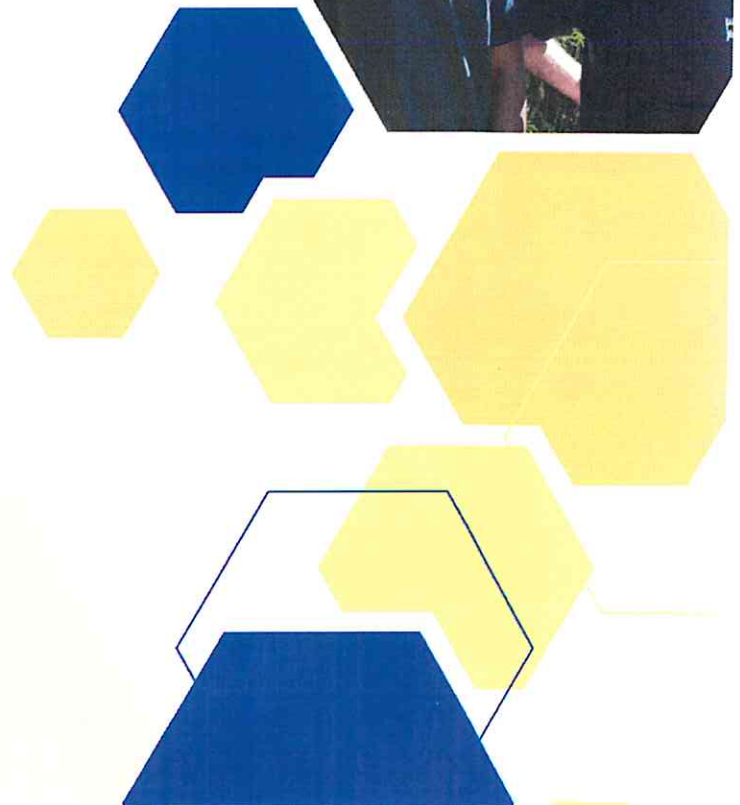




ANNUAL REPORT 2024/2025



Who We Are

BARC Developmental Services is a non-profit organization that provides referral-based support to children and adults with intellectual disabilities and autism from the Bucks and Montgomery County regions through early intervention, residential, and vocational programs.

Early Intervention Services are designed to build upon the natural learning that occurs in a child's early years. Their home-based services are provided to more than 400 children from birth through two years of age by certified therapists and special instructors.

Residential Services provides four levels of support for adults with intellectual disabilities; placement is based on the needs of each person served. Programs include Community Living Arrangements, Intermediate Care Facilities, Life Sharing, and Unlicensed Residential Habilitation. The programs encourage and promote the development of appropriate independence, citizenship, and community participation.

Vocational Services offers several programs for adults in two modern facilities located in Warminster and Quakertown, including a specialized program for adults with Autism Spectrum Disorder. Other programs at both sites include a Pre-Vocational Program, Adult Training Facility, and Seniors Program that provides social, therapeutic, and recreational activities for adults who are unable or no longer wish to work, but still want to participate in daily activities. Employment opportunities are available for individuals who wish to secure jobs in the community through the Joint Opportunities for Business and Society Program. Additionally, those who want to be more involved in their communities can also participate in outings as part of the Community Participation Supports program, and spend time volunteering or visiting various places, such as museums, theaters, and other locales.

Vision

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.

Mission

The mission of BARC Developmental Services since it was founded in 1951 has been to serve and advocate for over 600 men, women and children throughout Bucks County with intellectual disabilities and autism through Early Intervention, Vocational, and Residential programs. These services help each individual supported to reach their fullest potential, lead happy lives, and contribute to their community. BARC has a team of dedicated staff who ensure the mission of the agency is met everyday.



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“Thank you for all of the wonderful services you provide for my son. He has a good life because of you!”



From the desk of the Executive Director

Dear Friends,

2024 was a busy year for the agency as we continued our commitment to quality care. The agency experienced growth in many ways:

- Two new ranch style homes were purchased to provide long-term housing stability for four individuals
- Vocational services increased units billed by 30%
- Increase in the number of individuals supported in community employment
- 5.5% increase in children supported in Early Intervention
- We increased our workforce by over 11% and the vacancy rate in Direct Support Professionals (DSPs) decreased by 10%. Our dedicated staff continue to provide the best possible supports.

A main focus of the agency in 2024 was advocating with state and local legislators for increased funding for agencies across the state who support individuals with ID/A. A highlight of the year occurred in April when Governor Josh Shapiro, Human Services Secretary Dr. Valerie Arkoosh and Deputy Secretary of Office of Developmental Programs (ODP) Kristin Ahrens visited BARC Developmental Services. They toured the Warminster workshop, interacted with supported individuals and staff, and then hosted a roundtable with selected individuals, staff and family members. The main purpose of the visit was to promote the Governor's 2024-25 state budget proposal, which included significant additional funding for the ID/A system to increase provider rates and decrease the waiting list. We are proud to have been a part of this historical investment in our system!

Looking forward to 2025 and beyond, advocacy efforts will be more important than ever as there are some state and federal initiatives that will impact our agency. This includes performance-based contracting for residential services that creates quality standards and metrics and aligns payment rates with outcomes. The federal initiative to eliminate Section 14(c) commensurate wage options threatens employment opportunities for individuals with disabilities. Our dedicated leadership team is focused on confronting these challenges directly while continuing to operate the agency in a fiscally responsible manner.

As we celebrate our 74th year of advocating for and providing services to children and adults with intellectual disabilities and autism, we are very proud of the impact we have in our communities. 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.

Sincerely,

Mary Sautter

Mary Sautter, MSOL

Our Leadership Team.....

Executive Management



Mary Sautter, MSOL
Executive Director, CEO



Lori Vail
Chief Financial Officer



Eric Macklin
Director of Residential Services



Jordan Pfister
Director of Vocational Services



Karen Brownstein
Director of Early Intervention



Christopher Bennett
Director of Human Resources



Erin Barth
Director of Quality Resources & Development

Board Member Feature:

Philip Carey

Philip J. Carey has been a member of the BARC Board of Directors for 40 years.

He currently serves as the 1st Vice President of the Board

as well as the Chair of the Development Committee and Residential Advisory Committee. Phil is also a member of the BARC Finance Committee. Phil studied at Union College and retired from the manufacturing industry. He has three children and five grandchildren. Phil is very active as a committee member and can always be found at BARC events throughout the year. Thank you, Phil, for 40 years of exceptional leadership and unconditional commitment to BARC Developmental Services and the Board of Directors.



Board of Directors

- **Teresa Manero** *President*
- **Philip J. Carey** *1st Vice President*
- **Nicholas Ciliberto** *2nd Vice President*
- **J. Scott Kramer**, Esquire *Secretary*
- **Michael Mills**, Esquire *Treasurer*
 - **Richard E. Brown**
 - **Sherri T. Portnoy**
 - **Patricia Schuck**
- **Dana Teeling-Hernandez**
- **Margaret Dominy**

For a full list of biographies of our leadership team, please visit our website at www.barcprograms.org.

Become a Member **2025** Benefits of Membership

BARC Developmental Services is a non-profit agency in Bucks County dedicated to providing quality services and programs to men, women and children with intellectual disabilities and autism.



Membership gives
you the opportunity
to help make a difference.

Thank you 2024 Members!

To view a full list of our 2024 Membership
please visit our website barcprograms.org.



BARC Foundation

Foundation Committee Members

Eric Matzkin
Jennifer Garrett
Jessica Arroyo
Chick Johnson
Terry Malloy
Lou White
Leland Felt
Teddy Manero
Scott Kulp
Mary Sautter



*To advance, promote and support the charitable
and educational purposes of BARC.*

The BARC Foundation Committee was established by BARC Developmental Services (BARC) in 2008. The BARC Foundation can accept tax-deductible gifts from individuals, corporations, and foundations on behalf of BARC Developmental Services. These gifts may be in the form of in-kind contributions, planned gifts, appreciated securities, and grants. The Foundation Committee is organized and authorized by the BARC Board of Directors for the sole benefit of BARC Developmental Services, Inc. The purpose of the BARC Foundation Committee is to raise, invest, and distribute Restricted Funds from the General Endowment Fund for the benefit of BARC Developmental Services. "Restricted Funds" means (i) funds contributed to BARC by donors who have restricted the use of such contributed funds and/or have contributed such funds to the Foundation, or to endow and provide long-term support of BARC, or (ii) funds that have been set aside and restricted by the BARC Board of Directors.

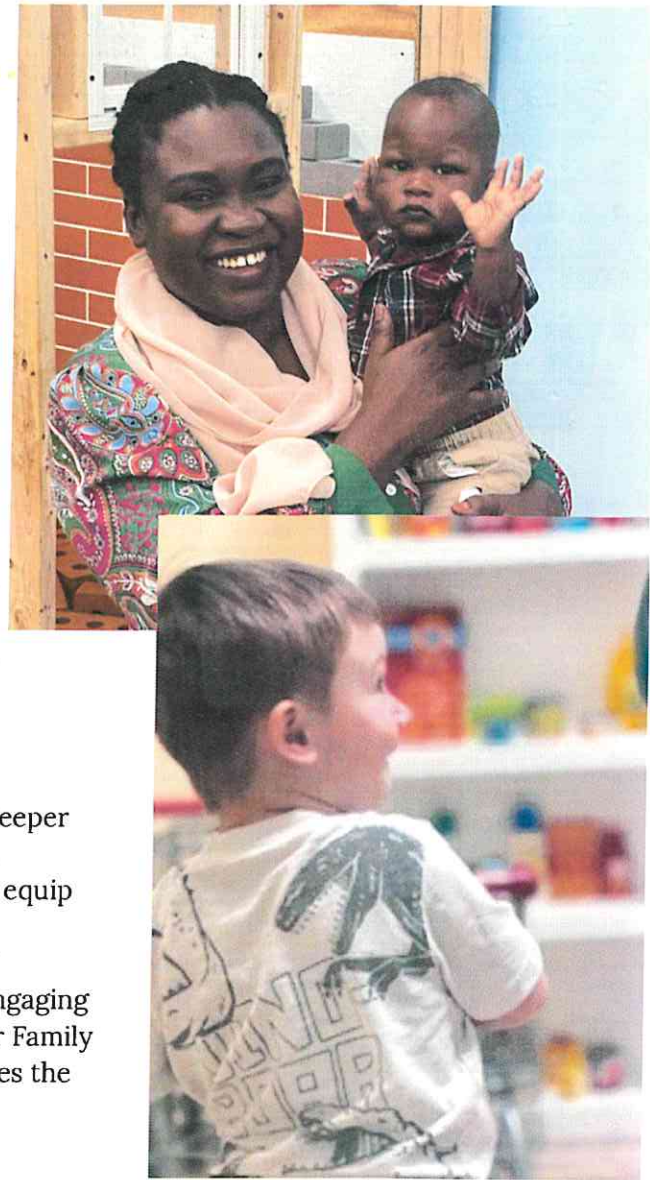
The mission of the BARC Foundation Committee is to secure the existing BARC programs that make a difference in the lives of the children, adults and families served and to support BARC's vision of innovation by funding the development and future endeavors of its Early Intervention, Vocational, and Residential Programs. All donations to BARC Developmental Services will directly benefit the individuals served and are tax-deductible.

Early Intervention Services

The Early Intervention Department at BARC is transforming the lives of over 400 children and their families through our Infant/Toddler program. Our dedicated interventionists deliver Special Instruction, including Hearing and Vision services, as well as Speech, Occupational, and Physical Therapies, empowering children to reach new heights. Additionally, our Social Work services provide families with the resources and support they need to overcome challenges and thrive.

Our Coaching Model approach enables interventionists to provide personalized support in the child's natural environment, fostering a deeper understanding of the child's unique needs and promoting meaningful progress. By leveraging coaching methodologies, our interventionists equip caregivers with the skills and confidence to nurture their child's development, leading to profound, long-term outcomes. Our team of interventionists is committed to ongoing growth and development, engaging in rigorous training and Professional Learning Communities to master Family Guided Routines Based Intervention principles. This dedication ensures the consistent delivery of exceptional Early Intervention services.

The Early Intervention Department is proudly supported by a talented administrative team that provides invaluable guidance, resources, and support, enabling our interventionists to focus on what matters most – unlocking the full potential of each child and empowering families to support their child's development in everyday routines.



Remembering Noreen Coleman

For 25 years, Noreen Coleman, was an integral part of the Early Intervention Department here at BARC Developmental Services. Serving as the Department Director since 2016, her focus has always been on making a meaningful difference in the lives of children. Her commitment to helping children is extraordinary and admirable - throughout her tenure at BARC, she touched the lives of thousands of kids. Noreen's support of her team, the agency and the larger Bucks County EI community never wavered. She was an amazing person and an exceptional leader, and we all were lucky to work with such a sweet and caring person.

She will be deeply missed.

In loving memory



Transformation In Action

In January 2000, fresh out of graduate school, I began my journey as a pediatric physical therapist with BARC Developmental Services, working in the early intervention program for children from birth to age three. I started as a staff employee and around 2006, transitioned to an independent contractor role, building and maintaining a full caseload ever since.

Over these 25 years, I have had the privilege of working with incredible children and families across the beautiful communities of Bucks County. Whether in homes, daycares, parks, or playgrounds, I partner with families and caregivers to help little ones move and play with greater ease. No two days are ever the same, and the joy of witnessing those "firsts"—a first step, a first roll, or jumping with both feet—never gets old. Sharing these moments with caregivers and seeing their hearts light up alongside mine is a gift beyond words.

Living and working in the same community gives me the incredible privilege of seeing some of my "graduates" grow and excel as children

and young adults. I've watched some of my "babies" pin their opponents in seconds in girls' wrestling and cheered as one of the very first little ones of my career competed in unified track events as a young adult. Others have gone on to play college baseball, attend medical school, and achieve dreams that once felt out of reach.

Some children require additional support, and I am honored to help families navigate that journey. From advocating for services and equipment to connecting with specialists, I stand with families as they work to ensure their children have the tools they need to thrive, play, and achieve independence.

I am also profoundly grateful for the support of the Program Coordinators who ensure we can provide the best care for every child on our caseload. From timely updates to Individualized Family Service Plans, family contact information, report deadlines, and general guidance, their efforts are invaluable. BARC has been instrumental in guiding us through the Coaching model, offering training and fostering community opportunities. The support staff at BARC is integral to my growth and success in the field, and I am thankful for their unwavering dedication.

As I reflect on my 25-year career, I can say with absolute certainty that I have the best job in the world. The work is as rewarding today as it was on my very first day, and I am endlessly grateful to the children, families, and colleagues who have been part of this incredible journey. Here's to the countless milestones we've celebrated together—and to many more ahead!

Michele
Michele Carson
Physical Therapist

Dear Michele,

I think about you often, how much you helped me and our family through our early journey. I honestly still cry thinking about those days (and now crying) lol. When Jules turned 10 last year I did a memory video and you had 2 appearances in it!

I am forever grateful for you and your support to us!
-The Steigerwalt Family

From Our Families



Michele,

You were such a vital part of our life during our son's first year! Our family is forever grateful for the incredible work you did with Tobias. Not only were you life changing for him, but for our entire family as you were so incredibly knowledgeable and flexible.

Congrats on 25 years!

The Bradford Family



Celebrating 25 Years of Michele



I cannot express the amount of gratitude I have for Michele. Michele started seeing my very preemie daughter, Raylyn shortly after her discharge from the NICU. Going into having a baby who was behind I was a very anxious Mom and Michele came into our home like she knew us forever and calmed my nerves instantly answering every question and concern I had. Raylyn LOVES Michele and is so happy every time Michele walks through the door. On one of Michele's visits we had Raylyn outside and we were working on her independent standing when all of a sudden Raylyn started walking toward a flower Michele was showing her. I will always remember that moment as those were Raylyn's first steps and Michele, the person who helped her accomplish that was there to witness it and for that I'm so grateful. I always feel like Michele is there being a cheerleader for my daughter and is always just as proud of Raylyn when she accomplishes yet another goal. I also appreciate that she LOVES my cats (and they love her) and uses them in Raylyn's therapy even though they would much rather be curled up in Michele's lap. I'm positive the cats think that Michele is there for them every week. Michele is an amazing and kind individual who has become part of our family and has helped and continues to help my daughter so much.

We love you Michele and appreciate you so much! HAPPY 25 YEARS!

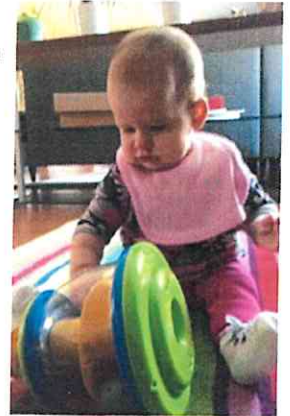
Shawna Shannon

Michele,
We have always been so grateful for your help when Kameron was a baby. You were absolutely wonderful! Kameron is now 7 years old, in first grade, and on a basketball team!

Thank you for everything,
Kasey Black



This photo is brought to you by... Michele Carson! PT extraordinaire who helped both our girls get to sitting and moving and grooving! A fun fact, Michele lived in our household for a while... as a picture! We had Michele's picture proudly on display and would talk about her to make her less of a stranger to our girls and bring them comfort. Thank you, Michele, for all your advice and help over the years! We are forever thankful for having you come into our lives. Congratulations on 25 years! Love, Alice, Dave, Kara, and Ada Dembeck



Michele, Congratulations on your 25th work anniversary! What an incredible milestone! We feel so lucky to have been part of your journey. You've made such a lasting impact on our family. From guiding Ryan as a preemie until almost 3 years - you were there every step of the way. Now, you're helping Paddy with his torticollis, and once again, your kindness, expertise, and support mean the world to us.

I still laugh thinking about how Ryan would cry when he saw you coming, knowing you were going to put him to work! But by the end of every session, he always left stronger and happier, thanks to you. You pushed him just enough to grow, and he's better for it. Those feelings didn't last long. Now when Ryan sees you, he is full of excitement to get a hug & show off his jumping and dancing moves. You've truly become such an important part of our lives, and we are so grateful for the care and love you've shown our boys and our family through our sessions together. Here are some pictures of important milestones and favorites - Ryan being the fastest crawler ever, his first time standing with and without assistance & walking; Paddy's tummy time, his first time sitting up on his own, pulling up to stand and crawling - moments you helped make possible.

Thank you for all you do for so many families, including ours. You're a gift to everyone lucky enough to work with you.

With Love, The Gallaghers



Michele,

I hope you and your family are doing great! Camryn is doing so well! So, I looked through my photos and I couldn't quite find any of you two together but you played such a big part in her baby and toddler life. We were lucky to have you as her therapist! I found reports of when we had to do Tele-therapy during Covid. That was fun. Haha... all our walks going up and down the street when you came over. We would play outside on the play-set in the yard. You came to her gymnastic class and helped her there. I found pictures and videos of her using the walker you lent us to get her practice walking. She used to romp around with that thing. We missed you when we had to end our time with you! Congrats on 25 years in PT!! Miss you!

Brittany Buck



Residential Services

Looking to the Future

In 2025, much of the focus within the residential department will be on Performance Based Contracting. This is a tiered rating system implemented by Pennsylvania's Office of Developmental Programs with required participation for all residential providers. Agencies apply for one of three categories, Primary, Select, or Clinically Enhanced based on metrics and statistics in categories that include Incident Management, Quality Management, Staff Credentialing, and Risk Management. The goal of the program is to enhance the quality of supports offered to individuals with Intellectual Disabilities across the state.

Of the almost 500 residential providers in the state, most are expected to be in Primary category, which is the category BARC Developmental Services has selected. Additional monies are available from the state through a program called "Pay for Performance," which we will utilize to the greatest extent possible. Much time and energy has been dedicated to policy creation and preparing staff for this new process.

A secondary focus this year will be addressing the difficulty within the nursing department to fill vacant positions and continue to retain nurses. The overall local nursing job market has been challenging, but even more so within our field working with individuals with Intellectual Disabilities. The Human Resources Department continues to be creative in attracting applicants. Salary review to ensure equity, both internally and externally, also continues.

Currently the department provides residential services to almost one-hundred individuals in over thirty homes located throughout Bucks County and into Montgomery and Lehigh Counties. The needs of each individual are met through a team approach with all members of the team having value and importance, with the individual guiding the process. Individual's 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.

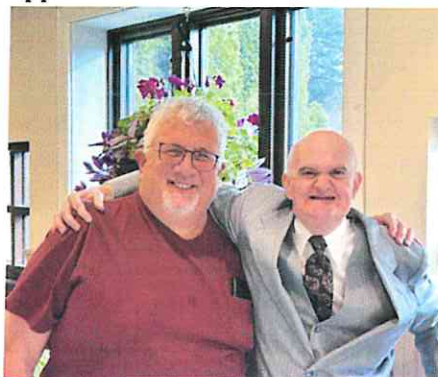
Intermediate Care Facilities (ICF/ID) provide more structured routines where active treatment is the focus. This concept involves the idea that every person can take part in every aspect of their daily routine with the level of assistance needed, up to and including physical guidance.

Lifesharing services allow individuals to live with a family in the family's home while receiving person centered supports.



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.

The reason for the success of the residential department continues to be the dedication and caring of so many associates who remain connected to individuals, despite growing workloads and added assignments. Associates who have worked for the agency for five, ten, twenty years and more continues to be common, which results in quality relationships.



The Impact of Stories

Meet Lisa McGrath

Lisa lives in Quakertown with Tyler, her Lifesharing provider, who she now considers a part of her family. Lisa holds a job in the community at a retirement living center. She also has a long-term boyfriend who she sees regularly. Lisa is a pleasant young woman who you will usually see with a smile on her face. She enjoys helping others and making them smile too. Lisa volunteers her time at a local train station that was converted to a party hall where she helps to set up the room for events and then clean up when they are over.

Like all of us, Lisa has been known to struggle with expressing herself and finding the best way to communicate how she is feeling. In turn this makes her worry and feel anxious.

Author

Melanie Tiedeman has worked at BARC for over 20 years. She started working as provisional staff for a BARC home in Upper Bucks, that is still in operation. Melanie was introduced to this career path because her mom worked for BARC. Melanie has worked in various positions while at BARC.

These include ONA (overnight awake associate), Support Associate, Health Care Coordinator, Assistant Home Manager, Home Manager and the position she currently holds, Program Coordinator. Melanie oversees the Lifesharing Program at BARC as well as three CLA homes. She is also an agency trainer, teaching Medication Administration and Modules.



But over the last few years Lisa has been focusing on helping herself and making good decisions. She reports feeling less anxious and in turn, healthier.

Lisa has a tremendous team with SPIN Job Supports, who she trusts and confides in. Lisa expresses how they have really helped build her self-confidence at work, and in all areas of her life. Recently at her job, Lisa has been trusted to train newly hired associates how to complete their job duties. She has received two raises over past few years.

Lisa has other supports systems in place in her life such as her previous Lifesharing provider, Mae, Kencrest support systems, her developmental fitness team at the Quakertown 'Y,' her entire BARC support team, and friends she has made in the community. Lisa has made many advancements in her life over the past years and we are all so proud of her accomplishments.





The Impact of Stories

Meet Noelle Craig

Noelle moved into a home in Perkasio in November of 2022. She was adopted by her family from Korea when she was a child. Noelle is legally blind; her eyes were surgically removed when she was only 2 years old due to medical concerns. Noelle lived at home with her family until the age of 23. During the time, her family was unable to obtain the resources Noelle needed. She was not able to receive the proper diagnoses and attend school. Noelle's family described her as a "loner", as she spent most of her time by herself in her bedroom. Noelle often experienced distress, which led to many challenging times for her. She would also have to wear adaptive clothing, which zippered up the back, to offer her the security she needed.

When Noelle first came to BARC, she would not allow vitals, labs, or a thorough physical examination. In the short time Noelle has been here, she has grown to trust the people she works with. This is incredibly brave of Noelle and everyone who knows her is very proud of her.

Since Noelle has moved to BARC, she started seeing medical professionals who were not available to her family. She slowly began attending the day program a few days a week and now attends full-time. A huge contributing factor to Noelle's success has been the staff at the home where she lives. With Noelle's visual deficits, it took her much longer to trust her staff and her new environment, however this has proven successful. Staff can identify Noelle's likes and dislikes, and they are able to quickly intervene to assist her when needed.

A special person in Noelle's life is Elday. Elday has worked with Noelle since her arrival at her home. He is an integral part in Noelle's success in attending her day program. He will start his day at her home, transport Noelle to day program, provide 1:1 supports to her throughout the day, and then take her home at the end of the day. This routine has helped Noelle with her transitions and reduced her anxiety. We are very proud of the success Noelle has had here at BARC Developmental Services and thankful for the dedication of our staff.

Author

Christine Walb began working at BARC Developmental Services in May of 1995. She is the Program Coordinator for three ICF homes in the Quakertown area as well as a Medication Administration trainer. When Christine first started at BARC, it was working directly with individuals in several homes where she came to realize that this would be a lifelong career for her since she enjoyed it so much.

Christine has a broad knowledge base with the agency having worked within the Quality Resources department as well as in many positions in the residential department during the past thirty years.



Vocational Services



As we look back on the 2024 calendar year, the Department recognizes a substantial increase in advocacy. Starting with hosting a tour and roundtable discussion with Governor Josh Shapiro, DHS Secretary Val Arkoosh, and ODP Deputy Secretary Kristin Ahrens, BARC staff, participants, and families discussed stressors in the system, the need for reform, and advocated to inject additional funding into the sector within the PA State budget. This was coupled with follow-along meetings to Senator Farry and Rep. Munroe to solicit support in systemic change for PA. As the year end approached, BARC was alerted to Proposed Rulemaking within the Department of Labor, to dissolve Section 14(c) of the Fair Labor Standards Act. This prompted immediate response to provide commentary and education on the dire repercussions and fallout this move would create. Rallying families, staff, and individuals to respond, BARC worked to schedule meetings with Senator Coleman's office and Rep. Staats to continue the fight for sustainability in the system and provided public commentary

Strategies for Sustainability

to the Department of Labor in opposition of the Proposed Rule.

Currently, the Vocational Department operates with a workforce of nearly 80 personnel allowing the Department to grow to support about 185 individuals within the following programs:

Quakertown ATF/Seniors: providing continuing education, habilitative, therapeutic and sensory based programming to enhance adult daily living skills and promote independence for 41 individuals.

Quakertown Workshop: a meaningful work driven program to provide training and education, based on simple assembly and light manufacturing contracts for pay to learn transferrable work-based skills for 36 individuals.

Warminster ATF/Seniors: providing continuing education, habilitative, therapeutic and sensory based programming to enhance adult daily living skills and promote independence for 9 individuals.

Warminster Workshop/ASD: a meaningful work driven program to provide training and education, based on simple assembly and light manufacturing contracts for pay to learn transferrable work-based skills for 87 individuals, including a separate Autism Spectrum program for those needing extra support and supervision for success.

JOBS: community-based employment services to provide career assessment, build resumes, submit applications, complete interviews, and provide follow along job supports to 12 individuals.

Individuals attend a mix of full time, part time, and split schedules based upon need and availability of staffing. The Department has spent the 2024 calendar year growing to a point where all individuals are attending the maximum number of days they choose.

The Vocational team continues to manage several regulatory needs. This includes, but is not limited to, completing QA&I on-site inspection, October 2024, ODP's inspections for licensure, October 2024, meeting compliance with Chapter 11 (Seniors), and finalizing recertification for Section 14(c), November 2024. Production work has been on a steady decline over the past year with reduced contracts, business acquisitions, and product shipment overseas. The Department took this opportunity to target and improve upon community integration to align with ODP metrics.

For the upcoming year, the Department looks to establish alternative strategies to a potential loss to the 14(c), looks to expand its network of community connections, and also looks to expand its footprint for supported employment services for anyone desiring a competitive community-based job.



Success in Storytelling



Meet Juliana Hannon

Juliana has lived with our agency since January 2024. The transition to BARC was one of many obstacles Juliana has had to overcome throughout her life. She appreciates structure and routine, and with moving agencies, she had to acclimate to new staff, a new day program, and new structure. Upon her admission, Juliana's behavioral issues made it difficult for her to complete activities, go on outings, and enjoy simple table time.

She was constantly walking around the building, unable to feel calm throughout the day. Attempted outings caused her immense anxiety, and she would refuse any activity presented to her. On Juliana's first day of program, staff were unsure of what to expect.

Staff encouraged Juliana to explore program the freedom and choice. She was able to learn some structure and routine, and what she can expect of staff.

The first few weeks of Juliana's time at our program, she was restless. You would find her doing laps from the ATF through the workshop for an entire day. Little did we know, she was slowly adapting. Within 3 months, we had gained Juliana's trust. Juliana was able to sit at a table and complete a craft with staff. She was able to sit with peers at lunchtime without stress. Juliana is now able to go to the park and enjoy the peace. She enjoys sitting at a table with a sensory bin and will attempt new sensory activities that staff provide. Juliana now responds well to requests and trusts that our staff have her best interest at heart. Now, she can be found smiling, approaching staff, and participating in activities consistently.

Juliana has experienced some unpleasant medical issues as well. Our program staff are adamant about advocating for her when she seems to be uncomfortable, or when there are abnormal changes in her behavior. Because of the advocacy at BARC, Juliana is no longer experiencing intensive mood swings and random spikes in behavior due to unknown medical concerns.

Since BARC has taken management over her home, Juliana has settled into a more peaceful and active life. She has met many milestones in her short time with us, and she continues to show us what she is capable of as time progresses. We have watched Juliana flourish, and she has allowed us the privilege of witnessing her grow into her most authentic self.

Author

Gianna Gomes began working at BARC in May 2023 as an intern from Penn State University, Lehigh Valley, where he received a Bachelor of Science degree in Rehabilitation and Human Services. Throughout that time, she worked in many areas at BPSQ. From assisting with production services, program specialist assignments, and assisting in the ATF, Gianna was then offered the Site Generalist position in August 2023. After spending much time in the ATF and growing to love it, she was promoted to Assistant ATF/Seniors Program Manager in December 2023. Gianna remains in this position and appreciates every aspect of what it means to be a part of BARC Developmental Services.





Success in Storytelling

Meet Scott Frank

Scott joined the BARC Production Services Warminster team in 2013, when he started in the ASD program. Scott had just graduated from high school and was living in Warminster with his very loving and supportive parents. It has been a privilege and a joy to see how much Scott has grown since 2013, consistently demonstrating commitment and reliability in the ASD program.

Scott is a wonderful asset to our program. His organizational skills are top-notch, and he makes sure to accomplish everything on his schedule each day he is here. He will always complete any job that is given to him, and he has excellent work skills. He follows instructions and directions well, and he always has a smile on his face. Scott is a whiz at puzzles; completing them perfectly and he loves to be busy all day long.

Scott has worked hard to develop his skills and knowledge about daily activities and his independence has flourished. In the past, Scott needed a great deal of support with personal care tasks but now he is doing a great job much more independently with staff direction. Scott had many routines that he liked to follow and after COVID hit, he had to learn to adapt and change those routines which was challenging for him. For example, before COVID, Scott liked to take the trash out and then go to the cafeteria to purchase his cookies.

When the program reopened after COVID, the cafeteria was closed, and it was hard for Scott not to be able to perform this routine. Scott, the ASD staff, his parents, and program specialist worked together to support Scott in accepting this change. Scott now independently and politely lets staff know when it's time to take a break and enjoy his cookies. We are so proud of this improvement. Scott loves going out with his peers and staff to parks, grocery stores and mall-walking. He listens well to others and happily participates with a big smile on his face. Scott leaving the structure of ASD program and being an active member of the community is a huge accomplishment for him. He was not always comfortable getting into the vehicles used for community activities at BARC. It took many attempts, but Scott finally became comfortable riding in different vehicles. This may seem like a small accomplishment to some, but Scott worked diligently to get to this point. The courage and willingness to adapt, has been instrumental in Scott getting to participate in activities and opportunities that are meaningful to him and that he enjoys.

In 2022, Scott moved out of his parents' home and into his own home in Lansdale. This was another huge transition for him and required him to adapt to a new environment, new staff and housemates, and new routines. Scott handled this transition beautifully.

We have loved having Scott be a part of our BARC family and such an important member of the ASD program. Scott is sweet and loving. His smile and laugh light up the room. We are so proud of the work Scott has done to grow in so many ways. We are grateful to be a part of his story and look forward to seeing more of his journey here.

Author

Asma Fakhereldin is the ASD Manager at BARC Production Services in Warminster, a position she has held since 2020. She began employment with BARC as a temporary contractor and was hired by BARC in November 2013 as a DSP. She was then promoted to ASD Assistant Manager in 2016. Asma has a Bachelor's degree in Management Administration from AHFAD University for Women in the Sudan and earned her Master's degree in Mental Health from Springfield College in 2017. In addition to her employment with BARC, Asma works on Saturdays and two evenings during the week providing therapy for veterans with PTSD. She also provides therapy to people who are diagnosed with anxiety or depression as well. Asma moved to the United States in 2010 and currently lives in Philadelphia with her husband and three sons.



Meet Sedale Wheeler

Six months ago, I was given the opportunity to begin working with Sedale, a 38-year-old man who resides in Lower Bucks County. Sedale held the occasional job since graduating from William Tennet High School including time at a Christmas decoration company and Goodwill. Sedale was about to begin working at Walmart when the pandemic started.

He ended up declining the job and his family subsequently moved. This did not prevent Sedale from desiring to start a new job when the time was right.

Despite having been out of work for nearly five years, he desired a job but wasn't sure how to go about it on his own. He knew he wanted to work local to his community, earn a paycheck, start paying his way in life, and had a proven track record of hard work behind him. He reached out to BARC's employment program for help in finding a job. Sedale went on a couple of interviews, the second of which was with Burger King.



Burger King offered Sedale a job on the spot. Sedale accepted the job offer as their newest dining room attendant. If you ever visit Burger King in Lower Bucks, you'll find Sedale diligently cleaning the entire restaurant, efficiently taking out the trash and recycling, removing dishes that he will later clean, or caring for the restrooms. The restaurant is practically spotless when Sedale is on duty! In addition to Sedale's great work ethic, his well-mannered and polite demeanor to all customers goes a long way.

You can usually find him starting his day 5 minutes early just to ensure he gets started on his time! He enjoys interacting with customers and coworkers and really likes his job. Managers and coworkers describe Sedale as hard working, dependable, reliable, easy-going.

In such a short time he has earned the respect of his coworkers and management for being consistent and for being a diligent worker. In Sedale's free time, he enjoys hanging out with family and friends. Sedale likes watching football, playing videogames, or being outside playing sports like basketball.

Author

Bill Deering has worked for the past four years as an Employment Specialist for various agencies. He recently began with BARC in January of 2024. Bill really enjoys finding individuals jobs and helping them to become successful in their role.

In Bill's free time, he is a professional speaker. Being a motivational speaker was not an obvious choice for him due to having a stuttering disability. Growing up, he was berated and bullied for his stutter. He now speaks with students and faculty at college campuses, middle schools, and high schools throughout the country. Bill Deering has delivered his message of courage, power, and passion to over 25,000 people. This year Bill has become a published author as well.



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 Developmental Services that is inclusive and provides opportunities for job satisfaction and growth.

2024 for the second year in a row saw an increase in both total number of associates and total number of Direct Support Professionals. 2023 ended with an associate count of 205. At the end of 2024, the agency had a total of 229 with a DSP vacancy percentage of 38%. This percentage fell below 40% for the first time since prior to the COVID pandemic.

As consistent with previous years, turnover was higher in DSP positions. Management and supervisory positions saw a less than 5% turnover rate in 2024. Human Resources recruiters continued to utilize Indeed as the primary applicant source. 2024 saw our recruiters participate in several job fairs and community events such as Quakertown Arts Alive and Penn State Abington's career day.

Human Resources emphasizes the retention of our valued associates by providing orientation, skill developing training courses, and support to supervisors. All associates are provided with access to agency policies and procedures and required ODP training during the on-boarding process. Numerous skill development courses for all associates are scheduled and tracked through human resources. Human Resources assists agency instructors with course preparation and documentation. The department also provides support to supervisors through a leadership training course and assistance with the best communication practices.

2024 saw BARC Developmental Services change medical insurance plan administrators with the change to take effect on January 1, 2025. Human resources played a vital role in the transition to the new plan.



The department continued to play a lead role in policy administration and ensuring the Associate Handbook is current. The agency adopted three new policies in 2024. These include Diversity, Equity, and Inclusion; Workplace Violence; and Anti-retaliation Policy. Along with the DEI Policy, a DEI council was established in 2024 which Human Resources is well represented on.

Human Resources associates also play important roles on the Safety, Staff Appreciation, and training committees as well. Department members organized and participated in annual agency events such as the Length of Service ceremony and Glad We Work Together events.

Spotlight On Staff

Justin T. Schram Award Winner

Joe Boyle

There isn't anything Joe won't do! You can go to Joe for advice on how to solve problems; filling in to aide in covering a 1:1 individual when short staffed; providing lunch and/or front desk coverage; or, just providing coverage wherever he is needed. He maintains the garden and flowers (which he pays for himself) in order to enhance the appearance of BPS-Q. Whenever necessary, Joe assists in setting up the individuals' lunches; assures the water in the facility is suitable for drinking by making sure the chemicals are tested daily. Joe will also load and unload trucks; when there was no one available to do our contract deliveries and pickups, Joe stepped in as truck driver for approximately a year and he still maintains certification to drive our BARC truck.

Joe serves as an important advocate for procuring jobs/contract work for our individuals and provides time studies to bid on perspective jobs. As a leader, Joe does not micro-manage but is always there to assure his staff are meeting their expectations and assist, or correct, whenever needed. Joe is quite knowledgeable in many areas and will always have an answer to your questions or offer information to enable staff to perform more accurately and proficiently.

The individuals often seek Joe's input and enjoy talking with Joe because, no matter how busy, he takes the time to engage in whatever conversation they may be having. Joe is a well-rounded person and has served BARC in many capacities, including as a photographer at company events or helping in the preparation and set up for a company event. Joe can be counted on to be there and do whatever he can to aide in making any event a success.

Joe does his best to provide a pleasant, joyful atmosphere for the individuals at BPS-Q, even if it means we have to listen to his never ending "shake your head/roll your eyes" jokes; and, if doesn't have a joke, he is sure to ask Alexa for a 'cat' joke. Joe is most likely the last person to leave the building at night to assure the day's tasks are completed. Joe has often paid for snacks/treats or even full lunches for the staff to show his appreciation for his staff, and, has several times, changed flat tires, or helped a staff get their car started. Joe is surely someone we all at BPS-Q have come to depend on daily and know Joe will be there for each and every one of us. Joe is not only our Site Manager but, more importantly, the foundation of BPS-Q.



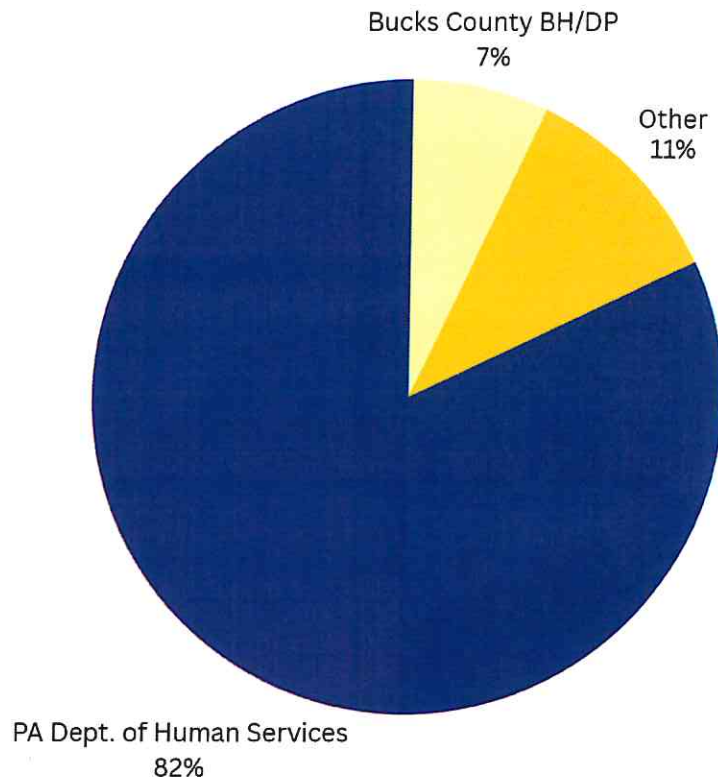
Financial Summary

The Fiscal Department's dedication to the agency and the individuals supported by BARC Developmental Services 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 2023-24, the agency obtained additional funding from the Pennsylvania Department of Human Services, Office of Developmental Programs (ODP) to fund increasing costs which are necessary to continue to support the individuals' ongoing and changing needs in our ICF homes. We applied for and were awarded two supplemental payments from ODP ARPA (American Rescue Plan Act) funding, a CPS Recovery (Community Participation Support) supplemental payment to help fund the increased staffing costs associated with the growing participation in our Vocational day programs, and a Workforce Recovery supplemental payment which helped to fund bonus payments for direct support staff.

Fiscal Year 2023-24 closed with a surplus on annual expenses of \$27,890,000 offset by revenue of \$29,379,000. As of 6/30/24, assets were \$17,687,000 and liabilities were \$6,948,000 for net assets of \$10,739,000.

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.



Pie Chart Key

**Fiscal Year 2023-2024
Revenue - \$29,379,000**

**\$ 24,068,000 - PA Dept. of
Human Services (82%)**

**\$ 2,160,000 - Bucks
County Dept. of
Behavioral Health and
Developmental Programs
(7%)**

\$ 3,151,000 - Other (11%)

Quality Resources

The Quality Resources Department of BARC Developmental Services ensures 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. Quality Resources is responsible for the oversight of the agency's incident management system as well as working with each department to provide support in the area of quality compliance. 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.

The Advocacy/Human Rights Committee meets monthly to review reportable incidents, investigations and advocacy concerns. An analysis of medication errors and review of EIM restraints is also provided to and reviewed by the Advocacy/Human Rights Committee. A detailed trends analysis is completed and reviewed quarterly looking at the following areas; reportable and critical incidents agency wide and by program area, a breakdown of primary categories of incidents by program area, medication errors, identifiable target information, types of corrective actions used (including preventative), education/training provided to associates and individuals, an analysis of timeliness of first section/final section submissions as well as feedback received by the county and region.

The Peer Review Human Rights Team meets monthly to review treatment plans of individuals with restrictive procedures in place to ensure the health, safety, and rights of our supported individuals while providing person centered supports. BARC Developmental Services has a team of seven ODP Certified Investigators (CI) who complete thorough investigations of incidents when needed and provide a comprehensive certified investigative report to the Administrative Review Team of their findings. This team of investigators 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 accepted by the CIs for future investigations completed.

The 2023-2025 Quality Management Plan with oversight provided by Quality Resources is currently in place, developed by the team of directors and approved by the Advocacy/Human Rights Committee. Each department develops a series of goals to work towards and reports on these goals on a quarterly basis. This plan is presented and reviewed with department updates each quarter to the Advocacy/Human Rights Committee. Each department (Early Intervention, Residential, and Vocational) is continuously striving for progress and improvement while providing the highest quality of care and support as part of an always changing human services system. Quality Resources also provides support to all departments in the form of training to all associates. Areas of focus for training include Confidentiality and Privacy Practices as well as Incident Management for both staff and supervisors.

Information Technology Systems



*Reliability. Security.
Innovation.*

Information Technology ensures the continuity of network and computer services for the agency through planning, technical leadership, project implementation, security administration, and providing end-user support.

They continue to improve resources and tools available to staff. The IT team is in the process of upgrading the SD-WAN to increase speed and reduce costs.





Development

Foundations Community Partnership



A partner in funding.

In April 2024, Dr. Tobias Bruhn, Executive Director of Foundations Community Partnership, presented BARC Developmental Services with the Target Funding Grant for General Operating Support. The grant was utilized by our Vocational Programming.

Foundations Community Partnership (FCP) is a non-profit, private grant-making foundation established to support the behavioral health and human service needs of children, young adults, and families in Bucks County, Pa. In response, the organization provides grants, scholarships, professional development and service-learning opportunities through collaborative partnerships.



The Development Department at BARC Developmental Services plays a crucial role in fundraising, donor relations, event planning, community outreach and engagement, as well as marketing and communications. In 2024, the department focused on modernizing long-standing fundraising events to align with technological advancements and economic shifts, while also launching new initiatives.

Fundraising and Events: The year saw the introduction of innovative fundraising efforts, including a successful Vacation Raffle and an expanded Annual Car Show and Trunk or Treat, which attracted hundreds of attendees. BARC also sponsored several local events such as Arts Alive in Quakertown Borough and Warminster Day in Warminster, PA, along with multiple golf outings and trunk or treat events.

Community Engagement: BARC significantly increased its community engagement by partnering with local vendors and participating in various events to showcase its mission. The department's efforts in community outreach have strengthened BARC's presence and commitment to the local community.

Membership and Advocacy: As a member-driven agency, the Development team prioritized member retention and relationship building. BARC renewed its memberships with the Upper Bucks, Central, and Buxmont Chambers of Commerce and remains an active member of PAR and MAX. The department also hosted a round table with Governor Josh Shapiro and Secretary Arkoosh, inviting state and local legislators to tour BARC's day programs in Quakertown and Warminster, furthering advocacy efforts.

Grant Writing and Support: To diversify funding sources, the Development Department increased its grant writing efforts, establishing new connections and securing additional funding. The department also supported BARC's service departments by leading staff appreciation initiatives and organizing various events throughout the year.

Overall, 2024 was a year of growth and innovation for the Development Department at BARC Developmental Services, marked by successful fundraising, enhanced community engagement, and strengthened advocacy efforts.

Community Impact

Capital Campaign 2024: Safety and Efficiency

In late 2023, the need was identified at two of our residential homes for a capital improvement project. With ever changing mobility requirements for many of our aging supported individuals the need for rear egress upgrades at our residential properties continues to rise. With the generous support of our community, we have been able to complete the construction for both of the target properties for the 2024 campaign. Our supported individual's safety is a top priority and by upgrading and installing the proper ramps and sidewalks for difficult terrain navigation, allows for best practice for our folks. Thank you!



THANK YOU

2024

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Trimline Windows, Inc.

Mr. Thomas Mains

Capital Campaign 2025

Innovative Sensory Solutions: Upgrading Our Adult Training Facility's Sensory Rooms

In 2025, we have identified a critical need to upgrade the sensory rooms at our Adult Training Facilities, starting with our Upper Bucks location. These sensory spaces are designed to engage, relax, or stimulate the senses; tailored to meet the individual needs of our individuals. The special environment we create in these rooms uses materials that can heighten or dull senses through lights, colors, sounds, sound barriers, and interactive and tactile objects.



Excellence In Care

Award Winning Support



In May, 2024, Tiffany Hinkel, BARC Program Specialist, was a recipient of the MAX Association Service Excellence Award!

These awards recognize Direct Support Staff who stand out with their heroic and inspirational impact on those around them. Tiffany was recognized for her outstanding front-line work with the individuals we support. Thank you for your continued excellent service to those with intellectual disabilities and autism!

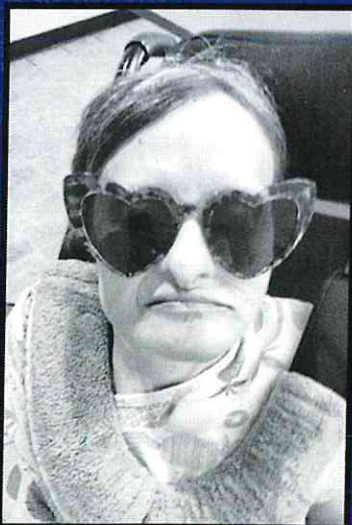
In November, 2024, Catherine Stumpf and Henry Ssemenda were honored as recipients of the Pennsylvania Advocacy and Resources for Autism and Intellectual Disability "We Are Worth It Award."

This recognition celebrates their outstanding care, passion and dedication to those we support.



In Memoriam

"As you were you will always be, treasured forever in our memory."



Beth Landis



Genevieve Menzen



Kathleen Toner

Harriet DiChiara

Joan Burns

Richard Russo



Advocacy and Legislative Engagement:

A Year In Review

In the spring of 2024, our human services agency embarked on a journey of advocacy, driven by a deep commitment to support individuals with intellectual disabilities and autism. Our mission was clear: to secure budget increases and policy changes that would expand access to home and community-based services and address the critical shortage of direct support professionals in Pennsylvania.

April 2024: A Visit from the Governor

The journey began in April when we welcomed Governor Josh Shapiro, Department of Human Services Secretary Dr. Val Arkoosh and Deputy Secretary of Office of Developmental Programs (ODP) Kristin Ahrens to our Production Facility in Warminster, PA. The air was filled with anticipation as they toured our facility, witnessing firsthand the dedication and care we provide. The visit culminated in a round table discussion, where BARC Executive Director Mary Sautter, supported individuals, caregivers, and families in the ID/A community shared their stories and concerns. The conversation centered around the 2024-2025 budget, which aimed to expand access to essential services and address the pressing shortage of direct support professionals.



July 2024: A Celebration of Progress

In July, the Governor extended a special invitation to Mary Sautter, along with supported individuals Jerome Williams and Matt Beckman, and BARC associates, to attend a Ceremonial Bill Signing at the Governor's Mansion. The event was paired with a Bocce Tournament with the Special Olympics, creating an atmosphere of celebration and camaraderie. The ceremonial bill signing marked a significant milestone—the passing of the PA state budget for fiscal year 2024-25, which included over \$350 million in federal and state funding to support home and community-based service providers. It was a moment of triumph, reflecting the collective efforts of our community.



January 2025: Continuing the Advocacy

The new year brought renewed energy to our advocacy efforts. In January 2025, Mary and Jordan met with Chief of Staff Leo Knepper and Legislative Assistant Sarah Hildebrant from State Senator Jarrett Coleman's office. The discussion focused on the barriers to providing services, overregulation, and the proposed elimination of section 14(c). Mary and Jordan highlighted the importance of these programs in fostering independence and providing meaningful employment opportunities for individuals with ID/A. Their voices echoed the concerns of many, advocating for the preservation of these essential services.

August 2024: Engaging with Local Representatives

As summer continued, our advocacy efforts took us to a meeting with Representative Brian Munroe, who represents the 144th district in Bucks County. In August, he toured our Warminster Vocational Facility, eager to learn about BARC's programs and the impact they have on the community. The visit provided an opportunity to showcase our services and discuss the challenges and successes we experience daily.



December 2024: Addressing Critical Policy Changes

In December, Mary Sautter and Jordan Pfister, Director of Vocational Services, met with Representative Munroe once again, this time to discuss a critical issue—the Department of Labor's proposed rulemaking to phase out the issuance of 14(c) certificates. These certificates are vital for BARC Developmental Services, allowing us to operate vocational training workshops that provide job support, training, and education to people with intellectual disabilities and autism, paid at a commensurate wage. Mary and the team passionately expressed their concerns about the potential negative impact of eliminating these programs, emphasizing how they serve as steppingstones for progress and provide a sense of fulfillment and pride in work.



February 2025: A Visit from Representative Craig Staats

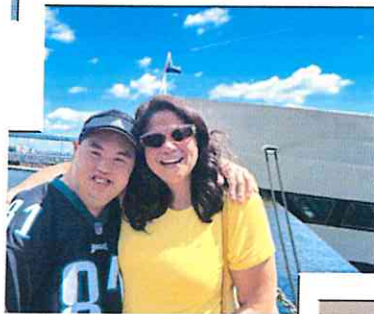
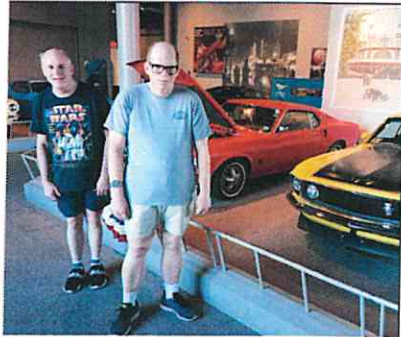
Most recently, in February 2025, PA State Representative Craig Staats visited our Production Facility in Quakertown, PA. Representative Staats met with Director of Vocational Services Jordan Pfister, Executive Director Mary Sautter, BARC Board member and parent Pat Schuck, and other vocational staff. The tour provided an opportunity to showcase our production and day programs in real time, demonstrating how our programs serve as a model for integrating individuals with ID/A into the workforce. The visit was a testament to our ongoing commitment to advocacy and the positive impact of our programs.

Looking Ahead...

As we reflect on the past year, we are filled with gratitude for the support and engagement of our community and legislators. Our advocacy efforts have made significant strides in securing the resources and policy changes needed to support individuals with intellectual disabilities and autism. We remain steadfast in our commitment to advocating for funding and programs that empower our community, and we look forward to continuing this important work in the years to come.



Around The Agency *A Year in Snapshots*



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Many Friends of BARC

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Connect With Us



Large enough to serve, small enough to care.



To serve and advocate for people with
intellectual disabilities and autism.

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