

Community Living
And Support Services

UNLOCKING THE FUTURE



Annual Report
2018

Dear Friends of CLASS,

I am delighted to have the opportunity to address you as the new Chief Executive Officer of CLASS. As we look back on 2018, we celebrated the accomplishments and retirement of our past CEO, Al Condeluci. Al served as the fourth CEO and made many contributions locally, nationally, and internationally for more than 40 years. As the new CEO, I am committed to ensuring we provide quality services in the community and that CLASS's mission is realized in all services we provide.

As we unlock the doors to the next chapter of our future, our top priority and commitment is to the men and women we serve on a daily basis. Our mission remains strong and intact. We are, "Working Toward A Community Where Each Belongs." Our staff is dedicated to assisting people to find the community they wish to be a part of and helping that person establish relationships within that community. In this next era, CLASS will continue to place strong emphasis on providing quality services with a committed team of professionals who can accomplish the goal of community and inclusion. CLASS will continue to grow in the pursuit of new initiatives, creating a new landscape for inclusion and opportunity for all people, regardless of ability.

The keys to unlocking our future are forged in the successes of our past. Over the past year, CLASS has experienced a number of achievements, as highlighted throughout this report. Throughout these pages, you will read about our successes through the eyes of those who have experienced them. Each page tells someone's story and the key role CLASS has played in their lives. As long as there are stories to share, CLASS will continue to evolve to meet the individual needs of each person supported by our programs and services.

With change brings new opportunities for growth and exploring new initiatives, while continuing to foster the mission of community first. I would like to thank our Board, staff, families and, most of all, the individuals we support, for the roles they play in making our community a better place for all people.

Sincerely,



Melva J. Gooden Ledbetter
Chief Executive Officer

Board of Directors 2018-2019



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UNLOCKING COMMUNITY RESOURCES



Jocelyn with her daughters, Mikyla and Myasia

For Jocelyn, her family is everything. A mom of five, you can find Jocelyn enjoying all that Pittsburgh has to offer her family, including visiting parks and attending her daughters' sporting events. When Jocelyn moved back to Pittsburgh, she knew she needed to have resources in place that would support her in the community, so she could continue to support her family.

Outside of receiving medical support for her multiple sclerosis diagnosis, Jocelyn wanted to find a local resource that could help her better understand her diagnosis and cope with the changes she was experiencing. Turning to the National MS Society for information, she received a packet of information which included a brochure on the Multiple Sclerosis Exercise and Support (MSES) Program at CLASS.

Joyce, MSES Program Supervisor at CLASS, met with Jocelyn to begin building a support system. In her two visits per month, Joyce assists Jocelyn with completing range of motion exercises and stretches to help alleviate the stiffness in her legs. However, Joyce's visits bring much more than exercise; they bring support in the form of information. For the past two years, Joyce has helped Jocelyn become more knowledgeable about MS and the changes in her physical health that she may experience. She also helped Jocelyn locate a local support group where she could connect with other people.

Jocelyn is very complimentary of the MSES Program and Joyce. She shared, "Before CLASS, I was in the dark. I now understand the impact MS has on every aspect of my life. I believe with all of the information, resources, exercises, and proper medical equipment, I am empowered and able to manage MS so much better." Jocelyn was recently approved to receive a Bioness device to help support her independence. The Bioness is a functional electrical stimulus device that will allow her to pick her leg up rather than dragging it, helping her to walk further and reduce possible falls.

Jocelyn's main goal for the future is to pursue knowledge that will help her to maintain her independence. With help from Joyce and CLASS as she needs it, Jocelyn wants to explore new housing opportunities that may be more accessible. With her continued strides toward these goals, Jocelyn looks forward to taking part in more community activities with her family.

For more information about the MSES Program, contact Joyce Zendarski at 412.683.7100 ext. 2106 or jzendarski@classcommunity.org.

In 2018, the MSES Program supported 54 people for a total of 800 hours of support, 29 people through support groups, and 1,020 people through information and referral.

UNLOCKING THE STRENGTH WITHIN

Janet's Story

Janet was struggling with an overwhelming fear of leaving her home. From a young age, Janet was always told to hide any characteristics of her disability. Because of this, she was afraid to reach out to anyone, especially the human services system. Janet was too afraid to leave her home for fear a place would not be accessible or people would treat her differently. When she was finally put in touch with a service coordinator, she was referred to CLASS through the Options Program, a program that provides support to seniors with light housekeeping or personal care assistance.

The CLASS Options Nurse explained what services were available to Janet and they created a plan of care. Pat, a Direct Care Worker with CLASS, began to work with Janet two days a week on organization and housekeeping. As Pat and Janet began to learn more about each other, Pat realized that Janet was eligible for more services than she had been receiving and recommended that she apply for waiver services through the Attendant Care Program. Once Janet was enrolled in the program, she and Pat created a plan that focused on Janet and what she wanted to accomplish. Most importantly, Pat encouraged Janet to become a part of her community again.

Pat would accompany Janet on her outings to ensure her safety both in and out of her apartment. As Janet's confidence began to grow, she started to take an active role in her care by following up with some of the medical appointments she needed to schedule, which she had been avoiding because she was unable to leave her apartment without assistance. Janet asked Pat to go with her to ensure her safety in the community, and also help her understand the doctor's recommendations. Once back home, Pat helped Janet set up a system for her medications, which helped Janet understand what meds she needed to take at certain times and why.

With Pat's help, Janet was able to address many of her concerns about living independently. Together, they created a home environment that Janet wanted and needed. Pat assisted Janet in organizing her apartment and set up memory aids throughout the apartment for daily reminders. With CLASS's help, Janet was also able to explore other community resources and available services.

CLASS helped Janet overcome her fears and become active in her community. Janet shared, "CLASS helped me deal with my fear and set up a plan of action centered on me. I didn't have to fit into CLASS, CLASS embraced me and brought out the best in me. I got my self-esteem back." Janet credits CLASS with helping her not just physically, but also emotionally; she feels like she is moving forward to a place where she belongs. With support from CLASS, Janet hopes to continue to build her confidence in the community by attending afternoon church services and visiting the shops and restaurants at the Waterfront.

For more information about Options or Attendant Care, contact Char Raynovich at 412.683.7100 x2245 or craynovich@classcommunity.org.

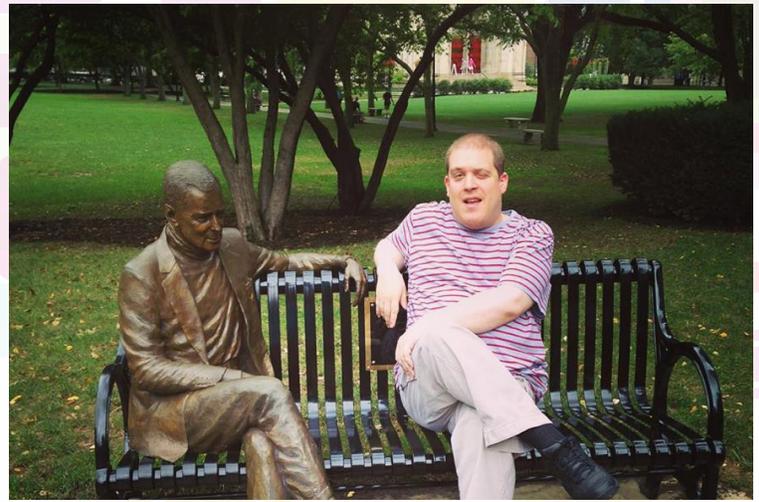
The Attendant Care Program supported 353 adults and seniors for a total of 171,500 hours of support throughout 2018.



Janet with Pat

UNLOCKING NEW MEMORIES

Richard's Story



Richard with the statue of Dr. Thomas Starzl at Pitt

"These are wonderful memories," said Richard recently as he spent time in his Community Involvement Class with two of his friends from the CLASS Community Skill Building Program. "Making friends is the best part of going out."

In the two years since Richard arrived at CLASS, he has become an integral part of the program and has grown to love what he does. Through his involvement in the CLASS art program, he has been able to explore his love for puppets and puppetry. Richard has made several puppets by hand, learning to sew and do paper-mache with his instructor. Ultimately, he used the puppets to perform a comedy routine in the annual CLASS talent show, where his performance was a huge hit.

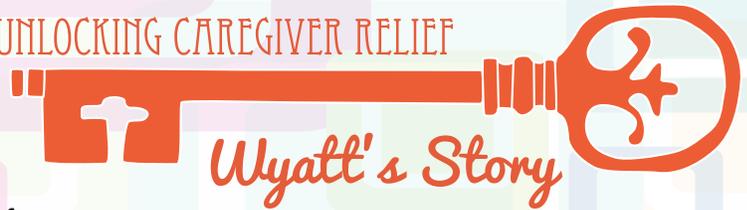
Richard has also developed close friendships and been able to discover resources all over the greater Pittsburgh area through his Community Involvement Class. One of Richard's favorite trips was to the Heinz History Center, where he had the opportunity to view the original sets and puppets from "Mr. Rogers' Neighborhood," his all-time favorite show starring his personal hero. Richard has also spent time with his group visiting museums, going shopping for the holidays, and exploring local libraries. He has learned more about how to navigate unfamiliar situations, ask for assistance or customer service, as well as order meals and pay for himself successfully.

Richard has also worked hard to deal with the anxiety he feels over some of these activities and likes to use deep breathing techniques, which he learned in a class while at program. He has even been able to pass along these tips to others, often noticing if someone is feeling stressed or having a bad day, and encouraging them to take a deep breath with him. Richard also demonstrated this empathy while volunteering at the food bank through CLASS, when one of his supervisors experienced an illness and passing of a family member. Every week he asked her about how her loved one was doing, and after her family member passed away, he checked in with the other coordinators about how she was doing. Richard previously had some issues with learning a few of the tasks at the food bank and became frustrated. However, once his supervisor returned after her extended absence, he was so excited to see her and to spend time with her again, that he was able to be calm while practicing the task and perform it without difficulty.

His staff now describe him as "a machine that does not stop." As Richard has become more involved in all these facets of life at CLASS, it has helped him make friends, learn more about the world around him, better manage his feelings of fear and worry, and become more confident in the unique person he is. His instructors and friends are excited to see what "wonderful memories" he will make next.

For more information about the Community Skill Building Program, contact Courtney Walker at 412.683.7100 x2153 or cwalker@classcommunity.org.

In 2018, the Community Skill Building Program supported 87 people for a total of 68,656 hours of support.



In 2017, the Alliance of Community Respite Care (ACRC) was awarded a grant from the Christopher and Dana Reeve Foundation. The grant from the Reeve Foundation supported nonprofits to help address the additional episodic respite care that is needed to prevent caregiver burnout. The funds from the grant were used to provide respite opportunities to address the needs of people living with paralysis caused by spinal cord and other injuries, diseases or birth conditions, including (but not limited to) stroke, spina bifida, multiple sclerosis, cerebral palsy, and amyotrophic lateral sclerosis (ALS).

Through the generous support of the Reeve Foundation, ACRC of CLASS was able to support families with four to six days of respite, providing them a break to attend to other family issues, their own needs, and overall well-being. Aligning with the Foundation's vision of making sure caregivers have proper resources and support, if families did not have a care provider from an agency, they could hire an individual (family member, friend, etc.) to provide the respite after completing the on-line Respite Education and Support Tools (REST) course, with the cost being covered by funding from the grant.



Wyatt with his brothers

Wyatt's family shared their experience with the grant. "Our family of five (two parents and three boys) is a boisterous, energetic crew, and our sweet Wyatt seems to enjoy most of our adventures - and sometimes even misadventures. He is a sensitive child and sometimes the commotion of racing to basketball games or soccer practices can be overwhelming for him. Wyatt relies on his wheelchair to get around and needs constant attention for feeding, seizure, and respiratory issues. We have found excellent nurses and are lucky to have hours covered by insurance for when both of us are working. However, insurance will not permit hours for us to attend our other sons' activities. The Reeve Foundation Respite Grant allowed us to spend important time with our younger boys, knowing that Wyatt was well cared for and loved. We were extremely grateful for this opportunity!"

The ACRC advocates for caregiver respite resources across the lifespan. The ACRC continues to pursue opportunities like the one provided by the Christopher and Dana Reeve Foundation for families throughout Pittsburgh and surrounding areas. For more information about respite or the ACRC, please contact Char Raynovich at 412.683.7100 ext. 2245 or craynovich@classcommunity.org.

The ACRC provided funding
for 273 hours of respite
care support.



Kylan in his new apartment

When Kylan met his Community Partner, Peggy, he had been living without running water for two years. Referred to the Community Partners Program from his caseworker at Bureau of Blindness and Visual Services, Kylan needed immediate assistance to resolve his housing crisis. For over two years, Kylan experienced frequent water and utility outages because his landlord was not paying for the utilities for the building, which was covered in his rent. Kylan had been washing his clothes with rain water and using bottled water to wash his hands. However, because of long waiting lists for affordable housing and his lease, Kylan felt he was stuck and was not sure where to turn.

Community Partners immediately began to connect Kylan to resources that would help improve his current housing conditions. Peggy helped Kylan contact Neighborhood Legal Services to see how to get the water reinstated, what Kylan's rights were regarding his landlord, and to see how to legally begin to leave his apartment. Once Peggy and Kylan discovered that his landlord had removed the water meter completely, they knew his only option was to leave the apartment. While working with Neighborhood Legal Services, Kylan and Peggy began to explore accessible, affordable opportunities that were available. After several months, an opening finally occurred and Kylan was able to move to a safer situation.

Peggy supported Kylan with his move, helping him coordinate movers and furnish his apartment.

Kylan is extremely happy in his new apartment. One of the first things he had looked forward to the most was picking out his shower curtain, so he could take his first hot shower in over two years. Of his experience with Community Partners Kylan shared, "They helped me find my new apartment to live in, which I really like and it has water! I have hot meals and I like living in the building." Kylan has also built friendships with some of the residents in his building. When you stop by, he is usually playing cards or games with his neighbors.

Kylan has learned a lot from his experience and wants to continue to work with Community Partners on some of his other goals. Kylan plans to continue to work with Peggy to explore possible job opportunities. He would like to learn how to use the computer at his residence, so Kylan will be collaborating with Peggy to search for jobs online, complete applications, and create a resume.

For more information about Community Partners, contact Char Raynovich at 412.683.7100 ext. 2245 or craynovich@classcommunity.org.



PROVIDE CLASS THE KEYS TO THE FUTURE

*"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.

UNLOCKING A LIFE OF HER OWN

Allie's Story

Most young adults want the same things- friends, a purpose, and a place to call their own- to name just a few. Allie is no different. For the past four years, Allie has had the opportunity to experience all of those. At the age of 24, Allie decided she wanted to live on her own. While she was close with her family, she wanted to experience life with a little more independence.

On December 26, 2014, Allie moved into one of CLASS's residential homes, beginning the next phase of her life. She enjoyed the feeling of being on her own while having the company of two roommates. She continued to actively participate in the CLASS Community Skill Building Program, taking classes that assisted her with all aspects of independent living. Allie also enjoyed having her own room and being able to explore activities of interest in the community.

Eventually, Allie was connected with a Community Partner, who accompanied her to a variety of volunteer placements. In addition to volunteering, Allie enjoys going out in the community to eat dinner, visit friends and family, and celebrate holidays with others she has met through the program.

Allie has a great desire to write and specifically enjoys poetry. She loves singing and two years ago joined the CLASS Choir, where she performs at the annual agency holiday party and holiday staff reception. Allie also enjoys performing in the talent show held annually at the CLASS Community Skill Building Program she attends.

When asked what living on her own has meant to her, Allie responded, "I like living in the CLASS Residential Program because my family does not have to worry about taking care of me anymore. I also get to do more fun things like going to parties and celebrating the holidays. I really like that the staff are nice and take good care of me. Overall, I like the program because it has helped make my life better and more fun too."

Currently, Allie volunteers reading to third graders at the Allegheny Traditional Academy, actively participates in her day program, and enjoys spending free time at home working on her computer and socializing with her roommate and staff.



Allie volunteering at Allegheny Traditional Academy

For more information about Residential Services, contact Courtney Walker at 412.683.7100 x2153 or cwalker@classcommunity.org.

Residential Services provided
15,565 days of support to 46
individuals in 2018.



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 Direct Care Workers to support one to three individuals of varying abilities and seniors in homes throughout Allegheny County.

These positions could be responsible for:

- Meal preparation
- Light 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
- Part-time/ Full-time/ Hourly/ On-Call available
- 401(K) available
- Paid time off
- Direct deposit
- Credit Union
- Employee discount on Verizon wireless
- 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.

For current open positions, please visit www.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.



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

- Verifiable references
- Valid state ID
- Reliable transportation
- Direct care experience preferred, but not required for all positions
- Physical Examination
- 2 TB Tests
- Must pass all pre-employment screenings including:
 - Criminal history or FBI clearance
 - Social Security fraud
 - Medicaid fraud
 - Child abuse clearance

Call to schedule an interview today!



Christina demonstrating devices to attendees at the presentation

Partnerships in the community are the key to anyone's success - especially nonprofit organizations. An example of partnerships that have been extremely beneficial to CLASS are those with the local universities and research institutions. Throughout the academic year, CLASS hosts a number of students earning a variety of different degree types and levels. With the help of students, CLASS learns about the latest information in the field to help meet the organization's mission, while students learn about people of all abilities and inclusion.

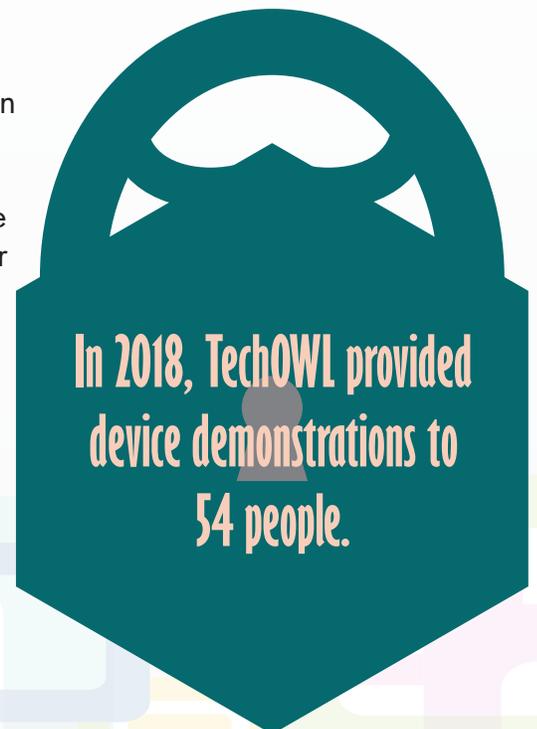
In the fall of 2018, CLASS partnered with the University of Pittsburgh's Human Engineering Research Laboratories (HERL) to hold "Technology Makes The World More Accessible," a demonstration of the latest assistive technologies. Members of the community came to view presentations from the graduate students and engineers at HERL, as well as Christina Chamberlain, the Assistive Technology Coordinator for TechOWL at CLASS.

The presenters for the event were Mark Greenhalgh, Jorge Candiotti, Dr. Rory Cooper, and Dr. Joshua Chung. Demonstrations included prototypes for both the Mobility Enhancement Robotic Wheelchair (MeBot), as well as the PneuChair. MeBot can help navigate challenging obstacles, including climbing over curbs and even steps, while the PneuChair uses compressed air for propulsion rather than typical battery packs.

There was also a video presentation on a robotic arm interface, currently in development with the Department of Veterans Affairs, allowing the user to control movements from their joysticks or even from a Bluetooth connected smartphone.

Christina Chamberlain held device demonstrations throughout the day. She had a C-Pen Reader (a pen that uses Optical Character Recognition to scan and read documents), the IPEVO VZ-R portable magnifier that plugs into a laptop or computer, iPads with a variety of apps for disabilities, and several other devices.

For more information on how you can partner with CLASS or schedule device demonstrations, contact CLASS at 412.683.7100.



When most people aren't even awake yet, Sandra is already on her feet making 40 gallons of homemade soup for the youth in her area. Sandra works at a local school district preparing meals for students. With a passion for the "farm to fork" concept, she prides herself on making fresh pasta, salad, bread, and entrees for the students. Sandra has been interested in healthy eating from a young age and is an advocate for schools adopting the "farm to fork" concept, as well as using locally grown and raised food in their cafeterias.

Several years ago, Sandra was in a car accident which fractured all four of her limbs. As a result of her injuries, she developed arthritis in one of her ankles. Sandra was referred to the CLASS TechOWL Program (previously known as PIAT) following an ankle replacement surgery. Because of her other surgeries, Sandra was not able to use crutches to help stay off her ankle. By using a knee scooter she would be able to return to work sooner because she could work while staying off her ankle as it healed. However, the knee scooter was not covered by insurance and would be too costly to purchase for such a short time.

Sandra met with Christina, Assistive Technology Coordinator at CLASS, in July, to see about borrowing a knee scooter from the Good Use Program. Through this program, Pennsylvania residents who may not have the funds to purchase new assistive technology devices are able to obtain gently used equipment at a little or no cost to them. Thanks to an equipment drive and fundraiser held by Steven Nguy, a student at Pitt, CLASS was able to purchase a knee scooter, which could be lent temporarily to people in situations similar to Sandra's. Christina adjusted the knee scooter to Sandra's height and Sandra was able to go on her way and continue with her life as usual. Sandra was excited for the freedom the scooter provided. She explained, "Now, nothing will slow me down! This will help me to be able to go the grocery store. This is so much more comfortable than crutches." With her increased mobility during her recovery, Sandra was able to return to work when school started in September. By completing her recovery, Sandra can continue to work toward her goals of increasing her ability to exercise and complete her business management classes.

When Sandra was done with the scooter, she returned it to CLASS, so it could be used to support someone else who may need it. The Good Use Program has a collection of items people can apply for that may not be covered by insurance or are too costly to purchase. If there is a piece of equipment you or someone you know could benefit from obtaining, please contact Christina Chamberlain at 412.683.7100 x2179 or view the current inventory of the Good Use Program at www.classcommunity.org.

Sandra's Story



Sandra testing the knee scooter

TechOWL provided support and resources to 942 people through all of its programs and services throughout 2018.



Sometimes, the best referrals CLASS receives are for Board Members. Referred to CLASS by one of her professors, Heather Tomko is a young professional CLASS needs. She learned about CLASS when examining ways to get more involved locally in disability services, and felt CLASS has affected real change in the Pittsburgh Region. Attracted to the organization because of CLASS's history in Pittsburgh with origins as a small grassroots organization developed by parents with children who had cerebral palsy, Heather joined the Board of Directors in 2017.

As a woman with Spinal Muscular Atrophy, a neuromuscular disease, Heather is passionate about disability advocacy and access. She is the founder of Accessible YOUiverse, an organization focused on disability advocacy, education, and representation. Heather was the winner of the 2018 Dick Thornburgh Disability Service Award, which is awarded to a student at the University of Pittsburgh who has made a difference in the lives of children and adults with disabilities.

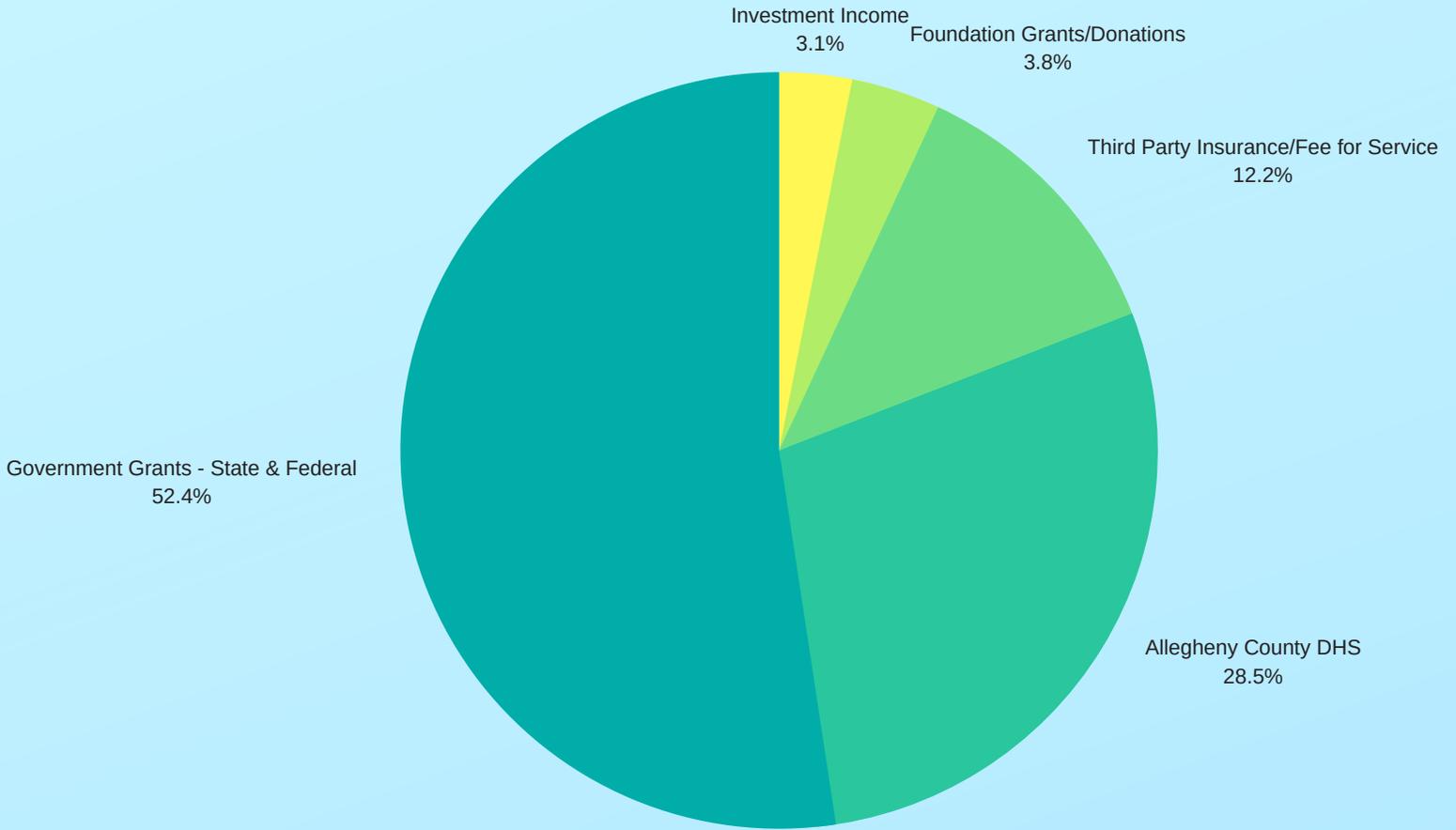
In July 2018, Heather was crowned Ms. Wheelchair USA, and is spending the year promoting her platform, "Increasing Inclusion for People with Disabilities into their Communities." She also blogs at The Heather Report (www.theheatherreport.com), where she talks about her life and what it is like to live with a disability.



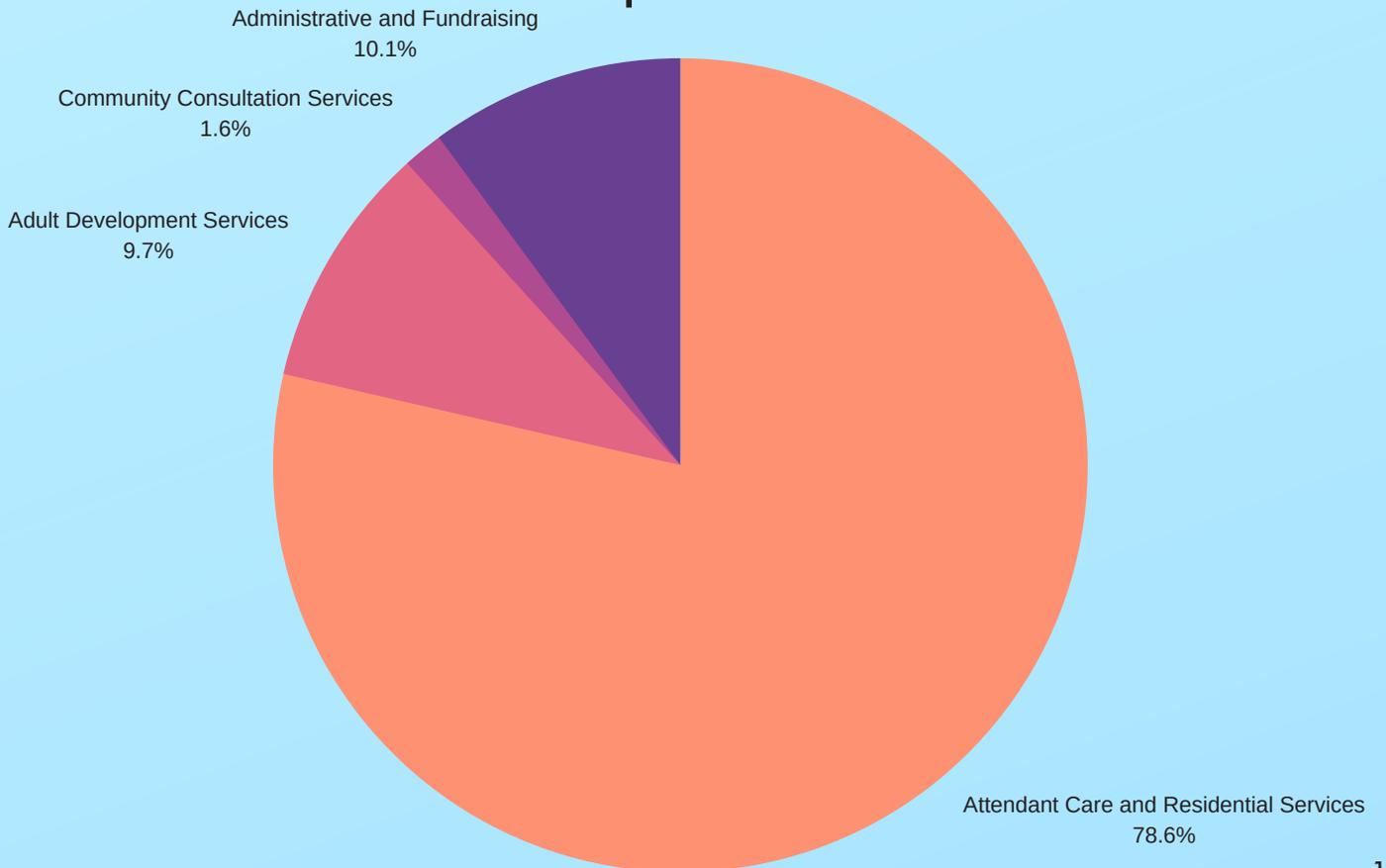
As one of the younger board members, Heather hopes to always bring some fresh ideas to CLASS and make sure that CLASS keeps up with changes in technology and social media. She shared, "Serving on the board has exposed me to the business and financial side of a large nonprofit, and helped me understand the delicate balance involved in keeping a nonprofit afloat while always staying true to the mission." She encourages others who are looking to join a Board, to think about CLASS. The Board of Directors welcomes new members and new ideas.

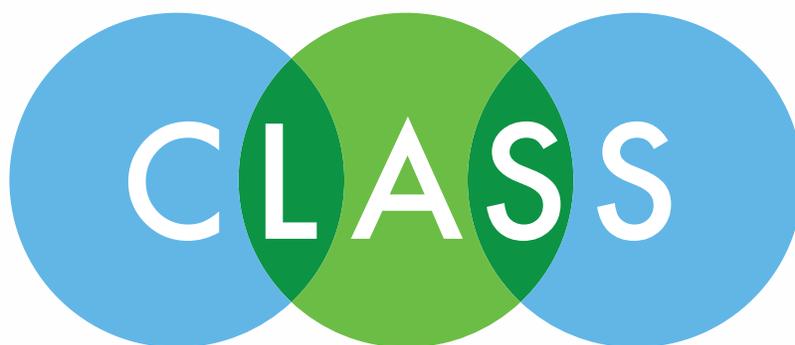
Heather Tomko is a Research Coordinator in the Health Policy and Management department of the University of Pittsburgh's Graduate School of Public Health, where she is also pursuing a Masters of Public Health. Tomko is an alumna of Carnegie Mellon University, where she studied Mechanical and Biomedical Engineering.

Income



Expenses





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