



Step By Step, Inc.



“Opening
to the Doors
Independence
and
Opportunity.”

Serving Pennsylvania consumers with mental health and intellectual disabilities in the following counties:

ALLEGHENY

LACKAWANNA

MONTGOMERY

SUSQUEHANNA

BERKS

LEHIGH

NORTHAMPTON

WAYNE

CARBON

LUZERNE

PHILADELPHIA

WYOMING

DELAWARE

MONROE

PIKE

STEP BY STEP, INC. BOARD OF DIRECTORS

Dr. Debbie Tindell, *Chairperson*
Mr. James Harowicz, *Vice-Chairperson*
Mr. Paul Gritman, *Treasurer*
Ms. Anna Cervenak, *Secretary*
Ms. Deborah Kopech, *Immediate Past
Chairperson*
Rabbi Lawrence Kaplan
Mr. Hatim Ouladelhadjahmed
Ms. Ann Louise Wojnarski
Mr. Amilcar Arroyo
Ms. Jacintha Burke
Ms. Penny Cannella
Ms. Jovi Ortega
Mr. Murray Swim
Ms. Delight Yokley
Dr. Jennifer Edmonds
Ms. Sandy Walker
Mr. James Bobeck, *President/CEO*
Ms. Patricia Blazaskie, *Assistant
Secretary to the Board*

2009 NEWLY ELECTED BOARD MEMBERS

Dr. Cynthia Charnetski
Mr. Bill Fromel
Ms. Carmen Vásquez

EXECUTIVE MANAGEMENT

Mr. James Bobeck, *President/CEO*
Mr. Robert Hintze, *Executive Vice
President of Operations/COO*
Mr. Michael Kasenchak, *Vice President
Finance/CFO*
Ms. Edie Hennebaul, *Vice President of
Human Resources*
Ms. Janet Romero, *Lehigh Valley Vice
President of Operations*
Mr. Michael Bernatovich, *Northeast
Vice President of Operations*
Mr. Joseph Hartnett, *Southeast Vice
President of Operations*
Ms. Denise Cavanaugh, *Western Vice
President of Operations*

*Cover caption: Step By Step, Inc.,
staff members and consumers play
active roles in the communities where
they live and work.*

Financials

FUNDING SOURCES

Allegheny County Department of Human Services
Berks County MH/MR
County of Delaware Department of Human Services
Lackawanna/Susquehanna Counties
Mental Health & Mental Retardation Program
County of Lehigh Department of Human Services Mental Health/Mental
Retardation/Drug & Alcohol
County of Northampton Department of Human Services Mental Health/Mental
Retardation/Drug & Alcohol
Luzerne-Wyoming Counties Mental Health/Mental Retardation Program
Luzerne County Office of Community Development
County of Montgomery Mental Health/Mental Retardation/Drug & Alcohol Programs
City of Philadelphia Office of Behavioral Health/Mental Retardation Services
Wayne County Mental Health & Mental Retardation Program
Commonwealth of Pennsylvania Office of Vocational Rehabilitation
Commonwealth of Pennsylvania Department of Public Welfare
Wilkes-Barre Area School District

STEP BY STEP, INC., PROGRAM EXPENSE BY TYPE

TYPE OF EXPENSE	PROGRAM EXPENSE (\$ IN THOUSANDS)
Personnel	\$ 38,988
Adult Day Training	\$ 711
Occupancy	\$ 5,950
Transportation	\$ 2,009
Client Supports	\$ 240
Operating	\$ 419
Depreciation and Capital Debt Service	\$ 995
TOTAL	\$49,312

STEP BY STEP, INC., PROGRAM REVENUE INFORMATION

SOURCES OF FUNDS	PROGRAM REVENUE (\$ IN THOUSANDS)
Mental Health and Mental Retardation Services	\$ 36,398
Medical Assistance Services	\$ 9,142
Office of Vocational Rehabilitation Services	\$ 95
Drug and Alcohol Outpatient Services	\$ 393
Consumer Assessments	\$ 2,005
Other	\$ 1,318
TOTAL	\$49,351

For the fiscal year ended June 30, 2008.

LEGAL COUNSEL

Borland and Borland, L.L.P

CORPORATE AUDITORS

Matlowski Corporation, P.C.

Annual Message

Friends,

Impact - it's what we are all about at Step By Step, Inc.

Everyday at locations throughout Pennsylvania Step By Step people impact the lives of those with special needs.

In turn those that are served are able to make their own impacts in their families, their communities and their workplaces - to name a few.

This recipe for success has been the cornerstone of everything we do at Step By Step for more than 30 years - it's our impact!

Whether it's assisting someone with their basic care needs, ensuring a safe and clean home environment, providing occupational training and support, or allowing access to community and social events, Step By Step is geared toward ensuring that those with special needs are afforded the same opportunities to experience life as everyone else.

While the work is often difficult we take great satisfaction in knowing that we've assisted someone to reach their full potential, no matter their circumstance.

We continue to challenge each other to find new and innovative

ways to better serve those who's care is entrusted to us. As proud as we all are for the services and care provided, we are equally boastful of our staff's willingness to be involved in regional, state, and national events and activities that advance the cause for which we work everyday.

Our board of directors shares in these accomplishments as each member has been so supportive of our actions, our activities and our outreach.

As you read through the pages of this annual report, know that it represents just a small fraction of all the great things accomplished here everyday. Our consumers, their family members, our employees, and our board members are committed to working together far into the future so that our programs and services are always on the leading edge of social service care and have **Impact!**

Dr. Debbie Tindell
Chairperson

James Bobeck
President/CEO

ABOUT STEP BY STEP, INC.



Dr. Debbie Tindell



James Bobeck

ANNUAL REPORT

Step By Step, Inc., attributes its continued success to the many valuable and dedicated employees who provide quality care to our consumers.

The agency currently employs 1,195 individuals across Pennsylvania.

WHO WE ARE

- Our direct support staff account for 84% of the agency's positions and have an average tenure of 4.5 years.
- Our administrative and regional support services employees make up 3% of our workforce and have an average tenure of 7.5 years.
- Our managers and professional positions account for 13% of our employees. The employees in this grouping have an average tenure of 8.6 years.
- Our executive management team has an average tenure of 22.6 years.
- The average age of our employees is 46 and 72% of our employees are female.
- We recognize our employees' many talents by inviting them to participate in agency committees, statewide committees, and to serve as presenters at state association conferences and national meetings.



Seated left to right: Anna Cervenak, Dr. Debbie Tindell - chairperson, Jim Harowicz, Jacintha Burke. Standing: Paul Gritman, Penny Cannella.

A Year in Review

OVERVIEW OF SERVICES

A pioneer in the development of community group homes in the late 1970's, Step By Step, Inc., has provided safe, supervised and home-like settings for countless individuals for more than 30 years. Our homes are designed to provide each individual with a community setting where they can experience and learn skills necessary for independent living.

Today, Step By Step, Inc., in fulfilling its mission continues to develop an array of services which recognize the abilities of people with mental illnesses so that they can live independently in their own homes with responsive supports.

Step By Step, Inc., is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).



2009 EMPLOYEE SERVICE AWARDS RECIPIENTS

5 YEARS

Donna Decesaris
Maxine Macko
Mary Pilarcik
John Kasarda
Donna Sutton
Beverly Rothery
Christina Montigney
Joshua Olmstead
Connie Wright
Laura Smith
Cheri Kim Race
Dawn Freit
Mildred Hermanofski
Lynette Bulger
Amy Bogdon
Shana Acker
Karen Morales
Linda Staudenmayer
Joanne Allen
Dianne Banks
Christine Bradley
Donna Langen
Rebecca Foreman
Cindy Wilson
Jervis Roberts
Ruth Borkowski
Tammy Cross
Justin Brown
Brenda Pickens
Terrell Aiken
Joel Beldner
Michelle Steele
Carrie Oxendine
Napoleon Gborplay
Cheryl Coffin
Prince Kiawoh
Shalonda Tate
Willie Murimi
Ralph White
Faliku Konneh
Sheila Wroten
Joanna Kapsha

Marcia Hutton
Mulenga Nondo
Charlene Carothers Edens
Linda Parker
Nancy Robbbaro
Brenda Andrews
Colleen Tuskan
Leiba Kalb
Angelo Leggieri
Mark Lorenzetty
Arthur Paris
Kaylin Griffith
Jerry Jackson
Jamie Sue Johns
Richard Jacobs
Robert Gormley
Maureen Fox
Dolores Cardwell
Gary Glaser
Micheal Bastress
Christine Kulina
Nancy Burdick
Ruth Polepko
Mary Neckerman
Robert Zbozny
Kimberly Smith

10 YEARS

Marybeth Kondrad
Scott Spencer
Heather Mera
Susan Kauffman
Catherine Zielinski
Sandra Klempka
Anne White
Thomas Unovitch
Lori Rieker
Diane Mitchell

Marlene Harris-Peter
Victoria Campbell
Rose Butler
Elizabeth Hermansen
Darlene Jury

15 YEARS OF SERVICE

Gerardo Salinas
Susan Kelley
Crystal Jackson
Sandra Chapman

20 YEARS

Diane Kendig
John McCarthy
Deborah Sleboda
Debra Savercool
Joanna McNeill
Beth Fehnel
Jane Gross
Cynthia Gaston
Susan Weiss
Cherylee Fields
Kenneth Rutherford

25 YEARS

Micheal Kasenchak
Karen Kryzanski
Christine Stendell
Kathleen Dreisigmeyer

STEP BY STEP, INC.,

Celebrating

NATIONAL RE-ACCREDITATION

Step By Step, Inc., a provider of community support programs for people with emotional, developmental and physical disabilities, has received a three year re-accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Programs receiving accreditation include:

Community Services:

Family Services

Community Services: Host

Family Services

Community Services:

Supported Living

Employment Services:

Community Employment

Services: Job Supports

Employment Services:

Community Employment

Services: Job-Site Training

Employment Services:

Community Employment

Services: Employment

Planning Services

Case Management/Services

Coordination: Psychosocial

Rehabilitation (Adults)

Outpatient Treatment:

Alcohol and Other Drugs/

Addictions (Adults)

Supported Living: Psychosocial

Rehabilitation (Adults)

Behavioral Consultation

(Children and Adolescents)

“This achievement is an indication of the organization’s dedication and commitment to improving the quality of lives of persons served,” noted Brian J. Boon, Ph. D., CARF president and CEO. “Services, personnel and documentation clearly indicate an established pattern of practice excellence.”

Step By Step, Inc., a Wilkes-Barre agency employs more than 1,100 staff members in 15 counties throughout Pennsylvania. The agency has been in existence for more than 30 years.

“All of us at Step By Step, Inc., take great pride in our services and our community outreach,” said James Bobeck, president. “The whole team, including our board members and staff, share in this prestigious designation from CARF and, certainly, those that we serve are better off thanks to the quality of care we continue to provide.”

CARF surveyors spent several days at Step By Step, Inc., interviewing staff, reviewing records, inspecting facilities and monitoring care programs and outcomes.

Step By Step, Inc.’s, mission is to enhance the quality of life and personal growth of those served through support for individual choice and independence. Services focus on meeting the needs of individuals while maintaining a vision toward each person’s desire, ability and right to be a productive and valued member of the community. It is built on the belief that each individual has the ability to succeed in life through personal empowerment, dignity and respect.



Community involvement is an integral part of Step By Step, Inc.’s, treatment approach.



in the Community

WESTERN REGION PROGRAM CATERS TO SENIORS WITH INTELLECTUAL DISABILITIES

Helping seniors with developmental disabilities to enjoy their golden years is a unique program being offered at Step By Step, Inc.'s Western Region in Pittsburgh.

Individuals 50 years of age or older with developmental or cognitive disorders participate in the program.

Known as the "Older Adult Day Program" the facilities and services there resemble a day care center for seniors.

Participants who attend the program engage in daily leisure activities, community service and volunteer events, arts and crafts, musical activities and exercise.

Wellness and relaxation is also stressed by the Step By Step, Inc., staff who are specially trained to handle those with intellectual disabilities.

"We have a great team and a great facility to serve these special people," noted Denise Cavanaugh, Western Region Vice President.

Recently, the older adult day program increased the size of its center in order to serve more people in the greater Pittsburgh area.

Hours of operation are Monday - Friday from 9 a.m.-3 p.m.

Outreach efforts are presently underway to social service agencies that can refer appropriate individuals to the program.

For more information call (412)-655-8677.



Seniors get special attention at Step By Step, Inc.

AGENCIES RALLY IN HARRISBURG TO CALL FOR FUNDING INCREASES FOR PEOPLE WITH DISABILITIES

Mental health and mental retardation service advocates, consumers and community organizations rallied in the state capitol on May 5 to call attention to the need for increased funding for community service organizations that serve people with disabilities.

Dozens of consumers, community service organizations, parents and advocates for people with disabilities participated. Several Pennsylvania lawmakers also took part.

The event was co-sponsored by The Arc of Pennsylvania, the Pennsylvania Association of Rehabilitation Facilities and the Pennsylvania Waiting List Initiative. Step By Step, Inc., is active in calling for increased funding and services for people with intellectual disabilities.

Jim Bobeck, president and CEO, serves as board member of PARF and a member of its legislative committee.

THE ARC OF LUZERNE COUNTY RECOGNIZES STEP BY STEP, INC.

Step By Step, Inc.'s Day Options Program from the Northeast Region was saluted this spring by The Arc of Luzerne County during the organization's annual awards ceremony at Mohegan Sun at Pocono Downs.

The Arc recognized Step By Step, Inc., for improving lives and excellence in community programming for individuals with intellectual disabilities.

On hand to receive the award were Jim Bobeck, president and CEO; Mike Bernatovich, V.P., NE Region; and David Pall, Day Options assistant services director; and Pam Zotynia, executive director of The Arc of Luzerne County.

"We're thrilled to receive this award and grateful to The Arc for recognizing the people and programs of Step By Step, Inc.," noted Bobeck. "Our team does a great job and we're flattered to

receive recognition for helping those in our care to achieve their best."

The award was presented by Dawn Koneski, an Arc Board member, who has a child in the Step By Step, Inc., program.

The Day Options Program provides consumers with life skills training, pre-vocational opportunities, community volunteer work and exercise and leisure activities, according to Patricia Mentis, NE Region director of behavioral health programs.

A plaque commemorating the award is on display in the Northeast Region office.

BEHAVIORAL HEALTH REHABILITATION SERVICES FOR CHILDREN AND ADOLESCENTS

Step By Step, Inc., Children's Behavioral Health Rehabilitation Program serves children and adolescents, ages 2 to 21, with behavioral health diagnoses, in home, school and community settings. Children are evaluated by a licensed psychologist who prescribes hours of intervention based on medical necessity criteria. Working in collaboration with caregivers and educators, individualized treatment plans are developed and implemented to address behavioral concerns identified during the evaluation.

WHAT IS SUPPORTED EMPLOYMENT?

Supported Employment is an employment service that assists an individual to acquire, learn and keep a paid job/career in an integrated work setting where most of his/her co-workers are persons without disabilities. Paid work may be full or part-time, at minimum wage or above. Supported Employment is based on an individualized determination of the strengths, needs and interests of the person with a disability, and also is designed to meet the specific needs of the employer. Persons involved with Supported Employment Services receive on-the-job training and support at no cost to the employer.

STEP BY STEP, INC., LEHIGH VALLEY TEAM PRESENTS AT NATIONAL CONFERENCE

Three Step By Step, Inc., staff members from the Lehigh Valley Region took their expertise to a nationwide stage during the annual meeting of the U.S. Psychiatric Rehabilitation Association in Chicago.

Karen Yob, psychiatric rehabilitation director, Loretta Sysak, supervisor, and Dawn Shannon, mobile psychiatric rehabilitation staffer, presented on “Adventuring Outside the Box: Non-traditional Resource Coordination.”

According to Ms. Yob, the Psych Rehab Association selected the presentation which Dawn and Loretta developed from among dozens submitted by agencies across the country.

“We are very proud of our two staff members for organizing this program and for being selected to present it to colleagues from around the country,” noted Karen. “Loretta and Dawn are successful at what they do because they do think outside the box and they have developed great relationships throughout our region to assist our consumers to live life to the fullest. They will be sharing this model so that others around the country may do the same.”

The U.S. Psychiatric Rehabilitation Association is an accrediting body that acknowledges psychiatric rehabilitation expertise. Hundreds of clinicians and consumers from across the country attend the group’s conference each year.

The Step By Step, Inc., staffers will discuss methods to find community-based resources that can be used to assist in satisfying individual preferences of those served in mental health and mental retardation programs.

SUPPORTIVE INDEPENDENT LIVING SERVICES

Supportive Independent Living, or SIL as it is known, provides services to 80 consumers in the Philadelphia area with behavioral health



Loretta Sysak, Dawn Shannon and Karen Yob.

and drug and alcohol issues. SIL supports consumers in becoming an integrated part of their community through skills building. Skill building includes budgeting, transportation skills, community integration, medication awareness and administration, finding and maintaining safe and appropriate housing, and finding auxiliary supports such as wrap around services, child care, and other services for children of the consumers. Accessing community resources such as food banks, churches, libraries, GED classes, and job skills trainings also assist a consumer on their road to recovery and resiliency in the community.

Consumers in the SIL program engage in various activities including work, completing their GED, attending college, volunteer opportunities, attending appointments to maintain and enhance their mental and physical health, engaging in time with their families and attend church and support groups. Consumers have shown much success by publishing books and writing and performing music as well as engaging in various creative activities.

In the most recent Consumer Satisfaction Survey results from September 2009, it was stated that “Overall, it is apparent that the consumers are satisfied with their living arrangements. They are involved in various community activities and they are satisfied with the support they receive from various sources.” For many who were once homeless or unable to live independently on their own, SIL provides the support to reach a person’s recovery goals.

LEHIGH VALLEY REGION

(Lehigh, Northampton & Berks)
623 W. Union Boulevard
Bethlehem, PA 18018
(610) 867-0688

NORTHEAST REGION

(Carbon, Lackawanna, Luzerne, Monroe, Pike, Susquehanna, Wayne, & Wyoming)
Cross Valley Commons
744 Kidder Street
Wilkes-Barre, PA 18702
(570) 829-3477
Children’s Behavioral Health
(570) 822-5653

SOUTHEAST REGION

(Delaware & Philadelphia)
67 Long Lane
Upper Darby, PA 19082
(610) 352-7837
(Montgomery)
1012 West 9th Avenue
Suite 150
King of Prussia, PA 19406
(610) 265-2015

WESTERN REGION

(Allegheny)
275 Curry Hollow Road
Building 3
Pittsburgh, PA 15236
(412) 655-8677

ADMINISTRATIVE OFFICES

Cross Valley Commons
744 Kidder Street
Wilkes-Barre, PA 18702
(570) 829-3477

THE *Mission:*

Step By Step, Inc., a community based human services agency, is committed to enhancing the quality of life and personal growth of those served through support for individual choice and independence. Our array of services focus on meeting the needs of individuals while maintaining a vision toward each person's desire, ability and right to be a productive and valued member of the community.

Step By Step, Inc., passionately believes in each individual's ability to succeed in life through personal empowerment, with dignity and respect.

In Support of This Mission:

- ▶ We deeply believe in an individual's potential for resiliency, recovery and success.
- ▶ We believe in the personal need of everyone to be a part of and contribute to his or her own community.
- ▶ We recognize that a professional and caring staff is our greatest and most valued resource.
- ▶ We embrace the knowledge that our partnership with individuals in services, family and community life is vital to developing, implementing and advocating public policy.
- ▶ We recognize the value of diversity.
- ▶ We encourage openness for creativity and innovation that promotes further success.

Phone 570-829-3477 Fax 570-829-4090



Step By Step, Inc.

ADMINISTRATIVE OFFICES
Cross Valley Commons
744 Kidder Street
Wilkes-Barre, PA 18702

ADDRESS CORRECTION REQUESTED

The Vision:
“Opening
to
the Doors
to
Independence
and
Opportunity.”