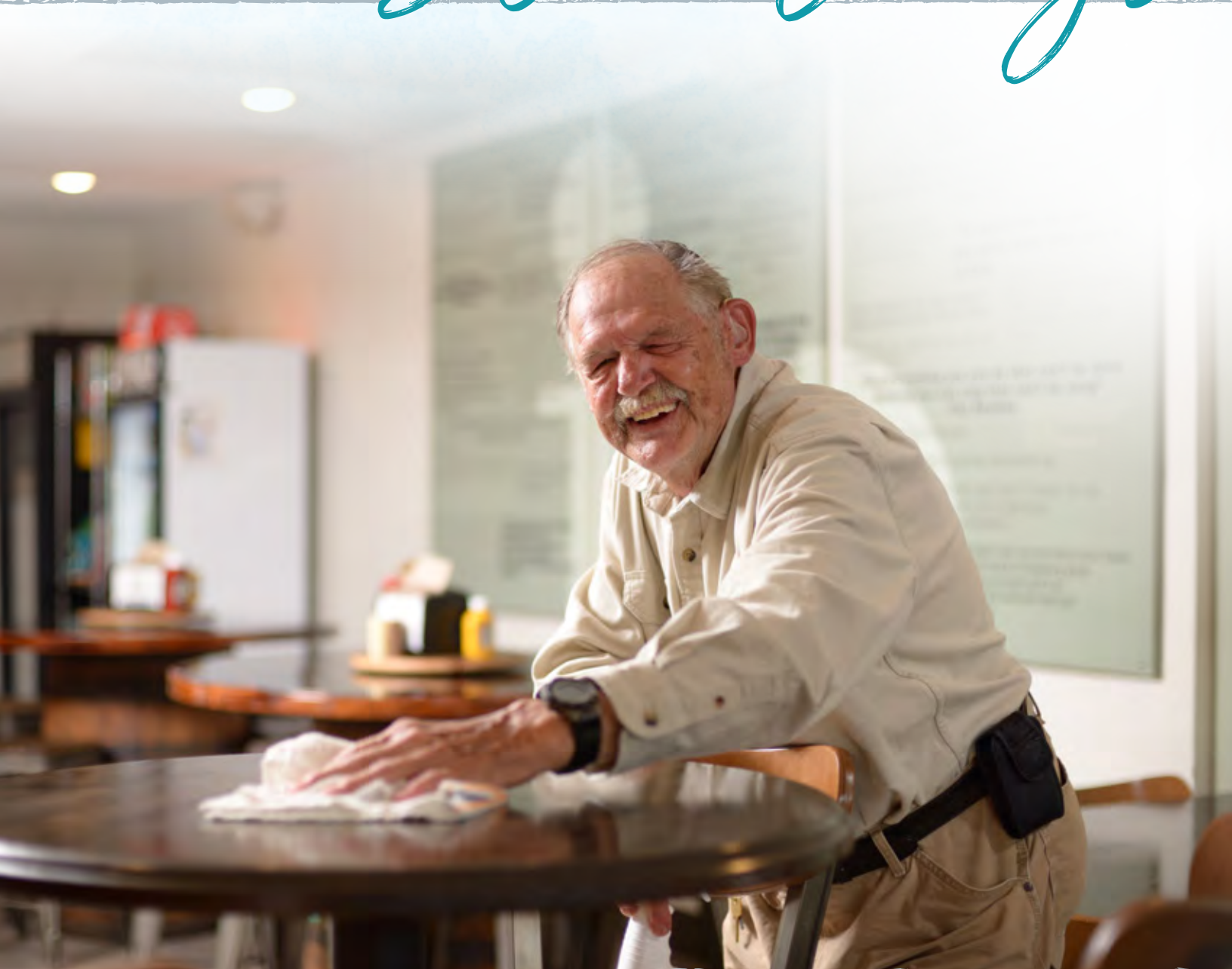




FINDING *Silver Linings*





Dear Friends of Mainstay

When I think about the past couple of years, one word comes to mind: **resiliency**. I've seen it in the faces of the people we support and the actions of our entire staff as we've dealt with many new challenges.

Resiliency is defined as, **"an ability to recover from or adjust easily to adversity or change."** How fitting for our organization as we've continued to grow and adapt to the changes that have impacted our society during the pandemic. Our employees have led the way, continuing to guide the people we support with the same love and care as ever, while helping our organization to expand.

Despite the ongoing pandemic, I can see silver linings everywhere. We want to highlight some of them, and the exceptional work our team has been able to accomplish in fiscal year 2020-21. Our strategic priorities: **Grow Our Services**, **Grow Our Resources**, and **Grow Our Talent** have been our North Star.

While we reflect on some of the achievements outlined in this Annual Report, we look forward with great optimism and with the same resilience shown everyday by those who are part of the Mainstay family. Our successes would not be possible without you.

Please accept my heartfelt thanks for your help in carrying out our mission of providing life-long, high-quality support services, ensuring that people with developmental disabilities lead fulfilling lives and realize their vision of a desirable future.

Looking forward to another great year!

A handwritten signature in black ink that reads 'Kim A. Sonafelt'.

Kim Sonafelt
CHIEF EXECUTIVE OFFICER



Grow Our Services

REACHING MORE PEOPLE IN MORE PLACES

Despite the ongoing COVID-19 pandemic, “Grow our Services” remains a Mainstay Strategic Priority, as we strive to reach more people in more places.

In the two decades since Mainstay opened our first specialized home supporting people with Prader-Willi Syndrome (PWS), we have continued to add residential services for individuals in Allegheny County. With a solid model in place, our team is excited to be actively expanding into new counties. We opened two new homes for people with PWS – including our first location in Washington County.

Zach

One of those people is Zach. One of Zach's biggest dreams was to one day live on his own. To help him achieve his dream, Zach worked with Dennis Zellers, our Clinical Supervisor of Behavioral Supports. Through their meetings together, Dennis was able to gain an understanding of the supports Zach needed and how Mainstay could best meet those needs. Zach is now living his dream.



As we all continue to rely more heavily on technology, Mainstay has leaned into the many ways technology can help us better support people with disabilities, regardless of location, to lead healthy, independent, and joyful lives. Conventional and more specialized technologies have become instrumental in supporting inclusion, community integration, employment and independence in the home and community.

In 2021, Mainstay became the first Pennsylvania provider to receive the **Technology First accreditation from Shift**. As part of our “Technology First” pledge, Shift’s professional curriculum and online learning community is helping the people we support get more



opportunities to achieve amazing outcomes using technology.

Collaborations with **StationMD** and **Wellbridge Health** have been key to Mainstay’s early efforts to close gaps in care and support. Through a secure video-conferencing system and a connected care management tool, Mainstay Direct Support Professionals (DSPs) facilitate real-time medical aid and health maintenance to avoid unnecessary trauma and cost associated with a trip to the emergency room. StationMD now supports 40+ people in Mainstay’s residential programs, and Wellbridge Health connects more than 25 people to health coaches.

As we continue to move forward and expand into new places, Mainstay is excited to be a leader in our field with a **commitment to harnessing the power of technology** to help us provide innovative supports to the people we serve.



Grow Our Resources **RECORD-BREAKING FUNDRAISING**

Held at The Club at Nevillewood on June 28, 2021, Mainstay’s 14th Annual Charlie Ross Memorial Charity Invitational Golf Outing raised a record-breaking \$72,500!

The proceeds will ensure we can continue to be a leading care provider for people with developmental disabilities. We extend a special thank you to our participants and sponsors for helping to make this the **BEST golf outing yet**. Please save the date for this year’s event at Nevillewood on June 27, 2022.

Grow Our Talent

CELEBRATING AN AWARD-WINNING TEAM

Our employees are truly our greatest asset.

Through these uncertain times, every member of our staff has served as a beacon of hope for the people we support. Nearly two years into the pandemic, Mainstay employees have continued to adjust to our new reality safely and effectively, taking every precaution in stride as they provide the highest level of care to the people we support.

Due to the nature of our work, our dedicated employees are often in situations where people in their care cannot consistently use masks or where they cannot avoid coming into close contact with others. Therefore, screening, care coordination and vaccination efforts continue to be essential. As a leader in the field of Human Services, we've adopted precautions above and beyond the recommendations of the Centers for Disease Control and Prevention and PA Department of Health, including:

- Mandating the vaccine for all current and new employees
- Requiring masks at all our locations
- Increasing safety protocols for entering properties, including sign-in sheets and screening questions

Thanks to the dedication and resolve of our staff, we were honored with a Top Workplace Award in Pittsburgh and ranked within the top ten of mid-size employers for the seventh consecutive

year. Our staff is also the sole reason that – for the first time ever – Mainstay was named a national top workplace by Top Workplaces USA.



As we continue to strategically build our team, we were thrilled to introduce a new inclusive onboarding experience for all new hires that integrates Mainstay's Diversity, Equity, and Inclusion (DEI) goals and values into new hire orientation. This ensures that from day one, new employees are comfortable talking about diversity and related matters in the workplace.

Mainstay has partnered with Diaz Inclusion Consulting to bring multiple DEI workshops to our executive and leadership staff. These workshops have begun to expand our DEI knowledge with topics like understanding implicit bias, bias awareness, leading through diversity, and addressing conflict while creating an engaging culture.

While we are excited about our progress thus far, we know that there is still much more work to be done. Our plans include strengthening internal DEI resources to provide development opportunities to all staff to support the growth and expansion of our teams.



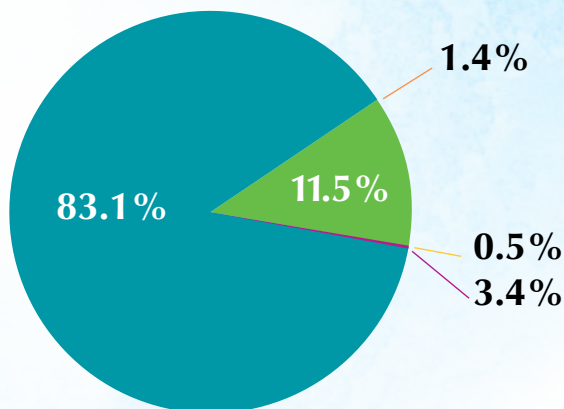
Financial Report

July 1, 2020 – June 30, 2021

Operating Revenue

\$28,994,489

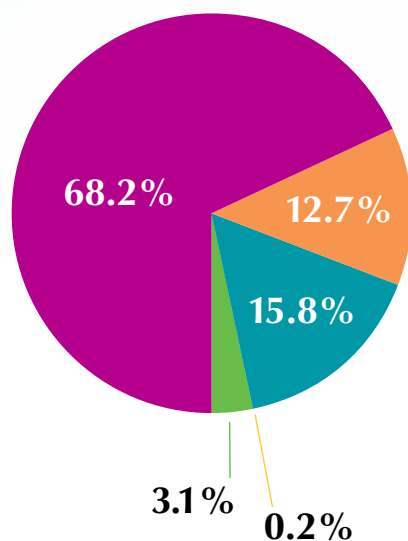
| | |
|-------------------------|--------------|
| Program Revenue | \$24,118,687 |
| Contracted Revenue | \$410,593 |
| Grants & Contributions* | \$3,346,134 |
| Fundraising | \$136,486 |
| Investments & Other | \$982,589 |



Operating Expenses

\$22,745,891

| | |
|-----------------------------|--------------|
| Residential Services | \$15,509,886 |
| Community Based Services | \$2,891,485 |
| Management & Other | \$3,595,984 |
| Fundraising | \$52,624 |
| Depreciation & Amortization | \$695,912 |



* Includes PPP loan.

A copy of Mainstay Life Services' official registration and financial information may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania: 800.732.0999. Registration does not imply endorsement.

BOARD OF DIRECTORS

Rebekah R. Herman, Chair
– PNC

Jack Ryan, Vice Chair
– Henderson Brothers, Inc.

Thomas Junker, Treasurer
– Bucey & Junker

Linda Zane, Ed.D., Secretary
– Slippery Rock University

Rosemarie Cooper
– Human Engineering Research Laboratories

Peter Fleming
– Wilke & Associates, LLP

James T. Gemperle
– Alcoa, Inc. (Retired)

Marvin Gold
– Fundraising Consultant

Traysean Harris
– Self-Advocate

Judy Hulick, PhD
– Teacher (Retired)

John Lovelace
– UPMC

Robert O'Gara
– Point Park University (Professor Emeritus)

Richard P. Swartz
– Bloomfield-Garfield Corporation

Mahmood "Mike" Usman, MD, MMM
– Beacon Health Options

Reid Wolfe
– Achieva (Retired)

Janna M. Chiurazzi Young
– Unilever Food Solutions

Lauren Zetts
– Covestro

Thank you!

We are grateful to the many contributors who supported the Mainstay mission in fiscal year 2021! If you would like an opportunity to get involved, please contact **Dorothy Gordon** at **DGordon@mainstayliveservices.org** or visit us at **mainstayliveservices.org**.

DONORS TO MAINSTAY LIFE SERVICES - FISCAL YEAR 2021

(7/1/2020 – 6/30/2021)

Gifts and Grants

| | | |
|--------------------------------|-----------------------------|-------------------------------------|
| Accent Carpet Cleaning | Ms. Carol Boyd | Dayna Colaizzi |
| Mr. John Adair | Ms. Sue Boyer | The Cooper-Siegel Family Foundation |
| Ms. Mary Kay Adams | Ms. Kelly Brodnick | Coldwell Banker |
| Mr. and Mrs. Pritam Advani | Kelly Brothers | Ms. Michelle Corak |
| Amazon Smile | Mr. and Mrs. Mark Brown | Ms. Cara Cortes |
| Mr. and Mrs. Edward Ambrass | Kara Brunner | Mr. and Mrs. Bryan Cox |
| American Land Abstract Co. | Ms. Madison Brunner | Ms. Sherry Curry |
| Renee Anderegg | Ms. Teresa Brunner | Mr. and Mrs. Stephen Darcangelo |
| Mr. and Mrs. Steve Angely | Mr. and Mrs. Frank Bugajski | Ms. Jen Dayton |
| Anonymous | Ms. Gertrude Burrell | Mrs. Amy Dempsey |
| Ms. Myrna Antonio-Hall | Ms. Alex Calabrese | Denillo Heating and Cooling |
| Arlington Heritage Group, Inc. | Ms. Anna Cardellini | Ms. Dora Dickerson |
| Mrs. Lisa Augustine | Mr. Kurt Carlson | Ms. Paula Dillon |
| Babst Calland Attorneys at Law | Ms. Samandra Casey | Disaster Restoration Services |
| Ms. Diane Baldesberger | Champ Printing Company | Trinity Dixon |
| Mr. Frank Baumgarten | Ms. Brandy Chesnut | Demoria Dixon |
| BBL Fleet | Mr. Ronald Chiurazzi | Ms. Kim Dodson |
| Ms. Sabrina Benovitch | Mr. Wayne M. Chiurazzi | Kate Dombrowski |
| Mrs. Dolores Berdes | Mr. Allen Christain | Mr. Craig Douglass |
| Ms. Linda Berger | Cillo Plumbing & Heating | DSF Charitable Foundation |
| Ms. Gina Bishop | Ms. AnnMarie Clark | Ms. Barb Dyer |
| Blackburn's | The Club at Nevillewood | Ms. Mary Egan |
| Mr. and Mrs. Shawn Bomar | Mr. Dave Cochran | Mr. and Mrs. Frederick Eisenreich |
| Bowles Rice LLP | Ms. Betty Jo Cogis | Enkompas |

Gifts and Grants *continued*

Ms. Jodie Esper
Mr. Richard Faychak
Ms. Terry Faychak
Mr. and Mrs. Nick Fera
First Commonwealth Bank
First Reports Insurance
Mr. and Mrs. Peter Fleming
Mr. and Mrs. Tom Fleming
Mr. and Mrs. Robert Flory
Mr. and Mrs. Samuel Friede
Mr. Walter Gaida
Fred Galvez
Mr. James Gemperle
Ms. Michelle Georgakis
Mr. Marvin Gold and
Ms. Janice Penick
Ms. Janet Graham
Mr. Robert Graham
Mrs. Nancy Green
Ms. Christine Gregor
Ms. Cynthia Grimm
Mr. Bruce Guay
Ms. Leesa Halapin
Mr. Mark Hall
Ms. Dee Hamilton
Mr. Traysean Harris
Mr. Daniel Hartz
HDJ & Associates
Ms. Debra Hedding
Hefren-Tillotson
Mr. Thomas Heinricher
Henderson Brothers, Inc.

Ms. Rebekah Herman
Ms. Carole Hopey
Mr. Stephen Hrapchak
Stacie Huber
Dr. Judith Hulick
Ms. Julie Hummel
Ms. Melissa Hunnefield
Ms. Natalie Hunter
Renee Hunter
Robin Hyde
Mr. and Mrs. Paul Immekus
Rayonea Jefferson
Mr. Robert Jefferson
Ms. Barbara Jenkins
Mr. and Mrs. Henry Johnston
Mr. Thomas Junker
Ms. Melinda Kaiser
Mrs. Ellen Teri Kaplan-Goldstein
Ms. Sierra Kaufman
Mr. Dan Kite
Patrina Klingelhofer
Mr. and Mrs. Jeff Kondis
Ms. Janice Kress
Mr. and Mrs. Charles Kuba
Mr. and Mrs. Steve Kudrav
Ms. MaryBeth Kundrat
Ms. Toni Kvederis
Mr. and Mrs. Richard Lawson
Ms. Annie Lewis
Ms. Heather Lewis
Mr. John Lovelace
Aaron Lucas

Mr. and Mrs. Peter Lucas
Stephanie Lynn
Mr. Anthony MacDonald
Maher Duessel
Ms. Cecelia Mallamo
Mr. Kenneth Manders and
Ms. Weia Boelema
Ms. Betty Ann Manes
Bethany Marsh
Georgiann Maurer
Ms. Natalie Mayan Schlimmer
Ms. Alisha McCall-Irvin
Stacey McCormick
Ms. Barb McEwen
Ms. Kathy McGall
Tanaia McKenith
Ms. Marlene McMillan
Mr. Joseph Melech and
Ms. Jeanne Flynn Martin
Ms. Janet Michaels
Ms. Mary Jan Mikula
Mindful Kreative, Inc.
Mr. William Mitchell
Mr. Edward Modaro
Ms. Sara Morrell
Ms. Barb Morrow
Ms. Becky Morrow
Scott Moses
Movin' Murdy, Inc.
Mr. and Mrs. James Murphy
Ms. Linda Murphy
Mr. and Mrs. Robert Murphy
Mrs. Amber Myers

Ms. Daphne Myers
Ms. Cindy Mytrysak
Ms. Susan Neubauer
Ms. Claudia Nicholl
Mr. and Mrs. Stephen Nimmo
Mr. Matt Noel
Mr. Ned Ochester
Mr. Robert O'Gara
Mr. Sheriff Olaigbe
Ms. Cherie O'Leary
Ms. Ruth Opferman
Dr. and Mrs. Irving Oppenheim
Mr. and Mrs. Gerald Page
Mr. Mark Pagliai
PCPA Workers' Compensation Trust
PDC Pharmacy
Randy and Karol Warchola Penner
PNC Bank
Ms. Marsha Podsiadly
Ms. Lynne Porterfield
Ms. Dana Powell
Raff Printing, Inc.
Ms. Melinda Reed
Mr. and Mrs. Edward Reichard
Renk Landscaping
Mr. Tom Robshaw
Ms. Angel Rodrigues
Mr. John Ross
Mr. James Rossini
Ms. Geraldine Russell
Mr. Mike Ruzicka
Mr. Jack Ryan

S&T Bank
Ms. Tracy Sabich
JoAnne Sala
Ms. Jenny Scheer
Ms. Sherry Schiff
Peggy Schrollo
Selective Insurance
Rachel Shaw
Soccer Shots Pittsburgh
Susan Solomon
Kim and Vince Sonafelt
Ms. Nancy Soule
Ms. Nora Soule
South Hills Honda
Ms. Terry Starrett
Ms. Christine Stienecker
Mr. John Stitt
Kathy Stoodt
Ms. Lisa Svidron
Mr. Richard Swartz and
Ms. Laura Swiss
Carrie Tajc
The Chiurazzi Law Group
Toshiba Business Solutions
Mike Trapolsi
The Edith L. Trees Charitable Trust
The Wilson Group
Donna Tritschler
Jenna Tritschler
Taylor Tritschler
Margo Tuchfarber
UPMC Health Plan

Dr. Mike Usman
Ms. Dorothy Valko
Vision Benefits of America
Mr. Joseph Vlcek
Ms. Kim Vlcek
Ms. Nicole Vlcek
Vision Benefits of America
Ms. Evelyn Vogel
Mr. Richard Wagner
Laura Whipkey
Mr. and Mrs. Barry Whoric
Westmoreland Telephone Company
Chrissy Wilhelm
Sandy Wolf
Ms. Carol Wysocki
Mrs. Janna Chiurazzi Young
Dr. Mehrooz Zamanzadeh and
Ms. Carolyn Tome
Dr. Linda Zane
ZMark Health

In Honor Of

Jamie Cillo from Mr. & Mrs. Daniel Cillo

Judy Hulick from:

Mr. Gregory Kuhar
Ms. Nancy Mason
Ms. Janet Michaels
Mr. and Mrs. Dave Phillippi
Mr. and Mrs. Alan Schorr

Eileen Kosiorek from Ms. Maureen Wack

Gregory Manning from Ms. Sandra Manning

Sheila and Wally Olszewski from Ms. Nancy Mason

Todd Page from Mr. and Mrs. Gerald Page

Joanna Rubenstein from Dr. and Mrs. James Burke

Karen Scott from Mr. and Mrs. Harry Scott

Michael Shepherd from Ms. Sally Shepherd

Glen Tintelnot from Ms. Alison Sims

In Memory Of

Frank Belich from Ms. Kim Vlcek

Margaret Benovitch from Ms. Sabrina Benovitch

Josephine Capone from Ms. Judy Herstine

Patricia Chiurazzi from Mrs. Janna Chiurazzi Young

Pete and Kay Cillo from Mr. & Mrs. Daniel Cillo

Heather Davis from Ms. Megan O'Matz

Israel Gold from Ms. Janet Ocel

Kenny Hagerty from Ms. Rita Guy

Wendy Hurst from:

Ms. Arlene Brown
Mr. and Mrs. Richard Gotch
Mr. and Mrs. Doug Hoffman
Ms. Martha Kalina
Ms. Lorraine Popovich
Ms. Susan Prex
Mr. and Mrs. George Simon

Francis and Norvell Lilly from Mr. Gary Lilly

Carol Olszewski from:

Dr. Judith Hulick
Ms. Nancy Mason
Mr. and Mrs. Alan Schorr

Richard Panza from Mr. and Mrs. Joseph Kolc

Andrew and Katherine Ristway from Ms. Donna Beard

Raymond Ristway from:

Mr. and Mrs. Peter and Audrey Clarke
Dr. and Mrs. Jeffrey Long
Ms. JoAnne Scherer

Charlie Ross from Mr. John Ross

Vickie Sitton from Ms. Sue Boyer

Lois Willner from Mr. Jeffrey Willner