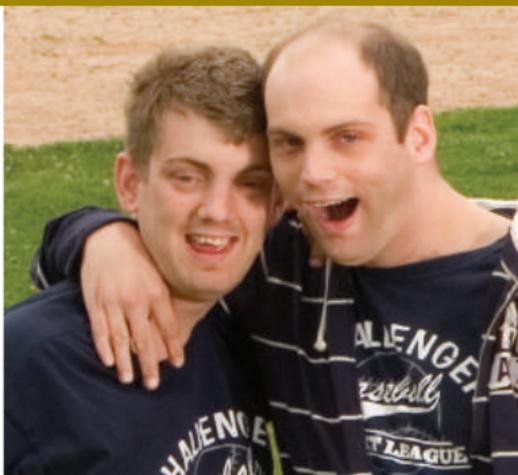




HERITAGE
CHRISTIAN SERVICES



*Empowering people.
Enriching lives.*



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ABOUT HERITAGE CHRISTIAN SERVICES

At Heritage Christian Services, people always come first. It's what the founding parents insisted on, and it's still the backbone of the culture more than 30 years later. Because of that dedication, the agency upholds the highest standards of support for children, older adults and people with developmental disabilities, and when needs arise – like respite for overextended families – HCS steps in to fill the gap.

The agency has grown from one group home in 1984 to now serving thousands of children and adults with developmental disabilities. It offers homes, day programs, respite, employment services, service coordination and much more to ensure people receive the supports they need from staff members who are dedicated to serving people with dignity and compassion. Today, its reach includes 13 counties that extend from Chautauqua to Wayne and Seneca counties, plus three child care centers and Heritage Christian Home Care. Throughout its growth, quality residential programs for people with disabilities have remained at the heart of the agency. To help families who are waiting, HCS continues to add homes and programs where people can have meaningful work and be active in their neighborhoods.

Heritage Christian is nationally recognized for its work in strengthening community involvement. The Pieters Family Life Center received the 2009 Community Builder Award for providing a place where people with and without disabilities interact naturally. In 2011, Heritage Christian was recognized with the Full Community Inclusion Award, given by the American Association on Intellectual and Developmental Disabilities, and in 2015 the agency won an Ethie Award from the Rochester Area Business Ethics Foundation. The agency has also received national accreditation for Person Centered Excellence from The Council on Quality and Leadership, and has been inducted into the COMPASS program by the New York State Office for People With Developmental Disabilities, which means HCS is one of New York State's top service providers for people with disabilities.

Founding Children



Bob Pieters



Karen Pieters



Laurie Otto



Mark Bruinsma



A HISTORY OF INNOVATION

While Heritage Christian Services started with residential care, the agency has grown to provide a variety of services including:

Service coordination A service coordinator works closely with the individual and his or her family in articulating the individual's life goals and monitors the progress toward those goals. They collaborate with the individual and family in identifying the services they are

looking for and assist in linking the person to those services. The service coordinator also partners with the individual and family in making informed choices about funding and services. They can also assist individuals with accessing clinical and other community services, navigating the transition from school to work, and obtaining funding for large projects that help improve quality of life.

Respite The respite programs at Heritage Christian Services offer short-term care for children and adults with special needs. Family caregivers get the gift of free time while their loved ones get a taste of independence while staying away from home. HCS can also send staff support to private homes to provide respite for a few hours.

Day programs HCS day programs offer people the chance to spend their days learning new skills and sharing their talents, like offering tours to school children at Springdale Farm or delivering meals to the elderly. Instead of busy work, participants are involved in the community. They are developing skills and enjoying some recreational time.

Brokers and financial management With the support of a service coordinator, individuals and their families determine if their needs are best met through traditional services, where an agency handles most of the details, or if a more customized plan would be better – one that gives people the responsibility of coordinating how and where they receive services. HCS has startup brokers who support families in creating a customized plan and in identifying a financial management service provider, which is an agent that helps manage the Medicaid money that's associated with an individual's plan for services. Then,





a different broker – a support broker, also available at HCS – is charged with helping families and individuals carry out the plan. In addition HCS now provides financial management services.

Community services For people with developmental disabilities who have customized plans, HCS is now offering greater choice and flexibility in things like respite, supporting people in meaningful day activities and in building skills in their own homes. In addition, through the Nursing Home Transition Diversion Waiver – which is designed to keep adults without developmental disabilities who would traditionally be referred for nursing home care in their own homes – Heritage Christian can provide environmental modifications, moving assistance, community transitional services, positive behavioral interventions and supports, and independent living skills training. Also, as an extension of its high-quality care, the agency can begin offering nursing and personal care services to people of all abilities and ages.

“I like giving to other people. We’re just there for them. God appreciates it when you do that for other people.”

Kimberly Schenck, who delivers gently used magazines to hospitals and nursing homes as part of her HCS day program.

PROGRAMS SETTING A NEW STANDARD IN CARE



OUR RESIDENTIAL PROGRAM

Close to 400 people live in homes operated by Heritage Christian Services. In traditional homes, people are supported 24 hours a day by a compassionate, highly trained staff. That same top-notch care is available for people with disabilities who would like something outside of a traditional home, something that's tailored to the number of hours of staffing each person needs and allows for more flexibility in the number of people at each site.

Agency nurses are also available around the clock, and family members are invited to stop by their loved one's home at any time. HCS believes in supporting the whole person – body, mind and spirit – and offers opportunities for people to grow in all of those areas. The agency welcomes people of all faiths and makes sure people have the opportunity to attend places of worship, volunteer for causes they believe in and become part of the larger community.

At Heritage Christian, staff members are expected to model love in action – the kind of love that is patient, humble and kind. Employees are committed to focusing on people's strengths and opening their hearts to the people they serve.

"Heritage helps not only the person in the home but the entire family. What would we do without Heritage?"

Joan Titus, whose daughter Karen lives in a group home operated by Heritage Christian Services.



The Pieters Family Life Center in Henrietta

The 21,000-square-foot health and wellness center offers an array of therapies, classes, conferences and clubs designed to put balance back into the physical, mental and spiritual aspects of life.

“When the Pieters Family Life Center opened, I joined so that I could do my exercises three times a week. Little did I know I would have the added pleasure and benefit of meeting, talking, and singing with individuals with developmental disabilities that the center also serves.”

Carmen Bellavia, member of The Pieters Family Life Center



Employment Alliance in East Rochester

The Employment Alliance brings new talent to business by matching people who have developmental disabilities with employment opportunities in the community. Our agency offers support to companies by identifying efficient work roles and customizing training.



Heritage Christian Stables in Webster

The Stables provides therapeutic horsemanship for children and adults. Lessons are taught by nationally certified therapeutic riding instructors in conjunction with specially trained horses and volunteers.



Expressive Beginnings Child Care in Henrietta, Webster and Greece

Expressive Beginnings offers a unique family environment and a highly regarded learning curriculum in its state-of-the-art 10,000-square-foot facility. It serves children through age 12, offering infant and toddler care, preschool, pre-kindergarten, full-day kindergarten, wrap around care and a school-age summer program.



Heritage Christian Home Care in Henrietta

Heritage Christian Home Care strives to enrich people's quality of life and make living at home safer through its services as a licensed home care provider. HCHC offers companion care, aide support, skilled nursing and speech language pathology, plus enhanced services to assist with unique needs.



Springdale Farm in Ogden

The farm is a premiere agricultural education facility that is open to the public and serves as a day program site for adults with developmental disabilities. Day program participants care for the plants and animals, maintain the beautiful farm grounds and welcome more than 40,000 visitors each year.



A Second Thought Resale Shop in East Rochester

The store is operated mainly by volunteers – including adults with developmental disabilities – and proceeds from the store support Heritage Christian Services' International Ministries program.



Retreat Center in Inlet

The Heritage Hollow, located on Sixth Lake at the heart of the Adirondacks is a spiritual retreat and vacation center. It provides a natural setting where visitors from HCS can relax and enjoy everything from fishing, hiking, snowshoeing, snowmobiling and more.

HOW DO I LEARN MORE?

For more information about Heritage Christian Services in Rochester, call (585) 340-2000.

In Buffalo, call (716) 743-2020. or visit

www.heritagechristianservices.org.

INFORMATION REQUEST FORM

For more information please complete this form.

Then mail to:

Heritage Christian Services

275 Kenneth Drive

Suite 100

Rochester, NY 14623-4277

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

E-mail _____

Please contact me for further discussion on the following:

- I would like information on other programs offered by Heritage Christian Services
- How to make a financial contribution
- Volunteer opportunities
- Please add me to your mail list

Looking for family caregiving support or services for your loved one? Ask to speak with our resource advisor by emailing info@heritagechristianservices.org or call the office.

At Heritage Christian Services, people come first.

HCS is a thriving human services agency that serves thousands of people throughout the greater Rochester and Buffalo areas by providing meaningful introductions and offering experiences that assist others in navigating and achieving what matters most to them.

The agency offers residential support, service coordination, respite, community habilitation and employment supports. It has received a Compass designation by the Office for People With Developmental Disabilities for being one of New York state's top service providers to people with special needs and earned national accreditation from the Council on Quality and Leadership.

Heritage Christian Services is known for innovative community impact programs including the Pieters Family Life Center and Expressive Beginnings Child Care in Henrietta, Webster and Greece, the Center for Human Services Education and A Second Thought Resale Shop in East Rochester, Springdale Farm in Ogden and Heritage Christian Stables in Webster.



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