differ based upon the individual needs and strengths of each child and the child's family. Services such as special instruction, therapy services, parent education, support services, developmental therapies and other family-centered services that assist in child development may be provided in the Early Intervention program.

Infant Toddler Early Intervention promotes collaboration among parents, service providers and other important people in the child's life to enhance the child's development and support the needs of the family.

Infant Toddler Early Intervention services are:

Family Centered – Parents and caregivers must be involved; the family is taught interventions to implement when the service providers are not in the home. This approach provides frequent, meaningful practice and skill-building opportunities.

Embedded in the typical Routines and Activities of the Family – Early Intervention builds upon the natural learning opportunities that occur within the daily routines of a child and their family, and respects the families' strengths, values and diversity.

Home and Community Based – services are delivered in the home and community where the child lives.

Infant Toddler Early Intervention services and supports may be provided in a variety of settings where the child is located, including in the child's home, child care center, nursery school, play group, Early Head Start program, early childhood special education classroom or other settings familiar to the child.

B. Registering for Intellectual disAbility Services

Who is Eligible?

To be eligible to receive services and supports in Pennsylvania, you must:

- Have an IQ score of 70 or below
- Have documentation that you had an eligible intellectual disability before your 22nd birthday
- Have significant limitations in at least three areas of daily living, including communication, self-care, home living, social/interpersonal skills, self-direction, academic skills, work, leisure, health and safety
- Be a legal resident of Pennsylvania.

Individuals New to the System

If you were never registered for services, or if you are coming from the public school system, children's services such as the Department of Human Services (DHS), or a nursing home, you may be eligible to register for services.

How Do You Receive Intellectual disAbility Services?

Call the Philadelphia IDS Registration Unit at 215-685-4677 to make an appointment with a Registration Specialist, or visit Compass at www.dpw.state.pa.us.

What to Bring to the Appointment

The individual requesting services, and his/her family member or friend, should come to the registration appointment with the following information:

- Personal information; birth certificate
- Any medical, psychological or psychiatric evaluations
- Social Security card, Medicaid or Access card
- Individual's financial information: SSI benefit award letter, copies of pay stubs, life insurance policies, burial reserve accounts, checking or savings accounts statements

You will meet with an Intellectual disAbility Services (IDS) Registration Specialist who will determine your eligibility for services. If you are not receiving Medical Assistance and are eligible, the Registration Specialist will provide you with information on how to enroll.

- You will be treated with respect.
- All information is confidential.
- You can get a copy of your records.

If You Are Eligible for Services

The Registration Specialist will work with you to look at your needs and resources, help you begin to plan by discussing services you may need and offer you a choice of a Supports Coordination Organization (SCO). The Registration Specialist will complete forms with you and your family including:

- The waiting list "PUNS" form (See Section II-F for more information)
- Application for waiver services, if applicable
- Social Summary

After the registration process is complete, you will receive a letter within 30 days notifying you of your eligibility determination for the waiver, the availability of funding for services, and your rights including the mediation and appeal process. (Refer to Section II-G and VIII for more information).

After you are referred to the Supports Coordination Organization of your choice, you will be assigned to a Supports Coordinator within two weeks. The Supports Coordinator will help you develop an Individual Support Plan (ISP), and identify, locate, coordinate and monitor community and system supports and services. The SCO's are listed in Section II-E for your reference, along with a description of each organization.

If You are Requesting Services

All eligible individuals receive supports coordination services; there is no charge for these services. There may be a waiting list for Waiver Services. Your Supports Coordinator will work with you to find other resources in the community while you wait for services. You may also want to learn more about the service you are requesting. You can learn about the providers offering the specific services and supports. Refer to Sections III-C and D to help you ask questions when considering a service provider.

If You are not Eligible for Intellectual disAbility Services

If you do not meet the eligibility requirements for Medicaid waiver services, the Registration Specialist will give you suggestions for appropriate community resources. Also, see Section IV for additional community resources.



**II-E Infant Toddler Early Intervention Service Coordination and
IDS Supports Coordination Organization (SCO) Contacts & Descriptions**

**ChildLink – Early Intervention
Service Coordination
Center Square East
1500 Market St., Phila. PA 19102
Phone: 215-731-2100**

Sara Molina-Robinson, Exec. Director
Phone: 215-731-2139
Email: sara@phmc.org

Fayette McMillion-Jones, Deputy Dir.
Phone: 215-985-6891
Email: fayetta@phmc.org

**Arc Alliance Advocacy Services
3075 Ridge Pike
Eagleville, PA 19043
Phone: 610-265-4700**

Liz Morgan, Executive Director
Phone: 610-265-4770 x7227
Email: lmorgan@thearcalliance.org

Jay Valente, SC Director
Phone: 484-680-9355
Email: jvalente@thearcalliance.org

Monica Wiggins, SCO Liaison Dir.
Phone: 610-382-5858
Email: mwiggins@thearcalliance.org

**The Consortium
5828 B Market Street
Philadelphia, PA 19139
Phone: 215-472-1707**

Princess Otigbu, Division Director
Phone: 267-233-5421
Email: pkpodi@consortium-inc.org

Ron Gronski, Unit Manager
Phone: 267-233-5803
Email: rgronski@consortium-inc.org

Darlene Gonzalez, Claims Resolution Mgr
Phone: 267-233-5537
Email: dgonzalez@consortium-inc.org

**EPIC
Empowering People in the Community
225 E. City Avenue, Suite 100
Bala Cynwyd, PA 19004
Phone: 215-452-0300**

Delano Williams, Executive Director
Phone: 610-551-9908
Email: dwilliams@epicsc.org

Heather Dashields, Program Director
Phone: 215-452-0300
Email: hdashields@epicsc.org

**Partnership for Community Supports
9360 Ashton Road
Philadelphia, PA 19114-3464
Phone: 267-350-4500**

Carol Frangicetto, Executive Director
Phone: 267-350-4539
Email: cfrangicetto@pfcsupports.org

Helen Falguera, Program Director
Phone: 267-350-4518
Email: hfalguera@pfcsupports.org

Racheal Townes, Unit Manager
Phone: 267-350-4519
Email: rtownes@pfcsupports.org

Mary MacAvoy, Resource Manager
Phone: 267-350-4513
Email: mmacavoy@pfcsupports.org

Penndel Mental Health Center
2005 Cabot Boulevard West
Langhorne, PA 19047
Phone: 267-587-2300

Karen M. Graff, Executive Director
Phone: 267-587-2300 ext. 1101
Email: kgraff@penndelmhc.org

Jan Noe, IDD Director
Phone: 215-750-9898 ext.1267
Email: jnoe@penndelmhc.org

People First Supports Coordination
3540 Schuylkill Road
Spring City, PA 19475
Phone: 855-737-2435

Roni VanDagna, Executive Director
Phone: 484-818-2800
Email: rvandagna@peoplefirstsc.org

Jen Brodie
Phone: 484-363-3833
Email: jbrodie@peoplefirstsc.org

PersonLink - PHMC
260 S. Broad Street, 8th Fl.
Philadelphia, PA 19102
Phone: 267-295-3800

Sara Molina Robinson, Senior Prog. Dir.
Phone: 215-731-2139
Email: sara@phmc.org

Sharon Moses, Program Director
Phone: 267-295-3801
Email: smoses@phmc.org

Betty Harrigan, FDSS Coordinator
Phone: 267-295-3800
Email: eharrigan@phmc.org

Quality Progressions
1339 Chestnut Street, Suite 700
Philadelphia, PA 19107
Phone: 267-765-2000

Joel Goldberg, Executive Director
Phone: 276-765-2001
Email: jgoldberg@qualityprogressions.org

Adrienne Hill, Program Director
Phone: 267-765-2002
Email: ahill@qualityprogressions.org

Randy Kester, Unit Manager
Phone: 267-765-2003
Email: rkester@qualityprogressions.org

Sue Fellows, FDSS & Resource Supv.
Phone: 267-765-2000
Email: sfellows@qualityprogressions.org

The PA Office of Developmental Programs has a statewide Services and Supports Directory (SSD). Information about these and additional Supports Coordination Organizations is available at https://www.hcsis.state.pa.us .

Arc Alliance Advocacy Services

3075 Ridge Pike, Eagleville, Pa 19403

Telephone: 610-265-4700 Fax: 610-406-6127

Contact Persons:

Monica Wiggins, SCO Liaison Director, 610-382-5858 Email: mwiggins@thearcalliance.org

Jay Valente, SC Director, 484-680-9355 Email: jvalente@thearcalliance.org

Executive Director: Liz Morgan, 610-265-4700 x7227 Email: lmorgan@thearcalliance.org

Website: www.thearcalliance.org

Description of Service Provider

The Arc Alliance Advocacy Services Supports Coordination (SCO) strives to provide quality Supports Coordination Services in order to locate, coordinate, and monitor services and supports that individuals need to have a full life. Our experienced Supports Coordinators are able to provide a variety of supports to assist you in meeting your goals in life. We draw upon a large network of providers, including natural supports, to ensure that you have the opportunity to be a fully inclusive member of your community. We believe you should have choices in your relationships, activities and providers.

Mission

The Arc Alliance desires to assist people of all ages with intellectual and developmental disabilities or delays to obtain the rights and resources they require to become, to the fullest-extent possible, independent, self-sufficient, participating and contributing members of society.

ChildLink – Early Intervention Service Coordination

Center Square East, 1500 Market Street, Phila., PA 19102
Telephone: 215-731-2100 Fax: 215-731-2128

Contact Person: Fayette McMillion-Jones, Deputy Director
Contact Telephone: 215-985-6891 Email: Fayette@phmc.org
Website: phmc.org

Executive Director: Sara Molina-Robinson
Telephone: 215-731-2139 Email: sara@phmc.org

Description of Service Provider

ChildLink is an Early Intervention Service Coordination Program for Philadelphia Infant Toddler Early Intervention Program for Children Birth to Age Three with Developmental Delays and Disabilities. The program is under contract with the City of Philadelphia Intellectual disAbility Services (IDS); PHMC administers the ChildLink Program.

Service Coordinators at ChildLink provide the following services for children, birth to age three, who reside in Philadelphia:

- Arrange for evaluations to determine if a child is eligible for early intervention services
- Develop an IFSP to meet the individual needs of eligible children and their families
- Coordinate and obtain early intervention supports and services needed by eligible children and their families

Mission or Philosophy

To educate and empower families through the provision of quality Service Coordination; increasing their capacities to support their child to attain their fullest potential.

The Consortium, Inc.

5828 B Market St., Phila., PA 19139 Telephone: 215-472-1707 Fax: 215-472-1298

Contact Persons:

Princess Otigbu, Division Director, 267-233-5421 Email: pkpodi@consortium-inc.org

Ronald Gronski, Unit Manager, 267-233-5803 Email: rgronski@consortium-inc.org

Darlene Gonzalez, Claims Resolution Mgr., 267-233-5537 Email: dgonzalez@consortium-inc.org

Jennifer Shields, Quality Manager, 267-233-5788 Email: jshields@consortium-inc.org

Executive Director: John F. White, Jr. President/CEO 267-233-5788

Website: www.consortium-inc.org

Description of Service Provider

The Consortium, Inc. is celebrating its 45th year of continuous service to West and Southwest Philadelphia. As an early provider of community services in Philadelphia, we set the standard of commitment in granting voice to persons in service and their families in shaping the future of behavioral health services in the area. It is a commitment rooted in respect for the rights of all people to a good education, safe and accessible housing, employment and a life not dependent on others or controlled substances, when independence is the choice of the individual. It is a commitment from which The Consortium family has never wavered. Programming in the Consortium's divisions are replicated for both children/families and adults. Such services include: Child and Adult Behavioral Health, Addiction Services, and Supports Coordination. The Consortium, Inc. also has specialty programming to include: services for the hearing impaired, a drug and alcohol diversion program for adolescents facing juvenile court, Methadone Programming, Blended Case Management Services, Residential, a certified Clubhouse, Family Based Services, and Functional Family Therapy (evidenced-based Blueprint Model).

Mission or Philosophy

The Consortium is a premier provider of quality services. We continue to set and increase the standard of commitment in granting voice to consumers and families in shaping the future for community services. We maintain our relationships with old friends, build partnership with new associates, and find creative ways to assist individuals with disabilities in achieving their dreams. The Consortium Supports Coordination Organization work with individual and families to:

- Inspire hope and offer choice in identifying resources and providers in the community
- Facilitate ongoing assessment of each individual's needs encouraging quality lives and fulfilling life's dream
- Coordinate supports and services to promote awareness and disseminate useful resources
- Develop *Individual Service Plan (ISP)* in line with Everyday Lives
- Monitor services and supports to ensure that outcomes and personal goals are achieved and maintained

Facilitate all inclusive team meetings in a personal and dynamic way to encourage active participation by individual and team members.

Empowering People In The Community, Inc. (EPIC)

225 E. City Ave., Suite 100, Bala Cynwyd, PA 19004

Telephone: 215-452-0300 Fax: 866-256-3742

Contact Person: Heather Dashields Email: Hdashields@epicsc.org

Website: www.epicsc.org

Executive Director: Delano Williams

Telephone: 610-551-9908 Email: Dwilliams@epicsc.org

Description of Service Provider

Empowering People in the Community, Inc (EPIC) is a nonprofit organization that provides supports coordination to individuals with intellectual disabilities and their family.

Mission or Philosophy

EPIC will provide quality services that empower people to live full and meaningful lives in their community.

Partnership for Community Supports (PFCS)

9360 Ashton Road, Philadelphia, Pa. 19114-3464
Telephone: 267-350-4500 Fax: 267-350-4555

Contact Person: Helen Falguera, Program Director
Telephone: 267-350-4518 Email: hfalguera@pfcsupports.org

Emergency Contact Information: For Philadelphia residents outside business hours, call the Philadelphia Behavioral Health Delegate at **215-685-6440** and ask for the Hall Mercer on call staff for intellectual disability emergencies. For all others contact our after hours answering service at **1-610-965-7302**.

Executive Director: Carol Frangicetto
Telephone: 267-350-4539 Email: cfrangicetto@pfcsupports.org
Website: www.pfcsupports.org

Description of Service Provider

Partnership for Community Supports is a qualified provider of Supports Coordination for individuals in six counties including Philadelphia. Partnership also coordinates Family Driven Supports Services (FDSS) for eligible individuals in Philadelphia. While established in 2004, the leadership of Partnership has more than thirty-five years of experience providing supports coordination for individuals with intellectual disabilities. Partnership provides supports coordination for individuals living at home with family, living independently, living in Community Living arrangements or other group living situations as well as for individuals with intellectual disabilities referred through IDS who reside in a nursing home and are in need of specialized services. Our Supports Coordinators are well supervised and include bilingual staff and children's specialists who work flexible hours and will meet you in your home, at your program or other community location of your choice. We listen to your needs, preferences and frustrations. We assist you in developing an Individual Support Plan and in locating and coordinating supports and services within the community that will enable you to have a full and meaningful life of your choosing. Our goal is to develop a relationship based upon respect and understanding, to be responsive to your requests for assistance and information and to return your phone calls promptly. We will strongly advocate on your behalf for the services that you tell us you need. We believe that through forging partnerships with individuals, their family, service providers and their community that we can help individuals achieve the goals they identify and facilitate the realization of their dreams.

Mission or Philosophy

Partnership recognizes that each individual has unique abilities, capacities and strengths and the right to fully participate in all aspects of the community in which they live. Therefore, services must be individualized through person-centered planning. Each individual is encouraged to become as independent as possible, to exercise choice of service options and control over decisions that affect them. We invite individuals and their families to participate in the Partnership Advisory Committee to share resources and identify needs for information and training.

Penndel Mental Health Center (SCO)

2005 Cabot Blvd. West, Suite 100, Langhorne, PA 19047
Telephone: 215-750-9898 Fax: 215-750-9719

Contact Person: Jan Noe, IDD Director, ext. 1267
Email: JNoe@Penndelmhc.org

Executive Director: Karen M. Graff
Telephone: 267-587-2300, ext. 1101
Email: KGraff@Penndelmhc.org
Website: www.Penndelmhc.org

Description of Service Provider

Penndel Mental Health Center (PMHC) is a Private, Non Profit Agency providing Supports Coordination for individuals diagnosed with Intellectual Disabilities (ID) residing in Bucks, Philadelphia and Montgomery Counties. The Intellectual Disabilities Division (IDD) is a vital part of the larger PMHC organization which has been providing a full range of Behavioral Health Treatment and Social Services for over 40 years.

Mission or Philosophy

PMHC ID Supports Coordinators work with individuals and families/teams as the point person for the ID service system. We work with individuals of all ages and in every imaginable circumstance as we fulfill our responsibility to Locate, Coordinate and Monitor services. The SC identifies the needs and desires of individuals through face to face contact (at a location convenient to the individual/family) and facilitates the development of an Individual Supports Plan (ISP). The ISP acts as the framework for identifying not only who that person is as an individual but also the supports they may need to have the life they and their family desire for them in the future. Our goal is to facilitate access to the supports that will enable individuals to be active and productive members of their community while ensuring their opinions and choices are respected. One of the roles of the SC is to assist in working through the oft times cumbersome paperwork needed to gain services and to advocate for the individual to ensure access to appropriate supports. Once supports are located and in place, the ID SC will monitor to ensure the health and safety of that person is maintained and the services promised are delivered.

People First Supports Coordination

3540 Schuylkill Rd, Spring City, PA 19475
Telephone: 855-737-2435 Fax: 610-948-5173

Contact Persons:

Roni VanDagna, Executive Director
Telephone: 484-818-2800 Email: rvandagna@peoplefirstsc.org
Jen Brodie
Telephone: 484-363-3833 Email: jbrodie@peoplefirstsc.org
Website: www.peoplefirstsc.org

Description of Service Provider

We, at People First Supports Coordination, are caring and experienced professionals with over 20 years combined experience in the area of Supports Coordination services. We are a qualified provider by the state of Pennsylvania.

We locate, coordinate and monitor services to best support you in achieving your hopes, dreams and health and safety needs. People First follows team process and works together with families and service providers to best support you. We will help you develop a written plan called an Individual Support Plan that includes goals that are important. People First recognizes the strong bond and role of family and the importance of history in providing optimal service to you. Our staff excel in providing strong advocacy services working within a variety of settings and organizations. We are able to provide a very flexible schedule for meeting with you and your family. For school age individuals, we will help you navigate the process of transitioning from school age to adult world (age 21 years and older).

Mission or Philosophy

People First staff is knowledgeable of resources and service systems. We have a deep appreciation for the individual's needs, desires, choice, control, and self determination; as a private organization our first loyalty is to you.

PersonLink- PHMC

Center Square East, 1500 Market Street, Phila., PA 19102
Telephone: 267-295-3800 Fax: 267-295-3855
Contact Person: Sharon Moses, Program Director
Telephone: 267-295-3801 Email: smoses@phmc.org
Website phmc.org

Emergency Contact Information: PersonLink has Team Manager available to take calls and address issues that may arise outside of routine business hours or holidays. Families can utilize this emergency phone number 215-219-3692 or call 267-295-3800 to speak to a Team Manager.

Executive Director: Sara Molina-Robinson, Senior Program Director
Telephone: 215-731-2139 Email: sara@phmc.org

Description of Service Provider

PersonLink provides family-centered services and assists individuals through self-determination and self-advocacy practices and by seeking and using resources in their community. PersonLink provides supports coordination linking individuals to services and supports. Supports Coordinators work directly with individuals, their families, and service providers to develop an Individual Support Plan (ISP) which addresses the specific needs and desired outcomes of the individual and their family.

The Role of Supports Coordinator:

- LOCATE services for children and adults with Intellectual Disabilities.
- COORDINATE services and supports planned in each person's Individual Support Plan (ISP).
- MONITOR the quality of services and supports each person receives.

Family Driven Support Services (FDSS) is a program that helps support individuals with Intellectual Disabilities in their home and community. Funding is limited, and an application must be completed each year through the SCO. FDSS services include, but are not limited to:

- Family aide
- Recreational/Leisure activities
- Respite Care

Special Offenders Support (SOS) is a special unit in PersonLink that provides supports coordination to individuals with Intellectual Disabilities involved with the criminal justice system. SOS provides assistance to the courts to link individuals with Intellectual Disabilities to services in the community. SOS also provides awareness, education, and supports to help individuals with Intellectual Disabilities, their families, and the community to prevent criminal acts.

Mission or Philosophy

Empowering individuals to make choices that enhance their lives, promote dignity and independence.

Quality Progressions

1339 Chestnut Street, Suite 700, Philadelphia, PA 19107
Telephone: 267-765-2000 Fax: 267-765-2019

Executive Director: Joel Goldberg, CEO
Telephone: 267-765-2001 Email: jgoldberg@qualityprogressions.org
Website: www.qualityprogressions.org

Description of Service Provider

Quality Progressions is a Supports Coordination Organization that locates, coordinates, and monitors services and supports for individuals with intellectual disabilities and their families. The organization was founded in 2004 on the philosophy that services for individuals with intellectual disabilities should truly reflect the values of choice, self-determination, and the achievement of outcomes as determined by those receiving services. While we are based in Center City Philadelphia, our Supports Coordinators meet with individuals and their families within their community and at a time that meets their needs.

With 10 years of experience as an SCO, Quality Progressions has supported over 4,000 individuals in achieving gainful employment, participating in their local community, and making meaningful choices in their lives.

Our Supports Coordination services involve, but are not limited to:

- The development and management of the Individual Support Plan (ISP) for each individual;
- Identifying services to meet the individual's needs;
- Monitoring the services that individuals are receiving in order to ensure that needs are being met;
- Assuring that each individual is healthy and safe;
- The development and management of FDSS Plans;
- And coordinating the services people are receiving.

Mission or Philosophy

Quality Progressions' mission is to be people-driven, committed, and progressive in our relationship to individuals with intellectual disabilities and their families. In this effort, the services that we provide aim to assist individuals in identifying and coordinating supports and resources within their community, enabling them to lead a full and meaningful life.

We have established ourselves as a leader among the Supports Coordination sector by delivering services in a way that is mission-driven. Our strengths as an SCO include:

- A 24-hour response policy to all phone calls;
- Bilingual Supports Coordinators for Spanish-speaking individuals;
- A commitment to quality improvement by actively seeking feedback from staff, individuals and families; and
- Accountability and responsiveness at every level of the organization.

II-F Waiting Lists and PUNS (Prioritization of Urgency of Need for Services)

For many years, Philadelphia IDS has maintained centralized lists of persons waiting for community services; these include in-home supports, residential, employment, and day services in the community. Examples of individuals waiting for services are people who live with their families or in their own homes, young adults who graduated from high school with no services, older adults who live with elderly caregivers, and elderly persons with an intellectual disAbility.

There was no standard definition throughout Pennsylvania and it was difficult to measure the scope of need. So, in order to measure and prioritize individual's service needs, the State Office of Developmental Programs (ODP) initiated a study of the waiting list using an instrument known as the Prioritization of Urgency of Need for Services (PUNS). The Institute on Disabilities of Temple University developed this survey tool in 1998.

The PUNS is the form an individual completes with his or her Supports Coordinator to identify services and needs. The PUNS is updated annually, and anytime if there is a change in need. A new PUNS also is completed when the service need is met.

As of December 31, 2013, 2,708 people are waiting for services. 1,019 people are listed in "emergency" status and 1,085 in "critical" status. The remaining 604 people are in "planning" status. These numbers include only individuals in the funding sources of Base (state-only) or SC Only (supports coordination). It does not include individuals receiving waiver services, whose needs also may change.

A lack of funding for supports and services for those on the waiting list continues to be a serious issue. It becomes a crisis as individuals and their caregivers age, or if an individual experiences the sudden loss of their caregiver due to death, illness or other condition. These issues serve to underscore waiting lists as one of the most serious issues facing the service delivery system locally, statewide, and across the nation.

For the Fiscal Year 2015 PA Budget, Governor Corbett has proposed \$22.4 million to reduce the waiting list for services in Pennsylvania. The increase would provide in-home and community support services for an additional 1,100 individuals with intellectual disabilities.

In the FY14 PA Budget, Governor Corbett proposed nearly \$20 million to reduce the waiting list in PA, which would provide home and community-based services for approximately 1,200 individuals with an intellectual disAbility.

In the FY13 PA Budget, waiting list initiative funding was included to serve 104 young adults leaving high school (Graduate Initiative), and 56 living with elderly caregivers (Elderly Caregivers Initiative). IDS requested capacity to serve 349 individuals through the Graduate Initiative and 306 individuals through the Elderly Caregivers Initiative.

II-G Waiver Services

Infant Toddler Early Intervention Services - Infant/Toddler/Family (ITF) Waiver

The Infant, Toddler and Family (ITF) Waiver applies to children from birth to their third birthday. To be eligible, the child must be eligible for or already have Medical Assistance (MA), have a 50% delay in one area or 33% delay in two areas, and must receive services in the home or a community setting. 16 services are eligible for waiver funding:

Family training/counseling/home visits	Special instruction
Speech-language pathology	Occupational therapy
Physical therapy	Psychological services
Social work services	Vision services
Transportation and related costs	Audiology services
Nursing services	Nutrition services

Medical services only for diagnostic or evaluation purposes
Early identification and assessment services
Assistive technology devices and assistive technology services
Health services necessary to enable an infant or toddler to benefit from other early intervention services

The ITF Waiver may be accessed through Early Intervention (EI) Service Coordination upon completion of the multidisciplinary evaluation. Early Intervention Services are funded through state and federal sources including the ITF Waiver and Medical Assistance.

Who is eligible for Early Intervention Services?

As excerpted from PA Code regulation § 4226.22, Early Intervention services are provided to all children who meet one or more of the following eligibility criteria:

- (1) A developmental delay, as measured by appropriate diagnostic instruments and procedures, of 25% of the child's chronological age in one or more of the developmental areas of cognitive development; physical development, including vision and hearing; communication development; social or emotional development; and adaptive development.
- (2) A developmental delay in one or more of the developmental areas of cognitive development; physical development, including vision and hearing; communication development; social or emotional development; and adaptive development, as documented by test performance of 1.5 standard deviations below the mean on accepted or recognized standard tests for infants and toddlers.
- (3) A diagnosed physical or mental condition which has a high probability of resulting in a developmental delay as specified in paragraphs (1) and (2), including a physical or mental condition identified through an MDE, conducted in accordance with PA Code § 4226.61 (relating to MDE), that is not accompanied by delays in a developmental area at the time of diagnosis.

(b) In addition to the diagnostic tools and standard tests specified in subsection (a)(1) and (2), informed clinical opinion shall be used to establish eligibility, especially when there are no standardized measures or the standardized measures are not appropriate for a child's chronological age or developmental area. Informed clinical opinion makes use of qualitative and quantitative information to assist in forming a determination regarding difficult-to-measure aspects of current developmental status and the potential need for early intervention.

If a child is determined not eligible for Early Intervention Services, the child may be determined eligible for 'At-Risk Tracking and Monitoring.'

Intellectual disAbility Waiver Services

1. What is the Waiver?

The Waiver is a federal program based on an amendment to the Social Security Act. This amendment allows any state that meets the federal requirements to use federal funds for programs and services for people who have an intellectual disability and who live in the community. Prior to the amendment, these federal funds could only be used for institutional care in nursing homes, state facilities or Intermediate Care Facilities (ICFs/MR).

In Pennsylvania, the waiver is a funding source that reimburses service providers, which support people in the community to maintain and/or increase adaptive living skills. To receive federal funds, the state must comply with federal requirements. There are two types of Waivers – **Consolidated Waiver and Person/Family Directed Support (P/FDS) Waiver.**

* NOTE: With minimal exceptions, the Consolidated Waiver rules are the same as the P/FDS Waiver; the primary difference being the Consolidated Waiver includes community homes and residential arrangements such as Lifesharing.

The P/FDSW was first approved in January 2000. For Fiscal Year 2014 the P/FDSW annual expenditure cap is \$30,000 per person.

The PA Office of Developmental Programs (ODP) has a statewide Services and Supports Directory (SSD) of providers of Waiver services at <http://hcsis.state.pa.us>.

ODP Waiver Service Definitions are found in Bulletin 00-12-05 located in attachment #1 in Section 13 of the Individual Support Plan Manual for Individuals with an Intellectual Disability: <http://www.dpw.state.pa.us/publications/bulletinsearch/bulletinselected/index.htm?bn=00-12-05&o=N&po=ODP&id=10/19/2012>.

2. Why is Waiver Capacity important?

Philadelphia IDS/AE is responsible for **Waiver Capacity Management**, which consists of managing waiver capacity up to the allotted number of individuals who can be served in the Consolidated and P/FDS Waiver. PA ODP has assumed responsibility for oversight of waiver capacity in licensed residential programs throughout Pennsylvania. IDS/AE receives an

allocation of waiver slots from ODP, for both the Consolidated and P/FDS Waiver. IDS/AE is not permitted to enroll any individuals above the cap set by ODP.

As of January 2014, Philadelphia is serving approximately 2,394 individuals in the Consolidated Waiver and 1,434 individuals in the P/FDS Waiver.

3. Who is eligible for waiver funded services?

To be eligible, you must be a resident of Pennsylvania, have a documented diagnosis of an intellectual disability and meet financial and other eligibility requirements. The P/FDS Waiver is only available to people who live with their families or on their own.

4. How will services be monitored?

As an Administrative Entity (AE), Philadelphia IDS is responsible to ensure that monitoring is conducted at a frequency and duration necessary to ensure that services and supports are provided and the health and welfare of the individual is being maintained. The minimum monitoring frequency required is as follows:

- For persons in the P/FDSW, the monitor/supports coordinator must contact the person and family at least once every three months and have face-to-face contacts at least once every six months. One of these face-to-face monitorings must occur in the family home.
- For persons in the Consolidated Waiver, the monitor/supports coordinator must contact the person at least once a month and have face-to-face contacts at least every three months. At least one of these face-to-face contacts must occur in the home.

The monitoring will be done by a designated Supports Coordination Organization (SCO), on behalf of Philadelphia IDS/AE. They will include a review of the progress on the outcomes identified in the person's Individual Support Plan (ISP).

In order to maintain Waiver eligibility, an individual receiving Waiver supports and services must complete an annual physical by a certified physician or physician's assistant and submit financial eligibility documents. The SCO representative will request a copy of the annual physical and review and collect copies of financial eligibility documents to comply with Waiver requirements.

5. What are the financial eligibility requirements?

The financial eligibility information applies to the individual who would be served, **not** to his or her family members.

- Any person who receives SSI automatically meets the financial eligibility requirements because this person is considered "categorically needy." This means that his/her assets/financial resources cannot exceed \$2,000.
- Any person who receives benefits other than SSI can not have assets/financial resources in excess of \$8,000, including bank accounts, checking accounts, insurance policies with a cash value, Certificates of Deposit, etc.

The person's monthly income must be below \$2,022 including "unearned income" such as Social Security benefits, Civil Service Annuity, Railroad Retirement benefits, VA benefits, pensions, etc. **and** "earned income" such as wages from a job or workshop.

Financial Eligibility and Employment:

If your income is above \$2,022 per month, you should consider MAWD (Medical Assistance for Workers with Disabilities.) When you use MAWD for your medical coverage, all Waiver income limits are raised to the MAWD limits. This means that only 50% of your work earnings are counted toward your monthly income limit for maintaining Waiver eligibility. Also, with MAWD, you can have assets/financial resources up to \$10,000, instead of the Waiver limit of \$8,000, so you can enjoy even more of your work earnings and all the other benefits of being employed in the community, and still maintain your Waiver eligibility.

For more details about MAWD, contact the Disability Rights Network at 800-692-7443 or go to the Pennsylvania Health Law Project website at <http://www.phlp.org/Website/MA%20brochures/FactSheet-MAWD%202009.pdf>

6. What does the initial eligibility paperwork include?

- a) Documentation of eligible diagnosis (a current psychological report).
- b) A current physical examination report (within one year of the date of eligibility).
- c) An Individual Support Plan.
- d) PA 600 form: this form is the financial application. All documentation verifying resources and assets must be attached.
- e) Certification of Need form (MR 250): this form documents the individual's need for services that would otherwise only be provided in an institution. This form must be signed by the QMRP (Qualified MR Professional). In addition, the QMRP will complete an adaptive behavior assessment.
- f) Home and Community Based Service Preference form (MR 457): this form documents the individual's request for home and community-based services under the waiver rather than services provided in an institutional setting. This form has been adapted to replace the old MR 459 form.
- g) Fair Hearing Notice (MR 458): This document informs the individual of the right to appeal or request a hearing if he/she is not satisfied with their services.
- h) OVR Referral: This requirement applies to individuals age 18 and above, and consists of a letter sent to the Office of Vocational Rehabilitation (OVR) with a copy of the psychological evaluation, physical examination report, and service plan, including any employment information.

i) PA 4 Form: This form allows the County Assistance Office (CAO) to contact the individual's bank to verify account balances. This applies to accounts in the individual's name and Social Security number only.

7. What is a QMRP?

A QMRP is a Qualified MR Professional. This person is usually a psychologist, special educator, social worker, occupational therapist, or physical therapist. The federal regulations require that this trained professional assess an individual's intellectual disability and his/her need for service. The QMRP helps to complete the necessary documents.

8. What happens to all of this paperwork?

All of this eligibility paperwork is submitted to Philadelphia IDS / AE where it is reviewed for accuracy and completeness.

The PA 600 and PA 4 forms and the MR 250 form are then sent to the Philadelphia CAO/ Long Term and Independent Services District for processing. This is the local office of the Department of Public Welfare/Office of Income Maintenance that is responsible for the final, official determination of waiver eligibility. This office issues the PA 162 form that documents the individual's authorized date of waiver eligibility.

Each year, the individual's updated Certification of Need form and current financial information must be submitted to the CAO to maintain eligibility for the waiver.

9. What are the responsibilities of the Representative Payee?

The representative payee (rep payee) is responsible for making sure that an individual's benefit checks are used for the individual. This includes making sure that the individual's assets remain below allowable limits (\$2,000 for persons receiving SSI and \$8,000 for those who receive earned and unearned income other than SSI), and providing all requested documentation on an annual basis to maintain waiver eligibility.

II-H Right To A Fair Hearing

In April 2008, the DPW Office of Developmental Programs (ODP) released Bulletin 00-08-05 entitled “Due Process and Fair Hearing Procedures for Individuals with an Intellectual disAbility.” This Bulletin is one of three Bulletins that should be reviewed together, including Bulletin 00-08-04 “Individual Eligibility for Medicaid Waiver Services,” and Bulletin 00-08-03 “Procedures for Service Delivery Preference.”

Philadelphia IDS must send you a written notice when services are denied, or before services are reduced or terminated. If you are applying for waiver services or an ICF/MR level of care, or if you object to an action taken affecting your claim for waiver services, you have the right to a county conference, mediation, fair hearing, or all three. You may try to resolve an issue through a meeting with a Philadelphia IDS representative, through the mediation process, or through a Fair Hearing conducted by the Bureau of Hearings and Appeals (BHA). If you choose the mediation, this process is completed through an independent entity that is currently called the Office for Dispute Resolution. All three processes can occur at the same time or one at a time.

Philadelphia IDS is responsible for ensuring that you receive whatever help is needed to fill out and file the appeal form. You may file an oral appeal by telephone or in person. But, you must follow-up an oral appeal with a written appeal within three days. Philadelphia IDS must ensure that you get the necessary assistance to file the written appeal. Written appeals must be submitted to Philadelphia IDS where it will be processed and forwarded to ODP and BHA.

Questions regarding the hearing process can be directed to Philadelphia IDS (Kenneth.cruz@phila.gov or 215-685-5996) or the ODP Bureau of Hearings and Appeals site administrator at:

Bureau of Hearings and Appeals
801 Market Street, Suite 5071
Room 1608
Philadelphia, PA 19107

Telephone: 215-560-2145

A copy of the forms and instructions to request a Fair Hearing are located in Section VIII.

Section III: QUALITY: IT'S EVERYONE'S BUSINESS

“The measure of quality is not the delivery of a service or support, but rather the results that services or supports produce for each person.”

-The Council on Quality and Leadership

III-A Independent Monitoring for Quality (IM4Q)

The Commonwealth of PA's Multi-Year Plan for the service system requires that all local counties must have in place an IM4Q program that is independent of the local service system. The IM4Q program develops a team, made up of individuals with a disability and/or family members, to conduct interviews for individuals registered and receiving services. IM4Q is a statewide program, and the PA Office of Developmental Programs (ODP) randomly selects the individuals to be interviewed.

How can we know if people are satisfied with their services and their life? How can we know if providers are focused on providing quality services and supports? How can we know if IDS, the Philadelphia Administrative Entity (AE) is focused on quality? This is what IM4Q does – it asks questions to see if you have quality in your life as defined by you.

Each year Vision for Equality (VFE, Philadelphia County's local IM4Q program) surveys one third of the people who receive residential supports in Philadelphia; in addition community residents living in their family home or other homes are interviewed as well as selected individuals receiving Person/Family Directed Support Waiver funds. Vision for Equality coordinates the interviews and assembles the interview teams. They are separate from the agencies that provide services.

Teams visit approximately 700 randomly selected people to conduct interviews in a place of the individual's choice. After the interview, VFE develops "considerations" based on the information shared by the individual or person(s) providing support and uses the information to continuously improve the quality of the service system, and improve the quality of life of individuals and their families.

The IM4Q team from Vision for Equality asks you to talk with them about your life, and how you feel about the services you receive. They hope you will share your thoughts about what you want and need, because what you think is important. IM4Q meets with many other people, and asks them the same questions. They do this to collect "data", the information people give them about what they want and need. The data helps in planning for future services. When the information about what people all across PA are saying is collected, the data is reviewed and put into reports that help everyone (service providers, IDS, ODP) know how the system is doing, kind of like a report card. Temple's Institute on Disabilities (IOD) processes the data and issues reports.

IM4Q gives you a chance to voice your own opinion and let the people who make the decisions know what you want, so they can make changes that are good for everyone. There are no right or wrong answers. By sharing your thoughts and feelings, you'll be helping the people who can make the changes make them happen. Remember that change can be a slow process, but you are the customer, and this is all about you!

For more information about IM4Q, contact Vision for Equality 215-923-3349, www.visionforequality.org or Temple IOD 215-204-1356, <http://disabilities.temple.edu>. Reports can be accessed through the DPW website at www.dpw.state.pa.us/omr/omrIM4Q.asp.

III-B Quality Management

Administrative Entity Quality Management Plans

IDS, as an Administrative Entity (AE), is required to have a written Quality Management (QM) Plan that implements the DPW Office of Developmental Programs (ODP) strategies and is expected to collaborate with ODP to implement, monitor and evaluate changes designed to achieve system improvements. AE's are expected to provide their QM Plans to ODP for review upon request. The QM cycle is on a fiscal year basis, and the AE QM Plan should be updated at least every two years.

ODP QM Priorities for FY13, FY14 and FY15

ODP has identified and approved QM priorities. These QM priorities align with ODP's high-level QM priorities and vary depending on each group's role in achieving successful outcomes. ODP expects AE's to review the sources of performance data below, choose from among this list opportunities for improvement specific to their AE-based local performance, and adjust existing QM Plans by June 30, 2013 as necessary to incorporate these specific opportunities.

- AE Oversight Monitoring Reviews and Corrective Action Plans (CAPs)
- AE Annual Administrative Reviews and CAPs
- Incident Management data
- IM4Q data
- Review of grievances
- Performance outcomes in collaborating with providers and Supports Coordination Organizations to assist in carrying out ODP's initiatives, including:
 - Employment
 - Lifesharing
 - Restraint Reduction and Elimination
 - Reduction in Individual to Individual Abuse
 - Ongoing review and evaluation to ensure each individual is supported in the use of an effective communication strategy
 - Ongoing review and evaluation to ensure each individual receives the most inclusive, least restrictive services and supports
 - Diversion of individuals from admission to State Centers and State Hospitals

III-C Quality and Your Personal Outcomes – Questions for Individuals and Family Members to Ask a Service Provider

As individuals and families are increasingly supported to lead an Everyday Life in their community, here are some statements individuals have said in order to make their goals and needs known (excerpted from and thanks to Michael McCarthy) --

“I don’t want to be a client – *I am a person.*” “I don’t want a diagnosis – *I have a name.*”
“I don’t want a day program – *I want a job and money.*”
“I don’t want services – *I have human needs.*” “I don’t want a program – *I have a life.*”
“I don’t want a residential placement – *I want a home.*”
“I want only what you want – a life of my own.”

These suggested questions are from The Council on Quality and Leadership.

We are all striving to achieve personal outcomes – those personal goals and decisions that are most important to us. But sometimes we need the help and support of a service organization. How do I decide which services and supports are right for me? What information do I need to help me make decisions? How can I let service providers know what is important to me? How can I decide if a provider is likely to meet my needs?

When making decisions about services and providers, it is important to let providers know what is important to you and what you would expect from them, by asking the right questions – designed to find out if a provider is right for you. Asking the right questions will help a provider know what you are looking for, and how you expect to be supported.

These questions are designed to help individuals and family members ask questions about services and supports that are right for them. Remember that quality is defined by the individual, so there are no correct answers. It’s what’s right for you.

RIGHTS AND CHOICE:

1. How much “say” will I have in determining the services that I receive?
2. What type of planning method is used?
3. Is the planning decided by professionals, or will I decide?
4. What is your organization’s position regarding my rights?
5. What is the due process procedure? (the right to a county conference or fair hearing, or both if you object to an action taken affecting your claim for services)
6. How will I be able to express my concerns about how I am treated or decisions that are reached?

QUALITY/COMMUNITY IMAGE

1. What are the mission, goals and vision of the organization?
2. How do people who receive services contribute to this process?
3. How were customers involved in this process?
4. How were recommendations implemented?
5. What is your organization’s image in the community?
6. Who can I talk to about community perceptions?
7. What is your philosophy of giving back to the community?

SATISFACTION

1. How do you (the organization) determine satisfaction?
2. Could I see the format and result of the (organization's) most recent survey?
3. Could I talk with someone who receives your services?
4. What kind of reference checks could I personally conduct?
5. How is success evaluated?
6. Could I see the results of evaluations conducted by a group not affiliated with your organization?

SUPPORTS

1. If I or my family member wishes to go somewhere and needs assistance, how will you (the organization) make sure that happens?
2. What is the process you (the organization) use to assure that my (or my family) member's personal goals are met?

EMPLOYMENT

1. What kinds of employment opportunities are available?
2. What are some places that other people work?

PERSONNEL/STAFF

1. What kinds of requirements do you (the organization) have for staff?
2. What is the ratio of staff and people who receive services?
3. What type of training does staff receive?
4. What is the staff turnover rate?
5. What if I don't like some of the staff working with me?
6. How will I be involved in the hiring and evaluation of my staff?

MEDICAL

1. What choices will I have for medical services?
2. What are some things you (the organization) do to promote good health and safety?

LIVING ARRANGEMENTS

1. What choices will I have regarding my living arrangement?
2. What options are available to me?

RECREATION

1. What do you (the organization) do to promote fun?
2. How will you (the organization) assist me to establish relationships with people that aren't paid to be with me or with people who do not have disabilities?
3. What kinds of community organizations do people belong to?

ORGANIZATIONAL

1. What funding do you (the organization) receive?
2. How long have you (the organization) been in business?

For more information about Personal Outcome Measures, contact IDS at 215-685-5980.

III-D Your Personal Outcomes

The following worksheet will assist you in listing the things that are important to you as you prepare for a visit to an agency that provides or may provide services and supports. A first step is to think about the things that are important in your life. What do you want to accomplish? What is important to you? How can the provider support you in achieving your outcomes?

Things that are important in my life:

1. _____
2. _____
3. _____

Things I want to do:

1. _____
2. _____
3. _____

Things I want to ask:

1. _____
2. _____
3. _____

How can the provider support me in achieving my outcomes?

1. _____
2. _____
3. _____

After Visiting a Service Provider: Here's an opportunity to write down your impressions and thoughts after visiting a service provider, to help you compare your thoughts about other providers and help you make decisions.

Things I liked about the organization and staff:

1. _____
2. _____
3. _____

Things that concern me:

1. _____
2. _____
3. _____

Some additional questions to consider:

- | | | |
|--|-----|----|
| 1. Did you feel welcomed? | Yes | No |
| 2. Did someone spend time finding out what you want and need? | Yes | No |
| 3. Did someone clearly explain what services and activities they provide? | Yes | No |
| 4. Was the home or building clean, welcoming and a place you'd like to spend time? | Yes | No |
| 5. Did you see positive interaction between staff and people receiving services? | Yes | No |
| 6. Was the building accessible? | Yes | No |
| 7. Was the person talking about the services knowledgeable, enthusiastic? | Yes | No |
| 8. Are family visits encouraged? | Yes | No |
| 9. Is family involvement encouraged? | Yes | No |

Sometimes it takes several visits before you feel comfortable. Ask the organization what types of supports are provided for smooth transitions.

III-E

General Information for Families and Caregivers Involved in Special Education

Ask your child what they want to be when he/she grows up!

Help your child to participate in neighborhood events and activities!

Elementary School...

- Ask your child, “What did you learn today at school?”
- Help your child be known in your neighborhood - at the playground, in stores and other places where people are and where people enjoy speaking with one another.
- Know your child’s strengths, talents and interests and don’t be bashful about discussing them with the teacher and others.
- Invite people who support your wishes and dreams for your child to the Individualized Education Plan (IEP) meeting. This includes your child’s Supports Coordinator.
- Document all phone calls with school personnel so that you have an accurate record of verbal as well as written communication.
- Discuss the benefits of assistive technology and other accommodations at your child’s IEP.
- If you are experiencing difficulty getting what your child needs to be properly educated, ask your Supports Coordinator for a list of Advocacy Organizations and contacts.
- Make sure that your child is registered with Intellectual disAbility Services (IDS) if they are eligible.
- Know the educational law. This includes the PA Chapter 14 Regulations and Individuals with Disabilities Education Act (IDEA), 2004.
- If the IEP that you received to sign is not what you participated in, DO NOT SIGN IT or the Notice of Recommended Assignment of Plan (NORAP) that may have accompanied it. Request, in writing, another meeting or mediation right away.
- Assume that your child will be attending the same school that he/she would if he/she did not have a disability. Specially designed instruction and supports are the law and explains what teachers are expected to do to develop skills and competencies.

General Information for Families and Caregivers Involved in Special Education

Promote opportunities for ALL children learning together!

Provide broad exposure and continue to cultivate interests and lifelong learning!

Middle School Years...

- Insist that your child attend the school that he/she would attend if he/she did not have a disability. Make sure that specially designed services and supports are written clearly in the IEP and are being implemented.
- Ask what the educational standards are for your child's same age peers and ask how those standards will be embedded in your child's daily classroom activities.
- Continue to get to know other families who share your high aspirations for your son/daughter.
- If your child is in the intellectual disability service system, make sure that your child's Prioritization of Urgency of Need for Services (PUNS) and service preference packet is up to date. Your Supports Coordinator will work on this with you. Continue to invite your Supports Coordinator to IEP meetings.
- Continue to tell everyone who comes into contact with your child their strengths, interests and talents.
- Make sure that your child's educational day looks like that of their same age peers. Specially designed supports can be provided in extracurricular activities too.
- Visit high schools before your child is ready to transition to high school. Ask what the high school has to offer. This includes neighborhood schools, magnet schools, and charter schools that have opportunities that can enrich and challenge your child as he/she moves closer to adulthood.
- When you and your child are in the community, look at jobs that people are doing. Talk to your child about jobs and careers that he/she might be interested in.

General Information for Families and Caregivers Involved in Special Education

Have expectations of your child to achieve and learn great things!

Have expectations of your child to achieve and learn the same things as their classmates without an intellectual disAbility!

High School Years...

- Know what is being offered to the student in the high school and ask how it develops skills and competencies for work, living in the community and making stable friendships.
- Assume inclusion. Courses at the high school can be made available to your child and curriculum can be modified.
- Get good information about transition planning and services that should be occurring at age 16, if not before.
- Expect your child to be employed upon graduation. Get to know available employment resources and providers of employment services. The Office of Vocational Rehabilitation (OVR) and Intellectual disAbility Services (IDS) can be of assistance to you.
- Speak out about the importance of inclusive and skills-based education being related to success in adult life.
- If your family member is in the intellectual disability service system make sure that he/she has an updated Prioritization of Urgency of Need for Services (PUNS) and service preference packet. Otherwise, please call 215-685-4677 for registration information.
- Make sure that your family member is involved in extracurricular school activities and community activities.
- Continue asking and expecting your son/daughter to want to work and to contribute to his/her community.

For more information contact:

Julia Barol, Co-Chair, TIPS Work Group (Transition In Planning Supports)
610-482-4928

*This document was developed by the Supports Coordination Work Group of Philadelphia's Vision for Employment 2010, now known as Employment 1st!
An initiative of Intellectual disAbility Services (IDS)
and Networks for Training and Development, Inc. funded by the PA Office of Developmental Programs
through the City of Philadelphia, Department of Behavioral Health and Intellectual disAbility Services.*

III-F Everyone Communicates!

Well, of course everyone communicates...right? But as we know, not everyone communicates using words. Sometimes when two people communicate using words, even then it's hard to understand what someone is trying to communicate. And isn't that really the definition of communication? Not only is it putting out information, it is also the successful receiving of that information, because true communication is only achieved when the message is sent, and then received as intended! It can be very difficult for people to communicate who do not use words. For those of us for whom communication is not uniquely challenging, we don't often think of the subtle ways others communicate to us. So, when we talk about supporting people to make their needs and desires known, and to make known what is not needed or desired, to make meaningful choices, and achieve self-determination, people also must be supported to communicate their message, to be "heard" as they intend.

Independent Monitoring For Quality (IM4Q) data reveals that, for many individuals who do not communicate using words, there continues to be a lack of exploration of alternative strategies to support them to fully communicate. Most individuals that do not communicate using words do not have a communication device in place. Even when strategies have been explored and people have acquired devices, for some people the devices are not in working order or being used.

The need to address these issues is why Communication is a key component of IDS' Quality Management Plan. The goal is to "develop systems and structures that create an environment that promotes effective communication for individuals receiving supports." This goal is reflected in the Individual Support Plan (ISP) process, and information regarding an individual's communication "status" must be included before the ISP can be approved.

There are a number of success stories of people being supported to fully communicate, but our entire service system needs to do more to foster improved communication. We need to continue to raise awareness, provide practical tools and explore ways to support individuals to communicate fully. We need a culture that supports communication for all. Not only through using and understanding assistive technology, but by making a commitment to the belief that, indeed, Everyone Communicates!, whether through spoken words or sounds, with support of assistive technology, through physical movement, as the root of certain "challenging" behaviors, or through other direct and indirect ways.

Families, friends, direct support professionals, and others play an important part in supporting and assisting people to communicate throughout the course of a day. However, a critical aspect of supporting someone to fully communicate is to assist the person to have their "voice" heard. Often, those who know someone best do a great job of anticipating an individual's needs, and "know" what they want, especially in the routines that are a part of all of our days. But what about times when an individual is in a different environment, or in the community? Will they be able to communicate with a neighbor, or a shopkeeper, a fellow traveler, or prospective friend? What tools does a person need, and what tools can be provided? What's important to remember is to take the time to understand the ways an individual communicates, and to explore all practical solutions to support their successful communication.

A number of service providers have identified a Communication Champion, a staff member who acts as the point person for raising awareness of the importance of communication, provide assistance to address communications related issues for those they serve, and championing the cause of improved communication across the agency's policies and quality improvement initiatives. There are roles for each of us to support individuals to communicate. Formal roles for Speech Pathologists and other professionals; informal roles for friends, relatives and others. A Communication Champion works to

build awareness that Everyone Communicates! They support people to be “heard” in their own “voice”. They assist people to be better understood and to find their own unique style of communication. A Communication Champion works with an individual and their team to identify and assist with communication supports within communities.

More and more, individuals are achieving successful communication, but there is much more work to do to bring attention to the importance of noticing what we notice; seeing, listening and exploring methods of alternative communication. Whatever the method of communication, real choice-making and self-expression comes down to being understood. We all have the responsibility to explore options to support people to have their voices heard and understood.

Individuals and family members interested in participating as a Communication Champion, and anyone needing more information, should contact Ann Marie Campbell, Program Analyst, at 215-685-5980.



Communication, adaptive equipment & assistive technology

Communication Mentors Network of Southeastern PA – A project of Networks for Training and Development, Inc., Communication Mentors combine a belief in competence, skepticism of labeling people, and a process to figure out supports that actually are supportive. They offer assessments with people who have limited or unrecognized communication; recommendations of devices, supports and more; group and individual training in current trends and options; and assistance to teams to enhance communication, choice and community involvement. 610-935-6624 or 570-286-7694; www.communicationmentors.org

PATF (Pennsylvania Assistive Technology Foundation) – Low interest loans to PA residents of all ages and income levels to purchase assistive devices and services, including computers, vehicle adaptations and home modifications. 1-888-744-1938; www.patf.us

PIAT (Pennsylvania's Initiative on Assistive Technology) – A program of the Institute on Disabilities at Temple University for PA residents with disabilities to help people learn about and decide what assistive technology supports they need, and support to acquire what they need. 1-800-204-7428; TTY 866-268-0579; <http://disabilities.temple.edu>; email Atinfo@temple.edu

III-G *Lifesharing – Everybody Deserves A Family!*

The Commonwealth Office of Developmental Programs (ODP) and IDS are committed to increasing opportunities for Lifesharing to be considered and chosen as a residential option. To help support this commitment, Supports Coordinators are required to discuss Lifesharing with individuals and families, as an option to consider as part of an individual's planning process. The ISP must reflect that this option was discussed and that both the individual and their family were offered the opportunity to meet with a Lifesharing provider agency and a Lifesharing family.

The primary reason ODP and IDS want to increase opportunities for individuals to choose Lifesharing is that, for many people, Lifesharing can hold the key to a better life. It offers the opportunity to be part of a family, which for many is a long held dream. In turn, as part of a family, people participate in the life of their neighborhood and community. This provides greater independence and boosts the individual's self-determination and self-esteem.

Lifesharing is a supported environment that enhances personal growth and increases community connections. Lifesharing providers not only support the individual, they support the entire family. "Lifesharers" who open their homes and their hearts to a person we serve also reap the benefits that come with giving, and enjoy both the growth of the person they support, as well as their own. Each Lifesharing success story is built one by one, and supported one by one. One person really can make all the difference.

Lifesharing works for everyone - adults and children; young adults transitioning at age 21; elderly individuals; people with behavioral issues; individuals with medical challenges; anyone! Lifesharing is available to all eligible individuals who desire to live in a family home.

In 2008, a group of stakeholders including Lifesharing agencies and Lifesharers, staff from ODP and IDS and advocacy representatives met to develop our vision and direction. Through the development of the Lifesharing PATH (Planning Alternative Tomorrows with Hope, a strategic planning process) we outlined our short-term and long range goals. Our primary long-term goal is that by 2014, Lifesharing is understood, supported, available, and used throughout our community so that everyone who wants to live in a family will have that opportunity without barriers. The PATH is now guided by the IDS Lifesharing Committee.

For more information about Lifesharing, contact your SCO or contact Karen Claiborne-Pride, IDS Lifesharing Point Person, 215-685-5947, or karen.claiborne@phila.gov.

Check out the exciting and informative booklet, "Lifesharing – Everybody Deserves a Family"; for a copy call Sofia Pham at 215-685-5918. The booklet has lots of heartwarming stories and pictures of individuals and families who are enjoying all the benefits of Lifesharing.

Lifesharing Provider Agencies - See information about service providers in Section VI.

AVS	Barber	BARC	Catholic Social Services
Elwyn	Horizon House	JEVS	KenCrest
NHS/TAIG	PA Mentor	SPIN	

III-H Employment 1st Philadelphia – We’re On the Job!

IDS is committed to supporting successful employment outcomes for those we serve, and since 2006 has developed and implemented Philadelphia’s Vision for Employment. In October 2010, stakeholders convened to chart a new direction, through the strategic planning process known as PATH (Planning Alternative Tomorrows with Hope). Now, the Vision continues under the new banner, “Employment 1st Philadelphia.”

What is “Employment 1st”? It is policies that focus on integrated, community-based employment as the first option for individuals with intellectual and other disabilities. Employment 1st means expecting, encouraging, providing, creating, and rewarding integrated employment for youth and adults with disabilities. In an Employment 1st state, sheltered employment and non-work day activities are no longer acceptable outcomes.

The goal of Employment 1st Philadelphia is to increase the number of people employed in the community, and for everyone we serve to consider employment. Supports Coordinators are required to discuss employment with individuals and families as part of the individual planning process.

We work closely with the providers of Community Integrated Employment (CIE) services, sharing their commitment to employment and to increasing the number of young adults joining the community workforce. Employment is a primary initiative for the Commonwealth of PA Office of Developmental Programs, and we are fortunate that, over the last few years, ODP has allocated funds to provide community employment support services to eligible students leaving school. We are hopeful this will continue in future years.

A key focus is on serving transition age students and supporting them to achieve successful employment outcomes in the community. Because IDS administers the service system in Philadelphia, we are expected to promote and support employment in the community. Through our ongoing partnerships and collaboration with various stakeholders, a “culture of employment” is building in Philadelphia.

Please see the three Fact Sheets about Employment on the following pages, entitled “What Can You Expect From Supports Coordination in the Transition From School to Work and Community Life Years (16-21 years of age)”; “Questions that People Can Ask a Prospective Community Integrated Employment Provider”; and “What Can You Expect From Supports Coordination in the Process of Employment.”

When discussing an everyday life, and a “quality” life, for many people, having a job is an essential part of the life they want. And this fact is something almost anyone can relate to. “I like to cash my check!” is the statement most often heard from people who share their employment success story. However, their stories share so much more. Independence. Success. Inclusion. Personal Satisfaction. Growth, and challenges overcome. Friendship. Being part of a team. And of course, earning money!

Community Integrated Employment providers, residential providers, supports coordinators, families, child-serving systems, the Commonwealth and IDS, employers, and other stakeholders

all have a role to play to support people to realize successful employment outcomes. Working in collaboration, creating a ‘culture of employment,’ and committing to the belief that everyone belongs in the community workforce earning a living is essential to ‘making employment happen.’ Let’s all be Employment Ambassadors, and Share the Vision for Employment!

“Employment is the great equalizer. When people are employed, earning money, working side-by-side with others, many of the issues that separate people simply go away.” Clearly, jobs and career planning for the people we represent is one of the important ways of achieving a better and richer society. And, for our youth, we must instill the expectation that they will join the workforce when they leave school, and enter the adult world.

The late Michael McAllister, Ph.D., a driving force behind the creation of Philadelphia’s Vision for Employment 2010 and Co-Chair of its Steering Committee, said it best. “It’s the right thing to do. The work and energy of the Vision for Employment is not the result of an outside system, or a court order demanding that employment be our focus. Rather, understanding all the benefits that accrue to people who are employed in the community, and collaborating with others to spread the message that work is good, and all can contribute, is just the right thing to do.”

We’ll continue to share employment success stories, each one not only marking the success of an individual, but also reaffirming and validating the commitment to a culture of employment for all, and the goals of Employment 1st Philadelphia.

See more about Employment 1st Philadelphia in Section IV.

Community Integrated Employment (CIE) – Service Providers

See more information about these service providers in Section VI.

AHEDD	Horizon House	PDDC
Barber*	Interac	PEP
BARC*	JEVS	Salvation Army*
Brian’s House*	KenCCID*	SPIN
CATCH	KenCrest	St. John’s Community Svcs.
COMHAR	NHS	TAIG
CIS	PA Mentor*	UCP of Phila
Catholic Human Svcs*	PATH	Warren E. Smith Centers
Elwyn		

* Residential providers providing employment supports.

The PA Office of Developmental Programs has a statewide Services and Supports Directory (SSD). Information about these and additional service providers is available at <https://www.hcsis.state.pa.us>.

Employment 1st

What Can You Expect from Supports Coordination in the Transition from School to Work and Community Life Years (16 to 21 years of age)

- Cordiality and discussions with the Supports Coordinator that are kind and civil
- Updating the PUNS and Service Preference Packets
- Attendance at the Individual Education Plan (IEP)/Transition Meeting if invited three weeks in advance by the parents of the Person/Student. Supports Coordinators will participate actively in the IEP meeting
- Raising knowledge of community integrated employment as a viable option for people in their adult life and discussing this at IEP/Transition Meetings
- Provide information about other service options that promote competence into adulthood including summer jobs, assistive technology, transportation and community resources
- Return phone calls (Typically within 24 to 48 hours)
- Raising knowledge about the Philadelphia Transition Planning Project
- Knowledge about current educational law including PL 110-476, Pa. Chapter 14 Regulations, the Oberti Standards, the Gaskins Settlement and the expectation of inclusion, least restrictive environment and specially designed services and supports
- Assist the caregiver and school personnel to make referrals to the Office of Vocational Rehabilitation (OVR) and other resources for possible funding for services, supports and equipment
- Request a psychological evaluation from your school that includes information that is accurate and adequate for enrollment into waiver funding for services and supports

www.philaonthejob.org

Employment 1st

Questions that People can ask a Prospective Community Integrated Employment Provider as they are making a Selection...

1. What kind of jobs are the people this agency currently supports, getting? Where are they working?
2. What kind of support do the agency job coaches provide?
3. What does the agency typically do if the person they are supporting is unhappy with their job and / or the job is a bad match?
4. How long does it typically take the agency to find a job?
5. How much flexibility can a caregiver expect from the agency in accommodating wishes regarding work hours and work days; distance from home; full or part time work?
6. What are the average wages earned by people that the agency currently supports in jobs?
7. How many people did the agency place in jobs last year? How many of these people are currently working?
8. How involved can caregivers, family members, advocates and others significant in a person's life be in evaluating potential job options?
9. What does the agency expect the caregiver and significant others to provide or be responsible for in securing and maintaining employment?
10. How does one become affiliated with this CIE provider?
11. How many staff does this CIE provider employ? Is this a sufficient number to make sure that the person will receive adequate attention to their employment selection and job support needs?
12. How many people does the agency currently support in community integrated employment?

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Source: McAllister, M. (1993) Supported Employment for Persons with Disabilities: What it's all about.



Employment 1st

What Can You Expect From Supports Coordination in the Process of Employment...

- **Cordiality and discussions that are thoughtful and civil**
- **Assistance to the Person and his/her caregiver on options that are available to them. This includes services, supports and resources**
- **Referral to employment services and supports**
- **Assurance that the Service Preference Packet and PUNS is up to date and aligns with the ISP outcomes**
- **Follow up with employment providers on behalf of the Person**
- **Connecting the Person with other employment related services and supports. These may include identifying transportation options, including SEPTA, and assisting with transportation resources. Other services and supports may include Office of Vocational Rehabilitation (OVR) and options for assistive devices**
- **Phone calls returned in a timely manner, typically within 48 hours**
- **Explanation of what 'employment' may be. Part time employment, weekend employment, evening employment are all possibilities**
- **Assurance that the Individual Support Plan (ISP) contains outcomes that are clear and employment focused**
- **Responding to questions and getting back to the Person and provider in a timely fashion**
- **Monitoring employment reports provided by the Community Integrated Employment Provider and meeting with the Person to assure continuity and satisfaction**

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Section IV.

**EMPLOYMENT and
COMMUNITY CONNECTIONS**



Employment 1st

IV – A.

More and more people are hearing and understanding the message – having a job is a huge part of realizing personal satisfaction and community inclusion. Earning money, contributing to the community, opportunities for social interaction, and increasing social capital are all key aspects of how employment can be an important part of building and enjoying an everyday life.

Realizing employment outcomes for everyone and creating a ‘culture of employment’ requires collaboration and partnership. What is a culture of employment? It is a belief that people with disabilities belong in the community workforce, earning a living, and a commitment to employment outcomes and the resources to “Make Employment Happen.”

Be part of the energy! Do what you can to support efforts to make community employment a reality. Find out how we all can be an “Employment Ambassador.” Help us tell the success stories of people who are working, the barriers they’ve overcome and what employment means to them! Contact Networks for Training and Development (Section VI) to find out more. Do you know an Employment Success Story, or want to share your own Employment Success Story? Contact Tracy Katz at Networks at tracyk@networksfortraining.org or 610-935-6624.

Check out the Philadelphia Vision for Employment Website!

www.philaonthejob.org

Get the latest Employment News, Events, Resources, Personal Success Stories and Pictures!

See the “One City, One Vision” video!
This ‘Employer to Employer’ perspective reveals
how some of Philly’s most dynamic employers
have discovered a talent pool of motivated, productive workers!

Go to YouTube and type in One City One Vision.

Philadelphia’s Vision for Employment – We’re On the Job!

We are **One City with One Vision**: Seeing all Philadelphians employed as qualified, motivated workers getting the job done and increasing their employers' bottom line.

One City, One Vision's Employer to Employer perspective reveals how some of Philadelphia's most dynamic employers have discovered a talent pool of motivated, productive workers.

Narrated by **Vince Hill**, Business and Finance Editor, KYW Newsradio 1060.

Philadelphia Vision for Employment 2010 is an initiative of Networks for Training and Development, Inc. and Philadelphia Department of Behavioral Health and Mental Retardation Services (DBH/MRS). Funding provided by PA Office of Developmental Programs.

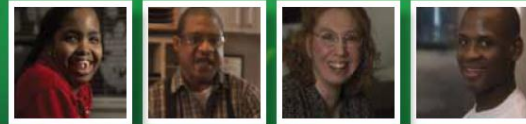
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For more information please contact Networks for Training and Development, Inc. at 215-546-4307



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One City, One Vision



www.philaonthejob.org

One City, One Vision – Frequently Asked Questions

Q: What can One City, One Vision do for me, the employer?

A: Help to match the right person to the right job.

Q: What are the benefits to my company?

A: Enjoy the advantages of hiring a motivated, productive, dependable employee.

Q: What is the cost to my business?

A: No more than to hire and retain any other employee.

Q: Is it more work for me? What are the risks?

A: No extra work. No more risk than hiring and retaining any other employee.

Q: How do I put “Employing the Vision” to work for me?

A: Contact the One City, One Vision Hotline at 610-482-4920, or speak to your Employment Support Provider.

EDUCATION & EMPLOYMENT RELATED SERVICES

Academy for Adult Learning at Temple University – The Academy supports individuals with developmental disabilities to fully participate in classes and community life at Temple. Day and evening classes offer an opportunity for students to pursue their individual interests in a wide variety of subjects. See Institute on Disabilities in Section VI.

Office of Vocational Rehabilitation (OVR) – State agency helps people with disabilities prepare for, start and maintain a career. OVR works with schools to make sure people who will benefit from transition services receive the information they need. 444 N. 3rd St., Phila. PA 19123, 215-560-1900.

PA CareerLink – Connecting businesses with qualified people, and connecting people with training, jobs and careers. Find a local office or more information at <http://www.pwdc.org/careerlink/offices.html>.

PA College of Direct Support – A national, web-based curriculum designed for individuals who support people with developmental disabilities. The College is designed to begin to build a common language, enhancing communication and helping everyone to better support the people we serve. The Commonwealth and IDS recognize the value of the work of Direct Support Professionals (DSPs); the curriculum is designed to help DSPs grow and succeed. Individuals and Families also can benefit from the College; there is no charge to individuals and families currently registered with IDS. To register through IDS, contact jacqueline.cooper@phila.gov or 215-685-5924; Karen.Claiborne@phila.gov or 215-685-5937. You may also contact Sherry Graven at cdssupport@tiu11.org.

School District of Philadelphia – To ensure students leave high school with the skills, connections and experiences needed to be successful in adult life, The School District collaborates with local employers and partners with national, state, local, for-profit and non-profit agencies to offer community-based vocational training and summer work experience for students with disabilities. Contact Transition Services, Office of Specialized Services, 215-400-6069; www.phila.k12.pa.us

COMMUNITY CONNECTIONS

Here's some information and ideas about how to make 'Community Connections'

What do people want?

What do YOU want?

Relationships

Community Inclusion

Freedom

Individuality

People want Everyday Lives!

IT'S MY CITY.....I'M FINDING MY PLACE IN IT!



How do you build Community? Here are some ideas...

Turn off your TV!

Greet people!

Leave your house!

Buy locally!

Know your neighbors!

Be "On the Job!"

What do people want?

What do YOU want?

Contributing to the Community

Success

Choice

What is Social Capital? What does it mean to me? How can I build some?

Social Capital is connections people make with each other; what we give of ourselves, and what we receive. It's who you know, and who you don't yet know. It's networking. It's using relationships to benefit yourself and others. It applies to everyone! How can you increase your Social Capital?

Join a community group!

Sign-up for a class or event!

Welcome a new neighbor!

Organize a neighborhood clean-up!

Support local merchants!

Talk to regulars on the bus!

What do I like to do? How do I find other people who like what I like,
and where they get together in my neighborhood?

Check your local newspaper for the Community Events or Calendar. Check out the bulletin boards at your library, supermarket, or community center. Search the Internet to find groups of people who like what you like, and where they meet!

Participate in a political campaign!

Learn computer skills!

Get involved with Town Watch!

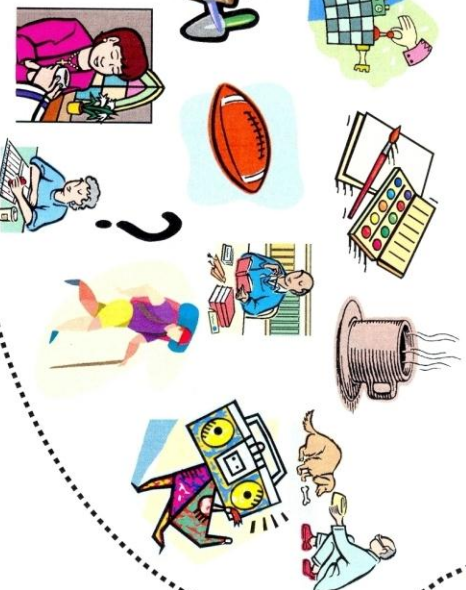
Go to a place of worship!

Have a yard sale!

Keep in mind-Community is more about people than places!



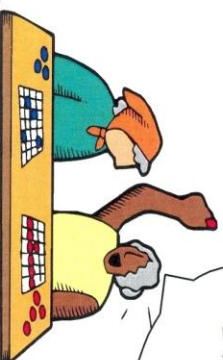
Where do people go who like to do the same things you like to do?



I want to make new friends.
Will you help me?



BINGO,
I have a new
friend!



Thank you Angela Amadio!

GET INVOLVED! CONTACT THE GROUPS BELOW TO GET STARTED!

Free Library of Philadelphia - 215-686-5322; www.library.phila.gov

Books, informational materials for loan and reference, librarians to answer questions, cultural and education programs. Free Internet access. DVDs, videos, CDs, books on cassette/CD, much more. A Free Library card is available to anyone who lives, works, or goes to school in Phila.

Department of Recreation - 215-683-3600; www.phila.gov/recreation

Provides all citizens with an array of physical, cultural and artistic activities to enrich the mind, body and soul. They engage children, adults, families and senior citizens in fun and safe recreational activities promoting self-esteem, healthy lifestyles and stronger communities.

Town Watch Integrated Services – 215-686-1453; www.phila.gov/townwatch

Assists residents with quality of life issues through community policing and participation. Organized blocks are strong, and are the basis for healthy neighborhoods. People talking to each other, working together, and caring for each other is the sole way of getting things accomplished. Town Watch promotes inclusion, safety and building neighborhood capacity.

The PA Horticultural Society – community gardening 215-988-8800;
www.pennsylvaniahorticulturalsociety.org

Landscape Arboretum of Temple University Ambler – community gardening
1-888-GO-AMBLER; www.ambler.temple.edu/arboretum

That All May Worship - 215-204-1059; ahatten@temple.edu

Promotes and supports total inclusion of persons with disabilities in faith communities. This is accomplished through educational and congregational coaching, promoting awareness of need of architectural accessibility, providing individual and family support, and more.

Mural Arts Program (MAP) - 215-685-0750; www.muralarts.org

Involved in mural making and art education in Phila. The Community Murals arm works with over 100 communities each year to create murals reflecting the culture of our neighborhoods. Partners include block captains, neighborhood associations, non-profits and City agencies. MAP strives to coordinate mural projects with existing strategies for community development, thereby leveraging grassroots social capital to build positive momentum and stronger results.

Go See The Mural! The Phila. Mural Arts Program (MAP), in partnership with the Department of Behavioral Health/Intellectual disAbility Services and Mt. Airy USA, created a large mural with the theme, “It’s all about Community!” The mural is on Sharpnack Street, at the 6500 block of Germantown Ave. You may recognize the faces of people you know! A Community Paint Day was held for all to participate. The mural is an excellent way to share the message that it is important to build a community where all are welcome, and that “We All Belong!” To get involved with the IDS Public Awareness Committee, call Wendy Williams at 215-685-4680.

League of Women Voters of Phila. - 215-829-9495

The League is a non-partisan, non-profit organization, working at the local, state and national level. They act on behalf of particular legislation, and promote information about candidates for political office. Derived from the women’s suffrage movement, any citizen aged 18+ can join. Voter Registration - 215-686-1505 County Board of Elections - 215-686-3469

USEFUL INTERNET RESOURCES

www.dbhids.org - The homepage of IDS! Find registration and service information, news, upcoming events and more.

www.philly.networkofcare.org - Empower yourself! Service and supports for intellectual disAbilities, behavioral health, or addictions. Find advocacy and support groups, track legislation and news, and register your opinion on city, state and national issues. Create a personal folder!

https://www.hcsis.state.pa.us - HCSIS is the Commonwealth's Home and Community Services Information System. Individuals, families and circles of support can search the Services and Supports Directory to find services and providers in PA, and other information.

www.dpw.state.pa.us - PA Department of Public Welfare; links and information on a variety of programs.

www.collegeofdirectsupport.com/pa - A web-based curriculum for individuals, family members and staff who support people with disabilities.

www.phillyfunguide.com - Links to recreation, cultural programs and events.

www.bestbuddiespennsylvania.org - The mission of Best Buddies PA is to enhance the lives of people with intellectual disabilities by providing opportunities for one-to-one friendships and integrated employment.

www.phillysos.org - crisis response site with access to over 3,000 organizations listed by category and zip code.

www.phillyfreecycle.org - Volunteer run website for its members that posts things needed and things available to members. Postings are free!

RECREATION

"It's Fun to Have Fun in Southeastern PA" – Produced by Vision for Equality, this book assists people with disabilities and their caregivers in finding activities throughout the southeast region. Visit gardens, nature centers, museums, stables, zoos and art galleries. Many places listed are free and accessible. Available free on their website www.visionforequality.org, or bound copies can be purchased by calling 215-923-3349.

CAMPS

As in other aspects of planning for an individual's supports and services, the process for planning for camp should begin with the Supports Coordinator. For those receiving services through the Waiver (P/FDSW or Consolidated), only those camps listed in the DPW Services and Supports Directory (SSD) are eligible for reimbursement. If a camp isn't listed in the SSD, ask the camp director to contact your SCO to find out how the camp might become a Qualified Provider. Here are some resources for finding the camp that is right for you:

Philadelphia Department of Recreation – Cultural, sports and other camps, including day camps, at 150 sites throughout Philadelphia. For more information call 215-683-3650; www.phila.gov/recreation and click on camps.

American Camping Association – Their accreditation means the camp has been reviewed for the quality of the camp experience as well as standards of health, safety and hiring practices. Free lists of regional camps and other information. 215-886-5385; www.aca-camps.org

CampParents.org – Camps and other camp resources, for families. www.campparents.org. For overnight camps - National Camp Association, 1-800-966-CAMP; www.summercamp.org

ARTS & MUSIC

Kardon Institute for Arts Therapy - Provider of creative arts therapies for individuals with disabilities and for the agencies that support them. 215-637-2077, 10700 Knights Rd., www.kardoninstitute.org

Academy of Community Music – Individual music therapy and adapted private lessons. Their mission is to serve people facing challenges including cognitive disabilities, and developing human promise through music. 215-223-3020, 601 Bethlehem Pike, Fort Washington, www.academyofcommunitymusic.org

Oasis – An arts and education program of Resources for Human Development offering classes, open studios and creative interaction, empowering people to realize their creative potential, improve quality of life and gain skills. 948 N. 8th Street, 215-629-0100, www.oasisartcenter.org

TRAINING

Networks for Training and Development - For over 20 years, Networks has designed and delivered relevant, practical, and innovative training, technical assistance, and service demonstration to help people with disabilities have more fulfilling inclusive lives. 610-935-6624; www.networksfortraining.org (See Section VI.)

The Partnership (PA Training Partnership for People with Disabilities and Families), a program of Temple University's Institute on Disabilities (Sec. VI), offers coordinated, consistent training and technical assistance across PA. Created and provided by people with disabilities and families, The Partnership offers power, knowledge, and assistance to citizens eager to contribute to their communities. www.thetrainingpartnership.org; 1-866-865-6170 TTY 215-204-1356.

TRANSPORTATION

SEPTA understands the critical role of public transit in making independence and mobility possible. They are dedicated to making it easier for customers to use fixed route and paratransit services. For Customer Service: www.septa.org or call 215-580-7800, or write to Customer Service Department, 1234 Market St., Phila., PA 19107.

SEPTA Customized Community Transportation (CCT) provides paratransit service – ‘CCT Connect’ – to individuals with disabilities and senior citizens. In addition, SEPTA's bus fleet is

100% accessible. SEPTA offers ADA Paratransit Service and the Shared-Ride Program. For information call 215-580-7145 or log on to www.septa.org

FAMILY RESOURCES

Bancroft – Walker offers the Parenting Program – In 2004 Walker began this project to provide support and in-home services to parents with developmental disabilities and their children. The Parenting Program provides participants with access to a continuum of medical, educational and psychological support services. It offers parents and children in the program a safe and supportive environment in which to live, work and play. 304 Old Lancaster Rd, Merion Station PA, 19066; 610-747-0290; www.bancroft.org (See Section VI.)

Pennsylvania Sibling Support Network – The local chapter of the national Sibling Leadership Network, the mission of the PA Sibling Support Network is to unite and support siblings with their brothers and sisters who have a mental, physical or intellectual disAbility. They believe maintaining a full and healthy life for the individual is reinforced by sustaining the involvement of family. They strive to encourage and unite family while embracing the community with the awareness and inclusiveness of people with disAbilities. Lynne Mack, President; Theresha Collins, Vice-president. 202 Long Lane, Upper Darby, PA 19082, telephone 484-461-4274.

EMERGENCY TELEPHONE NUMBERS

Adult Protective Services and IDS Emergency - If there is an emergency regarding an individual who is not supported by IDS, you should call The Bureau of Human Services Licensing – Division of Adult Protective Services hotline at 877-401-8835. If there is an emergency regarding an individual who is supported by IDS, which cannot wait until our next business day, you should call the City's Mental Health Delegate Crisis Line at 215-685-6440. See Section IV-B for more information about the Adult Protective Services Act.

Community Behavioral Health (CBH) – A component of the City's Department of Behavioral Health and Intellectual disAbility Services, CBH provides behavioral health coverage and access to services for people receiving Medicaid. CBH is located at 801 Market St., 7th floor. For more information call 215-413-3100 or www.phila-bhs.org. For behavioral health emergencies, call 1-888-545-2600. This line is staffed 24 hours a day, 7 days a week.

Poisoning Control Center – 215-386-2100

Suicide and Crisis Intervention Hotline (24 hour emergencies) 215-686-4420

911 Form – The Phila. Police Department has a form for people with disabilities and families to voluntarily provide information they feel would assist Police or Fire Department personnel to more effectively respond to an emergency at or near their residence. The information would be used by 911 dispatchers to provide information to emergency responders that you feel they would need to know about people with disabilities in your household, in the event of an emergency. The form is available in many languages, large print, audio cassette, and Braille. To get a form or ask questions, call 215-685-3940. The English form is available online at www.phila.gov/mcpd/docs/911/911.doc. Si necesita una copia en espanol, por favor llamar al 215-685-3940. See the instructions and a copy of the 911 Form (Police Department Computer Assisted Dispatch Information Form) on the next four pages.

PHILADELPHIA POLICE DEPARTMENT

PREMISE HISTORY - ADA (DISABILITY) APPLICATION FORM

This form is to assist the City of Philadelphia in more effectively responding to an emergency situation that a member of your household with a disability may experience. Please complete the following voluntary questionnaire and return it by mail, or drop it off at the nearest Police District.

If you choose to respond, the information will be submitted into the Philadelphia Police Department's CAD system for use by Philadelphia's 911 dispatchers. The purpose is to ensure that 911 dispatchers and emergency response personnel are aware, in advance, of any information you feel they would need to know about people with disabilities in your household in the event of an emergency.

Responding to this questionnaire is purely voluntary. You may choose to respond on behalf of all of your household members or only certain household members. If you choose to respond to this questionnaire, please be sure to provide your signature on the last page. (Your signature gives us the permission we need to process this information - without it the information cannot be processed.)

In addition, this information will be removed from our files periodically therefore this form must be submitted every two (2) years to ensure that our files are accurate. **Please notify Police Radio Training at 685-3940 if there is any change to the information you provide (i.e. change of address, phone number, etc.)**

QUESTIONS

Your answers to the following questions will assist police, fire or medical personnel when they are responding to an emergency or other call from your home, in identifying and/or assisting you, or a person in your household who has a disability.

1. Head of Household / Parent / Caregiver / or Agency: (18 years of age or older)

NAME _____ AGE _____ ☐ M ☐ F

NAME _____ AGE _____ ☐ M ☐ F

ADDRESS _____

(APT.) _____ PHILADELPHIA, PA (ZIP) _____

2. Telephone Numbers:

HOME () _____ WORK () _____

CELLPHONE () _____ TTY/TDD () _____

PAGER/BEEPER () _____ EMAIL _____

**This form is available in large print and Spanish
Si necesita una copia en español, por favor llamar al (215) 685-3940.**

-OVER-

3. Does any member of your household have a disability / medical condition?

(Fill in blanks and Check all that apply)

Name _____ Age _____ DOB _____ / _____ / _____
mo day yr

Race _____ Sex ☐ Male ☐ Female Height _____ Weight _____

Eye Color _____ Hair Color _____ Scars/Identifying marks _____

☐ Blind ☐ Low vision ☐ Deaf ☐ Hard of hearing ☐ Communication

☐ Intellectual disability ☐ Mental Illness ☐ Autism ☐ Physical Disability

☐ Seizure ☐ Other: _____

Name _____ Age _____ DOB _____ / _____ / _____
mo day yr

Race _____ Sex ☐ Male ☐ Female Height _____ Weight _____

Eye Color _____ Hair Color _____ Scars/Identifying marks _____

☐ Blind ☐ Low vision ☐ Deaf ☐ Hard of hearing ☐ Communication

☐ Intellectual disability ☐ Mental Illness ☐ Autism ☐ Physical Disability

☐ Seizure ☐ Other: _____

Name _____ Age _____ DOB _____ / _____ / _____
mo day yr

Race _____ Sex ☐ Male ☐ Female Height _____ Weight _____

Eye Color _____ Hair Color _____ Scars/Identifying marks _____

☐ Blind ☐ Low vision ☐ Deaf ☐ Hard of hearing ☐ Communication

☐ Intellectual disability ☐ Mental Illness ☐ Autism ☐ Physical Disability

☐ Seizure ☐ Other: _____

4. Do you live alone? ☐ Yes ☐ No

5. Is he/she likely to wander off? ☐ Yes ☐ No

6. Fill out the following:

Any prescription medication or emergency medical treatment needed? _____

Favorite attraction or locations where they may be found: _____

Atypical behaviors or characteristics that may attract attention: _____

Favorite toys, objects or discussion topics (likes, dislikes): _____

Approach, calming or de-escalation techniques most likely to work: _____

Method of communication, if nonverbal, sign language, picture board, written words: _____

Identification information: Do they carry or wear identifying jewelry, tags, ID card etc: _____

Sensory or dietary issues, if any: _____

-OVER-

7. Please use the space below to provide any additional information you feel that the Philadelphia Police or Fire Department should be aware of in order to more effectively respond to an emergency situation in your household. Is there a key holder to your property or someone to be notified in case of an emergency?

IMPORTANT: By signing this questionnaire, I acknowledge that the information provided above was done so voluntarily for the sole purpose of assisting the Police and Fire Departments, through their 911 system and emergency response personnel, to more effectively respond to a potential emergency in or near my household. I also understand that providing this information does not entitle me or anyone in my household to preferential treatment, nor will it result in a more timely response by emergency response personnel. It is simply an attempt to provide emergency response personnel with information, which may be helpful when providing service to residents or occupants of my home.

Signature

Head (s) of Household_____

Date _____

Date _____

**Please Mail Completed Form to:
Philadelphia Police Department
Attn: Police Radio Training
Communications Division Room 213
Franklin Square
Philadelphia, PA 19106**

**If you have any questions about this form, please call:
Police Radio Training at (215) 685-3940 (voice) or
(215) 685-3944 (fax) or (215) 685-3943 (TDD/TTY)
police.radio_training@phila.gov (EMAIL)**

IV-B Advocacy and Support

The Philadelphia Parent Support Groups, supported by Vision for Equality, are grass-roots groups organized by families, for families of individuals receiving intellectual disability services who share and network with one another to become better informed about resources in the community and across PA. If you are a parent, family member or an individual receiving services in Philadelphia and looking to make a connection in your area, please contact a Parent Support Group below, or call 267-702-1600 for more information (voicemail only; please leave a message and you'll receive a return call.)

Community Support Group – Central/South Central Philadelphia
Sharon Duckett, 267-687-2867

Northwest Family Support Group (Germantown, Mount Airy, Chestnut Hill)
Verna Edwards, 215-248-4415

There's A Place For Us Support Group (North Philadelphia)
Cleo Dupree, 215-329-5219

Abriendo Caminos a los Latinos con Familias Excepcionales
"Opening Paths for Latinos with Exceptional Families"
Latino Support Group
Representative – Ana Pacheco, 215-744-5014

Roxborough Parent Support Group
Carol Costello, 215-487-1240

West Philadelphia Parent Support Group
Doreatha Davis, 215-303-3501

Northeast Parent Support Group
Liz Brown, 267-765-0300

Philadelphia Parent Support Groups
Vision for Equality, Inc.
718 Arch Street, 6N, Philadelphia, PA 19106
Manager – Barbara Nattile, 267-773-5288

Speaking for Ourselves

Speaking for Ourselves is an independent, self-help/self-advocacy grassroots organization run by and for people with developmental disabilities. Their mission is to be an independent community organization controlled by people with disabilities who help people find their own voice; teach the public about the needs, wishes and potential of people with disabilities; speak out on important issues; support each other through sharing, leadership development, and helping and encouraging each other. Contact Debbie Robinson, 714 Market St. Suite 326, Philadelphia PA, 19106, 215-923-8600 www.speaking.org. The IDS Liaison is Cheryl Armbrister, 215-685-4631, or cheryl.armbrister@phila.gov.

(The) Arc of Philadelphia

2350 W. Westmoreland Street, Philadelphia, PA 19140
Telephone: 215-229-4550 Fax: 215-225-1330
Contact Person: Nofre Vaquer, Executive Director
Email: nvaquer@arcpddc.org
Acting CEO: Laura Princiotta
Email: lprinciotta@arcpddc.org
Website: www.arcpddc.org

Description of Service Provider

Advocacy and Support

The Arc of Philadelphia, a membership organization relying on volunteers, parents and paid parent advocates to support its mission of educating, training, and networking with professionals, the non-disability organizations, families and self-advocates; bridging gaps in the community, and bringing the community together to better understand the rights and abilities of people with disabilities. We educate our legislators about issues important to people with disabilities and their families. While most of our work is related to special education, we support families and people with disabilities throughout the life span to become knowledgeable and empowered. Our multi-lingual Advocacy team who speak Russian, Spanish, German, Turkish, Korean, and Cambodian are helping to connect those communities with the disability and special educational system. Staff supports any family requesting support at IEP meetings. Our staff are pursuing national board certification as Education Advocates; the first in Philadelphia.

Mission or Philosophy

Our philosophy is simple: We practice what we preach. We believe that people with disabilities are people first with guaranteed rights and protections under the laws of our city, state and country. Since the laws are not always followed for people with disabilities, we are there, advocating for what should already be occurring. We are there educating people not only about the law, but how to help those who should follow the law by offering tips, techniques, resources and information. We are the Philadelphia advocacy resource for special education issues.

Vision for EQuality, Inc.

718 Arch Street, 6N, Philadelphia, PA 19106

Telephone: 215-923-3349 Fax: 215-923-8055

Contact Persons:

Co-Executive Director: Audrey Coccia Email: acoccia@visionforequality.org

Co-Executive Director: Maureen Devaney Email: mdevaney@visionforequality.org

Associate Director: Emilio Pacheco Email: epacheco@visionforequality.org

Website: www.visionforequality.org

Description of Service Provider

Vision for EQuality, Inc. provides the Intellectual Disability and Autism communities with advocacy, education and training programs and encourages empowerment through self advocacy, the legislative process, monitoring services and face-to-face consulting/mentoring. The Advocacy Department acts as problem solvers, facilitators, negotiators, and mediators always keeping in mind the best interests of the individual. Our advocates bring the people's voices and needs to policy makers. Our Certified Investigators offer independent and unbiased results whenever abuse or neglect is suspected. All Vision for Equality investigators are certified.

Consumer and Family Satisfaction Teams (CFST) provide Embreeville Class Members with oversight and advocacy. Our teams meet with these class members along with their community match three times annually to meet their needs and to ensure quality of services. The Independent Monitoring for Quality (IM4Q) Department visits each individual receiving services once every three years. The IM4Q Department collects and reports their findings to the Office of Developmental Programs (ODP) as it pursues continuous quality improvement.

Latino Services provides translation, simultaneous interpretation and training to the Latino community. We offer bilingual advocacy and mentoring and promote self advocacy. The parent support group, Abriendo Caminos a Los Latinos Con Familias Excepcionales, identifies leaders in the Latino population and provides training for families in their own language.

Vision provides training through the PA Training Partnership for People with Disabilities and Families to successfully navigate the complex I/DD/Autism system. The manual, Understanding the Intellectual Disability System in PA is provided free at trainings and online: (<http://www.temple.edu/thetrainingpartnership/pub/>) in both English and Spanish. The Phila. Training Dept. provides forums, focus groups, and training on topics of interest. Phila. Parent Support Groups across the City welcome new families, provide training, and keep members up-to-date on policy changes. Self Advocates United as 1 is an organization of self advocates who provide trainings to peers, families, and professionals. They are involved in policy changes and educate individuals across PA on self determination, civil rights and more.

The PA Waiting List Campaign (PAWL) works with families, providers, IDS, ODP, DPW and legislators to develop a Long Term Plan to address the Waiting List for ID and Autism Services. Due to their efforts, thousands of individuals with ID and Autism received services but thousands more are waiting.

Mission or Philosophy - Our mission is to assist and empower people with disabilities and their families to seek quality and satisfaction in their lives as well as equal access to supports and services...a vision grounded firmly in community.

Adult Protective Services Act

In 2010, Act 70 was passed which created an adult protective services program to investigate allegations of abuse, neglect or exploitation to adults with disabilities. On October 7th, 2011, Governor Edward G. Rendell signed into law Senate Bill 699, establishing the Adult Protective Services Act. Under this bill, the Department of Public Welfare is charged with administering an adult protective services program to protect abused, neglected or abandoned adults between ages 18 and 59 who have a physical or mental impairment that substantially limits major life activities. The bill also requires employees and administrators of places where adults covered under the Act receive services to report suspected abuse.

An Adult Protective Services (APS) situation is one when an individual with an intellectual disability (presumed or confirmed) between the ages of 18 and 59 who may be at risk due to abuse, neglect, abandonment, or exploitation by caregivers or acquaintances.

IDS - Emergency Contact Information:

If there is an emergency regarding an individual who is not supported by IDS, you should call The Bureau of Human Services Licensing – Division of Adult Protective Services hotline at 877-401-8835. If there is an emergency regarding an individual who is supported by IDS, which cannot wait until our next business day, you should call the City's Mental Health Delegate Crisis Line at 215-685-6440.

Recognizing and Reporting Abuse and Neglect

All individuals have the right to be free of fear, free of harm, and free of mistreatment. You can protect yourself by reporting what is happening to you. If you fear someone who is hurting you or causing you pain, or trying to make you feel bad, that is called abuse. If you fear someone who is keeping you from things you need, or because of how they treat you, that also is called abuse. Abuse is when something was done to harm or cause injury to you. Types of abuse include physical abuse, sexual abuse, verbal abuse, and improper or unauthorized use of restraint. Neglect includes being left alone or unattended, a lack of necessities, a lack of protection from health and safety risks, and withholding necessary medical or emergency treatment. Neglect can be done knowingly or unknowingly, whether or not harm occurred.

Abuse or neglect can happen anywhere: at your home or someone else's home; at work, or in the community. A person who abuses you can be someone you know or someone you don't. It can be support staff, a professional, a neighbor, friend, coworker, family member. It can be anyone.

What should you do if you suspect abuse or neglect?

If you or someone else is in immediate danger, call 911 right away. If you observe or experience abuse or neglect, or someone told you about it, report it to your service provider if it occurs at a place where services are provided, such as your community home (CLA), respite or day service. Report it to your supports coordinator if it occurs in your family's home or the community.

When you report abuse or neglect, the person you contact is required to take prompt action to address the issue and protect your health, safety and rights. The report is noted as an incident for tracking and follow-up. You may be asked later to give more information, and there could be an investigation or involvement by law enforcement or other agency.

The Incident Management System

The primary goal of incident management is to assure that when abuse or neglect occurs, the immediate response is adequate to protect you. Anyone who receives services from the service system is protected by the incident management policy.

Providers must report suspected or alleged abuse or neglect immediately and take appropriate action. Any Qualified Provider must report incidents as defined in the PA DPW/ODP Bulletin #6000-04-01. This Bulletin and additional information can be found at www.dpw.state.pa.us.

If you have questions, concerns or comments about reporting or recognizing abuse and neglect, or the Incident Management System, call the PA DPW Office of Development Programs, at 1-888-565-9435.

**See the brochure “Recognizing Abuse and Neglect” and the fact sheet
“Staying Safe and Healthy in the Community –
Information for Individuals and Families” on the following pages.**

The

Incident Management System

The primary goal of incident management is to assure that when Abuse or Neglect occurs, or is alleged, the immediate response is adequate to protect you. Anyone who receives services from the intellectual dis/Ability system is protected by the incident management policy.

Any Qualified Provider must report all incidents as defined in the Bulletin noted below. Providers must report suspected or alleged abuse or neglect immediately and take appropriate action.

If you observe or suspect abuse, neglect, or any inappropriate conduct, report it to your service provider and/or your Supports Coordinator.

For more information about the Incident Management System, see the PA DPW/ODP Mental Retardation Bulletin #6000-04-01.

This Bulletin and additional information can be found at www.dpw.state.pa.us

If you have any questions, concerns or comments about reporting Abuse or Neglect, or the Incident Management System, call the PA DPW Office of Developmental Programs at 1-888-565-9435.

IDS is an Administrative Entity (AE) under contract to PA DPW/ODP to administer the intellectual dis/Ability service system in Philadelphia.

This brochure provides information to help individuals and families recognize and report Abuse and Neglect, and describes the Incident Management System. See also the fact sheet *Staying Safe and Healthy in the Community*.

On October 7, 2010, the Adult Protective Services Act became law. DPW will administer an adult protective services program to protect abused, neglected or abandoned adults ages 18 to 59 who have a physical or mental impairment. The Act requires service providers to report suspected abuse of individuals covered under the Act.

Other Resources

Victim Assistance Programs

Disability Rights Network of Pennsylvania [DRN] (800) 692-7443

PA Coalition Against Rape [PCAR] (800) 692-7445

PA Coalition Against Domestic Violence [PCADV] (800) 932-4632

Office of Victim Advocate [crime victim compensation] (717) 783-7501

PA Commission on Crime and Delinquency [PCCD] (717) 787-2040

Recognizing Abuse and Neglect

You have the right to be free of fear, free of harm, and free of mistreatment.

You can protect yourself by reporting what is happening to you.

City of Philadelphia
Department of Behavioral Health
and
Intellectual dis/Ability Services
(DBHDS)

701 Market St.
5th Floor, Suite 5200
Philadelphia, PA 19106
215-685-5900

What is Abuse and Neglect?

Do you fear someone who is hurting you or causing you pain, or is trying to make you feel bad?

Do you fear someone who is keeping you from things you need, or because of how they treat you?

Abuse is when something was done to harm or cause injury to you.

It can be **Physical Abuse** if someone hurts you or tries to hurt you with physical contact, like hitting, kicking, striking, biting, or touching you in a physical way. It can include using substances that may cause you harm.

It can be **Sexual Abuse**, like inappropriate or unwanted sexual touch, rape, incest, molestation, exploitation that is someone using you in a sexual way that you do not want, or harassment that is unwelcome conduct of a sexual nature. Any sexual contact between staff and an individual is sexual abuse.

It can be **Verbal Abuse** if someone says something to you which makes you upset by what was said or how it was said, including yelling, using profanity, or words which may create fear or humiliate you.

It can be **Psychological Abuse** if someone hurts your feelings, creates fear, humiliates you, belittles you or demeans you without using words.

It can be **Improper or Unauthorized Use of Restraint**, such as stopping you from being able to move about freely. Abuse can be using an approved restraint improperly or using a restraint not approved for you.

Examples of **Neglect** include, but are not limited to, being left alone or unattended; lack of adequate supervision; lack of necessities such as food, clothing, personal hygiene, protection from health and safety risks, or a lack of required or necessary medical or emergency treatment. Neglect can be done knowingly or unknowingly, with or without any actual harm to you.

Where can abuse or neglect happen?

Abuse or neglect can occur:

- at your home
- at someone else's home
- at work
- in the community
- anywhere

A person who abuses or neglects you can be someone you know or someone you do not know. It can be your support staff or other professionals. It can be a neighbor, friend, housemate, co-worker or family member. It can be anyone.

What should you do if you suspect abuse or neglect?

If you or someone you know is in immediate danger, call 911 right away.

If you have observed or experienced abuse or neglect, or someone has told you about an act or allegation of abuse or neglect, you should:

- Report it to your Service Provider if it occurs at a place where services are provided, such as your community home (CLA), respite or day service.
- Report it to your Supports Coordinator if it occurs in the home or the community.

When you report suspected abuse or neglect, what happens next?

1. The person you contact is required to take prompt action to address the issue and protect your health, safety, and rights.
2. When abuse or neglect is reported, it is noted as an "incident" for tracking and follow-up.
3. You may be asked to give more information. It may include an investigation or involvement by law enforcement or other agency.

Staying Safe and Healthy in the Community

Information for Individuals and Families

This fact sheet is a companion document to the brochure, “Recognizing Abuse and Neglect,” which has information for individuals and families to help them recognize and report abuse and neglect, and describes what happens when abuse or neglect is reported. Use the information in the brochure and this fact sheet to help keep you Safe and Healthy in the community.

For Individuals:

You have the right to be free of fear, free of harm and free of mistreatment. If you have concerns or worries about your safety, health or rights you can talk to your supports coordinator or provider staff, your family, or an advocate. You can protect yourself by reporting what is happening to you.

What helps you to feel safe? Let your team know about what is important in keeping you Safe and Healthy. Listen to others on your team for ideas and ways to keep you Safe and Healthy. Tell someone if your Individual Support Plan (ISP) isn’t doing enough to keep you Safe and Healthy.

Stay connected to your community! Having relationships with people, making friends and being included in the “everyday life” of your community helps to keep you Safe and Healthy! Having a job, knowing your neighbors, and being out-and-about with friends are great ways to stay connected, safe, and have a healthier and happier life!

If an incident occurs, there will be an opportunity to discuss your feelings. Depending on the nature of the incident, counseling may be available to support you.

For Individuals and Families:

If you or someone you know were hurt in the community, or were a victim of a crime, you should contact the police or dial 911.

If you observe or someone has told you about abuse, neglect, or any type of inappropriate conduct, you should contact the service provider, or the supports coordinator if this occurred in your home or in the community. When an incident is being investigated, you may be asked to provide more information about the incident.

Staying Safe and Healthy in the Community

Information for Individuals and Families

For Families:

Share your ideas with the team about how to prevent incidents and how to keep your family member Safe and Healthy. Do your part to follow the Individual Support Plan (ISP) to address concerns and minimize incidents. Suggest changes, report barriers or concerns about the Plan.

Promptly report any concerns about health, safety or rights of your family member to the supports coordinator or service provider.

On October 7, 2010, the Adult Protective Services Act became law. The Department of Public Welfare (DPW) will administer an adult protective services program to protect abused, neglected or abandoned adults ages 18 to 59 who have a physical or mental impairment. The Act requires service providers to report suspected abuse of individuals covered under the Act. The Adult Protective Services Act establishes a uniform statewide reporting and investigative system.

If you have any questions, concerns or comments about reporting Abuse or Neglect, or the Incident Management System, call the PA DPW Office of Developmental Programs at 1-888-565-9435.

City of Philadelphia
Department of Behavioral Health and
Intellectual disAbility Services
(DBHIDS)

701 Market St., 5th Floor, Suite 5200
Philadelphia, PA 19106
215-685-5900



It's all
about
community!

IV-C Health Care

Please note: In order to maintain Waiver eligibility, an individual receiving Waiver supports and services must complete an annual physical, or you risk losing waiver funding and services.

Philadelphia Coordinated Health Care (PCHC, next page) offers support to individuals with intellectual and developmental disabilities to maneuver within the healthcare system. PCHC works with individuals, families, agencies and county staff to increase understanding of health issues and access to quality services. Free of charge. 215-546-0300 x3685; www.pchc.org.

For Philadelphia residents, the Department of Public Health's Health Care Centers offer check-ups, blood tests, x-rays, prescription medications, dental care and more. They accept Medicare, Medical Assistance and most health insurance plans. Even if you have no income or insurance, you'll still receive high-quality care. Philadelphia residents dial 311 for more information, go to www.phila.gov or check the "Blue Pages" of the phone book for locations.

Dental Care

Elwyn Philadelphia Dental Clinic, 4040 Market St., 215-895-5533

Elwyn Media Dental Clinic, 111 Elwyn Rd., Elwyn, PA 610-891-2320

Serving special needs populations, the Elwyn Dental Clinics are full-service dental clinics, including x-rays. The clinics are open five days a week, and are fully wheelchair accessible. IV-conscious sedation is available. The clinics accept Medicaid, managed care Medicaid plans, as well as private insurances. Dentists and staff provide the extra time and care needed to acclimate patients to the dental office environment. Call for an appointment or for more information.

Special Smiles, LTD – (private practice located at Episcopal Division of Temple Univ. Health System)
We are an outpatient dental facility specializing in the treatment of patients with intellectual and/or developmental disabilities or maladaptive behaviors that *require general anesthesia* for comprehensive dental treatment. See our website for a listing of services! With over 80 years of combined experience and advanced training, our mission is to provide high quality comprehensive dental treatment and promote and maintain good oral health; educate parents and caretakers to improve daily oral hygiene for our patients; increase awareness on the importance of good oral health and its relationship to overall health and quality of life. 100 E. Lehigh Ave., Centennial Two, Phila, PA 19125, Tel: 215-707-0575 Fax: 215-707-0848 E-mail: specialsmilesltd@msn.com Website: www.specialsmilesltd.com Contacts: Donna Heenan, Program Admin., 215-707-0580 Dr. Andrew J. Mramor, Clinical Dir., 215-707-0575.

Special Touch Dentistry – a full service, special needs practice designed to provide dental care for patients 12 years and older. Located in Northeast Philadelphia, they fill the critical need to treat patients according to a care continuum, basing care on what is best for each individual. A state of the art practice delivers care in a dental chair or surgicenter, providing behavior management, analgesia, IV sedation, or general anesthesia based on patient need. Each patient is provided a "dental home" to receive regular, not just episodic care, from staff who build a relationship. Located within Doc Bresler's Cavity Busters, 240 Geiger Road, Phila., 19115. For more information, to schedule a service presentation or an appointment, call 215-508-4200.

Also try the following: Community College, 18th & Spring Garden 215-751-8625; Phila. County Dental Society (referral to a private dentist) 215-925-6050; Temple University Dental, 3223 N. Broad St. 215-707-2900; University of Pennsylvania Dental, 240 S. 40th St. 215-898-8965.

Philadelphia Coordinated Health Care (PCHC)

123 S. Broad St., 22nd floor, Philadelphia, PA 19109

Telephone: 215-546-0300 (ext. 3685) Fax: 215-790-4976

Contact Person: Melissa A. DiSpio, MSA, Assistant Director, extension 3636

Email: mdisipio@pmhcc.org

Website: www.pchc.org

Director: Dina McFalls, MS, extension 3674 Email: dmcfalls@pmhcc.org

Description of Service Provider

Philadelphia Coordinated Health Care (PCHC) is the Southeast Region PA Health Care Quality Unit (HCQU) and a core program of PMHCC. Funding is provided by Philadelphia Department of Behavioral Health/Intellectual disAbility Services, the Bucks, Chester, Delaware and Montgomery County Offices of Intellectual/Developmental Disabilities and the Office of Developmental Programs, Pennsylvania Department of Public Welfare.

Mission or Philosophy

Philadelphia Coordinated Health Care's mission is to enhance access to community physical and mental health care through education, public health outreach, advocacy and empowerment as well as to improve health care outcomes for individuals with intellectual and developmental disabilities.

PCHC promotes empowerment through education, support and advocacy!

Section V.

Infant Toddler Early Intervention Services

V-A. INFANT TODDLER EARLY INTERVENTION SERVICES

The Pennsylvania Infant Toddler Early Intervention program supports families in meeting the developmental needs of their children. It assists families to use community services and supports to help their children, and works together with the family to address their concerns. Intellectual disAbility Services (IDS) is responsible for the Infant Toddler Early Intervention program in Philadelphia.

The Infant Toddler Early Intervention program serves children from birth to three years of age who have a developmental delay. This program is a state and federal entitlement for eligible children, and is provided at no cost to families in Pennsylvania. Philadelphia has the largest Infant Toddler Early Intervention program in PA, serving more than 6,000 children in Fiscal Year 2013. The Infant Toddler Early Intervention Intake Referral Unit receives more than 500 calls per month.

Referrals come directly from parents/family members and from hospitals, doctors' offices and clinics, and other agencies serving children. Once a child is referred, an IDS Early Intervention Intake Coordinator contacts the family to complete the intake application. The Coordinator then assigns the child and family to Service Coordination. ChildLink, the Service Coordination program, works closely with the family and Infant Toddler Early Intervention Provider Agencies to deliver the needed services.

The Service Coordination program will arrange a multidisciplinary evaluation (MDE) and develop an individualized program of services for the child. The MDE will assess whether a child is experiencing a delay in five different functional areas:

- Cognition – thinking and problem solving
- Physical – gross and fine motor skills
- Social and Emotional
- Language and Communication
- Self-Help

Each eligible child will receive an IFSP (Individualized Family Service Plan). The IFSP details the early intervention outcomes, or goals, for the child and family. The outcomes will be based on family participation. The IFSP will identify the service provider agencies that will help the child and family reach their outcomes, and outline how progress will be measured.

What services are provided to meet the developmental needs of a child?

The services provided to children and their families differ based upon the individual needs and strengths of each child and the child's family. Services such as parent education, support services, developmental therapies and other family-centered services that assist in child development may be included in a family's Infant Toddler Early Intervention program. Infant Toddler Early Intervention promotes collaboration among parents, service providers and other important people in the child's life to enhance the child's development and support the needs of the family.

Family training/counseling/home visits	Special instruction
Speech-language pathology	Occupational therapy
Physical therapy	Psychological services
Social work services	Vision services
Transportation and related costs	Audiology services
Nursing services	Nutrition services

Medical services only for diagnostic or evaluation purposes
 Early identification and assessment services
 Assistive technology devices and assistive technology services
 Health services necessary to enable an infant or toddler to benefit from other early intervention services

Infant Toddler Early Intervention Services are:

Family Centered – Parents and caregivers must be involved; the family is taught interventions to implement when the service provider agency staff are not in the home. This approach provides frequent, meaningful practice and skill-building opportunities.

Embedded in the typical Routines and Activities of the Family – Early Intervention builds upon the natural learning opportunities that occur within the daily routines of a child and their family, and respects the families’ strengths, values and diversity.

Home and Community Based – services are delivered in the home and community where the child lives.

Early Intervention services and supports may be provided in a variety of settings, including in the child’s home, child care center, nursery school, play group, Head Start program, early childhood special education classroom or other settings familiar to the child.

Who should be referred for Infant Toddler Early Intervention Services?

- A child who appears to have a developmental delay, and is not developing the same as other children their age
- Children under the age of three
- Children with a health condition or medical diagnosis that puts them at risk for developmental delays
- Children who meet the “At Risk” categories:
 - A child born with a birthweight of under 1500 grams (about 3.5 pounds)
 - A child who “graduated” (spent time in) a NICU (neonatal intensive care unit)
 - A child with a “high level” of lead in their blood
 - A child who has experienced substantiated abuse or neglect
 - A child born to a chemically dependent mother

What are the benefits of being referred for Infant Toddler Early Intervention services?

It is an opportunity for a free developmental evaluation

Families get immediate feedback about their child's eligibility

The family participates in the process

Eligible children will receive needed services at no cost to the family

Who do I call to refer a child for Infant Toddler Early Intervention services?

To begin the intake referral process, call the Infant Toddler Early Intervention Intake Referral Unit at 215-685-4646. Please have the following information ready when you call: (non-English speakers will be assisted)

- The child's first and last name
- The parent's first and last name
- The parent's address and telephone number
- The child's date of birth and gender
- The child's Medical Assistance number or Social Security number, if you have it

Or, referrals can be faxed to 215-685-4638

Or, referrals can be emailed to: birthto3ei@phila.gov

Soon, look for the Referral form on the Department's website: www.dbhids.org

Children age three to five are referred for Preschool Early Intervention through the Elwyn SEEDS program. Call 215-222-8054.



**PICC - The Philadelphia Interagency Coordinating Council:
A collaboration of Parents, Early Intervention Providers
and Early Childhood Community Resources**

The PICC is families and professionals working together to coordinate available resources to support children in the Philadelphia area who are eligible for Infant Toddler Early Intervention services.

“The PICC is a place for parents to come for information and to share their issues and ideas!”

PICC sponsors events throughout the year, giving families opportunities to:

- Meet other EI families and learn how to support one another
- Learn about PICC and PICC activities that your family can attend
- Receive help to access other programs or services for your family
- Participate in fun activities with your child
- Participate in activities with other parents

“If you are an Early Intervention parent who wants to be in the know, you need to attend the PICC.”

For more information, please call 215-731-2464 or email: philadelphiaicc@yahoo.com

Si necesita servicio de traduccion en espanol, por favor llame al siguiente numero 215-731-2464

Visit us at: <http://philadelphiaicc.org>

Follow us on Twitter @PhilaICC

Follow us on Facebook <http://www.facebook.com/PhilaICC>

V-B. Infant Toddler Early Intervention Service Providers

Information about service providers in this Directory is submitted directly by the service provider, in their own words. Providers included in this directory responded to our invitation to submit their information. Inclusion or exclusion of a provider from the following Service Provider Descriptions is neither an endorsement nor a rejection of a particular provider. For additional information, please contact a service provider directly or check their website.

The PA Office of Child Development and Early Learning (OCDEL) administers Pennsylvania's Infant Toddler Early Intervention Program. OCDEL mandates that all Early Intervention service providers be monitored to verify they are meeting all appropriate laws, regulations and requirements. Areas of focus include:

General Supervision – Overall program management including policies, staff qualifications and supervision of staff

Fiscal Supervision – Appropriate use of Medical Assistance (MA) funding

Quality Framework – Structure of provider operations; appropriate use of forms and appropriate content entered onto forms

Quality Service Delivery – Use of appropriate practices, special consideration and team membership

V-B. Alphabetical Listing of Infant Toddler Early Intervention Service Providers

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The Arc Alliance Children's Services

3075 Ridge Pike, Eagleville, PA 19403

Telephone: 610-265-4700 Fax: 610-265-3439

Contact Person: Dana Blazo/Philly Coordinator

Contact Telephone: 610-265-4700 ext. 7215 / 484-881-2143 Email: dblazo@thearcalliance.org

Executive Director: Loretta Clift, 610-265-4700 ext. 7209 Email: Lclift@thearcalliance.org

Website: www.thearcalliance.org

Description of Service Provider

The Arc Alliance Children's Services provide OT, ST, PT, TE, and translation services in Early Intervention from birth to three. We have therapists and teachers that work on outcomes identified by the family to help their child meet outcomes at home, in the daycare setting, or in the community.

Mission or Philosophy

The Arc Alliance desires to assist people of all ages with intellectual and developmental disabilities or delays to obtain the rights and resources they require to become, to the fullest extent possible, independent, self-sufficient, participating and contributing members to society.

Bilingual Therapy Solutions, LLC

5457 Torresdale Avenue, Philadelphia, PA 19130

Telephone: 215-535-8941 Fax: 215-535-8945

Contact Person: George Ramos, CEO Email: gramosbts@aol.com

Description of Service Provider

Bilingual Therapy Solutions is an agency that services Early Intervention needs of children birth to age 3 in areas of Occupational, Physical, Speech, and Special Instruction Therapies.

Brighter Days Early Intervention Agency LLC.

16 S. State Street, 3rd Floor, Newtown, PA 18940

Telephone Number: 215-550-6109 Fax: 215-550-6205

Contact Person: Jenine Bearden

Contact Telephone: 215-550-6109 (office) 215-356-2618 (cell)

Email: Jenine@brighterdaysagency.net

Website: brighterdaysagency.net

Executive Director: Jenine Bearden

Telephone: 215-356-2618 Email: Jenine@brighterdaysagency.net

Description of Service Provider

Brighter Days Early Intervention Agency is dedicated to providing guidance and support through personalized, family-centered Early Intervention services for children birth to 3 years old, in Philadelphia County. We offer physical therapy, occupational therapy, speech therapy, social work and special instruction. All of our therapists are licensed and certified in accordance with state regulations. Our service providers work with children and families in the most natural setting available, such as the home, at daycare centers and within the community.

Mission or Philosophy

Brighter Days Early Intervention Agency believes that the foundation, central influence and main source of support in a child's life is family. Therefore, we encourage and support family members to be active participants in their child's intervention services.

We are a culturally-sensitive agency whose goal is to educate and empower families and caregivers within the home and their community. We conduct and provide services in a manner that shows awareness of and is responsive to the beliefs, interpersonal styles, attitudes, and language of children and families who are referred for or receiving services. Our service providers work closely with families to build on both the child's and family's strengths, as well as help to identify areas that may be most challenging. We utilize a developmental approach and help families to embed intervention strategies within their daily routines.

CADES

401 Rutgers Avenue, Swarthmore Pa, 19081

Website: www.cades.com

Telephone: 610-543-8089 Fax: 610-328-1745

Contact Persons:

Cindi Clark - Director of Early Intervention Services Email: cclark@cales.org

Joanne Calderoni - Assistant Director, 610-328-5955

Executive Director: William Benson, 610-328-5955 ex. 1103 Email: bbenson@cales.org

Description of Service Provider

Infant/Toddler Program: Provides OT/PT/ST/SI services to families from birth-2yr. in their homes and community based settings. CADES follows PA Early Intervention Regulations and Philosophies.

Preschool: Designed for children between the ages of 3-5 years. Our preschool classrooms are located in community based child care settings in order to provide inclusive educational opportunities.

Mom's Morning Out: Provides socialization and educational opportunities for children regardless of their special needs. This program is open to the public and privately funded.

George Crothers Memorial School: An approved private school program for children ages 3-21.

Adult Day Program: Therapeutic supports and close personal attention for adults. Resources include onsite occupational therapy and nursing services.

Residential Program: provides individuals with disabilities the opportunity to live in close-knit family settings in the communities throughout the Delaware Valley.

Clarke Schools for Hearing and Speech/Pennsylvania

Philadelphia: 625 Wister Avenue Philadelphia, PA 19144
Bryn Mawr: 455 South Roberts Road, Bryn Mawr PA 19010
Telephone Number: 610-525-9600

Contact Persons:

Judy Sexton M.S., C.E.D., LSLs Cert AVEd, Executive Director js Sexton@clarkeschools.org
Jeana Novak MA, C.E.D., LSLs Cert AVEd., Early Intervention Coord. jnovak@clarkeschools.org
Website: <http://www.clarkeschools.org/>

Description of Service Provider

Team of Experts - At Clarke, parents form partnerships with our experienced staff of professionals to create a supportive team dedicated to the success and development of each child. The team includes many members who work closely with each other and with the parents:

Audiologists: monitors hearing status, monitors hearing aids, cochlear implants, BaHas and FM systems, tunes and adjusts technology as needed, collaborates with hospital sites

Teachers of the Deaf who are Listening and Spoken Language specialists: specially trained to work with children who are deaf and hard of hearing whose parents choose a listening and spoken language program. These professionals teach parents strategies and techniques for helping the child use language

Speech/language pathologists: teach children to develop auditory, speech and spoken language skills commensurate with their peers.

Early Childhood Specialists: experts in the development of young children

Mission or Philosophy

Clarke provides children who are deaf and hard of hearing with the listening, learning and spoken language skills they need to succeed. Annually, more than 1,000 children and their families benefit from programs and services at our five campus locations. Today, the possibilities for children who are deaf and hard of hearing are greater than ever before. We work with families and professionals to ensure that every child has the chance to reach their full potential

Classic Rehabilitation Ltd.

Corporate Headquarters, 500 River Avenue, Lakewood NJ 08701 Suite 245
Telephone: 732-367-1888 Fax: 732-367-5910
Contact Person: Marc Lubet, Executive Director Email: marc@classicrehab.com
Website: www.classicrehab.com

Description of Service Provider

Classic Rehabilitation offers a comprehensive program which provides, unmatched quality services with cutting-edge therapies, sharing our strengths as we lead the community to a better tomorrow for our families. Today our network includes experienced professionals in every field of child development. We provide a full range of therapeutic, educational and behavioral services. Our services include:

- Speech and Language Therapy
- Occupational Therapy
- Physical Therapy
- Special Instruction
- Behavioral Therapy/ABA
- Sensory Integration Services
- Family Training and Support

Mission or Philosophy

Classic Rehabilitation offers a full service program, committed to servicing a wide range of therapeutic needs in a professional, warm and positive atmosphere. We are committed to using strategies that support functional outcomes, enabling clients to generalize skills into their daily family life. Classic intervention emphasizes the central role of family life; we strive to support and empower families as they discover wonderful possibilities and a better future. We believe that every child CAN learn!

COMHAR

3825 Whitaker Ave., Philadelphia, PA 19124
 Telephone: 215-425-9212 Fax: 215-427-5757
 Contact Person: Barbara Melfi or Richard Davila
 Contact Telephone: 215-427- 5750
 Email: bmelfi@comhar.org or rdavila@comhar.org
 Website: www.COMHAR.org

Executive Director: William Parfitt, 215-203-3000 Email: bparfitt@comhar.org

Description of Service Provider

COMHAR provides a vast array of services for both children and adults. In the Birth to Three Early Intervention System we are an independent provider (there are currently two in Philadelphia) that completes the Initial Multidisciplinary Evaluation which determines if a child is eligible for services. COMHAR has skilled Speech and Language Pathologists as well as Special Instructors that complete the assessments.

Mission or Philosophy

To provide health and human services that empower individuals, families and communities to live healthier, self-determined lives. We believe:

- All people have the ability to change and grow
- Individual differences enrich our lives
- People thrive when included in their communities
- Relationships built on trust and support foster wellness
- Effectively supported staff delivers quality service
- Services built on choice enable people to change and grow

Our Vision

To pioneer innovative programs that meet the complex and unique needs of the individuals, families and communities that we serve.

Dynamicare Therapy

25 Ford Ave. Lakewood, NJ 08701

Telephone: 215-550-1360 Fax: 215-857-0840

Contact Person: Nachum Szanzer, Director Email: Nachum@dynamicaretherapy.com

Website: www.dynamicaretherapy.com

Description of Service Provider

Dynamicare has been providing Early Intervention Services in New York for 6 years and Pennsylvania for the past 2 years. Dynamicare has assembled a cadre of experienced and professional clinicians to service the infants and toddlers within the Early Intervention Program. All the clinicians have the requisite credentials and clearances and are linguistically and culturally sensitive to the needs of the child and family. The services we provide are speech pathology, occupational therapy, physical therapy, special instruction, feeding therapy, and behavior therapy.

Mission or Philosophy

The mission of Dynamicare is to provide children who have been diagnosed with developmental delays with a full range of therapeutic services in order to foster their proper development. The therapeutic services are to be predicated upon a “family centered” and “family friendly” philosophy by actively encouraging the child’s family and all other caregivers to be integrally involved in the planning, development and delivery these services. Additionally, the services will be delivered by professional clinicians and educators who are culturally sensitive to the child’s family needs and who are linguistically proficient in the dominant language of the child. As such, through the bilateral collaboration of parents and clinicians, parents will be empowered to aid their developmentally delayed children achieve the milestones of typical children.

EBS Children’s Institute

200 Skiles Blvd., West Chester, PA 19382

Telephone: 610-455-4040

Contact Person: Kim McGinley, MA,CCC-SLP, Clinical Director

Email: info@ebschildrensinstitute.com

Website: www.ebschildrensinstitute.com

Executive Director: Mark Stubits, 800-578-7906 x225 Email: Mark.stubits@ebshealthcare.com

Description of Service Provider

EBS is a multi-disciplinary team of specialists with a passion for making a difference through a combination of research and clinical experience within the birth to 21 year-old population. Our goal is to help your child experience success in communication, movement and learning while gaining confidence and independence. We combine our expertise with the family’s input to establish the best and most effective program customized to the unique needs of each child.

The EBS Children’s Institute team of therapists has extensive experience working with the pediatric population. We provide physical, occupational and speech therapy services in a professional nurturing setting. Consistent family participation is important to help your child continue his/her therapy outside of our clinic. We will work together to establish a program customized to your child’s needs and provide you with a wealth of information and encouragement. You will also learn new strategies and activities

to use in daily life with your child which will increase the rate of progress and allow for carryover of new skills. Our goal is to help your child experience success in communication, movement, and learning, all while gaining confidence and independence.

Mission or Philosophy

EBS Children's Institute is committed to providing the highest quality services and support to the birth to 21 year-old population. Our mission is to make a difference and positively impact the lives of children and families every day.

EBS Early Intervention

200 Skiles Blvd, West Chester, PA 19382

Website: www.ebsei.com

Telephone: 800-578-7906 Fax: 855-251-8774

Contact Persons: Steve Wood ext. 299, Jessica Maguire ext. 281, Kim McGinley ext. 440

Email: steve.wood@ebsei.com; jessica.maguire@ebsei.com; kim.mcginley@ebsei.com

Executive Director: Paul Karrmann, 800-578-7906 x281 Email: paul.karrmann@ebsei.com

Description of Service Provider

Programs & Services – Our Early Intervention programs are individualized, focusing on health, educational, and therapeutic services designed to improve outcomes for children with disabilities or delays. We specialize in the new skills babies typically develop during their first years, such as physical, cognitive, communication, social/emotional and self-help. Here are services and programs we offer:

Speech and Language Therapy – The inability to communicate affects your child's ability to learn, to develop and maintain social relations, to become independent, and to function effectively in society. This therapy focuses on development of functional communication including the use of intention, pragmatics, sound production, comprehension, and oral-motor development. It can also help address feeding and swallowing issues. Our goal is to increase communication skills for children, including the multicultural and bilingual population, with language delays, hearing loss, and difficulty producing speech sounds. Our certified speech-language therapists provide services for the habilitation, rehabilitation, or prevention of communicative or oropharyngeal disorders and delays.

Occupational Therapy – This focuses on children's performance related to tasks of daily living and fine motor skills such as appropriate play and interaction, motor, sensory, and learning skills. Our fully certified therapists develop goals, design therapeutic programs, and select activities to meet the developmental interests and needs of each child. We work with children and their families to develop practical skills for activities of daily living to foster the child's independence in their home environment.

Physical Therapy: Our physical therapists are specialists trained to provide treatment to maintain and restore maximum movement and function to children they serve. They work to provide necessary environmental stimuli and proper cues to enhance development. Our focus is to enhance the child's balance and movement and overall gross motor skills. We provide therapy interventions for the child and involve core team members, families, and caregivers for the maximum benefit of the child.

Special Instruction / Developmental Therapy: We serve families in many different ways that contribute to the cognitive and social development of a child. We aid families in the design of environments and activities that promote the child's general development, participate in the curriculum planning aimed at meeting the goals laid out in the child's IFSP, provide families with information, skills, and support, and

work with the child and family to enhance the child's development. We help families incorporate the child's goals into the family's daily routines, and guide the family through next steps of development.

Behavior Therapy – Our behavioral therapy specialists teach children how to modify their behavior within certain environments. Behavioral therapy is a collaborative therapy, allowing the patient to play an active role in the treatment process. It can be a useful tool for maladaptive behavior and organic disorders. There are a number of techniques used to help the children we serve that depend on the individual child and severity of symptoms surrounding the behavioral problem.

Mission or Philosophy – Our highly trained professionals have extensive experience working with children. We focus on positive tools and techniques to address the importance of treating children with developmental delays. Our experts implement new programs and services in a collaborative and productive model of learning. We partner with you to provide effective strategies as well as a wealth of information, encouragement and activities to integrate into your daily routine. Consistent family participation is strongly encouraged, and is essential to help children achieve their goals.

Family Support Services

5548 Chestnut St., First Floor, PHila., Pa. 19139

Telephone: 215-471-3320 Fax: 215-471-3324

Contact Person: Robin Wright, 215-471-3320 Email: rwright@fssinc.org

Website www.fssinc.org

Executive Director: Shawn Lacy, 610-352-7610 Email: slacy@fssinc.org

Description of Service Provider

Family Support Services provides Early Intervention services throughout the city for ages Birth to Five. Services are Special Instructor, Speech Therapy, Occupational Therapy and Physical Therapy. The agency provides child welfare services such as In-Home Protective Services, Family Empowerment Services, Family School, and Daycare services. There is a childcare program in Southwest Philadelphia at 5548 Chestnut St. Childcare is provided for two year olds to kindergarten.

Mission or Philosophy

Family Support Services' mission is to advance the healthy development of young children by strengthening the capacity of families to nurture them.

Our Focus and Philosophy - Family Support Services uses education and social support to identify and meet the needs of children, birth to age five, who are at risk of child abuse or neglect or who have been identified with developmental delays.

FSS believes that all families with young children can use support and we therefore offer high quality preschool services in Philadelphia, plus kindergarten extended day programs and childcare programming in two suburban elementary school districts. All FSS programs use education as a way to build family capacity. Whether through parenting support, educational programming, social work services, or early intervention therapy, we hope to have a lasting positive impact on children and their parents/guardians.

Geller and Grossman Speech Services

454 Rock Glen Drive, Wynnewood, PA 19096

Contact Persons:

Marjorie Grossman, 610-547-1626; Email: psulsg@aol.com

Barbara Geller, 267-252-9331; Email: barbaragellerspeech@gmail.com

Fax: 610-642-2325; 267-687-2811

Description of Service Provider

Geller and Grossman Speech Services has been providing early intervention speech and language services through Childlink to the children of Philadelphia for over sixteen years. Also, both Barbara Geller and Marjorie Grossman have gained extensive experience in working with school-age children as speech pathologists for the School District of Phila. and have spent their entire careers focusing on speech and language development in children. We provide services exclusively in all areas of speech and language development including articulation, expressive and receptive language, fluency, and voice disorders, as well as many years of experience in working with children diagnosed with autism.

Mission or Philosophy

As a small agency dedicated exclusively to the provision of speech and language services, we are able to offer experience in all facets of speech and language development and we pride ourselves on working with the whole family to integrate speech and language development strategies into all family activities and routines, helping the family to become more comfortable in maximizing their child's potential. We are very flexible and accommodating in scheduling and offer evening appointments. We look forward to providing exceptional speech and language services to your child and family.

Goldstar Rehabilitation Inc.

822 Montgomery Ave. Suite 306, Narberth, PA 19072

Telephone: 215-220-2210 Fax: 215-618-2509

Contact Person: Rita Schwartz, MA CCC-SLP

Contact Telephone: 215-220-2210 Email: info@goldstarrehab.com

Website: www.goldstarrehab.com

Executive Director: Yedida Teichman, MA CCC-SLP

Telephone: 215-220-2210 Email: yedida@goldstarrehab.com

Description and Mission of Service Provider

Goldstar Rehabilitation Inc. is an early intervention provider whose mission is to help families, regardless of race, religion, ethnicity, or economic status by providing appropriate interventions for individuals with developmental needs. We provide a full range of services including physical therapy, occupational therapy, speech-language therapy, and special instruction specifically designed according to each child's needs.

Growing Children with Challenges

10242 Selmer Terrace, Philadelphia, PA 19116

Website: www.gcwc.us

Telephone: 267-709-6437 Fax: 215-302-7272

Contact Person: Yaroslav Sheshur, 267-515-8386 Email: info@gcwc.us

Executive Director: Tetyana Varenychenko Email: tetyana@gcwc.us

Description of Service Provider

Growing Children with Challenges is an early intervention agency that helps every child from birth to age three to have a chance to grow up successfully. Our agency is providing help for linguistically challenged children as well as children with special needs and their families with a focus on the families' cultural, ethnic, and language backgrounds. Our goal is to provide family-centered programs and services that help families to develop their child's potential.

Growing Children with Challenges early intervention services include: special instruction, speech therapy, occupational therapy and physical therapy. All services are individualized for each child and family with a focus on the child's unique developmental needs and abilities. Culturally appropriate services enhance children's learning style and individual development. Our specialists support all families to be involved in the successful way of every child from birth to age three.

Mission or Philosophy

Growing Children with Challenges' mission is to provide home and community-based services to children with special needs from birth to age three and their families focusing on the families' cultural, ethnic, and language backgrounds. We aim to help parents and caregivers work effectively with children with special needs in the homes and community to meet the social, emotional and developmental needs of every child with a different cultural background. We help all families from diverse racial, cultural and socio-economic backgrounds in using special accommodations for their unique children.

Invo HealthCare Associates

1780 Kendarbren Drive, Jamison, PA 18929

Website: www.invohealthcare.com

Telephone: 215-489-8760 or 800-434-4686 (toll free) Fax: 215-489-8766

General Email: mia@invohealthcare.com

Contact Person: Theresa Miller, Senior Director Email: t.miller@invohealthcare.com

Executive Director: Mary McClain, President/CEO Email: mmcclain@invohealthcare.com

Description of Service Provider

Invo HealthCare Associates (INVO) is a group practice of therapists, providing superior therapy services to children with disabilities for more than eighteen years. INVO cares about the children and families we support as well as the competence of our Associates. INVO provides occupational therapy, physical therapy, and speech and language pathology as well as school psychology services and special instruction to early intervention, preschool, school-aged, and adult MR/DD programs in multiple states.

Mission or Philosophy

Invo HealthCare Associates exists to maximize individual potential and maintain personal dignity for children and adults with intellectual disabilities and/or developmental disabilities. We will accomplish our mission by providing exceptional service delivery to early intervention, preschool and school-age programs as well as adult developmental delay populations.

JayCare LLC

40 Airport Rd., Lakewood NJ 08701

Telephone: 215-839-6144 Fax: 215-494-1173

Contact Person: Jack Tress Email: info@jaycaretherapy.com

Website: www.JayCareTherapy.com

Description of Service Provider

JayCare Therapy is an Early Intervention provider. We provide Physical, Occupation, Speech Therapy and Special Instruction Services.

Mission or Philosophy

JayCare Therapy is committed to giving the children we service the highest level of care and compassion in our therapy approach.

KenCrest Services

502 West Germantown Pike, Suite 600, Plymouth Meeting, PA 19462

Telephone: 610-825-9360 Fax: 610-825-5180

Contact Person: Roseann Adamo

Contact Telephone: 610-825-9360 ext 2751 Email: radamo@kencrest.org

Website: www.kencrest.org

Executive Director: James McFalls

Telephone: 610-825-9360 ext 1002 Email: jmcfalls@kencrest.org

Description of Service Provider

KenCrest is a non-profit human services agency providing home-based and community-based services and supports to children with intellectual and developmental disabilities and autism and their families throughout Southeastern Pennsylvania (Bucks, Chester, Delaware, Montgomery, Berks, and Philadelphia Counties).

Mission or Philosophy

The mission of KenCrest services is to provide services to individuals who have or are at risk of having intellectual or developmental disabilities or autism in a manner that respects individual rights, enhances potential, and enables people to have control over their own lives.

Kids and Family Early Intervention Agency

5 North Crest Pl. Lakewood, NJ 08701

Telephone: 215-525-4970 Fax: 732-719-4850

Contact Person: Aaron Homnick, Executive Director

Contact Telephone: 732-668-6928 Email: aaron@kidsandfamily.net

Website: kidsandfamily.net

Description of Service Provider

Kids and Family Early Intervention Agency is a dedicated group of highly skilled providers serving children from 0-3 throughout the city of Phila. We provide a full array of therapeutic and educational services, including speech therapy, physical therapy, occupational therapy, special instruction (cognitive and behavior based teaching), social work, and autism spectrum disorder related services. Services are provided free of charge through the County of Phila. Early Intervention program.

Mission or Philosophy

Kids and Family provides family-centered, culturally sensitive supports and services in the child's natural environment, including the home, child care settings, and other community locations. The services are based on the strengths and needs identified by the family, with the goal of improving the child's ability to participate in their family's daily routines. Kids and Family therapists receive individualized supervision and frequent training to ensure that exceptional service is provided. The goal of each therapist is to provide interventions that empower, engage, and educate families and caregivers with strategies to help their child learn and grow.

Kutest Kids Early Intervention

110 Bala Ave, Bala Cynwyd, PA 19004

Telephone: 610-227-0388 Fax: 888-807-6029

Contact Person: Peysi Adlerstein, Michele Levy, 610-227-0388 Email: peysi@kutestkids.com

Website: www.kutestkids.com

Executive Director: Peysi Adlerstein, 215-939-3745 Email peysi@kutestkids.com

Description of Service Provider

Kutest Kids is an early intervention agency that provides speech, physical, and occupational therapy along with special instruction to young children in Philadelphia and the surrounding suburbs. We strive to provide the highest quality developmental therapy, by recruiting the area's most talented early intervention therapists. You can trust our experienced team for a better development of your child.

Mission or Philosophy

Kutest Kids staff realizes that you are very concerned about your child's early physical and emotional development. Our teams of therapists are ready to go the extra mile to ensure that all your concerns about your child's development are addressed, while maintaining the highest level of sensitivity to the diverse cultural and ethnic backgrounds of each individual family. At Kutest Kids, we value the opportunity to work with parents and caregivers in aiding your child's early development. It is an immense privilege and responsibility. Your child's proper physical and emotional development is our shared goal, and we thank you for allowing us to be a part of your family.

Lovaas Institute

423 White Horse Pike, Haddon Heights, NJ 08035
Telephone: 856-616-9442 Fax: 856-310-5435
Contact Person: Matt Sands, CFO, 610-564-0912, msands@lovaas.com
Intake/Enrollment/Information: 856-616-9442 extension 118
Email: info@lovaas.com
Website: www.lovaas.com

Executive Director: R. Scott Wright
Telephone: 856-616-9442 Email: swright@lovaas.com

Description of Service Provider

The Lovaas Institute was established as a non-public agency in March 1995 in Los Angeles, California. The Lovaas Institute is a private research-based institute specializing in helping children with autism, pervasive developmental disorders and related developmental disabilities.

Lovaas Institute instructors implement behavioral intervention techniques developed under the direction of Dr. O. Ivar Lovaas of the Psychology Department of UCLA. The methods of intervention and instruction are based on extensive clinical experience and more than 40 years of scientific research.

Mission or Philosophy

The Lovaas Institute is dedicated to providing the highest quality of behavior treatment to as many children within the autism spectrum as possible. We will provide quality training to individuals and allow the Lovaas Method to touch children in need far beyond the reaches of the Institute.

Northeast Growth and Development - an Early Intervention Program of Northeast Community Center for Behavioral Health

7226 Castor Ave., Philadelphia PA 19149
Telephone: 215-742-7820 Fax: 215-742-7019
Contact Person: Ellen Braun, Early Intervention Program Director
Contact Telephone: 215-742-7820 Email: ellenb@nemhmr.org
Diane Phillips, Administrative Assistant

Chief Executive Officer: Rosemary O'Rourke
Telephone: 215-831-2828 Email: rorourke@nemhmr.org
Website: www.nemhmr.org

Description of Service Provider

A division within the Northeast Community Center for Behavioral Health, Northeast Growth and Development has provided early intervention services to families and their young children, birth to the age of beginners of kindergarten, for over 30 years. We continuously align and improve our quality programs and services with evidence based standards of practice. Our infant-toddler program serves children from birth to the age of three in their homes and their community setting. We have a comprehensive pre-school program in multiple locations offering inclusive and specialized classrooms,

community and center services to children with hearing loss, and community and home special instruction and related services as written in the student's Individual Education Plan.

Our staff serving infants and toddlers consists of special instructors, licensed psychologists, occupational therapists, and speech and language pathologists. Many of our staff have had advanced training in best practices with autism spectrum disorders and The Hanen method for language enrichment. Interventions always reflect knowledge of early childhood development, are embedded in the family's routines and activities, and are consistent with how the child and family live in their community.

Mission or Philosophy

Since its inception in 1958, The Northeast Community Center for Behavioral Health has committed itself to the provision of early intervention, behavioral health, addictions, and intellectual disabilities services within the context of community participation and involvement. The mission of the center is to bring, within our resources, the highest quality evidence-based practices and supports in an environment of wellness to each and every individual in need of early intervention, behavioral health, intellectual disabilities support, well aging services, and addictions recovery. Our dedicated purpose has been in helping people to work through their problems, to achieve freedom from them, or in spite of them, to attain the highest quality of life possible and to receive contentment in their lives.

Patricia Behavioral Health Services.

2004 Paper Mill Road, Orelan, Pa., 19075

Telephone Number: 215-836-2113 / 267-847-2970

Contact Person: Dr. Patricia H. Ncube, Executive Director Email: Pncube@comcast.net

Description of Service Provider

We provide services to individuals with autism and intellectual disabilities who engage in maladaptive behaviors, and we devise individualized treatment plans to address the needs of these individuals. We utilize Applied Behavior Analysis interventions to help improve the individual's quality of life through improved communication and other strategies to enhance their daily living.

Mission or Philosophy

We believe that each individual has a purpose in life and can offer something to someone, no matter what the disability. Therefore, we believe in maximizing each individual's capabilities and helping them find their purpose, and add value, not only to himself/herself, but to others and the community.

Pediatric Therapeutics, Inc.

760 Newtown Yardley Road, Suite 114, Newtown, PA 18940
Telephone: 215-497-0894 Fax: 215-497-0896
Contact Person: Pat Nendza Email: Pat@phspartners.com
Contact Person: Christie Ginnetti Email: christie@pt-inc.net
Website: www.pt-inc.net

Executive Director: Lee Ann Fancher
Telephone: 215-497-0894 Email: LeeAnn@pt-inc.net

Description of Service Provider

PT Inc works with and advocates for Occupational, Physical and Speech therapists working in Early Intervention settings in Pennsylvania. We believe that Independent Contract positions can be structured to benefit both the therapist and client. By placing the right therapist in the right setting, we are able to create stability for our therapists and clients.

Philosophy - An Early Intervention Company

Lee Ann Fancher, PT began her career as a pediatric therapist in 1989. After working directly in a variety of Early Intervention and School Age and pediatric hospital settings, Lee Ann identified a need for a local company to hire and support therapists in the ever changing field of educational programming. Local therapists needed a company that they could work and grow, a company that also advocated for responsible, cost effective programs for clients. In 1992, Lee Ann created Pediatric Therapeutics, Inc. PT Inc. has grown into a well regarded practice serving Early Intervention programs and children in Bucks, Montgomery, Delaware and Philadelphia County. Lee Ann was one of the founding owners of PTS, another well regarded therapy company. In 2008, Lee Ann left PTS in order to pursue her desire of developing PT Inc. into a company that not just provided great services, but also develop best practice models for PA programs.

Confident Kids

We recognize that our skills and knowledge benefit children's and families receiving our services for a lifetime. By teaching families new skills help their children learn, play and support their children, we help them turn challenges into opportunities and gain confidence for today. We are passionate about hiring therapists who share our vision for programming and find a home on one of our teams.

Pennsylvania School for the Deaf - First Conversations Early Intervention Program

100 W. School House Lane, Philadelphia, PA 19144
Telephone: 215-951-4700 Fax: 215-951-4704
Contact Persons: Meg Santoro, Gail Bober
Contact Telephone: 215-951-4762
Email: msantoro@psd.org, gbober@psd.org
Website; <http://www.psd.org>

Emergency Contact Information: Meg Santoro, First Conversations Early Intervention Coordinator
Telephone: 267-228-2471 Email: msantoro@psd.org

Description of Service Provider

First Conversations, the Early Intervention Program at the Pennsylvania School for the Deaf, provides services to infants, toddlers and their families. The team works with the family to determine needs and provide a variety of supports for language development and hearing loss. Our team includes teachers of the deaf, speech language therapists, American Sign Language Specialists, audiologists, educational consultants and social workers. The Early Intervention services a child receives are determined by the child's Individualized Family Service Plan (IFSP). First Conversations Programs include:

Complete Home Education & Guidance Program - home-based services - regular home visits by fully certified/licensed Teachers of Deaf/Hard of Hearing, Speech Language Pathologists, & Social Workers.

Center-based Two-year-old Playgroup - designed for two-year-olds, this group meets three times a week and focuses on language learning and routines. Through active family participation, children are prepared for successful transition into an appropriate preschool program.

Parent-Infant Program - child-centered activities offered once a week (1.5 hours) at PSD for all families in Birth-Three program to promote parental involvement and language acquisition.

Professional Consultation - with psychologists, speech therapists, audiologists, cochlear implant professionals, and a social worker in homes or the community.

American Sign Language Classes and Deaf Mentoring - classes focus on parent communication and learning about the Deaf community

Mission or Philosophy

Based first and foremost on the concept that a child's greatest natural resource is his or her own family, PSD's Early Intervention Program works closely with parents and other family members to help them make informed, non-biased choices about their child's communication and educational options. We enable meaningful experiences for families and caregivers in the most natural environment for the child.

Renaissance Healthcare System

3216 Turner Street, Philadelphia, PA 19121

Telephone: 215.232.4627 Fax: 215.232.4627

Contact Person: Mecca Gethers, Exec. Dir., 215.290.6377 Email: meccagethers@yahoo.com

Description of Service Provider

Renaissance Healthcare System provides family directed early intervention services throughout the Philadelphia area. Early intervention services are provided by experienced and highly specialized occupational therapists, physical therapists and speech therapists. Our therapists collaborate with families to select and engage in meaningful activities that support the physical, cognitive, and psychosocial aspects of children's play, self-care and family interactions in their natural environment.

Mission or Philosophy

Renaissance Healthcare System's mission is to provide high quality early intervention services through family participation, engagement in meaningful activities and education in order to nurture and enhance the development of children, simultaneously providing a supportive and stimulating environment.

ResCare Home Care

909 Sumneytown Pike, Suite 105, P.O.Box 906, Spring House, PA 19477

Telephone: 800-355-1076 Fax: 215-540-0369

Contact Persons:

Kathy Feeney – Rehabilitation Coordinator, 267-460-6220 Email: kfeeney@rescare.com

Linda Earnshaw – Executive Director, 267-460-6221 Email: learnshaw@rescare.com

Website: www.rescare.com

Description of Service Provider

ResCare is a human services company that offers services to people of all ages and abilities to help make their lives more independent. The company serves more than a million people each year with its nearly 50,000 employees at thousands of locations.

Mission Statement

ResCare is Respect and Care—assisting people to reach their highest level of independence. We are dedicated and caring people who form a company providing excellent human services that enhance the lives of individuals. With efficiency and effectiveness, we strive to provide the highest measurable quality supports for the people and organizations we serve, our employees, our shareholders and our communities. We serve with skill, compassion, respect and care.

RHD / Early Intervention Program – A division of Resources for Human Development, Inc.

90 Rochelle Avenue, Philadelphia, PA 19128

Telephone: 215-508-5800 Fax: 215-508-3210

Program Director: Shawna Sidibe Ext: 1135 Email: shawnas@rhd.org

Program Supervisor: Amanda Stephenson Ext: 1140 Email: Amanda.stephenson@rhd.org

Website: www.rhd.org

Emergency Contact: Corporate Asst. Dir., Bill Maroon 215-951-0300 Email: bmaroon@rhd.org

Executive Director: Dyann Roth 215-951-0133 Email: Dyann@rhd.org

Description of Service Provider

Resources for Human Development is a comprehensive, nonprofit, social service organization with headquarters in Philadelphia, Pa. Founded in 1970, RHD currently oversees and supports more than 160 locally managed human service programs in 14 states, working quietly behind the scenes of many programs you already know.

Mission or Philosophy

RHD's mission is to empower people as they build the highest level of independence possible, building better lives for themselves, their families and their communities. From providing residential services for individuals with mental illness, intellectual and developmental disabilities, chemical addiction and those who are homeless to job training, assisted transportation, and crisis intervention, RHD provides individualized, quality assistance wherever the need exists.

Ribott Inc RD Home Care Services

6302 Leonard St, Philadelphia PA 19149

Telephone Number: 267-975-3886 Fax: 267-731-6037

Contact Person: Giselle Ribott, Executive Director Email: gribott@gmail.com

Description of Service Provider

A child age birth to three who may have developmental concerns. Areas of concern may include:

- Fine motor
- Gross motor
- Speech and Language
- Socialization
- Behavior
- Learning and Adaptive

Mission or Philosophy

Quality of Services is Our Priority; Your Satisfaction is Our Success.

SPIN, Inc.

10501 Drummond Road, Philadelphia, PA 19154

Website: www.spininc.org

Telephone: 215.613.1000 Fax: 215.613.1033

Contact Person: Denise Fong, 215.612.7588, Email: dfong@spininc.org

2nd Contact Person: Katie Dougherty, 215-613-7589, Email: kdghrty@spininc.org

Executive Director: Judy Dotzman, 215.612.7657 Email: jdotzman@spininc.org

Description of Service Provider

We are a non profit human service organization dedicated to providing quality services and a life of possibilities for children and adults with and without disabilities and their families in the community. Our values, culture and mission are rooted in the belief that all people seek opportunities to live life to the fullest. The Children's Services department is committed to designing programs and services that support children during the part of their life that is well known to be the most critical learning years. The foundation for all future learning is built during the years that we have the privilege of working with your children. We design services so that any child and family can participate in our Early Care and Education programs and receive the support they need to address their individual and family needs. At SPIN, Inc. we have Early Intervention (providing physical, occupational, speech/language and special instruction therapies), Child Care, PreK Counts Preschool Program, and Head Start Programs where children come into our centers and attend anywhere from 2.5 hours to 55 hours per week based on their need. In addition, we provide support to other Child Care agencies and Preschool Programs to support the inclusion of children who have special education needs.

All of our programs, whether in the home, community or center based, are designed to support the achievement of outcomes for children and families. Through a team approach and the intentional planning of learning experiences for each child, family, classroom, or community program, we are able to deliver effective, high quality early care and education services. Our teams consist of families, highly qualified professionals, leadership and administration working in partnership to meet each child's needs.

We voluntarily participate in opportunities for continuous improvement and are currently in the United Way "Success By 6" and the Keystone STARS program.

Mission or Philosophy

SPIN provides the highest quality people-first services and supports for children and adults with intellectual, developmental, and autism spectrum disabilities so that each may achieve and enjoy a life of possibilities. Our Pillars:

People First - Self-determination, limitless possibilities, natural supports, growth, strength in diversity, engagement, choice, respect, optimism, customer service excellence, social capital, other-focused.

Professionalism - Competence, learning culture, accountability, leadership, shared understanding, effective communication, teamwork, positive respectful work environment, ethical conduct.

Performance Excellence - Inclusion, outcomes-focused, wellness, evidence-based, service excellence, transparent, quality, innovative, creative, future focused.

Productivity - Sustainability, solution focused, efficiency, data based decisions, planning, financial and organizational strength, high performance, resource management, effective business practices, effective use of technology.

SPIN's Culture:

Customer Service Excellence - Staff Performance Excellence - Innovation - Accountability

Integrity - Teamwork - Life-long Learning - Achieving Outcomes - Diversity - Philanthropy

Sunny Days Early Childhood Developmental Services, Inc.

One N. Belfield Ave., Havertown, PA 19083

Telephone: 610-449-1600 Fax: 610-449-2655

Contact Person: Jerome Campbell, Director PA Office Email: jcampbell@sunnydays.com

Website: www.sunnydays.com

Description of Service Provider

Sunny Days provides Therapeutic Early Intervention services to the Infant/Toddler program serving children and their families. Our staff is comprised of highly skilled and dedicated professionals who are all licensed and/or certified in accordance with State regulations. Our professional staff includes: Special Educators, Social Workers, Occupational Therapists, Physical Therapists, Nutritionists, Speech/Language Pathologists, Behavior Specialists and Bilingual staff.

Mission or Philosophy

Sunny Days' mission is to provide quality Therapeutic Early Intervention services to the Infant/Toddler program serving children birth to 3 and their families. Our family-centered philosophy supports the family as the most significant component to a child's progress.

Sunny Days Professionals aim is to foster the family's ability to promote their child's development to their fullest potential. Through our services, families are empowered to incorporate support strategies into their daily routines which will maximize the child's ability to participate in their environment.

Sunrise Therapy, LLC

428 Clifton Ave #100 Lakewood NJ 08701

Telephone: 888-400-7342 ext: 3829 Fax: 732-534-8629

Contact Person: Karen Furst, 732-987-3829 Email: info@sunrisetherapytt.com

Website: www.sunrisetherapytt.com

Emergency Contact Information - Karen Furst 732-644-0091

Executive Director: Eli Friedman, 732-886-6202 Email: info@sunrisetherapytt.com

Description of Service Provider

Sunrise Therapy, LLC is an Early Intervention Rehabilitation company which provides top quality Physical, Occupational, and Speech Therapy, as well as Special Instruction services to children ages 0-5 years old. Our therapists specialize in pediatric evaluation and treatment, as well as clinical consultation and rehabilitation management services.

Mission or Philosophy

Sunrise Therapy LLC is dedicated to enhancing each child's physical, cognitive and emotional development to maximize each child's potential. We have a proven record of success in reaching functional and developmental outcomes. Our goal is to promote clinical excellence and provide exceptional hands on therapy. Sunrise Therapy's team of experts ensures that our EI staff have all the resources needed to meet the individual needs of each child and family.

Therapy Solutions Children's Services, Inc.

915 Montgomery Ave, Narberth, PA 19072

Telephone: 610-660-8200 Fax: 610-660-8208

Contact Person: Barbara A. Coaxum, M.A.C.C.C., BRS-FD, Executive Director

Email: connecttherapy@aol.com

Website: www.therapysolutionsinc.com

Description of Service Provider

Therapy Solutions Children's Services, Inc. is a nonprofit organization that provides early intervention speech, occupational, and physical therapy along with educational (special instruction) and psychological services to children birth to age three. All of our therapists from the different entities work in a variety of settings throughout the city. Therapy delivery models range from direct therapeutic services, consultation, evaluations & assessments, and parent/staff in-service training. We are committed to providing the best services possible using the best therapeutic practices to enhance performance and development of children. Some of our providers specialize in a variety of developmental delays and disorders including, autism, feeding, sensory integration, music therapy and stuttering.

Mission or Philosophy

Our mission statement is to "Provide quality therapeutic and educational services to create change and improve academic and life successes while empowering individuals to learn and accomplish independence."

United Cerebral Palsy of Philadelphia & Vicinity

102 East Mermaid Lane, Philadelphia PA 19118

Telephone: 215-242-4200 Fax: 215-247-4229

Contact Persons:

Kathleen Winter, Director of Children's Services, 215-248-7605

Stephen A. Sheridan, Chief Executive Officer

Telephone: 215-248-7601 Email: execadm@ucpphila.org

Website: ucpphila.org

Description of Service Provider

Children Services works to maximize each child's developmental potential through integration with typically developing peers, while encouraging families to advocate for themselves and their children. UCP's Best Friends early childhood program integrates a center-based children's developmental program and early intervention services with a typical preschool. UCP's home based services help families and caregivers support a child's development through daily routines. Community Based services are designed to assess and support children in community preschools, daycares, Head Starts or other childcare programs who are in need of early intervention.

Mission or Philosophy

The mission of UCP is to positively affect the quality of life for persons with disabilities. This is accomplished through program and services available to children and adults with disabilities including their families living in the five county Philadelphia area. UCP offers a variety of social, vocational, recreational, therapeutic and educational services designed to support people as they pursue individual goals and participate in their community as independently as possible.

Village Care Family Services

4950 Parkside Ave. 3rd Floor Philadelphia, PA 19131

Telephone: 215-879-4023 Fax: 215-879-3405

Contact Person: Nicole Johnson, Program Manager, 215-879-1803 Email: njohnsonvcfs@comcast.net

Website: www.villagecarefamilyservices.org

Executive Director: Joetta Moran Kersey, 215-879-4023 Email: vcfsphila@msn.com

Description of Service Provider

Village Care Family Services, Inc. provides services wherever the need exists. Our programs and services address the needs of targeted populations utilizing the team format of service delivery with an emphasis on the family as the team leader. Using a culturally sensitive, holistic approach, we help people build upon their own strengths and abilities in order to reach their maximum potential.

Mission or Philosophy

Our Mission: To partner with people in communities creating strategies which facilitate and maintain their growth and development in order to positively impact their present and future success.

Section VI. DESCRIPTIONS OF PROVIDERS OF INTELLECTUAL DISABILITY SERVICES

Information about providers of intellectual disAbility services in this Directory is submitted directly by the service provider, in their own words. Providers included in this Directory responded to our invitation to submit their information. Inclusion or exclusion of a provider from the following Service Provider Descriptions is neither an endorsement nor a rejection of a particular provider.

Service providers must be “Qualified” in Pennsylvania to provide services. Providers may be Qualified through Philadelphia IDS / AE, or Qualified through another county in PA but also providing services in Philadelphia.

Individuals and families should consider all available information when making decisions about prospective service providers. Asking the right questions when visiting a prospective service provider, reviewing information about quality and satisfaction, and checking references of other individuals served by a provider can help you to make decisions. Also, please use the guidelines shown in Sections III-C and III-D of this Directory to help you ask questions about services and supports that are right for you.

For additional information, please contact a service provider directly or check their website. Other providers may offer similar services to those listed. The PA Office of Developmental Programs (ODP) has a statewide Services and Supports Directory (SSD) of Qualified providers available via the internet at <https://www.hcsis.state.pa.us>.

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ACT Home Health Services, Inc.

1121 S. 11th Street, Philadelphia PA 19147

Telephone: 215-389-1800 Fax: 215-389-1899

Contact Person: Maxima A. Hui, CPA MBA, ext. 108 Email: minx@acthomehealthservices.com

Website: www.acthomehealthservices.com

Emergency Contact Information: Maria Teresa Cando, RN BSN, ext. 101/ Cell Phone: 215-913-0567

Executive Director: Maria Teresa C. Cando, RN BSN, Administrator, Ext. 101

Email: tess@acthomehealthservices.com

Description of Service Provider

ACT Home Health Services, Inc. is composed of dedicated professionals specializing in providing quality home health care. ACT features a complete in-the-home health care services which includes RNs, LPNs, Certified Nursing Assistants and home health aides. ACT's competent personnel are fully screened and supervised by qualified registered nurses. ACT is a state licensed, Medicare/Medicaid Certified, JCAHO accredited provider of home health services to all waivers both from Office of Developmental Programs (ODP) and Office of Long term Living (OLTL) and accepts all major insurance such as United Healthcare, Health Partners, Keystone First, Independence Blue Cross, Aetna.

Mission or Philosophy

ACT is committed to: Excellence in home health care; high-quality and reliable service to patients regardless of race, religion, sex, sexual orientation, national origin, age and disability.

AHEDD

115 West Ave. Suite 303, Jenkintown, PA 19046

Telephone: 215-885-2060 Fax: 215-885-4649

Contact Person: Mary Berry-Shields 717-763-0968 ext. 54001 Email: mary.berry@ahedd.org

Website: www.ahedd.org

Executive Director: Rocco Cambria 717-763-0968 ext. 90113 Email: rocco.cambria@ahedd.org

Description of Service Provider

AHEDD facilitates employment for persons with disabilities as a means of maximizing community integration and financial self-sufficiency. Programs currently provided by AHEDD target in-school youth (at least 14 years old) as well as adults with disabilities. AHEDD works with individuals that have disabilities such as: intellectual disabilities; visual impairments/blindness; hearing impairments/deafness; mental illness; learning disabilities and other physical disabilities. Anyone with a disability that poses a barrier to his/her ability to secure and/or maintain employment could be eligible for services. Individuals served by AHEDD come from a variety of cultural and ethnic backgrounds; have different levels of ability and different amounts of academic and work experience.

AHEDD's key partners include the Social Security Administration, PA Dept. of Public Welfare, and PA Office of Vocational Rehabilitation. AHEDD's ability to facilitate employment and career exploration enhances and complements transition services of local high schools within Philadelphia and PA.

AHEDD tracks key demographics of the individuals that contact AHEDD, including current earnings (government or otherwise) work histories and vocational goals and desires. Once the individual and the funder have committed and the plan of service has been approved, AHEDD immediately begins the job search. In some cases the individual may have never worked before or has come to AHEDD to maximize their earnings and search for a “better” job. Once someone is placed into a job, AHEDD tracks their earnings over a period of at least 12 months with specific performance goals set in place.

In Philadelphia, like many communities, many individuals with disabilities are also beneficiaries of the Social Security Administration (SSA). Therefore, AHEDD is available not only to help someone find a job but to help them better understand how earnings from their job will affect their SSA benefits and to provide technical assistance on how to communicate effectively with SSA and the state Medicaid program. With an experienced team, AHEDD’s local program is poised to serve the employment needs of a diverse group of individuals and guide them along a path to greater independence.

Mission or Philosophy - AHEDD is a private, non-profit specialized human resource organization with a mission to serve the community as a catalyst in the employment and development of people with disabilities. Over our 36 year history, AHEDD has stayed true and focused on its mission, continually seeking to build upon the success of its programs to create more opportunities for individuals with disabilities to find and retain competitive jobs in their communities.

From July 2012 to June 2013, AHEDD placed 459 people in jobs. Participants earned an average wage of \$896 per month. Among individuals placed during the prior 12 months, 389 of 459 (85%) were successfully employed for a minimum of 90 consecutive days. Among those served, 19% were individuals with a primary diagnosis of an Intellectual Disability (ID) and 7% had a primary diagnosis of Autism. AHEDD’s serves 369 persons in long term follow along, with 91 supported for five years or more. AHEDD provides long-term follow along under the sponsorship of the Offices of Mental Health, Office of Developmental Programs and/or Social Security Administration/Ticket Work (TTW).

Allegheny Valley School / NHS

1806 Pine Hollow Road, McKees Rocks, PA 15136

Telephone: 412-778-2503 Fax: 412-778-2539

Contact Person: Rita Christner, Director of Social Service Email: rchristner@nhsonline.org

Website: AVS.NHSONLINE.ORG

Description of Service Provider

AVS provides residential services for ICF, 6400 and 6500 individuals.

AVS provides day services for 2380 and OADLC.

Mission or Philosophy

The mission of Allegheny Valley School is to provide quality programs and facilities to help the individuals with intellectual developmental disabilities entrusted to our care to live with purpose and dignity, and to provide opportunities and choices for our clients to grow and function at their full potential as independently as possible.

Associated Production Services, Inc. (APS)

APS Philadelphia - 12285 McNulty Rd Philadelphia 19154 215-281-9015 Fax 215-552-9984
Habilitation - Jamie Viviano 215-281-9015 x21 jviviano@apspackage.com
Production - Stu Boyer 215-281-9015 x22 sboyer@apspackage.com

APS Trevoise - 325 Andrews Rd Trevoise 19053 215-364-0211 Fax 215-364-2865
Habilitation - Kristin VanDam 215-364-0211 x203 kvandam@apspackage.com
Production - Maureen Santone 215-364-0211 x112 msantone@apspackage.com

APS Ivyland - 100 Louise Dr Ivyland 18974 215-672-9505 Fax 215-672-9507
Habilitation - Cathy Perlmutter 215-672-9505 x221 cperlmutter@apspackage.com
Production - Larry Brown 215-672-9505 x228 lbrown@apspackage.com

APS Bethlehem - 950 Pembroke Rd Bethlehem 18017 610-867-6659 Fax 610-867-6694
Habilitation – John Alex 610-867-4049 jalex@apspackage.com
Production – Paul Card 610-867-6659 pcard@apspackage.com

Executive Director: Jay Belding - 325 Andrews Road, Trevoise, PA 19053
Telephone: 215-364-0211 Email: aps@apspackage.com
Website: www.apspackage.com

Description of Service Provider

Vocational Training with 1:15 staffing ratio: The fulfillment of our purpose is primarily achieved via participation in labor intensive packaging operations that intrinsically provide a platform for the development of skills through an empirical modality; “learning by doing.” Intermittent reinforcement and support is a natural outcome from this active, mature, expectant, and viable culture that the work creates. Individualized goals and objectives are set and achieved through the empowerment of a committed, focused staff through the team process.

Mission or Philosophy

The purpose of Associated Production Services, Inc. is to be an organization dedicated to the pursuit of cultivating successful vocational lives for the developmentally disabled adults entrusted to its care and for the staff who serve them. APS purposes to be a culture where staff personnel can be an intimate part of a viable missional effort in which they feel valued, respected, and appreciated; an environment that is inclusive and rewarding both financially and emotionally. By delivering to its consumers a productive model of vocational training, the staff of APS creates a caring community that nurtures and insures that everyone is able to benefit from and enjoy an opportunity to maximize their potential and contribute to their own success and the success of the organization. The goal of all programs offered is to maximize the benefits of vocational endeavor and employ. For the consumers this is realized by participating in a variety of wage earning training environments which expose and inculcate through experience the assets required to engage in the work world. Work skills such as attention and focus, fine and gross motor facility, efficient motion, and perseverance are all gained as the consumers participate in a variety of work settings. Positive and appropriate work attitudes and habits are developed as one engages and participates in the program. Being able to work to management’s expectations and to function in group settings appropriately are also key in the development of these affective goals and development.

Bancroft Walker

450 Park Way Suite 106 Broomall, PA 19008-4202

Telephone: 610-747-0290 Fax: 484-420-4107

Program Director: Mohamed Mansaray, ext. 3505

Email: mohamed.mansaray@bancroft.org

Vice President of PA Operations: Ann Sheafer, ext. 3507 Email: ann.sheafer@bancroft.org

Website: www.bancroft.org

Description of Service Provider

Bancroft's Walker Programs operates community-based homes for adults with intellectual and developmental disabilities (IDD), autism spectrum disorders, and behavioral health concerns. The homes are located in the suburban counties of Philadelphia. The Bancroft team strives to maximize their independence and community integration.

Our innovative Parenting Program is a residential living environment for eligible adult mothers with IDD and their children. This program builds on promising practices to help mothers maintain custody of their children by providing safe housing and individual development of daily living and parenting skills.

Mission and Vision—Bancroft Walker Philosophy

Bancroft's Walker Programs located in PA are only a part of the Bancroft organization that provides a full continuum of services across PA, NJ and DE for individuals primarily with intellectual and developmental disabilities, and brain injury. Bancroft provides opportunities to children and adults with diverse challenges to maximize their potential and is committed to supporting them to be valued and respected members of our world. **Core Values:**

RESPECT

Responsible Empathetic Supportive Passionate Empowered Committed Trustworthy

Barber National Institute

Two Falls Center, Suite 900, 3300 Henry Avenue, Philadelphia, PA 19129

Telephone: 215-871-0731 Fax: 215-871-0734

Contact Person: Traci Gardner, Director of Southeast Regional Programs

Contact Telephone: 215-871-0731 Email: TraciGardner@barberinstitute.org

Website: www.BarberInstitute.org

Description of Service Provider

The Dr. Gertrude Barber National Institute is a family oriented organization with a very strong, long standing mission that is embedded throughout the entire corporation where all levels are dedicated to the Individuals we serve in ensuring they lead happy and fulfilling lives. We take pride in the knowledge that we are touching the lives of others and assisting them in developing to their fullest potential and are blessed with their friendship and the joy of sharing their successes. We will ensure a promising and fulfilling future for our Individuals and assist them in obtaining their goals by providing choice, opportunity, best possible health, safety, family involvement and community integration. To accomplish this we will dedicate ourselves to maintaining the highest level of quality throughout all aspects of our programs. The Dr. Gertrude A. Barber National Institute, Inc., a charitable, non-profit organization which was founded in Erie Pennsylvania in 1952 and now serves over 2,000 Individuals. Our Southeast

Regional programs were developed in 1990 to provide services for adults with Intellectual Disabilities. We offer Residential, Home & Community Habilitation, Adult Day Services, Older Adult Services, Life Sharing, Behavior and Employment Services.

Mission or Philosophy

The Dr. Gertrude A. Barber Center believes that all Individuals are people of God with feelings, emotions, needs and capabilities unique to these persons and their heritage. In a world where all people differ, Individuals should have the opportunity to develop to their fullest potential. It is further believed that all persons can learn, have the right to learn, and must be provided with experiences for growth and development; spiritually, morally, aesthetically, socially, physically and educationally - both academically and vocationally. It is still further believed that education is a continuing process from infancy through adulthood. Within this philosophy, the employees of the Dr. Gertrude A. Barber Center develop resources to make available to all Individuals and their families every opportunity to assist in their total development. The Center will endeavor to initiate, provide and foster an environment in the community that will assure the Individuals their full rights and responsibilities of citizenship so that they may become respected members of their families, church and society. The Dr. Gertrude A. Barber Center employees, Board of Directors and the entire community of parents, friends and relatives are advocates of this philosophy.

CADES - Children and Adult Disability and Educational Services

401 Rutgers Avenue, Swarthmore, PA 19081

Telephone: 610-328-5955 Fax: 610-328-0495

Contact Persons:

Sandra Myers, Residential Program Director, ext. 1117, Email: smyers@cades.org

Diane Previty, Adult Program Director, ext. 1132 Email: dprevity@cades.org

Website: www.cades.org

Executive Director: Sandra Myers, 610-328-5957 (asked to have her paged) Email smyers@cades.org

Description of Service Provider

CADES is a nonprofit agency with over 50 years of service providing programs for people. CADES was originally founded in 1951 as United Cerebral Palsy of Delaware County when a small group of parents met to establish a registration of all those with cerebral palsy in Delaware County to study their needs and to work towards meeting these needs. While continuing our commitment to serve individuals with cerebral palsy, we have grown to provide a continuum of services to support people with a wide variety of physical and intellectual challenges and their families.

Mission or Philosophy

CADES is a nonprofit human services organization dedicated to improving the lives of children and adults with intellectual and physical disabilities, using a family-centered approach to care. A regional center recognized for excellence, we work every day empowering people with special needs to achieve their highest potential. Vision statement: At CADES, we aspire to transform every life we touch so that it is filled with meaning, dignity, and happiness. We strive to be a leader in services for children and adults with intellectual and physical disabilities. Through the care and commitment of our staff, we work towards our vision of a world where all people with special needs receive the quality care they require to ensure that every day is a meaningful day.

CareLink Community Support Services

1510 Chester Pike, Suite 600, Eddystone, PA 19022

Telephone: 610-874-1119 Fax: 610-872-3407

Contact Person: Rich Hoback, 610-270-9120, ext. 28

Email: rhoback@carelinkservices.org

Executive Director: Eileen Joseph, 610-874-1119 Email: ejoseph@carelinkservices.org

Website: www.carelinkservices.org

Description of Service Provider

For over 20 years, CareLink has been providing services for adults with disabilities who do not fit into existing forensic or behavioral health care services. CareLink's specialized services help ensure that people with problem sexual behavior or forensic involvement get effective treatment for improved community functioning. The STAR Program and affiliated residences provide 24-hour support and supervision in a highly structured setting seven days per week. Residential services are provided at the STAR Program (Building 13 in the grounds of Norristown State Hospital), and in two or three person residential community living arrangements in homes in rural suburbs of Philadelphia.

Mission or Philosophy

CareLink has a strong history grounded in the principles and values of psychosocial rehabilitation. This is a respectful and effective approach to helping people with serious disabilities to live in the community in safety and with expanding personal satisfaction. The mission of CareLink Community Support Services, Inc. is to serve individuals who need specialized supports to achieve recovery, wellness and self-determination.

Carousel Connections

PO Box 36665, Philadelphia, PA 19017

Telephone: 215-948-2527

Amy and Chris McCann Email: alagrotte@msn.com

www.carouselconnections.com

Description of Service Provider

Carousel Connections, a six week residential summer program based on the campus of Haverford College, meets the needs of "next steps" – building independence in the home, on the job, and on the go!

At Carousel Connections, teenagers and young adults with special needs are provided opportunities to learn, maintain, and improve skills through participation in vocational training, independent living mentoring, and recreational activities. Program goals include: opportunities that provide life skills training to further support independence and build self-confidence, vocational training experiences that may be used in employment, authentic and inclusive living/learning experiences and activities, coordination with families and individuals during the "transition" process that connects individuals to community resources, and an experience with community living on a college campus.

Carousel Farm's Educational Center

226 Grenoble Road, Ivyland, PA 18974
Telephone: 215-355-6498 Fax: 215-355-9410
Contact Person: Dan LaGrotte, Executive Director
Email: mlraincar@aol.com; danlagrotte@gmail.com
Website: www.carouselfarmcenter.com

Description of Service Provider

Carousel Farm is located on an idyllic 5-acre farm in middle Bucks County. The program serves teenagers from 14 – 21 years of age for four or eight weeks during the summer. At Carousel Farm, teenagers are provided opportunities to learn, maintain, and improve skills through participation in various activities of high interest to them, including: 1) recreational activities to foster participation in community activities such as swimming, horseback riding, music, dance, creating crafts, and participating in sports activities; 2) skills to improve socialization and emotional stability in a manner that builds friendships and fosters self-esteem; 3) skills to teach the use of community resources such as attendance at movie theaters, bowling lanes, shopping, and restaurants; 4) vocational skills training such as actively participating in apprenticing at Rainbow Academy in areas of child care, serving food, cleaning and building maintenance, farm animal care, garden and grounds keeping, and small office tasks. Some scholarship money is available. Qualified services fall under WAIVER respite care.

Mission or Philosophy

Carousel Farm, a summer day program, builds and nurtures an inclusive and accepting community, where teenagers with mild developmental disorders can participate and succeed in innovative social, recreational and educational (vocational skills) activities. The mission is to support and empower young adults to build on their own strengths in a pre-vocational learning experience, while experiencing the joys of friendship and leisure fun.

Carousel Farm – Rainbow Connection

A summer program developing connections between children and the people in their lives.

1240 Grenoble Road; Ivyland, PA 18974
Telephone Number: 215-355-6498 Fax: 215-355-9410
Contact Persons: Dan LaGrotte, Linda LaGrotte Email: mlrainkids@aol.com
Website: www.rainbowacademypreschool.com
Executive Director: Dan LaGrotte Email: danlagrotte@gmail.com

Description of Service Provider

Rainbow Connection is a program specifically designed to develop connections between children and the people in their lives. It is an inclusive summer camp program held at Rainbow Academy for children with disorders of relating and communicating; i.e., Asperger's Syndrome, specific learning disabilities, and high functioning Autism. Children participate with peers in exciting camp activities including swimming, sports activities, arts and crafts, music and movement, nature, and horseback riding. Time is also spent with friends learning social and emotional skills to help with interactions throughout the day. Opportunities for children to know, care about, and act on core ethical values – such as fairness, honesty, compassion, responsibility, and respect for others are supported through this program. Criteria for enrollment includes those children between 6 and 12 years old with abilities listed above, and who are included with typical peers for more than 75% of the school day.

The camp day includes a Morning Meeting, an interactive lesson using techniques from the Responsive Classroom curriculum, where campers learn to greet each other, acknowledge each other, and share thoughts and feelings with each other. Campers join typical peers for a range of indoor and outdoor activities, with support

from their core group staff. “Reminding, reinforcing, and redirecting” are the three “Rs” reinforced throughout the day. Newly acquired skills are maintained and further strengthened throughout the day as social interactions develop. Approaches teach self-regulation, self-initiative, and interpersonal reciprocity. Later in the day, the core group of Rainbow Connection come together for an Afternoon Meeting (social skills lesson). During this session, the children learn: 1) Empathy skills that are needed to identify emotions and to recognize possible causes of the emotions that occur in their interactions with others. Lessons involve taking into consideration others’ perspectives, giving others the benefit of the doubt, responding emotionally to others, and giving positive responses to the distress of others. 2) Impulse control and problem solving teaches children that when they are having a problem, it is useful to first calm down, and then apply a set of problem-solving steps. Children are taught and given opportunities to practice strategies they can use to calm down when they are feeling strong emotions. 3) Anger management is taught so that children can deal with strong emotions and express them in socially acceptable ways. Children learn to use strategies such as thinking calming thoughts, breathing deeply, doing a calming activity, and reframing stressful situations to focus on positives. Curriculum from Second Step, a program that teaches critical social and emotional skills to children is implemented. Following Afternoon Meeting (the social skills session), campers complete an afternoon of indoor and outdoor activities.

Some scholarship money is available through various local and national organizations.

Mission or Philosophy

The true beauty of the Rainbow Connection program is that campers learn new skills, but are then able to practice these skills in situations with typical peers throughout the day. During this inclusive time, core group staff can use incidental teaching or “teachable moments” as opportunities to coach, provide constructive feedback, and give positive reinforcement to campers to support their newly acquired skills during real-life situations.

Rainbow Connection is a perfect combination of the benefit of special education expertise and inclusion with typical peers in a social and recreational setting. Directors of Carousel Farm and Rainbow Academy have created a curriculum that is able to meet the unique child’s needs in a positive and loving endeavor of fun, fun, fun!!!

Casmir Care Services Inc.

4950 Parkside Avenue, Suite 400, Philadelphia, PA 19131

Telephone: 267-292-3116 Fax: 267-292-4879

Contact Persons:

Chetachi Dunkley, Executive Director, Email: cdunkley@casmircares.com

Godwin Nwoga, Email: gnwoga@casmircares.com

Website: www.casmircares.com

Description of Service Provider

Casmir Care Services Inc. provides quality and compassionate in-home and community care services to the developmental, behavioral, physical, and intellectually disabled. Employees go through background check and careful screening including ongoing training and continuing education in order to provide the best care for those we serve. Services include:

- Home & Community Habilitation Services
- Companion Services
- Meal Preparation
- Supported Employment/Job Support/Job Find for Individuals with Intellectual Disabilities
- Personal Assistance Services
- Homemaker/Chore/Housekeeping Services

- Public Transportation
- Licensed Residential Services
- In-Home respite, Out of Home Respite Services
- Behavioral Support Services
- Community Integration
- Assistance with bathing, dressing & personal grooming (ADL skills)

Mission or Philosophy

The mission of Casmir Care services is to improve the quality of life for people with disabilities through care, comfort and compassion. We hire qualified, skillful, dependable and compassionate caregivers to assist our clients to maintain the independence and dignity in the comfort of their homes.

CATCH, Inc. (Citizens Acting Together Can Help, Inc.)

1421 Oregon Avenue, Philadelphia, PA 19145

Telephone: 215-755-9804 Fax: 215-755-3462

Contact Person: Migdalia Dieppa, Email: mdieppa@catchinc.com

Website www.catchinc.com

Executive Director: Raymond A. Pescatore, 215-735-7434, Email: rpescatore@catchinc.com

Description of Service Provider

CATCH, Inc. provides services to eligible residents of the City of Philadelphia. Our services are concentrated in South Philadelphia and portions of Center City and South West Philadelphia. CATCH provides Day Program Services to adults with intellectual disabilities. Employment Training Services are available to eligible persons wishing to become employed. CATCH's Programs are designed to provide a continuum of Adult Day Training options and choices. CATCH has designed its Adult Day Training Facility to be totally barrier free in order to accommodate persons with an intellectual disability and co-occurring physical challenges. A van with a wheelchair lift is available in order for persons with physical challenges to participate in community integrated events.

All persons desiring to enhance their independence are encouraged to participate in Job Club, which serves as an introduction to the world of work and increased self-sufficiency. Older persons residing in nursing homes in Southeastern Pennsylvania benefit from visiting activity staff. The staff provides individual group activities in the nursing home and coordinate community excursions. Adult Developmental Training "Day Program"; Community Integrated Employment – training for "a real job"; OBRA – ID Aging Population in Nursing Homes.

Mission or Philosophy

CATCH's Mission Statement is, "to support persons and their desire to function as independently as possible, in every aspect of life in local community integrated neighborhoods." The Mission Statement is realized by means of inclusive partnerships with families and consumers. We offer a continuum of training services and programs from facility based adult day training to community integrated activities, concluding with employment training services. We refer to this continuum of support services and programs as "the 21st Century Bridge to Independence". People and their families serve as the Architects designing their bridge to independence, training and support staff are the bridge builders assisting the individual to realize his/her desire to function as independently as possible in the 21st Century.

Cohle, Edward

P1255 Upton Circle, West Chester, PA 19380 Fax: 610-692-0193
Contact Person: Ed Cohle, 610-563-8800 Email: ecohle@aol.com

Description of Service Provider

I provide behavior support services to adults with intellectual disabilities, autism spectrum and/or mental illness. I provide these services in a wide variety of settings including but not limited to CLA programs, family homes, vocational and social skills programs.

- Behavior Consultation
- Functional Behavior Assessments
- Team Building
- Staff Training
- Conference Presentations

Mission or Philosophy

I believe that the most effective behavioral supports are informed by an understanding of how an individual's unique personality and behavior both affect and are affected by self-concept, social interaction and the environment. I develop and guide the implementation of practical strategies that promote health and reflect the person's culture, support system, lifestyle, strengths, and vulnerabilities. I promote healthy relationships, safety, self-determination, and improved quality of life for the people we support in collaboration with family members, community supports and other professionals.

Comfort Keepers (The Salman Corporation)

101 Greenwood Ave Suite 204, Jenkintown Pa 19046
Telephone: 215-885-9140 Fax: 215-885-9143
Contact Person: Debbie Mulqueeney Email: debbiemulqueeney@comfortkeepers.com
Owner: Michele Berman Email: micheleberman@comfortkeepers.com

Description of Service Provider

Comfort Keepers is an independent, family owned homecare agency that serves individuals with developmental disabilities, physical disabilities, the elderly and those who are chronically ill. Offerings by Comfort Keepers include Home and Community Habilitation, Community Integration, Respite Care and Personal Care Services. Comfort Keepers supports fire safety, stranger awareness, cooking, appliance use, traffic safety, safety precautions, water safety, money management, and communication skills. At Comfort Keepers nothing is more important than helping individual's live full, independent, and dignified lives in the comfort of their home.

Mission or Philosophy

The mission of Comfort Keepers is to provide individuals with the highest level of quality of life that is achievable. We shall treat everyone with the respect and dignity they deserve, as though we were caring for a member of our own family.

COMHAR, Inc. – Intellectual Disabilities Division

3825 Whitaker Ave., Philadelphia, Pa. 19124

Website: www.comhar.org

Telephone: 215.425.9212 Fax: 215.425.5720

Contact Person: Joseph Kissling, 215.425.9212 ext. 238 Email: jkissling@comhar.org

Executive Director: William P. Parfitt, 215.203.3000 Email: bparfitt@comhar.org

Description of Service Provider

COMHAR offers an array of services for adults with intellectual/developmental disabilities and with autism spectrum disorder. Services range from group day programs and 24/7 residential supports to one-to-one supported employment and behavior supports. Specialized dual diagnosis services are available through our Behavioral Health outpatient services. We also provide bilingual/bicultural services for individuals and families whose primary language is Spanish.

Training/Day Services - COMHAR offers four different programs to meet individuals' varying levels of need and setting preference. Programs include: developmental training to teach basic life skills and activities of daily living, facility-based vocational training, community-based instruction, and supported employment. Our training facility is located at 3825 Whitaker Avenue in Phila.

Residential Supports - COMHAR provides residential supports in community homes located throughout NE Phila. and lower Montgomery County. We have a proven track record in serving individuals with additional disabilities such as hearing and vision impairments, physical limitations, special medical needs and mental illness. COMHAR provides skills training and assist with daily living activities, encouraging active participation in caring for their homes and engaging in community experiences.

Behavior Support Services - Our Behavior Support Team provides services for adults including Autism Spectrum Disorders. The team is comprised of Masters level behaviorists who deliver clinical services to individuals in their home, CLA and community settings. They develop individualized programs and work one-on-one with each individual. Services include behavioral intervention, alternative modes of communication, sensory motor integration, and sexuality education. Behaviorists also provide training for family members/caregivers to help manage the challenges of living with and caring for individuals.

Employment Training Supports - Services are for any adult interested in community-integrated supported employment and diagnosed with a disability including intellectual, behavioral health, Autism Spectrum Disorder, physical impairments such as wheelchair users and hearing and vision impairments. Funding is through Person/Family, Consolidated and Adult Autism Waivers, and OVR. Services include: assessment and skills matching, job finding, training on the job (job coaching) and follow up support once successfully placed in a community job.

Community Habilitation Program - Supports for individuals to live in their natural homes more independently and with greater safety. A trained Community Habilitation Specialist works one-on-one with individuals in their home and community to develop skills, pursue interests, and live more interdependently. Activities are based on an individual's needs and can include learning to shop, cook nutritious meals, and use public transportation. They will develop skills to better care for themselves and their homes while exploring programs, services, and activities, leading to a more fulfilling life.

Autism Support Services - Services specific to adults with ASD are available to individuals enrolled in the PA Adult Autism Waiver, including Behavior Supports, Community Inclusion and Employment. Children with ASD can be served by COMHAR's Children's Division.

Mission or Philosophy - To provide health and human services that empower individuals, families and communities to live healthier, self-determined lives. Our Values: All people have the ability to change and grow; Individual differences enrich our lives; People thrive when included in their communities; Relationships built on trust and support foster wellness; Effectively supported staff deliver quality service; Services built on choice enable people to change and grow.

Community Integrated Services (CIS)

441 N. 5th Street, Suite 210, Philadelphia, PA 19123

Telephone: 215-238-7411 Fax: 215-238-7423

Contact Person: Susan Schonfeld, Executive Director Email: susan_schonfeld@cisworks.org

Website: www.cisworks.org

Description of Service Provider

Since 1991, Community Integrated Services has enabled people with disabilities to become gainfully employed and involved in their communities. CIS believes that all people have the right to be active in their community regardless of their disability, or the level of support they may need. Through creativity, flexibility, and a commitment to community-based services, CIS provides individualized service and training to forge a stronger, integrated community.

In its early years, CIS worked solely with persons with developmental disabilities in Philadelphia, but CIS has grown exponentially over the past few years. CIS now provides employment services for people with mental illness, physical disabilities, autism spectrum disorders, vision impairments, and high school students with disabilities transitioning to work. In addition, CIS has an American Sign Language trained team and a Spanish-language team to assist job-seekers with all types of communication needs. CIS also provides comprehensive benefits counseling to assist individuals on public benefits in making smart choices about work.

CIS' main office is in the Northern Liberties area in Philadelphia, but its services are community based, and the 165 staff members are most often found working in the communities where consumers themselves live and work. CIS serves a population located not only in Philadelphia, but also in Delaware County, Montgomery County, Chester County, and the state of Delaware. Last year alone, CIS worked with over 460 people in the community.

CIS seeks integrated employment opportunities for each individual so that each person may fulfill their employment goals and desires, support themselves and their families, and make meaningful contributions to the world in which we all live. With CIS' highly individualized approach to employment, jobs are developed based on individual preference and include both traditional and non-traditional types of employment. Please visit the CIS website, www.cisworks.org, for a sampling of the many businesses on "The List" in the Philadelphia area that employ CIS consumers.

Qualified Services:

Supported Employment (W7235)

Home and Community Habilitation (Unlicensed) (Level 3) (W7060)

Transportation-Public (W7272)

Transportation-Mile (W7271)

Mission or Philosophy

Community Integrated Services' mission is to empower people with disabilities through individualized employment opportunities that foster self-sustainability, equality, and community. Through partnerships with area businesses and organizations, CIS works to find jobs that fulfill the employment goals and desires for the people they serve.

Community Options Inc.

340 E Maple Ave. Langhorne, PA Ste 102

Will be moving to 4014 Grant Ave. Philadelphia, PA in the spring of 2014

Telephone: 215-752-3729 Fax: 215-752-3759

Contact Person: Brian Dion

Contact Telephone: 215-752-3729 Email: Brian.Dion@comop.org

Website www.comop.org

Executive Director: Brian Dion 786-413-9229 Email: Brian.Dion@comop.org

Description of Service Provider

Community Options is a non-profit agency dedicated to providing quality person centered supports. We offer CLA Residential Habilitation, Unlicensed Residential Habilitation, Supported Employment, and Home and Community Based Habilitation services.

Mission or Philosophy

Community Options believes in the dignity of every person, and in the freedom of all people to experience the highest degree of self-determination. Embracing this philosophy, Community Options provides housing, support services, and advocacy assistance to help empower people with disabilities

Connor, Donna

P.O. Box 2112, Boothwyn, PA 19061

Contact Person: Donna Connor

Contact Telephone: 610-213-6208 Email: daconnor18@comcast.net

Description of Service Provider

I provide behavior support services to adults with intellectual disabilities, autism spectrum and/or mental illness. I provide these services in a wide variety of settings including but not limited to CLA programs, family homes, vocational and social skills programs.

- Behavior Consultation
- Functional Behavior Assessments
- Staff Training

Mission or Philosophy

I believe that the most effective behavioral supports are informed by an understanding of how an individual's unique personality and behavior both affect and are affected by self-concept, social interaction and the environment. I develop and guide the implementation of practical strategies that promote health and reflect the person's culture, support system, lifestyle, strengths, and vulnerabilities. I promote healthy relationships, safety, self-determination, and improved quality of life for the people we support in collaboration with family members, community supports and other professionals.

Creative Supports Institute, LLC

P.O. Box 2112, Boothwyn, PA 19061 Fax: 610-692-0193

Contact Persons:

Donna Connor: 610-213-6208

Ed Cohle: 610-563-8800

Email: info@csinstitute.net

Website: www.csinstitute.net

Description of Service Provider

We provide behavior support services to adults with intellectual disabilities, autism spectrum and/or mental illness. We provide these services in a wide variety of settings including but not limited to CLA programs, family homes, vocational and social skills programs.

- Behavior Consultation
- Functional Behavior Assessments
- Sexuality Consultation and Education
- Team Building
- Staff Training
- Conference Presentations

Mission or Philosophy

We believe that the most effective behavioral supports are informed by an understanding of how an individual's unique personality and behavior both affect and are affected by self-concept, social interaction and the environment. We develop and guide the implementation of practical strategies that promote health and reflect the person's culture, support system, lifestyle, strengths, and vulnerabilities. We promote healthy relationships, safety, self-determination, and improved quality of life for the people we support in collaboration with family members, community supports and other professionals.

Developmental Programs of Catholic Social Services (CSS)

1797 S. Sproul Road Springfield, PA 19064-1195

Telephone: 484-908-6591 Fax: 610-543-5397

Contact Person: Barbara Hickey, Admissions Director

Email: bhickey@chs-adphila.org

Executive Director: Francis Swiacki

Telephone: 484-475-2466 Email: fswiacki@chs-adphila.org

Websites: <http://developmentalprogramsphilly.org> <http://catholicsocialservicesphilly.org>

Description of Service Provider

The Developmental Programs of CSS are dedicated to providing services that offer opportunities for persons with developmental disabilities to function at their greatest physical, intellectual, emotional and social level. The Developmental Programs provide a continuum of care through comprehensive services and supports and subscribe to our core values of compassion, dignity, charity, justice and excellence. Please contact us for more information about our services.

Don Guanella Village (formerly Cardinal Krol Center) – An intermediate care facility committed to providing wide-ranging programs to men in campus and community based residential settings. With devoted and compassionate staff, Don Guanella Village assists individuals with developmental disabilities in fully reaching their capabilities by providing meaningful opportunities, personal choice, health and safety and family and community involvement.

Divine Providence Village – Offers a complete range of services: Residential - ICF/ID Campus Setting, Community Living Arrangements, Life Sharing Through Family Living; Day Program Services - Work Activity Center, Adult Training Facility, Community Employment; In-Home Supports and Community Outreach Program. Please see Divine Providence page in this directory for more info.

St. Edmond's Home for Children – Provides medical and therapeutic services to medically fragile children with physical and intellectual disabilities. Please see St. Edmond's Home page in this directory for more information.

Mission

CSS of the Archdiocese of Philadelphia continues the work of Jesus by affirming, assisting, and advocating for individuals, families, and communities. The Developmental Programs strives to enhance quality of life for persons with intellectual and developmental disabilities by promoting individuality, dignity and respect, empowering personal choice, and nourishing a family spirit rooted in Christian faith and values. Dedicated, caring staff enable individuals to flourish, to find happiness with dignity, and to participate in the mainstream of society.

Devereux Pennsylvania

230 Highland Avenue, Devon, PA 19333

Telephone: 610-788-6565 Fax: 610-964-3141

Contact Person: Carol A. Oliver, State Director and Vice President of Operations

Contact Telephone: 610-788-6566 Email: coliver@devereux.org

Website: www.DevereuxPA.org

Description of Service Provider

Eastern Pennsylvania is Devereux's most concentrated and diverse region of service provision.

Throughout the northeastern and southeastern regions of Pennsylvania Devereux serves more than 3,800 children and adults in educational and residential program, therapeutic foster care, case management services, customized employment programs and a variety of community-based behavioral health services. The individualized, positive approaches to care enable the children and adults we serve to lead meaningful, productive lives.

Mission or Philosophy

Devereux changes lives and nurtures human potential. We inspire hope, ensure well-being, and promote meaningful life choices. Our mission is achieved through a wide range of services and supports for individuals and their families.

Diversified Supportive Services LLC

2200 Michener Street, Suite 13, Philadelphia, PA 19115

Telephone: 215-673-2778 Fax: 215-673-3451

Contact Person: Rasheen Bethel, Executive Director, ext. 100 Email: rbethel@dssllc.org

Website: www.diversifiedsupportiveservices.org

Description of Service Provider

Diversified Supportive Services was founded in 2005. The agency was founded on the principle of helping individuals "achieve healthy & productive lifestyles". Services provided:

Home and Community Habilitation (Unlicensed)

Companion Services

Supported Employment Services

Autism Supports Coordination Services

Waiver-Funded In home Respite Services

Behavioral Specialist

Mission or Philosophy

Our mission is to service and support individuals with Physical and developmental disabilities to achieve greater independence, choice and opportunity in their lives. We aspire to achieve these goals by building a supportive network including the individuals, their families and their community. We strongly believe by encouraging independence, skill building and personal development, we can assist individuals in achieving a healthy and productive lifestyle.

Philosophy: "Changing Disabilities into Possibilities"

Divine Providence Village (DPV)

1797 South Sproul Rd., Springfield, Pa. 19064

Telephone: 610-544-9509 Fax: 610-544-9658

Contact Person: Barbara Hickey, Admissions Director

Telephone: 484-908-6591 Email: bhickey@chs-adphila.org

Executive Director: Francis Swiacki

Telephone: 484-475-2466 Email: fswiacki@chs-adphila.org

Websites: <http://catholicsocialservicesphilly.org> <http://developmentalprogramsphilly.org>

Description of Service Provider

Community Programs: Administrator: Telisha Feamster Email: tfeamster@chs-adphila.org

Community Living Arrangements (CLA) serves developmentally disabled adults living in a private home setting within the community.

Life Sharing through Family Living is a family based residential model with licensed and unlicensed homes providing long-term personal care and individual training to persons with intellectual and developmental disabilities of all ages and functional levels.

In-Home Supports offers home and community habilitation with support and access to services for persons with developmental disabilities.

Respite is offered in home settings and on the grounds of DPV Campus.

Day Programs: Administrator: Wayne Zackey Email: wzackey@chs-adphila.org

Work Activity Center provides individuals the opportunity to do productive tasks as they explore their abilities in a supervised setting.

Adult Training Facility provides educational, daily living skills, social development, community awareness, physical exercise, and vocational/pre-vocational skills for individuals 18 years of age and older.

Community Employment Program offers job coaching, support and placement in volunteer or paid positions in the local community.

Community Outreach Program: Administrator: Paul Holmes Email: pholmes@chs-adphila.org
Provides recreational, social and spiritual enrichment for adults with developmental disabilities that live at home or in community settings.

Divine Providence Village ICF/ID Residential Campus:

686 Old Marple Road, Springfield, PA 19064

Telephone: 610-328-7730 Fax: 610-544-1710

Administrator: Rosemary Bellenghi Email: rbellenghi@chs-adphila.org

Mission

Divine Providence Village is committed to providing individuals with the opportunity to reach their fullest potential in spiritual, emotional, psycho-social and physical well-being. We strive to support each person to live their lives with dignity and respect in a caring environment.

Easter Seals of Southeastern Pennsylvania

3975 Conshohocken Avenue, Philadelphia, PA 19131

Telephone: 215-879-1000 Fax: 215-879-8424

Contact Persons:

John Podgajny, Division Director Email: jpodgajny@easterseals-sepa.org

Martha Smith, Program Director Email: msmith@easterseals-sepa.org

Executive Director: Carl G. Webster 215-879-2008 Email: gwebster@easterseals-sepa.org

Website: www.easterseals-sepa.org

Description of Service Provider

Easter Seals provides services that enable children and adults with disabilities to live life with equality, dignity and independence. Our efforts also include advocacy on behalf of people with disabilities, in part, through education and awareness efforts in the community. In all of our work, Easter Seals is focused on what can be accomplished by an individual with a disability rather than on what can't be achieved. Individuals served in our programs experience a variety of disabling conditions. These include, but are not limited to; autism, cerebral palsy, Down syndrome, spina bifida, seizure disorders, speech and hearing dysfunction, orthopedic impairments, cognitive delays, fetal alcohol syndrome and

maternal drug addiction. Participation in programs and services that are provided by Easter Seals is never limited based on an individual's ethnic background, national origin, religion, gender, or sexual orientation. Certain programs may have limitations based on age or diagnosis only when that restriction is essential or required in relation to the focus of the service.

Easter Seals monitors and evaluates our services through a structured quality management effort that includes measures of program impact, efficiency and participant satisfaction. The resulting information is reviewed annually and incorporated into decision making regarding changes and improvements to services as well as expansion or discontinuation of programs. Easter Seals also maintains accreditation for all eligible programs by authorities such as the National Association for the Education of Young Children (NAEYC) and the American Camping Association (ACA). Funding for programs and services come from a variety of sources. The majority of our funds come from a combination of federal, state and sometimes local dollars administered through various governmental entities.

Contracted Services

Early Intervention (0-3 years & 3-5 years), Independent Evaluation Services

Special Education – Approved Private School, Summer Services

Supporting Programs – Assistive Technology, Bright Beginnings, Easter Seals Solutions, Sibshops

Community Services: In addition to programs listed above, Easter Seals provides a variety of services to the community including college internships & field work and speech/hearing screenings. Services are provided in various locations depending on identified need and available resources.

Mission or Philosophy

The mission of Easter Seals of Southeastern Pennsylvania is to provide exceptional services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their communities.

Ellison Nursing Group, LLC

500 Office Center Drive, Suite 400, Fort Washington, PA 19034

Telephone: 267-513-1995 Fax: 267-513-1729

Contact Person: LaSha Miller, 267-640-5818 Email: LaSha.Miller@ellisonnursinggroup.com

Website: ellisonnursinggroup.com

Executive Director: Lauren Ellison Email: Lauren.Ellison@EllisonNursingGroup.com

Description of Service Provider

The Ellison Nursing Group provides professional nursing (RN & LPN) services to the community as well as certified nursing assistants, nursing aides, companions, respite services (in-home and out-of-home) and housekeeping/chore duties. The Ellison Nursing Group is best known for professionalism, accountability and compassion. Scheduling is guaranteed and staff is case dedicated.

Mission or Philosophy

Ellison's mission is to provide continuing support encouraging consumers in making independent decisions and promoting independent experiences within the consumer's immediate community. Care~Comfort~Compassion.

Elwyn - Supports for Living Services

111 Elwyn Road, Media, PA 19063
Telephone: 610-891-2000 Fax: 610-891-2100
Contact Person: Johanna Schaaf, M.S., Deputy Director
Contact Telephone: 610-891-7012 Email: jschaaf@elwyn.org
Website: www.elwyn.org

Admissions to CRS, Lifesharing: Heidi Becker-Share
Telephone: 610-891-2670 Fax: 610-891-7667
In Home Supports: Ryan Reiter
Telephone: 610-891-7097 Fax: 610-891-7667
Behavior Supports: Maureen Masarik-Cantor, M.S., M.S., Doctoral Candidate
Telephone: 610-891-7348
Executive Director: Rose Marie Greco, M.A.
Telephone: 610-891-2409 Email: rosemarie_greco@elwyn.org

Description of Service Provider

Elwyn offers a wide range of residential services and supports in daily living for individuals with Intellectual and/or Developmental Disabilities in Chester, Delaware and Philadelphia Counties in Pennsylvania. Services include campus residential, community residential, ancillary and outpatient therapeutic services, genetic services and adult day programs. Service options include community homes and apartments, campus-based homes, and Family Supports programs such as In Home Supports and Life Sharing. Specialized programs cater to consumer needs, such as behaviorally needy young adults, medically fragile individuals and individuals with Prader-Willi syndrome. Ancillary services provide audiology and hearing aid dispensing services, medical services, nursing services, nutrition services, occupational therapy services, physical therapy services, speech-language therapy services and therapeutic recreation services.

Children's Residential Treatment Facility - A Residential Treatment Facility for children between the ages of 10-21 provides Autism-specialized services on campus. The RTF provides intensive behavioral assessment and treatment services for children and adolescents with a primary diagnosis on the autism spectrum and unresolved chronic behavioral issues. The treatment team uses a data drive approach, based on an evidence-based applied behavior assessment model (ABA).

Behavior Supports - Elwyn provides a Behavior Support service under the Waiver (W7095) for individuals with an intellectual disability. This service includes a functional behavioral assessment, the development of strategies to support the individual based upon assessment, and the provision of training to individuals, staff, relatives and caregivers. This is a 1 individual to 1 Behavior Support direct professional service. The individual's family members, staff, or others involved in the individual's life may be included in Behavior Support activities.

Mission or Philosophy

Elwyn's mission is to Maximize potential through personal commitment, collective talents and innovation, Elwyn supports individuals with diverse challenges in shaping distinctive, meaningful lives. Elwyn's vision is Through partnerships with families, communities and government, Elwyn will be the provider of choice for people with diverse challenges.

Elwyn - Work Services Division

4040 Market Street, Philadelphia, PA 19104

Website: Elwyn.org

Telephone Number 215-895-5500 Fax: 215-895-5615

Contact Person Rose Downey 610-842-1960 Email rose_downey@elwyn.org

Executive Director: Kendra L. Johnson 302-657-5612 / 610-497-8972

Email: Kendra_johnson@elwyn.org

Emergency Contact Information: Rose Downey 610-304-4045

Description of Service Provider

Career Supports/Supported Employment are provided primarily in the community related to finding and keeping employment. Services include community assessment and training both on the job and at our Phila. site. We offer job placement and job support services in a wide variety of fields and locations. We are also an employment network and offer Ticket –to-Work services by assisting individuals in managing their Social Security benefits when beginning or returning to work. Services include vocational evaluation, skills training, job placement, and post-placement training and supports. Transitional employment opportunities or group placements such as mobile crews are also included.

Employment and Adult Day Services Division

Contact: Heidi Eifert 610 364-3558 Cell: 610 999-3879 Email: heidie@elwyn.org

Contact: Teri Medley 215 895-5532 Email: Teri_Medley@elwyn.org

Pre Vocational Service: A work activity center assists adults to achieve their highest level of vocational functioning. By performing a variety of job tasks of interest to the person, they develop appropriate work habits, attitudes and skills. Tasks include but are not limited to: assembly, packaging and simple machine operations. Participants are treated with respect and dignity in an atmosphere that promotes learning and builds self- worth.

Baring St. Center - Adult Day Services 4060 Baring Street, Phila, PA 19104

Contact - Admissions: Bindu Jallabah, Prog. Mgr. Email: Bindu_Jallabah@elwyn.org

Telephone: 215-222-5104 Fax 215-222-4878

Director: Cathy Shappell, 610-891-2307 Email: Catherine_Shappell@elwyn.org

Adult Day Programs provide support in a safe and caring environment. We encourage development of communication, gross and fine motor skills, daily independence, leisure skills, social and emotional functioning. Qualified staff provides gentle hands-on assistance with self-care/personal hygiene. Creative and educational experiences support individuals to responsibly exercise choice, preference and to lead a meaningful life. Adult Day Programs for Older Adults provide healthcare support and social opportunities to enable them to lead dignified, meaningful lives. Nurse professionals supervise personal care; staff encourages participation in social and recreational activities for overall wellness. We provide peace of mind for family members/caregivers who need assurances their loved ones are cared for in a safe, respectful, and comforting environment.

Mission or Philosophy - Maximizing potential through personal commitment, collective talents and innovation, Elwyn supports individuals with diverse challenges in shaping distinctive, meaningful lives. Through partnerships with families, communities and government, Elwyn will be the provider of choice for people with diverse challenges.

Family Support Circle, Inc.

2059A East Cheltenham Ave, Philadelphia, PA 19138

Telephone: 267-336-5857 Fax: 267-385-6119

Email: INFOPA@FAMILYSUPPORTCIRCLE.ORG

Contact Person: Elna Poulard – Primary Contact

Contact Telephone: 404-917-9765 Work Cell 267-336-5857 Office

Email: EJEANTINE@FAMILYSUPPORTCIRCLE.ORG

Contact Person: Kishna Jeantine - Secondary Contact

Contact Telephone: 267-336-5857 Work 267-237-5898 Cell

Email: KJEANTINE@FAMILYSUPPORTCIRCLE.ORG

Website: WWW.FAMILYSUPPORTCIRCLE.ORG

Emergency Contact Information: Elna Poulard 404-917-9765 Work Cell

Executive Director - Debora Brown, 267-336-5857 Work 267-815-2765

Email: DBROWN@FAMILYSUPPORTCIRCLE.ORG

Description of Service Provider

- In 2001, Family Support Circle (FSC) was launched by two founders, Elna Jeantine and Enex Belzince.
- The organization has been operated by caring individuals who recognized the need for youth development and quality in-home support services for individuals with or without developmental disabilities and autism.
- The program served as a comprehensive homecare supports and services. The following are services provided by Family Support Circle, Inc, through the Home and Community Based Services: Companion care, sitter, personal care and community access programs.

Mission

- Family Support Circle (FSC) works to provide the type of support services that move towards an ever-improving quality of life centered in a healthy and diverse community.

Objective

- To provide a personalized, quality service in a variety of community settings
- To provide youth development and educational activities
- To support youth and families committed to maintaining their loved ones in the natural environment of their family home & within the familiar surroundings of their community
- To be a resource to families in need of temporary relief from the provision of care to their loved ones in order to preserve family stability

Flat Iron Supports, LLC

2200 Michener St. Philadelphia, PA. 19115

Telephone: 215.464.6465 Fax: 215.613.7433

Contact Person: Sean Charlton, Executive Director

Office: 215.464.6465 Email: Sean19125@yahoo.com

Secondary Contact Person: Ashley Hunter

Office: 215.464.6465 Email: AHunter.FlatIron@yahoo.com

Emergency Contact Information - Email one of the contact persons above in case of an emergency.

Description of Service Provider

Flat Iron Supports provides unlicensed home and community habilitation, as well as fitness program, for adults with intellectual disabilities. Our highly experienced staff takes groups of individuals with intellectual disabilities out into the community where they learn socialization through group activities. We also work on personal independent goals such as time and money management by utilizing the community as a tool.

Mission or Philosophy

At Flat Iron Supports we follow ODP's mission to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives. Our objective is to help adults with intellectual disabilities integrate into the community as an individual. By providing a safe, caring & beneficial environment we strive to help each client gain the knowledge on positive attitudes, behaviors and skills crucial to their independence. Although we are in a group setting, we still focus on each client's individual goals to help them integrate into society with success and confidence.

Halia Home and Community Care

Collingdale Office - 320 Macdade Blvd, Suite-105, Collingdale, Pa 19142

Office Phone: 484-494-1355 / 610-931-2453 Fax: 484-494-1370

Administrator/Contact Person: Jerry Yogboh Telephone: 267-343-2412

Email: info@haliahomecare.net

Website: www.haliahomecare.net

Executive Director: Hawa Dowana , 610-931-2453 Email: hdowana@haliahomecare.net

Description of Service Provider

Halia Home and Community Services was founded in 2006 based on the growing need for servicing individuals who prefer to be cared for in the comfort of their own homes and communities. We are dedicated to providing the highest quality of care with compassion and excellence. At Halia you can select the level of care needed to meet the needs of your love ones. Our care services are residential placement, home and community habilitation, behavior support, and companionship care. Our services are geared towards helping individuals unlock their potential, improve their quality of life, and fully participate in society.

Mission or Philosophy

Our Mission is dedicated to provide care and support to individuals and their families to build a lasting relationship within the community, ensure their health, safety, and maintain the life style they desire. We will ensure that our individuals be provided the highest quality of support, and services enabling the freedom for community integration, independence, and collaboration with our stakeholders.

Handi-Crafters, Inc.

P.O. Box 72646, 215 Barley Sheaf Road, Thorndale, PA 19372

Telephone: 610-384-6990 Fax: 610-380-8820

Contact Person: Amy Rice, Executive Director

Contact Telephone: 610-384-6990 x205 Email: amy.rice@handi-crafters.org

Website: www.handi-crafters.org

Description of Service Provider

Handi-Crafters runs one of the largest employment and support service programs in southeast Pennsylvania. Each year we help over 400 individuals to access rewarding opportunities that promote their independence at different life stages. Through meaningful work, independent living and retirement opportunities we empower individuals to realize their true potential and experience personal fulfillment.

Mission or Philosophy

Handi-Crafters provides employment opportunities and other supportive services for individuals with disabilities or other barriers, enabling them to become productive workers and develop self-esteem.

Hearts of Love Home Care, Inc. (HOLHC)

1036 Pine Street, Darby, PA 19023

Telephone: 484-540-7326 Fax: 484 540 7328

Contact Person: David Adenaike, Executive Director

Contact Telephone 484 540 7326/302 256 4169 Email HOLHC@YAHOO.COM

Website: HEARTSOFLOVEHOMECARE.ORG

Emergency Contact Information: David Adenaike – 484-540-7326 / 302-256-4169

Description of Service Provider

Hearts of love is a home and community provider organization. We provide a variety of supportive services to individuals with developmental disabilities. Qualified services provided include :

Home and Community Habilitation

Respite Care

Chore Services

Personal Assistance Services

Night Supervision

RN/LPN Services

Mission or Philosophy

Our mission is to: Provide exceptional community based services using holistic, participant/family centered and personalized approach. We promote spiritual, physical, and psychosocial wellness. To support individuals with intellectual disabilities to achieve greater independence and enhance their quality of life. We continue to refining a system of quality services and supports delivered in a respectful, inclusive environment to foster competent, evidence based practice, and to extend our reach to all Pennsylvanians with the intellectual disabilities.

HELPSource Home Care Services

261 Old York Road, Suite 824, Jenkintown, PA 19046

Telephone: 215-886-2102 Fax: 215-886-8029

Contact Persons:

Kathleen McCafferty, ext. 104 Email: kmccafferty@helpsourceonline.com

Mary Hyduk, ext. 113 Email: mhyduk@helpsourceonline.com

Executive Director: Louis Katz, ext. 102 Email: Lkatz@helpsourceonline.com

Website: www.helpsourceonline.com

Description of Service Provider

HELPSource™ is comprised of a Pennsylvania Medicare licensed, CHAP accredited Home Health Agency, headquartered in Jenkintown PA, serving Philadelphia, Bucks and Montgomery counties, HELPSource™ Home Care Services, a Private duty, Personal Care and Home Support provider and RSI™ a therapy staffing Group. Our services can be customized to the days and times you require. Assisted Living In YOUR home, YOUR way!

Skilled Care Home Health Agency:
(American Home Health Services)

Private Duty / Personal Care Agency:
(LKI Group LLC d.b.a. HELPSource™)

Physical, Occupational & Speech Therapy Staffing:
(Rehab Solutions Inc. a.k.a. RSI)

Mission or Philosophy

HELPSource™ Home Health Services is dedicated to helping residents of our community recover from an illness or injury, maintain their health status and remain safely in their homes. We do this by providing high quality home health services, competent and compassionate health care professionals and staff using state of the art technology.

Horizon House, Inc.

120 S. 30th St., Phila. PA 19104

Telephone: 215-386-3838 Fax: 215-382-9361

Contact Person: Linda Washington-Brown, Vice President of Developmental Services

Telephone: 215-386-3838 Ext. 441 Email: Linda.Washington-Brown@hhinc.org

Executive Director: Jeffrey Wilush, President/CEO, ext. 352 Email: jeff.wilush@hhinc.org

Website: <http://www.hhinc.org/>

Description of Service Provider

Founded in 1952, Horizon House is one of the largest providers of behavioral health, homeless and intellectual disability services in southeastern PA and Delaware. The Horizon House Developmental Services (HHDS) is strongly committed to the principles of person-centered planning and individual choice. Our goal is that each individual achieves their potential and experiences full satisfaction in all aspects of her/his life. HHDS provides the following services:

Community Home Services: One to four adults reside together in a community home and receive over 30 hours a week of staff support, who work on a shift basis and provide the level of support and supervision tailored to the specific needs and choices of the participants.

Supported Living: This is an option for individuals with intellectual disabilities who are capable of living safely and well with 29 hours or less of direct support from staff per week; support is flexible to adjust to each individual's changing needs, wants and aspirations.

Lifesharing: Also known as Family Living, Lifesharing offers participants the opportunity to live with an unrelated family or individual who will support his or her desires and needs for an everyday life.

Community Residential Rehabilitation Services: Comprehensive assessment and residential-based treatment of people with MHID & history of non-violent sex offenses and/or sexual boundary violations.

In-Home Supports: Services focus on person-centered planning and the enhancement of quality of life, enabling individuals that live in their own homes to continue to do so by providing additional supports.

Behavioral Supports: Trained staff establishes a professional relationship with an individual and team to alleviate emotional disturbances, reverse or change maladaptive patterns of behavior, and promote positive personality growth; specializing in treatment for persons with intellectual disability and co-occurring mental illness, including adults of Autism Spectrum.

Therapy (Individual and/or Group): Outpatient and in-home, evidenced based assessment and treatment addressing Biopsychosocial/behavioral health concerns.

Training and Education: Comprehensive training on issues relative to behavioral health, intellectual disabilities and related medical and medication topics.

Mission: - "Horizon House, in partnership with individuals and their families, advocates and provides comprehensive, community-based rehabilitation services to create opportunities for those served to manage their lives through environments emphasizing individual strength and choice." **Vision**: - "Horizon House will be a leading advocate and provider of comprehensive person-centered services to individuals with disabilities and their families."

Infinite Care, Inc.

6423 Rising Sun Ave., Philadelphia PA 19111

Telephone: 215-742-3247 Fax: 215-742-6199

Contact Person: Julio Miranda / Gary Charnis

Email: jmiranda@infinitecare.org and gcharnis@infinitecare.org

Website: www.infinitecare.org

Executive Director: Luis Londono, 215-742-3247 Email: londono99@msn.com

Description of Service Provider

Infinite Care is a full service, Medicare certified Home Health Care agency, providing skilled nursing, therapy, and all Home Health Aide services.

Mission or Philosophy

Infinite Care, Inc. is a fully licensed and accredited Home Health Care agency. We are experienced in providing quality homecare services in Philadelphia and the surrounding counties. As a leader and trusted name in home care, we provide quality services 24-hours a day, seven days a week to hundreds of patients who need Nurses, Therapists, Home Health Aides, and Personal Care Attendants. Our agency was founded by a pediatric Nurse in 1998 with the goal and vision of creating a Home Care agency that would treat patients with respect, compassion and dignity. Our biggest compliment of all comes from a “word of mouth” referral. This reassures us that we are doing right by our clients and has been the way we have built and continue to build our business!

All of our healthcare professionals are fully licensed and they have been screened and tested to ensure the highest level of service to our patients/consumers. We take great pride in understanding and meeting the needs of each and every patient. We still care for patients we have had from 15 years ago. We strive to provide qualified and compassionate individuals with the special needs of the client in mind. Our employees are trained and selected to meet the various language, religious and cultural needs of our patients. Infinite Care does not discriminate in its policies or the provision of services because of race, creed, color, national origin, ancestry, and handicap, source of payment, religion, sex, marital status, sexual orientation or age. We also provide our health care staff with in-service classes and workshops covering a wide range of health related topics, which are presented throughout the year as part of each employee's state mandated ongoing training.

Institute on Disabilities at Temple University (IOD)

1755 North 13th Street, Student Center South, Suite 411, Philadelphia, PA 19122

Telephone: 215.204.1356 Fax: 215.204.6336

Contact Person: Kathy Miller, Director of Supports and Services

Telephone: 215.204.9395 Email: Millerk@temple.edu

Contact Person: Titania Boddie, Academy for Adult Learning Coordinator

Telephone: 215.204.3916 Email: boddie01@temple.edu

Executive Director Celia S. Feinstein

Telephone: 215.204.6561 Email shoes100@temple.edu

Website <http://disabilities.temple.edu>

Description of Service Provider

The Institute on Disabilities at Temple University is one of the sixty-seven University Centers for Excellence in Developmental Disabilities Education, Research and Service funded by the Administration on Intellectual and Developmental Disabilities, US Dept. of Health and Human Services. The Institute is a national leader in Disability Studies, leadership development, assistive technology, justice for people with disabilities, augmentative communication, emergency preparedness and postsecondary experiences for individuals with intellectual disabilities.

We are a qualified provider in the delivery of postsecondary education to individuals with intellectual disabilities through the Academy for Adult Learning. The Academy for Adult Learning is a four-semester, two-year certificate program providing individuals with intellectual disabilities an authentic college experience while developing career skills. Academy students enroll in two academic courses

based on their interests and goals at Temple University's main campus each semester. Additionally, students are enrolled in a weekly seminar exploring college life and career options. All Academy students are required to complete a semester long weekly internship on Temple University's main campus. Every Academy student is matched with a matriculated Temple student in good standing who is recruited, hired, trained and supervised as a mentor by the Institute on Disabilities. All students participate in a wide variety of activities, events, and organizations within Temple University.

Mission or Philosophy

The vision of the Institute on Disabilities is that there will be a society where all people are valued and respected, and where all people have the knowledge, opportunity and power to improve their lives and the lives of others. Our mission is that the Institute on Disabilities leads by example, creating connections and promoting networks within and among communities so that people with disabilities are recognized as integral to the fabric of community life.

INTERACT (Intercommunity Action, Inc.)

4120 Tower St., Philadelphia, PA 19127

Telephone: 215-487-3150 Fax: 215-487-0280

For more information, please visit www.intercommunityaction.org or call:

Community Homes Services (CLA/SLA/LifeSharing) – 215-487-1982

Day Services Activity Center/Employment – 215-487-3380

Intellectual and Developmental Disabilities Administrative Offices – 215-487-3150

President/CEO – David Bolin

VP for Intellectual and Developmental Disabilities Services – Renee Ash

Interact is a not-for-profit human service agency whose mission is to provide exemplary services in the area of Intellectual and Developmental Disabilities, Behavioral Health, and Aging in assisting people to achieve their maximum potential and quality of life. We do so by offering a comprehensive array of programs geared to individual strengths, abilities, and interests. Specifically, Interact's Intellectual and Developmental Disabilities Services Division primarily supports people with cognitive challenges. However, many of the individuals we support also have sensory-motor, emotional, and /or communication difficulties which has afforded Interact the opportunity to broaden its scope, skills, and expertise in successfully supporting a variety of special needs.

Interact's Intellectual and Developmental Disabilities Services Division includes residential services that foster independence in daily living skills for adults and children ranging from 24 hour awake supervision to less intense supports based on individual needs. These residential supports occur in attractive homes in local neighborhoods in a family-like atmosphere and include Community and Supported Living Arrangements and LifeSharing. In addition, Interact offers a Community Integrated Employment program for people with physical and/or cognitive disabilities to work one-on-one with a job coach in obtaining and maintaining supported and competitive community employment. Interact can also provide individualized travel training as needed.

Interact also provides a weekday Activity Center designed to teach individuals with varying disabilities some basic pre-vocational skills as well as self-care, communication, and socialization necessary for community living. We offer facility-based as well as community-based activities to choose from including arts-n-crafts, music and aerobic classes among other things. In addition, participants at the Activity Center have had the opportunity to sell/profit from some of the artistic pieces they produce. Interact empowers individuals to be active and productive members of their communities by providing opportunities to increase the frequency and quality of community connections including exposure to volunteer, cultural, recreational, academic, and vocational activities. Additionally, Interact encourages self-determination and partnering with the community by fostering and nurturing relationships with families, friends, and community members, and developing natural supports.

JEVS Human Services

9350 Ashton Rd., Suite 201, Philadelphia, PA 19114

Website: www.jevs.org

Telephone: 267-350-8600 Fax: 215-255-4777

Residential Contact: Alycia Keepers 267-350-8625 Email: alycia.keepers@jevs.org

Day Program Contact: Denise Spencer 215-844-7700 Email: Denise.spencer@jevs.org

Employment Contact: DeAndre Buie 267-350-8675 Email: deandre.buie@jevs.org

Executive Director: Clara Thompson 267-350-8655 Email: clara.thompson@jevs.org

Description of Service Provider

JEVS Human Services has provided services to the Philadelphia community for over 70 years. Today JEVS provides residential, employment and day services to individuals with intellectual, physical and mental health disabilities as well as those with chronic illness. In addition, CLHS provides mental health services for adults with a dual diagnosis of an intellectual disability and a mental illness.

Day Services: Community Collaborative – services for individuals with intellectual disabilities including seniors. Services are individualized; transportation provided to community activities.

Residential Services: A variety of services to enhance the quality of life for individuals with intellectual disabilities. **Community Homes** – caring support is provided 24/7 by a professional team in intimate family style homes with full community integration. **Supports for Independent Living** – no more than 30 hours a week, in a family style home and full community integration. **Life Sharing through Family Living** – participants are carefully matched with provider families to live in a home and be supported by a loving family. We help families provide natural supports and community integration, tailored to the individuals' needs and desires. **In-Home Supports** – caregivers come to the individuals' home, enabling them to remain with their family. Individuals and families participate in creating a customized support plan and identify the caregiver who will provide the services. **Phila. Independence Network** - young adults with disabilities live in their own apartments with supports from JEVS.

Employment Services: A variety of customized services: **hireAbility** – supports individuals with intellectual, physical and/or mental health disabilities, including vocational assessments, career exploration, job readiness/training/placement and on-the-job coaching. Working with an ever-expanding network of employers throughout Phila. and surrounding counties in PA and NJ, JEVS carefully matches individuals to jobs that meet their interests and capabilities. JEVS tailors services to meet individual and family needs and provides on-going support to achieve high job placement and retention. **Culinary Connections** – combines classroom teaching, hands-on training, certification, and internships, all leading to jobs with restaurants or other food service providers. The program is for young adults, age 18 to 24, with a disability or aging out of foster care. **Kitchen Table** – Achieving Independence Center clients aging out of foster care transition to independent living. Training in nutrition, budgeting, meal prep and basic kitchen skills, stresses importance of bringing a family together around the kitchen table.

Mission or Philosophy- Individuals strengthen communities by realizing their highest quality of life through the achievement of personal and vocational potential. JEVS enhances the employability, independence, and quality of life of individuals. Through our core principles and entrepreneurial spirit, we create innovative and sustainable solutions to address community needs. Widely known for its quality services tailored to individual needs, JEVS offers a culture of caring and committed professionals. You always find a familiar and trusted face; many staff have been part of the JEVS family for years.

Judith Creed Homes for Adult Independence (JCHAI)

Federation Hall, 274 South Bryn Mawr Avenue, Bryn Mawr, PA 19010

Telephone: 610-922-2480 Fax: 610-520-4705

Contact Persons: Carmen LeVere, clevere@jchai.org Candy Wiater, candywiater@jchai.org

Janice Cooper, janicecooper@jchai.org Stacy Levitan, stacylevitan@jchai.org

Website www.jchai.org

Description of Service Provider

JCHAI provides residential and home and community habilitation services through its four programs: JCHAI At Home, JCHAI Supportive Living Apartments, JCHAI Group Homes and JCHAI Transitions. JCHAI At Home is a fee for service program which takes Autism and PFDS waiver funding and private pay fees to provide social workers who help clients with daily living skills and socialization through activities in the community and their own homes. JCHAI Supportive Living Apartments is a program that takes either Autism Waiver, Consolidated Waiver, PFDS Waiver or private pay and has staff during the day that supports people in their own apartments in the Presidential City Apartments in Philadelphia. JCHAI also has 3 group homes in the Philadelphia metropolitan area, which take Consolidated Waiver or private pay funding. Finally, JCHAI has the Transitions program that helps young adults with disabilities to transition from their parents' home into their own living situations. All of JCHAI's programs offer vocational support in addition to residential support.

Mission or Philosophy

JCHAI provides a supportive community for adults with intellectual disabilities, brain injury and autism that fosters independence, growth, a feeling of accomplishment and pride, and a sense of safety, belonging and trust. JCHAI accomplishes our mission by providing group homes and apartments as well as supervision of people who live in their own homes; encouraging the highest level of independence and productivity through life skills, vocational, transportation, and social skill training, and numerous other programs that improve each member's quality of life; and adapting to the changing needs of our members through different stages of their lives. JCHAI was founded in 1987 by committed parents of adults with disabilities who knew that their children needed a warm, caring environment for them to live and learn to live as independently as possible. Twenty-five years later, JCHAI has grown into a multi-faceted organization that has expanded from more traditional residential programs to programs in the community that support members' ability to live as independently as possible.

KenCrest Services

502 West Germantown Pike, Suite 200, Plymouth Meeting, PA 19462

Telephone: 610-825-9360 Fax: 610-825-2414

Website: www.kencrest.org

Contact Persons:

Jill Laverty, ext. 2401 / cell 610-825-9360 Email: jlaverty@kencrest.org

Joan Hanley, Director, Education and Training, ext. 1141 Email: jhanley@kencrest.org

Roseann Adamo, Director, Early Intervention Services, ext. 2326, Email: radamo@kencrest.org

Jim McFalls, Executive Director, Ext. 1002, Email: jmcfalls@kencrest.org

Description of Service Provider

KenCrest has led the way for people with disabilities for over a century. Every year, the organization helps over 7,600 people—across ages and needs – live their best lives. KenCrest programs support children, youth and adults with developmental disabilities at over 400 site locations in the five-county Philadelphia region and the states of Delaware and Connecticut.

KenCrest provides community-based Early Intervention Services to children ages birth to three. Speech Therapy, Occupational Therapy, Physical Therapy, Special Instruction, Nutrition, Social Work, and Psychology Services are provided for children in their home and community.

Mission or Philosophy - KenCrest assures that people with intellectual disabilities and autism have the opportunity to live well in their community, earn the respect of others, and control their own lives.

Kensington Community Corp. for Individual Dignity (KenCCID)

9150 Marshall Street, Suite 9, Phila. PA 19114

Website: www.kenccid.net

Telephone: 215-288-9797 Fax: 215-288-9883

Contact Person: Maku Warrakah-Ali, MBA, Exec. Director Email: mwarrakah-ali@kenccid.net

Email: office@kenccid.net

Description of Service Provider

Kensington Community Corporation for Individual Dignity (KenCCID) provides services to a wide range of adult males and females with Intellectual and Developmental Disabilities.

KenCCID assesses the best accommodation for each individual to assure suitable supports.

KenCCID accomplishes this by taking into account the various limitations of each individual's ability and helping that individual achieve the utmost quality of living of life and arrangement.

While some individuals may reside in one person residential settings, others are best suited in semi-independent settings or in family-based supports. For those who are retired and for those who choose not to attend formalized day supports, KenCCID provides various individual specific social/recreational day activities. KenCCID works to develop community employment opportunities for all individuals based on their interest and profiles. These targeted activities and alternative social leisure integration have allowed individuals build valuable social capital.

Since 1974, KenCCID's strong family involvement and backing continues to grow and helps maintain a personal relationship with each individual. Over 39 years later, KenCCID's mission remains applicable and unchanged. KenCCID constantly improves services and creates new initiatives to assure people achieve their full potential while becoming a part of their community. KenCCID's approach in the delivery of the above services is unique in the following:

- Advisory Board: Fully managed and run by the individuals served
- Family environment and culture: Long serving board members and long employee tenure

Mission or Philosophy - KenCCID's mission is to support people served to achieve their full potential through access to quality services and supports. People will have choice in their personal lives, and a full range of services will be made available which will promote independence and enhance their daily lives. KenCCID continues to improve its services while developing new programs to assist individuals achieve their full potential and become active members of their community.

Kindred Hearts, LLP

219 McClellan Street, A219, Philadelphia, PA 19148

Telephone: 267-226-8960 Fax: 267-247-3035

Chief Operating Officer: Mikall Powell, MSW Email: mpowell@kindredheartslp.com

Chief Executive Director: Misti Stangel, BA, BS Email: mstangel@kindredheartslp.com

Website: www.kindredheartslp.com

Description of Service Provider

At Kindred Hearts, we aim to promote greater individual independence in the community one person at a time. This will be achieved through person-centered supports aimed to acquire, maintain, and improve self-help, domestic, socialization, and adaptive skills necessary to reside successfully in home and community-based settings while preserving health and safety. Services include:

Companion Services

Level 2 (W1726)

Level 3 (W1727)

Home and Comm. Hab (Unlicensed)

Level 2 (W7059)

Level 3 (W7060)

Level 3 Enh (W7061)

Level 4 (W7068)

Level 4 Enh (W7069)

Public Transportation

Monthly Trailpass Monthly Transpass

Respite In-Home (15 min)

Level 2 (W7258)

Level 2 Enh (W7264)

Level 3 (W7265)

Level 3 Enh (W7266)

Respite In-Home (24hr)

Level 2 (W7250)

Level 2 Enh (W7251)

Level 3 (W7252)

Level 3 Enh (W7253)

Mission or Philosophy - Our mission is to provide quality individualized services that empower people to help themselves in order to enhance self-reliance, personal development, advocacy and social capital. We plan to achieve this by assisting individuals to retain, enrich and acquire necessary skill sets that enable them to live independently and thrive in the community.

Lifetime Skills Home Healthcare Services

2560 Bonaffon Street, Philadelphia, Pa 19142

Telephone: 215-365-2500 Fax: 215-365-2525

Contact Person: Digen Ballayan, Exec. Director, 267-975-6170 Email: Lifetimeskills@verizon.net

Emergency Contact Information - Digen Ballayan, 267-975-6170

Description of Service Provider

We provide Home Healthcare Services in the communities we serve.

Mission or Philosophy - The mission of Lifetime Skills Home Healthcare Services is to provide excellent services for our clients to live comfortable and independent lives in their natural environment and/ or community.

Liss-Sweeney, Sharon

266 Marple Road, Broomall, PA 19008

Telephone: 610-996-3934 Email: sswe324@aol.com

Description of Service Provider

Behavioral Support - Positive Behavioral Support (PBS) is an empirically validated, function-based approach to eliminate challenging behaviors and replace them with prosocial skills. Blending behavioral science, empirically validated procedures, durable systems change and an emphasis on socially important outcomes, PBS always involves data-based decision making using functional behavioral assessment and ongoing monitoring of intervention impact.

Mission or Philosophy

To offer the most up to date research and interventions to facilitate positive behavioral changes with an individual meeting all of the personal goals and needs that will create a more positive and rewarding life.

Michael Meyer Behavioral Health Services

P.O. Box 4625, Philadelphia, PA 19127

Telephone: 215-275-2760 Fax: 215-839-3979

Contact: Michael Meyer Email: BCMT2000@comcast.net

Description of Service Provider

Provide Behavioral Health Services (Individual Counseling, Assessments, Staff Training, Consultations, etc.) General Information:

Service the entire city and suburbs.

Work with Children, Families and Individuals of all ages.

Specialize in conflict resolution, psychiatric care issues, behavioral health and nutrition.

Service Type: Behavior Support W 7095

Mission or Philosophy - I see my role as a consultant/advisor that provides education, training and assistance so individuals and families can make informed decisions. All my services are person centered and Personal Support Plans focus on Proactive Support Strategies that include choice, responsibility, control, structure, privacy, etc. – to enable individuals and families to live as independent as possible.

Mother Care Inc.

P.O. Box 828, Glenside, PA 19038

Telephone: 215-528-2927 Fax: 267-297-8732

Executive Director: Sherry Green Email Address: grnshrry@yahoo.com

Emergency Contact Information: Same as above

Description of Service Provider

Mother Care Inc. is a not-for-profit organization that plays a major role in ensuring the improvement and development of those with intellectual disabilities. Mother Care provides quality services to help any

individual attain a better life. We offer services such as Respite, Behavior Support, Home and Community Habilitation, Companionship, and Supported Employment. Our organization comprises of a team of staff whom are sympathetic, advisory, and informed about the persons who are in need of care.

Mission or Philosophy

Mother Care believes in the fostering of a strong support system for the individuals we serve as well as for our families. A strong support system involves putting the needs of our clients first, ensuring that they receive quality service and provide support and guidance to families. We make it our mission to see that each individual has a plan organized to help them reach independency through our services offered. Mother Care is a family friendly organization—meaning, we make it accessible for families to be involved and understand the best ways to support the individuals they support. We also act as client advocates when needed. Just as a mother cares for her children, we care for the individuals we serve.

Neighbours, Inc.

P.O. Box 685, Fogelsville, PA 18051 (Local)

49 Woodbridge Avenue, Highland Park, NJ 08904 (Business Address)

Telephone: 610-529-8998 Fax: 215-754-4442

Contact Person: Mark Gane, 610-529-8998 Email: markgane@neighbours-inc.com

Executive Director: Patti Scott, 908-202-8353 Email: pattiscott@neighbours-inc.com

Website: www.neighbours-inc.com

Description of Service Provider - Agency With Choice Fiscal Management Service (AWC/FMS)

The Agency With Choice/Fiscal Management Service according to Bulletin 00-08-08 allows for the “individual or surrogate to enter into a joint-employment arrangement with the AWC/FMS and must work collaboratively with the AWC/FMS to ensure the receipt of quality, needed support services from qualified support service workers. The AWC/FMS provider is the employer of record responsible for certain employer functions, including:

- The completion and management of human resource paperwork.
- Qualified Support Service Worker orientation and training with the individual or surrogate.
- Preparation and disbursement of qualified Support Service Worker payroll in compliance with federal, state and local tax; labor; and workers’ compensation insurance requirements.
- Assuring that Waiver and non-Waiver provider requirements are met.

Our goal will be to provide those individuals or their surrogate who choose this service, the support and training they need to be the Managing Employer. This enables them the choice and control of their Support Service Workers and services.

Within Agency With Choice services, Neighbours, Inc. is Qualified to provide the following services:

- Home and Community Habilitation including Enhanced Level of care
- Companion Care
- Homemaker Chore
- Supported Employment
- Support Broker
- 15 Minute Respite (In-Home and Out-of-Home)
- 24 Hour Respite (In-Home and Out-of-Home)

Mission or Philosophy

- To support people with disabilities as citizens in pursuit of the dreams and goals of their choosing;
- To develop a network of organizations guided by our vision, and the principles of self determination;
- To share our stories, our knowledge, and our experience.

Networks for Training and Development, Inc.

The Commons at Valley Forge, 1220 Valley Forge Road, Unit #17

Box 206, Valley Forge, PA 19481

Telephone: 610-935-6624

Primary contact: Shauna Roman, Executive Director, shaunar@networksfortraining.org

Secondary contact: Jill Gromen, Dir., of Training and Consultation, jillg@networksfortraining.org

P.O. Box 435, Sunbury, PA 17801

Phone: 570-286-7694 Contact: Jessica Stover, jessicas@networksfortraining.org

Website: www.networksfortraining.org

Description of Service Provider

For twenty years, Networks for Training and Development, Inc. (Networks) has been designing and delivering relevant, practical, and innovative training, consultation, and service demonstration to help people with disabilities to have more fulfilling inclusive lives. Over the years, we have helped thousands of people take in new ideas and strategies and then stretch their wings, take a risk, and try them out in their organizations, homes, community places, governmental agencies, and in their own lives. This has occurred as part of system-wide training and technical assistance offered as part of our Training and Technical Assistance contract with Philadelphia IDS as well as through a variety of other consultation and fee for service activities with school districts, non-profit organizations, government agencies, families, and individuals with disabilities. We have, to a large degree, seen the vision of Networks come alive in the many people we have worked with directly and indirectly as friends and colleagues. We have learned that an organization dedicated to promoting inclusive communities can make a difference - in the lives of people with disabilities, their families and friends, and in the way in which organizations and communities think about, support, and embrace their members with and without disabilities.

Mission or Philosophy

Networks for Training and Development, Inc. is a non-profit organization dedicated to promoting inclusive communities through quality training, consultation, and practice.

NHS Human Services - Eastern Region

906 Bethlehem Pike, Erdenhiem, PA 19038

Website: www.nhsonline.org

Telephone: 215-836-3116 Fax: 215-836-2435

Contact Person: Terrence McNelis, Sr. Vice President Email: tmcnelis@nhsonline.org

Description of Service Provider

NHS Human Services, through its subsidiaries, is a community-based, nonprofit, human services provider with 40 years experience serving the special needs of children and adults. The NHS Family of Companies includes the following subsidiaries:

NHS-Allegheny Valley School, LLC (The Allegheny Valley School)
NHS Montgomery County
NHS Bucks County NHS MidAtlantic
NHS Delaware County NHS Woodhaven
NHS Chester County NHS Philadelphia - TAIG, Inc.

NHS offers a full range of integrated services in the areas of mental health, addictive diseases, autism, education, intellectual/developmental disabilities, juvenile justice, therapeutic family care and other specialized services. The NHS continuum of care allows individuals to access multiple services across disciplines, provides access to the most qualified professionals and assures the highest quality of care. This service system acknowledges that individuals often present with more than one problem and stresses a highly individualized approach to care. NHS programs utilize innovative approaches and best practice models to support the unique needs of each individual. NHS promotes the highest standards of integrity and quality in all aspects of care and service. References throughout the website are made to NHS as the parent company and any or all of their subsidiary entities.

Mission or Philosophy - NHS provides innovative solutions to support the unique needs of the individuals we serve by striving to create a caring and responsive environment that promotes the highest standards of integrity and quality.

Northeast Community Center for Behavioral Health

Roosevelt Blvd. & Adams Avenue, Phila. PA 19124
Telephone: 215-831-2800 Fax: 215-831-2835
Contact Person: Center Representative: 215-831-2863 Email: dc@neccbh.org
Website: www.neccbh.org.
Interim Executive Director: David Como 215-831-2828 Email: dc@neccbh.org

Description of Service Provider

The Northeast Community Center for Behavioral Health is committed to providing quality intellectual disability and mental health services to those living in the community. Located on the grounds of Friends Hospital, the Center offers a wide variety of programs and services. Intellectual Disability programs include home and community based Early Intervention and adult Residential Rehabilitation. Behavioral health programs include: mental health outpatient care for children, adolescents and adults, psychiatric rehabilitation for acute, chronic, older adults, and dually diagnosed MH/ID, outpatient drug and alcohol, day time crisis walk-in, community residential rehabilitation, and case management for seriously mentally ill adult consumers. In addition there is a Senior Center for the general population through contract with Philadelphia Corporation for Aging. Services include psychiatric assessments, individual, group, couples/family therapy, medication evaluation and management, transitional living, targeted case management, crisis intervention, psycho-social rehabilitation, community integration, peer support and family involvement, in home counseling, and residential skills training and support.

Mission or Philosophy - Our mission has been and continues to be to promote wellness and recovery through the provision of behavioral health, aging, addiction, and intellectual disability services, to strive for excellence in the delivery of high quality care within these programs for people living in our community, and to ensure their right to exercise choice and control in their everyday lives.

Oswald, Michael J., MA

Address: 8116 Brookside Road, Elkins Park, PA 19027

Telephone Number: 215-635-3532 Cell: 215-694-4242 Email: mikeoswald@comcast.net

Website: www.seriousstories.com

Description of Service Provider

Mr. Oswald provides a range of services including Child and Family Therapy, Behavior Support, Staff Training, supervision, and Parenting Groups. He is an author/illustrator of children stories which deal with the feelings children have in a variety of situations and how they can deal with them.

Mr. Oswald has his Bachelor's degree from the Phila. College of Art (1972) in Illustration and Art Education and his Master's Degree from Goddard College in Group Dynamics with Special Children (1975). He attended the Extern Program at the former Philadelphia Child Guidance center from 1994-95. Mr. Oswald has worked in a variety of Human Service environments including Federation Early Learning Centers, Woods Services, Mentor Clinical Care, the Center for Autistic Children, and J'CHAI. He currently works with a variety of Phila. and Montgomery County Mental Health and Intellectual Disability agencies providing Wrap Around services for children and behavior support for adults..

Mission or Philosophy

Mike Oswald is dedicated to providing a more positive experience for the people he serves. Utilizing positive practice techniques and working in collaboration with the other team members, he develops individualized strategies and programs that enable everyone to best meet the needs of the individual needing support. After an initial assessment, the team convenes to develop a program that enables everyone involved to provide consistent support. Though ongoing observations, monitoring, and direct interaction, the program will be modified as needs change. Re-evaluations will occur either every six months or annually as appropriate. Staff will be trained to implement the plan and be provided support on an ongoing basis. Families are supported in their efforts to provide the best possible life experience for their family member. Creating a positive, supportive, affirming environment is essential to his work.

Overbrook Friedlander Programs

1900 Wynnewood Road, Phila. PA 19151

Telephone: 215-877-0006 Fax: 215-877-5039

Contact Persons:

Michele Rhodes, Program Administrator 215-877-0017 Email: michele.rhodes@ofp86.org

Karen Overton, Social Service Coord. 215-877-0064 Email: karen.harmon-overton@ofp86.org

Executive Director: Jackie Brennan 215-877-0313, ext. 215 Email: jackie@obs.org

Description of Service Provider

Overbrook Friedlander Programs provides support to adults with intellectual disabilities and vision impairments. Our Intermediate Care Facility is located on the Overbrook School for the Blind campus supporting 22 men and women. Our six Community Living Arrangements are located in Overbrook, Overbrook Park and Wynnefield sections of the city supporting 15 men and women. Our Adult Training Facility is located on the school's campus also supporting 15 OFP individuals.

Listed below are our qualified services:

Additional Individual Staffing 1:1 - 15 min
Comm 2-Indiv Home (6400 Eligible)
Comm 2-Indiv Home (6400 Inelig)
Comm 3-Indiv Home (6400 Eligible)
Comm 3-Indiv Home (6400 Inelig)
Community Habilitation(2380 - Level 2) -15 Min
Community Habilitation(2380 - Level 3) -15 Min
Supplemental Habilitation 1:1 - 15 min

Mission or Philosophy

Overbrook Friedlander Programs in collaboration with team members, provides support to men and women with intellectual disabilities and blindness or deafblindness. Our mission is to make available supports necessary for the men and women to live as independently as they desire within the community. OFP believes that each person is exceptional with their own wishes, likes/dislikes, talents, aspirations and thoughts. Understanding that communication is an important dynamic in the lives of our individuals and the main focus every day, supports are delivered in a respectful style. OFP ensures the individuals lives are enhanced through safeguarding their health & safety, stability, individual's autonomy and provider accountability.

Pampering Plus Inc.

1522 Old York Rd., Abington, PA 19001

Telephone: 215-881-8902, 8912

Contact Person: Jocelyn Mayo RN, BSN, MBA Email: jmayo@pamperingplus.com

Website: www.pamperingplus.com

Description of Service Provider

Our staff provides personal care services including assistance with bathing, dressing, toileting, meal preparation, medication reminders, housekeeping, errands, and companionship. We also provide respite services (temporary relief for caregiver to enjoy activities while knowing their loved one is cared for.)

Mission or Philosophy

Pampering Plus Inc. is committed to providing experienced, caring, professional staff to our consumers. Our #1 goal is to maintain our consumers' independence while ensuring their safety and wellbeing in their home and community.

PATH, Inc.

8220 Castor Avenue, Philadelphia, PA 19152

Telephone: 215-728-4636 Fax: 215-728-4576

Contact Person: Bill Schoppe Email: bschoppe@pathcenter.org

Executive Director: Elizabeth Andl-Petkov, President & CEO

Website: www.pathcenter.org

Description of Service Provider

For over 40 years, PATH has provided a variety of services and supports to individuals with intellectual disabilities and their families. PATH's mission of "*Helping individuals achieve a more independent and fulfilling life*" is at the heart of each support and service offered. Understanding that your needs may change over time, PATH provides highly structured services, as well as services offering minimal supports. PATH offers flexibility in how services are delivered. Services are intended to maximize personal growth toward independence in an atmosphere emphasizing your dignity and self-worth. Using a team approach, PATH develops services and supports personalized for you. PATH works with you and your team, including family members, staff, supports coordinators, outside consultants/therapists, and others. It is through this harmonious partnership that you achieve your goals and realize your dreams.

General Information

Geographical Area of city served: Northeast Philadelphia and surrounding area

Population/Age Groups served: Adults with Intellectual Disabilities

Specialty/expertise: PATH supports approximately 100 individuals in small community homes throughout Northeast Phila. PATH currently has four full-time nurses supporting individuals, equipping the agency with the ability to work with individuals with significant medical issues.

Service Categories: Community Integrated Employment Services, Vocational Habilitation Program, Adult Day Program, Community Living Arrangements

PATH's Mission is to help you achieve a more independent and fulfilling life, by supporting you:

- In discovering and using your strengths to realize your personal vision.
- In meeting life's challenges and living life with competence and hope.
- In recognizing opportunities and making choices to optimize your own well being.
- In enjoying meaningful relationships.
- In empowering yourself to recognize your worth as a valued and active member of your community.

PDDC / The Arc of Philadelphia

Part of the SpArc Philadelphia family of organizations

2350 W. Westmoreland St., Philadelphia, PA 19140

Telephone: 215-229-4550 Fax: 215-225-1330

www.sparcphilly.org

Executive Director: Laura Princiotto, CEO Email: lprinciotto@sparcphilly.org

Description of Service Provider

SpArc Philadelphia is the parent company of a family of organizations that provides services to individuals with disabilities and helps them to achieve independence through choice, self-determination, inclusion and community connections. PDDC and The Arc of Phila. provide support and service in advocacy, education, employment, and cultural arts programming to help individuals live their lives with maximum satisfaction and the highest level of independence.

The organization has proudly served the community for more than 60 years and is continually searching for new opportunities to excel. The programs we offer include; Advocacy Support, Training and Employment, Cultural Arts, Home and Community Supports, Companion and Respite Care, and Supported Employment.

Mission or Philosophy

SpArc Philadelphia, The Arc of Philadelphia and PDDC are committed to ONE vision of ensuring that people are provided with supports and services of the highest quality.

Pegasus Riding Academy, Inc.

8297 Bustleton Avenue, Philadelphia, PA 19152

Telephone: 215-742-1500 Fax: 215-742-1515

Contact Person: Barbara Wertheimer, Executive Director Email: Pegasus5@comcast.net

Website: pegasusridingacademy.com

Description of Service Provider

Pegasus Riding Academy is a therapeutic horseback riding program for people with disabilities. We provide year round weekly lessons on a fee for service basis. We do not participate in the waiver program. However, for our six-week summer program, which offers lessons on Monday – Thursday mornings, we are a registered provider for the Madeline Moore summer camp grant program.

Mission or Philosophy

Pegasus utilizes the horse and its movement to enhance the quality of life for our clients. Our mission is to provide therapeutic exercise in various forms while concentrating on ability rather than disability.

Penn Asian Senior Services

6926 Old York Road, Philadelphia, PA 19126
Telephone: 215-572-1234 Fax: 215-572-1102
Contact Person: Lisa Feitell Email: lisafeitell@passi.us
Web: www.passi.us

Description of Service Provider

Penn Asian Senior Services (PASSi) is a community-based nonprofit organization providing home care, educational and social services to the Asian American community.

PASSi ensures that our clients maintain healthy and comfortable lives, with dignity and as independently as possible, in order to avoid premature admission to institutional settings. Licensed by the Pennsylvania Department of Health as a home care facility, PASSi is the first and now the largest home care provider in Pennsylvania to focus its work on the Asian population, specifically those with limited English proficiency.

Mission or Philosophy

To promote the well being of Asian American seniors and other adults who are disadvantaged by their language and cultural barriers.

Pennsylvania MENTOR

125 S. 9th St. 6th floor, Philadelphia PA 19107
Telephone: 215-925-3461 Fax: 215-625-3720
Contact Persons:
Melanie Rivera, IDD Program Dir., ext. 5030 Email: Melanie.Rivera@TheMentorNetwork.com
Zara O'Hora, Regional Director, 610-731-5076 Email: Zara.O'Hora@TheMentorNetwork.com
Website: www.TheMentorNetwork.com
Executive Director: Michael T. Wilder, MSHA CSOTS
Telephone: 610-333-5332 Email: Michael.Wilder@TheMentorNetwork.com

Description of Service Provider

Pennsylvania MENTOR has been providing Shared Living Services to individuals with disabilities across the state since 1989. Pennsylvania MENTOR's Philadelphia Office provides programming for Adults and Children with Developmental Disabilities in our Shared Living (Lifesharing) Program. Family Living Providers called Mentors are educated by our agency to provide 24-hour care to individuals with emotional and behavioral problems as well as developmental disabilities. Our services provide a natural and nurturing family home setting which promotes our individuals to truly integrate into the communities that have personal meaning for them.

Mission or Philosophy

The mission of The MENTOR Network is to offer adults, children, and their families innovative, quality services and supports that lead to growth and independence, regardless of the physical, intellectual or behavioral challenges they face. Our philosophy emphasizes partnerships—with those we serve, their families, our employees, Mentors, payors and the communities in which we work—in an effort to help individuals shape the direction of their own lives in community-based settings. Our Values:

We believe that individuals of all abilities deserve the opportunity to realize their full potential through services and supports provided in their own communities.

We believe that positive, nurturing relationships are the basis for growth and change. These relationships are best fostered through active participation in the daily activities of neighborhood and family life.

We believe in the power of personal choice. Individuals have both the right and the responsibility to participate in the process of selecting their own services and developing their own life goals.

We believe that partnerships yield the most effective and powerful outcomes for those we serve. Our partnerships—with individuals, their families, our employees, Mentors, payors and the organizations and communities in which we work—are based on mutual respect and a shared focus on innovation, quality and personal choice.

We believe that providing quality services and supports is our primary responsibility. We invest in our workforce and promote an organizational culture focused on accountability, service excellence and measured results.

We believe in providing creative, cost-effective solutions to the emerging needs of state and county governments. Responding to people in crises with expertise and efficiency is a priority and strength for The Network. We believe in innovation as a mindset. Developing new and better ways to serve people is an exciting and motivating expectation of every employee at every level of the organization.

We believe in the goals of permanency and stability for those we serve. We strive to help people find a place to call home where they may achieve their full potential. We believe in giving back to the communities in which we live and work. Strengthening the fabric of our neighborhoods through volunteerism and philanthropy contribute to our overall goal of building relationships, enhancing lives.

Preferred Home Health Care & Nursing Services

130 Presidential Boulevard, Suite 200, Bala Cynwyd, PA 19004

Telephone: 610-667-0600 Fax: 610-667-0677

Contact Person: Marianne Schill Email: mschill@preferredcares.com

Website: www.preferredcares.com

Description of Service Provider

Home Health Agency – able to provide skilled nursing (visits and shift work) and PAS services.

Mission or Philosophy

Providing quality home care services to many communities since 1987, Preferred Home Health Care has established itself as one of the best agencies in New Jersey and Pennsylvania. Based on long-standing relationships with all of the local hospitals and nursing homes in the region and an intimate understanding of home care complexities, we are deeply committed to helping clients and their families find the right level of care. Joel Markel, President of Preferred Home Health Care, has experienced the need for home health care personally. It was this experience that made him realize the importance of obtaining quality care at home. He set out to create an agency that would provide the highest degree of care and better service for those in need of home health care. He and the entire Preferred staff are truly dedicated to upholding and fulfilling this mission. We guarantee your experience with Preferred Home Health Care & Nursing Services will be a positive and nurturing one. Whatever needs you and your family have can be cared for by Preferred Home Health Care.

Prestige Home Care Agency

10890 Bustleton ave., Suit 211, Philadelphia PA, 19116
Telephone: 215.677.3299 Fax: 215.677.9811
Contact Persons: Gina Turbovsky, RN, Kat Astraika, RN
Email: info@prestigehca.com
Website: prestigehomecareagency.net

Emergency Contact Information - 215.677.3299 for emergency contact information and life representative available after working hours.

Executive Director: Kat Astraika Email katya@prestigehca.com

Description of Service Provider

Prestige Home Care Agency has become synonymous with quality. Prestige provides home and community habilitation services, companion services, respite, as well as RN, PT, OT, SW, under consolidated, Personal/Family Directed Support Waivers. Prestige offers multi lingual staff and provides immediate staffing upon acceptance of a new referral. Our staff undergoes special training of individual support plan, consumer's preferences, goals and likes. Each person is treated with dignity and respect.

20 years of experience, being awarded all possible home care accreditations and having earned the trust of all the hospitals in the Greater Philadelphia area are a testament to Prestige's ability to provide all-inclusive health care services to those in need with a quality of care that is above the rest. Not only is Prestige set up in such a way that dozens of medical services are all available to our consumers and patients under one roof; not only does Prestige provide these services in the comfort of or consumers' homes; but, because Prestige takes every insurance and has most of Pennsylvania's waiver programs. Prestige allows for a wide range of people, of all walks of life and financial conditions, to be eligible for the care they deserve. It is this provision of above-the-standard quality and care that Prestige can bring to consumers with any kind of health problems or/and physical and mental disabilities. Prestige continues to establish a strong relationship with all support coordination agencies in Philadelphia area.

Programs Employing People (PEP)

1200 S. Broad Street, Philadelphia, PA 19146 Website: www.pepservices.org
Telephone: 215-389-4006 Fax: 215-389-5228
Contact Person: Robert Scott - Director, Programs and Service Coordination
Telephone: 215-952-4288 Email: robert.scott@pepservices.org
Executive Director: Graham B. Gill Email: graham.gill@pepservices.org

Description of Service Provider

In 2014, Programs Employing People (PEP) will celebrate its 45th anniversary of service to individuals with intellectual disabilities and to their families. PEP is a private, nonprofit agency initially formed in 1969 by parents and advocates as a day camp for individuals with intellectual disabilities who lived in the nearby South Philadelphia community. Over time, vocational and adult day care services licensed by the state soon became a primary focus of our service delivery, along with employment, recreational, educational and seniors' programs. Today, we continue to strive to enhance self-sufficiency and self-

respect for those we serve through the varied services we've offered through the years to the thousands of children and adults from Philadelphia and the surrounding counties. Those services include:

- Community Habilitation with community-based instruction and day supports for adults with severe cognitive and/or physical disabilities.
- Pre-Vocational Services for adults 18 years of age or older to learn competitive employment skills in a work setting while earning income.
- Community Integrated Employment and ongoing support services.
- In-Home Supports, and Home and Community Habilitation (unlicensed)
- Older Adult Day Care
- Respite Day Camp
- Recreation and Leisure Activities
- Adult Basic Education and GED classes
- Arts for Socialization classes

Mission Statement

Programs Employing People is a nonprofit corporation organized to provide and promote social, vocational, educational, rehabilitative, recreational and employment opportunities for people with Intellectual Disabilities, and to advance the following as the objectives of the Corporation: To strengthen, develop and coordinate better understanding between people with Intellectual Disabilities, their families and the community; To provide prevocational, vocational and work opportunities for individuals with Intellectual Disabilities and to implement this teaching through realistic and active employment experiences; To provide social and recreational opportunities for individuals with Intellectual Disabilities; To provide integrated, community employment opportunities to those individuals desirous of such opportunity; To utilize all available resources for the educational, vocational and social training of individuals; To promote Everyday Lives principles in the daily business of supporting individuals with Intellectual Disabilities through PEP's Programs.

Self-Determination Philosophy: Based upon the work of the Center for Self-Determination, PEP strives to incorporate principles of Self-Determination in our daily mission to support individuals with disabilities. These include: Freedom to live a meaningful life in the community; Authority over dollars needed for support; Support to organize resources to be life enhancing and meaningful; Responsibility for the wise use of public dollars; Confirmation of the importance of leadership that self-advocates must hold in a newly designed system.

PSA Healthcare

8080 Old York Road, Elkins Park, PA 19027
Telephone: 215-887-4009 Fax: 215-887-4246
Contact Person: Marianne Carroll RN Email: mcarroll@psahealthcare.com
Website: PSAHealthcare.com

Description of Service Provider

PSA Healthcare provides qualified experienced and caring staff to deliver home based care for technology dependent and medically fragile children and adults. As part of our discharge planning process our nurse case managers assess a patient's ongoing needs and facilitate meeting those needs with physicians, pharmacies, equipment companies, therapists and other members of the healthcare team. Our services include:

- Providing pre-discharge hospital and home assessments in order to develop an individualized plan of care for each patient.
- Facilitating and coordinating care up to the date of hospital /facility discharge to assist in transitioning the patient home post- discharge.
- Fully licensed and accredited caregivers offering 24/7 availability, assistance and support to our patients, nurses and referral sources.

Mission or Philosophy - It is PSA Healthcare's mission to provide every family with quality, cost-effective Trusted Care. Our team would welcome the opportunity to discuss your needs and assist you in finding the most affordable solution for the care your family needs.

RecCare, Inc.

501 Washington Lane, Suite 204A, Jenkintown, PA 19046

Telephone: 215-886-0880 Fax: 215-886-2680

Contact Person: Dr. Lynda Mitchell, CTRS, CPRP, Executive Director

Email: lmreccare2@aol.com

Website: www.reccare.com

Description of Service Provider

Our vision at RecCare is that recreation, leisure, and play experiences are vital components to daily life and, to that extent, everyone deserves to live a full life. We recognize that recreation contributes to the richness of people's lives, functional independence and dignity. RecCare also embraces the idea that our direct service employees can be facilitators in the implementation of recreational participation through family members, caregivers, and others who are involved in the lives of individuals with challenges.

Mission or Philosophy

In collaboration with the individual's family and other supportive team members and keeping in mind the primary elements of safety and quality attention within the individual's support builds the foundation for the individual's care. Components of the implementation include community inclusion, choice of therapeutic activities, and endeavoring toward success within RecCare's approach and support. Staff encourages the individual in monitoring and carefully crafting interventions or activities that promote uniqueness and encourages individual accountability within those choices made. The effort facilitates the individual employing control thus freedom. The paradigm that highlights the individual's full involvement and contribution to the individual's life in the community environment as well as within the home. Contributing to the community sets the stage for the individual's success within building connections and relationships with others.

Resources for Human Development, Inc. (RHD)

4700 Wissahickon Avenue, Suite 126, Phila., PA 19144

Telephone: 215-951-0300 Fax: 215-849-7360

Contact Person: Valerie Brown, PAIDD Coordinator, ext. 3579 Email: Valerieb@rhd.org

Website: www.rhd.org

Executive Director: Dyann Roth, CEO, ext. 3112 Email: Dyann@rhd.org

Description of Service Provider

Resources for Human Development is composed of more than 160 programs in 14 states. RHD provides a continuum of services for people who are in need of variety services and supports.

The majority of RHD's programs continue to provide residential, nursing, behavior support, family living, vocational, and therapeutic services for people with intellectual and developmental disabilities and/ or mental illness.

Mission or Philosophy

The mission of RHD is to provide caring, effective, and innovative services that empower people of all abilities as they build better lives for themselves, their families and their communities.

RHD's multi-faceted programs serve people with a variety of challenges that include intellectual and developmental disabilities, mental illness, substance abuse and homelessness.

Royal Home Care and Community Services Inc.

7270 Woodland Avenue, Philadelphia PA 19142

Telephone: 215-921-9148 Office 484-410-9217 Cell 215-921-9214 Fax

Contact Persons:

Celia Nah, 484-410-9217 Email: celianah@myroyalhome.com

Patrick Bull, patrickbull@myroyalhome.com

Raymond Nah, Raymondnah@myroyalhome.com

Executive Director: Mohamed Konneh, 267-407-4256 Email: mohamedkonneh@myroyalhome.com

Emergency Contact Information: Celia Nah, Assistant Director 484-410-9217

Description of Service Provider

Royal Home Care is a community home health service provider that provides the following services:

- 6400 Adults Residential services
- Home and community Habilitation services
- Companion services
- Respite in home and out of home services
- Home Maker/Chore

Mission or Philosophy

The mission of Royal Home Care and Community Services is to affect positively, through compassion, the quality of life for individuals in our care and their families by providing the highest quality services.

Salvation Army Developmental Disabilities Program

701 N. Broad Street, Phila. PA 19123

Website: www.salvationarmypendel.org/DDP

Telephone: 215-787-2804 Fax: 215-787-5953

Contact Person: Leslie Calabrese, Program Director, Philadelphia County, 215-266-6944

Email: leslie_calabrese@use.salvationarmy.org

Exec. Dir: Maureen McGlinchey, 215-787-2810 Email: mmcglinchey@use.salvationarmy.org

Description of Service Provider

The Salvation Army Developmental Disabilities Program (DDP) provides residential, Supported Employment and day supports to individuals with Intellectual Disabilities and Autism since 1980. The program is based on a person-centered philosophy that considers the uniqueness and abilities of each person, regardless of the level of disability. Individualized residential services are provided with the goal of empowering individuals to maximize their quality of life through community integration and independence in the home and community. Access to physical, occupational, speech, nutrition and behavioral therapy, as well as health supports is provided. Supports range from minimal assistance to individuals in Supported/Independent Living to 24-hour support.

The Salvation Army Developmental Disabilities Program assists individuals to identify, choose and maintain jobs that maximize personal interests and abilities. The program provides assessment, job development, on-site job support, follow-up after placement and career planning. The Community Options program offers opportunities to enhance meaningful involvement in community life by fostering participation in volunteer, educational and fitness activities. The program focuses on supports that encourage individuals to develop meaningful personal relationships, becoming involved in natural networks of support. The community centers (Corps) offer access to many community resources.

Mission or Philosophy - The Salvation Army Developmental Disabilities Program is dedicated to serving the community by recognizing the gifts that each person brings to community life and by supporting their efforts and desires to achieve their potential.

Santa Toledo

5119 Roosevelt Blvd., Philadelphia, PA 19124

Telephone: 215-831-1598 Fax: 215-831-1598

Contact Person: Santa Toledo, Executive Director Email: Santapeeka@cavtel.net

Description of Service Provider

Santa Toledo started her company by helping Individuals with Intellectual disabilities acquire the maximum quality service in a safe and loving home setting. Santa Toledo's goal is to offer exceptional nursing services so that our clients are able to live comfortably and safely at home with dignity. Through our provision of personal care and home support services, we strive to empower our consumers to live independent, fulfilling lives so that they remain valuable members of their communities.

Mission or Philosophy - Our mission is to provide skilled nursing care in family oriented home settings with dignity and respect of each individual regardless of race, color, and ethnicity. We believe that through our loving and compassionate nursing care to the homebound in our community, we enable our clients to stay healthy and independent for as long as they desire in their home community.

Senior Care Centers of America, Inc. / Active Day Inc.

Corporate Office - Senior Care Centers of America, Inc. / Active Day, Inc.
6 Neshaminy Interplex Drive, Suite 401, Trevose, PA 19053
Telephone: 215-642-6600 Fax: 215-642-6610
Email: info@seniorcarectrs.com Website: www.seniorcarectrs.com

Various locations – check with each location for specific services offered. Services include: - Adult Day Health, Medication Admin., Transportation, Nutritious Meals and Snacks, Physical, Occupational, & Speech Therapy, Social Services, Therapeutic Recreation, Outings, Salon Services, Pet Therapy, Podiatry Services.

Senior Care Center of Bristol, 2403 East Farragut Avenue, Bristol, PA 19007
Senior Care Center of Broomall, 1991 South Sproul Road, Suite 850, Broomall, PA 19008
Senior Care Center of Center City, 1165 South Broad Street, Philadelphia, PA 19147
Senior Care Center of Chestnut Hill, 7926A Germantown Avenue, Philadelphia, PA 19118
Senior Care Center of Crozer, Alexander Silberman Center, One Medical Center Blvd, Upland, PA 19013
Senior Care Center of Horsham, 111 Gibraltar Road, Horsham, Pennsylvania 19044
Senior Care Center of Northeast, 9475 E. Roosevelt Blvd, Philadelphia, Pennsylvania 19114
Senior Care Center of Plains, 1122 Highway 315 Blvd, Plains Twp., Pennsylvania 18702
Senior Care Center of Upper Darby, 1500 Garret Road, Upper Darby, Pennsylvania 19082
Senior Care Center of Warminster, 720 Johnsville Blvd., Building 13, Suite 1300, Warminster, PA 18974

Mission or Philosophy - To help families successfully manage the responsibility of caring for an elderly or frail adult living at home, while enhancing the quality of life for those individuals in need of care. Service Goals and Objectives: Restore, improve and/or maintain physical and cognitive functional ability. Provide care that is appropriate to participant level of care needs through assessment and reassessment. Delay or prevent premature or inappropriate institutionalization. Foster meaningful social relationships and interaction to reduce social isolation. Provide for health promotion and wellness activities through a coordinated network of health care professionals. Encourage, support and preserve the family/caregiver unit. Provide a cost-effective community care option

Special Vacations, Inc.

3502 Scotts Lane, Box D-16, Philadelphia, PA 19129 Website: www.specialvacations.net
Telephone Number: 215-844-1295 Fax: 215-844-3797
Contact Person: Pat McFarlane, Dir.; Tim Gavin, Admin Asst Email: info@specialvacations.net

Description of Service Provider

Special Vacations, Inc. is a Philadelphia-based travel company that provides vacations for individuals with a wide range of developmental disabilities and special needs. Founded by Pat McFarlane over 20 years ago, Special Vacations offers a variety of all-inclusive vacations and a variety of day trips in the Phila. area. Pat and her experienced staff ensure that each person has a fun, safe, and memorable experience on each and every trip with their keen sensitivity to the individual needs and personalities of each traveler. Qualified Services: unlicensed-out of home respite (15 minute & 24 hour).

Mission or Philosophy - The Mission and Vision of Special Vacations is to create a lasting life experience for all individuals, regardless of disability (or level of disability), that creates a recreational opportunity to experience a vacation (or social event) via presence, participation, and interaction in places and social contexts commonly visited and experienced by individuals without developmental disabilities, and to be experienced in the manner it was intended by the greater population.

SPIN (Special People In Northeast, Inc.)

10501 Drummond Road, Philadelphia, PA 19154

Telephone: 215-613-1000

Contact People:

Residential Services - Jamie Garrity, 215-612-7170, Email: jgarrity@spininc.org

Day Supports - Faith Yeager, 215-698-3022, Email: fyeager@spininc.org

Employment Services - Andrea Davies, 215-698-3034, Email: Adavies@spininc.org

Children Services - Denise Fong 215-612-7588, Email: dfong@spininc.org

SPIN-NET Philadelphia Autism Center for Excellence - Karen Smith, 215-612-7642 Email:

kasmith@spininc.org

Out-Patient Psychiatric Clinic - Karen Smith, 215-612-7642 Email: kasmith@spininc.org

Executive Director: Judy Dotzman, 215-612-7657, Email: jdotzman@spininc.org

Website: www.spininc.org

Description of Service Provider

Founded in 1970, SPIN is a nationally recognized non-profit provider of direct support, educational and therapeutic services for infants, children and adults. SPIN's hallmark is the provision of services that are fully inclusive and delivered by highly competent and dedicated professionals. SPIN has achieved numerous international, national and local awards for high quality innovative services and investment in the professional development of its workforce.

With services throughout Philadelphia and surrounding counties and centers and offices in the far Northeast, Frankford and Mt. Airy, SPIN supports over 3,000 children, adults and families to live meaningful, inclusive lives. Services for adults with intellectual disabilities include: Community Living Arrangements (CLAs) Behavioral Health CLAs, Supported Living Arrangements and Lifesharing, Employment Services, Day Supports, Professional Development Services and Home and Community Supports. Transition Services are provided for young adults. Services for infants and young children include: Early Intervention, Pre-School Programs, Head Start, Autistic Support Pre-School Programs and center based child care. SPIN provides behavioral health services including psychological and psychiatric evaluations and counseling for children, adults and families. A highlight of SPIN is our national award winning Norcom Community Center (NCC), www.nccfun.org, an inclusive community center that provides recreation, education and other fun opportunities for everyone regardless of age or ability. Additionally, SPIN provides summer camp programs.

SPIN's Behavioral & Developmental Services include SPIN's licensed Out-Patient Psychiatric Clinic, as well as the SPIN-NET Philadelphia Autism Center for Excellence. This full scope out-patient behavioral health service specializes in the diagnosis and treatment of Autism Spectrum Disorders (ASD) as well as other developmental disabilities, including Intellectual Disability. Psychiatric medication management is available for those in ongoing therapy for other clinical disorders of childhood and for adults. Most insurance plans are accepted.

Mission or Philosophy - SPIN provides the highest quality people-first services and supports for children and adults with intellectual, developmental, and autism spectrum disabilities so that each may achieve and enjoy a life of possibilities.

Step By Step, Inc.

67 Long Lane, Upper Darby, PA 19082

Website: stepbystepusa.com

Telephone: 610-352-7837 Fax: 610-352-8003

Contact Person: James Petrokubi, ext. 217 Email: jpetrokubi@stepbystepusa.com

Executive Director: Jim Bobeck, 570-829-3477 Email: jbobeck@stepbystepusa.com

Regional Vice Pres. Edward Coleman, 610-352-7837 ext. 206 Email: ecoleman@stepbystepusa.com

Description of Service Provider

Step By Step, Inc. is a private, non-profit corporation devoted to providing community support services to children and adults in PA with mental illness, intellectual disabilities and autism. Established in 1977, today Step By Step, Inc. provides services to over 2,000 clients in four Regions across 19 counties in PA. Step By Step operates community living arrangements for people with intellectual disabilities throughout Philadelphia, Delaware and Montgomery Counties. A provider of Home and Community Habilitation III services as well, Step By Step, Inc., has provided one-on-one in-home support services (HCH3) for over 15 years. The goal of Home and Community Habilitation is to assist individuals to reach their highest level of independence regarding personal, social and daily living skills and to promote community inclusion while maximizing the use of natural supports within the community.

A pioneer in the development of community group homes in the late 1970s, Step by Step, Inc. has provided safe, supervised, home-like settings for countless individuals. The homes are designed for each individual to experience and learn skills necessary for living independently within a community setting. Today Step By Step, Inc. fulfills its mission by also providing an array of services, which recognizes and responsively supports independent living, allowing for people with intellectual disabilities, mental illness, and autism in their own home or with family.

Mission or Philosophy

Step By Step, Inc. is committed to enhancing the quality of life and personal growth of those we serve through support for individual choice and independence. Our vast array of services focuses on meeting the needs of individuals while maintaining a vision toward each person's desire, ability, and right to be a productive and valued member of the community. Throughout its history, Step By Step, Inc., has maintained a progressive view of the potential of individuals with disabilities. Step By Step, Inc., is proud of the supports it provides and the contribution it has made in the Developmental Disabilities Community and Behavioral Health field.

St. Edmond's Home for Children

320 S. Roberts Road, Rosemont, PA 19010

Telephone: 610-525-8800 Fax: 610-525-2693

Contact Person: Tom Wissert Email: twissert@chs-adphila.org

Executive Director: Denise Clofine Email: dclofine@chs-adphila.org

Website: www.cssmrserv.org

Description of Service Provider

St. Edmond's is licensed as an Intermediate Care Facility for the Intellectually Disabled (ICF/ID) under Title 55 of the PA Code, Chapter 6600. St. Edmond's is funded primarily through its Medical Assistance Program and is governed by a Board of Directors under the auspices of the Archdiocese of Philadelphia through Catholic Social Services. The 40 children who make St. Edmond's their home are

medically fragile and have significant physical and intellectual disabilities. St. Edmond's staff members work closely with parents and guardians to assist each child to achieve his or her maximum potential. An individualized program of care is developed for each child based on a comprehensive evaluation and incorporates a holistic array of services designed to address the child's specific needs and capabilities.

Mission or Philosophy

Established in 1916, St. Edmond's mission is to provide an exceptional continuum of care for children with profound intellectual and developmental disabilities. St. Edmond's offers a broad spectrum of medical/nursing and therapeutic services directed toward assisting each child to function at his/her greatest physical, intellectual, emotional, and social level. Highly skilled staff comprising direct care professionals, therapists, nurses, social workers and others carry on St. Edmond's almost 100 year tradition of caring and working together to form a "circle of care" around each child.

St. John's Community Services Pennsylvania

520 North Delaware Avenue, Suite 301, Philadelphia, PA 19123

Telephone: 215-451-5053 ext. 1500 Fax: 215-451-5053

Contact Person: Melinda Briceno-Keith, Program Coordinator – Community Participation

Telephone: 267-238-9544 Email: mbriceno-keith@sjcs.org

Executive Director: Nicole Buckley, 267-238-9540 Email: nbuckley@sjcs.org

Website: www.sjcs.org

Description of Service Provider

Employment Services (Supportive and Customized Employment): SJCS supports people with all disabilities to develop a career path and acquire and retain competitive employment. SJCS Employment Specialists provide each person job coaching and on-the-job training and support, while employers and co-workers are supported to work effectively with new employees. By working with SJCS, participants and employers benefit from successful experiences in a variety of settings including private sector, government, and nonprofit agencies.

Community Participation Services (Community Based-Adult Day Services): Unlike many traditional adult day services, SJCS Community Participation is a "program without walls." People with disabilities participate in their communities by developing relationships, skills, abilities and an improved sense of personal value. Our community-based approach is designed to address the individuals with skills for: community survival; independent living; functional communication; social awareness; personal responsibility; self-determination; development of relationships with peers; exercise individual choice, enjoyment of recreation, and leisure activities as well as one managing his or her own behaviors. This approach allows the participant to explore many different environments to stimulate interest as he/she moves towards employment.

Mission or Philosophy

"To advance community supports and opportunities for people living with disabilities." St. John's provides employment and community based services to persons with all disabilities and seeks to increase community awareness of the employment capabilities of those individuals.

Supportive Behavioral Resources Inc. (SBR)

1915 Welsh Rd., Philadelphia PA 19115 Website: www.Supportivebehavior.com
Telephone: 215-333-2280 Fax: 215-673-9200
Family Services Contact: Paula Grochowski - Director of Family Services ex.1833
Email: Paula@supportivebehavior.com
Residential Services Contact: Louis Brattelli - Director of Residential Services ex. 1841
Email: Lou@Supportivebehavior.com
Referrals: Sam Spanier Intake Specialist / Quality Manager ex.1835
Email: Sam@Supportivebehavior.com
Behavioral Services Contact: Dr.Nina Pagano ex.1825
Email: Nina@Supportivebehavior.com
Executive Director: Francesco J. Tieri Med. Email: Frank@Supportivebehavior.com

Description of Service Provider

In our 20th year, Supportive Behavioral Resources Inc. provides services that honor the choices of individuals and families including the active participation and selection of support staff. Located in Northeast Philadelphia SBR is proudly providing Home and Community Habilitation, Companion, In-home Respite, Residential and Behavioral Supports as well as Psychological testing.

Our Vision - SBR approaches all of its supports with Respect, Caring and Knowledge. Since the inception of SBR in 1994 our vision has centered on providing greater choices in services delivered to individuals with Autism & Intellectual disAbilities & their families.

Tabor Children's Services, Inc.

57 East Armat Street, Philadelphia PA 19144 Website: www.tabor.org
Telephone: 215-842-4800 Fax: 215-842-4809
Contact Persons:
Dawn Potalivo, Dir., Behavioral Health Programs, ext. 338 Email: Dawn.Potalivo@Tabor.org
Robert Haussmann, Chief Information Officer, ext. 403 Email: Robert.Haussmann@Tabor.org
Jonathan Solomons, CEO & President, ext. 401 Email: Jonathan.Solomons@Tabor.org

Description of Service Provider

Tabor provides community living habilitation services with round the clock support staff to male and female individuals with a diagnosis of an Intellectual disAbility. Tabor is also able to provide supplemental habilitation, if eligible and waiver approved. Applicants must be 21 years of age, ambulatory (without assistance) with some self-help skills.

Mission or Philosophy - We believe in the worth and dignity of all people no matter their station in life, socioeconomic status, or their mental or physical ability. We believe everyone has a right to a permanent, clean, decent home and a safe living environment where they can be a viable contributing member of the community to the extent they are able. To this end we are dedicated to supporting the growth, development and community living for individuals with a diagnosis of Intellectual disAbility. Our mission is to provide safe, secure, clean housing with twenty-four hours, seven days a week staffing to meet the needs of the individuals and to insure that they maintain a high quality of living and enjoy the rich experience of an everyday life.

Thorncroft Equestrian Center

190 Line Road, Malvern, Pa 19355
Telephone: 610.644.1963 Fax: 610.644.9342
Contact Person: Amy Davis Email: amy@thorncroft.org
Executive Director: Sallie Dixon Email: sallie@thorncroft.org
Website: www.thorncroft.org

Description of Service Provider

Thorncroft has been improving the lives of those with special needs through therapeutic horseback riding since 1969. Our riding programs serve people of all ages with a wide range of physical, mental and emotional challenges such as autism, cerebral palsy, mental retardation, and multiple sclerosis.

Mission or Philosophy

Our mission is to develop the physical and emotional well-being of all people including those with special needs. We are committed to personal growth and education in an equestrian environment of respect and love.

Tri-State Clinical Support Services, Inc.

2060 Butternut Dr., Huntingdon Valley, Pa. 19006
Telephone: 215-773-0732 Fax: 215-773-0732
Contact Person: Scott Hammerman, M. Ed., Executive Director
Telephone: 267-987-2175 Email: slhammerman55@comcast.net
Website: N/A

Description of Service Provider

Tri State is a Qualified Provider of Behavior Support Services and Home and Community Habilitation Services for Adults with Intellectual Disabilities and related Mental Health conditions as well. We specialize in serving Adults with Autism / PDD and other complicated diagnoses. We serve individuals living in Philadelphia, Bucks County, Montgomery County, Lehigh County, Lancaster County, and Delaware County. A focus of our services is to assist in the coordination of treatment by the entire team for the individual and to connect Home and Community Habilitation Services with therapeutic goals and skill development.

Mission or Philosophy

The Mission of Tri State Clinical Services is to be able to offer individualized and effective therapeutic supports that address the needs of the Individual and the Team / Family / Support Staff assisting that Individual as well. Allowing the Individual to attain and maintain the highest level of quality of life and independence that they can achieve.

UCP of Philadelphia

102 East Mermaid Lane, Philadelphia, PA 19118

Telephone: 215-242-4200 Fax: 215-247-4229

Contact Persons:

Ralph Mann, Director, Residential Services, 215-248-7610 Email: rmann@ucpphila.org

Susan Smith, Dir., Program Operations/Adult Svcs 215-248-7606 Email: ssmith@ucpphila.org

Shelley Silverman, Admissions Coordinator, Adult Services, Email: ssilverman@ucpphila.org

Executive Director: Susan Smith

CEO: Stephen A. Sheridan, 215-248-7601 Email: ssheridan@ucpphila.org

Website: www.ucpphila.org

Description of Service Provider

UCP of Philadelphia, founded in 1946, provides early intervention, inclusive day care, OVR vocational assessment/training, job placement and coaching, mental health partial hospital, adult day program, community living arrangement, Friday evening and Saturday center based/ community socialization activities and services. Qualified Services include: Community Habilitation Adult Training (2380), Adult Day Services, Job Finding/Job Coaching/Follow up (W7235), Community Residential (6400),

Mission or Philosophy

Each person and/or family seeking support from UCP is the driving force behind determining the role UCP will play in assisting them to pursue their own goals and achieve their desired outcomes. UCP reviews goals/outcomes regularly with the individual/family, adjusting strategies as necessary in the supportive team process. Often due to the impact of the physical disability on the person's daily life, logistical support issues (e.g. personal care assistance, architectural accessibility, specialized transportation, assistive technology/adaptive equipment) are major factors in achieving successful outcomes. UCP applies all its resources, experience and expertise in addressing these potential obstacles on behalf of the individuals being supported. UCP Community Social Services frequently supports individuals/families as they negotiate solutions to such obstacles within the systems involved.

Values Into Action - Pennsylvania

206 W. State Street, Media, PA 19063

Telephone: 610-565-5177 Fax: 610-565-5179

Contact Persons:

Candice DiLorenzo, Managing Director, Residential, Home & Community Supports

Email: candiced@viapa.org

Jessica Morrow, Director, Residential, Home & Community Supports Email: jessicam@viapa.org

Javier G. Salazar, Service Director, Supports Brokerage Email: javiers@viapa.org

Websites: www.ValuesIntoActionPA.org www.ValuesIntoAction.org

Executive Director: Marian Frattarola-Saulino Email: marians@viapa.org

Emergency Contact Information - On Call 484-574-5488

Description of Service Provider

Values Into Action – Pennsylvania is a community of people who believe a person's aspirations and strengths define who they are and provide the starting point of service. We offer individualized support

to people with disabilities and their families, exclusively in their own homes and communities. YOU could choose us and be assured of this—we will listen and be responsive to YOU and your preferences.

Using a family-centered, person-directed approach, we structure our services to assist YOU in determining and then deciding what services you want from us such as where and with whom to live, recreate and work. As an organization, we are designed to support YOU first and foremost while including your family and allies to help you live the life you want. The services and supports we offer are provided according to your preferences. In many cases, what we provide looks different for each person, according to each person's wishes and desire for change.

Our charge is to help each person build and/or sustain a system of personal support for: Living where he or she wants live, and with whom; Being part of the community at large – working, recreating and contributing; Freely choosing stable and loving relationships; Finding and maintaining employment and other activities that create and build meaningful relationships and connections in the community

Services Provided:

Companionship, Habilitation, and Day Support

Residential Services including Life Sharing

Supports Brokering

No matter what the service, we promise to be kind to YOU without exception.

Mission or Philosophy

Our Mission is to offer services and supports in partnership with people with disabilities, their families and communities. Our Vision is that every citizen has realized his or her full civil rights and is contributing to his or her community in meaningful ways.

Variety – The Children's Charity

2950 Potshop Rd./PO Box 609, Worcester, PA 19490

Telephone: 610-584-4366 Fax: 610-584-5586

Contact Person: Angus Murray Email: angusmurray@varietyphila.org

Website: www.varietyphila.org

Executive Director: Jeff LoGrasso Email: jeff@varietyphila.org

Description of Service Provider

Our core programs are Summer Day Camp, Summer Overnight Camp, School Year Weekend Retreats, Extended School Year, Vocational Training, Arts programs and various Athletic programs all geared towards children with disabilities.

Mission or Philosophy

Variety – The Children's Charity builds independence and self esteem by providing social, educational and recreational opportunities for children with disabilities.

Visiting Nurse Group, Inc.

128 West Girard Avenue, Phila PA 19123

Telephone: 215-829-8888 Fax: 215-829-8875

Contact Persons:

Nicole Del Mese, Director of Nursing & Patient Services, ext. 115

Email: ndelmese@visitingnursegroup.com

Cecil Halili, Head of Finance, ext. 105 Email: chalili@visitingnursegroup.com

Rita Anderson, Clinical Educator/Quality Assurance Coordinator, ext. 103

Email: randerson@visitingnursegroup.com

Executive Director: Joel Becker, ext. 106 Email: jbecker@visitingnursegroup.com

Website: www.visitingnursegroup.com

Description of Service Provider

Visiting Nurse Group, Inc. (VNG) is a leading provider of home healthcare services throughout Philadelphia, Pennsylvania, and its surrounding suburbs. Since 1986, VNG has provided skilled nursing care, home health aide services. Focusing on the need for comprehensive home care for pediatrics, VNG offers each child and their families the highest level of clinical expertise. As one of the most rapidly growing private duty home care agencies in Philadelphia, VNG has over 200 nursing professionals and home health aides on staff, who provide a smooth transition from the hospital to the home. As our slogan says, "We bring healthcare home", where your child will flourish to their fullest.

Mission or Philosophy

Visiting Nurse Group, Inc. (VNG) is committed to provide the highest level of home care to each patient. Our entire staff of RNs, LPNs, and Home Health Aides are passionate about the superior care they provide. We are dedicated to recruiting and retaining the most skilled and knowledgeable nurses and encourage continual skill development and training. We are ultimately rendering technologically advanced nursing care by a qualified team of professionals who truly care. Our mission is to provide high quality home care services and education to those patients with high-tech and specialized health care needs regardless of race, color, national origin handicap, age or religious creed.

Volunteers of America Delaware Valley, Inc.

Business Address: 235 White Horse Pike, Collingswood, NJ 08107

Telephone: 856-854-4660 Fax: 856-854-0651

Office Address: 2 Neshaminy Interplex, 2nd Fl, Suite 203, Trevose, PA 19153 215-633-1569

Contact Person: Karen V. Anderson, Division Director

Telephone: 856-854-4660 ext 113 Email: kanderson@voadv.org

Website: www.voadv.org

Executive Director: Daniel L. Lombardo, President and CEO

Telephone: 856-854-4660 Email: dzippy@voadv.org

Description of Service Provider

Provides a structured and facilitative environment for developmentally disabled individuals providing psychiatric intervention, life and social skills, vocational training, assistance with exploration of educational and recreational pursuits and a variety of supportive housing programs.

Mission or Philosophy

Volunteers Of America Delaware Valley Mission Statement

Volunteers of America Delaware Valley provides community-based assistance to populations in need so that they can lead self-fulfilled, independent lives.

Volunteers of America Delaware Valley - Intellectual Disabilities Services

To assist persons affected by intellectual disabilities to achieve personal goals and have quality lives.

WES Health Centers

1463 W. Lycoming Street, Philadelphia, PA 19140

Telephone: 215-227-8985 Fax: 215-227-8988

Contact Person: Lisa Smith E-mail: lsmith@DRWES.org

Website: www.DRWES.org

Executive Director: Dennis E. Cook

Description of Service Provider

WES is a health and human service organization that promotes total wellness and is in the business of building communities. The VISION of WES Health Centers is for every person to have access to the critical, individual-driven services that promote the attainment of full emotional, intellectual, and physical potential. This vision is achievable only when people are safe, healthy and well educated. As we fulfill our true potential as individuals, our communities will become economically self-sustaining and culturally viable.

Intellectual Disabilities Services:

Vocational Habilitation Program - VHP provides services to individuals based on each individual's wants and desires, and strives to develop each person's maximum potential for employment and/or personal independence within the community. Services are available to persons 18 years of age or older.

Intellectual Disabilities and Autism Services:

Community Integrated Employment - WESWorks is an innovative job-training program, which endeavors to place individuals (18 years or older) in the competitive job market. Services include job readiness training, individual on-the-job training, travel training, and follow-up evaluation.

Home & Community - The Home & Community Program assists children and adults with special needs from the ages of 3 to adult. We provide skill development in the following areas: life skills, problem solving, parenting skills, and financial planning. We also provide community participation and support through community activities, projects, and volunteer associations. In home respite and companion services are also available.

General Information: Population/Age Groups served: Ages 3 to adult

Service Categories: Intellectual Disabilities, Autism, Mental Health, and Substance Abuse

Mission or Philosophy - To provide opportunities in which individuals learn to live, work, and play in their communities, as all citizens are entitled.

Section VII: APPENDIX

VII-A

INTELLECTUAL DISABILITY SERVICES (IDS)				March 2014	
701 MARKET ST., 5 TH FLOOR, SUITE 5200 PHILA., PA 19106-1532					
ALL NUMBERS ARE (215)					
RECEPTION/INFORMATION 685-5900		ODP REGISTRATION 685-4677		E.I. INTAKE/REFERRAL 685-4646	
Acker, Rodney	685- 5989	Falcone, Connie	685- 5998	Nelson, Tamara	685- 5975
Aleem, Kevin	685- 5957	Flood, Linda	685- 5968	Nettleton, James	685-5932
Armbrister, Cheryl	685-4631	Franks, Vernon	685- 5962	Newman, Jeanette	685- 5951
Armour, Jennifer	685-4675	Frantz, Molly	685- 5903	Opsasnick, Lynne	685- 5990
Auchinleck, Linda	685- 5943	Galetta, Jennifer	685- 5954	Orlin, Jeffrey	685- 5911
Barbakoff, Howard	685- 5978	Garvin, Crystal	685- 5921	Orr, Frank	685- 5925
Beale, Robert	685- 5931	Ghegan, Patrick	685- 5988	Ostrow, Meryl	685- 5972
Bey, Stephanie	685- 4671	Gilman, Beth	685- 4629	Pace, Larry	685- 5906
Borum, Lynette	685-4633	Glickman, Elliot	685- 5970	Patterson, Denise Taylor	685- 5905
Brewer, Judith	685- 4658	Groom, Deborah	685-5982	Pham, Sofia	685-5918
Brown, Khadijah	685-4630	Handler, Todd	685- 5952	Pressley, Marilyn	685- 4671
Burke, Sharon	685- 5941	Harmon-Coker, Leslie	685- 4681	Richardson-Owens, Liat	685- 5912
Cabrera, Lisa	685- 4651	Harte, Kathy	685- 5947	Ricketts, Venetia	685-5987
Cackowski, Deborah	685- 5940	Hopewell, Aswad	685- 5942	Rodriquez, Ileana	685- 4627
Campbell, Ann Marie	685- 5980	Hunter, Gail	685- 4626	Roy, Devlina	685-5995
Carter, Adrienne	685- 4636	Hunter, Karen	685-5914	Sabb, Wanda	685- 5981
Carter, Tammy	685-4661	Jenkins, Tiffany	685-4632	Santiago, Vincent	685- 5979
Chough, Julia	685-5973	Johnson, LaShane	685-4647	Seese, Leslie	685-5960
Claiborne-Pride, Karen	685- 5937	Kebbie, Augustine	685- 5958	Sessions, Thomas	685- 5927
Cooper, Jacqueline	685- 5946	Kenny, Karen	685- 5977	Silvasi, Cathy	685- 5986
Cornman, Charles	685- 4654	Kravitz, Len	685- 5976	Smith, Marlena	685- 5950
Cruz, Kenneth	685-5996	Lanfranco, Yolanda	685-4682	Stevens, Vera	685- 5961
Cureton, Martha	685- 4670	Lara, David	685- 5953	Thomas, Latonya	685- 4652
Dabney-Walton, Mika	685-5904	Leon, Florence	685- 5944	Thrower-Hill, Sharon	685- 4655
Davison, Tiffany	685- 5913	Mack, Robin	685- 5955	Torres, Eduardo	685- 4635
Driver, Merrel	685- 5928	McDevitt, Thomas	685-5991	Treegoob, Joby	685- 5938
Dwyer, Melvin	685- 4667	McMillan, Lynette	685- 5929	Udujih, Frances	685- 4656
Ellerbe, Delores	685-5916	Medford, Doreen	685- 5922	Vogler, Pam	685- 5945
Empson, Theresa	685-5983	Mirel, Bob	685- 5934	Williams, Vanessa	685-5948
Evans, Shawn	685- 5660	Muhammad, Miriam	685- 5917	Williams, Wendy	685-4680
Evans, Sybil	685- 4662	Murray, Annette	685-5971	Wilson, Aimee	685- 5984
		Myers-Thompson, Teresa	685- 5924	Wroton, Charlotte	685-5969
				Zeigler, Lisa	685- 5949
FAX MACHINES				Community Services 685-5956	
ODP Registration 685-4617		Financial Mgmt / Risk Mgmt / Quality / Training / Public Awareness 685-5933		Children's Unit 685-4617	
Administration 685-5959		Indiv. Supports / Emergency Mgmt 685-4688		E.I. Intake/Referral 685-4638	

IDS Staff List by Unit and Title**All emails @phila.gov****All (215)****Administration**

Denise Taylor Patterson, Acting Director	denise.t.patterson	685-5905
Larry Pace, Director of Operations	larry.pace	685-5906
Jeffrey Orlin, Executive Assistant	jeffrey.orlin	685-5911
Karen Hunter, Executive Secretary	karen.hunter	685-5914
Delores Ellerbe, Admin. Assistant	delores.ellerbe	685-5916
Miriam Muhammad, Clerical Supervisor	miriam.muhammad	685-5917
Khadijah Brown, Word Proc. Specialist	khadijah.brown	685-4630
Jacqueline Cooper, Word Proc. Specialist	jacqueline.cooper	685-5946
Martha Cureton, Word Proc. Specialist	martha.cureton	685-4670
Melvin Dwyer, Clerk 1	melvin.dwyer	685-4667
Doreen Medford, Department Aide	doreen.medford	685-5922
Frank Orr, Department Aide	frank.orr	685-5925
Thomas Sessions, Department Aide	thomas.sessions	685-5927
Charlie Cornman, ICF SC Supervisor	charlie.cornman	685-4654

ODP Registration and Early Intervention Intake Referral

Teresa Myers-Thompson, Manager	teresa.myers	685-5924
Beth Gilman, IDS Psychologist	beth.gilman	685-4629
Adrienne Carter, Health Svcs Social Worker	adrienne.carter	685-4636
Gail Hunter, Health Svcs Social Worker	gail.hunter	685-4626
Marlena Smith, Health Svcs Social Worker	marlena.smith	685-5950
Eduardo Torres, Health Svcs Social Worker	eduardo.torres	685-4635
Leslie Harmon-Coker, Supvr., EI Intake Referral	leslie.harmon-coker	685-4681
Judy Brewer, Health Svcs Social Worker	judy.brewer	685-4658
Tammy Carter, Health Svcs Social Worker	tammy.carter	685-4661
LaShane Johnson, Health Svcs Social Worker	lashane.johnson	685-4647
Yolanda Lanfranco, Health Svcs Social Worker	yolanda.lanfranco	685-4682
Ileana Rodriguez, Health Svcs Social Worker	ileana.rodriguez	685-4627
Tiffany Jenkins, Grad Student Intern	tiffany.jenkins	685-4632

Early Intervention Services

Sharon Burke, Manager	sharon.burke	685-5941
Lisa Zeigler, Supervisor	lisa.zeigler	685-5949
Stephanie Bey, Program Analyst	stephanie.bey	685-4671
Aswad Hopewell, Program Analyst	aswad.hopewell	685-5942
Venetia Ricketts, Program Analyst	venetia.ricketts	685-5987
Sharon Thrower-Hill, Program Analyst	sharon.thrower	685-4655

Individual Supports and Emergency Management

Connie Falcone, Manager	connie.e.falcone	685-5998
Latonya Thomas, Capacity Specialist	latonya.thomas	685-4652
Todd Handler, Supvr., Individual Supports	todd.handler	685-5952
Lynette Borum, Program Analyst	lynette.borum	685-4618
Shawn Evans, Program Analyst	shawn.evans	685-4660
Sybil Evans, Program Analyst	sybil.evans	685-4662
Cathy Silvasi, Program Analyst	cathy.silvasi	685-5986
Kathy Harte, Supervisor, Emergency Mgmt.	kathy.harte	685-5947
Lisa Cabrera, Health Services Social Worker	lisa.cabrera	685-4651
Frances Udujih, Health Svcs. Social Worker	frances.udujih	685-4656
Devlina Roy, Grad Student Intern	devlina.roy	685-5995

Community Services Management

Lynette McMillan, Manager	lynette.mcmillan	685-5929
Tiffany Davison, Supvr., Provider Qualification	tiffany.davison	685-5913
Gus Kebbie, Program Analyst	augustine.kebbie	685-5958
Florence Leon, Program Analyst	florence.leon	685-5944
Annette Murray, Program Analyst	annette.murray	685-5971
Vincent Santiago, Program Analyst	vincent.santiago	685-5979
Joseph Treegoob, Supvr., Provider Monitoring	joseph.treegoob	685-5938
Linda Auchinleck, Program Analyst	linda.auchinleck	685-5943
Cheryl Armbrister, Program Analyst	cheryl.armbrister	685-4631
Vernon Franks, Program Analyst	vernon.franks	685-5962
Linda Flood, Supervisor, Special Assignments	linda.flood	685-5968

Waiver Capacity / Financial Management / AE Oversight

Liat Richardson-Owens, Manager	liat.richardson	685-5912
Pam Vogler, Supervisor, Financial Mgmt.	pam.vogler	685-5945
Robin Mack, Program Analyst	robin.mack	685-5955
Charlotte Wroton, Program Analyst	charlotte.wroton	685-5969
David Lara, Supervisor, Waiver Eligibility	david.lara	685-5953
Ken Cruz, Program Analyst	kenneth.cruz	685-5996
Mika Dabney-Walton, Program Analyst	mika.dabney-walton	685-5904
Deborah Groom, Program Analyst	deborah.groom	685-5982
Tamara Nelson, Program Analyst	tamara.nelson	685-5975
Vera Stevens, Program Analyst	vera.stevens	685-5961

Service Approval and Authorization

Kevin Aleem, Supervisor	kevin.aleem	685-5957
Vanessa Williams, Supervisor	vanessa.williams	685-5948
Merrel Driver, Program Analyst	merrel.driver	685-5928
Theresa Empson, Program Analyst	theresa.empson	685-5983
Jennifer Galetta, Program Analyst	jennifer.galetta	685-5954
Marilyn Pressley, Program Analyst	marilyn.pressley	685-5915
Jennifer Armour, Graduate Student Intern	jennifer.armour	685-4675

Quality and Risk Management

Deborah Cackowski, Manager	deborah.cackowski	685-5940
Crystal Garvin, Program Analyst	crystal.garvin	685-5921
Elliot Glickman, Program Analyst	elliott.glickman	685-5970
Karen Kenny, Supervisor, Compliance & POC	karen.kenny	685-5977
Howard Barbakoff, Program Analyst	howard.barakoff	685-5978
Julia Chough, Program Analyst	julia.chough	685-5973
Leonard Kravitz, Program Analyst	leonard.kravitz	685-5976
Meryl Ostrow, Program Analyst	meryl.ostrow	685-5972
Wanda Sabb, Supv., Incident Report/Investigat'n	wanda.sabb	685-5981
Rodney Acker, Investigator	rodney.acker	685-5989
Patrick Ghegan, Investigator	patrick.ghegan	685-5988
Thomas McDevitt, Investigator	thomas.mcdevitt	685-5991
Lynne Opsasnick, Investigator	lynne.opsasnick	685-5990
Aimee Wilson, Investigator	aimee.wilson	685-5984

Training and Technical Assistance

Karen Claiborne-Pride, Soc. Work Administrator	karen.claiborne	685-5937
Wendy Williams, Supervisor, Public Awareness	wendy.williams	685-4680
Ann Marie Campbell, Program Analyst	annmarie.campbell	685-5980
Sofia Pham, Grad Student Intern	sofia.pham	685-5918

VII-B

Commonwealth of Pennsylvania Departments of Education and Public Welfare Office of Child Development and Early Learning (OCDEL)

Contact Information

Carl Beck, Chief
Bureau of Early Intervention Services
Office of Child Development and Early Learning
333 Market Street, 6th floor
Harrisburg, PA 17126
1-717-214-7130
cabeck@pa.gov

Lisa Parker, Philadelphia County
Early Intervention Advisor
Depts. of Education and Public Welfare
OCDEL Bureau of Early Intervention Services
200 Anderson Rd.
King of Prussia, PA 19406
1-717-982-3124
liparker@pa.gov

Bureau of Early Intervention Services (BEIS) An OCDEL Bureau which oversees Infant/Toddler and Preschool Early Intervention and Early Intervention Technical Assistance

Dr. Barbara Minzenberg, Ph.D., Dep. Secretary
Office of Child Development and Early Learning
333 Market St., 6th fl.
Harrisburg, PA 17126
1-717-346-9320

James E. Coyle, Ed.D., Director
Bureau of Early Intervention Services
Office of Child Development and Early Learning
333 Market St., 6th fl.
Harrisburg, PA 17126
1-717-783-7213
jecoyle@pa.gov

VII-B

Commonwealth of Pennsylvania Department of Public Welfare Office of Developmental Programs (ODP)

Contact Information

**ODP Customer Service Number
1-888-565-9435
for General Information or Concerns**

Beverly Mackareth, Secretary
Department of Public Welfare
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-2600

Patricia McCool, Director
Bureau of Supports for People with
Intellectual Disabilities
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-1848

Fred Lokuta, Deputy Secretary
Office of Developmental Programs
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-3700

Angela Fortney, Director
Division of Community Supports
P.O. Box 2675
Harrisburg, PA 17105-2675
1-717-787-1848

**Southeast Regional Office
Office of Developmental Programs
801 Market Street, Suite 5071
Philadelphia, PA 19107**

Shelley Zaslow
Regional Program Manager
Office of Developmental Programs
215-560-2242
Email: rzaslow@pa.gov

VII-C Common Acronyms

Related to services to people with intellectual and developmental disabilities, many acronyms are used. An acronym is a word that is formed from the first or first few letters of several words. We have included a list of these commonly used acronyms as a reference guide.

AAC-----Augmentative and Assistive Communication
AAIDD-----American Association on Intellectual and Developmental Disabilities
ADA----- Americans with Disabilities Act
ADT-----Adult Developmental Training
ASD-----Autism Spectrum Disorder
AT-----Assistive Technology
BHO-----Behavioral Healthcare Organization
BHS-----Behavioral Health Services
CAO-----County Assistance Office
CBH-----Community Behavioral Health
CBI-----Community Based Instruction
CFST-----Consumer Family Satisfaction Team
CIE-----Community Integrated Employment
CIL-----Center for Independent Living
CLA-----Community Living Arrangement
CLS-----Community Life Skills Program or Community Legal Services
CMS-----Center for Medicare & Medicaid Services
COLA-----Cost of Living Adjustment
CST-----Consumer Satisfaction Team
CQI-----Continuous Quality Improvement
D&A-----Drug & Alcohol
DD-----Developmental Disabilities
DHS-----Department of Human Services
DSP-----Direct Support Professional
DPW-----Department of Public Welfare
EI-----Early Intervention
ELP-----Essential Lifestyle Plan
EPSDT-----Early Periodic Screening Diagnosis Treatment
FAPE----- Free Appropriate Public Education
FC-----Facilitated Communication
FDSS-----Family Driven Support Services
FLP-----Family Living Program/Lifesharing
FSS-----Family Support Services
FY-----Fiscal Year
HCBS-----Home and Community Based Services
HCQU-----Health Care Quality Unit
HCSIS-----Home and Community Services Information System
HIPAA-----Health Insurance Portability and Accountability Act
HRP-----Health Risk Profile
ICF/MR-----Intermediate Care Facility/MR
IDEA-----Individuals with Disabilities Education Act
IEP-----Individualized Education Plan
IFSP-----Individualized Family Support Plan

IHCW-----In-Home Consolidated Waiver
IM----- Incident Management
IM4Q-----Independent Monitoring for Quality
ISO-----Intermediary Service Organization
ISP-----Individual Support Plan
LD-----Learning Disability
LPN-----Licensed Practical Nurse
LRE-----Least Restrictive Environment
MA-----Medical Assistance
MA-EPD-----Medical Assistance for Employed Persons with Disability
MCO-----Managed Care Organization
MH-----Mental Health
MDE-----Multi-Disciplinary Evaluation
OBRA-----Omnibus Budget Reconciliation Act
ODP-----Office of Developmental Programs
OT-----Occupational Therapy
OVR-----Office of Vocational Rehabilitation
PCHC-----Philadelphia Coordinated Health Care
PCP-----Person Centered Planning
P/FDSW-----Person/Family Directed Support Waiver
PILCOP-----Public Interest Law Center of Philadelphia
PLF-----Private Licensed Facility
PPO-----Preferred Provider Organization
PROMISe-----Provider Reimbursement and Operations Management Information System
PT-----Physical Therapy
PUNS-----Prioritization of Urgency of Need for Services
PVPT-----Philadelphia Vocational Profile Tool
QA-----Quality Assurance
QEST-----Quality Enhancement Survey Team
QI-----Quality Improvement
QIP-----Quality Improvement Plan
QM-----Quality Management
QMRP-----Qualified ID Professional
RN-----Registered Nurse
SB-----Senate Bill
SC-----Supports Coordinator/Supports Coordination
SCO-----Supports Coordination Organization
SEP-----Supported Employment Program
SIS-----Supports Intensity Scale
SLA-----Supported Living Arrangement
SS-----Social Security
SSD-----Services & Supports Directory
SSDI-----Social Security Disability Income
SSI-----Social Security Income
TEP-----Transitional Employment Program
TSM-----Targeted Services Management
VHP-----Vocational Habilitation Program
VR-----Vocational Rehabilitation

Section VIII: Fair Hearing Forms

**FAIR HEARING REQUEST FORM
HOME AND COMMUNITY-BASED SERVICES
FOR INDIVIDUALS WITH (INTELLECTUAL DISABILITY)**

TO: Department of Public Welfare
Bureau of Hearings and Appeals
(the County MH/MR Program will forward this appeal to the appropriate
Bureau of Hearings and Appeals Office listed on pages 3-4)

DATE _____

FROM: Name of Appellant _____ Day Telephone Number _____

Mailing Address _____

Signatures: Appellant _____

Witness (if Appellant makes mark)

Witness (if Appellant makes mark)

I request a fair hearing before the Department of Public Welfare Bureau of Hearings and Appeals. I am requesting this appeal on behalf of the following individual receiving home and community based services funded under a Medicaid waiver for individuals with (intellectual disability).

Name of individual receiving services _____

Medicaid access number of individual receiving services _____

I request this appeal based on the following actions and I request the following remedies (explain):

Name of Individual's Representative (if applicable) _____

Signature of Individual's Representative (if applicable) _____

Day Telephone Number _____

Mailing Address _____

Please check one of the items below to indicate the type of hearing you want:

_____ I want a telephone hearing

_____ I want a face to face hearing

Please indicate below what information is needed in a language other than English, what type of interpreter, communications assistance or accommodation you need, if any, at the hearing:

CC: County Mental Health/Intellectual Disability Program
Regional Program Manager, Office of Developmental Programs
Waiver Coordinator, Central Office of Developmental Programs,
Bureau of Community Programs

MR-458 1-04

**HOME AND COMMUNITY-BASED SERVICES
FOR INDIVIDUALS WITH (INTELLECTUAL DISABILITY)**

INSTRUCTIONS AND NOTICE OF RIGHT TO FAIR HEARING

If you are applying for Waiver services or an ICF/MR level of care, or if you object to an action taken affecting your claim for waiver services, you have the right to a county conference or fair hearing, or both if:

- You or your legal representative have not been informed of feasible Home and Community-based services including services funded under the Waiver, as an alternative to care in an ICF/MR (Intermediate Care Facility for individuals with (intellectual disability)), and about services in an ICF/MR.
- You or your legal representative have not been offered the preference of Home and Community based services funded under the Waiver as an alternative to care in an ICF/MR.
- You or your representative have been denied your preference to receive Waiver-funded Home and Community based-services or ICF/MR.
- Your claim for services is not acted upon with reasonable promptness.
- You or your legal representative have been denied your choice of
 - (a) Home and Community-based services funded under the Waiver or
 - (b) qualified providers of Waiver funded or ICF/MR services.
- Waiver-funded services in your individual program plan were reduced, terminated or suspended without your consent.

You also have the right to appeal any action or failure to act and to have a hearing if you are dissatisfied with any decision to refuse, suspend, reduce or terminate Medicaid Home and Community-based Waiver services. However, you will not be granted a hearing if the action taken was solely caused by State or Federal law or regulations requiring a change in the type of services available to you.

If you want a conference to discuss your concerns or to have an independent mediation, please write or phone your County MH/MR program designee.

Your county designee will also help you in filing for an appeal before the Department of Public Welfare, Bureau of Hearings and Appeals, if you so request.

Your County Designee is: Kenneth Cruz

This County Designee can be reached at the following address and telephone number:

Address: Intellectual Disability Services
701 Market Street, 5th Fl., Suite 5200
Philadelphia, PA 19106-1532

Telephone Number: (215) 685-5996

If you choose to have a conference or mediation with the county MH/MR program, you may do so without forfeiting your appeal rights if you contact the county MH/MR program designee within 10 days of your notification of the contested action. You do not have to have a County conference or mediation if you want to go directly to a Department of Public Welfare hearing officer to have your appeal heard.

If you choose to have a County conference or mediation, services should not change until a decision on the conference or independent mediation is made, unless that change is based solely on Federal or State law, regulation or policy.

If you are not satisfied with the results of the conference or mediation, you may appeal to the Department of Public Welfare, Bureau of Hearings and Appeals within 30 days of you being notified of the County's decision. Your appeal must be sent first to the county MH/MR program, and they will forward it to the Bureau of Hearings and Appeals. If you are appealing a change in services which are already provided to you and if you appeal to the department within 10 days of the County's decision, services will, generally, continue without change until the department's hearing officer makes his/her decision. Services will not continue if the action is based solely on a change in Federal or State requirements.

If you decide to appeal directly to the Department of Public Welfare, Bureau of Hearings and Appeals, you must write the department's Bureau of Hearings and Appeals within 30 days of the decision or action being taken which you want to appeal using form MR 458. The appeal must first be sent to the County MH/MR program, and they will forward it to the Bureau of Hearings and Appeals.

If you are already receiving waiver services, waiver services will continue without change until the fair hearing decision is made if:

- You are appealing a decision to reduce, terminate or suspend Waiver funded services that you were authorized to receive in your individual program plan.
- You file the appeal within 10 days of being informed of the County's decision.
- The action is not done solely to comply with Federal or State law, regulation or policy.

The Department of Public Welfare, Bureau of Hearings and Appeals telephone numbers and addresses follow:

1. Bureau of Hearings and Appeals

Headquarters

Bureau of Hearings and Appeals
2330 Vartan Way, Second Floor
Harrisburg, PA 17110
Phone: (717) 772-2769

2. Bureau of Hearings and Appeals

Central and Northeast Regions

Bureau of Hearings and Appeals
2330 Vartan Way, Second Floor
Harrisburg, PA 17110
Phone: (717) 772-2769

3. Bureau of Hearings and Appeals

Southeast Region

Bureau of Hearings and Appeals
801 Market Street, Suite 5071
Philadelphia, PA 19107
Phone: (215) 560-2378

4. Bureau of Hearings and Appeals

Western Region

Bureau of Hearings and Appeals
Two Gateway Center, Suite 1125
603 Stanwix Street
Pittsburgh, PA 15222
Phone: (412) 565-5213

At the hearing, you can present to the hearing officer the reasons you disagree with the action or decision and present evidence and/or witnesses to support your case. You have the right to represent yourself or to have someone else represent you (see attached list of legal aid offices).

If you need legal counsel, the County MH/MR contact person will refer you to free counsel and advocates on request.

If you speak a language other than English or have problems in communicating and need an interpreter, you may bring an interpreter to the hearing. If you are unable to provide your own interpreter, you may request assistance on the appeal request form and/or by contacting the County contact person or the Bureau of Hearings and Appeals. You must request this in advance of the hearing.

If you need some other accommodation to attend or participate in the hearing, you may request assistance in obtaining such an accommodation, but you must make this request in advance of the hearing. These requests may be made by contacting your County designee.

The Bureau of Hearings and Appeals will hold a hearing for you either over the telephone or face-to-face. You may choose which type you want. If you do not have a phone, you can use the phone at the County MH/MR program or the phone of a friend, relative or neighbor. Indicate whether you want a telephone or face-to-face hearing on the attached Appeal Request Form.

The attached Fair Hearing Request Form should be used to file your appeal. Your County designee or representative may help you complete and mail this form to the Bureau of Hearings and Appeals.

Your County designee will copy your Fair Hearing Request Form and send a copy to both the Regional and State Offices of Mental Retardation. The State and Regional Offices of Developmental Programs addresses are as follows:

- 1. Southeast Region Office of Developmental Programs**
801 Market Street, Suite 5071
Philadelphia, PA 19107
- 2. Northeast Region Office of Developmental Programs**
100 Lackawanna Avenue
Scranton, PA 18503
- 3. Central Region Office of Developmental Programs**
Room 430, Willow Oak Building
Harrisburg State Hospital
Harrisburg, PA 17120
- 4. Western Region Office of Developmental Programs**
300 Liberty Avenue
Pittsburgh, PA 15222
- 5. Office of Developmental Programs**
Room 512, Health and Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

CITY OF PHILADELPHIA
DEPARTMENT OF BEHAVIORAL HEALTH AND INTELLECTUAL DISABILITY SERVICES

**Standard Individual Plan Notification
Pursuant to Service Preference Bulletin**

- ☐ ISP
☐ Critical Revision
☐ Team Meeting

Date: _____

Name of Person Receiving Service: _____

Address of Person: _____

Telephone Number: (____) _____

This is to certify that I consent to the services in the Individual plan, as presented to me on:

Date

This consent is made with the understanding that I have the right to request a change in these services at any time, and that I have the right to a county meeting, independent mediation, or Department of Public Welfare fair hearing and appeal if services are reduced, terminated or suspended.

This also is to acknowledge that I (or my representative) have been informed of my rights to a county meeting, independent mediation, or Department fair hearing and appeal at my planning meeting. I also acknowledge receiving a copy of a form and instructions for Department fair hearing and appeal.

Signature of Individual: _____ Date: _____

Signature of Representative: _____ Date: _____

Signature of Supports Coordinator: _____ Date: _____

Agency: _____

Attachments: MR 458
Copy: File
: Liat Richardson-Owens, IDS

55-MH-2553