



*Celebrating 42 Years
of Community Service*

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PEP

*Programs
Employing
People*





A LETTER FROM

Graham B. Gill

Dear Friends,

Almost every day someone asks "How is PEP doing?", and I am always happy to reply that "We are doing very well, thank you!" Even in these challenging times, I find that there is much to be optimistic about here. PEP is a vibrant and diverse community of people with a shared commitment to each other and to good work, coming together in an inviting space. We continue to extend and improve our efforts, although we do so under increasingly constrained budgets. Our annual report is our opportunity to share our stories of this work with you.

PEP's stories of success take place against a backdrop of funding cuts. State reimbursement rates for the services we provide have declined for the third consecutive year, while administrative processes increase. Foundations we historically rely upon struggle with poorly performing portfolios in a rocky economy while organizations in need of financial support increasingly compete for their limited dollars. And state budgets have curtailed funding for programs due to lost tax revenues and lost federal subsidies.

Nonetheless, 2011 was another productive year for PEP. We have embarked on a new program to provide in-home respite services to help families support their adult children in their own homes. We instituted and provided training on a new database for collecting important program data. We have added a new kitchen area to our great room and our staff and consumers continue the daily care of our award-winning courtyard gardens—just as our excellent staff continue their steady commitment to providing exemplary supports to the individuals we serve.

I am very pleased to bring you the 2011 Annual Report from PEP. Despite the obstacles we encounter, this report clearly demonstrates our commitment to our consumers and the achievements we are collectively proud of.

A handwritten signature in black ink, appearing to read "G. B. Gill". The signature is fluid and cursive, with a large initial "G" and a long, sweeping underline.

Graham B. Gill
Executive Director

THE YEAR IN REVIEW

Meeting New Challenges

PEP's New Database System Eases and Improves Reporting

In September, PEP began using the billing software of our new multi-component consumer database. In addition to billing, the Vertex® system includes software for tracking demographics, service coordination and program implementation. It offers PEP expanded report capabilities and more comprehensive reports for tracking outcomes.

Robert Scott, Program Services Director reports, "More staff are now responsible for entering data than there were prior to the introduction of Vertex. With time, most staff will become more adept and proficient. Vertex Systems staff continues to be very responsive and helpful to PEP when asked. Overall, I'd say that we are pleased with our relationship with Vertex and with the applications in general."

Michele Cheng, Office Manager adds, "I've produced documents that include attendance reports, medical incidents reports and monthly progress reports. Once the parameters were set, the reports were easily accessed." On April 11, 2011, the Vertex software was certified by the State of Pennsylvania for seamless integration with the state PROMISE system.

PEP's New Kitchen Serves a Dual Purpose

In late spring of 2011, with a generous grant from the Mclean Foundation, a new commercial kitchen was constructed to extend PEP's vocational training program as well as to complement and equip a commercial kitchen in PEP's popular Great Room. The kitchen will allow PEP to expand consumer training opportunities and increase placements in restaurant-related jobs through our CIE job placement department. An additional benefit of the new kitchen is the enhancement of our catering rental facility. This upgrade makes PEP's facility much more attractive for special events for PEP and the surrounding community.

New PEP Program Supports Families and Consumers in Their Homes

Through the generous support of Lincoln Financial Foundation, PEP has developed and introduced a new service program for consumers called the In-Home Habilitation Program. The primary goal of in-home habilitation is to provide in-home respite supports to consumer and families. This service supports families in keeping their adult children in their natural home.

This service also provides care to adults with disabilities who may require life-skills training or benefit from participation in activities and recreation in their own homes and communities. These consumers may be adults who prefer to receive these services at home rather than elsewhere in their communities or who live with aging family members who find it increasingly difficult to continue providing care for their children themselves.

Blending Fundraising & Community Outreach

The Spring Plant and Flower Sale had its 5th successful year in 2011. Our careful planning and plant selection has made this event an integral component of our fundraising activities while providing our South Philadelphia community an excellent stock of annuals and perennials to beautify their homes and neighborhoods. The plant sale is a natural extension of PEP's continued presence as a functional and award-winning community garden in the city. Planning for the 2012 sale is already underway where we will offer locally grown plant stock during the first week of May.

The Third Annual PEP Carnival was held on October 16, 2010 on a beautiful October Saturday. This community event featured games of skill with prize awards and a strolling magician, clown, and caricature artist. Countless carnival-goers enjoyed arts and crafts, pumpkin and face painting, both police and fire department displays, and traditional carnival fare such as popcorn, cotton candy and candy apples. Like the PEP Plant Sale, the PEP Carnival is a fundraiser that also invites our neighbors into our lovely gardens to learn more about PEP and the people we support.



PEP Carnival

THE YEAR IN REVIEW

Meeting New Challenges (continued)

PEP Bowl Celebrates a Successful Second Year

PEP BOWL celebrated its second anniversary in February 2011. The pleasant environment and cheerful staff of our renovated bowling center offers many repeat customers with a variety of leagues and special events to choose from.

Sales and revenue from PEP Bowl continue to grow monthly. This year, PEP Bowl has hosted seasonal leagues, many of them returning for a third year of play, and has hosted a variety of fundraising events, rent-the-house parties and birthday parties every week. PEP General Manager, Dan Ciecka, has also planned a Fall schedule for special-needs leagues. PEP Bowl continues to offer employment to PEP consumers and other individuals with disabilities across a variety of positions.



PEP Bowl

PEP's Courtyard Garden Has Another Award-Winning Season

For the second year, PEP has been awarded First Place in the Community Flower Garden category of the Pennsylvania Horticultural Society 2011 City Garden Contest.

PEP has maintained a long tradition of entering this annual contest and has finished in award categories 5 times in the past seven years. The horticulture program at PEP provides our consumers a great sense of accomplishment and pride preparing beds in the spring and nurturing seedlings to full grown plants through the growing season. They understand the need to feed, routinely water, care for the plants, and plan schedules for clean up and maintenance of the flower beds. PEP consumers and staff enjoy the benefits of relaxing in the lovely environment of our garden across three seasons. The garden is considered a neighborhood gem and our consumers and staff are very proud of it with good reason.



PEP Courtyard Garden

STAFF OF DISTINCTION . . .

PEP is very proud of the efforts all of our staff contributes to making PEP a provider of excellence in our service areas!

We would particularly like to congratulate Production Supervisor ***Elmer Highsmith*** and Life Skills Instructor ***Precious Johnson*** on being awarded the ***Points of Transformation Service Award*** in 2011 from the Philadelphia Office of Intellectual Disability Services!

The Points of Transformation Service Award is given to direct support staff that in part, ensure quality outcomes for people they support, provide inclusive, meaningful and creative experiences for consumers accessing the community. They support consumers in achieving valued social roles, build social capital, and feel included in their community. We are proud to say that both Anthony and Precious have excelled in these areas!

Program Report

Providing the best possible services and staying mindful of and responsive to those we serve is critical to fulfilling our mission . . .

◆ ADULT EDUCATION

To fulfill PEP's mission to offer educational and recreational services to persons with developmental disabilities, the Adult Education Program in FY10-11 again offered a variety of classes to our primary population.

Our program for vocational and CIE consumers continued to be very popular, with thirty consumers having attended throughout the year. This program also served our vocational consumers with four weekly sessions that focused on workplace literacy.

We also continued our Community Adult Education classes for non-disabled community members. Over the past year, community members improved their literacy skills and/or worked toward earning their General Education Diploma (GED).

Our students attended an average of 140 hours of instruction. Eleven students progressed to a higher Educational Functioning Level and three students are now close to achieving their GED. One student has gone on to study at Community College of Philadelphia (CCP). One of our most diligent students has been William Ferebee, a program participant in CIE. He has been an active participant in both our Community Class and our Friday Day School. He started in our Vocational/CIE classes 2 years ago and has attended almost every day since. As the self-appointed classroom assistant, he takes it upon himself to organize and clean our classroom every morning and help in any way that he can. As a result of his class attendance, William has developed an interest in computers. His case manager arranged for him to purchase his own computer for use

at home. He enjoys using his personal computer for reading, math and games online. William says "The best thing about classes is that I am learning to read and to use a computer."

The Arts for Socialization Program is an extension of the Adult Ed Program under the leadership of coordinator Lisa Hannum. Lisa is our artist in residence and is responsible for the inspiring works of art the consumers work on each week and are displayed throughout PEP's building.

The Arts for Socialization group meets one evening per week and is a very popular program offering for our consumers. Students work on creative projects including seasonal crafts, prints, mosaics, sculpture and collage.

◆ CAMP PEP

2011 marked the 42nd year of our founding program, Camp PEP. Camp PEP is a traditional summer day camp tailored to specific education and recreation needs of children with developmental disabilities. For four weeks, our camp counselors and specialist staff under the direction of Antoine Terrell and Mike Rucci, encourage campers to develop peer relationships, improve leisure skills and learn new skills and adaptive behaviors. Campers also took advantage of a variety of local sites for swimming and day trips. Camp PEP provided over 130 camper weeks to 42 campers each week.

This year's Camp PEP "Land of Oz" theme was a big hit with the campers. The theme enabled each group to select cultural and friendly musical traditions. Their beautiful arts and crafts projects were displayed for guests at the Open House and looked wonderful. A weekly activity calendar was posted with a daily agenda and age-appropriate in-house activities. Daily events were well structured and organized and included off-site trips/activities.

We ended the camp season with our annual Camp PEP Open House. Friends and families of PEP campers attended and campers entertained the audience with skits, songs and dances.

Program Report

PEP is grateful for the collaboration shown by the School District of Philadelphia for allowing us to run Camp PEP at the Greenfield School at 22nd and Chestnut Street.



Camp PEP Open House

◆ IN-HOUSE PRODUCTION CENTER

PEP's In-House Production Center has a proud history of providing customized manufacturing solutions for businesses throughout the Delaware Valley and beyond. PEP can do part of the job or all of it, from sub-assemblies through final shipping. From our modern loading dock and warehouse, goods are shipped throughout the region. Our quality handling ensures that the job is done right. Many of our customers have found that outsourcing to PEP enables them to reduce and control operating costs. In addition to being a superb opportunity for the business community to fulfill special needs, our In-House Production Center provides our consumers with the chance to be productive, feel good about their work and earn a paycheck.

PEP's business customers for FY10/11 were as diversified as the services we provide and we thank these companies for their business. American Handle, Frankford Candies, Northeast Cutting, Academy of Cognitive Therapy, Media Supply and WEBB Manufacturing.

Secure Document Destruction

In the spring, the Secure Document Destruction Services van received a make over – a new marketing sign. The PEP Shred van is now wrapped in a colorful advertisement

making it a great marketing tool. You may see the PEP Shred van rolling down the street to a business or residence in your neighborhood. Our service expanded in both the public and private sectors. Additionally, four consumers were newly trained to operate the shredding machines. The shredding operation allows the consumers to be productive and earn a paycheck.

◆ COMMUNITY INTEGRATED EMPLOYMENT PROGRAM

The Community Integrated Employment Program (CIE) offers an environment of enriched work-readiness services designed to assess skills, enhance participant's work skills, and boost participant' confidence so that they may enter the workforce better prepared for success.

Many opportunities for PEP's CIE (job support) program were offered to improve upon its existing successes. At the close of the fiscal year, 77% of CIE participants were employed at an average pay rate of \$9.05—well above minimum wage. We experienced enrollments and departures this year but kept our average number of individuals served at 24.

PEP consumers strive for the same quality of life earned by working individuals contributing to society. They seek the same opportunities we all seek—opportunities to demonstrate our skills, highlight our work ethic and enjoy the satisfaction of doing our best on the job. Their search for gainful employment and self sufficiency is demonstrated by their endless efforts to improve their skills and increase their confidence.



Latasha Haye gets the job done with a smile. She came to PEP in 2008 as a member of the Production Program. Her many friends call her Tasha. Each day she greets her supervisor, Darlene Daniels with a bug. In the last year, she has become a leader in her work group and in her janitorial job in the lunch room. Congratulations on a good job Tasha!

Program Report

William Ferebee likes to work but previous jobs didn't fulfill his dream of working for a big company with advancement opportunities and pay increases. PEP facilitated his introduction to his current supervisor 16 years ago and William remains employed today. He realizes his dream daily by working for Wells Fargo—and enjoying his great benefits and vacation package.

Ask Rickie Shelton about self sufficiency and he'll tell you there's nothing like it. After many years of various living arrangements, Rickie wants to strike out on his own. His current limited income poses a barrier to independent living but that only fuels his desire to continue working until he reaches his dream of living alone and enjoying his independence. His job at the PA State Police Liquor Control Board is instrumental in his path to self-sufficiency and PEP is honored to participate in his quest to self-sufficiency.



L to R: Employment Specialists Deborah Cottman, Robert Middlebrook, Manager Nelida Sepulveda, Employment Specialist Lois Tate

◆ FACILITY MAINTENANCE SERVICES

PEP has partnered with Pennsylvania Industries for the Blind and Handicapped (PIBH) since 1992 providing staffing for facility maintenance services in state owned office buildings. Seventy five percent (75%) of the workforce on these competitively bid contracts is comprised of people with disabilities. Our PIBH contract positions boast superior results through rigorous quality control and the use of first class equipment and supplies. In 2011, PEP Facility Maintenance Services serviced two state building sites, employed 3 people—all of whom were people with dis-

abilities, maintaining over 20,015 sq/ft each day.

Unfortunately, the end of 2009 saw a reduction in these PEP contracts with the State due in part to buildings closures and reduction in available state funding for these services.

PEP continues to seek long-term contracts to clean and maintain office buildings throughout Philadelphia and the surrounding communities.

◆ ADULT DAY PROGRAMS

When Justin began in PEP's Adult Day program in late 2010, he was a shy guy who spoke very seldom and had a history of challenging behaviors. Any lack of communication was generally attributed to his autistic tendencies. His participation in program activities was sparse and his attendance was equally so. In January, Justin had the opportunity to work with a new staff member who focused on Justin's strengths and really gave him the care and attention that he needed. Justin was given the space to do activities at his leisure. Justin also received one-on-one attention from a community habilitation source which was provided by his Behavior Supports specialist. Justin has been receiving maximum care from individuals who have his best interests at heart and work diligently to make sure that his needs are met. This personal attention and customized care plan have resulted in a man who now speaks often and tells jokes. He enjoys being around his peers and staff, demonstrated by frequent smiles and chuckles. He is now an individual once described as a "loner" who will interact with his peers. Justin will verbalize his needs and his wants. He still has the same challenging behaviors, but they have significantly decreased. He will respond to staff when asked: "What is wrong?" Justin has increased his math skills significantly. He can count money and other integers as well. He will participate in activities that are offered to him and uses his personal style to make the activity just for him. The overall services offered to Justin this past year have allowed him to grow to new heights, fostering in him a new sense of self-determination that he can be proud of.

Consumers in PEP's Adult Day Training (ADT) program work with our dedicated PEP staff on individual goals that include in-house and community activities, from options

Program Report

such as arts and crafts, music enrichment and academic enhancement. The ADT program has been a hallmark program at PEP since the early 80's. This year the program began a new Connections Program which is structured to build connections through social, academic and community based instruction. This program consists of two-month cycles where in-house activities and community outings focus on a range of topics. These topics include sports, gardening, entertainment, nature/wildlife, arts and crafts and an all encompassing cycle. Our Connections Program caters to the unique needs of our individuals and allows members to select from a variety of activities and outings. This year, consumers participated in community, recreational and cultural trips, including The Philadelphia Flower Show, Kimmel Center Theater events, and outings to various area parks restaurants and movie theaters.

ADT program participants continued their volunteer food delivery service for the Home Link program for the elderly once a week. They also worked to provide a similar meal delivery service for MANNA for persons with HIV and AIDS twice a week. These volunteer home delivery services totaled approximately 120 trips and 1000 meals for the year.

◆ SENIORS PROGRAM (GOLDEN BRANCH)

Our seniors work on needs-based goals, including weekly participation in educational sessions that focus on health and safety awareness, both in program and in the community. Many of the daily activities in this Department of Aging Licensed program are focused on the particular interests of the Golden Branch participants and may include arts and crafts, group games, "coffee and tea hour", singing and dancing and cooking. Golden Branch members participate year-round in recreational and cultural events in the community that are meaningful and compatible for the seniors, including: restaurant visits, Wissahickon Environmental Center, movie theatres, Flower Show, Kimmel Center theatre events, various senior centers visits for bingo and trips to various parks.

It is sometimes expected that a seniors program would be sedentary in nature. Not our seniors, as they are always "on the go" in a gentle and relaxed manner, exploring Philadelphia and supporting each others interests. When

they are in facility, they are using tread mills and stationary bikes at their own pace to exercise and stay fit. Our Golden Branch support staff ensures program participants receive individualized support and care.



Phil DeLuca

Phil DeLuca has been a member of the PEP Adult Day family for over three years. During this time we have seen him grow in many ways, but most notably, in the ready display of his musical skills. Although Phil has been blind since birth, he is able to play a number of instruments completely by ear, including the keyboard, guitar, harp, harmonica, flute and accordion.

When first starting at PEP, many consumers and staff were not in tune with Phil's talents. However, through the years at PEP, Phil has been given more and more opportunities to demonstrate his musical talents. A keyboard is available for his use at program and Phil is encouraged to practice and play every day. During many PEP parties, Phil has played the keyboard, sang and taken requests. It seems that there isn't a song of any genre or era that Phil doesn't know from memory. PEP staff and consumers love to hear him play and will sing and dance along to his music.

This past spring, Phil auditioned with his accordion for the PDCC Annual Talent Show, accompanied by his family and PEP staff members. He was asked to play in the entrance lobby while guests were arriving and then later played two Mummer's songs on stage during the show itself. He was the hit of the show! It has been a pleasure to witness Phil's social growth through his musical talents—and PEP consumers, staff and the Philadelphia community are all the better for it.

STATEMENT OF EXPENSES

for the year ended June 30, 2010

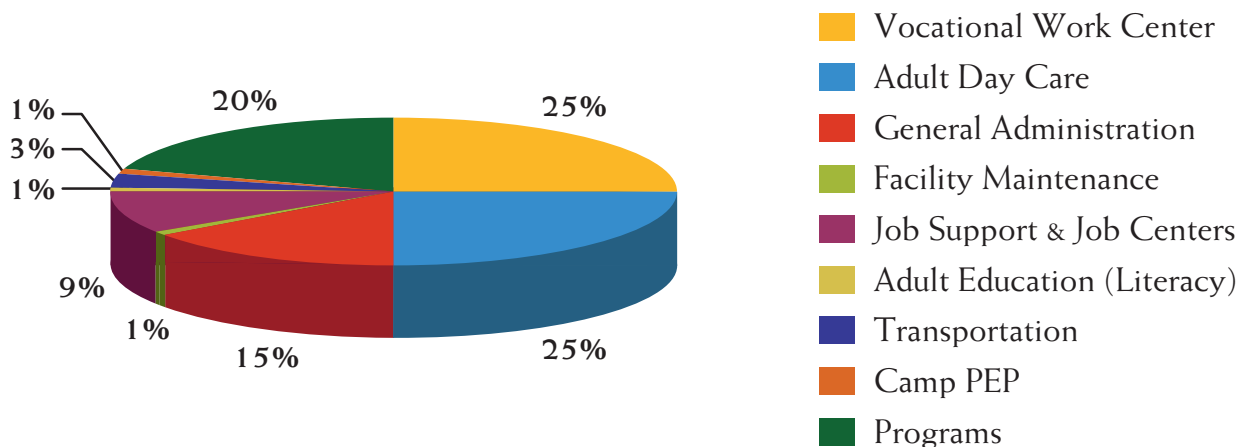
Gifts and contributions help benefit every program at PEP!

The following charts shows where contributions went for the year ending June 30, 2011:

EXPENDITURES

Vocational Work Center	\$764,111
Adult Day Care	\$770,494
General Administration	\$452,074
Facility Maintenance	\$25,106
Job Support & Job Centers	\$252,938
Adult Education (Literacy)	\$39,848
Transportation	\$104,514
Camp PEP	\$44,812
Programs	\$576,004
TOTAL	\$3,029,901

EXPENSES



PEP'S COMMUNITY PARTNERS

Grants and Donations July 1, 2010 – June 30, 2011

FOUNDATION AND CORPORATE CASH GRANTS

Beneficial Bank
 Pennsylvania Department of Labor & Industry
 Lincoln Financial Group Foundation
 Philadelphia Activities Fund Inc.
 The Beneficial Foundation
 The Gallagher Memorial Foundation
 The TJX Foundation Inc.
 Verizon Foundation
 Connelly Foundation
 Henrietta Tower Wurts Foundation
 The McLean Contributionship
 Mill Spring Foundation
 Louis N. Cassett Foundation

IN-KIND DONATIONS

Bed, Bath and Beyond
 Dow Chemical Company
 Advanced Materials
 City of Philadelphia
 Goldenberg Group
 Microsoft
 Monti Wholesale Foods
 Oregon Diner
 Parx Casino
 Quaker City Produce
 Quantum-Think
 ShopRite of Oregon Avenue
 Tech Soup
 Vanguard Group
 Wegman's Supermarket
 William Sonoma

INDIVIDUAL CASH GIFTS

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 Arch Insurance Group
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 Lois Bittman
 Lisa Brady
 Ralph Budnick
 Thomas Casalena
 Theresa Coles
 Mary Curcio
 Paul Curcio
 Robert Curcio
 Emanuel Day
 Daniel Delvecenio
 Jean Marie Donnelly
 Linda G. Dorman
 Dudo Electric, Inc
 Christopher Farinella
 Fred Ghanayem

Joanne Ghanayem
 Judy Ghanayem
 Maria Ghanayem
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 Graham B. Gill,
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 Lindsay Insurance Group
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In Memory of Mary Curcio
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 Catherine Di Falco
 Charles M. Hoffman
 Concetta & Diane LoGuidice
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 Nancy Ellen Greenstein
 Niaz M. Ahadyar
 Paul P. Policarpo
 Paul Curcio

Preparatory Charter School
 Programs for Exceptional People
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 Regina Donnelly
 Robert Parrotti
 Robert G. Stern
 Salvatore Ritrovato
 Sheila Ziegler

Nettie Scaruzzi Memorial Dinner

Diane Abruzzi
 Deborah L. Adams
 Karen Altadonna
 Joseph P. Angelo
 Dolores Barrett
 Kathy S. Bogle
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 Karen Bruccoleri
 Daniel Chaiken
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 Nina DeCarlo
 Mary D. DeCaro,
 Donna J. DeFino
 Catherine M. DiFalco
 Maureen DiLeggi
 Raymond DiPalma
 Donatucci 2007 Committee
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 Veronica M. Tepper
 Joseph Trombette
 Donna Trunkwalter
 Mark Valentine
 Anna Verna
 Marie C. Wightman
 Dorothy Wolf
 Diane M. Wooden

More of PEP . . .



Life Skills Instructor Michele Faison and Adult Day Program consumers enjoying an outing at Taco Bell Restaurant



L to R: Service Coordinators Trisbeena Quarles, Laton Macklin, Renee Brunson



A Holiday Gathering, PEP auxiliary holiday party



William Ferebee



Rickie Shelton

Production Center Staff L to R: 1st row, Instructors Teresa Moore, Andrew Byrd, Asst. Manager Marion McAllister, Manager Heather Brennen. 2nd row, Instructors Joan Crawford, Elmer "Alexander" Highsmith, Darlene Daniels.



L to R: 1st row, Instructors Comfort David, Eugene "Omar" Hutchings, Patricia Chandler, Precious Johnson, Manager Dionne Craig-Sanders, Instructor Fred Smith 2nd row, Instructors Tara Clinton, Malvia Stewart, Michele Faison, Tiffany Anderson, Kamieshaia Smith, Tamara Pratt





PEP Board of Directors 2010-2011

FIRST ROW: *Helen Danenbower, Cathy Osborne, Maria Ghanayem, Cheryl Tumolo, Paul Curcio*

SECOND ROW: *Kathleen McGrann, Donna Russo-Gallagher, Connie LoGuidice, Susan Lanciano, Dionne Jones*

REAR: *Louis R. Petrone, M.D., President*

ABSENT: *Nicholas Holz, Connie DeLizio*

ADVISORY COUNCIL: *Anna C. Verna, James Reed, Ronald Donatucci, Esq.*

PEP has over 75 dedicated employees who passionately serve and empower over 300 individuals with intellectual disabilities annually through multiple programs and services in the heart of South Philadelphia and beyond.

Now that's something to be proud of!