



*Hope Enterprises, Inc.*  
**HANDBOOK**

*Revised 5/8/2025*

# Hope's Mission Statement

To enhance the lives of people  
with intellectual  
disabilities by providing them with caring  
supports and responsive services.

### **Office of Developmental Programs (ODP) Mission Statement**

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice, and opportunity in their lives.

### **Office of Developmental Programs (ODP) Vision**

The Office of Developmental Program's vision is to continuously improve an effective system of accessible services and supports that are flexible, innovative, and person-centered.

### **Chapter 6100 Regulations**

This chapter assists individuals with an intellectual disability or autism to achieve greater independence, choice, and opportunity in their lives through the effective and efficient delivery of Home and Community Based Services to individuals.

### **Office of Mental Health & Substance Abuse Services (OMHSAS) Mission Statement**

The mission of the Pennsylvania Office of Mental Health and Substance Abuse Services (OMHSAS) is to ensure that every individual served by the behavioral healthcare system has the opportunity for growth, recovery, and inclusion in their community.

### **Office of Mental Health & Substance Abuse Services (OMHSAS) Vision**

OMHSAS aims to provide access to culturally competent services and supports of individuals' choice, enabling them to enjoy a quality of life that includes family and friends.

### **Chapter 5221 Regulations**

This chapters provides overarching requirements related to provider participation, recordkeeping, and fiscal management that apply to Blended Case Management (BCM) services.

## **HOPE ENTERPRISES**

1. Residential
2. Life Sharing
3. Supported Living
4. Choice
  - a) Community Participation Support
  - b) Companion
  - c) In Home & Community Supports
  - d) Employment Services
  - e) Benefits Counseling
5. Children's Campus
  - a) WIC Program
6. TeenLink Facilities
7. Mental Health
  - a) Blended Case Management
8. Maxworx

### **Residential - Chapter 6400 Regulations**

Residential Services provide support to individuals with developmental disabilities and Autism in licensed residential homes. Hope currently operates residential homes in Lycoming, Clinton, Northumberland, Columbia, Montour, Snyder, and Union Counties. Hope's residential homes are owned or leased.

Residential Services provide around the clock support, while promoting an individual's highest level of independence possible. Hope strives to respect individuals' rights, independence, privacy, and experiences for personal growth. Hope's goal is to assist individuals to learn skills under supervision by trained Direct Support Professionals. Direct Support Professionals are trained to administer medications, provide a safe and clean environment and assist with the daily tasks individuals would otherwise find challenging on their own. Hope's services provide support to fully integrate individuals into their community.

Residential homes are like any other typical family home with individuals participating in daily living activities with their housemates, family, and friends. Residential homes can be paid for in many ways, including private payment or state funded. Residential services are a great option for individuals with disabilities who cannot live independently and who don't require more advanced medical care. Hope assists individuals with relationship building and maintaining those relationships.

### **Life Sharing - Chapter 6500 Regulations**

Life Sharing is an opportunity for individuals seeking a family-living experience. Life Sharing pairs individuals with a host family in the community. A host family assists an individual achieve independence, experience inclusion, and provide continuous care and support.

Individuals who reside in Life Sharing homes are encouraged to become contributing members of the family. Life Sharing living arrangements are chosen by the individual in conjunction with the host family and based on the individual's needs. Life Sharing Homes are limited to one or two individuals with intellectual disabilities or Autism. The host family selects the family member who will be the responsible person. The responsible person is called the Life Sharing Provider. The Life Sharing Provider is contracted by Hope Enterprises and is not an employee. The Life Sharing provider receives a daily stipend as reimbursement.

Individuals participating in Life Sharing services have the capability to engage in lifelong learning. Services consist of assistance, support, and guidance in the areas of self-care, health maintenance, decision making, home management, managing personal resources, communication, mobility and transportation, relationship development and socialization, personal adjustment, participating in community functions and activities, and use of community resources.

## **Supported Living**

Supported Living service is for individuals who live in a private home that is owned, leased or rented by individual. Supported Living services are provided to protect the health and welfare of individuals by assisting them in the general areas of selfcare, health maintenance, wellness activities, meal preparation, decision making, home management, managing personal resources, communication, mobility and transportation, relationship development and socialization, personal adjustment, participating in community functions and activities, and use of community resources.

Through the provision of this service individuals will be supported to live in their own home in the community and to acquire, maintain, or improve skills necessary to live more independently and be more productive and participatory in community life. The type and degree of assistance, support, and guidance are informed by the assessed need for physical, psychological, and emotional assistance established through the assessment and person-centered planning processes.

## **CHOICE**

As Hope Enterprises evolves and expands, Hope strives to be the passenger in the journey throughout one's life. Through personal CHOICE in opportunities for equality, advancement, employment, and socialization, Hope can assist individuals to live an everyday life. CHOICE Services focuses on what is important to each individual and works with the individual's team to create a plan that is tailored to suit the individual. This plan includes services provided in one's personal home as well as in the community. With the ability to provide and coordinate a variety of services, Hope is better able to meet the needs of the individuals served. Choice includes the following services: Community Participation, Companion, In-Home and Community Support and Employment.

## **Community Participation Support**

Community Participation Support focuses on services that are offered in a community- based approach. Hope develops opportunities that allow individuals the support they need to participate and grow within their community.

Community Participation Supports allow opportunities for individuals to expand relationships, support community integration, and have access to the benefits of community living and the opportunity to receive services in the least integrated setting and greater community.

Direct Support Professionals and Supervisors of Direct Support Professionals complete the Community Participation Supports training. This training is pertinent in learning more about increasing community connections for individuals.

Activities are expected to increase the individual's opportunity to build connections within the local community and provide supports for pre-vocational skill development. The goals are to build and maintain relationships, increase social networks that provide friendships and support, participate in opportunities related to the development of hobbies and personal interests, and to promote health and wellness.

Community Participation Supports include planning and coordination for developing basic skills and competencies necessary for an individual to pursue competitive integrated

employment, community connections, and promoting the use of unpaid supports to address the individual's needs in addition to paid services.

### **Companion**

Companion services are provided in private homes or community with the limited purpose of providing supervision or assistance to ensure an individual's health and safety. Services are based on the individual's needs and assists individuals in participating in a more meaningful home and community life. Companion services are used in lieu of In-Home and Community Support when the Direct Support Professional is providing the service and mainly does activities for the individual or supervises the individual versus assisting the individual to learn, enhance, or maintain a skill. Companions may supervise, assist, or perform activities for an individual that includes grooming, household care, meal preparation and planning, ambulating, and socialization.

Companion services can be used for hours when the individual is sleeping and needs supervision and/or assistance with tasks that do not require continual assistance to protect the safety of the individual. For example, companion service can be used during the overnight hours for an individual who lives on their own but does not have the ability to evacuate safely in the event of an emergency or needs routine monitoring.

### **In-Home and Community Support**

In-Home and Community Support is a direct service provided in home and community settings to assist individuals in acquiring, maintaining, and improving the skills necessary to live in the community, to live more independently, and to participate meaningfully in community life.

Services consist of assistance, support, and guidance in the areas of self-care, health maintenance, transportation, relationship development and socialization, personal adjustment, participating in community functions and activities, and use of community resources.

In-Home and Community Supports must provide the level of services necessary to enable the individual to meet habilitation outcomes. Such as:

- Carry out activities of daily living such as personal hygiene, dressing, making meals, and maintaining a clean environment.
- Learn and develop practices to promote good health and wellness such as nutritious meal planning and regular exercise.
- Assistance with scheduling and attending medical appointments, filling prescriptions and self-administration of medications.
- Participate in the development and implementation of the service plan and to direct the person-centered planning process including what the desired outcomes are.
- Exercise rights as a citizen such as voting, attending public community meetings, participating in community projects, and volunteering.
- Participate in preferred activities such as shopping, going to restaurants, museums, movies, concerts, dances, and faith-based activities.

### **Employment Services**

Hope's goal is employment first. The preferred outcome for individuals with intellectual disabilities is meaningful employment, aided by assisting them to explore their career options and seek jobs that fit their skills and interests. Hope asserts every individual has abilities, skills, and talents to enrich businesses and the community around us.

Hope Employment services provides one-on-one work-skills assessments, job search support, job placement, on-the-job training, job coaching, and follow-up services in community workplaces. Hope's goal is to assist individuals to obtain and sustain competitive, integrated employment. Hope plays a role by focusing on what individuals can do and providing the best supports and services to enable individuals to choose and succeed in employment.

Employment benefits individuals as contributing members of their community. Hope is assisting with transforming a system culture that creates opportunities and pathways for integration, independence, and community participation.

### **Benefits Counseling**

Hope provides individualized counseling for people with diverse abilities on how employment may affect federal disability benefits. Sessions are individualized and provide guidance on available work options, while understanding your Social Security Assistance.

### **Children's Campus**

#### **WIC Program**

The Pennsylvania Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) has improved the nutrition and health of families in Pennsylvania since 1974 by providing nutrition services, breastfeeding support, health care and social service referrals, and healthy foods. Through WIC, pregnant women, mothers, and caregivers of infants and young children learn about good nutrition to keep themselves and their families healthy.

Eligible residents must meet WIC income guidelines, which is 185 percent of the poverty level set by the federal government and is based on household size. They must also have a medical or nutritional risk, which is determined at the WIC certification appointment. There are many qualifying risks such as anemia, underweight, overweight, premature baby, and pregnancy complications.

### **TeenLink Facility**

TeenLink is a facility that is utilized by high school students with disabilities. TeenLink provides the opportunity to develop the necessary independent living skills to successfully make the transition from school to independent living. TeenLink is designed to prepare the students for the demands of adult life and help them reach their highest level of independence. Hope's TeenLink facility is located in Montoursville, PA, adjacent to the McCall Middle School.



Hope collaborates with other community stakeholders to provide life skills opportunities to people with intellectual and developmental disabilities. Many area school districts occupy TeenLink throughout the school year with their life skills classrooms. TeenLink also hosts a myriad of day camps every summer.

### **Mental Health- Blended Case Management**

Blended Case Management (BCM) is a community-based mental health service model designed to provide flexible, individualized support to adults and children with serious mental illness or emotional disturbances.

### **Maxworx**

MaxWorx, a division of Hope Enterprises, provides integrated employment for people with and without disabilities through industrial and custodial contracts. It also holds contracts with UniqueSource, a nonprofit that creates job opportunities for individuals with disabilities across Pennsylvania. MaxWorx promotes community inclusion and competitive employment in real-world settings.