



Step By Step, Inc.™

2024 Annual Report and Calendar

# A Letter From Our President and CEO

Dear Friends of Step By Step,

As we stride into 2024, I am thrilled to reflect on the remarkable progress we've achieved in broadening our programs and enhancing lives, all while championing wellness, inclusion, and boundless opportunities.

A significant milestone was achieved with the successful acquisition of Goodwill Industries of NEPA's Residential Program. As part of this acquisition, we have welcomed 35 new consumers and 70 new staff into the Step By Step family, solidifying our team and extending a warm welcome to the individuals we are privileged to serve.

In the spirit of expansion, our Mental Health services now embrace Central PA, reaching Mifflin, Huntingdon, and Juniata Counties. Two Community Residential Rehabilitation (CRR) services have been seamlessly incorporated, supporting ten individuals in this three-county alliance. This strategic move spotlights our dedication to trauma-informed, resilience-oriented, and equity-focused mental health recovery services in Central Pennsylvania.

The transformative Wellness Recovery Action Plan (WRAP) has empowered countless individuals to sculpt the lives they desire. Recognized as Pennsylvania's inaugural "Center of Distinction" for WRAP services, Step By Step stands as a leader in this essential, burgeoning service.

In Philadelphia, our new Tenant Service Coordination initiative is making strides, assisting mental health consumers in securing safe, affordable housing, a crucial step on their path to recovery. Our home and community services program thrives, reaching more consumers where they reside, including the opening of a new ID/A group home.

Lehigh Valley celebrates the addition of four new Life Sharing homes and a new ID/A group home, as well as relocating to a new office space.

Western ID/A services continue to grow, featuring a new 4-person Community Home and the imminent launch of our first 6400 licensed community home in Westmoreland County in 2024. With expanded Life Sharing homes, we solidify our presence, fostering community engagement through our Community Participation Supports (CPS) program.

The Children's Behavioral Health Program remains a beacon of growth and support, presently serving over 300 children across seven Northeast PA school districts and 52 classrooms. Excitingly, our expansion journey is underway, bringing our services to the Philadelphia and Pittsburgh regions, a testament to our unwavering commitment to the well-being of children in our communities.



We continue to focus on technology enhancements that benefit our consumers and staff. We are piloting an Electronic Health Record that will allow data and information to be stored electronically and also allow ease of access to critical health and program information to make informed and immediate decisions for our consumers. We have partnered with Station MD to enable our consumers to have immediate access to a doctor from the comfort of their home in non-emergency situations. We continue to emphasize training and have invested in a robust learning management platform, Relias, as well as hiring dedicated training coordinators to each service line.

2023 has seen the creation of a formal, agency wide, nursing department that works to coordinate care to all our consumers throughout the agency.

We extend heartfelt gratitude to our exceptional staff and the communities we serve. Your support propels us forward, and we look forward to another year of positive impact and growth.

Warm Regards,  
Eric Lindey, President/CEO, Step By Step



# 2024 January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 <b>*New Year's Day**</b>	2	3	4	5	6
7	8	9	10	11	12	13
14	15 <b>*Martin Luther King, Jr. Day**</b>	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Residential ID Services

Community homes, also known as group homes or residential habilitation services, are shared spaces supporting Individuals in developing daily living skills and community engagement. Housing one to four Individuals, these homes offer safe, comfortable environments with unique decor and private bedrooms. Trained staff provide 24-hour support, addressing well-being, skill development, and daily tasks, including behavioral, emotional, and medical assistance. Person-centered planning is central to community homes, emphasizing individual preferences. Program Specialists collaborate closely with Individuals and their support teams to create tailored Individual Support Plans (ISPs). At Step By Step, we believe in empowering Individuals and their families to lead decision-making for meaningful, independent lives.



# 2024 February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2 Groundhog Day	3
4	5	6	7	8	9	10
11	12	13	14 Valentine's Day	15 National Flag Day	16	17
18	19 *Presidents' Day**	20	21	22	23	24
25	26	27	28	29		

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed

## Mental Health Recovery Services

Mental health recovery is self-directed and is when a person is able to live the life they desire. Step By Step is committed to equipping our teams and providing supports that promote recovery. Each year is another opportunity to increase our Certified Personal Medicine Coaches (CPMC), increase our Certified Psychiatric Rehabilitation Practitioners (CPRP) and Psychiatric Rehabilitation practices, and to expand quality recovery-based models.





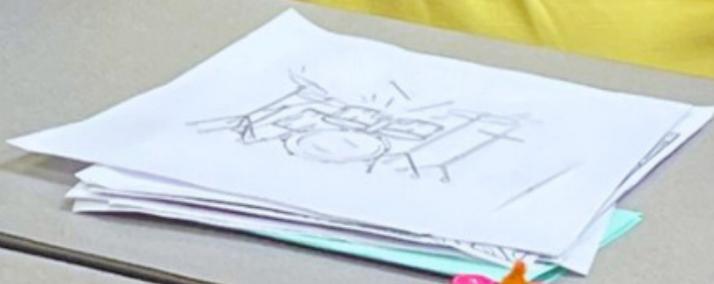
N3L3 raises awareness

0-605-1769

STEP BY STEP Transformation

REGATTA

LAUREN  
♡



# 2024 March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10 Daylight Savings Time Starts	11	12	13	14	15	16
17 St. Patrick's Day	18	19	20	21	22	23
24	25	26	27	28	29	30
31						



## WRAP Program

Wellness Recovery Action Plan (WRAP) is a simple and powerful process for creating the life and wellness you want. With WRAP, you can discover simple, safe, and effective tools to create and maintain wellness, develop an organized plan to identify stressors or triggers and how to use action planning to address these, develop a daily plan to stay on track with your life and wellness goals, identify what throws you off track and develop a plan to keep moving forward, and gain support and stay in control even in a crisis. The WRAP process supports you to identify the tools that keep you well and create action plans to put them into practice in your everyday life. All along the way, WRAP helps you incorporate key recovery concepts and wellness tools into your plans and your life.



# 2024 April

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	<b>1</b> April Fool's Day	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>
<b>14</b>	<b>15</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>19</b>	<b>20</b>
<b>21</b>	<b>22</b> Earth Day	<b>23</b>	<b>24</b> National Administrative Professionals Day	<b>25</b>	<b>26</b>	<b>27</b>
<b>28</b>	<b>29</b>	<b>30</b> National Therapy Animal Day				



## In Home and Community Support

Our in-home and community supports program is an outcome-based service that helps our Individuals gain skills to be more independent both in their homes and in the community. These activities are based on the needs and preferences of the person receiving services and are a great way to help people who may not have natural supports to build these skills.



Sunglasses

How do we measure success?



American Foundation for Suicide Prevention

OUT OF THE DARKNESS

Sunglasses

How do we measure success?

Watch

Step, Inc.



# 2024 May

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12 Mother's Day	13	14	15	16	17	18 Armed Forces Day
19	20	21	22	23	24	25
26	27 *Memorial Day**	28	29	30	31	

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Mental Health Services Central PA Expansion

In 2023, Step By Step expanded the Mental Health services to include Central PA (Mifflin, Huntingdon, & Juniata Counties) by taking on two Community Residential Rehabilitation (CRR) services. The two programs support a total of 10 Individuals from the three-county joinder. Step By Step gained two exceptional teams during this expansion. We are excited to expand our trauma informed, resilience oriented and equity-focused mental health recovery services for the communities of Central Pennsylvania.



# 2024 June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14 Flag Day	15
16 Father's Day	17	18	19 Juneteenth	20	21	22
23	24	25	26	27	28	29
30						



## Residential Services: Goodwill Acquisition

Step By Step is pleased to announce the successful acquisition of Goodwill Industries of NEPA's Residential Program. We now proudly provide services to 35 Individuals with intellectual and developmental disabilities across Luzerne and Lackawanna counties, following the acquisition of 10 residential properties. The focus during the acquisition process was on minimizing disruption for Individuals and families, preserving homes, furnishings, and trusted staff. Finalized on June 30, 2023, this acquisition marks a significant milestone in our agency's growth, ensuring ongoing positive impacts on those we serve.

“ People start to *heal* the moment they feel heard. ”

Cheryl Richardson



# 2024 July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4 *Independence Day**	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Trauma-informed Resilience-oriented Equity-focused (TRE)

Step By Step is committed to a continuous TRE (pronounced tray) transformation. Calling attention to the importance of wellness and inclusion, especially the importance of people feeling heard, has been an essential part of the transformation this past year. TRE transformation touches every aspect of Step By Step through our policies, procedures, practices, priorities and personal interactions.



# 2024 August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26 Step By Step Foundation Golf Tournament	27	28	29	30	31



## Life Sharing

Life Sharing is a unique program where compassionate households open their doors to adults with intellectual disabilities, providing not just a place to live but a genuine sense of belonging and daily care. Originating in Pennsylvania in 1982, Life Sharing emphasizes meaningful relationships as the cornerstone of a fulfilling life. While historically sponsor families had no biological ties, since July 2017, even biological family members are eligible, receiving a daily stipend for their care. With over two thousand adults benefiting from this family-oriented style of care, Life Sharing fosters close personal connections and high satisfaction rates. Families of all types, including Individuals living alone, can apply to become Life Sharing providers, and Step By Step guides them through the application and matching process with utmost care.



# 2024 September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 <b>*Labor Day**</b>	3	4	5	6	7
8 <b>Direct Support Professionals Week</b>	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Western Expansion

Western ID/A services added a new 4-person Community Home in 2023 when Moray Ave opened in Summer 2023 and will kick off 2024 by opening its first 6400 licensed community home, a 3-person home on Hamel Ave. in Westmoreland County. In addition to the expansion of our Community Homes program, Western ID/A services added a new Life Sharing home in 2023 and is slated to add another in January 2024. That home will be our first Life Sharing location in Westmoreland County, where we also operate a hub-based program through our Community Participation Supports (CPS) program. This 100% community-based program allows the Individuals we support the ability to take advantage of recreational and volunteer opportunities in the area, including Meals on Wheels.



# 2024 October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14 *Columbus Day, Indigenous Peoples Day**	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31 Halloween		

\*Step By Step Recognized Holiday, \*\* Step By Step Offices Closed



## Vocational Services & Supported Employment

Step By Step Vocational Services offers a wide variety of employment options for Individuals with funding from the Office of Vocational Services and The Office of Developmental Programs. Services can begin as early as age 14 for students looking to gain valuable work experience. Other services offered are Adult Supported Employment, Job mentoring, Job Shadowing and more. In addition to earning a paycheck Individuals gain independence, confidence and the ability to participate more fully in the community which leads to an Everyday Life.



# 2024 November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3 Daylight Savings Time Ends	4	5	6	7	8	9
10	11 Veterans Day	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28 *Thanksgiving Day**	29 *Thanksgiving Friday**	30

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Justice Involved

Step By Step is committed to providing mental health support to prevent justice involvement, supporting the person currently incarcerated as well as supporting our returning citizens. Support may be in the form of: Providing therapy in a county jail, providing intensive residential support, connecting a person with housing, providing mobile services, working with Treatment Counts and County Teams, or recruiting returning citizens who became Certified Peer Specialists (CPS) in Pennsylvania's State Correctional Institutions (SCIs). While in Step By Step's MH recovery services, individuals are provided trauma-based recovery tools such as Personal Medicine and Wellness Recovery Action Plans (WRAP).



# 2024 December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7 National Pearl Harbor Remembrance Day
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24 *Christmas Eve**	25 *Christmas Day**	26	27	28
29	30	31 *New Year's Eve**				

\*Step By Step Recognized Holiday

\*\* Step By Step Offices Closed



## Children's Services

Thanks to our exceptional staff and services, the Children's Behavioral Health Program continues to grow and expand. We currently provide services to over 300 children and our group program now provides services to seven Northeast PA school districts which involves 52 classrooms. We are also excited to have initiated the process of expanding services to the Philadelphia and Pittsburg regions. We are privileged to serve the children in our communities and excited by the growth that is occurring.

## F.Y. 2023 – 2024 Board of Directors

Ms. Mary Beth Farrell, Chair  
Atty. John Ellis, Vice Chair  
Ms. Paula Jump, Secretary  
Mr. James Harowicz, Treasurer  
Mr. George Rable, Immediate Past Chair  
Dr. Kim Ference  
Dr. Cindy Charnetski  
Ms. Karen Friar  
Mr. Greg Chaffee  
Mr. Matt Mucci  
Ms. Corny Romanowski  
Ms. Tine McCarthy  
Mr. Eric Lindey, President/CEO  
Ms. Patricia Blazaskie, Assistant Secretary to the Board

## Executive Management Team

Mr. Eric Lindey, President/CEO  
Ms. Lesley Corey, Ed. D., Executive Vice President/Chief Operating Officer  
Mr. Justin Hyman, Senior Vice President of Operations  
Mr. Joseph Sileo, Esq. Chief Administrative and Legal Affairs Officer  
Ms. Susanne O'Donnell, Chief Financial Officer  
Ms. Denise Cavanaugh, ID/A Western Vice President of Operations  
Ms. Meg Lukaszewski, Statewide Children's Vice President of Operations  
Ms. Janet Romero, Statewide Mental Health VP of Operations

## Office Locations

### Northeast, Central, and Administrative Office:

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

### Lehigh Valley Office:

2015 Hamilton Street, Suite 103 Allentown, PA 18104  
(610) 867-0688

### Southeast Office:

201 Marple Avenue Suite 200 Clifton Heights, PA 19018  
(610) 352-7837

### Western Office:

275 Curry Hollow Road, Suite 7, 2nd floor. Pittsburgh, PA 15236  
(412) 655-8677



**CARF International awarded to  
Step By Step, Inc.  
for the following services:  
Behavioral Consultation Services – ASD  
Childrens and Adolescents  
Community Housing – ASD Adults**

## 2023 Golf Tournament Sponsorships

Arlington Heritage Group  
Benco Dental  
Borland and Borland, LLP  
Cillo Plumbing, Inc.  
Community Bank  
Concord Agency Inc.  
Carol Douds/Golden Business Machines  
Continuum Cloud/Datis  
Delta T. Group  
Dowd Family Fund of the Luzerne Foundation  
E. K. McConkey & Co., Inc.  
Eastern Alliance Insurance Group  
Friends of Senator Lisa Baker,  
Harold's Pharmacy Inc.  
Great American Insurance Group  
Green Valley Landscaping, Inc.  
Marily Glogowski  
Jane Gritman  
Hazleton Eye Specialists  
Highmark  
Hillman Security and Fire Technologies, Inc.  
Hope Enterprises, Inc.  
Howell Benefit Services Inc.  
JDB Service Group  
Mike Kasenchak  
Keller Wheelchair Lifts  
Latcon, Inc  
Luzerne Bank  
OnePoint  
PNC Bank  
Professional Office & Medical Supply Inc  
Sidnal Mechanical Group LLC  
Ufberg and Associates LLC  
United Concordia Dental  
Vision Benefits of America  
Willetts Techn

## 2023 Golf Tournament Donations

Bob Blazaskie  
Patti Blazaskie  
Lesley Corey and Step By Step  
Operations Services  
Holly Curran  
Megan Dolbin  
Mary Beth Farrell  
Step By Step Fiscal Department  
Huntsville Golf Club  
Paula Jump  
Step By Step Lehigh Valley Office  
Eric and Laura Lindey  
Tina McCarthy  
Jim Qualters  
Colleen Reese  
Corny Romanowski  
Atty. Joe Sileo

Marbee Sulitka  
Sundance Vacations  
Ranch Wagon  
Step By Step Western Day  
Program  
Donna Zalora

## Foundation Donors

Diane Gilroy  
Don Glaser  
Lynch Family  
James and Christine Mooney  
One Point  
Andrew and Andrea Potash  
In Memory of Jared O'Donnell  
George and Mary Rable  
- All One Match Day  
Giving Tuesday  
Paulette Roth  
Tambur Family Foundation  
Wilkes University

## Corporate Auditors

Baker Tilly US, LLP

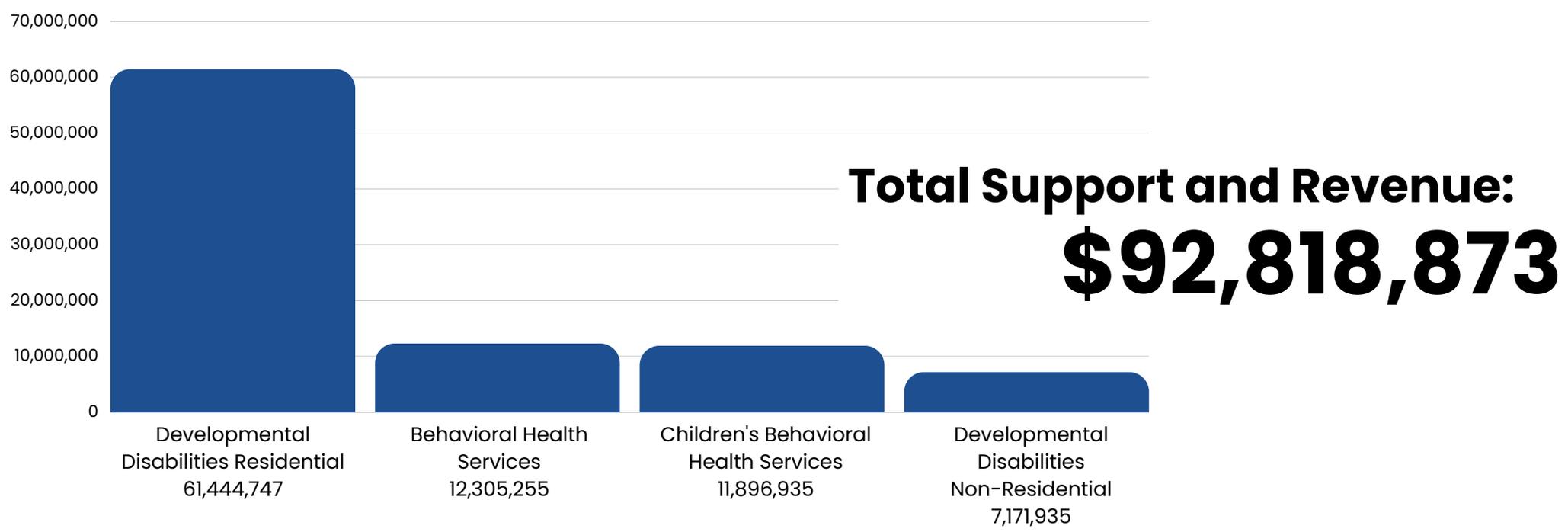
## Legal Counsel

Borland and Borland, L.L.P.

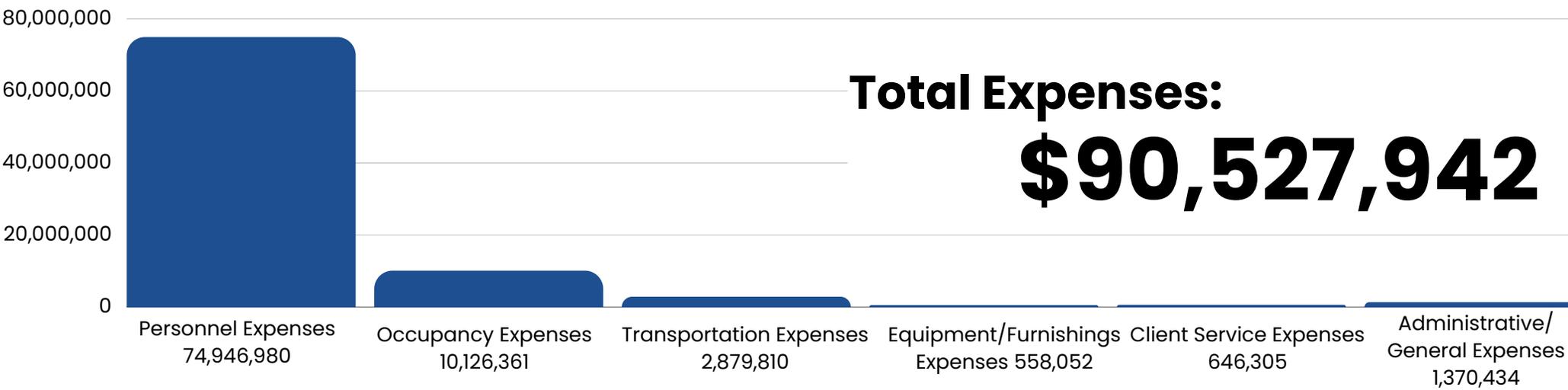


# Fiscal Year 22-23 Unaudited Services

Revenue by program service segment



# Expense Categories





# Step By Step, Inc.™

**ADMINISTRATIVE OFFICES**

**Cross Valley Commons**

**744 Kidder Street**

**Wilkes-Barre, PA 18702**

**ADDRESS CORRECTION REQUESTED**



**Connect with us: @StepByStepUSA**

