



ANNUAL REPORT 2022-2023



The Meaning of the BARC Developmental Services Symbol



In a single image, our mark represents a sunburst symbolizing warm rays of friendship, hope, and love that BARC Developmental Services extends in all directions to persons with intellectual disabilities at all levels, in all communities. It is our personal emblem of responsibility to help secure the rightful place for people with intellectual disabilities in our society. When you see the symbol on BARC Developmental Services letterhead and literature, it is not only a symbol of our Association alone but also of your 'association' with us.

From the desk of the **Executive Director**

Mary Sautter, MSOL



BARC Developmental Services is a private, non-profit agency whose mission is to advocate for and serve people with intellectual disabilities and autism. 2022 was a busy year for the agency, as we made several long-term investments such as purchasing and renovating residential homes and advancing our IT infrastructure. We look forward to continuing our commitment to innovation and long-term sustainability.

Individuals are supported in 3 service departments: Early Intervention, Vocational, and Residential. Our Early Intervention Department provides home-based services from birth to age three. The Residential Department supports approximately 100 residents in homes located in Bucks, Lehigh, and Montgomery counties. The type of living situation for each individual depends on the level of support they need. The Vocational Department provides work experience in various settings including light manufacturing programs and community employment. Referrals to our Adult Day Care Programs, Senior Programs, and Autism Spectrum Disorder Program are stable. The following pages will provide information on these programs.

In addition, there are several support departments that help the agency fulfill its mission. The Human Resources Department provides oversight to ensure legal compliance; all employees

are treated fairly; managers are continually developing, motivating and evaluating subordinates; employees are engaged; and a comprehensive training program is in place. The Quality Resources Department provides essential components of a comprehensive quality management process by adhering to our core values of accountability, integrity, self-respect, quality, and diversity. The Development Department coordinates agency fundraising events and expands community integration and awareness programs, with the participation of many staff and volunteers. The Fiscal Department contributes to our financial health by maximizing funding opportunities, providing timely financial reports, analyzing expenses against related funding, and managing the Information Technology team. Overall, BARC is financially solid with the diversity of our programs and funding streams.

As we celebrate our 72nd year of advocating for and providing services to children and adults with intellectual disabilities and autism, we are very proud of the quality of supports we provide. Our services have long been the recipient of praise from our staff, licensing inspectors, colleagues, and families that receive the service for their family members. The agency vision remains true today: BARC Developmental Services will assist and support individuals with intellectual disabilities and autism to reach their fullest potential, lead happy lives and contribute to their community.

***About the Executive Director:** Mary Sautter has over 35 years of experience working with individuals with intellectual disabilities. She first joined BARC Developmental Services in 1994 as a Program Coordinator in the Residential Department. After six years, she transferred to the Quality Resources Department for two years. After working for another agency as the Residential Services Director for two years, Mary returned to BARC Developmental Services in March 2005 as the Regional Residential Director for Upper Bucks area. In 2009, the department was re-structured, and Mary was promoted to Residential Director. In January 2020, Mary was again promoted to the role of Executive Director. Mary holds a Bachelor of Arts degree in Psychology from Gettysburg College and a Master of Science in Organizational Leadership from Quinnipiac University. She is an agency trainer of Gender and Cultural Diversity and Is This Abuse Too. She is a member of the American Association on Intellectual and Developmental Disabilities (AAIDD).*

Meet Our Executive Management Team



Noreen Coleman

Noreen Coleman joined BARC Developmental Services in November 1999. She started at the Central Bucks Preschool site as the Center Coordinator and moved into the Program Director of Infant/Toddler and Preschool services position responsible for Central and Upper Bucks Early Intervention in 2003. In January 2016, she was promoted to the position of Department Director of Early Intervention. Noreen is a member of the Advocacy/Human Rights/Quality Resource Committees and an agency Certified Investigator. She is an agency trainer of "Gender & Cultural Diversity" and "Preventing Vehicle Accidents".

Noreen holds a Bachelor of Science degree in Special Education from Millersville University and is Certified K-12 in Pennsylvania.

Eric Macklin

Eric Macklin graduated with a Bachelor of Science Degree in Psychology from Kutztown University. He has worked at BARC Developmental Services for over 29 years, starting as a Direct Support Professional in 1993. He was then promoted to Assistant Home Manager, Home Manager, Program Manager, ICF Quality Assurance Manager, Regional Residential Director and Program Director. Eric held the position of Program Director for ten years prior to being promoted to Residential Director in January 2020. He is currently a trainer for "Is This Abuse". Additionally, Eric is a member of Peer Review Human Rights Committee, Advocacy/Human Rights/Quality Resources Committee, and the Social/Recreational Committee that plans events for the individuals to attend and enjoy.



Chris Bennett

Chris Bennett joined BARC Developmental Services in October 2005 as a Home Manager. He was promoted to the position of Quality Resources Coordinator in 2015 and then to Human Resources Generalist in November of 2018. Chris was promoted to the position of Human Resources Director in March of 2021. Prior to joining BARC Developmental Services, Chris worked as a Direct Support Professional for a non-profit agency in State College, Pennsylvania.

Chris has a Bachelor of Arts degree from the Pennsylvania State University in Letters, Arts and Sciences. He has served on the Peer Review Committee, Advocacy/Human Rights /Quality Resources Committee, and is currently a member of the Training Committee and Staff Appreciation Committee. He is also an agency training instructor.



Erin Pracher

Erin Pracher joined BARC Developmental Services in May 2021 as Director of Quality Resources and stepped into the role of Development Director as well in mid-2022. Prior to BARC, Erin worked as a Special Education Teacher and for another nonprofit organization in various roles including State Director of Community Living in both their PA and NJ divisions; providing supports to children and adults with intellectual disabilities for over 15 years. Erin is currently a Certified Investigator and a member of the Peer Review Committee, Advocacy/Human Rights/Quality Resources Committee and Training Committee. She is also an agency trainer of "Medication Administration", "Incident Management" and "Confidentiality and Privacy Practices".

Erin graduated with a Bachelor of Science Degree in Special Education and Childhood Education from the State University at Cortland, and with a Master of Science Degree in Special Education: Students with Emotional and Behavioral Disorders from the University at Albany.



Lori Vail

Lori Vail joined BARC Developmental Services in August 1993. She received her Bachelor of Science degree in Accounting from Mankato State University in 1983 and began her professional career as an accountant with the Higher Education Assistance Foundation in St. Paul, Minnesota. Lori started working for BARC as a part-time Bookkeeper in 1993, was promoted to Accountant in 1998, and in 2005 she was promoted to the position of Chief Financial Officer.

Scott Kulp

Scott graduated from East Stroudsburg State College with a Bachelor of Arts degree in Psychology, and from the University of Scranton with a Master of Science degree in Rehabilitation Counseling.

He joined BARC Developmental Services in 1976 as a Job Placement Counselor, was promoted to Rehabilitation Manager at BARC Production Services Quakertown in 1978, Site Manager of that facility in 1985, Clinical Supports Administrator for the Vocational Services Department in 1999, and Director of Vocational Services in 2001. In addition to his duties as Director of Vocational Services, Scott also served as the Director of Development until mid-2022.

He is a long-time member of the agency Advocacy/Human Rights/Quality Resources Committee, the agency Relationship and Sexuality Committee, and a founding member of the BARC Developmental Services Foundation.

Scott announced he will retire in mid-2023 after 46+ years with the agency.



Early Intervention

The Early Intervention Department supports over 400 children and their families in our Infant/Toddler Program. Our Interventionists provide Special Instruction, including Hearing and Vision service, as well as Speech, Occupational and Physical Therapies. The delivery of service continues to be based on the “Coaching Model” providing support in the child’s natural setting during typical routines.

In our monitoring from Behavioral Health/Developmental Programs we received “Fully meets requirements and continues to provide valuable and reliable high-quality services and supports that effectively meet the identified needs of the families and children served.” We continue to participate in the Core Leadership Team supporting the coaching initiative.

2022 brought a change to our department. After 50 years at the Croydon site, we closed the building with bittersweet feelings knowing the difference made for children and their families at the location over the years. We are now supporting the Lower Bucks infants & toddlers in their home or community setting from our new offices in Langhorne.

Parent surveys are completed at the time a child transitions from our program. This year the feedback continues to be very positive.

Some comments from the families:

Very grateful and satisfied with all services provided by my “BARC Team” thank you!

Our team was absolutely amazing, thoughtful and encouraging to my son/family. We could not have navigated this new process without them and their knowledge!

Our Special Instructor made it possible for us to effectively advocate for and handle our daughter in the toughest of situations. She is a gem who always went above and beyond to ensure her progress.

It was a pleasure to have the EI team in our home each week. The PT developed a great relationship with our son and he continues to ask for her. I am very pleased with the program.





Natalie and Luke

It was quite the surprise when I was told my baby was TWO babies - twins! With twins, comes a whole new set of challenges and stresses. Luke and Natalie decided to enter this world on June 7, 2022 at only 32 weeks gestational age – 8 weeks early. They spent 40 and 43 days respectively in NICU learning to breathe, regulate temperature, feed, and grow. It was here that the nursing team spoke of early intervention. The day the twins were released was the day I placed a call into EI. It was my goal to ensure that Luke and Natalie received whatever help they needed. As I was waiting for my appointment, I noticed that both twins were not meeting actual age milestones and struggling with their adjusted age milestones. This strengthened my resolve to ensure we had the best team in place to help them.

After our evaluation, our service coordinator said, "I have someone who I think you would really like, and her name is Joanna!" A week later, Miss Joanna came for our first session. She fit into our family like a missing puzzle piece. As I was navigating

parenthood as a first-time mom and to twins, she was there to offer support and a listening ear. She shared her experiences, validated my feelings, and worked through my worries. She demonstrated exercises for Luke, and I learned by practicing with Natalie. Then we switched and repeated the process. Under her guidance, I gained confidence as a mom and saw significant progress with both Luke and Natalie. Miss Joanna quickly learned each baby's personality, likes, and dislikes. She adapted her plans each week to fit individually and provided me strategies to continue the work during the week. We used a yoga ball to work on stability and core muscles, performed many bicycle kicks, and sang songs. Miss Joanna is kind, nurturing, and encouraging. When we started with Miss Joanna, neither Luke nor Natalie would tolerate tummy time. Now, both Natalie and Luke spend time on their tummy with head control! They are working on sitting up and rolling over. The twins may be small, but they are mighty. With Miss Joanna, we will be crushing our goals in no time! We are so thankful for you, Miss Joanna.



Joanna Holzman,
Occupational Therapist

I have always loved working with children. I enjoy making parents feel empowered, confident and educated on how to advocate best for their child with special needs. I absolutely love the relationships I get to build with families, the connection with the children, and the teamwork with specialists in other disciplines.

I could tell from my first session with Christina and her babies that she was going to do everything in her power to help her children reach their developmental milestones and keep them healthy and safe. Being that her twins were premies, and she was a first-time mother, she had many questions and concerns and genuinely valued my feedback. Each baby had different needs and struggles so we worked together to figure out best ways to soothe and calm each of them, while still challenging them to reach the next milestone. She jumped right into action from day one and when I showed her an exercise or positioning with one of the babies, she immediately tried to replicate with the other. Every week we discuss their progress and what each child is working on or has mastered, and I love that she keeps me informed during the week by sending me pictures and updates. Christina is extremely engaging and responsive to her babies and will try any suggestions or strategies I offer to help support them. We problem solve together and try to figure out what is best for them. Now that Natalie and Luke are both at childcare, we continue to work as a team with their childcare providers so that everyone is working towards the same goals.

Natalie and Luke have already hit many developmental milestones in our time together, and I feel so lucky to be a part of this special family. They have just started their feeding journey and I can't wait to see what milestones they hit next!

About Joanna Holzman: Joanna has been an Occupational Therapist for over 20 years. She received her Bachelor degree from the University of Michigan in Movement Science and her Masters in Occupational Therapy from Washington University in St. Louis.

Vocational Services


The Vocational Services Department continued to feel the impact of the on-going COVID pandemic throughout much of 2022. In addition, staffing shortages also played a significant role regarding the services we were able to provide and how those services were delivered.

At BPSQ, the Workshop program (Pre-Vocational) offered services to our individuals on a rotating weekly basis. Individuals attended a full week and remained home the following week. At BPSW, folks attended their respective program two (2) days each week. In early May 2022, we were able to reopen the BPSQ ATF/Seniors program for ICF folks from our residential department. We were able to do so as Residential staff provided most of the support to the individuals while they were at BPSQ, with supervision and ancillary support from the few remaining ATF staff and contracted staff. Staffing continued to limit the number of folks we could support at both sites and how often they could attend our programs for much of 2022. Fortunately, we saw an increase in the number of applicants late in the year. At BPSQ we hired three (3) Production Coaches in the Workshop, two (2) Activity Assistants in the ATF/Seniors Program, and a much-needed Program Specialist. There were also three (3)

contracted staff in the ATF/Seniors Program late in the year. At BPSW, we hired three (3) Production Coaches, but only one (1) is currently working. A new Administrative Services Coordinator was also hired. Finally, there are currently eight (8) contracted staff in the Workshop and ASD Program. The improved staffing has enabled us to bring back six (6) more folks at BPSW and increase participation to three (3) days/week for approximately twenty (20) individuals. We also anticipate bringing back three (3) more individuals to the BPSQ ATF/Seniors Program.

The Wage and Hour audit of our Workshop programs was finally concluded in October 2022 with a full compliance rating. Accordingly, our 14c certificates needed to operate these programs were renewed in November 2022 and remain in effect until late November 2024. While efforts to close 14c programs continued during the year, it is not imminent at this time, but we continue to participate in bi-weekly virtual meetings with the Coalition to Preserve 14c Programs to stay abreast of any new efforts in this regard and to vigorously advocate for continuation of these programs.

The senior management team of the department met weekly during much of 2022 to strategize and plan how to provide community inclusive activities for the folks we serve, as mandated by the Office of Developmental Programs



(ODP), at least 25% of the time folks attend our programs, effective July 1, 2023. This issue is also routinely discussed at weekly PAR virtual meetings. Most day program providers across the state have been very adamant they will not be able to meet this mandate and are urging ODP to roll back this mandate due to the on-going Public Health Emergency due to COVID and the staffing crisis. While ODP has not offered a definitive statement as to the status of the mandate, there are indications it may not be enforced for the reasons noted.

The JOBS Program (Joint Opportunities for Business and Society) continued to support a few referrals from the Office of Vocational Rehabilitation (OVR) and provide follow along services to folks successfully placed in community employment. Due to the need for a Program Specialist at BPSQ, the JOBS Manager enthusiastically agreed to assume this role on a part-time basis and curtail community employment activities.

Finally, after 46+ years with the agency, the Director of Vocational Services announced his impending retirement. His retirement date is fluid based on hiring his successor and a seamless transition, but he plans to fully retire by June 30th, 2023.

Carolyn

Carolyn joined our BARC family in the summer of 2016 and she quickly became a favorite with her peers. She is a hard worker and enjoys a challenge. Carolyn likes working on the various CRC contracts, especially getting to put cans through the heat-sealing tunnel. She also enjoys putting springs together and labeling boxes. Carolyn's paychecks are extremely important to her, and she looks forward to opening them every payday.

When Carolyn first started at BARC, she needed time to adjust to the new routine and to develop trust with the staff supporting her. She worked hard to find strategies to help her feel at peace when she experienced anger or anxiety and found that coloring really helped her. Over the years she has cultivated strong, positive relationships with staff and she knows that she can go to them for anything. Carolyn loves working with her production coach, Selena, because she is strong and helps her make money. She appreciates that Shnica and Melissa always help her with her lunch and encourage her to be healthy. She also looks forward to regular check-ins with her program specialist, Cheryl, and especially enjoys the motivational pictures and quotes that Cheryl shares with her.

Carolyn loves to come to her CPS program because she

***About the author:** Rachel Cliggett is a program specialist at BARC Production Services-Warminster and has held this position for the last 5 years. She currently manages a caseload of 27 individuals and has developed beautiful relationships with the people she works with. Rachel approaches her job in a peaceful and compassionate manner and always has a sense of humor. She is creative, organized and an invaluable member of our team.*

Rachel completed her internship at BPSW through Penn State University in 2016 and then graduated with her Bachelor of Science in Rehabilitation and Human Services. She was hired as a production coach in our ASD program before her promotion to Program Specialist.



Rachel is an only child and has lived in Philadelphia her entire life. She is the "go-to" person if someone needs a good television show recommendation. When Rachel isn't working, she loves spending time with her boyfriend and taking adventurous vacations. She is happiest when she is by the ocean.



has cool friends who she looks forward to talking to and making them laugh. She has the best sense of humor and can turn anyone's mood around by sharing one of her jokes. Carolyn also enjoys assigning nicknames to her peers and staff and uses those as terms of affection.

Over the last several years, Carolyn has really grown in her self-confidence and self-esteem. The quote that she thinks best describes her is "she's sunshine mixed with a little hurricane" and anyone who knows her will agree with this. She is loving and always there to listen and give advice to others. When she is determined and wants to reach a goal, she is a force to be reckoned with! Carolyn is proud of how hard working she is, that she is nice to her friends, that she has a kind heart and a beautiful smile. She is also a true champion of the people around her. She is thoughtful and caring, roots others on, and wants to help anyone that she can.

Carolyn hopes that one day she can work at CRC. It's right down the road, so she'll still be close by, and she already has a CRC logo shirt she can wear. She also wants to spend more time drawing and taking cool pictures on her tablet which she bought with her own, hard-earned money. Within the tight-knit group at BPSW, Carolyn has grown to be a positive leader to others. She continues to dream big, and everyone here knows that her future is filled with endless possibilities.



Brandon

Brandon started at BARC in 1999. Over the years, Brandon has proven to be a very valuable and capable individual; and there are many times I will say to Brandon, “you’re my right-hand man”. Most times, Brandon will respond with, “Thanks, Elaine. You’re the best to me!” It’s easy to be ‘the best’ to Brandon when there are days he truly works non-stop and never balks at anything I ask him to do.

Brandon is never at a loss for words. Matter of fact, there are days when he chatters continuously. However, that doesn’t deter him from performing his duties. He is always willing to offer his thoughts on work, sports, or whatever the conversation may be about. Brandon takes great pride in his work and is always willing to help out wherever he can. If he doesn’t know or understand how to do something correctly, he does not hesitate to ask his supervisor for instruction.

Brandon strives to do the best he can in everything he does and is eager to please, whether it be wrapping skids, any type of production line work, or taking out the trash. Because of the level of Brandon’s capabilities for

wrapping skids, trash removal, bringing skids in from the warehouse for the staff, or other maintenance type jobs, Brandon has elevated himself to being paid minimum wage for those tasks. He has also stated how happy he is to work here and has easily befriended many of his co-workers at the workshop.

Brandon’s pride also shines through in his appearance and will often ask, “How do I look today?” or “Look, we match!” Brandon will many times compliment others on “how sharp they look!” and is appreciative when others compliment him on his appearance and will respond with an exuberant “Thank you!”

Some of the comments the staff have regarding Brandon are: He’s bright spirited; works hard without complaints; cares for others by looking out for things that could be a safety issue; doesn’t give any attitude; can, at times, be a little pushy and bossy but, will readily apologize when he knows he’s done something wrong; is a pleasure to work with; always happy; enjoys hearing his stories even if they can be repetitive; enjoys talking about Scooby Doo; and is an avid Eagles fan!

Brandon loves to vacation with his dad in Canada where they go fishing. He will come back with some very interesting stories of catching fish! (True fish stories!) When we do CPS outings, Brandon is always ready and willing to partake in an adventure....no matter where it may take him.

Brandon is a true asset to the BARC workshop team. I know when Brandon is at workshop, I have someone who I can depend on to get the job done and have expressed this to Brandon many times.

Brandon has often said to me, “What would you do without me?” My response is always, “I don’t know, Brandon. What would I do without you? I don’t ever want to find out!!”

Thanks, Brandon, for all your hard work and being “the man” you are!!

About the author: Elaine Witman began her journey with BARC in 1986 as Supervisor I in the Micro Systems Department. During the 11 years she worked in that department, she was promoted to Supervisor II; Supervisor III; then, in 1996, to Micro Systems Manager. In 1997, Elaine was promoted to the position she holds today, BPSQ Production Manager. In 1993, Elaine received the Employee of the Year Award. In 2012, she received the Quality of Life Award. Throughout the years, Elaine has served on various agency committees and as an Incident Investigator. In April 2023, Elaine will reach her 37th anniversary with BARC.



Spotlight On Staff

Catherine Stumpf

2022 Justin T. Schram Award Winner



Above: Catherine Stumpf, AFT/Seniors Program Manager (center) was awarded one of two Justin T. Schram Awards at the 2022 Length of Service Awards Ceremony by Mary Sautter, Executive Director (left) and Catherine McLain, Vice-President of Risk Management at Trinity Asset Protection.

The BARC Developmental Services Foundation created the Justin T. Schram award in 2016 as a means to recognize exceptional contributions by an associate to the agency. It was created to honor the memory of Justin T. Schram who passed away on January 5, 2016. Justin is the beloved son of BARC Developmental Services' former Executive Director, Dr. Robert H. Schram. Justin was an avid musician, bandleader, psychotherapist, and certified K-6 teacher in New Jersey and Colorado. He was dedicated to helping others. The Justin T. Schram Award is sponsored by U.S. Medical Staffing, Inc. and Trinity Asset Protection. In 2022, two associates received Justin T. Schram Awards due to outstanding efforts on behalf of the individuals served at BARC Developmental Services.

According to her nominators, we believe Catherine Stumpf should be selected as the recipient of the Justin T Schram award because if you were to walk through the BPSQ ATF, you'll always see her out on the floor going above and beyond for our folks and her staff. If you talk to anyone who knows Cat, they will tell you that she is the kind of person that will give you the shirt off her back. She's always a shoulder you can cry on for staff and the individuals. When an individual is upset, Cat is

the first one to step up and take action to see what's wrong and how it can be fixed. Cat is always on the floor doing personal care and activities. She is the main reason why our room runs as smooth as it does. Cat is a strong woman and respects everyone. She is always thinking of others first and works a lot of hours in the houses too! During COVID, Cat worked many hours at our homes. She was working in three different houses during this time, making homemade dinners and taking the ladies on community outings. She knows all the ADLs and all the ISP and behavior support plans for the folks she supports in the ATF and the residential homes she works in.

Cat is someone that everyone admires. She is truly one of the hardest workers I know. With how much she worked through COVID and how much dedication she has for this agency, Cat showed exceptional work ethic. If this award is for the person who goes above and beyond, then the person most deserving is Catherine Stumpf.

Residential Services

As 2023 begins, the individuals and associates within the Residential Department have fully adapted to the changes that resulted from the COVID pandemic. All desired activities, outings, and routines that individuals choose to resume are occurring with precautions in place. Two things stand out as clear over the past three years. The first is that individuals supported are incredibly adaptive, resilient and open to learning new routines. The second is that Direct Support Associates, in the broad sense of the term, are exceptionally dedicated to the individuals and the agency, and truly went above and beyond to do what was needed.

Currently, the department provides care and support to 98 individuals in 36 homes located throughout Bucks County and into Montgomery and Lehigh Counties. The needs of each individual is met within the program structure that best suits them. Individuals' diverse needs are met through a variety of programs structured according to the requirements of each individual.

- Community Living Arrangement (CLA) homes offer varied levels of supervision. The focus is on the individual and their desires and strengths while developing strategies to work on the areas the individual wants and needs to improve upon.
- Intermediate Care Facilities (ICF/ID) provide more structured routines where active treatment is the focus. This concept involves the idea that every person can take part in every aspect of their daily routine with whatever level of assistance is needed.

- Lifesharing arrangements provide services to individuals living with a family in the family's home.
- Unlicensed Residential Habilitation supports are provided to individuals who live alone, or with a roommate, and a Direct Support Professional assists them for less than 30 hours per week.

A change to the structure of the department occurred in the past year to offer better oversight to the nursing team. The nursing department was previously managed by two Nursing Supports Managers, one in Quakertown and one in Warminster. Over the past year, the decision was made to join these two positions and create one Director of Nursing position. The change has been positive and allowed for cohesiveness of the team. Many of the procedural approaches, scheduling processes, and data tracking has been streamlined across the nursing department under one leader.



Jeremy

Jeremy is a very happy 30-year-old gentleman. He became part of the BARC Developmental Services family in 2018 after moving out of his home. Jeremy enjoys being active and wants to be on the go every day. He regularly visits the library and checks out the same Disney movies; his favorite is the Little Mermaid. Jeremy loves to dine out and his favorite meal is a cheeseburger. His favorite drinks are iced coffee and diet coke. His favorite activities are riding roller coasters and going to the zoo. When he does stay home, he spends his free time watching The Cartoon Network and Disney movies. Family is important to Jeremy and he enjoys staying connected via weekly Zoom calls with his dad, who lives in Florida, and grandparents, who live much closer, only an hour away. Jeremy enjoys having lunch with them about once per month.

Jeremy is a very smart young man who learns quickly. Upon arriving at BARC Jeremy struggled to effectively communicate and often resorted to other ways to convey what he wanted to say. BARC was able to connect Jeremy with a Speech Therapist and a Behavior Support Specialist. With encouragement and support from the Home Manager, April Aitken, and staff, Jeremy was able to use techniques learned from both specialists that helped him effectively communicate his wants, needs, and frustrations. As a result, Jeremy has had a significant increase in his ability to effectively communicate what he is trying to say which has allowed him to be successful in many areas, especially at his day program. Jeremy also struggled in crowded settings and due to support from staff



to help identify triggers, he learned to use coping skills. Jeremy has been able to successfully participate in more community activities, including joining the Best Buddies program, attending Phillies games, visiting the Philadelphia Zoo and seeing Disney on Ice. During 2022, Jeremy purchased a seasonal pass to Dorney Park and went on several occasions making sure he rode every roller coaster. Jeremy was also able to take a trip to Disney World this past summer where he connected with his father. It was his first airplane trip. This was a success as Jeremy was able to use the coping skills he learned recently. It should be noted that the ability for Jeremy to be successful on this trip is in great part thanks to his travel mate, Home Manager, April. Jeremy had a wonderful time and enjoyed himself thoroughly.

About the author: Judy DeWeese joined BARC as a part time Program Specialist at BPS-Q in 2011. In 2015 she became full time. When the workshop was closed due to the pandemic in Spring of 2020 Judy was sent to work in residential as a direct support staff. She was then hired as a CLA Program Manager when the position became available in November 2020.

During her time as a Program Manager Judy successfully became a Certified Investigator.

Prior to coming to BARC Judy also worked for a nonprofit agency in Delaware. She briefly attended the University of the Virgin Islands and completed her Bachelor of Science Degree from Goldey Beacom College.





Brian

Brian Silver is the newest addition to BARC’s Unlicensed Residential Habilitation program (formerly known as Supported Living). He joined the team in June 2022.

Brian currently lives independently in an apartment in Warminster. Brian and his mom lived together in this residence for most of Brian’s life, prior to her passing in early 2022. They had a very close relationship, and her passing left Brian grieving and living by himself for the first time in many years without any financial/social/residential services in place. Luckily, Brian’s uncle and other extended family members helped him to obtain the necessary resources, services, and assistance available to him, ultimately leading them to seek out residential services from BARC Developmental Services.

Brian works at McDonald’s in Richboro, PA, where he has been employed for over 20 years. Brian’s wages from McDonald’s were the main source of income providing for his mother and himself for his entire adult life. Brian takes a lot of pride in how far he has come in his position at McDonald’s, working his way from the most entry-level position up to line cook where he is now, and every position between.

Despite all of this, it was still difficult for Brian to survive on his own without any financial or day to day assistance. Since his admission to BARC and getting proper services in place for him, such as assisting with groceries and paying for utilities, he has finally been able to save up extra money for

himself and his needs/desires instead of struggling to pay his bills each month.

Brian is so used to never taking a day off from work, that it was a big change for him to be able to start taking days off for things like appointments, or outings/events he wants to attend, without worrying about the financial implications of missing a day’s worth of pay. So far Brian has already been able to get some much-needed dental work completed and purchase new household items/supplies.

In September, Brian attended the annual BARC outing to the Iron Pigs Baseball game, where he got to throw out the first pitch. Brian is a HUGE sports fan, including all the Philadelphia teams- Phillies, Eagles, Flyers and Sixers; so, he was very excited to go onto the field and throw out the first pitch. He has attended the BARC group day trips to Lancaster, PA via the Strasburg Railroad, and to Hershey, PA around Christmas time. Brian also attended BARC’s annual Holiday Party at Franconia Heritage in December of 2022, where he got to meet lots of other BARC individuals and associates, enjoy food, music, and dancing, and get a Christmas photo with Santa.

Brian is a huge fan of all kinds of music, having been to many amazing concerts throughout his life with his mom, in addition to traveling the world with his high school marching band! One of Brian’s favorite hobbies is WWE wrestling. Since meeting him, he expressed his interest in attending a WWE event that would be held in Philadelphia in January 2023. BARC was able to assist in facilitating this for Brian, taking care of the purchasing of tickets, transportation, etc., so that Brian could attend this special event he was so excited about.

Brian has developed friendly relationships with the other individuals in Central Bucks, as well as with his main staff person, Shaimaa. We look forward to continuing to assist Brian to be as successful as he can be!

***About the author:** Briana Forester is a Program Manager within the Residential Department of BARC Developmental Services. She oversees three Community Living Arrangement homes and individuals who receive support through our Unlicensed Residential Habilitation program.*

Briana is currently in her 7th year of employment at BARC Developmental Services. She graduated from Temple University in 2013 with a degree in Psychology. Previously she has worked with both adults and adolescents in the mental health and substance abuse fields, as well as being a residential home manager.



Spotlight On Staff

Shnica Smith

2022 Justin T. Schram Award Winner



Above: Shnica Smith, Assistant Production Manager (center) was awarded one of two Justin T. Schram Awards at the 2022 Length of Service Awards Ceremony by Mary Sautter, Executive Director (left) and Catherine McLain, Vice-President of Risk Management at Trinity Asset Protection.

According to her nominators, Shnica Smith is the person who epitomizes what the award represents. She has dedicated over 22 years to serving the individuals that we support. She is more than just staff to so many, she is family. She gives 100% to everything she does, and it shows in her work. She will always put the needs of others above all else and does so with a smile. Shnica has an infectious laugh that can brighten your day.

Over the years Shnica has contributed to many success stories of the individuals we support. Shnica was instrumental in the success of an individual that we support who was dealing with significant mental health issues causing them to have difficulty making it through the day while at BPSW. She spent time developing a relationship with and earning their trust which was very important to them. Shnica was able to pick up on their body language, alert staff and spent time with the individual. Shnica helped

build this person's confidence and ability to process things in a calm manner. This person in return is now able to offer help to their peers who may be having difficulties.

When she goes on vacation, I know several supported individuals will count down the days until she returns, and others will stay home.

Trying to put in words all of the wonderful things that Shnica has done over the years is not easy. She is such an instrumental part of BPSW and without her it would not be the same. If anyone deserves to be recognized, it is her! Without her, none of us would be able to function and do our jobs.

Human Resources



The Human Resources Department ensures that quality professional support is provided to the children and adults served by BARC Developmental Services. Through recruitment, orientation, training, benefits administration and on-going employee relations guidance to supervisors, the department remains committed to hiring only qualified applicants and to helping to maintain a culture at BARC that is inclusive and provides opportunities for job satisfaction and growth. The department continues to play a role in pandemic related tasks such as tracking vaccination status and implementing pandemic related policies.

BARC Developmental Services employed an average of approximately 190 full time, part time and provisional staff in 2022. Recruiting numbers that saw a significant decline in 2021 began to improve. After the agency wide rate raise for Direct Support positions went into effect in August 2022, recruiting numbers saw a significant increase and recruiting exceeded in the final three months of 2022 where we saw a total of 41 new hires across all departments. There continues to be low turnover in management and supervisory positions. We continued our partnership with Penn State Abington's Rehabilitation and Human Services undergraduate program. One intern from this program was hired in 2022 and has remained with the agency in a full time role since graduation.

BARC

Developmental

Services' recruiters also held an in-person job fair/recruiting event at our Quakertown office in May and set up a recruitment table at the agency sponsored car show in September.

Human Resources also emphasizes the retention of valued associates. Through a supervisory training course as well as one-on-one conversations with Human Resources staff, supervisors are trained in best practices to encourage open communication, development, and guidance of associates. Both Agency-wide and Department specific training is provided to ensure staff meet regulatory requirements and have up-to-date knowledge and skills to perform their job to the best of their ability. These trainings resumed in person after being held virtually through the pandemic. Human Resources began assisting to complete "Fatal Five" and required ODP training during the onboarding process. The Job Opportunity process is used to request changes in position and last year nine associates were promoted. Several associates took advantage of the Educational Assistance Awards to continue their education.

Associate benefit offerings are reviewed annually, and plans are amended as needed to continue to offer an attractive benefit package to all eligible associates. In October and November, the Human Resources Department prepared and distributed information about the excellent benefit package offered at BARC Developmental Services to prepare

for the 2023 calendar year offerings. Virtual Open Enrollment meetings were held for all associates receiving benefits. MDLive, a service that offers telemedicine appointments for both physical and behavioral health was introduced during these meetings and will be offered as a benefit starting in 2023. The opportunity to meet individually with a Human Resources member was extended to those who desired more explanation so they could make the selections that are best for their individual situations.

A long-standing BARC tradition is the annual Length of Service ceremony and reception held in October. The Human Resources department was pleased to be able to hold this event as one agency gathering again at Peace Valley Park. Gifts were obtained, summaries written, food preparations made, and coordinated with the Executive Director to recognize the thirty-one associates who reached employment milestones of 5, 10, 15, 20, 25, and 30 years of service. The seventh annual Justin T. Schram Award, created by the BARC Foundation to honor the memory of the son of former Executive Director Robert H. Schram, was presented to two winners. These associates were nominated by their peers for their outstanding contributions to the individuals at BARC and the winners were selected by BARC Foundation members. This ceremony provides an opportunity for all to learn about the inspiring work done at BARC Developmental Services every day and acknowledge the contributions of our dedicated associates.

Quality Resources



The Quality Resources Department of BARC Developmental Services continues to ensure that the organization is compliant with all Commonwealth regulations relative to incidents that occur within its three service departments, including Early Intervention, Residential, and Vocational Services. The Quality Resources Department is guided by the Advocacy/Human Rights Committee of BARC Developmental Services and focuses on quality improvement and risk management for all persons supported by the agency.

Quality Resources is responsible for the oversight of the agency's incident management system. A monthly review of any advocacy concerns, reportable incidents, investigations, and analysis of medication errors is completed by the Advocacy/Human Rights Committee. Quarterly trends of these vital areas are also provided and reviewed by the Advocacy/Human Rights/Quality Resources Committee. The Peer Review Human Rights Team meets monthly to review treatment plans of individuals with restrictive components to ensure that the health, safety, and rights of our supported individuals come first while providing person centered and necessary supports.

BARC Developmental Services has a team of eight ODP Certified Investigators (CI) who are assigned to complete thorough investigations of incidents

when needed, resulting in providing a comprehensive report to the Administrative Review Team of their findings. This team of investigators also meets quarterly at Certified Investigator Peer Review to complete a review of and discuss a sample of investigations conducted during that quarter. Any feedback provided during these sessions is documented and always taken into consideration by the CI's for future investigations/

The agency 2021-2023 Quality Management Plan is provided oversight by Quality Resources. With the team of directors, each department (Early Intervention, Residential, and Vocational) is continuously striving for progress and improvement while providing the highest quality of care and services as part as of an always changing human services system. Each department develops a series of goals to work towards and reports on these goals on a quarterly basis.

Quality Resources also provides support to all departments in the form of training for all associates. Areas of focus for training include Confidentiality and Privacy Practices as well as Incident Management. A new training was also implemented this year on Incident Management, geared towards supervisors and their role in the incident management process.

Development

In 2022, fundraising efforts were able to resume their previous in-person format, and it was great to see so many of our supporters! The Development Department coordinated a number of fundraising initiatives including the brand new "Cars For A Cause" car show and the reinvented Car Raffle (formerly known as the Mercedes Benz Raffle). "Cars For A Cause", which took place at Warminster Community Park, featured show cars in all genres competing to win one of a dozen awards, raffle baskets donated by several local businesses, a food truck and music by DJ Rita. The event brought in an income of over \$7,000 before expenses. We look forward to the expansion of this event in 2023. The new Car Raffle saw some significant changes in its format. BARC Developmental Services paired with Kia of Langhorne to offer participants the opportunity to win a \$30,000 voucher for the car of their choice purchased from Kia of Langhorne or \$25,000 in cash, an increase from the previous top prize of \$24,000. 342 tickets were sold, netting over \$17,000 thanks in part to our generous sponsor, US Medical Staffing. The Ivyland Invitational for BARC Developmental Services golf outing, which took place in June at Five Ponds Golf Course in Warminster generated nearly \$9,000 in profit. The Gift Card Raffle was held in November, generating interest from holiday shoppers. The raffle netted over \$5,000. The Annual Autumn Luncheon took place in November at Spring Mill Manor in Ivyland for the first time in three years. The event was well attended and generated a profit of \$5,500. The still new Duck Derby took place in June and allowed donors the opportunity to adopt rubber ducks that were then released into a private pool where cash prize winners were drawn at random, live on the agency's Facebook page. The event was again well received and profited \$4,000.

In 2022, a new Community Capital Campaign was

chosen with funds being designated to construct an egress at one of our group homes to assist in an emergency evacuation should the need ever present itself. More than \$5,000 of the \$7,500 necessary for completion has been raised.

In 2022, Development continued its partnership with the Residential Social/Recreational Committee for the return of Designer Handbag Bingo. The 80s themed event took place in October at Fireside Hall in Plumsteadville and generated a profit of \$2,500. The department continues to manage a Spring and Fall apparel fundraiser, a catalogue of BARC Developmental Services branded clothing and accessories available for purchase to our associates, individuals and their families.

The Development Department was also instrumental in overseeing the Annual Membership drive, which generated 90 members and over \$7,000 in donations. The Annual Membership Meeting was conducted in person resulting in the election of 3 board members. Following the meeting, 8 individuals were honored as part of the Community Award Ceremony for outstanding efforts on behalf of BARC Developmental Services.

The department continues to ensure that PROGRESS, our agency newsletter, is completed and mailed to members, as well as thousands of supporters two times per year. The department also coordinated and distributed 12 issues of Hand In Hand, a monthly associate driven newsletter and continues to design and send an email-based newsletter, Bits of BARC, each month.

The Development Department oversaw the complete re-design of the agency website creating a more inviting page that better represents the services we provide. The department also continues to maintain all agency social media accounts.





BARC Developmental Services relies on the generosity of community support to complete larger scale projects throughout our programs. Without the support of local grantors and Capital Campaign donors, many of these recent projects would not have been possible.

1. **BPSQ Bathroom Renovation** (upper photos 1 and 2): The main bathrooms at our Quakertown workshop facility were in desperate need of a full renovation. Thanks to a grant in the amount of \$10,000 awarded by Foundations Community Partnership and a grant in the amount of \$9,950 awarded by the Shrenk Foundation, the beautiful renovation was completed.
2. **Emergency Evacuation Exit at BPSQ** (upper photo 3): A recent fire inspection suggested an additional accessible exit be constructed allowing easier egress from the building in the event of an emergency. Thanks to a grant in the amount of \$10,000 awarded by Foundations

Community Partnership, the exit is set to be completed by summer.

3. **New Group Home Wheelchair Ramp** (upper photo 4): A new wheelchair ramp at one of our homes was in need of a full reconstruction. Thanks to a grant in the amount of \$5,200 awarded by the Kistler Tiffany Foundation, the ramp was completed.
4. **New Parking Lot at BPSQ** (lower photos 1 and 2): After more than 20 years, the parking lot at BPSQ was in desperate need of a full reconstruction. Thanks to a grant awarded by Bucks County Community Development, construction is set to begin in the Spring.
5. **Emergency Evacuation Sidewalks at BPSW** (lower photos 3 and 4): After a recent fire inspection, it was suggested sidewalks be placed around the perimeter of the building to ensure accessible access out of the building in the case of a fire. Thanks to the generosity of our many Capital Campaign donors, the project was completed.



Fiscal

The Fiscal Department is dedicated to the agency and the individuals supported by BARC Developmental Services. This commitment is evident in the ongoing efforts to process timely payments and invoicing, provide meaningful financial reports, work proactively with the service departments, identify any extraordinary needs that may require supplemental funding, and to maximize funding necessary to ensure financial stability.

In fiscal year 2021-22, the agency obtained additional funding from the Pennsylvania Department of Human Services, Office of Developmental Programs (ODP) which was necessary for the agency to capably support the individuals' ongoing and changing needs. We were fortunate to receive American Rescue Plan Act (ARPA) funding through ODP and Bucks County for premium pay for direct support staff. The Bucks County ARPA funding will continue through fiscal year 2023-24. Requests for additional funding for the current fiscal year 2022-23 are under consideration by ODP/ICF-ID.

Fiscal Year 2021-22 closed with a surplus on annual expenses of \$23,233,000 offset by revenue of \$24,226,000. As of 6/30/22, assets were \$13,179,000 and liabilities were \$5,827,000 for net assets of \$7,352,000.

We are proud to report that the auditors continue to be satisfied with our internal controls and note no material weaknesses. This reflects the dedication, concern, professionalism, and teamwork demonstrated by each member of the Fiscal Department in cooperation with our service departments on behalf of the individuals that we support.

Information Technology ensures the continuity of network and computer services for the agency through planning, technical leadership, project implementation, security administration, the agency website, and end-user support. The IT team is in the process of upgrading the agency network to offer broader and more secure remote network access.

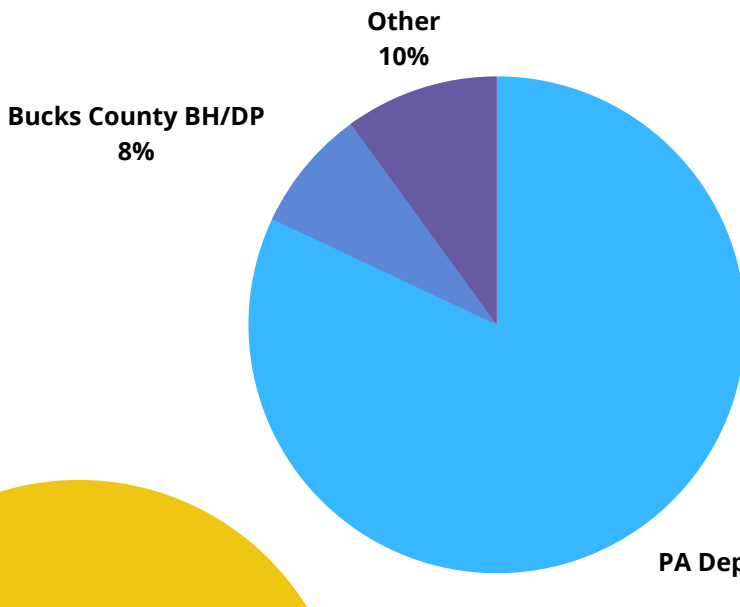
Fiscal Year 2021-2022 Revenue

\$24,226,000:

\$19,842,000 – PA Dept. of Human Services

\$ 1,924,000 – Bucks County BH/DP

\$ 2,460,000 - Other



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Thank You

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