



Care Team

Growing Through Adversity

Benjamin Franklin said, "Out of adversity comes opportunity." Throughout the pandemic there were opportunities for people to step up to the challenges of a global pandemic. Prospectus Berco is so grateful to the many people who rose above the norms to deliver exceptional care for individuals residing in our Community Homes. If the frontline workers are the unsung heroes, the Care Team became the Justice League, working behind the scenes to coordinate a rapid response to situations throughout the pandemic. The Care Team grew out of the COVID-19 Task Force and includes Debbie Dallago, Residential Administrator; Kevin Kirlin, RN, Residential Services

(Left to right are Brooke Wagner, Debbie Dallago, Kim Alarcon and Kevin Kirlin)

Health Care Coordinator; Kimberly Alarcon, Human Resources Administrator; and, Brooke Wagner, BSN, Day Services Health Care Coordinator.

"The Team came together out of necessity and because frontline workers were looking to us for support and advice," Debbie explained. Initially, this was very difficult because things changed all the time. What was true one day, was not true the following day. "We were looking for guidance from professionals in the field, and in turn, employees were looking to us for support," Debbie said. "We had to figure things out for ourselves," *Continued on page 6*

Inside This Edition:

- Memorials - 2
- Executive Director Message - 3
- United Way of Berks County - 4
- Welcome Aboard - 5
- Care Team - 6-7
- 2019-2020 Annual Report - 8-9
- Photo Gallery - 10-11



Executive Director's Message

Embracing Change

"...2020 and 2021 have presented other opportunities for us to embrace change. With the well-deserved retirements of a couple of senior leaders,...."

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Client Relations & Safety, GAGE Personnel

Christine Werner
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ADMINISTRATIVE TEAM

Jody Wagner
Executive Director / CEO

Kim Alarcon
Human Resources Administrator

Debbie Dallago
Residential Services Administrator

Jonathan Colon
Operations Administrator

Kate Reber
Chief Financial Officer

Stacey Mikatavage
Corporate Administrator/Assistant to CEO

Jessica Penchard
Development & Public Relations Director

Mission Statement

**Prospectus Berco
inspires people with
special needs to lead
meaningful lives by
providing innovative supports.**

Memorials

Raymond Dancy - Raymond Dancy passed away on April 6, 2021. Raymond was an Adult Training participant at Kutztown Road. Everyone who knew Raymond will remember his spirit, loving nature, and his contagious smile.

Gary Faust - A longtime familiar face on our Maintenance Program at Prospectus Berco, Gary Faust, passed away on March 30, 2021. Those who knew Gary remember him for a multitude of reasons—the kindness with which he treated others, the time he made for everyone, and his humor. Everyone who crossed paths with Gary knew the special kind of person he was and how he truly made a difference in the lives of those he knew. Everyone at Prospectus Berco will greatly miss Gary.

Amy Kalbach - Amy passed away on March 5, 2021. Amy had worked as a Direct Support Professional in a Prospectus Berco Community Home since 1994. Amy was dedicated to those she supported, co-workers, and the mission of Prospectus Berco. Truly missed by everyone who was fortunate to know her, Amy set the bar high for compassionate care.

John Roslin - Prospectus Berco lost a dear friend when John Roslin passed away on January 12, 2021, last residing at a Butternut Court community home. Many will miss his quick wit and humor. Another music fan, John could speak on most any subject. He had great relationships with his family, and when he lived at home was a world traveler with his mother. John shared a true bond with his brother, Mike, and will be missed by participants and staff at Prospectus Berco.

Joseph Skvarla - Joe Skvarla passed away on April 6, 2021. Joe was a Residential and Adult Training program participant and will be deeply missed by his friends and employees. Joe faced many challenges in his life with grace and dignity. His smile lit up the room.

Amy Stalnecker - Amy Stalnecker passed away on April 17, 2021. Amy quickly became well-known by all of Prospectus Berco for her infectious smile and style. She was a social butterfly, and friendly with everyone she lived with, as well as those she spent her days with in Adult Training. Amy was also an active member in choir at her church. Amy is missed by her friends at Prospectus Berco and her family.

Samuel Straway - Prospectus Berco participant Samuel Straway passed away on March 16, 2021. Samuel is remembered by all for his feisty personality, his love of snack foods, and the nicknames he gave to people. His friends all across Prospectus Berco will remember his infectious laugh and his wit. Participants and employees at Prospectus Berco will greatly miss Samuel. ■

Executive Director's Message

Embracing Change

I am not certain who said it first, but, “the only thing constant in life is change,” should be one of Prospectus Berco’s tag lines for 2020 and now inching forward in 2021 as well. Of course, many of the changes regarding how we provide services, policies and protocols implemented, and modifications in business operations resulted from an unprecedented global pandemic. The key takeaway from our experience of the past year is that Prospectus Berco courageously, responsibly, and successfully faced the ever-changing challenges impacting our ability to fulfill our mission of inspiring individuals with special needs to lead meaningful lives.

However, 2020 and 2021 have presented other opportunities for us to embrace change. With the well-deserved retirements of a couple of senior leaders, we were motivated to evaluate job roles and compliance requirements which have increased in complexity. To more effectively meet these growing demands, the decision was made to centralize compliance oversight by establishing a Compliance Director position. We were able to fill this new leadership position with an internal candidate, Donna Trexler. Donna’s extensive management experience in both our Residential and Day Services Departments and state certification as an incident investigator qualified her to assume the lead on corporate response to Department of Human Services (DHS), Office of Developmental Programs (ODP), Service and Access Management, Inc. (SAM),

and Berks County Office of MH/DD compliance requirements. Additionally, with Stephanie Hill’s retirement as Day Services Administrator and Scott Hill’s retirement as Network Administrator, we seized the opportunity to redefine our leadership departments to include an Operations Department. I am pleased to announce that in December, Jonathan Colon joined our team as Operations Administrator assuming responsibility for corporate compliance, safety, maintenance, information technology, and day services. Supporting Jonathan in managing these critical activities are: Donna Trexler, Compliance Director; Ginnie Haggerty, Vocational Program Director; James Rhodes, Adult Training Program Director; Joey Gonzalez, Maintenance Superintendent; Debi Dawkins, Purchasing and Facilities Director; and Kyle Cutlip, Information Technology Director.

Anyone who knows me recognizes that I am not a person who thrives on change simply for the sake of change. However, I hope those who know me describe me as someone who, with thoughtful consideration and the involvement of knowledgeable advisors, embraces change that is consistent with our corporate values and in the best interests of the individuals we serve, the Corporation, and our workforce. To all who participated in our evolution of change ensuring safe and healthy service provision and fiscally responsible operations, thank you. We couldn’t have done it without you.



Stephanie Hill retired in February after serving 44 years with the corporation. She was hired in Day Services for Berco Industries and worked her way up to becoming the Administrator for Day Services Programs. Her warmth and compassion has left a meaningful impression on those she worked with and those she served.



While working at Prospectus Berco, Stephanie met and married Scott Hill. Scott is another longtime employee who recently retired. Scott began in Vocational Services where he developed a passion for serving adults with disabilities. His interest in computers led to his promotion to Network Administrator. Scott was instrumental in bringing the corporation into the modern era of technology. Thank you Stephanie and Scott for decades of faithful service!

THANK YOU UNITED WAY of BERKS COUNTY



Pictured above are employees and residents from one of our Community Homes who made a sign thanking the United Way of Berks County for their support. (Left to right are Frances, Christine, Tania, Karree, and Ardell)

Prospectus Berco would like to thank the United Way of Berks County for assisting us during some of our bleakest days of the pandemic. It was over the holiday months of December and January when we had to quarantine several homes. Frontline employees, who were not sick or quarantined, were working double and triple shifts to ensure that we had coverage. Keeping our participants and employees safe became a critical need. We ramped up our PPE protocols and required employees to wear more protective equipment at all times, to change PPE more frequently, and to discard PPE after use. We also provided hazard pay to frontline employees in recognition of their service and to offer encouragement during these difficult days.

Through the COVID-19 Response Fund, the United Way of Berks County awarded Prospectus Berco a grant of \$50,000 to help offset the additional expenses incurred while providing life-sustaining services

during the pandemic. Ashley Chambers, Senior Vice President of Community Impact with the United Way of Berks County said, "The impacts of COVID-19 continue to be felt within our community especially amongst the most vulnerable populations. United Way of Berks County is pleased to support local non-profits through the Berks County COVID-19 Response Fund for both immediate and long-term needs towards recovery. Prospectus Berco was selected as a COVID-19 grantee due to demonstrating its commitment to the health and safety of residential clients and employees. With such an at-risk population involved, it is important to have adequate staffing and take all needed precautions to keep everyone safe."

Prospectus Berco continues to be strengthened by its community and offers heartfelt thanks to everyone who supported the United Way of Berks County with their generous donations. #weareinthistogether. ■



Meet Jonathan Colon

Meet Jonathan Colon, the new Operations Administrator for Prospectus Berco. Jonathan comes to us after serving as the Practice Administrator for Tower Health. Prior to that, he was employed at the Hospital of the University of Pennsylvania, where he served as Patient Services Representative, Practice Manager, and Operations Analyst. Jonathan graduated from Ursinus College with a bachelor's degree in Exercise and Sport Science. He went on to earn a master's degree from St. Joseph's University in Healthcare Administration.

As the Operations Administrator, Jonathan intends to use his experience and education to further the mission of Prospectus Berco by using his skills in analytics and process improvement to make a difference in the lives of adults with disabilities.

Jonathan grew up in Carolina, Puerto Rico. At 15 he moved to a boarding school in Pennsylvania on a baseball scholarship. He graduated from Perkiomen High School. As an athlete, he remembers the advice he learned from basketball coach, John Wooden. Coach Wooden defined success not as winning or accumulating wealth or possessions, but rather as "peace of mind which is a direct result of self-satisfaction in knowing you made the effort to become the best you are capable of becoming."

Jonathan lives in Wyomissing with his wife Jessica and their son Cristian Jonathan. When he's not working, Jonathan enjoys hiking and reading, but mostly, he enjoys spending time with his family. ■

WELCOME ABOARD

Prospectus Berco Appoints Directors

Join Prospectus Berco in welcoming John Hunter, Leslie Shaud, and Nicholas Thomas to its Board of Directors. Executive Director and CEO, Jody Wagner, said she is "looking forward to working with them as they bring their fresh ideas and experience to the corporation."



John Hunter became affiliated with Prospectus Berco when his son Christian enrolled in the Vocational Training Program. John graduated from Louisiana Tech University with a BS in Mechanical Engineering and was immediately commissioned as a Second Lieutenant in the United States Air Force where he was assigned to Space Systems Division in Los Angeles, California. He retired from the Air Force

after 20 years of faithful service at the rank of Lieutenant Colonel. After the service, John taught high school engineering in Cleveland, Tennessee. He moved to Berks County when his wife, Dr. Laura Hunter, an OB/GYN, accepted a position with the Reading Hospital. They are the proud parents of two children.



Leslie Shaud is a former employee of Prospectus Berco, having served as a Foster Care Coordinator for two years. With a strong passion for helping children, Leslie earned a Master of Education in School Counseling (K-12) from West Chester University. After leaving Prospectus Berco, Leslie started working for the Tulpehocken Area School District as a Special Education Paraprofessional and worked in an Autistic Support classroom. In 2015, Leslie was hired as an

Elementary School Counselor at Penn-Bernville Elementary. Leslie continues to work hard to advance inclusive communities by increasing awareness and earning a Principal Certification and Certificate in Disabilities and Inclusive Communities from Alvernia University.



Nicholas Thomas is employed by Gage Personnel. He was first introduced to Prospectus Berco through the Leadership Berks program, which led to his appointment to our Development Committee; he is currently serving on the Personnel Committee. Nic is an active member of our community with a special interest in workforce development. He has collaborated with various organizations to find ways

to help strengthen our community and its workforce. Through the innovative Gage/Reading High School Career Program, Nic helps to connect students and employers through ongoing employer outreach initiatives. He is a Rotarian and has served in Junior Achievement, Habitat Berks, Leadership Berks, and the Greater Reading Chamber of Commerce. ■

BY THE NUMBERS

March 17, 2020 and December 31, 2020

302

Number of incidents of employees and consumers COVID-19 Suspect

49

The number of employees and consumers who tested positive

25

Locations quarantined (Some quarantined multiple times)

1

Employee unable to return to work

1

Program participant died

BY THE NUMBERS

February 11, 2021 and April 23, 2021

22

Number of incidents of employees and consumers COVID-19 Suspect

0

Number of homes quarantined

0

Number of Workers' Comp Claims

0

Hospitalizations

183 of 253

Employees Vaccinated

Care Team

(Continued)

Changing constantly made it difficult for employees to have confidence and trust in what we were telling them. The truth was that everyone was learning as the pandemic became more and more serious. Kim said, "We all wanted a road map, but that road map didn't exist. We had to charter our own path as we went along, and we had to become comfortable not knowing."

One thing the Team did know that was critically important to employees and program participants was securing an adequate supply of PPE (Personal Protective Equipment). Brooke Wagner took charge of the PPE inventory and employees never went without necessary supplies to protect themselves and others. Masks, KN95 masks, gowns, gloves, face shields, cleaning supplies, whatever employees needed, they knew it was just a phone call away. "This went a long way toward building trust and confidence with our employees," Debbie said.

Things really came to a head over the holiday season when eight Community Homes were put on lockdown. Debbie said, "I can still remember getting the calls: one program, another program, and another program called. All different people, isolated incidences, but at that point I knew things were serious." One weekend, Debbie and Kim donned full PPE, mask, gowns, and gloves to work at one of the Community Homes because there were not enough employees to cover the shift. Time and time again, the Care Team went over and above to support the employees working in our Community Homes; grocery shopping, calling sick employees to check-in on them, taking sick employees to the emergency room, getting them freeze pops, and

Eric Esterbrook



Thank you Eric Esterbrook for partnering with Prospectus Berco to keep our program participants and employees safe by executing an effective vaccination program.

"We all wanted a road map but that road map didn't exist,"

Kimberly Alarcon, Human Resources Administrator

making alternative living arrangements for sick employees so they didn't have to recover at home and risk exposing their families. Kevin said, "We were all there to support one another. When one person needed a break, another person on the Team stepped up to fill in." At the beginning of 2021, Kevin became infected with the virus and was out for three weeks. "It was a relief to me to know that the Team was there to fill in for me," he said.

The big turning point came when the Regional Response Team from Jefferson University Hospital came to help the Care Team during a very critical time. Kim said, "Finally, we were able to talk to someone who understood what we were going through. We were just so relieved to hear them say that we were doing everything correctly." The Care Team didn't realize how much pressure and responsibility they were feeling. "They (Jefferson) gave us some advice on how to do certain things. They instilled in us the confidence that we needed to generate these pathways for moving forward during very difficult times," Kim added. The Team

agreed that this was a big "game changer" in their ability to direct employees on the best practices for moving forward in any given situation.

A new hope, the COVID-19 vaccine, reinvigorated the Care Team at the end of the year, and the Team became very proactive in aligning resources and completing the necessary tasks to prepare Prospectus Berco for a vaccination program. Working closely with our Pharmacy Partner, Esterbrook Pharmacy, Prospectus Berco was one of the first Human Service agencies to receive the vaccine and has been working with Office of Developmental Programs to offer vaccination clinics for the Berks Community.

While the situation has eased with most employees and 99% of Residential consumers vaccinated, the Team remains vigilant. There are some lessons that the Team said they want to keep in place like emphasizing the importance of hygiene and wearing masks during flu season, the importance of communication, and showing employees appreciation for

their contribution to the corporation. But perhaps, the greatest lesson that we learned is how greatness inspires greatness in others. Kevin recalls one Residential employee who kept showing up for work because his co-workers were sick. "He didn't think twice when he was asked to stay up there. He just did it," Kevin said. So many of our frontline workers excelled at supporting each other and program participants. Repeatedly, the Care Team acknowledged the support they received from others. Kevin said he was "blown away" by a card of encouragement he received from the Board of Directors. "When we said we needed 10,000 masks or gloves, Jody (Executive Director) said make it 15,000 because she didn't want employees to run out of supplies," Kevin said. "Employees never went without," Debbie added. And, the Berks community stepped up to support us and to ensure that we had the resources we needed to stay the course. Through adversity came the opportunity for everyday people to face the challenges of the day head on with grace and dignity.

Vaccine Clinic

In January and February, Prospectus Berco employees and participants were given the opportunity to receive the COVID-19 vaccine. A lot of hard work by many employees and friends of Prospectus Berco made our vaccine clinics possible. A sincere thank you to everyone at Esterbrook Pharmacy and Prospectus Berco employees who organized and volunteered to run the vaccine clinics. As of the end of April, 72% of our employees have been vaccinated. Thank you all for making a difference!



2019-2020 Fiscal Year

Prospectus Berco operates on a fiscal calendar year beginning July 1st and ending June 30th. The following is a financial summary of our most current audit. A copy of our 990 is available on our website. During the pandemic, Prospectus Berco is classified as a life-sustaining essential business because of its Residential Services Programs. Furthermore, the impact of our services on the lives of adults with intellectual and developmental disabilities living and working in Berks County increased awareness of our vital role in the community. For these reasons, Prospectus Berco received financial assistance through various CARES ACT funding programs to maintain operations through the first several weeks of the pandemic. This support has been allocated to the appropriate program area. Funding from these sources ended November 30, 2020.

The financial impact of the pandemic has amplified the need for organizations like Prospectus Berco to maintain a financial reserve to help sustain operations during unprecedented times. Best business practices suggest that nonprofit corporations maintain an operations reserve that is equal to three months, or 25%, of expenses to remain solvent.

Program Revenue by Income Source



*In October 2019, Prospectus Berco dissolved its Foster Care program. Funds were receipted from Berks County Children and Youth for services rendered from July 2019 to October 2019.

Program Income Vs Expenses

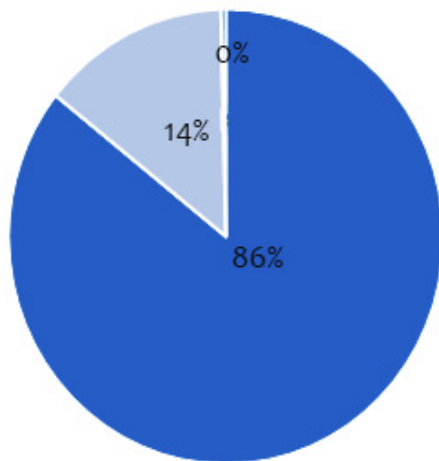


Included in miscellaneous program income and expenses is a grant Prospectus Berco received from The Giorgi Family Foundation for the purchase of a van for our Adult Training program to transport program participants during services.

Total Revenue - \$20,476,021



Total Expenses - \$18,797,337



■ Program Expenses ■ Administrative Expenses ■ Fundraising Expenses

86%

86 cents of every dollar generated goes toward programming

Community Support



Prospectus Berco established an Endowment Fund to promote the long-term stability of the organization. Comprised of public contributions, funds are invested in a separate board restricted account to be used as determined by the Board of Directors. Endowment funds are not included in annual income reports. Donors may designate funds to the endowment, or name Prospectus Berco as a beneficiary of your will or planned gift. Learn more by calling Jessica at 610.372.4637, ext. 103.



All Aboard

As things begin to reopen, participants and employees are able to do more activities safely. Joan recently took a scenic trip on the Colebrookdale Railroad.

Holiday Happenings

Program participants celebrated the winter holidays in a variety of fun ways. Pictured right is Melvin welcoming the year 2021 with a party with his housemates. Below, Prospectus Berco employees and participants built gingerbread houses for a social media contest. The winning creations pictured below were voted as the Most Appetizing, the Most Artistic, and the Most Original.



Path to the Pot of Gold



Throughout March, participants and employees took part in our "Path to the Pot of Gold," to celebrate St. Patrick's Day. Each day for a week, folks were asked to get their Irish on by doing fun activities. Pictured top: Jose, Bob, and Jereck showcase their lucky charms. It must have helped, because they were among the winners!



Pictured bottom left is Chris, who couldn't travel abroad but found a way to get creative and make his own Blarney stone. It's hard to miss Eloise who put on her St. Patrick's Day best to kick off the festivities! Everyone who played was awarded with a small pot of gold. Congratulations to all of our winners, and thank you to everyone who played.

Active Hands & Minds



Pictured left: Residential employees and residents Dorothy, Patty, and Joanne make a colorful quilt to warm their hearts over the cool days of winter. Center: Sandy satisfied her sweet tooth by making homemade candied pecans to celebrate the Easter holiday. Top Right: Steven exercised his green thumb by sewing seeds for spring gardening in anticipation of summer blooms.

Far right: They shoot, they score! April showers bring May flowers, so Ernesto spent a rainy day inside playing air hockey. We don't let bad weather stop us from having fun!

Pictured right is Christian, who with the help of his father and other volunteers, built a wheelchair-accessible ramp for someone in the community. Way to go Christian!



Showing our Appreciation

With the help of a matching donation from Thrivent Action Team project, Prospectus Berco administrators assembled 250 holiday care packages for employees. Since it was especially tough not seeing each other over the holidays, the gesture was a nice reminder that we are all thinking of each other and we are in this together.

Each care package was filled with plenty of goodies and treats.

Debbie Dallago helped assemble hundreds of care packages to be distributed to employees.

Nathan, a program participant, helped distribute care packages to some Prospectus Berco employees.





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EVENTS

26th JULY

PROSPECTUS BERCO CHARITY GOLF TOURNAMENT

Monday, July 26, 2021
Moselem Springs Golf Club

Golfer Info
\$300 per Golfer / \$1,200 per Foursome
11:30 a.m.: Registration and Lunch
12:30 p.m.: Shotgun Start - Scramble Format
5:30 p.m.: Awards Celebration with Happy Hour

Sponsor Info
Learn more about how your sponsorship can make a difference by contacting Jessica Penchard at jpenchard@prospectusberco.org.

**It's Not too Late!
Register Online**
prospectusberco.org

Prospectus Berco
Advancing Opportunities. Transforming Lives.
Providing innovative supports for adults with intellectual and developmental disabilities, we inspire people to live meaningful lives.

See who is on the Leaderboard for this year's Golf Tournament:
Supporting Tournament Sponsors



Mark your calendar for September 19, 2021 - Awards Dinner at The DoubleTree