

CHOICES. CONNECTIONS. COMMUNITIES.



FY17 Annual Report

A private, nonprofit organization with more than 30 years of experience. We provide case management and available resources to the individuals we serve.

ServiceCoord.org



A message from the Executive Director / CEO

For more than 34 years, Service Coordination, Inc. (SCI) has supported the choices of people requiring our case management services and worked to identify available resources. We began as one of the nation's first independent case management provider agencies serving people with intellectual and developmental disabilities. We have since expanded our services and offerings to children, families, older adults and veterans. We believed then, and maintain our belief, that services should be tailored to meet the desires of people and their choices.



People who receive Case Management in Maryland now have a choice of his or her provider. Choice has always been the foundation of our services and we are excited to support this important decision. We remain dedicated to honoring an individual's options and supporting his or her wants and needs. SCI is a nonprofit case management agency. This means we do not operate to earn a profit, but rather to support community members in need of our services and to fulfill our mission of providing quality support services.

As a nonprofit organization, we are governed by a Board of Directors consisting of a volunteer group of community members. They oversee our organization to ensure that we adhere to this commitment to the community. SCI is the most experienced case management provider in the State of Maryland with more than three decades of experience. We operate by listening to people's wants and needs. We always listen first, support the development of a plan and search for connections that can lead to improving one's quality of life. The dedication of our extremely committed team members and invaluable support from our Board of Directors and community partners make this possible.

Our team members work directly alongside the people we help serve. On average, our staff have 6 years' experience and are highly educated. Our workforce service model includes equipping our team members with the appropriate mobile technology to perform their work anywhere, thus providing greater convenience, accessibility, and flexibility in our services. SCI takes great pride in our level of service for each individual who can benefit from our vast array of services.

In 2016, a Strategic Planning Taskforce was convened to review/update the Strategic Plan, including the mission, 10-year vision statements, goals, and objectives. Our June 2016 Board Approved Strategic Plan highlights our goals and objectives for the next three years. We monitor progress of our Strategic Plan through a Balanced Scorecard which looks at multiple measures for each goal and objective.

Our mission, experience, and commitment to honoring an individual's choices help us provide the best-case management services. To this end, SCI's program and services, management, fundraising, and financial practices were subject to in-depth examination by the Standards for Excellence® Institute culminating in our final accreditation with commendations in 2017! This seal of excellence confirms the organization's well-defined mission and adherence to the highest level of quality.

- John Dumas, Executive Director / CEO



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ABOUT US

OUR BACKGROUND

In 1982, The Arc of Frederick County established one of the nation's first independent service coordination initiatives serving people. The service coordination division was founded on the belief that people with disabilities could benefit from having service coordinators act as brokers within the service delivery system to help ensure that services were tailored to meet people's needs.

The initiative began with seven Service Coordinators who served 173 people. In the 30 plus years since the initiative was created, the service coordination division expanded into 14 counties across Maryland and Baltimore City.

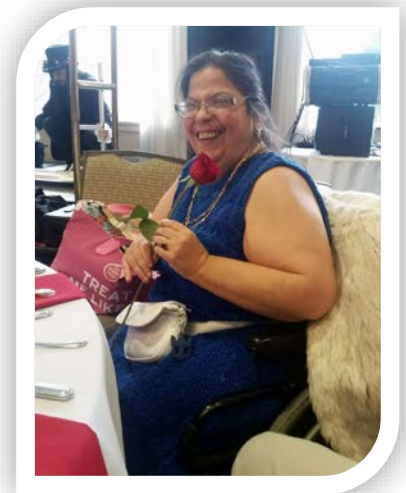
In 2005, SCI was established as an independent nonprofit organization and spun off from the Arc of Frederick County. The spinoff was necessary due to the tremendous growth the agency experienced and the need to have one organization focused on providing service coordination for so many people. SCI formed a new board of directors, adopted new bylaws and began operations as an independent organization on January 1, 2006.

SCI preserved the skilled staff leadership, the staff of service coordinators, an effective approach to coordinating services, the relationship with the DDA, and the founding belief about the role and value of service coordination for people with intellectual and developmental disabilities.

OUR ROLE IN THE COMMUNITY

SCI is a nonprofit organization in Maryland that supports people of all ages with disabilities, those with medically complex needs, autism, veterans, those with mental health challenges, older adults, and at-risk youth to make choices affecting their lives and to access resources and receive services in their community.

SCI is currently the largest case management agency in Maryland and serves more than 12,000 people with intellectual and developmental disabilities, veterans, older adults and those with serious medical challenges. This accounts for over 50% of people who receive services. We also employ over 400 team members in three regions in Maryland. Staff are highly qualified, with 96% having a Bachelor's degree or higher, and on average 6 years' experience. SCI is also unique due to our community-based and technological capabilities which allow us to work from virtually anywhere in the communities in which we serve people.



At SCI, we believe that every person has the right to be treated with respect and dignity and to make choices that affect his/her life. We believe people come first and to support this philosophy we show respect and honor for all people through our words and actions. We believe it is our responsibility to drive solutions by seeking out opportunities and navigating systems to make possibilities a reality. We build connections that encourage strong relationships, and raise awareness in communities to appreciate the similarities and unique gifts of each person we serve.



SCI is a nonprofit organization governed by our Board of Directors:

BOARD MEMBERS:

Carl Hildebrand, Past President
 Teresa Berman, President
 Michelle Wright, Vice President
 William Stack, Treasurer
 Paula Blue, Secretary
 Randi Bocanegra, Director
 Jordan Edgley, Director
 John Halley, Director
 Marlene Hendler, Director
 Allen Kampf, Director
 Judith Simms, Director
 Eric Zimmerman, Director

AREAS OF EXPERTISE:

Financial
 Legal, Healthcare
 Advocacy *
 Financial
 Advocacy *
 Legal
 Special Education
 Financial
 Self-Advocacy
 Financial
 Advocacy *
 Self-Advocacy

* Family member of individual supported by SCI.

OUR MISSION

SCI provides quality case management services by helping people understand what their choices are and connecting them to resources in their communities in ways that respect their dignity and rights.

MEANING BEHIND THE MISSION

Choices, Connections and Communities: We welcome all people who can benefit from our services. We help people understand options in a dignified and respectful way. We provide quality information and helpful options that can guide people to resources of their choice, ultimately supporting their decisions to connect to available services.

2026 VISION

People experience the quality of life they choose. They are connected to an array of quality supports and services that are tailored to each of their unique wants and needs. People are valued in and by their communities.

CORE OPERATING VALUES

Our core operating values guide the way in which our board members, team members and volunteers want the community to experience our organization. We want to be known as resourceful, educated, and respectful. We want to demonstrate daily excellence by embracing and living out these core operating values in the way we work.

- **People come first** – Show respect and honor for ALL people in words and actions.
- **We drive solutions** – Persistently seek opportunities and overcome obstacles. Navigate systems masterfully to make possibilities a reality.
- **We build connections** – Because relationships are the foundation of our work, we share strong working relationships with each other and with those outside our organization.
- **We educate** – Raise awareness in communities to appreciate the similarities and unique gifts of each person. Explore choices with people we support.



CORE COMPETENCIES

RELATIONSHIPS - At SCI we operate with an understanding that it is primarily through effective relationships that we are able to achieve positive change on the individual and systems levels.

NAVIGATIONAL EXPERTISE - At SCI we listen closely to people telling us their dreams and goals. With that knowledge and our expertise, we provide resources, connections and linkages to make dreams a reality.

THEORY OF ACTION

The following principles and beliefs guide the development of our programs and operations:

- It takes great expertise to find resources and to connect people to them. Success results from the quality of abundant creativity and resourcefulness.
- Positive working relationships reflect the commitment that we have to each other, the organization and the people we support. Solid relationships are built upon trust and mutual respect.
- As a mobile workforce based in the communities of the people we serve; we focus our abilities to affect positive change in systems and within communities.
- All people should be able to make choices that affect their life. Our role is to help people discover and explore possibilities, weighing the value of all available options.
- With an increased understanding of people with differences comes appreciation of the value all people bring to their communities.
- As a strength-based, person-centered organization, we engage the people we support, their families, our staff, and others in making decisions, developing processes, and creating the structures that support the highest quality case management services.



2017: THE YEAR IN REVIEW

Development & New Ventures

SCI continues to grow in several key areas. The number of people we support now totals more than 12,000. To meet this demand, we have scaled our workforce accordingly and now have nearly 400 team members.

In 2017, SCI began offering new services through the Supports Planning Services (SPS) program for older adults and those with serious medical challenges, to help acquire services in their homes and community to meet their needs and wants.

SCI embarked on a new venture with Frederick County Government in July of 2016 to plan and establish a Veteran's Treatment Court (VTC) that would provide a comprehensive treatment program and wrap-around services for Veterans with non-violent offenses entering the judicial system.

Standards for Excellence Accreditation

The Standards for Excellence Institute® promotes “the highest standards of ethics, effectiveness, and accountability in nonprofit governance, management, and operations.” The foundation of this program is the published Standards for Excellence®: An Ethics and Accountability Code for the Nonprofit Sector. Six (6) major areas of nonprofit governance and management are identified which contain twenty-seven (27) different topic areas. Each topic area includes specific benchmarks and measures that provide a structured approach to building capacity, accountability, and sustainability in organizations. The 6 major areas are:



- 1) Mission, Strategy, and Evaluation
- 2) Leadership, Board, Staff, and Volunteers
- 3) Legal Compliance and Ethics
- 4) Finance and Operations
- 5) Resource Development
- 6) Public Awareness, Engagement, and Advocacy

Over the past few years, Service Coordination, Inc. (SCI) was evaluated on fundamental values such as honesty, integrity, fairness, respect, trust, responsibility, and accountability. Our programs and services, management, fundraising, and financial practices were subject to in-depth examinations by the Standards for Excellence Institute® culminating in our Final Accreditation with commendations for our Program Evaluation and Quality Monitoring system, including the Comprehensive Quality Review (CQR) process.

As stated by our Executive Director/CEO, John Dumas, “This Seal of Excellence confirms the organization’s well-defined mission and adherence to the highest level of quality.” Our Board of Director’s Past President, Carl Hildebrand, also echoed, “This award is a reflection of the staff’s high level of efficiency and integrity as well as a symbol to the community of the organization’s commitment to providing the highest level of quality supports to those we serve.”



Collaboration with Key Stakeholders

Over the past year we have worked closely with DDA and other partners to develop methods to support a person-centered approach for those receiving services. Methods included both the approach used by Coordination and Community Services (CCS) providers to ascertain information important to and for a person and the format for capturing this information. SCI shared their internal approach and format, both of which has been incorporated into a new statewide approach. In addition, numerous staff participated in a state-wide pilot, providing valuable information that was used to shape changes in the approach and format of the new plan. Look for a new state-wide Person-Centered Plan in July 2018!

Quality

SCI employs a Comprehensive Quality Review (CQR) process which includes verification of documented activities for at least one individual per Case Manager per month; a thorough review of the note's content and quality, and a thorough review of that individual's record and services received for the last full quarter. Individuals are selected for review as part of a random sample stratified by a Case Manager. This sampling methodology ensures the results of the year's CQR can be generalized to the total population of individuals served with a confidence level >98%, and a margin of error <2.5%. Throughout the year, our CQR, launched January 2016, supported the review of almost 2,300 records, and the survey of almost 1,100 people we support. Through the CQR, supervisors are required to review all aspects of a Service Coordinator's (SC's) work on a regular basis to ensure that team members are well trained in all job responsibilities and are delivering services that are of very high quality. People we support, their families, and providers are contacted to verify the SC's work and to learn what we are doing well, and areas where we could improve. Through this two-pronged approach, supervisors provide support, guidance, and instruction to staff reinforcing strengths and identifying areas in need of improvement in both the technical and personal aspects of their work. The CQR assesses the overall quality of the CCS service provision and the nature of the SC's work with people, including but not limited to: self-direction, person centeredness, and implementation of SCI procedures. This broad assessment of quality is accomplished through the following review components:

- Customer Satisfaction Survey
- Visit Verification
- Individual Plan Review
- Monitoring Review
- Data Integrity and Progress Notes Review
- Service Coordinator Competencies Review
- Regulatory Compliance

The top 3 things that are most important to people served are responsiveness (65%), being connected to resources (65%), and knowing me (56%). Over 92% of people and families indicated their SC provided what was most important to them.

Driving solutions and developing strong relationships leads to high measures of customer loyalty. One widely accepted measure of customer loyalty across many industries is the Net Promoter Score[®] (NPS). On a scale from -100 to +100, SCI's NPS for FY2017 among people we support, their families, and guardians is +71 compared to an industry benchmark of +40, a "high engagement" standard of +50, and an initial NPS of +52 in January 2016. This indicates extremely high and growing engagement and loyalty among those we directly support. SCI's NPS among paid staff and other professionals on the teams of people we support is +67, indicating a similarly high level of engagement and loyalty among professionals with whom we interact in the course of serving people.



In FY17, our focus on continual quality enhancement yielded improvements to an already strong program, demonstrated by high levels of satisfaction among the people we support:

97%	Agreed or strongly agreed their SC supports their choices about who provides their services.
98%	Agreed or strongly agreed their SC treats them how they want to be treated.
95%	Agreed or strongly agreed their SC listens to their ideas and makes changes based on what they say
94%	Agreed or strongly agreed their SC helps them get what they need/what is important to them.
94%	Agreed or strongly agreed their SC helps them and their team think about job options.
89%	Agreed or strongly agreed their SC supports them with developing relationships with people in their community (family, friends, neighbors, vendors, community leaders, church).
90%	Agreed or strongly agreed their SC helps them if there are things about their living situation that they would change (like roommates, privacy, locks, food, clothing, furnishings, decorations, freedom to come/go, access to phone computers, visitors, where I live, etc.).
96%	Agreed or strongly agreed they are comfortable telling their SC if they have a problem or concern.
92%	Agreed or strongly agreed their SC makes a difference in their life.
97%	Agreed or strongly agreed they want to keep working with their current SC.

Launched in April 2014, the SCI Database continues as an integral part of providing high quality services to those we serve. The database ensures SC's have easy access to well-organized and pertinent data for service delivery and assist leadership to monitor the overall quality of services. Throughout FY2017, we continued to develop functionality such as a time and attendance module that is integrated with the SC's progress notes, enhanced reporting capabilities, and continued focus on building a Quality Assurance (QA) Module to provide real-time performance data on over 20 compliance and quality measures. The QA module's completion is planned for fall 2017. Having a highly trained, well-qualified team supported by technology has allowed SCI to improve in many areas this year:

Performance Area	Measure	4 th Quarter FY16	4 th Quarter FY17
Maintaining Relationships	Percentage of individuals assigned to the same SC for the whole quarter (no transfers).	77.0%	86.9%
Timely IP Completion	Percentage of individual plans that were reviewed and updated within 365 days of the previous completion date (within 60 days prior to annual implementation date in FY17).	80.6%	90.8%
Natural Supports	Percentage of completed individual plans that identify natural supports for the individual.	83.8%	100.0%
Customer Service & Satisfaction	Percentage of individuals served requesting a new SC.	0.26%	0.21%
	Percentage of individuals requesting a new SC that were transferred within 14 calendar days.	71.0%	88.0%
	Percentage of individuals served requesting to change CCS Providers due to dissatisfaction with SCI.	0.042%	0.000%



Visit Compliance	Percentage of individuals in Community Coordination that have had a quarterly visit.	90.3%	94.0%
	Percentage of individuals in the crisis prevention priority on the waiting list that have had a quarterly visit.	66.2%	80.2%
	Percentage of individuals in the crisis resolution priority on the waiting list that have had a quarterly visit.	85.7%	89.5%
	Percentage of individuals in the current request priority on the waiting list that have had an annual visit.	81.3%	88.4%

Mobility & Technology Refresh

SCI continues the endeavor to better serve the people who count on us for case management with our program to go mobile. Our team members are equipped with technology and training to perform their duties at places that may better meet the needs of those receiving our services. Our services have since become more flexible and more accessible to people we support. Although we retained regional offices throughout areas in the state, our team members are now able to perform most of their work anywhere.

Our mobility allows our team members to work directly in the community without the need to travel back to an office. Because this work can now be done directly and immediately, our mobility allows us more time to spend in the community with people we serve and to be more accessible to them.

Service Coordination's Standing Committee

The dedicated members of the SCI Standing Committee have provided an unbiased review of organizational practices this year to include review of and feedback for our submission and handling of incident reports, as well as our QA quarterly reports.

Much effort and careful consideration has been put into the safety and well-being of every person who has required the completion of an incident report due to the occurrence of a reportable incident. Committee members request prompt follow-up action when needed and provide SC's with recommendations that may prevent future occurrence. Through the receipt of the annual Standing Committee training; they have been able to better implement their role which is an asset to our organization and the people we support.

Marlene Hendler
 Sarah Roney
 Willie Fields
 Carolyn Roney
 Faye Metger
 Pat Kurtz
 Susan Sullivan
 Tina Wright

Special thanks to each of our Standing Committee members, as well as the leadership and direction of SCI's facilitators and our team members Chantel Charette and Vanessa Blackner.



Statement of Financial Position & Activities

STATEMENT OF FINANCIAL POSITION		
ASSETS	FY17	FY16
Current Assets	2,840,923	2,061,245
Property and Equipment (net)	662,849	590,172
Other	229,017	1,458,548
Total expenses	3,732,789	4,109,965

LIABILITIES AND NET ASSETS	FY17	FY16
Total Current Liabilities	2,522,296	2,783,070
Net Assets		
Total Net Assets	1,210,493	39,275
Total Liabilities and net assets	3,732,789	2,822,345

STATEMENT OF FINANCIAL ACTIVITIES		
EXPENSES	FY17	FY16
Program expenses	22,777,011	18,680,096
Administrative expenses	1,623,166	1,458,548
Total expenses	24,400,177	20,138,644
Net assets at beginning of year	2,293,010	2,258,169
Net assets at end of year	3,345,411	2,293,010
Change in net assets	1,052,401	34,841

5 Fast Facts about SCI

1. Provides case management services to more than **12,000** people residing across the state of Maryland.
2. Has more than **30 YEARS** of experience providing case management services.
3. Is a 501(c)3 **nonprofit organization**, governed by a volunteer Board of Directors.
4. Operates with a person-centered service delivery model and tailors all services according to an individual's specific wants and needs.
5. SCI is proudly accredited by the Standards for Excellence Institute® as having met all the requirements of the *Standards for Excellence®; An Ethics and Accountability Code for the Nonprofit Sector*.



OUR SERVICES

Developmental Disabilities Administration (DDA)

We provide quality information and helpful options that can guide people to resources of their choice, ultimately supporting their decisions to connect to available resources. We provide our services to people residing in the Southern, Central and Western Regions of Maryland, as outlined by the DDA.

Case Management

SCI provides case management services often referred to as Coordination of Community Services (CCS).

- People with intellectual and/or developmental disabilities
- Youth transitioning from school
- Those with autism
- People transitioning from state hospitals, state residential centers, and nursing homes



Service Categories

SCI provides case management services for people in a variety of situations or Service Delivery Categories:

Waiting List

SCI provides support to people on the DDA waiting list. The DDA Waiting List is comprised of adults and children with intellectual and developmental disabilities who are waiting for funding from DDA to obtain community based services. Waiting List includes services to youth and their families as they transition from school into adulthood. Waiting List categories include:

CRISIS RESOLUTION: The highest priority level is reserved for people in emergent circumstances who require immediate intervention, or will require it shortly. Often, the situations that meet this category's criteria arise suddenly (e.g., the death of a caregiver). Crisis Resolution is for people who are:

- Homeless or will be homeless within 30 days
- Victims of abuse or neglect
- At serious risk of causing physical harm to others
- Living with a caregiver who is unable to provide adequate care due to the caregiver's impaired health

CRISIS PREVENTION: This category is for people with an urgent need who are in deteriorating circumstances that put them in danger of meeting one or more Crisis Resolution criteria within 1 year. Crisis Prevention priority also includes people who have caregivers over age 65. Because age alone is not always a good predictor of the need for services; priority recommendations and determinations should address risk for the Crisis Resolution category within a year when that is the case, as well as the age of the caregiver. The Crisis Prevention category is also appropriate in situations where less intense intervention or support, provided sooner, might delay or eliminate the need for a more extensive service in the future.

CURRENT REQUEST: The Current Request priority is the lowest level of priorities. There are no crisis implications associated with current request; however, there is an expectation that the individual has an actual need for DDA funding. The test for this category is "Would the person take the service today, if it was offered today, or is there an anticipated event within the next three years, such as exiting school, retirement of caregiver, ageing out of children's residential placements?" This category is not for people who simply want to be identified for planning purposes as potential service recipients.

Community Coordination

SCI provides person-centered case management services to coordinate community services to match an individual's wants and needs. Some of these include: employment, housing, recreation, social, and more.

Comprehensive Assessment

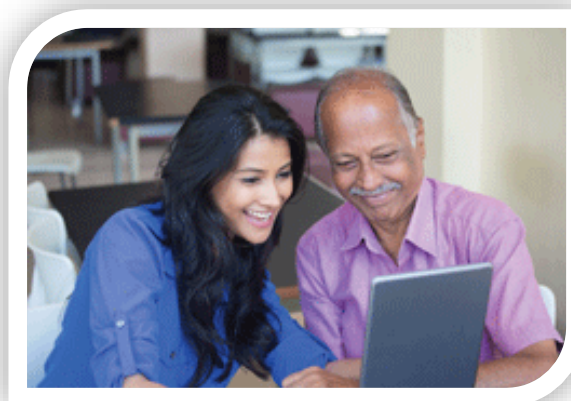
Comprehensive assessments are completed for DDA to make a determination about one's eligibility for DDA services.

Transition Service

SCI provides services to people transitioning to the community from state hospitals, state residential centers, correctional facilities and nursing homes.

Supports Planning Services (SPS) - Long Term Services Supports (LTSS)

Supports Planning Services include assisting applicants and participants with accessing and receiving Medicaid and non-Medicaid funded home and community-based services and supports, as part of Long Term Services and Supports (LTSS). Case Management Services include assisting applicants and participants with waiver eligibility maintenance and determination.



Areas Served

Western Region - Allegany, Carroll, Frederick, Garrett, Howard, Montgomery & Washington Counties;

Northern Region - Baltimore City, Baltimore & Harford Counties;

Southern Region - Anne Arundel, Calvert, Charles, Prince George's and St. Mary's Counties

Supports Planning and Case Management

SCI provides supports planning and case management services to:

- ***older adults***
- ***those with medically complex needs***
- ***those with other disabilities***

SPS Programs Served

Community Personal Assistance Services (CPAS) program:

- Personal Assistance Services
- Nurse Monitoring
- Supports Planning

Community First Choice (CFC):

- | | |
|--------------------------------------|-----------------------------|
| • Personal Assistance Services | • Consumer Training |
| • Nurse Monitoring | • Home Delivered Meals |
| • Supports Planning | • Assistive Technology |
| • Personal Emergency Back-up Systems | • Accessibility Adaptations |
| • Transition Services | • Environmental Assessments |

Community Options (CO) Waiver and Increased Community Services (ICS):

- | | |
|--------------------------------------|-----------------------------|
| • Personal Assistance Services | • Accessibility Adaptations |
| • Nurse Monitoring | • Environmental Assessments |
| • Supports Planning | • Medical Day Care |
| • Personal Emergency Back-up Systems | • Nutritionist/Dietician |
| • Transition Services | • Family Training |
| • Consumer Training | • Behavioral Consultation |
| • Home Delivered Meals | • Assisted Living |
| • Assistive Technology | • Senior Center Plus |

Veterans Court

In FY 2017, SCI embarked on a new venture with Frederick County Government to plan and establish a Veteran's Treatment Court (VTC) that would provide a comprehensive treatment program and wrap-around services for Veterans entering the judicial system with non-violent offenses. SCI led the way by developing a taskforce through the enlistment of key community stakeholders committed to SCI's vision and person-centered approach. Using a nationally recognized VTC as a framework, SCI led the taskforce in the development of the program to guide court-involved veterans through a 3-phase, alternative court process in which they would be supported with treatment, and the quality case management & person-centered planning services for which SCI is known.

Since December of 2016, SCI has supported seven veterans with case management, person-centered planning, and the coordination of wrap-around services related to housing, employment, relationships, financial management, treatment & health monitoring, and recreation. With core competencies in relationship building and navigational expertise, the Case Manager was able to develop meaningful connections with the Veterans Administration, community service providers, community based business, veteran service organizations and interested supporters of veterans to ensure each veteran had the support needed to be successful in transitioning through each phase of the VTC program.

For more information about our services, visit our website: ServiceCoord.org.



TEAM MEMBER TENURE

SCI would like to thank our team members for your hard work and dedication, you are really making a positive difference in the lives of so many across the state.

Team Member	Years of Service	Team Member	Years of Service	Team Member	Years of Service
30 Years & Above		10 – 14 Years		5 – 9 Years	
Teresa Hall	32 years	Michael Kirby	14 years	Jeanine Cowan	9 years
Jo Hanahan	31 years	Yvonne Roberson	14 years	Jennifer Whittington	9 years
Vanessa Blackner	30 years	Corlis James	14 years	Lisa McNally	9 years
25 – 29 Years		Monique Bell	14 years	Kevin Hogan	9 years
Joan Knode	28 years	Elisa West	14 years	Anya Cook	9 years
Connie Davis	28 years	Ann Saylor	13 years	Carie Metzgar	9 years
Jay Seipler	27 years	Jean Schnurr	13 years	Tanya Matthews	9 years
Shawn Berry	27 years	Michele Parham	13 years	Amanda Paul	9 years
Jayne Cline	25 years	Susan Ratzel	13 years	Keyawna Hoyte	9 years
20 – 24 Years		Angela Ziehl	13 years	Nicole Smalley	9 years
Muna Elias Abass	24 years	Sheri Levy	13 years	Kamille Bryant	8 years
John Huff	23 years	Bianca Ingram	13 years	Summar Jackson	8 years
Marc Weinstein	23 years	Tenneille Aleshire	13 years	Amy Magee	7 years
Donna Webb	22 years	Lawrence Jackson	13 years	Jeannia Forrest	7 years
Kristina Logan	22 years	Latoya Kesson	12 years	Lisa Smith	7 years
Laura Klaunberg Mensh	21 years	Christina George	12 years	Anne Ingrao	7 years
Marcia Meredith	21 years	Kristin Thompson	12 years	Kristine Alvey	6 years
Jill Main	21 years	Daniel Mathwin	12 years	Melinda Propst	6 years
Allan Sheahan	20 years	Rita Vanderhuff	12 years	Laura Knight	6 years
Marie Turay	20 years	Sandra McDaniels	12 years	Arthur Whittle	6 years
15 – 19 Years		Douglas Silvern	12 years	Carol Louden	6 years
Mindy Mizansky	19 years	Kenya Gamble	12 years	Corrine Wilcoxon	6 years
Kent Buhrman	19 years	Joseph Mwangi	11 years	Shari Harman	6 years
Paula Ahmuty	19 years	Luan Wells	11 years	Jalisa Sykes	6 years
Michele Lovelace	19 years	Helene Aaronson	11 years	Laura Glotfelty	6 years
Maryam Elias Kukoyi	18 years	Tyfanie Rice	11 years	Suzanne Ray	6 years
Chantel Charette	18 years	Kelley Baccellieri	11 years	Bonnie Griffith	5 years
Sue Nealis-Williams	18 years	Irene Farmer	11 years	Alicia Womack	5 years
Barbara Helm	17 years	Ryan Mazingo	11 years	Renee Wilson	5 years
Amy Buhrman	17 years	Teresa Fratz	11 years	Lavonia Johnson	5 years
Kelli Gallery	17 years	Gregory Miller	11 years	Maribeth Norrod	5 years
Kristen Ryan	17 years	Elizabeth Padilla Montalvo	11 years	Anne MacDonald	5 years
Leslie Holinsky	17 years	Kimberly Collins	11 years	Shaniah Cherry	5 years
Wendy Mauro	17 years	Mary Chene	11 years	Karen Chapin	5 years
Bonita Miller Real	17 years	William Webster	11 years	Ann Leibowitz	5 years
Pamela Pasternack	16 years	Sarah Johnson	11 years	Antionette Boothe	5 years
Tracy Lawry	16 years	Diane Nadolsky Davis	10 years	Jemela Comeaux	5 years
Stephanie Savage	16 years	Elizabeth Miller	10 years	Velita Pitt	5 years
Robert Rubisch	16 years	Sylvia Brown	10 years	Candi Hamilton	5 years
Debra Baird	16 years	Renee Travis	10 years	Brittany Shields	5 years
Sheila Baldeo	16 years	Kathleen Land	10 years	Sophia Brown	5 years
John Dumas	16 years	Nicole Heard	10 years	Tammy Dilley	5 years
Stephanie Hunter	15 years	Christina Peterson	10 years	Christine Sankey	5 years
Carla Marino	15 years	Janet Kwiatkowski	10 years	Julie Webster	5 years
Carol Everhart	15 years	Patricia Berenbrok	10 years	Gwendolyn Colston	5 years
Laura Wynn	15 years	Adam Cunningham	10 years		
		Justin Bales	10 years		
		Morris Wilson	10 years		
		Shayla Mitchell	10 years		



IMPACT STORIES



Increasing Respite Funds

A team member works with an individual, AJ, who lives with his family. AJ has used respite funds to attend Camp Fairlee for many years. He loves going to camp, and his family appreciates the respite opportunity. Recently, AJ developed some increased medical needs and as a result, was ordered by his doctor to receive all of his nutrition by G-tube. Due to this increased medical need, the cost for him to attend camp went up by \$1400 dollars. AJ and his family were afraid that he might not be able to go to camp anymore because they could not afford to pay the additional costs. After being turned down for several grant funding sources, the SC was able to help AJ request an increase in his respite funds through the Modified Service Funding Plan (MSFP) process, and the funds were approved on an ongoing basis so that he will be able to continue attending the camp he loves.

Volunteering

Karen started volunteering at Ridgeway Nursing Home in Catonsville, MD when her mother was admitted there over 16 years ago. She decided to volunteer to be there for her mother in her time of need. Karen continued to volunteer at the nursing home after her mother passed away and has now been volunteering for 16 years at Ridgeway. Karen volunteers 40 hours a week helping around the nursing home any way she can. She helps the individuals living there to and from their rooms. Karen calls bingo and helps set up for various activities each week. She also helps set up for holiday parties held at the Nursing Home. Karen is very loved and appreciated by her co-workers. Ridgeway has enjoyed having Karen around and has appreciated her help. Karen enjoys having a place to volunteer where she can help those in her community. Karen takes great pride in her volunteer work and the ability to be active in her community.

Recommending Crisis Resolution

One of our team members supports an individual, now 19, who has been physically aggressive at home resulting in property damage and has attempted to ingest items that, if not caught in time, could have led to serious health consequences. Because of the high level of support the person requires at home, his mother's job has been put at risk because of the amount of time she has had to be out of work.

The team member was successful in recommending Crisis Resolution priority for this individual after several months of trying to secure CFC supports within the home. This required significant coordination with the Supports Planner, service providers and the family. Upon receiving WL-CR status, the team member helped the family explore several options including schools with residential environments, IFC arrangements and DDA service providers. The family finally settled on Living Sans Frontieres as a residential provider. The team member supported the individual through all the steps required to initiate services and received the final approval. Over the course of this process, the team member demonstrated professionalism during emotional meetings and correspondence from the family. Some meetings and interactions included legislators and the family's attorney. The team member helped the person access valuable services and helped various others understand the DDA processes.

Volunteer Honored at MACS Achievement Awards 2017

Evan is 24 years old and an accomplished musician. He is also a believer in volunteer work possibly leading to paid employment. He was nominated by his SC and honored at this year's MACS Achievement Awards Dinner in April. Each year, this event showcases the self-advocacy efforts of people we serve. Along the way Evan has been taking music theory and composition classes at Anne Arundel Community College. Evan graduated with a diploma from Hannah Moore School. He had played piano for many years and then set his sights on learning the tuba. His graduation money went toward the purchase of a tuba and lessons. He is now a member of the Anne Arundel County Concert Band where he plays the tuba. Evan is also a member of the Musical Austist, a nonprofit that provides a monthly jam session venue for musicians and sensory friendly concerts quarterly in Anne Arundel County. With an interest in the Arts Evan secured a volunteer job at Studio 39, the Anne Arundel County Public School for the Arts location in Annapolis.

He assists with compiling music sheets for performance folders for students, helps with creating stage sets and also plays the background music on the piano for vocal students' practice performances. Evan currently is volunteering 2-3 days a week at the Resource Center for Early Childhood Intervention as a receptionist. This job may become a paid position in the fall. Evan's full life is supported by Self Directed Services and he utilizes his staff to assist him with organization, separating homework into manageable portions, understanding social cues, and practicing social stories for new situations he encounters. His life also includes relaxing with some longtime friends on the weekends. The next time you hear piano music in the community, check to see if it might be Evan behind the keys!



Who does Supports Planning Services support? A Personal Story

Imagine...you are in your early twenties living it up in your own apartment and working full time. Hey maybe you are, then there isn't much to imagine! What would you do if your life changed dramatically and nothing was ever the same? This is what happened to "Dave".

Dave was enjoying his young life working on cars, hanging out with his friends and laughing when he was seriously injured in a motorcycle accident. His injuries resulted in him having a traumatic brain injury and being paralyzed from his chest down. He required six months of intensive inpatient rehabilitation before he could be discharged to his parent's home.

June was Dave's one year anniversary of the accident that changed his life forever. He now can eat a regular diet, his vision has improved, he can text and he is still laughing. He is grateful for the small everyday things in life that many of us may take for granted. His mobility has improved and he can move around his home with a motorized wheelchair.

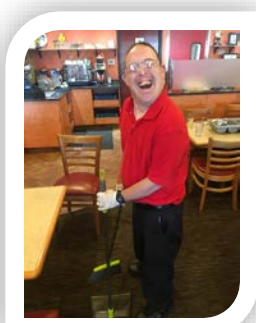
Dave still has the same goals for his life as he did before his accident. He wants to live in his own apartment, go back to college and work. He would also like to work towards having a vehicle that can be adapted to his needs, so he can drive. He is motivated for therapy and to learn to transfer himself. Dave's accident did not stop his life and now his drive for independence remains his focal point.

Through Community First Choice, Dave has a Supports Planner (SP) from SCI who is working alongside him to support him in achieving his goals, one step at a time. So far Dave's SP has helped him secure personal care hours to help him with his ADLs which also takes some of the pressure of caregiving off his parents. She supported him in obtaining a trapeze which assists him in moving independently in bed. And currently she is helping him obtain a belt for his motorized wheelchair so he does not fall out of it and injury himself further.

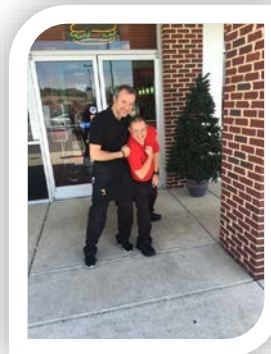
Dave's parents have times of being overwhelmed, so his SP also supports Dave by making calls to get medical supplies, home healthcare and other services. Dave is looking forward to the environmental assessment in his home, which will result in adaptations, to increase his independent mobility.

Without the funding provided through the Community First Choice program, the love and assistance of his family and his SP, Dave would be living in a nursing facility not of his choice. Dave is truly an inspiration to all those who know him and we are proud to be serving him!

Building a connection

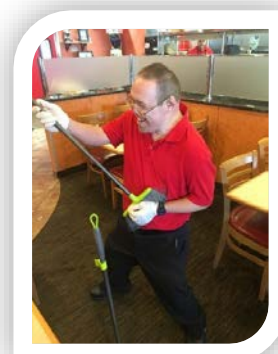


Matt has a personality unlike any other! He is always cheerful and smiling. Matt has a natural ability to spark a conversation with anyone, and make them feel welcomed and comfortable. Matt had a great natural community connection at King's Pizza in Falling Waters, WV. His family frequents there often to grab some dinner. Matt has built a connection here and is part of the family. For over a year, Matt and his employment supports searched high and low for the perfect job. Something that Matt could be himself and social, as well as work hard and at his own pace.



King's Pizza wound up being that place!! Who knew right?! He already had the natural supports there and was loved by all! Matt's position was customized with the owner of King's Pizza based on his abilities, and the needs of King's Pizza. He was hired and began his first day on May 8th 2017. Matt currently works Monday and Tuesdays from 11 am-3 pm. Matt completes various tasks assigned to him, such as cleaning the tables and items on them, as well as the chairs and highchairs. Matt even goes above and beyond, on his own, to help his fellow staff members. He can be found bussing tables and wiping them down!!

Matt has been a great addition to the team at King's. The other staff and owner, Sal, have nothing but positive things to say about him and always have a smile on their faces when they greet Matt. Congratulations Matt! When Matt isn't at work he can be found spending time with his family, who he speaks frequently of! He also enjoys jam sessions in the car on the way to work and can always bring a smile to your face, even on a cloudy day!!



Sparky & Christon's Story

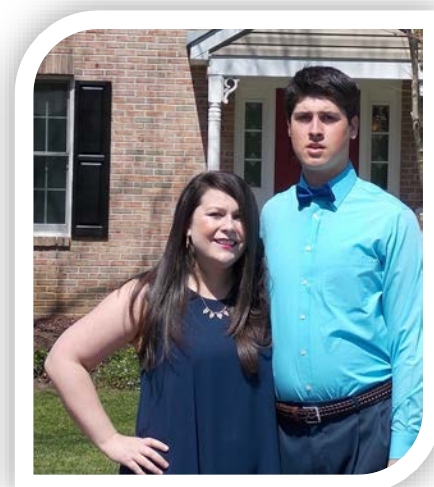
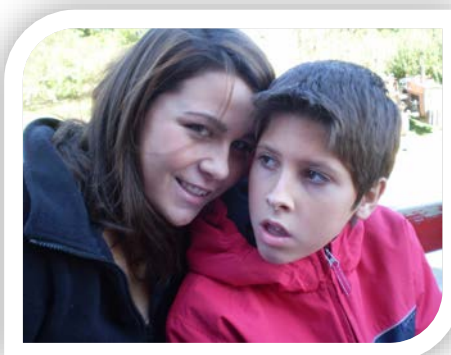
This month's story is about Sparky who is just about to turn 21. Sparky has a diagnosis on the autism spectrum. He received services through the Autism Waiver and was in line for funding from the Governor's Transitioning Youth Initiative for DDA day services. You see where this is going right? The Autism Waiver is for people under 21 years of age and Sparky's waiver services were ending June 30th. His Service Coordinator from SCI (the best service coordinating agency in the state, yes, we are biased!) was right on track with transitioning Sparky to the appropriate adult DDA services as of July 1st. However, Sparky's mom was concerned that changing from a school routine to a day program routine as well as possibly losing his at-home routine would have a detrimental effect on his progress and development.

You see Sparky has worked with the SAME in-home personal assistance provider, Christon, six days a week for over 10 years! For anyone that has been in the field for a while, this length of time with the same staff is a rarity. With Sparky aging out of the Autism Waiver at the end of June, he was at risk of losing funds to maintain Christon's support in the home. Sure, he could request Personal Supports from DDA, but that isn't covered under the Governor's Transitioning Youth Initiative (GTYI) and certainly wouldn't take effect by July 1st. Like most individuals on the autism spectrum, Sparky is super routine-oriented. A drastic change such as losing Christon's supports for a prolonged period of time could have been detrimental. That's where Community First Choice (CFC) stepped in!

Sparky's Service Coordinator provided his mom with information about the CFC program, which includes in-home personal assistance services. After making the initial referral and undergoing the assessments from the local health department, Sparky was deemed eligible for CFC services and his mom chose SCI as his Supports Planning Agency. His new SCI Supports Planner met in May to discuss Sparky's needs and routine and how to best transition services from the Autism Waiver to CFC Personal Assistance. Together the team mapped out Sparky's personal assistance needs and gathered information from his IP as supporting documentation for requested CFC services. Because of this great team effort Sparky's plan for CFC personal assistant hours was approved.

But that's not all. Next came the personal assistance provider hurdle. All CFC personal assistance providers must work for a licensed Medicaid agency which Christon did not. Sparky's Supports Planner assisted Christon in securing a reputable provider agency that was willing to take on Sparky's case and hire Christon to be his staff.

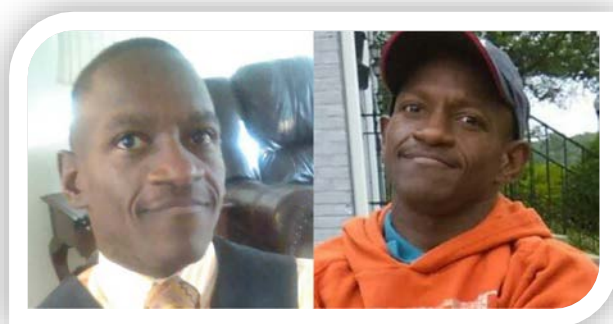
With SCI's great team members, Sparky had no lapse in his personal assistance hours! His Autism Waiver Services ended on June 30th, and his CFC services began July 1st. He was able to keep his same home routine with his same staff person – just as we set out to do! Great job Team!



Tyrone Carter

Tyrone is a 46-year-old male diagnosed with Cerebral Palsy, Intellectual Disabilities, and speech and language impairments. He currently attends the Medical Day program at the League for Persons with Disabilities. Although Tyrone likes attending the Medical Day program at the League, he has been attending the program for over 20 years. When Tyrone found out that he was chosen to receive services through the Community Pathway's Waiver he was extremely excited and filled with joy. Tyrone

was even more excited because he is now able to direct his services through self-directions and takes pride in being his own boss. Tyrone is in the Community First Choice Program and gets assistance in the mornings and evenings with personal care, but did not have anyone to take him out in the community on the weekends. This is due to his mother's older age and the multiple levels of stairs that Tyrone has to go up and down in order to get in and out of the complex. With the right supports in place, Tyrone will now be able to go out on the weekends into the community and explore different opportunities through Community Learning Services (CLS). Tyrone will be utilizing CLS Monday's – Wednesday's and Individual Support Services (ISS) on the weekends. He will be able to seek job opportunities as well as volunteer opportunities in the community such as Meals on Wheels. He will also be able to explore activities to do outside of the home within his community. Since Tyrone is diagnosed with Cerebral Palsy, he did not think that he could ever work or volunteer in the community. Tyrone thought that he would be confined to a medical day program for the rest of his life. He told his Coordinator of Community Services, "I did not know I would be able to do this. This is great!" Tyrone cannot wait to start waived services and is happy that there is a program that can fit his needs.

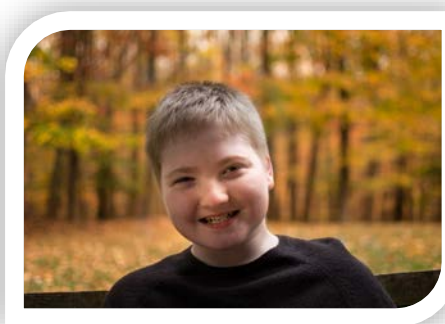


Jake Sclater

Accessed Personal Supports through the WL-CP (DDA Waiting List, Crisis Prevention) Initiative

Jake had surgery last year, forcing him to have to learn to walk again. Increasing Jake's mobility has taken several therapies a week and several doctors' appointments. Through all of this, Jake's sister was diagnosed with diabetes and Mom has been battling Breast Cancer. This made it very difficult for his Mom to

always lift Jake and provide the day to day care that he requires and for Mom and Dad to juggle work, scheduling, doctors' appointments, therapies, and still have time to be able to engage Jake in sports and other groups and activities he enjoys. The addition of personal supports into the home has allowed the parents the assistance they need to help support Jake in daily hygiene activities, to continue to keep him active to increase mobility, to have transportation to activities, and to be able to participate in more therapies and community groups and teams that he enjoys.



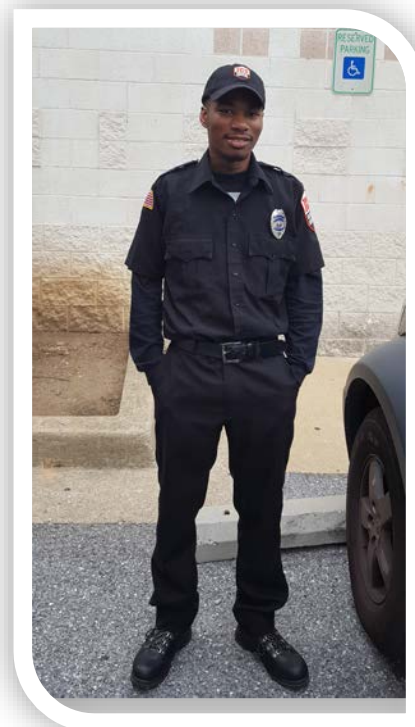
Timothy Scott

“Timothy is a 25-year-old male with a big heart and passion for those with any type of disability to be treated fairly. He has overcome many obstacles in his life. He grew up in foster Care, then moved into DDA residential housing.

2015 was a year filled with ups and downs for Tim, from moving to N.C. to moving back to Maryland, where he found himself homeless for a few months. Tim was able to find work at a local car wash, to help pay for housing and food.

In 2016 Tim was approved for residential services, which enabled him to gain focus back over his life. Tim found love during this time and married Mrs. Damia Scott on October 3, 2016. She has been a great asset to him. Working with him to improve his reading and writing skills, and helping him to build up his self-confidence. This coming October they will celebrate their one year anniversary! by taking a trip to Las Vegas. This will be Tim’s first time on an airplane.

Tim is now gainfully employed as a Security Guard at CVS on Liberty Road in Randallstown. He has worked there for over 2 months. Tim wishes to continue his career as a Security Guard offering assistance and safety to others.



William “Billy” Vondersmith

A few years ago, Billy’s father passed away and his mother was placed in a nursing home. Because of this, Billy came to live with his sister in Maryland. Billy became disengaged, lacked a desire to take care of his physical and dental hygiene, lacked a desire to play an active role at home and in the community, stopped eating regularly, increased his intake of drinking alcohol and smoking cigarettes, and stopped going to the doctors to care for his health issues. Billy’s lack of initiation and depression began to put a toll on his sister and her family. Things began to turn around when Billy had the opportunity to receive Crisis Resolution funds earlier this year, which eventually led to Residential Services with Center for Community Balance and Community Learning Services with Standard Integrated Supports, Inc. Since beginning services, Billy has made many profound changes to his life. He is now eating healthy meals daily, maintains his physical and dental hygiene, goes to doctor’s appointments, and takes medication to treat his health concerns. Billy has also decreased the amount of alcohol and tobacco he consumes, is developing a more positive relationship with his sister and his family, is able to visit his mom monthly, has a more active role at home, and has an active role in the community volunteering at Senior Dog Sanctuary and caring for elderly dogs.



PARTNERS

SCI successes and day-to-day operations would not be possible without a strong team of organizational and program partners. The strong relationships SCI has established and built with these external partners allows us to carry out our mission. Below is a short list of our partners.

DDA & DD Coalition:



MARYLAND
Department of Health

Developmental Disabilities Administration

<http://dda.health.maryland.gov>



<http://www.thearcmd.org>



<http://www.macsonline.org>



<https://disabilityrightsmd.org>



<http://people-onthego.com>



<http://www.ubalt.edu>



**Maryland Developmental
Disabilities Council**
EMPOWERMENT • OPPORTUNITY • INCLUSION

<http://www.md-council.org>



<http://nlcdd.org>



<http://www.nasuad.org>

Human Resources:



<https://www.adp.com>



<http://www.summitinsuranceservices.com>



<http://www.cigna.com>



<https://www.cbiz.com/retirement>



<https://www.newportgroup.com>

Organizational



Information Technologies



<http://dell.com>

SAMSUNG

<http://www.samsung.com>



<http://www.microsoft.com>



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We work in communities throughout Maryland to support more than 12,000 individuals:

With our fully mobile workforce, we work in areas of the state that are most convenient and important to you, including your work or home. We provide our case management services to individuals residing in the Southern, Central and Western Regions of Maryland.

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