



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. It offers homes, day programs, respite, employment services 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 15 counties that extend from Chautauqua to Wayne and Seneca counties, plus three child care centers. 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 Community Builder Award for providing a place where people with and without disabilities interact naturally. Heritage Christian was recognized with the Full Community Inclusion Award, given by the American Association on Intellectual and Developmental Disabilities and 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:

Self Directed Services Even as Medicaid continues to change, people have the option of choosing what supports are most important and which agency they would like to work with. HCS has already built the infrastructure for the new way Medicaid is doing business

with agencies. In fact, HCS supports more than 450 people with self directed plans/budgets, and have surpassed the 550 mark on the number of self-hire employees. That is, in part, thanks to investing in six full time brokers – and employing the only Master Broker trainer for the Finger Lakes region.

For people exploring options other than a traditional group home or day habilitation setting, the agency offers customized options where people choose who they would like to live with – if anyone – and select the supports they would like to have in their home.

Consumer Directed Personal Assistance Program (CDPAP) People, or their designees, can hire family members, friends, neighbors or other people they trust to be an attendant. An attendant can perform all the tasks usually assigned to a home health aide such as assisting with eating, dressing and bathroom needs. An attendant can also perform tasks that nurses usually perform such as administering medication, cleaning wounds, suctioning tracheotomies, giving insulin injections and administering oxygen to a person on a ventilator.

The attendant is an independent consultant paid through a fiscal intermediary, like Heritage Christian Services. CDPAP is overseen by the NYS Department of Health.

Community Habilitation Community habilitation offers people the chance to receive individualized support in their homes and at places they like to visit. The person and his or her staff work together to plan what the day should look like. Maybe that's a trip to the library and a visit to the gymnasium. Maybe that's a few hours of volunteer work, followed by a cooking lesson.





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.

Respite The respite programs at Heritage Christian Services offer short-term care for children and adults with special needs, which gives their caregivers the gift of time to devote to other areas of their lives. Some programs can offer overnight support while others provide after school respite. In addition, HCS serves families who are interested in hourly respite or in having a staff member provide respite in the family’s home.

Day Habilitation Heritage Christian Services’ day programs offer a variety of opportunities for individuals with developmental disabilities to develop skills for personal growth. With several dozen sites in Rochester and Buffalo, NY, participants enjoy a wide range of activities and make a significant contribution to their communities through more than 80,000 hours of collective volunteer service each year.

“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.

"There is an enormous, devoted, brave, and beating heart at HCS. It stretches out among all the people who work and serve there."

Robin Pulver, whose son David is supported 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.

“My balance was off, my stamina wasn’t good- I knew I still needed to work on these issues if I was going to live my life the way I wanted. I look forward to my visits, when I’m here I feel like family.”

Chuck Cirrillo, member of The Pieters Family Life Center



Employment Alliance

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 providing job coaching and diversity education.

Prevocation Services

The prevocation programs offered by Heritage Christian Services provide community based job readiness 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 Greece, Henrietta and Webster

Expressive Beginnings offers a unique family environment and a highly regarded learning curriculum in its state-of-the-art facilities. 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.



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.



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.



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.



Heritage Gardens in Henrietta

Heritage Gardens, an inclusive apartment complex in partnership with Home Leasing, is constructed on the 4 acres across from the Pieters Family Life Center. It offers 84 apartments for people who are income-eligible. Seventeen of those are reserved for people supported by the Office for Persons with Developmental Disabilities. The complex will have six apartments that are fully accessible but all units are easily adaptable.

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

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 partners with thousands of people throughout Rochester and Buffalo to ensure everyone – including children and people with developmental disabilities – feels valued and respected. Most of the agency's 2,500 employees work to support people who have disabilities so they can find the best place to live and work and build strong community connections.

The agency offers residential support, 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 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, Expressive Beginnings Child Care, The Center for Human Services Education, A Second Thought Resale Shop, Springdale Farm and Heritage Christian Stables.

Visit HeritageChristianServices.org.



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