

Architecture and Restructuring Frequently Asked Questions

Thank you everyone for your questions and your support of the new architecture initiative. This FAQ list will be updated on an on-going basis with new questions and answers as they become available. Please know that if you have submitted a question, we have received it and will add it to the list when the answer becomes available. We ask that you continue to share verified information, including the answers found on this document, with your team. If you have a question please email us architecture.questions@kencrest.org.

Questions as of 6/02/2020

(1) What is the effective date of the new architecture plan?

The implementation of the new leadership structure will begin on **Monday, June 29th**.

(2) How does the new architecture plan affect/impact our departments?

All of our services will all remain the same but several programs have been reorganized to report to different leadership. Please refer to the new organizational charts for details.

(3) What will the new regions look like?

At KenCrest human services will be organized into three service areas— Community Collaborative Services, Children/Family Services and Shared Services, and Total Quality Management Services. Community Collaborative Services will include two Pennsylvania regions, Delaware, Connecticut services, and Health Services. Please review the new organizational charts for the names of each service area and department leader.

(4) What services are included in PA's Community Collaborative?

Community Collaborative encompasses the whole life of those we support; it includes the following opportunities: community living models, Lifesharing, Independent-Supported Living, and Home & Community Based Supports (formerly under PSN); along with the medical homes, and Community Participation/Day programs.

(5) What services are included in Children/Family Services and Shared Supports?

Children/Family Services and Shared Supports includes Pennsylvania and Delaware Birth to Five Early Intervention, the Early Learning programs; as well as all of our Pennsylvania shared services—the Personal Outcome Champion department, Clinical/Behavioral services, Enabling Technology, and Employment services.

(6) Where are In-Home Supports and Supported Living?

Home & Community Supports and Supported Living (formerly PSN) have been reorganized for growth and opportunity into the new structure. Home & Community Based Services will reside in Community Options PA Region 2; and Supported Independent Living in PA Region 1. Please refer to the organizational charts for greater detail.

(7) What happens to the current role of the Community Living Residential Directors and what they focusing on?

This role has been redesigned and is now known as Director of Community Options; with expanded responsibility to oversee residential and all community-based programs. Please refer to the organizational charts for details.

(8) Will the Community Participation/Day programs be split under different PA Executive Directors?

Yes, the Community Participation/Day program will be split based on its regional location under the new executive directors as a part of the Community Options program. In Region 1 under Ann Sheaffer, will be the Wyncote (ASI), Pottstown, and Seeds of Purpose programs. In Region 2 under Joe Mancini, will be the Exton and Malvern programs.

(9) How are we intending to support external consumers that we only serve part of the day?

All services and supports that individuals participate in will continue. However under this new model there will be more options in regards to services and programs, and more accessibility to those services and programs than before.