

Inside JEVS

JEVS Human Services • Helping individuals from all walks of life overcome quality of life challenges

The Movement for Autonomy



Consumers can maintain independence in their homes with help from an attendant. Main features of the consumer-option model include the consumer employing the attendant exclusively, handling the interviewing, hiring, training and firing of the attendant.

Today's Consumer-Directed Personal Assistance Services

For over 20 years, **JEVS Supports for Independence** has provided services that empower people who are disabled or aging to maintain their independence and live more fulfilling lives by helping them manage the delivery of long-term living services in their own homes. The distinct feature of JEVS' personal attendant services is that they are entirely consumer-directed. In this service model, consumers employ the person providing direct support—making decisions about hiring, firing, training and scheduling. Consumers determine the combination of personal assistance, technical support,

and resources they need to lead active, independent lives and to participate fully in their communities.

Consumer direction is more than a service model. It grows from the larger movement over the last several decades for autonomy, self-determination, and community integration for people with disabilities. This movement has been the catalyst for some dramatic changes in long-term care public policy both nationally and in Harrisburg. As one of the earliest, and now one of the largest, providers of consumer-directed services, JEVS Human Services has worked along with other stakeholders to provide leadership on these issues.

(Full story continues on p.2)

News Briefs

Volunteers Come Together at JEVS for Mitzvah Day



JEVS Human Services was proud to participate in the Jewish Federation of Greater Philadelphia's "Mitzvah Mania" day on October 21. "Mitzvah Mania," a day dedicated to community service and the Jewish value of Tikkun Alum—repairing the world—attracted over 50

volunteers to JEVS' Orleans Technical Institute. Volunteers working in the school's new carpentry shop built and decorated birdhouses, planters and lamps to be donated to local environmental, senior and community groups, including JEVS' own community residences for adults with developmental disabilities. Participants included JEVS staff, students, board members and the community. The event topped off three days of grand opening celebrations at JEVS' new Orleans Tech facility.

Celebrating 10 Years of Retail Training



JEVS Retail Skills Center recently celebrated its 10th anniversary at its office and training center located in the King of Prussia Mall. The center recruits, trains and places people in retail, retail management, and customer service jobs at the King of Prussia Mall and businesses in Montgomery County

and the Greater Philadelphia region. In the past 10 years, the Retail Skills Center has trained over 2,000 individuals and also has partnered with 80 employers to provide training, job referrals and job fair services. The center was created by the National Retail Federation and is operated by JEVS Human Services in partnership with Kravco Simon Company.

For more information • 610.337.7449

Cover Story: The Movement for Autonomy

Giving Consumers Choice



Barbara Cohen chairs JEVS Supports for Independence's Attendant Care Advisory Committee. This committee meets quarterly to address issues that impact consumer/employers. A consumer for over a decade, Cohen chose consumer-model services because she felt it would be a "disservice" to herself not to. "Supports for Independence is trying to help you be as independent as possible," she says. The consumer model provides her, "the best chance to find someone able to meet my needs." Barbara says that she has seen a lot of positive changes in Pennsylvania's Attendant Care program over the years. She believes that further improvements would include allowing consumers to pay spouses to act as attendants, (as some states currently do), and finding a way to allow attendants to accrue paid earned leave time.

Read about another consumer using JEVS Attendant Care services on page 6.

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Historical Perspective

The foundation of consumer direction lies in the independent living movement. Individuals with physical disabilities during the 1960s and 1970s envisioned a world in which they could live like anyone else, in the community, making decisions about their own lives. The premise behind the independent living model is that people with disabilities are hindered by barriers in their environment rather than by their physical disabilities. One crucial barrier for people with disabilities had been a lack of appropriate long-term care services, specifically personal assistance services.¹

Pennsylvania began to address this bias by initiating a three-year Attendant Care Demonstration Program in October 1984. The program was carefully crafted to create choice for those who were at the greatest risk of being in an institutional setting. A key innovation of the demonstration was that consumers could choose to direct their own services; i.e., screening, interviewing, hiring, training, managing, paying and firing attendants.

JEVS was chosen as a provider for the demonstration because of its experience serving people with developmental and other disabilities. The organization chose to deliver "consumer" model services, providing administrative and technical supports that allowed consumers to direct services themselves. (Under the alternative "agency" model, professionals decide what services will be provided and how, when, and by whom). Donna Boyer, director of community services at JEVS Supports for Independence, recalls, "We chose the consumer model from the beginning because we felt strongly that consumers had rights and should be in the driver's seat."

Participants recall this as an exciting learning period where they tackled the challenge of balancing risk with autonomy.² The idea that individuals with disabilities should have the right to take risks and to make choices—regardless of whether these may appear right or wrong to others—was an idea many people struggled with. Projects developed a range of support models so that consumers could choose their desired level of responsibility and offered training to prepare consumers to handle their chosen responsibilities.

The demonstration's success led, in 1986, to Act 150, requiring the availability of consumer-directed services statewide. In 1995, Pennsylvania applied for federal Medicaid funding to expand its state-only program. This expansion was the culmination of efforts by people with disabilities, human service agencies, and legislators across the Commonwealth to create a consumer-directed alternative for long-term care services.

Current Policy Developments

Pennsylvania continues to be a national leader in consumer choice. The state is using public and private grants to pioneer state policy and practice innovations, including helping consumers develop individualized budgets and make choices about the services they purchase.

At present the Commonwealth partners with JEVS Supports for Independence on two initiatives that are vital to preserving individuals' independence in the community: JEVS provides resources for home modifications as well as comprehensive transition services for individuals who wish to leave nursing homes and return to the community. In addition, JEVS lends both a staff and consumer voice to the state's Community Living Advisory Committee.

Despite these advances, policy challenges remain, as the long-term living system "re-balances" to one favoring community-based options. Securing sufficient funding for services and insuring adequate compensation and benefits for attendants continue to be key, as does the evolution of effective training and service delivery models. The history of contributions and collaboration by all stakeholders, including model programs like JEVS Supports for Independence, suggest that consumer direction will continue to flourish in Pennsylvania.

For more information

JEVS Public Policy Department • 215.854.1869

Sources: 1- Scala, Marisa A. and Thomas Nerney. *People First: The Consumers in Consumer Direction*. www.self-determination.com/articles/consumerprint.html and George Washington University, Center for Health Policy Research. *Understanding Medicaid Home and Community Services: A Primer*. www.keystonehumanservices.org/pdf/primrpt.htm

2- Kleinmann, Kathleen. *The History and Intent of Act 150*. www.tripil.com/ind-act150.php

JEVS Home Care Offers Reliability and More

Quality Care and Support In the Comfort of Home

JEVS Home Care, which has been providing affordable, private pay, non-medical care for 30 years, is offering a range of additional services and is now housed in its new location in Northeast Philadelphia.

For the past three decades, JEVS Home Care has been assisting individuals who are elderly, people of all ages with short- or long-term disabilities, and those recuperating from surgery or a medical procedure.

JEVS Home Care operates with an affordable registry of certified aides who provide services that include (but are not limited to) companionship including taking walks, reading, and writing letters; encouragement and assistance with light exercise; assistance with transportation to medical appointments; assistance with bathing, grooming, toileting and dressing; and light housekeeping, including dusting, polishing and vacuuming.

Other services from JEVS Home Care include monitoring food expiration and refrigerator cleaning; making the bed and changing the linens; coordinating car care; coordinating gardening and lawn services; and assistance with pets.

The state of Pennsylvania has the third highest percentage of residents over the age of 60. To meet this demand, JEVS Home Care is planning a range of additional services that includes working with U.S. veterans and their widows to determine if they are eligible for a specific Veteran's Pension fund, which can cover some home care expenses. A Geriatric Care Management and a separate Home Modification program will also be added.

"These services will make it possible for many seniors to remain safely in their own homes and will help our veterans and their widows receive the services they so rightfully deserve," explained Deborah Mahnken, executive director of JEVS Home Care.

[For more information](#)
JEVS Home Care • 267.298.1325



20 percent

Pennsylvanians who are age 60 or older— one of every five¹



more than 3 million

Expected population of Pennsylvania residents 60 and older—25percent of the total population— by the year 2020¹

Veteran's Non-Service Connected Pension

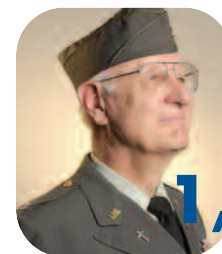
The Veterans Non-Service Connected Pension is a yearly benefit for veterans and their widows or widowers that can be of financial assistance to seniors in helping them to pay for long-term care needs, including home care aides; physician co-pays; and for eyeglasses and hearing aides.

Although this U.S. veteran's pension benefit was created in 1951, it is little known. It is available to U.S. veterans who meet the following qualifications:

- Must not have a dishonorable discharge
- Must have served 90 days on active duty and at least one day must have been during a war
- Must be disabled or 65 or older.

In addition to these military requirements, there are income and age requirements that need to be evaluated on an individual basis.

JEVS Home Care can provide assistance with the application process free of charge.



1,059,000

Estimated U.S. Veterans population living in Pennsylvania²

Sources: 1- The Pennsylvania Department of Aging
2- United States Department of Veterans Affairs

Strictly Business

At the 9th annual Strictly Business event on November 1, 2007, JEVS Human Services acknowledged the special partnership between JEVS and the companies that hire from the agency, as well as three inspirational individuals whose lives have been changed in positive ways upon connecting with a JEVS program.

This year's event raised a record amount, \$171,734—surpassing our goal by nearly 15 percent. Proceeds fund scholarships that help individuals most in need benefit from JEVS programs such as skills training at Orleans Technical Institute, career counseling and job search assistance at Career Strategies, and incentives for clients within our Workforce Initiatives programs.



North Philadelphia resident, Ben Gibson, with his girlfriend Marita Jones (whom he hopes to marry).



Solomon (front) with his family (left to right) Golda, Ava and Vulf, and JEVS President & CEO, Jay Spector (second from left).



As an award sponsor, David Gruber (right) from Goldenberg Rosenthal, LLP, presents the JEVS Inspiration Award to Laura Greene along with event emcee Larry Mendte of CBS.

Award Winners

Inspiration Awards

With support from **JEVS Work and Recovery Programs**, Benjamin Gibson successfully transitioned over a decade's time from a sheltered work environment to competitive employment. He has overcome significant personal obstacles and obtained his first paying job at a local Modell's Sporting Goods store. Today, Ben enjoys an independent and productive life, managing his mental illness, working, and juggling a full social life. He returns frequently to JEVS to share his story and to support and encourage others.

- Further details about Ben's journey will be explored in the Winter 2008 issue of Inside JEVS.

Solomon V. Rakhman and his family emigrated in the late 1980s from Russia to the United States for economic and religious reasons. Solomon was born with cerebral palsy and, sadly, their homeland offered little to those with profound disabilities. He receives personal assistance services in his home in Northeast Philadelphia through **JEVS Supports for Independence**. Very bright and determined, Solomon completed high school, graduated from Temple University, and now works full-time at the Philadelphia Naval Warfare Center. Solomon lectures internationally on work and disability issues.

- See page 6 to read more about Solomon's success and philosophy on life.

Laura Y. Greene, a 2006 graduate of the court reporting program at JEVS' **Orleans Technical Institute**, was born with spina bifida. Despite her disability, Laura completed this rigorous program, developing the requisite speed (transcribing 225 words per minute) and accuracy necessary to work successfully in the field. Laura, originally from the Mt. Airy neighborhood of Philadelphia, is now employed as a CART (Communication Access Realtime Translation) reporter, accompanying hearing-impaired college students to classes to provide instant conversion of speech into text using a stenotype machine linked to the student's laptop computer.

- Laura's full story was featured in the Summer 2007 issue of Inside JEVS.

Donor Profile

One of the top sponsors of JEVS Strictly Business—since the event's inception in 1999—has been Goldenberg Rosenthal, LLP (GR), one of the region's largest accounting and business advisory firms. The company supports the event because it celebrates the successes of JEVS clients and the businesses that give people a chance to succeed in the workplace, according to David Gruber, CPA, partner-in-charge of the Not-For-Profit Services Division at GR.

"JEVS gives people hope and the opportunities to reach their potential," said Gruber. "The organization provides the link people need to be what they want to be. It's very gratifying to us to be a sponsor and see the end results of JEVS' work—people gaining skills, overcoming challenges, or finding employment."

Jay Spector, JEVS president and CEO, points out, "Goldenberg Rosenthal has been a committed and consistent sponsor to our event. It's a relationship based on a belief in our mission and our commitment to quality and integrity."

Business Leadership Award

David Brandolph Electric Co. is a family-owned and operated, licensed electrical contractor that is committed to supporting the vocational and personal success of its employees. The company has more than a decade-long recruitment and hiring partnership with JEVS' career training school, **Orleans Technical Institute**. In addition, Brandolph Electric is active on the school's Employer Advisory Committee, sharing technical expertise and years of experience to ensure that Orleans graduates are well-prepared to work in the building trades industry.

David and Beverly Brandolph have hired nearly 50 graduates of Orleans Technical Institute.



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Making Hope Happen for...

Solomon

A Story of Struggle, Survival, Inspiration and Success

"If I inspire people to try to pursue their goals just a bit harder, I think my life's mission has been accomplished." This is the philosophy of Solomon V. Rakhman who works full-time for the Philadelphia Naval Warfare Center and is also an internationally acclaimed lecturer on living, and thriving, with disabilities.

Solomon—Sol as he is known to colleagues at the Navy Base—was born in the former Soviet Union with cerebral palsy. He uses a wheelchair to get around, speaks by the means of "Pathfinder™" (an augmentative communication device) and, since 1991, has received in-home Attendant Care services from **JEVS Supports for Independence**. "It has been liberating to be able to hire my own attendants," he emphasized regarding the consumer-directed care model of Attendant Care. Three years ago, he hired his uncle to be his attendant. Solomon, who has always had good experiences with his attendants, explained that having his uncle, Boris, as his attendant is a particularly good match "since Boris helped me in the Ukraine when I was growing up."

Solomon and his family came to the United States in 1988 when he was 15 from Kharkov, the second largest city in the Ukraine. His family faced major obstacles there including poverty, religious intolerance, and lack of any type of assistance for Solomon. Children with disabilities were routinely institutionalized. Community services were just not available.

"There is no question that he would have died in Russia," stated Solomon's mother, Ava. "In

America, a yellow school bus with a lift came to pick him up and take him to school. It was a miracle."

The family settled in Northeast Philadelphia where, in Ava's words, they were "able to gain an idea of what it means to be Jewish." They studied the Torah and now observe the holidays. The family, who came to America together and still lives together, includes Golda, Solomon's grandmother, Ava and her husband, Vulf, and Solomon's brother, Ilya. In 1988 when they were getting settled, they received refugee assistance from a partnership of JEVS, Jewish Family and Children's Service, and the Hebrew Immigrant Aid Society (HIAS).

Solomon attended the Widener Memorial School, a K-12 school for children with disabilities, where his father, Vulf, has been a rehabilitation designer since 1989. Vulf has also designed and implemented all of the assistive technology Solomon uses at home and in his office. Solomon, with the help of his mother who took notes for him, then went on to graduate cum laude from Temple University with the class of 2000.

In 2002, he was honored by the Department of Defense as one of its Outstanding Employees with Disabilities of the Year—Department of the Navy.

For the past seven years, Solomon has held a career position as a computer assistant, developing and maintaining technical documentation at the Philadelphia Naval Warfare Center where, as he said, "as time went on, I became just a regular guy."



Solomon Rakhman gets ready for his job at the Philadelphia Naval Warfare Center with help from his JEVS attendant, Uncle Boris.

Attendant Care Services

Solomon V. Rakhman, who has cerebral palsy, has been using Attendant Care services from JEVS Supports for Independence since 1991. Three years ago, he hired his uncle, Boris, to be his attendant. Boris comes to Solomon's family home in the mornings and evenings—when he helps Solomon begin and end his day with his routine of bathing, dressing and grooming. On Sundays, Boris takes Solomon to the pool where he participates in water therapy.

Attendant Care services are available to individuals aged 18-59 who have a physical disability that will last more than a year, who need assistance with personal care, are mentally alert, and are capable of managing their own legal and financial affairs.

For more information • 267.298.1364

The Inside Scoop



Helping individuals from all walks of life overcome quality of life challenges

- Skills Training
- Job Readiness and Career Services
- Vocational Rehabilitation
- Recovery Services
- Adult Residential and Day Services
- In-home Personal Assistance

For more information about JEVS and its programs, call 215.854.1800 or visit us at www.jevshumanservices.org.

Hire from JEVS

Employers interested in customized training or fulfilling their staffing needs by hiring JEVS clients, contact *JEVS Workforce Solutions Department* at 215.854.1799 or employerservices@jevs.org.

Work at JEVS

JEVS offers a diverse, challenging, and exciting work environment in which the contributions of all are valued. Current job openings are available on our Job Hotline at 215.854.1796, our web site, or www.careerbuilder.com. Résumés may be submitted to *JEVS Human Resources Department* at jobs@jevs.org.

Donate Now

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Inside JEVS

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Program Spotlight



Maximizing Participation Project

Offers support to families in Philadelphia making the transition from welfare to work and who are in need of specific help managing barriers to self-sufficiency.

Services:

- Intensive one-on-one case management and facilitation of services by a trained case coordinator
- Identification of obstacles and/or disabilities through comprehensive assessment
- Team support on issues including drug and alcohol, behavioral health, education, and vocational challenges
- Job search and placement assistance and support

For more information • 267.238.3100

What's New



JEVS Human Services' research and development division, **Vocational Research Institute (VRI)**, now distributes **SISTEM™** (Standard Industry Skills Training and Education Media). Developed by *Alchemy Systems* of Austin, Texas, **SISTEM** combines an engaging multi-media experience with an automated online learning management system to deliver and document employer-demanded skills. Innovative and cost-effective, **SISTEM** helps provide skills training that produces qualified job seekers, successful job placements and increased staff efficiency. **SISTEM** is a complete solution for organizations seeking to train entry-level employees or workers who are difficult to train. **SISTEM** courses are available through both a unique group-based approach as well as through individual e-learning delivery, and are available in both English and Spanish.

For more information • 215.875.7387

Upcoming Events

January 5, 12, 26

Orleans Technical Institute training information sessions • 215.728.4700

January 14

JEVS Career Solutions for 55+ open house • 215.560.5465 ext. 268

March 15

JEVS Wellness Walk and Health Expo • events@jevs.org

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President's Message



Autonomy. Independence. Self-direction. The resources to live comfortably in one's own home, in one's own community. Seemingly simple things, but achieving this level of self-sufficiency can be a challenge for the elderly and those with long-term physical disabilities.

In this issue of Inside JEVS, we look at the subject of consumer direction. As we discuss, consumer direction is more than just a service model. It is a way of thinking about how and where services for people with disabilities are delivered. It begins with a philosophical and public policy commitment to put consumers of these services "in the driver's seat" and in charge of their own care.

Through our Supports for Independence services, JEVS is proud to be a part of this movement and to contribute to the Commonwealth's position as a leader in the national discussion on these important issues.

Jay Spector • JEVS President & CEO



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