



CLASS

A Successful
Community Includes
Many Different
Faces

2017
Annual
Report



Dear Friends,

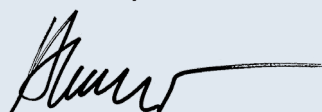
Our strength lies in our communities with every person. Each person helps to shape and influence the culture of every community. CLASS believes that all people have gifts and talents to contribute to our communities; helping us to form our culture. Communities thrive when all people can participate. After completing 66 years of serving individuals of all abilities, CLASS is reviewing all of the accomplishments in the last year and reflecting on all of the individuals we have met and continue to serve.

Simply, a successful community includes many different faces from many different backgrounds. Consider how boring our communities would be if everyone had the same faces, items to contribute, traditions, and culture. While our similarities are greater than our differences, differences make our lives and communities unique. There was a time when different meant something bad, but our society has made great strides to try and embrace these differences. While we have come a long way since those days, there is still work to be done. CLASS is excited to celebrate and encourage these differences. With the same determination as the founders of the organization, CLASS continues to lead the charge of creating communities where all people can participate and belong.

CLASS is fortunate to see 940 faces in our community; some even on a daily basis. People served through the programs and services at CLASS are given the tools and resources they need to play active roles in their communities. In fact, CLASS supported an additional 1,845 people through information and referral services. This year alone, CLASS provided 667,513 hours of service to individuals of all abilities and their families throughout our community.

Considering all these figures, CLASS thanks you for supporting our mission of "Working Toward A Community Where Each Belongs." The Board of Directors, leadership, and staff will continue to ensure that all people, regardless of ability, can live, work, and play in the communities of their choice.

After all, successful communities include many different faces with many talents and traditions to share.



Al Condeluci, Ph.D.
Chief Executive Officer



David A. Zak
CLASS Board President

A View Of CLASS

Community Living And Support Services (CLASS) offers quality, individualized programs to individuals with disabilities and their families through several different program areas. Since its inception in 1951, CLASS is consistently making strides toward the organizational mission of **Working Toward A Community Where Each Belongs**. CLASS serves all people with disabilities who aspire to live, work, and play in the communities of their choice.

Through programs and services, CLASS provides individuals with the valuable tools and support to make vital connections within their communities. The 2017 Annual Report will feature stories of some of the individuals CLASS serves, as they face different aspects of their communities.

Program Highlights

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Christa's View : Facing Assistive Technology

When Christa is not out seeing her favorite musician, Tony Janfione, Jr., performing her favorite song, "Mustang Sally", you can find her in her apartment in Glassport. Christa was referred to the Community Partners Program when she needed some assistance in applying for attendant care services. Christa and her Community Partner, Peggy, began to work on the application process, as well as develop strategies to help Christa with some of the memory issues she was experiencing resulting from MS.

Peggy consulted with Christina Chamberlain, Assistive Technology Coordinator, to see what assistive technology devices could help Christa with cueing or assist her in remembering things. For Christa, taking notes was not successful because she did not remember taking them or where she put them. As part of Pennsylvania's Initiative on Assistive Technology (PIAT), Christina recommended a digital voice recorder and assisted Christa in obtaining it from the Lending Library, so she could try it before she purchased it.

The recorder was shipped directly to Christa, and Peggy worked with her to set it up and use it. Fitting in the palm of her hand, the small device only has a few buttons, making it simple to use. The voice recorder helped Christa make "notes" of things she needs to keep track of, such as scheduling Access and developing task lists. The recorder keeps information all in one place and makes it easy to retrieve. Christa found that she could easily record her notes and other things she needs to remember, and then play them back when she needs memory cues. She even used it without any prompting to make a grocery list and record a reminder to buy a birthday card.

After Christa used the borrowed voice recorder and realized how much it helped her, Peggy and Christina assisted her in ordering her own device. By working with both Community Partners and PIAT, Christa has connected with the resources and tools she needs to remain independent in her own home. With these tools in place, Christa's confidence continues to grow.

After her first successful experience with PIAT, Christa and Peggy returned to Christina for assistance in borrowing a phone that records messages or captures conversations, so Christa can easily refer back to recent conversations she has with family and friends. Many times people think that assistive technology has to be something complicated and expensive. However, in most cases technology can be simple and inexpensive and have a huge impact on somebody's life. The PIAT Lending Library was an important part of Christa's story because it enabled her to try something before buying it, knowing it will help her remain independent in her home.



PIAT assisted 828 individuals in 2017 through the Lending Library, Good Use Program, and Telecommunication Device Distribution Program with device demonstrations, device loans, information, and assistance.

Ed Johnston jokes that he has had so much experience with multiple sclerosis (MS), that he is a member of MS University. For Ed, MS has played a role in his life since he was born. Ed's mother, Betty, was diagnosed with MS prior to his birth, so Ed's history with MS and the MS community began at an early age. Ed's mother enrolled in the Multiple Sclerosis Service Society (MSSS), now a program division of CLASS, and received in-home services through the program. His entire family was active with the program, attending social club meetings in Mt. Oliver, picnics, and other events sponsored by the organization.

When Ed was diagnosed with MS at 37 years old, he was already aware of some of the supports in his area. Ed first experienced optic neuritis, pain and temporary vision loss in one eye, followed by spasticity and a loss of balance. Because of these symptoms, it was necessary for Ed to quit his job as a truck driver for NAPA. For support, Ed became a participant at the MS therapy centers in Jefferson Hills and on Banksville Road, run by the MSSS at that time, where he worked on managing his symptoms and growing his MS family. When the therapy centers closed, Ed immediately started a support group meeting at several sites before settling at the VFW on Route 51. This group continues to meet every Wednesday and receives support from CLASS. It is important to Ed that this group remain active because he knows how important these contacts are for people with MS and their families.

In addition to the support group Ed belongs to, he also joined the MS Exercise and Support Program shortly after the therapy centers closed. The MSES Program provides an in-home wellness and exercise program designed to build or maintain an individual's strength and range of motion. He looks forward to the in-home bi-monthly visits because Joyce, the MSES Program Supervisor, comes to his home to provide assistance with range of motion and stretching exercises. Joyce is extremely valuable to Ed and others in the program because of her knowledge of MS and the MS community. In addition to helping Ed and others with their exercises, Joyce is able to advise people on information about MS and their symptoms, new treatments, and resources that are available to them. Ed has stated how valuable this is to him: having someone who is willing to listen to what he is experiencing in his life and provide him the support he needs.

In Ed's own words, "The MSES Program of CLASS is a breath of fresh air that helps make my daily living with MS easier. Most importantly, I know there are people who care about me in the MS community."

In 2017, CLASS provided 802 hours of support to 40 individuals in the MSES Program and provided assistance to local social and support groups, serving 46 people throughout the region.



Ed's View:
Facing Support
Communities

When you would ask Mark what was on his bucket list, the answer was always the same: to go on a tropical vacation. After months of preparation, Mark was able to cross this item off of his list this year. Mark was referred to CLASS after sustaining a brain injury resulting from a car accident. Experiencing short-term memory loss and issues with his vision because of the accident, both the Residential Services and Centre Services programs support Mark as he develops strategies to navigate his apartment and community as independently as possible. Through Centre Services, Mark is pursuing vocational training and support.

Knowing it was Mark's goal to plan the trip of his dreams, staff from both programs decided to enlist the help of the Community Partners Program to help organize the trip. Along with his Community Partner, Bill, Mark began to plan the trip by exploring what items they would need in order to travel. Mark sometimes needs assistance navigating unfamiliar environments and some cueing to complete daily tasks; it was decided that Bill would accompany Mark on the trip to provide assistance when needed.

Mark and Bill started preparing for vacation by helping Mark develop a plan to start saving money. Bill then helped Mark gather the information, application, and all items necessary to obtain a passport. After researching different destinations with a travel agent, Mark chose an all-inclusive resort in Riviera Maya. When Mark and Bill finally made the trip, Mark had the pleasure of meeting people from across the country and around the world. He spent his days relaxing on the beach or swimming in the resort's beautiful pool, but his favorite part of the trip was walking around the resort in the evenings.

With a tropical vacation crossed off his list, Mark wants to continue to be active in his community and play his drums. As a member of his church congregation, he enjoys attending services each Sunday and having lunch with his pastor on a monthly basis. Mark likes music and sports, especially from the 1970s. He also loves to exercise and attends the YMCA three days each week for water aerobics classes. Next, Mark and Bill hope to find a type of device that can help Mark answer questions more easily. Mark loves learning more about athletes and the musicians of his childhood and wants to be able to obtain information about them without having to rely on staff.

Mark says after his accident, many felt he would not be physically active any longer due to his disability. He likes to remain active and is thankful for the abilities he has. Of his experiences with CLASS, Mark shares, "CLASS has helped me over the years by providing me a place to live and activities to do. By giving me an opportunity to volunteer in the community, I have met many new people and gone to places I did not know existed. Going on this vacation with another CLASS employee was a fantastic experience."

Community Partners
provided 7,500
hours of
one-on-one support
to 49 people in
2017.

Mark's View:
Facing
Paradise



Lois loves cooking and listening to music. She first learned cooking techniques from the Greater Pittsburgh Guild for the Blind (currently known as Blind and Vision Rehabilitation Services of Pittsburgh). After Lois lost her husband, she stopped doing things that she really enjoyed, including cooking and socializing with friends. Lois was referred to CLASS's Community Partners Program because she was in need of additional support in her home.

The Community Partners Program supported Lois as she learned more about her finances and household tasks, while building her confidence at home. Recognizing that Lois needed additional daily assistance in her home, she was referred to the Attendant Care Program. Once an attendant began assisting Lois, they both shared safety concerns regarding the management of her apartment building, so Lois decided to search for a new place to live.

When an opening became available at one of the homes supported by the Residential Program at CLASS, Lois was eager to tour the home. Lois was excited about the opportunity that moving into the home would provide for her. Even though this would be a change for Lois, she was excited that she would still be able to be independent in her new home and have a roommate. Lois moved in to the home in Port Vue in August 2017. When the weather is nice, Lois enjoys sitting on the front porch, chatting with her roommate, Ruth. They also attend weekly church services together, and love to talk around the dinner table.

For Lois, the transition to Residential was made easier when her attendant, La Char, was cross-trained to work in the home with Lois. Being already familiar with staff, Lois had an easier time adapting to her new surroundings. Lois loves to go clothes shopping with staff. The move has also helped her meet new people. Staff help Lois and her roommate meet with other residents at Eat n' Park or Denny's for dinner on a regular basis. After sharing with staff that she never had a birthday party, staff and Ruth threw Lois her first birthday party!

Lois loves cooking with her staff. This year she enjoyed helping prepare their Thanksgiving feast and made a delicious bread pudding to share. Lois likes to help create menus and helps staff prepare meals. She loves making eggs, her favorite food. She would eat eggs for every meal if she could.

When asked about her experience at CLASS, Lois shares, "CLASS provided me with a place to live. I am living my own life. I like that I get to cook fish, sloppy joes, and chili. My roommate and I get along very well." Lois loves her new home. This year, Lois wants to keep improving her skills, so she can cook more independently. She also loves bowling and hopes to join a bowling league.



Lois' View: Facing A New Community

In 2017,
Residential Services
provided 399,456
hours of support to
48 people.



Jeff's View: Facing A New Job

Centre Services
provided 67,760
hours of skill building
services and 485
hours of case
management to 86
individuals in 2017.

Smart, fun-loving, and always willing to help, is exactly how Jeff Owens describes himself. If you ask anyone who knows him, they would more than likely agree. Jeff began participating in CLASS's Centre Services program in 2013. After sitting at home the prior year doing very little, he wanted to have another experience in his life. Previously, he had worked as a cashier in a snack shop run by another nonprofit. Jeff said that he enjoyed that position, but unfortunately, the business closed. This left him wondering what would be next for him.

He attended Sunrise School his entire life and had some involvement with volunteering at Forbes Regional Hospital and in a sheltered workshop. He knew that he did not want to work at a sheltered workshop making sub-minimum wages and hoped CLASS would be able to assist him with increasing his independence and finding another position that fulfilled him.

While at CLASS, he consistently attended classes and began to find interests in Art, Computer, Reading, Writing, and Media. Jeff began volunteering at the Heritage House with some peers. Jeff also started volunteering at CLASS where he spent a few hours a week answering telephones at the front desk. *As Jeff's time with Centre Services increased, so did his confidence. Jeff shared, "The Centre has helped me regain confidence and meet new friends."*

Jeff continues to do well with his classes and is currently attending three days a week. He recently held a schedule of five days per week, but in June of 2017 he interviewed for a part-time position as a receptionist for CLASS. Jeff was offered the position and has been doing a great job with his new responsibilities. Through this role, he answers calls and directs them to the correct staff, helps people sign in for meetings, gets to meet many people, and performs other administrative tasks. Jeff's positive outlook, friendly attitude, and outgoing personality has made him a natural fit for this new role at the agency.

Help CLASS Grow Our Community

"Someone is sitting in the shade today because someone planted a tree long ago."
- Warren Buffet

Established in 1951, Community Living And Support Services (CLASS) has filled the roles of caregiver, supporter, advocate, and friend in the lives of many men, women, and children with disabilities throughout the years. With great determination, CLASS has worked tirelessly so that all people, regardless of ability, can lead fulfilling lives as active members of their community.

It is through the supporters of the organization that CLASS can continue to play such valuable roles in the lives of the individuals we support. CLASS invites you to make a donation to The Giving Tree, receiving a leaf or a dove to recognize your family's role within the organization. Donations for leaves or doves can be made in honor or memory of loved ones.

Can we count on you to continue supporting CLASS's mission of Working Toward A Community Where Each Belongs? Your gift will enable individuals to receive care in their homes, the opportunity to participate in the community, support volunteer and vocational efforts, and provide affordable, accessible housing.

We hope you will join us in leaving your legacy, so that we can continue ours.

Each legacy gift will be prominently displayed on CLASS's Giving Tree that will be located on the top floor, outside the elevator.

Each leaf comes with four lines of text. Spaces count as one letter. Doves have only three lines of text.

Your legacy gift will be recognized in the following ways:

\$1,000 - Soaring Dove
\$500 - Gold Leaf
\$250 - Silver Leaf
\$100 - Bronze Leaf

Line 1: 26 Characters
Line 2: 19 Characters
(Should Contain Name)
Line 3: 27 Characters
Line 4: 17 Characters

Use the lines below for the desired message on your leaf.
Please print clearly to avoid typos.

Line 1:

Line 2:

Line 3:

Line 4:

Sample Leaf

IN HONOR OF MY BELOVED SON
JEFF BARRY RICHARDS
CHARLOTTE MARCIA RICHARDSON
DECEMBER 31, 2001

Please fill out this page and remit with payment or billing information to CLASS using the envelope provided in this Annual Report.

For more information or to make a donation, contact Shannon McCarty, Development Director, at 412.683.7100 extension 2158 or smccarty@classcommunity.org.

Your Face Needed!

In need of a new daily view? Community Living And Support Services (CLASS) is a leader in providing high quality, person-centered care and support to people with disabilities and seniors throughout Allegheny County. If you are someone who wants to build stronger communities and ensure that all people, regardless of ability, can live, work, and play in the communities of their choice, CLASS wants you on our team. There are immediate openings for the following positions:

- Direct Support Professionals (one-on-one support in the home or shifts in residential settings)
- Home Support Assistants (light housekeeping and support for seniors)

These positions could be responsible for:

- Meal preparation
- Housekeeping
- Accompanying individuals to medical appointments, community activities, grocery shopping, etc.
- Providing support with activities of daily living, such as bathing, grooming, dressing, etc.

Besides serving others to build stronger communities, CLASS employees can receive the following benefits.

- Paid training
- Flexible hours for most positions
- Part-time/ Full-time/ Hourly available
- 401K available
- Paid time off
- Direct deposit
- Credit Union
- Employee discount on Verizon wireless
- Supportive office staff
- Medical, dental and vision benefits available to qualified employees
- Salaries starting at \$10/hour

For immediate consideration, call 412.683.7100 ext. 2235 or email lsnook@classcommunity.org.

CLASS does not discriminate against any person regardless of race, creed, color, national origin, sex, disability, or age in admission, treatment, or participation in programs, services and activities, or in employment.

CLASS currently
employees 325
people.

Ready to work for CLASS? You will need the following items to apply:

- Verifiable references
- Valid state ID
- Reliable transportation (Most positions require PA Driver's License, personal vehicle, and current auto insurance)
- Direct care experience preferred, but not required for all positions
- 2 - Step TB Test
- Must successfully pass all pre-employment screenings including:
 - Drug testing
 - Criminal history or FBI clearance
 - Child abuse clearance

Call to schedule an interview today!

Cynthia's View: Facing A Healthy Lifestyle

Born and raised in Pittsburgh, Cynthia loves her apartment in Oakland. When you meet Cynthia, you may find her dancing or singing to music. Cynthia turned to the CLASS Attendant Care Program when she was looking for a new agency to provide her care. When she learned that several other people in her building used CLASS, she contacted the Attendant Care Program to see if it was a good fit for her. After four years in the program, CLASS is still the perfect fit for Cynthia.



Cynthia's support through CLASS began in a traditional way. With her attendant, Janet, Cynthia receives assistance planning and preparing meals, completing light housekeeping tasks, and laundry. To help her pick out her clothes, Janet places pins in Cynthia's clothing that describe the article of clothing. Cynthia then uses a recorder to scan her clothes to make sure they match. In addition to her daily support, Cynthia wanted Janet's help to meet her next goal: improving her health.

With support from Janet, Cynthia began her journey by making small changes to her diet. While her main goal was to lose weight to improve several aspects of her health, Cynthia wanted to lead a healthier lifestyle that she could sustain. Janet helped Cynthia find healthier recipes and plan new menus. Cynthia also wanted to become more active and asked Janet to help her join the gym.

In 2017, Attendant Care provided 183,458 hours of support to 240 individuals in the program.

Cynthia and Janet both joined the gym and shared a buddy membership. Joining a gym can be very intimidating for people, but not these two work out buddies. They worked out together, learning how to use each machine in the gym. At times Janet offered physical support to Cynthia so she could use the gym equipment safely, but both of them encouraged each other to get in better shape and lead healthier lives. What made this venture so successful was that they completed it together. Both Janet and Cynthia helped improve each other's health. Cynthia now loves exercising. She continues to work hard to meet her fitness goals with Janet by her side. Not only was Cynthia able to lose the weight she wanted, but has become more active, improving her overall health.

Additionally, CLASS attendants provided housekeeping and caregiving services 163 seniors for a total of 7,902 hours of support.

"There are things that I haven't been able to do and things that I want to do and Janet helps me with that. Janet is patient and allows me to figure things out on my own. I appreciate that." With assistance from Janet and CLASS, Cynthia is able to take advantage more of the things she enjoys without worrying about her care. When she isn't exercising, she loves to watch Whoopi Goldberg movies while knitting or crocheting.

Longevity is something CLASS prides itself on. Many of the leadership staff have worked for CLASS for over 30 years; something unheard of at organizations and corporations today. The same applies to Board Members who have served from United Cerebral Palsy of Pittsburgh to CLASS and the nomenclature in between. Frank Hoist is one of those board members, serving the organization for over 43 years. For 43 years, Frank has been a pillar of the CLASS community, serving in various roles throughout the Board, including two terms as Board President, Vice-President, chairperson of several committees, and continues to serve as a volunteer on most standing board committees. You can even find Frank serving as a celebrity judge for CLASS's annual bocce tournament.

Frank joined the CLASS Board in 1975 following a call made to him by Al Condeluci. Al was doing research for a workshop and contacted Frank, then the President of the American Institute of Industrial Engineers (AIIE), to see if any of the members might have any ideas of how to modify machinery so it could be used by someone with limited physical ability. Not having relevant experience, Frank requested assistance from other members of the AIIE. Receiving no responses, Frank volunteered himself for the challenge, which led to the organization (then UCP) asking Frank to join the Board.

Not many people stay for over 40 years as a volunteer. For Frank, the choice to stay lies in the organization. He believes CLASS, not without its setbacks, continues to progress in moving forward its mission to make this a community where each belongs. His advice to people who may be interested in joining the board is, "You get more out of it than you put into it." Serving on the board helped Frank's career as well. He was able to work with a broader cross-section of people in the community than existed in the corporate world with which Frank was familiar.

Looking over the years, one of Frank's favorite memories was when the organization had outgrown its space and had just purchased a new building. Known as "Fantastic Plastic," the nightclub had been shut down by neighbors who were concerned about the activities the club had been promoting. When Frank and another board member, Mort Arnheim, arrived for a tour, Frank was sure they had made the wrong decision. The walls were painted black and the building apparently had a very porous roof, as Frank and Mort were wading through water that was up to their ankles. Mort turned to Frank at one point and said, "I don't worry about stuff like this because I am sure someone up there is looking after UCP." Mort was right. Fantastic Plastic was transformed into what would be the Oakland Centre that was home to the organization for 34 years.

Al Condeluci reflects on Frank's tenure on the Board, "A successful nonprofit organization is dependent upon dedicated volunteers for its success. No one is more committed or dedicated to the success of CLASS than Frank Hoist. Whenever we have a need arise and need additional assistance or guidance, Frank is always willing to answer the call." CLASS is extremely fortunate to have Board Members like Frank to lead the organization.



Frank's View: Facing Leadership

CLASS Board
Members donated
516 hours of
service and
leadership to the
organization in
2017.

CLASS Board of Directors 2017 - 2018

Sally Balogh
Erin Carlin
Ted Cmarada
Mary E. D'Ottavio
Reese Eckenrode
Gerald Farabaugh, CPA
Paula Franetti
Paul D. Freund
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Maggie Guzzo
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Neal Lutz
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Paul W. O'Hanlon, Esq.
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Florence Reed
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Reverend Sally Jo Snyder
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Heather Tomko
Christine Tyndall, MD
Curtis Upsher, Jr., MS
Guy E. Williams
David Zak

Since May of 2017, CLASS has completed screenings for 45 individuals and met with approximately 150 additional people in the community about the program, for a total of 150 hours of support.

CLASS Helps People Lower Their Medicare Costs

This year, CLASS partnered with the Pennsylvania Department of Aging's APPRISE Program to assist with two financial assistance programs which support individuals who may need assistance with their out of pocket Medicare costs. The Low Income Subsidy (LIS), also known as the Extra Help Program, may help people lower prescription co-payments and premiums, and help cover the cost of the coverage gap, known as the donut hole. The Medicare Savings Program can help with the payment of the Medicare Part B premium and possibly the payment of the Medicare Part A and Part B deductible and cost sharing. Medicare beneficiaries must meet income and resource guidelines.

For more information and to apply, contact Christina Vasquez 412.683.7100 ext. 2243 cvasquez@classcommunity.org.

This project was supported, in part by grant number 14AAPAMSHI from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

Highmark Walk For A
Healthy Community
Saturday, May 12, 2018
Stage AE, North Shore

CLASS is one of 78 nonprofit organizations to participate in the Highmark Walk for a Healthy Community. All proceeds raised by CLASS come back to CLASS.



A Fundraising View:
Save the Date!

12th Annual
Alby Oxenreiter
Golf Classic
Monday, August 6, 2018
Chartiers Country Club

Each year, golfers of all skill levels gather to raise money and awareness for multiple sclerosis. Proceeds will benefit the CLASS Multiple Sclerosis Exercise and Support (MSES) Program.



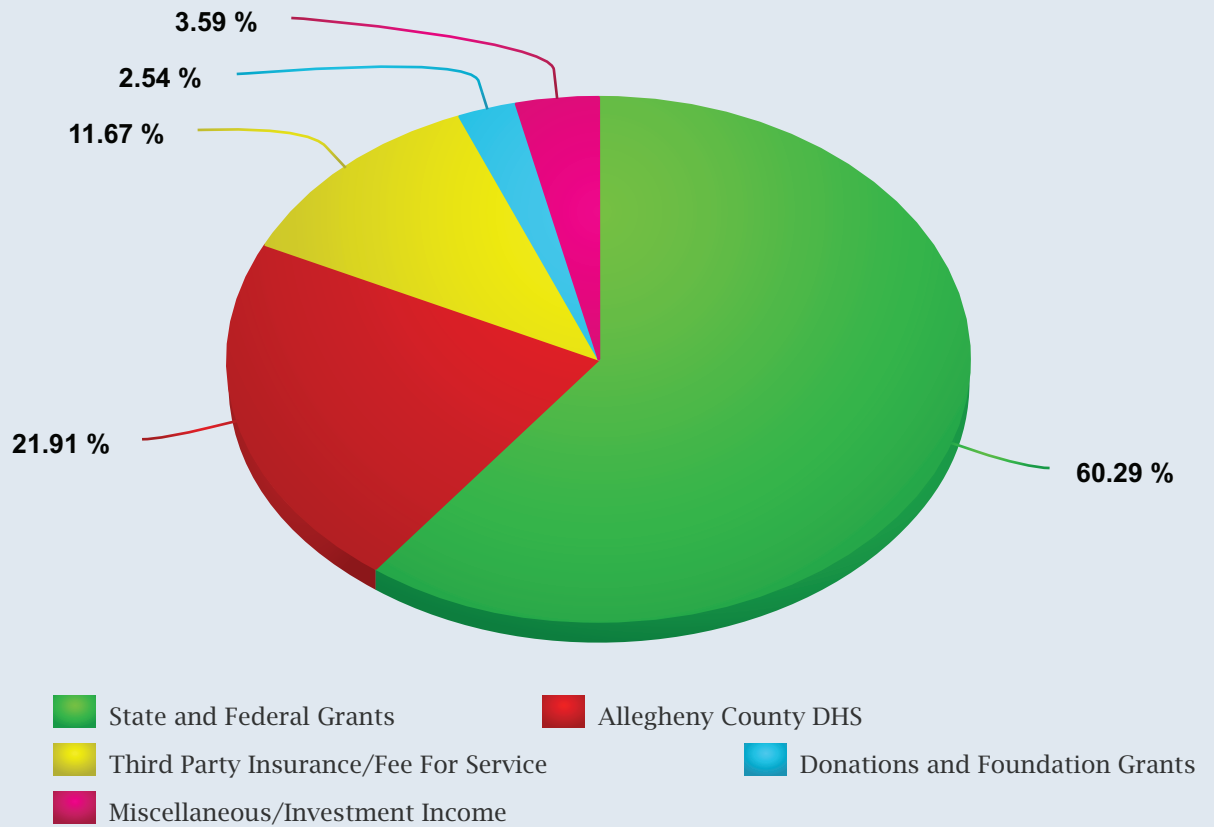
South Side Summer Open
Date TBD

Every summer, WDVE, CLASS, and Bud Light transform Pittsburgh's South Side into miniature golf course.

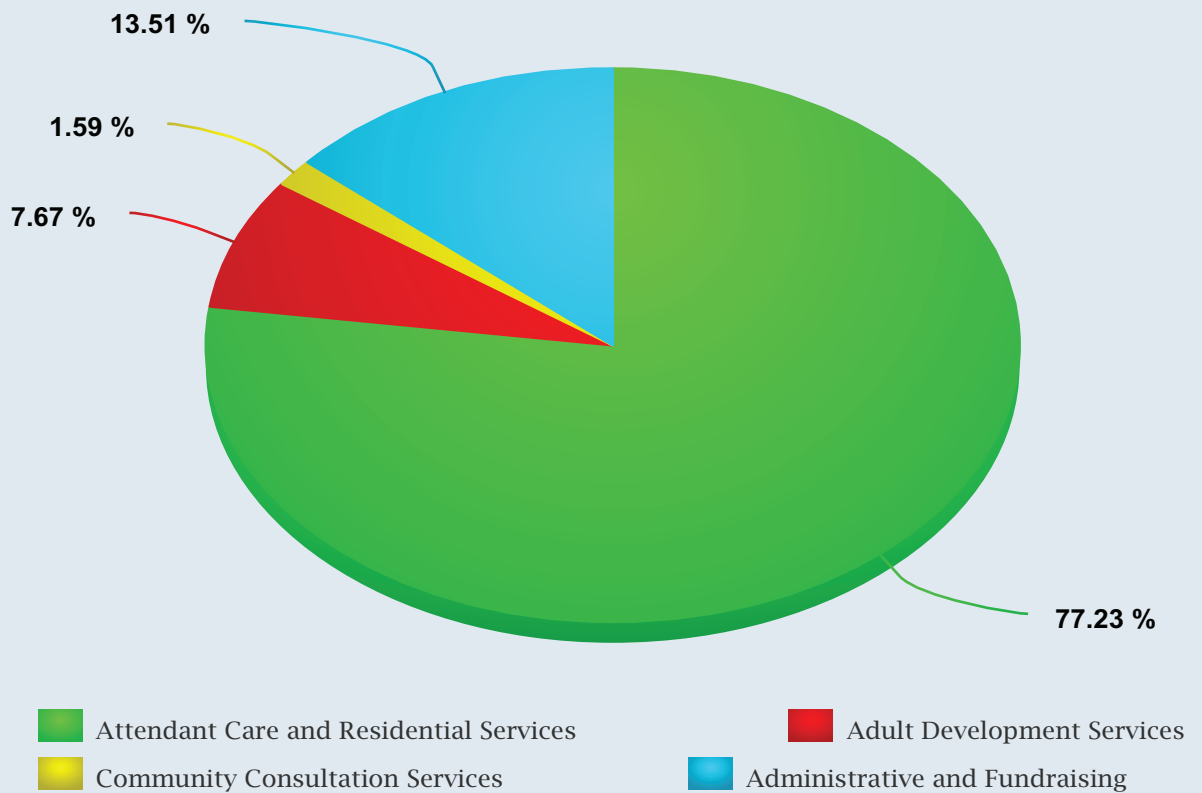
26th Annual Community
Heroes Awards Dinner
Wednesday,
October 24, 2018
Circuit Center & Ballroom

CLASS recognizes local community heroes who have made the CLASS mission of "Working Toward A Community Where Each Belongs" a reality for all people in the community.

Income Totals 2017



Expense Totals 2017



Design note: Front and back cover images designed by Starline / Freepik.

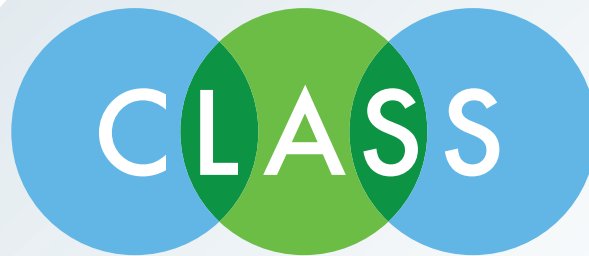
Give CLASS A Call:

Phone: 412.683.7100

Toll-Free: 1.888.954.2424

Video Phone: 412.436.5087

TTY: 412.246.2255



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www.classcommunity.org

Working
Toward A
Community
Where Each
Belongs

Stay In
Touch