



**ANNUAL
REPORT**

2023/2024

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.

Vision Statement:

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.

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A Message from Our Executive Director

Friends of BARC,

BARC Developmental Services is a private, non-profit agency whose mission is to advocate for and serve people with intellectual disabilities and autism. The agency experienced much progress and growth in 2023 as we provided supports and services to more children and adults via the diversity of our programs and funding streams. Service department growth at BARC Developmental Services was seen in many ways:

- Early Intervention expanded into Montgomery County and added a new service, Social Work
- Residential assumed the oversight of a 6-bed ICF/ID home
- Vocational services increased units billed by 14%
- Creation of a new position, Employment Specialist, that focuses on community-based employment services
- The agency added a new qualified service in 2023, Behavior Support

Other signs of progress were seen at the agency within our support departments. In spite of funding constraints and a workforce crisis, we were fortunate to increase the number of new hires in 2023 by over 60% compared to 2022 and our total workforce grew by 10% over the last 6 months of 2023. We ended all COVID-related initiatives (mask wearing, vaccine mandate for staff). IT enhancements were made in several ways including a new agency-wide intranet site that provides all associates with information and resources, strengthened our cyber security, a new phone system was installed across the agency, digital marketing platform initiated, and a new cloud-based software system used by the Quality Resources Department. BARC Developmental Services implemented outreach into the community by joining the Central Bucks Chamber of Commerce and hosting a roundtable discussion with local legislators.

Looking forward to 2024 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 align payment rates with outcomes. The federal initiative to eliminate Section 14(c) commensurate wage options threatens employment opportunities for individuals with disabilities. And the workforce crisis continues. In spite of all of this, we are hopeful. The Governor's proposed 2024-25 budget included increased funding and critical investments into our system to help increase wages for DSPs.

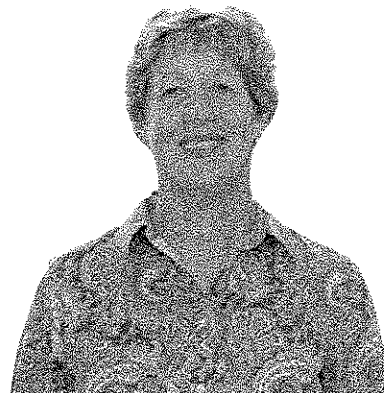
I encourage you all to follow our social media sites (Facebook, Instagram, LinkedIn) to stay connected with BARC. There are several new or updated fundraising events scheduled in 2024 and any support is greatly appreciated!

As we celebrate our 73rd 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. 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.

Best Wishes,



Mary Sautter, MSOL
Executive Director



Mission Statement

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 every day.

Spotlight on Services

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.

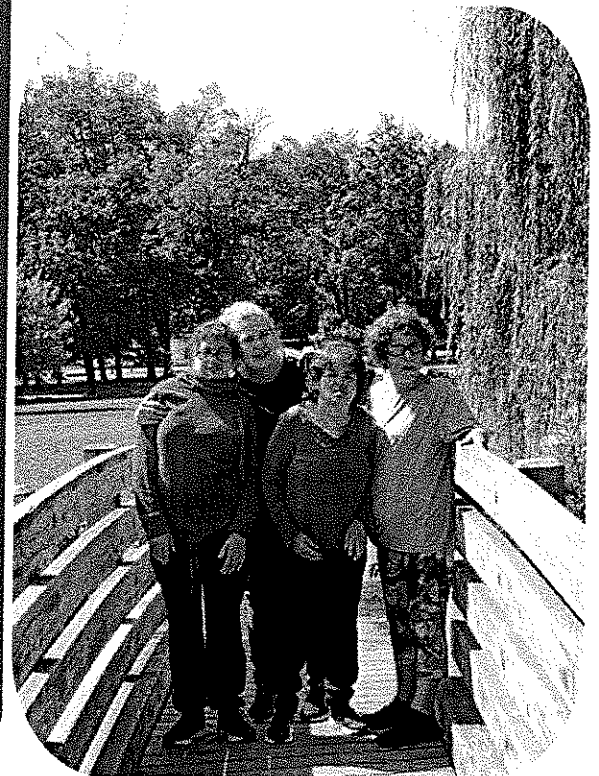
Residential Services provides four levels of support for adults with intellectual disabilities; placement is based on the needs of each person served. Programs include Community Living Arrangements, Intermediate Care Facilities, Life Sharing, and Unlicensed Residential Habilitation. The programs encourage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



Growing Together

The Early Intervention Department consistently supported 450 active children during this year. There were 832 children and their families in services during the year. Some children are determined age appropriate and discharged while many transition to the Preschool Program on their 3rd birthday. Our Interventionists provide Special Instruction including Hearing & Vision service, Social Work 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.

The Office and Child Development & Early Learning (OCDEL) introduced the "Coaching Model Path" this year and we set an expectation for our Interventionists to plan to participate. Each moving along the Path at their pace. Four have received an Endorsement from OCDEL, all have started on the Path.



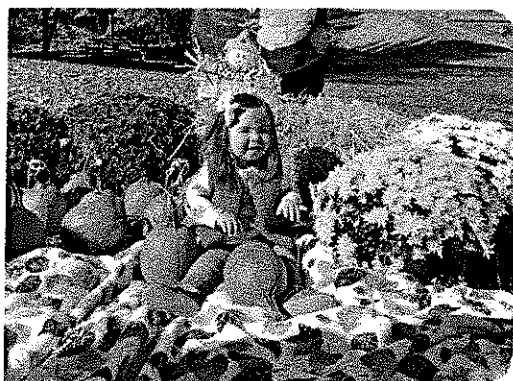
The Department is now fully staffed, and the team works wonderfully together while supporting the Children, their Families, and the Interventionists. The Program Supervisors build and maintain relationships with the Service Coordinators to process the referrals. The Administrative Support Coordinators keep both offices running efficiently. The Department is in transition to Electronic Records; the team developed a process and put it into action. Parent surveys are completed at the time a child transitions from our program. This year the feedback continues to be incredibly positive. Some comments from the families:

"Our son was just under 2, when we started in Early Intervention. The Speech Therapist is an amazing person and is so great with all types of children. Her patience and kindness are saint like! She has become a part of our family; we love her and will truly miss our weekly visits!"

"Forgive this emotional parent (tonight was our last EI session), but I have to tell you what an amazing team you have. I'm sure this isn't the first time you're hearing this, but I'll never be able to find the words to describe how grateful we are for their support, expertise and care. The progress that we have seen over the last two years is remarkable, and we credit so much of it to our BARC therapists. They've truly impacted our lives in such a meaningful way, and they will forever have a special place in our family."

"I absolutely loved the team of people I had for my son; they will be greatly missed! I especially loved how they worked together to give him the best possible help."

"My son's team went above and beyond! They always helped my son but also helped me deal with all my emotions a Mom goes through when her child needs help, patience, understanding, empathy... these words are not strong enough to describe his team."



Meet Georgia Lanzetta

From Georgia's Family

Our journey with Early Intervention began shortly after our daughter Georgia was born four weeks early in 2021. We did not know it then, but this journey would span three years and bring new people into our lives whom we now consider family.

In the beginning, Georgia started receiving Occupational Therapy, and her therapist, Linda, helped us develop the skills necessary to assist Georgia with everyday activities and reach her goals. She kept everything on track and held our hands the entire way. With her help, Speech Therapy and Special Instruction services were added, and we met Kelsey and Marie. Being able to work with a mother-daughter team bought a special magic, knowing how kind, sweet, and dedicated they are. They spent time with us and got to know our other family members who watched Georgia on days we worked.



We watched as Georgia's communication skills grew from only a few words, getting frustrated when she could not tell us what she needed to be able to ask directly for what she needed with the addition of some essential sign language. She has blossomed with the help of Linda, Marie, and Kelsey and will be moving into the next program.

Georgia's team determined the specific areas she needed help with and helped us advocate for her needs. Our little dream team of therapists has been there to see Georgia go from a sweet little baby to a vivacious little girl, ready to take on preschool and succeed.

From the bottom of our hearts, thank you to every person who has helped Georgia during her journey.



Meet Marie Murray & Kelsey Conway

A Family Affair

Kelsey Conway & Marie Murray have had the benefit of experiencing the positive effects of early intervention both on a professional and personal level. Marie's eldest child, Matthew, who is Kelsey's older brother, was born with a rare form of cerebral palsy known as ataxic cerebral palsy. Marie remembers feeling very alone and isolated when Matt was first diagnosed. Much of Matt's childhood involved going to medical appointments and private therapies. It soon became a family affair as Kelsey and her younger brother, Bill, were present for many of the therapy appointments. Marie remembers that what worked best for Matt and her family were the therapists who included the whole family in the early intervention process. It inspired the three of them to all choose a career where they could help people facing similar challenges. Marie became a Special Instructor, Kelsey a Speech Language Pathologist, and Bill is a Physical Therapist. As a result, Kelsey and Marie now have the wonderful opportunity to work together as a team in early intervention, making a difference in children's lives; as well as their families. This opportunity led them to meeting Georgia and her amazing family. Working with them and watching Georgia make so much progress has been truly inspiring for all involved.



Kelsey and Marie are reminded of how much their own family has benefited from the family centered early intervention program. By incorporating the coaching model, they are providing support in Georgia's natural setting during typical routines. This means Kelsey & Marie get the opportunity to work with Georgia's parents, paternal grandparents, and maternal grandmother. By working with her whole family, Marie and Kelsey get to share strategies with everyone to best benefit Georgia throughout her weeks.

Georgia's family and the early intervention team have had the joy of watching Georgia go from using very little words to using many words and a few phrases to effectively communicate her wants and needs. It is exciting to see all of her progress! Additionally, they have had the joy of assisting the family in encouraging Georgia to participate in many community activities, such as story time at Chick-Fil-A, going to the library, and playing in the park. Kelsey and Marie feel incredibly blessed for the opportunity to work with this wonderful family.



Vocational Services

As we look back on the 2023 year, it is easy to see the Vocational Department as a whole has undergone a transformation. The Department has worked diligently to rebuild from the pandemic in many areas. However, sometimes transformation brings closure. The Vocational team would like to take this opportunity to give a special thanks to Scott Kulp. As the previous Director of the Vocational Department, Scott retired after committing more than 46 years of service to the Agency. Congratulations Scott and thank you for all you've done!

Currently, the Vocational Department expanded to a workforce of nearly 80 personnel allowing the Department to grow to support over 175 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 44 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 37 individuals.
- **Warminster ATF/Seniors:** providing continuing education, habilitative, therapeutic and sensory based programming to enhance adult daily living skills and promote independence for 7 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 89 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 6 individuals.

Individuals attend a mix of full time, part time, and split schedules based upon need and availability of staffing. The Department continues to analyze and make every effort to offer more services to those in need.

The Vocational team continues to manage several regulatory needs. This includes, but is not limited to, completing QA&I in August 2023, passing ODP's inspections for licensure in October 2023, meeting compliance with Chapter 11 (Seniors), and maintaining adequate documentation of production work for the Department of Labor. The Vocational Department is in the process of compiling prevailing wage data for its 2024 submission to Wage and Hour Division. The Vocational workshops have maintained levels of contract work for the 2023 year but expect this to decline heading into 2024 with the loss of a major contract.



Furthermore, the Vocational team is transforming its community inclusion and outreach to comply with recent waiver amendments put forth by ODP based upon individuals' rights and based upon individuals' interests.

Throughout this upcoming year, the Department looks to continue expanding. This includes offering increased levels of production work from new contracts at competitive wages, more interactive programs during slowdowns in production, and more days for individuals to attend. Externally, the Department looks to establish more community outings for volunteerism, recreation, and social connections. The Department also looks to expand its footprint for supported employment services for anyone desiring a competitive community-based job.

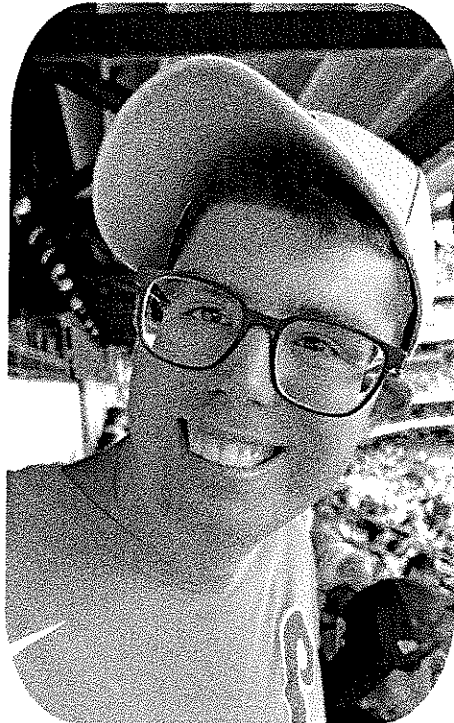
JOBS Program

Joint Opportunities for Business & Society

Every year BARC features people who have excelled, grown, shown true potential, succeeded, and have increased their independence. Let me introduce you to Matthew Nagy, one of those featured individuals. Matt has been with BARC since September of 2018. Here is a bit about Matt and his journey.

Matt has been working for the past five years as a bagger for Giant Food Stores in New Hope, PA. He has a passion for bagging and making sure each customer's groceries are bagged appropriately and efficiently. He greets customers with a warm smile and has a pleasant demeanor. Recently, Matt felt he could offer more. He was willing to work more hours and learn new skills to become cross-trained and more valuable to the company. Giant offered a bakery position that Matt gladly accepted, and he now works one shift a week learning the baking process. Matt is well respected and well liked among his coworkers.

His coworkers are genuinely interested in him. On Mondays, they can be heard asking "How many cookies did you make? How many chocolate-



covered pretzels did you do? What did you do in the bakery today?" Matt enjoys his work, being a part of the team at Giant and interacting with customers. You can usually find him smiling or laughing about something while working.

While Matt has really enjoyed his time at Giant, he chose to take on a new challenge and applied for another job to supplement his hours at Giant. Matt was well prepared for his interview, and it showed. He spoke

confidently about his five years of experience at Giant and what he could bring to the table for the new company. At the end of the interview, the interviewer said, "we will be in touch in two weeks." However, the next day Matt received a job offer! Both Matt and his family were very excited about the offer! Matt completed orientation and will begin his training soon.

I have no doubt Matt will fit in well just like he does at Giant. He is a kind, caring, and patient man, a true gentleman. His focus on tasks on the job, prompt and dependable attendance, and personality are all the qualities of an exceptional employee. In Matt's free time, he loves playing golf with his father on the weekends. He also enjoys bowling with his friends and family during the week and weekends. Matt is well supported by his friends and family in everything he does.

Congratulations to you Matt for all that you have accomplished and for being a great person and hard worker!

About the Author

Let me introduce you to the author, **Bill Deering**. Bill 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 will be a published author as well.



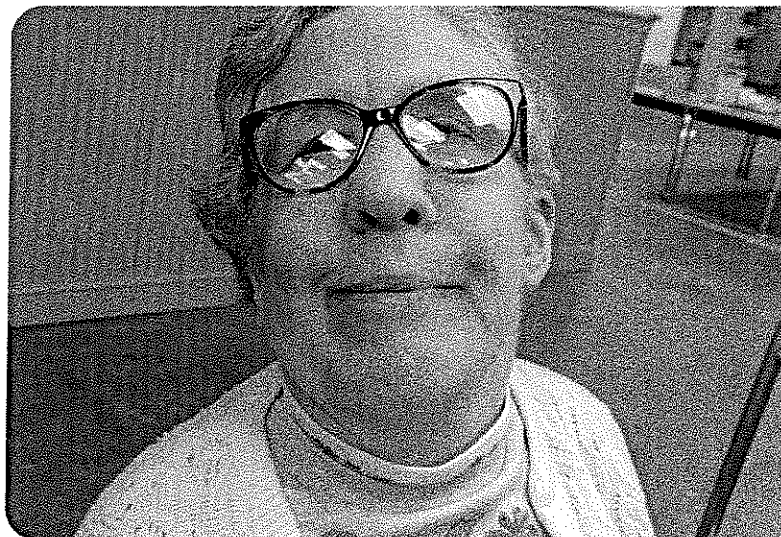
Meet Donna Hestand

Donna has been a part of BARC Developmental Services' Quakertown workshop since 1981. She has been with us for over 40 years and is one of the longest tenured people at BARC.

She likes to know who she is working with and will really get to know what others do outside of work. Donna will ask about family, pets, how their weekend was, and, due to this, she has built many connections over the many years she has been at BARC.

She has been a great asset and has all the good qualities we love in an employee. She works hard, works accurately, her attendance is excellent, she gets along with everyone, has a great sense of humor, and always does her best. We can rely on her to get the job done, especially since she is so determined.

Pre-Covid, Donna moved from her Dad's home to an assisted living home and it took her about a year to finally find a new place to live. This transition was very hard on both Dad and Donna as they had never been apart until the day she moved. Though, to help make up the loss, Donna



and her father have regular contact through phone calls and visits.

Donna is also working hard to overcome a newer difficulty in her life and that is learning to find her way around while losing her eyesight. Not an easy task! She had to adjust to the new layout of her home and where staff placed specific everyday items as her sight continued to worsen. She refused a white cane (a cane for detecting objects for those who are visually handicapped) for many years, and finally in the beginning of 2023 she decided to try using a white cane. When Donna started using a cane to feel her way around the workshop, she reached a great milestone. When she came out of the ladies room, staff encouraged her to "be on her own" to return to her seat. The whole way, the workshop was quiet, observing Donna as she slowly made her way back to her seat. She did so with no assistance, and, when she sat down, staff and peers all burst into cheers, clapped, and made Donna cry tears of joy. She is loved by all and we are so happy to be able to support her in our workshop.



About the Author

Joan Gabriele, has been with BARC Developmental Services since 2009. She is a huge asset to the agency, as she has always been an advocate for the individuals she serves day in and day out. She has, on countless occasions, made up special adaptive counting boards for individuals to best perform job specifications.

Joan has been a member of the Safety Committee as well, ensuring standards and procedures are followed to ensure the safety of all. She has a huge heart and truly cares deeply for those we serve.



Meet Lesley Amann

Lesley began her journey at BARC Production Services on August 1, 2017. She was eager to do and try every task available. Because Lesley has partial use of her left hand and arm, performing some tasks was little more challenging for her. Staff worked with her to develop strategies and adapt her steps and over time the student became the teacher. Lesley began developing her own methods and strategies to accomplish her jobs, and she shared these strategies with her peers to help them as well.

Lesley is a determined young lady with a Can-Do attitude. She never gives up on anything that she sets her mind to. It is this attitude and caring nature that has made her a favorite among her peers and staff. She is one of the hardest working individuals you will meet. She loves coming to BARC and looks forward to it every day. One of her favorite things to do is work on CRC where she is able pack boxes and put the completed product on the pallets. No matter how many boxes she completes she will say she did "88". She is always looking for something to do and will help anyone who needs it.

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Lesley is not only a hard-working person, she is also a caring and compassionate person. In March 2019, she was nominated for and won the Random Act of Kindness Award for her treatment towards others. She was recognized for assisting multiple peers carrying in their belongings when they had limited ability to do so themselves. In June 2023 she was nominated for the Safety Award and won. Lesley took it upon herself to ensure that a peer whom she rides the bus with, who has some challenges with ambulation, was able to navigate the production floor safely. Lesley would carry the person's belongings into the building, alert the staff that they had arrived and ensure that the aisles were clear and get their seat ready for them.

Since joining BARC, Lesley has flourished in so many ways. She has become more independent, a problem solver, a social butterfly and someone that her peers and staff know will be there for them when needed. Lesley's future holds no bounds, and she is ready to conquer it.

About the Author

Cheryl Rementer is a program specialist at BARC Production Services Warminster-a position she has held for over 20 years. She currently oversees a caseload of 28 people, and she has developed very strong and positive relationships with the people she supports. In addition to her role as a program specialist, she is also a certified investigator and medication practicum observer. Cheryl graduated from Alvernia University with a B.A. in Psychology.

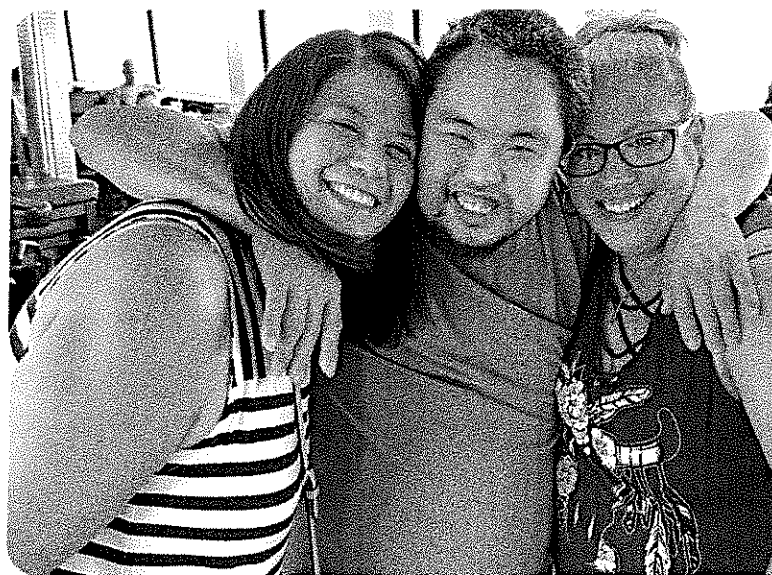
She resides in Montgomeryville, PA with her husband and two teenage sons. She is a proud soccer and hockey mom and enjoys traveling to various sporting events to watch her boys play.



Residential Services

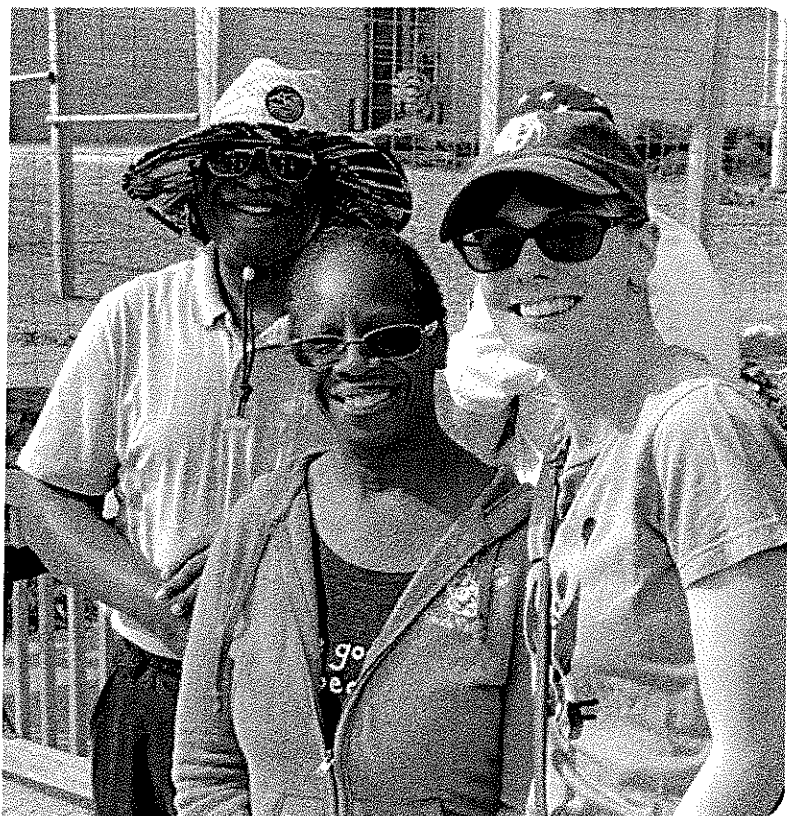
With 2024 underway, the Residential Department thankfully is fully staffed with Nurses, Program Coordinators, and Program Managers. All but one of the twenty-six residential homes has a Home Manager in place, many who have been with the agency for a significant amount of time. Other positions, specifically Direct Support Professionals, continued to be filled at a steady rate as well. This allows for more stability within the department resulting in better supports to the individuals supported by BARC Developmental Services.

Currently the department provides residential services to one-hundred individuals in thirty-four homes located throughout Bucks County and into Montgomery and Lehigh Counties. The needs of each individual are met through the 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.
- **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.

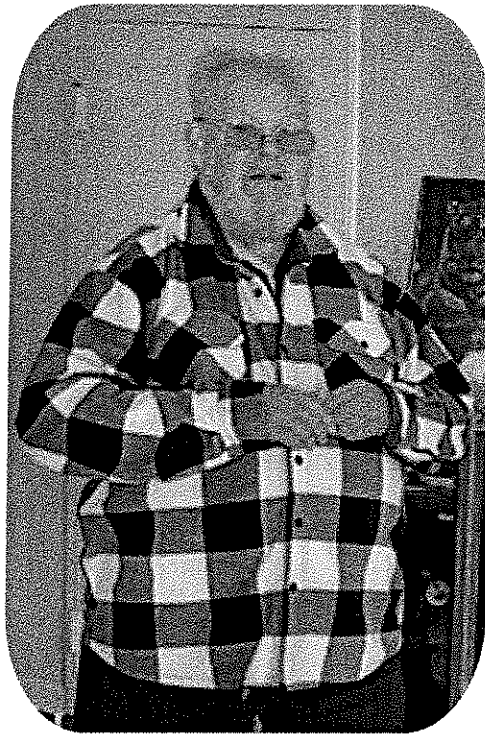
Over the course of the coming year, the Residential Department will continue to develop new relationships in the community. Examples are the areas surrounding two new BARC Developmental Services homes, one in the Sellersville area where we welcomed the individuals and families at the Jubilee House, and the other being the new neighbors we will be meeting in Telford area when the individuals at the Moores Court home move to their new residence.



Meet Bryant Smith

Several years ago, I wrote a Success Story about Bryant S. illustrating how and why he was a great example of how to be successful in BARC's URH (or Supported Living) program.

After joining the agency shortly after high school, Bryant began working at the workshop, and resided in some of BARC's first group homes. Bryant loves to reminisce about these younger days and all of the friends & staff that have come and gone along the way.



Highlights from Bryant's time in URH/SL include many trips (Florida-for fun as well as to visit family), Hershey, Atlantic City, Lancaster (Amish Adventure railroad trip is a favorite), and so many more. Bryant loved living on his own right in Doylestown, where he would frequently take walks into town for car shows, festivals, food, or even a cigar at the cigar shop.

Bryant has always taken great pride in his level of independence and ability to live on his own. He could always be counted on to be up and ready for the bus to work or any meeting/appointment on his schedule without fail.

Bryant also faced many challenges over the years as well; including COVID, knee replacement surgery, and the passing of his beloved father. As the last few years passed, conversations with Bryant about his current and future needs became more common, and he acknowledged understanding that he, like most people, was going to need more help with day to day things (like cleaning, personal care, and managing medical appointments).

Then, when a spot at one of BARC's CLA homes became available, it happened to seem like it could be a great fit for Bryant.

When the opportunity was presented to him he was initially hesitant and had lots of questions, but he listened to what his staff and team members had to say and considered his options. He visited the home, and met with the other housemates and House manager/Program Coordinator. He advocated for what was important to him (being able to continue attending BPSW despite a further commute, to continue participating in his bowling league, etc.).

As the decision was finalized and the move-out/move-in date got closer, his fear of change/the unknown turned to excitement for a new chapter in his life. While I know the decision to leave the apartment he had spent the last 20+ years in had to be a difficult one for Bryant, I commend his ability to keep an open mind, and make the most informed decision for his future well-being.

As he nears his 50th year with BARC, Bryant continues to be an example of strength, resilience and adaptability; showing how with the right support, success can be possible at every stage of life.

About the Author

Briana Forester is a Program Manager for the Residential Department of BARC Developmental Services. She currently oversees three Community Living Arrangement homes as well as two individuals who receive support through our Unlicensed Residential Habilitation program.

Briana is currently in her 8th year of employment at BARC Developmental Services. She graduated from Temple University in 2013 with a degree in Psychology. Prior to working at BARC she worked with both adults and adolescents in the mental health and substance abuse fields, in addition to being a residential home manager.



Meet Dawn Besack



BARC Developmental Services gladly welcomes Ms. Dawn Besack to their ICF homes! Dawn has lived at 'Jubilee' home since 2009 and officially became a BARC resident January 2024. Jubilee home is a tight knit community, and we are so excited to take over on this next leg of their journey.

As soon as you meet Dawn you will be met with a huge smile and an excitable "Hello!". Dawn never fails to brighten the room and make others laugh with her infectious positivity. Dawn has quickly grown close with her BARC staff and has been overjoyed to begin attending BARC's ATF day program.

After a long break due to the covid shutdowns she has finally returned to a program that allows her to get out of the house, socialize with friends, and participate in the variety of fun activities ATF hosts throughout the day. Some of Dawn's favorite things include watching her beloved TV Land shows, listening to music, puzzles, and arts and crafts.

Those who love Dawn know that she doesn't like to leave the house without picking out a cute outfit. She loves her brightly patterned lularoe leggings that show off her fun and bright personality. Dawn loves getting her hair braided and her nails done. BARC is looking forward to supporting Dawn in achieving her goals and building her relationships. Dawn has a two siblings and mother whom she loves dearly and visits with often. Please join us in welcoming Dawn and the Besack family to BARC!

About the Author

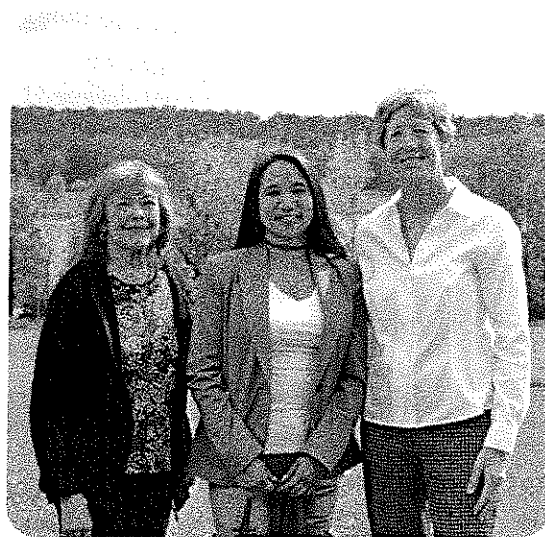
Sydney CitaraManis is a new Program Manager of 4 ICF homes at BARC developmental services. Sydney comes to BARC with many years of experience in the field. Sydney has been an Employment Specialist, Case Resource Manager, Benefits Counselor, and most recently a Supports Coordinator prior to stepping into this Program Manager position.

Sydney graduated from West Chester University with a BA in Anthropology and then continued on to get her MA in Sociology at Temple University. Sydney lives in North Wales, PA with her wife Shannon, two dogs Ernie and Wally, and two cats Gene and George. Sydney enjoys learning to knit, bird watching, and baking in her free time.



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.



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. Our recruiters assist the services departments during the onboarding process by initiating ODP required computer training. Associate benefit offerings are reviewed annually, and plans are amended as needed to continue to offer an attractive benefit package to all eligible associates. Human Resources conducted virtual open enrollment sessions, collected materials and enrolled

associates for 2024 benefits. Our Human Resources Coordinator was available for associates who needed more assistance registering for benefits. The annual Length of Service ceremony and reception was again held in October at Peace Valley Park. Gifts were obtained, summaries written, food preparations made, and coordinated with the Executive Director to recognize the twenty-one associates who reached employment milestones of 5, 10, 15, 20, 30, and 35 years of service. The eighth 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 a residential associate. This associate was nominated by their peers for their outstanding contributions to the individuals at BARC and the winner was selected by BARC Foundation members.

Recruiting numbers improved greatly throughout 2023. BARC Developmental Services employed an average of approximately 191 full time, part time and provisional staff in 2023. Then end of the year saw the associate count rise to 205, the highest it has been since 2020. There were 41 new hires across all departments in 2022. In 2023, that number rose to 67. There continues to be low turnover in management and supervisory positions. We expanded our partnership with Penn State's Rehabilitation and Human Services undergraduate program. We continue to work with the Abington campus and had our first interns from the Lehigh Valley campus complete the program. 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.





Spotlight on Staff

Alissa Gerber

2023 Justin T. Schram Award Winner

BARC Developmental Services Foundation created the award, presented in 2016 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's long-time former Executive Director, Dr. Robert H. Schram. Justin was an avid musician, bandleader, psycho-therapist, and certified K-6 teacher in New Jersey and Colorado. Justin was dedicated to helping others. The Justin T. Schram Award is sponsored by U.S. Medical Staffing Inc. and Trinity Asset Protection.

Alissa, who has worked for BARC Developmental Services at one of our CLA homes for over 17 years, has developed close therapeutic relationships with many of the folks throughout BARC and is also a life sharing provider. She has taken groups of individuals on her own time to parks, plays, and concerts. Earlier this year, Alissa began providing support to an individual in Unlicensed Residential Habilitation. She has dropped off homecooked meals for her and helped her shop for items for her home. Alissa has become a voice for the supported individual and has demonstrated grace, compassion, and kindness while doing so. The individual herself voices that this associate is one of the nicest and most thoughtful people she has ever encountered.



Above: Alissa Gerber, Support Associate (center) was awarded the Justin T. Schram Award at the 2023 Length of Service Awards Ceremony by Catherine McLain, Vice-President of Risk Management at Trinity Asset Protection (right) and Chris Allander, Vice President of Business Development and Client Relations at U.S. Medical Staffing.

Alissa is an excellent example of integrity and compassion; consistently going above and beyond, she is truly vested in getting to know individuals and helping the teams support them in the best possible way.

BARC Developmental Services is grateful for her positive attitude, and upbeat and fun spirit. Alissa is an excellent example of someone who continuously demonstrates great passion for their work. She continues to bring many positive and life enriching opportunities to many of our folks, not just as an employee but also as a friend and advocate. Congratulations Alissa.

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. 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.



A monthly review of 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 to and reviewed by the Advocacy/Human Rights 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 nine 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 CIs for future investigations completed.

In June 2023, the agency 2021-2023 Quality Management Plan was completed and reflected on. A new 2023-2025 Quality Management Plan with oversight provided by Quality Resources was developed by the team of directors and approved by the Advocacy/Human Rights Committee.

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 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 all associates. Areas of focus for training include Confidentiality and Privacy Practices as well as Incident Management for both staff and supervisors.



Development & Community Engagement



was back to all in person events for 2023, with the option of some being hybrid. The BARC Baseball Raffle returned with a great success of net proceeds over \$3,000. The Duck Derby returned for its 3rd year in a row, netting \$4,500.00. The Ivyland Open Golf Tournament saw net proceeds of \$10,000.00. Development continues to partner and support with the Residential team to bring Designer Handbag Bingo to the public! This year's event took place in Jamison, PA, with over 100 attendees, netting over \$3,000. The weather did not cooperate for many fall activities and the 2nd Annual BARC Cars for a Cause Car Show was cancelled due to the inclement weather. The coordinating Car Raffle still took place at the Kia of Langhorne Dealership with final proceeds of \$28,000! The Development team ended the fundraising year with the Gift Card Raffle, net proceeds of over \$5,500.00.

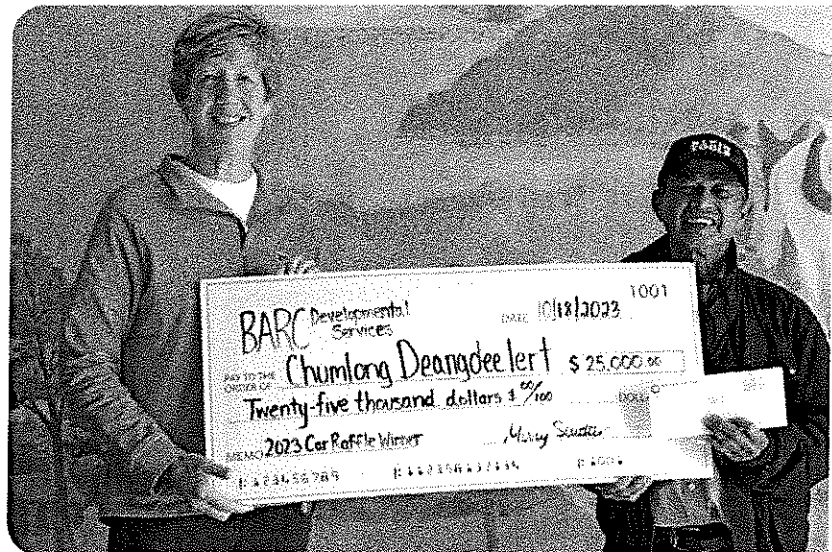
2023 saw significant change and growth within the Development Department. Long standing Director, Scott Kulp, retired after forty-six years of total service. After many years of incredible work, the department's long standing manager also transitioned to another community outreach opportunity. These changes allowed for the Department to engage in a transformation that offers new insight to the challenges left by COVID-19 and a reinvigorated passion to the mission of the agency.

Social media and digital communications have become an integral part of the departments advocating platforms. Being conscientious of the environmental impact of traditional mailings, the department has made very conscious decisions to reduce the amount of paper mailings, utilizing electronic communications. BARC Developmental Services online footprint continues to grow in new and exciting ways.

Part of the transformation has been the addition of a Digital Marketing grant of \$10,000 monthly from Google Ads, managed by Non-Profit Megaphone. Additional grants awarded in 2023 included the Truist Grant for the addition of an Employment Specialist, for \$40,000 and \$2,000 from the Bader Foundation.

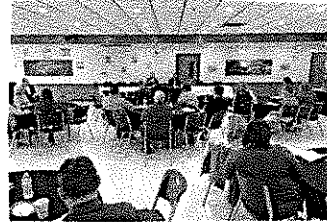
Community outreach has been a cornerstone for Development in 2023. The Development team participated in several community events such as Quakertown Borough's Trunk or Treat, which saw thousands of members in the community. In coordination with other departments offering support in marketing and booth design, additional events were attended at local schools and job fairs. Fundraising

Growing Together



Community Partnerships

BARC Developmental Services in partnership with Pennsylvania Advocacy and Resources for Autism and Intellectual Disability (PAR), hosted a regional meeting with local legislators to discuss how we can better advocate for people with intellectual disabilities and the staff who care for them. Parents, board members and BARC staff were in attendance to share personal experiences. Special thanks to Senator Frank Farry for his participation in the discussion and the attending staff members representing several additional local legislators officials.



Volunteers & Committees

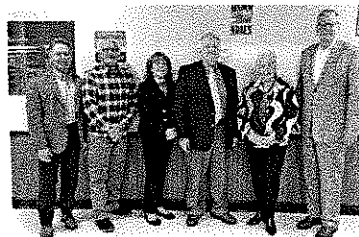


From our volunteer Board of Directors to our Social Recreational Committee, volunteers are essential to our success. Members of the community, staff and parents make up many of the committees here at BARC Developmental Services, including Development, Finance, Peer Review, Advocacy/human rights, Advisory and more. The committees meet on a regular basis and are at the heart of the services and advocacy we offer here at BARC. The Development team runs several fundraising initiatives every year. The success of these events is highly due to the contributions of our volunteers.

Membership

Participation sustains the mission of our agency and financial support enhances the quality of programs and services. Members are invited to our annual Membership Meeting and Reception in May and take an active part in an election that directly impacts the future of the organization by casting votes for the volunteer Board of Directors.

Additionally, as a supporter of BARC Developmental Services, members receive the bi-annual newsletter, PROGRESS, written to inform supporters of the agency's activities and accomplishments.



2023 Fundraising Events

- Vocational Holiday Raffle
- Calendar Sale
- Apparel Sale
- Phillies Raffle
- Duck Derby
- Ivyland Open Golf Tournament
- Designer Handbag Bingo
- Car Raffle
- Annual Autumn Luncheon
- Gift Card Raffle

2023 Fundraising Revenue

\$99,140



Social Media & Digital Marketing Metrics



Post Reach 7,821
 Post Engagement 1,927
 Followers 1,269



Total Contact 1,052
 Sends 5,241
 Email Open Rate 43%
 Clicks 142



Click Through Rate 10.48%
 Clicks 386
 Impressions 3,683

Development and Community Engagement Capital Improvement

2024 Capital Campaign

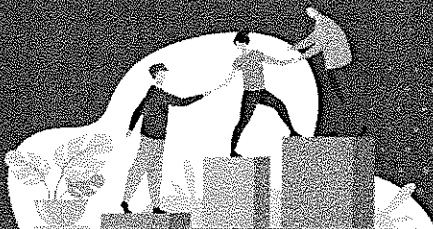
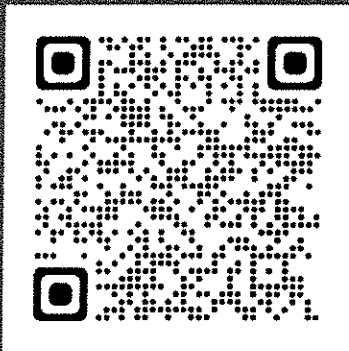


This year the campaign will support building new sidewalks at the rear emergency exits at two of our Residential locations to increase safety and efficiency.

Your tax-deductible contribution directly benefits the men, women, and children supported by BARC Developmental Services.

We invite you to join our campaign.

#Growing Together

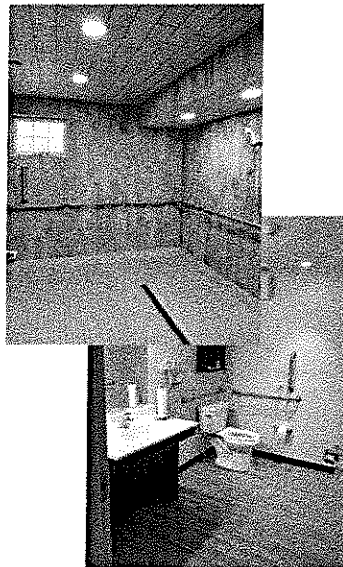


A Cornerstone of Growth

2023 saw many new projects come to completion. After more than 20 years, the parking lot at BPSQ was in desperate need of full reconstruction. Thanks to a grant awarded by Bucks County Community Development, construction was approved and started in early 2023. Full renovation was completed by fall of 2023. Our residential team has seen many projects completed in 2023 including the upgrade of the restroom in one of our residential homes. Thanks to a very generous private donor, our maintenance team was able to complete renovating this bathroom to a fully ADA accessible restroom.



The parking lot at BARC Production Services Quakertown, saw a full renovation thanks to a grant from Bucks County Community Development.



The fully renovated ADA Residential bathroom. Top: new bathroom. Bottom: Before renovation.

Community Impact

Our growth through capital improvement allows us to make a larger positive impact in the communities we serve. Our improvements allow us to provide more efficient services to those who participate in our day programs, safety and efficacy in our residential programs, advanced contracts in our production services and expansion of therapies in our early intervention department. The end of 2023 saw the launch of the 2024 Capital Campaign which will focus on building new sidewalks at the rear emergency exits at two of our residential locations.

Expanding our Possibilities

BARC Developmental Services is looking forward to continuing it's growth in Capital Improvement and Community Impact. With expansion and improvement projects in all of our provider areas, we are excited for what the future holds here at BARC and we are excited to bring new partnerships with us.

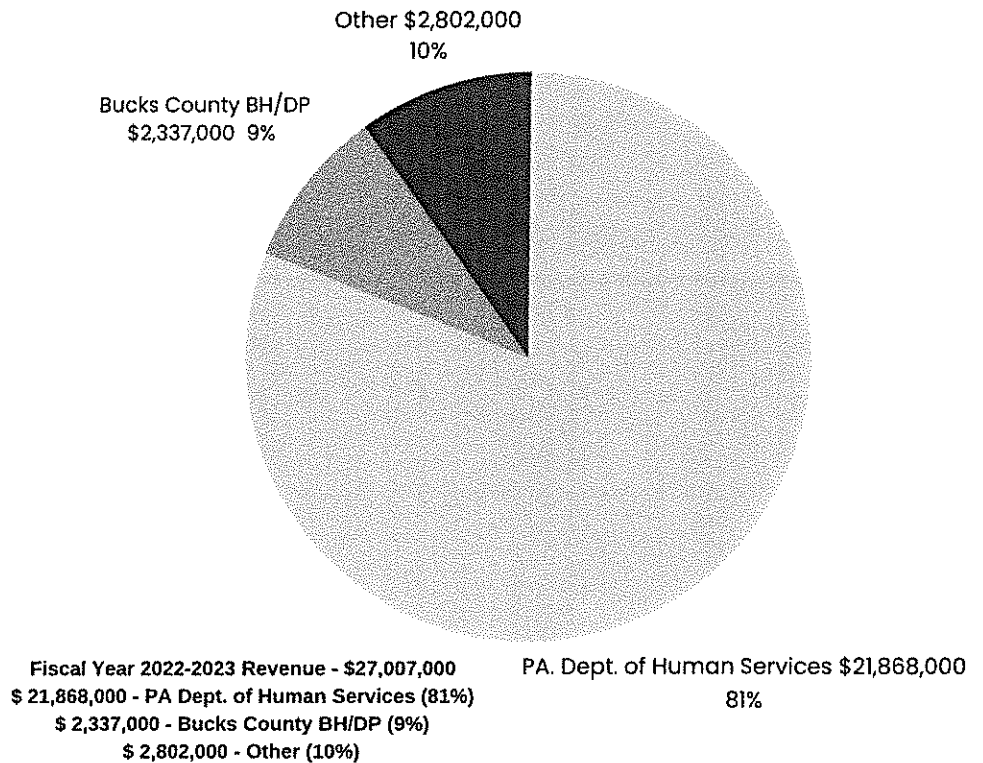


The BARC Production Services work truck got a new look in 2023. Be on the lookout in the community!

2023 Key Financial Metrics

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 2022-23, 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. We were fortunate to receive American Rescue Plan Act (ARPA) funding through ODP and Bucks County for premium pay for direct support staff. For fiscal year 2023-24, BARC received ARPA funding, a CPS Recovery Supplemental Payment, to assist with the expansion of day program services provided by the Vocational Department. Additional funding requests for the current fiscal year 2023-24 are under consideration by ODP/ICF-ID to cover the increased costs associated with DSP pay increases and growing participation in our day programs.



Fiscal Year 2022-23 closed with a surplus on annual expenses of \$25,110,000 offset by revenue of \$27,007,000. As of 6/30/23, assets were \$15,582,000 and liabilities were \$6,332,000 for net assets of \$9,250,000.

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 completed the upgrade of the agency network which now offers broader and more secure remote access for BARC staff, installed a new phone system which provides expanded remote access that eases communication between the work sites, and added security to the BARC email system.

To View BARC Developmental Services Audited Financial Statement, please visit:
www.barcprograms.org/publications

In Memoriam 2023

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



David Spink



Susan Breen



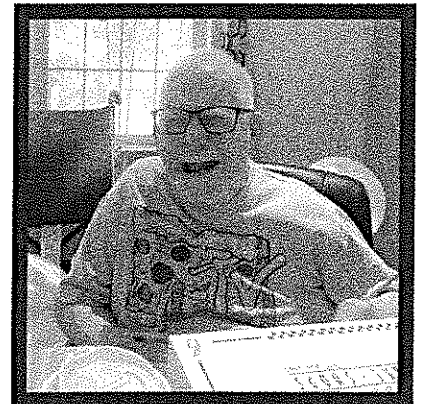
Suzanne Pelletier



Linda Freed



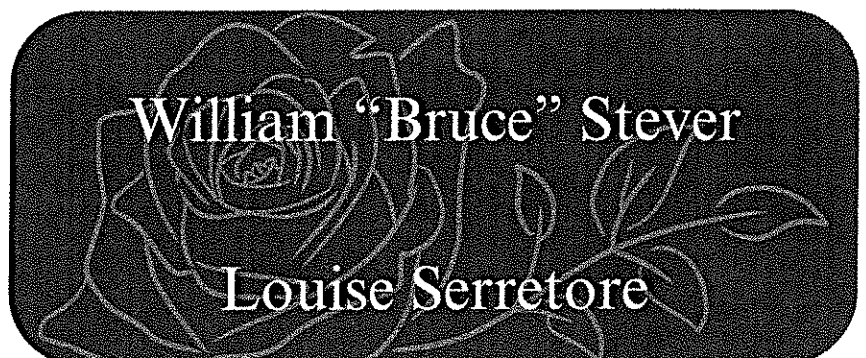
Cheryl Vorters



Danny Breffitt



Connie Damm



BARC Foundation

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

The BARC Foundation was established by BARC as a separate, non-profit organization. The BARC Foundation is a public foundation and is able to accept tax-deductible gifts from individuals, corporations, and foundations. These gifts may be in the form of in-kind contributions, planned gifts, appreciated securities, and grants.

The mission of the BARC Foundation is to secure the existing BARC programs that make a difference in the lives of the individuals 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.

BARC Foundation Committee

Eric Matzkin, *President*

Jennifer Garrett

Catherine McLain

Chick Johnson

Mary Sautter

Lou White

Leland Felt

Teddy Manero

Scott Kulp



“

"We are of course happy that [our son] has progressed so well the past year and a ½ but sad to be losing Kelsey! Kelsey was like a part of the family, and we always looked forward to the weekly sessions with her. She worked so well with [our son] and our family and taught us so many wonderful tools and habits to start with him. We cannot say enough about Kelsey! [Our son] has come a long way and it's because of her wonderful support and teaching skills! Thanks again for everyone's support at

BARC!"

”

2023 Membership

Participation sustains the mission of our agency and financial support enhances the quality of programs and services. Members are invited to our annual Membership Meeting and Reception in May, and take an active part in an election that directly impacts the future of the organization by casting votes for the volunteer Board of Directors. Additionally, as a supporter of BARC Developmental Services, members receive the bi-annual newsletter, PROGRESS, written to inform supporters of the agency's activities and accomplishments.

Mr. James Brophy
Mr. Mike Quattrone
Mr. Charles Salvatore
Frank and Anne Conrad
James and Donna Rennie
Corinne Dockstader
*Mr. Phil Carey
Mr. and Mrs. Jeffrey R. Hill
Mrs. Joan Burns
Mrs. Margaret Calvanese
Ms. Leigh Schwartz
Mr. and Mrs. Charles Johnson
Mr. and Mrs. Raymond Ritting
Mrs. Kathleen Galeone
Mr. and Mrs. David Haring
Mr. and Mrs. Robert Muller
Mr. and Mrs. Mark Banchi
*Ms. Peggy Dominy
Mr. and Mrs. Billy Joe Pyle
Mr. Ronald Williams
Ms. Linda Connor
*Mrs. Patricia Schuck
Mrs. Charlotte Swenson
Mrs. Dina DiFabio
Mrs. Tina Dogherty
Ms. Maria Gulisano
Mr. and Mrs. Robert Lanhan
Mark and Jennifer McGinnis
Ms. Sarah J. McLaughlin
Mr. and Mrs. David Mooney
Joan Paslo

Mr. and Mrs. Mark Strasburg
Mr. and Mrs. Russ Wilson
Mr. and Mrs. Jay Brodish
Ms. Darlene Davenport
Mrs. Kathleen Grasmeder
Mr. John Gregory
Ms. Lisa Toscano
Joseph and Renita Holland
Ms. Jeanne Marchiondo
Ms. Patricia Quirk
Ms. Rosemary Overberger
*Mr. and Mrs. Tony Manero
Mrs. Jane Macklin
Mr. and Mrs. C.S. Marquardt
Mr. Charles Podhaizer
Mr. and Mrs. Michael Susco
Ms. Caroline Haney
*Nicholas Ciliberto
*Mr. and Mrs. Scott Kramer
Mr. and Mrs. Joseph Marcavage
*Michael and Ayres Mills
Mr. and Mrs. Michael Kutler
Ms. Sharon Stern
Mrs. Paula Fasciano
Mrs. Carmen Lloyd
Mr. James McDowell
Ms. Maggie Michener
Walter Beckman
Mr. and Mrs. Raymond Gillespie
Expert Home Improvements
Mr. Wesley Pericone

Mr. and Mrs. Mark Strasburg
Mr. and Mrs. Russ Wilson
Mr. and Mrs. Jay Brodish
Ms. Darlene Davenport
Mrs. Kathleen Grasmeder
Mr. John Gregory
Ms. Lisa Toscano
Joseph and Renita Holland
Ms. Jeanne Marchiondo
Eric Matzkin
Jennifer Garrett
Catherine McLain
Steve Petrillo
Scott Kulp
Mary Sautter
Ms. Carol Bolster
Ms. Sandra Deon
Reverend and Mrs. D Craig Landis
Ms. Kathy Holloway



To become a 2024 Member
visit barcprograms.org/membership

**denotes 2023 BARC Board Member*

Executive Management & Board of Directors

Executive Management

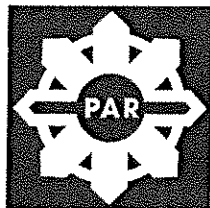
- **Mary Sautter, MSOL**
Executive Director
- **Eric Macklin**
Residential Director
- **Lori Vail**
CFO & Director of Finance
- **Noreen Coleman**
Early Intervention Director
- **Jordan Pfister**
Director of Vocational Services
- **Erin Barth**
Director of Quality Resources & Development
- **Chris Bennett**
Director of Human Resources

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**
- **Peggy Dominy**

BARC Developmental Services

is a proud member of the following community organizations:



Thank You 2023 Sponsors



Thank you to our major contributors!

Dennis & Merle Teeling
The Bader Foundation

Reverend and Mrs. D Craig Landis
Dina DiFabio



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



Executive Offices

4950 York Road

P.O. BOX 470

Holicong, PA 18928

215-798-0800

Quakertown

1446/1448 Old S Bethlehem Pike

Quakertown, PA 18951

Production Services: 215.536.4048

Residential Services: 215.536.2097

Warminster

349 Ivyland Road

Warminster, PA 18974

Production Services: 215.672.6010

Residential Services: 215.672.8270

Early Intervention

PO Box 345

Holicong, PA 18928

215.794.0800

info@barcprograms.org
www.barcprograms.org

