

A young girl with light brown hair tied back, wearing a pink shirt with a floral pattern, is shown from the chest up. Her hands are clasped together in front of her, forming a heart shape. The image is overlaid with a semi-transparent red filter.

# Compassionate Caring Support Since 1993

200 Penn St.  
Reading, PA 19602

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[www.supportiveconcepts.org](http://www.supportiveconcepts.org)

## Supportive Concepts for Families, Inc

will be known for utilizing person directed supports throughout Pennsylvania and for providing qualified and diversified services that improve the Mental Health / Intellectual Developmental Disability System.

### We Value

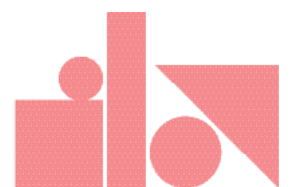
Compassion • Integrity • Dedication • Empathy  
Dependability • Quality • Responsiveness

### We Are Dedicated to

Being person directed and partnering with all our stakeholders.

Offering the people, we support opportunities to develop the skills, the resources and the network of support they need to achieve strength and balance as they meet life's challenges.

Supporting and accommodating people's unique needs by providing cost effective, accessible, accountable, and responsive services.







## Behavioral Health

We provide a variety of supports and programs, which are grounded in the following beliefs and principles. We believe:

- People all have worth, strengths, capacities, abilities and resilience.
- People can and do overcome the barriers and obstacles that confront them, achieve wellness and have a better future.
- People can live, work, learn, and fully participate in their community.
- People have a personal responsibility for their own self-care and journeys towards a meaningful and fulfilling life.

We also believe the best way to support and assist someone is to place them in the driver seat; to systematically give the person a voice as partner (through feedback) to make sure that the helping process is actually tailored to their individual needs and preferences. Being Person Directed is not just a good idea or a philosophical imperative, it is required based on the integration of the best available research we have today. Therefore, when serving someone, we are committed to building a partnership with the person with the integration of the best available research we have today.

## Employment Services

Employment services develop skills for placement in vocational programs and ultimately into competitive employment by focusing on work traits and training. Transitional training and employment services offer experience in a real work environment that is integrated and supervised. Volunteer opportunities are valuable; however, Supportive Concepts believes that each person served should have the opportunity to gain paid employment in the industry or activity of their choosing. Supportive Concepts works to support the individuals through Discovery principles which assist in identifying an individual's strengths and ultimate value to an employer.

We can collaborate and accommodate to implement the person's unique path towards a better future. Our commitment to collaborate and truly partner with people is representative of the need to rebalanced the traditional power structure within the behavioral health supports and services.

## Recovery Housing

We offer housing for those well on their path to recovery. Located in Washington, PA our recovery housing program offers a clean and safe environment with support and guidance from respected members of the our team who have struggled and have overcome Drug and Alcohol dependency.



## CHIPP Services

### CHIPP Services (Community Hospital Integration Project Program)

What We Believe About Providing CHIPP Services:

- Consumers struggling with mental illness can remain free of long-term psychiatric hospitalization if intensive support is made available in the community setting.
- Behavioral health support should not be limited to housing support, but also, clinical support, financial assistance and vocational assistance.
- Psychiatric follow-up should occur on a more frequent basis in order to defer need for long-term hospitalization.
- Respite settings offer alternative means to restore behavioral health and decrease the need for psychiatric hospitalization.

### What Services Are Provided

- Housing Support: up to forty (40) hours of supported living assistance, help with housing selection, transportation, merchandising, and attendance at appointments.

- Services are provided to recipients in varied locations including: personal apartment settings; shared housing arrangements; with family/friends; personal care boarding homes; life sharing (foster family like) arrangements; and Supportive Concepts for Families, Inc. operated residential programs.
- Clinical Support: monthly psychiatric visits, weekly monitoring of medical and psychiatric needs by a psychiatric nurse, weekly medication supplies, and assistance with appointment scheduling.
- Twenty-four (24) hour-on-call service to address any emergency issue.
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- Vocational Assistance: Vocational Coordinator assistance to develop resumes, and explore local job/volunteer markets, job placement and follow-up.



# Crisis Services

## Our Beliefs About Providing Crisis Services

- People who develop challenging behavior or behavioral problems need an immediate response from concerned and caring staff.
- The goal of crisis services needs to be effective stabilization of the person's behavior through assistive strategies and to provide other supports to caregivers.
- Crisis interventions should be as minimal and as least intrusive as are necessary to stabilize the individual.

## Crisis Services We Provide

### In-Home Crisis Intervention

Provides individuals and their caregivers with short-term, intensive assistance for periods of two to three hours. The crisis plan developed by the intervention specialist is designed to allow the individual to work through the current stressors. The aim of the crisis intervention plan is to initiate strategies that will decrease the severity and frequency of crisis episodes.

### Crisis Respite (In-home)

Supports individuals in crisis to remain in his/her home as an alternative to psychiatric hospitalization or other placement while supportive interventions are instituted. The intervention specialist develops a crisis plan that focuses on assistance with anything in the person's daily living routine or environment that is escalating behavior.

### Crisis Respite (Out of Home)

Supports individuals in crisis to remain out of the hospital while changing their current environment. This service recognizes that there are times when individuals who live alone may need to be supported and reassured by people who are readily available to them. Furthermore, there are times when those who live in a family setting or with others, find themselves negatively influenced by the group dynamics. This respite occurs in licensed homes with trained crisis intervention specialists. It is available for periods of up to thirty (30) days.

# Home Based Services

## What We Believe About Home Based Living Services

- In-home assistance for the family unit increases the likelihood that the Individual will remain an active, participating member of his/her community.
- These active services need to be Individual and family driven and administered in a flexible manner to meet the exact needs of both the Individual and family.
- Home-based waiver services should support the emotional needs of caregivers as well as provide rehabilitation services to Individuals.
- The services allow the families to use the support necessary to keep the family unit intact.

## What Our Home-Based Waiver Services Provide

- Our community specialists are capable of providing a full range of habilitation services, including assistance with daily living skills and implementing physical and/or occupational therapy activities.
- Community activities, assistance at medical appointments, transportation, and specialized health services that do not require a nurse to perform.
- All staff are trained in the necessary areas of home care and personal care as well as CPR, First Aid, Medication Administration and Fire Safety.
- As with all of the Supportive Concepts for Families, Inc. services, all components of waiver services can be individually tailored for one hour per day to twenty-four hours per day, depending upon the individual's and family's needs.

# Residential Habilitation and Supported Living Program

## What We Believe About Residential Habilitation and Supported Living Program

IDD Supported Living is a community-based service that provides support skills training and direction to assist participants to remain integral members of their community. The supports address the current needs of the individual and allow for improvement in many of the areas necessary to live successfully in the community. The supports are provided in the participant's home to increase the probability for generalization for learning. In easier terms, the best place to learn how to do banking is in a bank. These skills cannot be taught as effectively at the kitchen table. In the natural setting, the participant must learn these skills or find the resources to help themselves.

Our program gives the participant the opportunity to experience all the successes and failures of living truly independent while supporting them and assisting them to make sound decisions involving all aspects of their life. Our IDD Supported Living program believes that all participants have the right to govern their own destiny and experience all the successes and failures in striving to achieve the goal of real independence.







## Accessing Services

Supportive Concepts for Families, Inc. can be accessed twenty-four (24) hours a day with our on-call phone system. If you would like to make a referral, set up services, discuss services, or if you have any questions regarding our services please call our office and a member of our support team will assist you. We have staff who will assist you during every step in the service procurement process. Our offices are located at the corner of Second and Penn Streets. Off-street parking is available at no cost and is accessible in the lot between Second and Third Street adjacent to our office building.

24/7 Phone: (888) 686-7233

Email: [services@supportiveconcepts.org](mailto:services@supportiveconcepts.org)

Address: 200 Penn St. Reading PA 19602

## Adult Training Facility Program and Services

### What We Believe About Adult Training Services

Supportive Concepts for Families, Inc. provides Adult Training Services within the Chapter 2380, Department of Human Services licensed Adult Training Facility located in the Reading Office. Services are developed according to each individual's unique service needs and with a staffing complement determined by the interdisciplinary team members.

Support services provided at the ATF include supervision, training, and support in general areas of self-care, communication, community participation, and socialization. On-site kitchen availability provides the opportunity for dietary education. Community involvement occurs on at least a monthly basis. State of the art facilities and highly trained staff members provide an optimum day service environment for individuals to grow and develop important skills and values. Day Service hours are Monday through Friday. Specialized transportation is available for all ATF day outings. The ATF site is wheelchair accessible and is equipped with ADA restroom facilities.

## Residential Community

- Each person interested in a Community Living Arrangement, along with his/her family members and/or advocate, is directly involved in choosing the community and type of home in which they wish to reside.
- Individuals are introduced to and spend time with both prospective roommates as well as the staff members responsible for their support, and they are encouraged to voice their opinions and concerns throughout the transition process and ongoing.
- Individuals and their family members work extensively with the program team in order to develop a plan of care that supports both the physical, as well as the behavioral health needs of the individual. Authorizations for additional supports available through Supportive Concepts for Families, Inc. may include: behavioral health support; nursing services; intensive staff support.

- Supportive Concepts for Families, Inc. makes arrangements for any and all services the individual may require on a daily basis. Family members may have as much or as little involvement in these services as they choose. As the provider, Supportive Concepts for Families, Inc. is responsible for all needs of the individual twenty-four (24) hours a day, seven days a week.

## What We Believe About Respite Services

- Respite Services are short term direct services that are provided to supervise and support individuals living in private homes due to the absence or need for relief of those persons normally providing care.
- It is important for family members and other caregivers to relieve the stress they may experience and have the opportunity to follow through with appointments and social activities.

## Types of Respite Services We Provide

- Our community specialists are capable of providing a full range of habilitation services, including assistance with daily living skills and implementing physical and/or occupational therapy activities.
- Community activities, assistance at medical appointments, transportation, and specialized health services that do not require a nurse to perform.
- All staff are trained in the necessary areas of home care and personal care as well as CPR, First Aid, Medication Administration and Fire Safety.
- As with all of the Supportive Concepts for Families, Inc. services, all components of waiver services can be individually tailored for one hour per day to twenty-four hours per day, depending upon the individual's and family's needs.





## Testimonials

“ Our prayers were answered 14 years ago when we discovered Supportive Concepts for Families for our son! What captured our hearts was the sincere dedication of this organization to understand our son and his needs. ”

- Margie

“ We found Supportive Concepts for Families 8 years ago, the other individuals and staff have become family to our son and us and we could not appreciate that more! ”

- Craig

“ We are very grateful that our son is being served by Supportive Concepts for Families. We love that all the staff that work with our son treat him like extended family! ”

- Ruth

“ I just had to write and tell you all what an outstanding pleasure it has been to work with the Supportive Concepts team caring for my former patient over the last 8 years.

I have been this patient's primary care pediatrician, and currently their care is being transferred to adult family medicine, and so I won't be seeing them anymore. Me and my team here at Children's Health Center really want to convey our gratitude for the outstanding team there that takes care of this patient and made collaborative care truly a joy.

Many of my staff remarked repeatedly about how kind and caring the staff who came with them to appointments were, how you could tell that they truly cared for the patient, not in a mechanical way because it was their job, but because they truly cared. They treated this patient like a family member and were superbly interactive and responsive to their needs. Two of your staff especially go above and beyond on so many occasions for this patient. Your staff nurse was a delight to work with as we found ways to smooth and improve the communication in both directions to get this patient's needs met quickly and easily. This group of caregivers has gone above and beyond, and in the face of a very challenging family situation, and I thought you should know. I will miss them all, as I will this patient.

- Dr. Wang

Supportive Concepts for Families, Inc. is a provider of high quality services and supports for individuals with Behavioral Health/Intellectual and/or Developmental Disabilities. Supportive Concepts for Families is well known throughout Pennsylvania for our person directed service approach and for our delivery of qualified and diversified services that improve the Behavioral Health/Intellectual and/or Developmental Disabilities System. Our service philosophy requires us to establish and arrange services to accommodate the unique needs of each individual, as well as to continually evaluate the services and partner with those we support in an effort to provide the most meaningful and effective supports possible. We currently support hundreds of physically, intellectually and/or developmentally disabled individuals throughout Pennsylvania.

## Our Locations:

### **LEBANON, PA**

724 East Cumberland St,  
Lebanon, PA 17042

### **PITTSBURGH, PA**

416 Anthony St,  
Carnegie, PA 15106

### **READING, PA**

135 N. Prospect St,  
Reading, PA 19606

### **LEWISTOWN, PA**

203 West Market St,  
Lewistown, PA 17044

**Call Toll Free: 888-686-7233**

**Email: [services@supportiveconcepts.org](mailto:services@supportiveconcepts.org)**