



ANNUAL REPORT 2022-2023

TABLE OF CONTENTS

1 Letter from the CEO

2 A Year of Growth

3 Welcome SBAWP

4 Closing the Gap

6 The CLASS Family

8 Thriving in the Community

10 The Numbers

11 Events

12 Leadership



Platinum
Transparency
2023

Candid.

At CLASS we support people
with disabilities as they

Explore Options,
Participate in the Community,
and Strive Toward Equality.

We are...

*Working Toward a
Community Where
Each Belongs.*

Letter from the CEO

Dear Friends,

As we strive into the new fiscal year, I am proud to showcase the work that has been done at Community Living And Support Services, the staff who have provided support, and the growth that we have experienced during the 2022-2023 fiscal year. Through new programs and initiatives, as well as an exciting new affiliation, we have strengthened the organization and, in turn, are able to better support the uniqueness, wholeness, and dignity of every person we support and serve.

As we turn a new page, we must continue to keep our eyes on our mission and the purpose behind the services we provide. We are committed to growing an inclusive and integrated community throughout the Greater Pittsburgh region.

To ensure the continuing stability of the agency in this quickly changing environment, a strategic map was implemented. This laid a path for growth and the stable development of the agency as a whole as well as of the CLASS programs. Over the past year the agency's focus has covered three specific areas: eliminating the agency deficit and strengthening revenue growth, developing and implementing a Quality Management Plan and improving Recruitment and Retention efforts. I am pleased to say that we have taken strides to increase our efforts in all three of these areas and have accomplished the goals set forth.



In our commitment to the community we support and serve, it is important to also offer internal support. For CLASS to be able to continue to offer a wide variety of options of supports through our programs, we recognize the importance of our direct care workers. Their jobs are the foundation of what we do at CLASS every day. We are dedicated to supporting our direct care workers as they continue to provide support to individuals with disabilities. This past year we have been able to raise wages for many of our positions to be more competitive, to provide paid professional development opportunities to our direct care workers and to increase our Supervisory Training and build a diverse culture.

As our story continues we are committed to evaluating the needs of the community and identifying ways in which we are able to support those needs. We aim to remove barriers and promote an inclusive community for all.

Thank you for your continued support and enthusiasm as we embark on this exciting new chapter. Together, we can make a difference and create a brighter future for all.

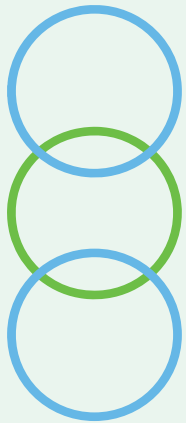
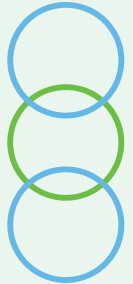
Melva Fair

2022-2023

A YEAR OF GROWTH

NEW PROGRAMS

Supported
Employment
Services



STRONGER PROGRAMS

- Person-Centered Counseling
- Upgraded Technology
- Professional Development for Direct Care Workers

A NEW AFFILIATION

Spina Bifida
Association of
Western
Pennsylvania

CLASS welcomes the Spina Bifida Association of Western Pennsylvania into the family. Together, through this affiliation, the organizations have created a stronger foundation. As we move forward in our shared vision, we are building a network dedicated to sustainable growth.



WELCOME to the CLASS family



CLASS is thrilled to welcome the Spina Bifida Association of Western Pennsylvania (SBAWP) into the CLASS family. They have worked diligently for over 50 years to improve the quality of life for people with disabilities, especially those with Spina Bifida. We are looking forward to providing administrative support to the organization as they continue their legacy in the community.

Based in Wexford, PA, SBAWP supports people living with Spina Bifida and other related disabilities through a variety of programs including housing, camps and retreats, and Adult Community Services.

Through two housing options SBAWP provides accessible, affordable housing for people with disabilities. The Gatehouse teaches residents independent living skills, such as meal planning and preparation. The Fithian House provides apartment-style living with staff

available to assist with needs as they arise.

Stronger Together

In addition to housing provided on site, SBAWP provides Adult Community Services to support individuals with disabilities as they live in their own home or in the Fithian House. These individuals may have lived in the Gatehouse previously and chose to find their own housing or have already secured housing, but require additional support. SBAWP staff will provide personal assistant services to individuals at their home for a few hours a week to assist with organizing, cleaning, shopping,

or whatever other personal assistance is needed.

The FireFly Summer Camp provides a traditional camp experience to people with disabilities. This barrier-free atmosphere provides an opportunity for individuals to be with friends and experience new activities such as art, sports, nature, swimming and more. Both camps and retreats provide respite opportunities for caregivers, as SBAWP fully supports the individuals while they are attending the program.

The vision and mission of SBAWP align with the vision and mission of CLASS. As a team, the organizations will work together to support a community living beyond limits, and where each belongs. The organizations continue to be a strong pillar for individuals with disabilities as they live, work, and play throughout our region.

CLOSING THE GAP

Supported Employment & Person-Centered Counseling

As we strive toward a community in which each belongs, CLASS is seeking opportunities to fill the gaps in services that people with disabilities face while engaging in the community and living independently. While there are many areas in which services for people with disabilities can be enhanced, we are focusing on manageable growth by increasing the options available and adding new programs to our current diverse portfolio.

Supported Employment Services

In 2022, the organization saw a deficit in the support available for individuals with disabilities seeking competitive, integrated employment which was both appropriate to their abilities and fulfilling of their interests. CLASS decided to address this need and added a new service offering this type of support.

Supported Employment Services launched in early 2023, enrolling the first job seeker into the program on February 22, 2023. Since the launch of supported employment services, the program has grown to eleven job seekers looking for guidance as they take on the overwhelming process of finding competitive, integrated employment in a field they enjoy.

Already, two individuals have found employment through this program. They are now receiving job coaching support with the goal of being comfortable enough to continue

working in their new roles independently. Two others are actively interviewing, and the remaining job seekers are still in the early stages of the process. These individuals are building their resumes, developing vocational skills, practicing in mock interviews, and searching for interesting job opportunities that fit both their needs and interests. Through the new Supported Employment Services, a CLASS Employment Specialist will guide them throughout the process and work as an advocate on behalf of the job seeker.

Employment Specialists work with individuals 1:1, guiding them in their pursuit of finding, obtaining, and keeping a job that aligns with their skills, talents, and interests. This support can be provided outside of work and on the job. Once an individual is comfortable in their new role, the Employment Specialists begin to fade out. Intermittent support can be provided as needed.





Person-Centered Counseling

CLASS was established by family members and stakeholders looking to expand their children's opportunities as they grew and to foster a world of possibilities. The organization continues to maintain this devotion to the community over 70 years later. Through a variety of programs, *We Are Working Toward A Community Where Each Belongs*.

When creating an inclusive community, it is imperative that there are plenty of opportunities for education. We are enthusiastically advocating and providing support for individuals with disabilities as well as their families and caregivers through a variety of education and outreach opportunities. CLASS strives to provide a space where individuals feel comfortable, supported, and able to ask for assistance as needed. Providing Information and Referral

Services has been an important part of our programs for many years.

Information and Referral is not the same as traditional case management or a service coordination program. CLASS regularly receives requests for assistance that do not fall within the

traditional parameters of this service, and as the title states, Information and Referral Services provide navigational information, with no cost to the individual. Through this program, individuals can receive guidance to help them understand how to navigate different aspects of the system including the transition from youth services, which are based on a system of entitlement, into adult services which can be more difficult to understand. Additionally, information and referrals can assist individuals as they search for alternative options if their health insurance denies coverage, seek community resources to resolve issues such as food insecurity or transportation, provide options to promote independent living, or face other transitions as an adult. To further strengthen this program, Mallory Hudson, MPHc, MSWc, Outreach Coordinator, has become a certified Person-Centered Counselor.

CLASS continues to be an advocate and a pillar of resources for an integrated, accessible community, reducing gaps in services and empowering people as they actively manage their independent living.

CLASS PROGRAMS

Residential Services

Care for individuals living in CLASS managed homes in Allegheny and Westmoreland counties. An alternative to group homes and long-term facilities, promoting community inclusion and maximum independence.

In-Home Services

Personal Assistant Services providing person-centered, non-medical care, assisting with activities of daily living and providing community support for adults and seniors. Services can include personal care, meal preparation, errands and more.

Centre Day Program

Individuals develop skills through community engagement opportunities and classes on a variety of topics, each with the goal of attaining, maintaining, and improving daily living skills.

Community Partners

Partners work with individuals one-to-one, establishing individualized programs, developing viable solutions, and emphasizing community resources, to address challenges as they arise.

TechOWNL

Assistive Technology made available through a variety of services, providing vital tools for independent living. Programs include the Lending Library, Device Demonstrations and the Good Use Program.

Information & Referrals

Serving as a guide to better understand the wide range of public and private resources available to family members, caregivers or any person seeking answers about support or available services.

Supported Employment

Providing support throughout the different phases of career readiness. Employment Specialists work with individuals to build confidence and skills as they pursue competitive, integrated employment.

MS Service Society

Providing assistance to those diagnosed with Multiple Sclerosis through a variety of services including the exercise and support program and community education.

Join the CLASS family

VOLUNTEER



Work With Us



Volunteer With Us

Are you looking for an opportunity to volunteer?

We have a range of opportunities available including playing games and socializing with the people we support and assisting during events.

For more information email:
info@classcommunity.org



Work With Us

CLASS is hiring on an ongoing basis.

As we continue to support people with disabilities and older adults, we are seeking opportunities to expand our network. We have part-time and full-time positions available, many of which are across the county offering support in homes or in the community.

For more information:
classcommunity.org



Connect With Us

Share your story, Share our story.
Find us on social media and stay in touch.



SPREAD THE WORD



Richard Pavicic's Story

THRIVING IN

Richard Pavicic enrolled in the CLASS Centre Services Day Program in December 2022. However, if you ask Richard says he feels like he's been there forever.

"I have so many friends here," he shared recently. "I wish I could come here seven days a week."

Richard added that he has learned and grown more than he initially expected in the months since coming to program.

Prior to attending CLASS, Richard had a full life with his family, but he wanted the structure and opportunities of a program and to become a part of his own social community. When he arrived at CLASS, he only knew one person in the program, a friend from his childhood. She helped him acclimate and was very excited to introduce him to every single person she knew at CLASS. As Richard met more people, it started to feel like "his place," too.

Richard enjoyed his classes at the facility and began growing in comfort and confidence as time went on. This experience hit a new peak when he began

to go out into the community with a Community Group once a week. Some groups go to a variety of locations each week, while others go to the same consistent location. Richard's group went to the Squirrel Hill library each week, establishing familiarity, routine, and relationships.

Richard quickly became good friends with the two other people in his group and his instructor, and began to open up

about his interests and his life. He shared stories of what it was like to be a triplet, his volunteer work with his local fire department, and his love for the Pittsburgh Pirates. Richard was especially thrilled to find a favorite book at the library that documented the history of the Pittsburgh Pirates with plenty of stories and photographs, many of which he has enthusiastically shown to his group.

Richard slowly became more comfortable with the library and its setup, as well as the staff. He got to know one of the security guards and found a favorite librarian, whom he checks in with every week to talk about what they've both been up to. They also take time to discuss the Pirates' latest games and what they are planning to do during each upcoming weekend.

At first, Richard was hesitant to explore the various sections and wanted constant supervision and guidance from his instructor. As time has gone on, however, this too has become "his place" and he confidently leads the way to his favorite shelf every week, as well as to the group's favorite table to gather around.

Richard's participation in the CLASS Centre Services Day Program has helped expand his life even more and has added to the experience of everyone who has gotten to know him. He continues to be a part of the CLASS mission to be **"A Community Where Each Belongs."**



THE COMMUNITY

Bob Brehm's Story

Bob Brehm loves adventures, his family, and meeting new people. Chances are if you have ever shopped at The Monroeville Mall, you may have run into Bob, where he has worked for almost 30 years. In his free time, he loves creating his own comic books based on the people he meets. When Bob faced some challenges in his life, which could be solved with a change in the storyline, he turned to the Community Partners Program for help.

Community Partners work one-on-one with people to help them connect to tools and resources that help people lead the lives that they want to live in their community. At the recommendation of a family member, Bob contacted Community Partners to help him apply for Social Security benefits. Overwhelmed by the application process, Peggy helped Bob gather all of the

documentation to submit. When his application was denied, Bob and Peggy shifted gears and started to navigate the appeal process, acquire an attorney, and testify on his behalf. With these supports, Bob

won his case for disability benefits.

Bob's second goal was to develop a healthier lifestyle. Emily, another member of the Partners team, was working with Bob and his wife, Kristina, to develop meal plans and understand different aspects of making nutritious meals. While she was working with Bob, Emily noticed the decline in the condition of the

apartment complex Bob and Kristina were living in. The apartment also started to become more expensive, which was a challenge for them. Emily helped Bob look for new apartments, making sure they were close to things that were

and Kristina were successfully able to move into subsidized housing in Oakland, cutting their living expenses in half.

Christina assisted Bob as he sought out social groups, new communities, and opportunities to exercise. Christina showed Bob how to utilize MEETUP.com to find local social groups of people who share his interests and how to sign up for activities. Bob became an active member of a gaming group at the library and also found a Silver Sneakers group fitness class in Shadyside which Bob attends regularly in addition to swimming laps at the JCC pool.

Bob and his Community Partners have worked so well together throughout the years because Bob recognizes that you get out of the program what you choose to put into it. As life evolves, so can the services provided by Community Partners. While Community Partners help guide and brainstorm with Bob, he works to implement the plans he helped create. Since Bob's initial goals have been met and his quality of life has improved, he is now able to update his goals. His most recent goals are to learn how to draw to accompany the comic books he enjoys writing, and to meet Michelle Wright of WTAE.

Bob enrolled in his first art class at a local community college. He enjoys creating new characters based on the people he meets. Bob loves being able to work with a variety of Community Partners and enjoys the unique attributes of each person on his team. We hope you have the opportunity to meet Bob sometime and maybe you will end up as one of his characters in his next comic book!



IMPACT

The vision of CLASS is to be the provider of choice for people with disabilities and their families; to be the employer of choice for new and existing staff; and to be the investment of choice for individual, corporate, and foundation donors.

Residential Services

48

Residents Served
in Allegheny &
Westmoreland
Counties

in **18** homes

In-Home Services

98

Individuals received
Personal Assistant
Services in their
homes

Centre Day Program

79

Individuals received
community engagement
opportunities and
participated in classes

2 Extended School
Year Participants

Community Partners

39

Received one-to-one
support to promote
independence and
confidence in the
community

TechOWNL

74

Received gently used
items through the
Good Use Program

Saving individuals

\$15,520

1,262

Received information
about *Assistive Technology*

Information & Referrals

456

Received guidance to
overcome obstacles to
receiving services

6

Received **Person-
Centered Counseling**

Supported Employment

11

Received support through
their journey to gain
access to competitive,
integrated employment

2

Have started
new jobs

10



MS Service Society

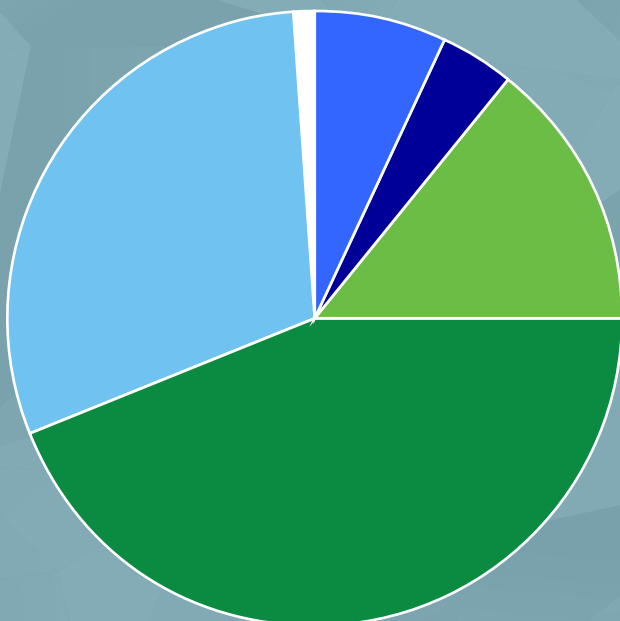
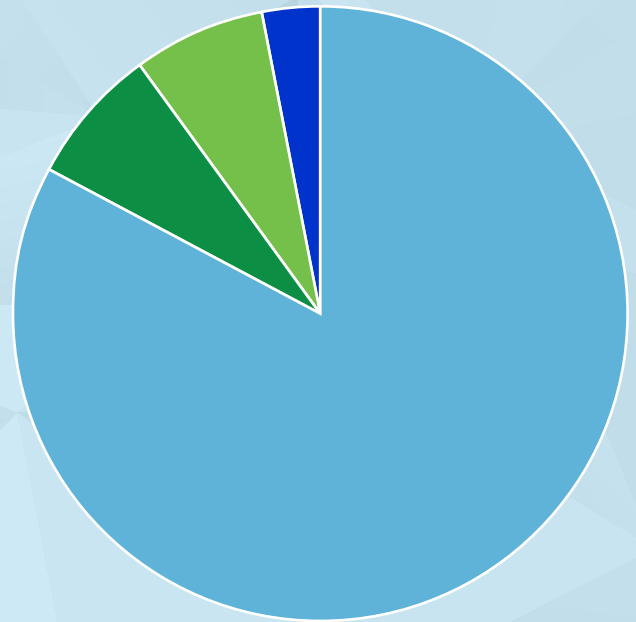
41

Individuals with MS
received support to
promote continual
independence

FINANCIALS 2022-2023

Revenue \$11,508,704

	Government Funding	<u>\$9,531,978</u>
	Fee for Service/Contracts	<u>\$863,251</u>
	Grants & Fundraising	<u>\$786,476</u>
	Other	<u>\$327,000</u>



Expenses \$10,892,187

	New Program Start Up	<u>\$77,497</u>
	Community Programs	<u>\$422,556</u>
	Centre Day Program	<u>\$825,096</u>
	In-Home Services	<u>\$1,496,784</u>
	Residential Services	<u>\$4,837,376</u>
	General & Administration	<u>\$3,232,878</u>

SAVE *the* DATE

CLASS *Acts*

October 18, 2023

The CLASS Acts Awards Dinner recognizes humanitarians in the region for their work as strong advocates for inclusive and equitable communities. These community heroes have worked to ensure that all people, regardless of race, gender, ability, income, or affiliation can participate in their communities. We celebrate not just their work, but the inclusive communities they have built.

Proceeds from the event support programs and services provided by CLASS, allowing the organization to close the gaps in the community, and continue our mission.

*Working Toward A Community
Where Each Belongs.*

*Event
Registration*



2024 EVENTS

May 2024

Highmark Walk for
a Healthy Community

August 2024

The Alby Oxenreiter
Golf Classic

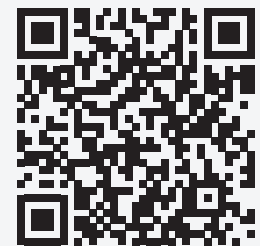
Thank You For Your Support

Please consider making a tax-deductible gift to assist CLASS as we empower people and create inclusive communities.

We are grateful for your support. All gifts, regardless of the amount, are important to CLASS.

Funds have been used in the recent past to support individuals as they transition between services or face difficulties not covered by insurance, the construction of accessible homes, upgrades to computer lab equipment, the creation of new programs, and many other projects.

If you wish to designate your gift for a specific purpose, please notify us when you make your donation. Otherwise, your donation will be used where we have the most urgent need.



LEADERSHIP

BOARD of DIRECTORS

WESLEY ROHRER, PhD, PRESIDENT
University of Pittsburgh, School of Public Health

ANTHONY GORECZNY, PhD, VICE PRESIDENT
Chatham University, School of Public Health

DAVID ZAK, TREASURER
David A Zak & Associates

PATTY COSTANTINI, SECRETARY
Costantini Rehab, Inc

ASHLI MOLINERO, DSc
UPMC Disabilities Resource Center

CARLA NASH
Union Aid Society

DAN LONG
Community Advocate

ELIAS FALLON
Qeexo

GUY WILLIAMS
Management Science Associates

HEATHER TOMKO
University of Pittsburgh

JEANINE KILGORE
Deleware First Health

JOHN LIEBENGUTH
Community Advocate

JOSEPH BUCCI, ESQ
Jackson Kelly LLC

JOSEPH MCCORMICK
Federated Hermes

LISA POSTLEWAIT
Ruder Law

SALLY BALOGH
Community Advocate

SUSAN O'ROURKE
Carlow University

FLORENCE REED, LEGACY
Working Women with Disabilities

FRANCIS S. HOIST, LEGACY
Community Advocate

KENNETH SERVICE, LEGACY
Community Advocate

SHIRLEE PORRO, LEGACY
Community Advocate

MANAGEMENT TEAM

MELVA FAIR
Chief Executive Officer

CHRIS PHELPS
*Executive Director of
Community Affairs*

COURTNEY WALKER
*Director of Education and CPS
Programs*

GEORGE BURGMAN
Chief Finance Officer

CHAR RAYNOVICH
*Executive Director of
Community Programs*

TISHA THOMAS
Director of Residential Services

SHANNON MCCARTY
Chief Development Officer

TUAN LAM
Director of Human Resources

GENE CORONA
Director of Facilities

JON HOBAUGH
Director of Technology



Community Living And Support Services

1400 S Braddock Ave
P: 412.683.7100

Pittsburgh, PA 15218-1264
F: 412.683.4160

www.classcommunity.org

Working Toward A Community Where Each Belongs