

KenCrest: Navigating the Pandemic to a Better Place

When the pandemic began, KenCrest immediately identified what needed to be done to keep our clients, families, and employees safe, informed, and supported.

A leadership team of 20 people met 7 days a week for several months to discuss action plans, updating our website with vital COVID-19 information and FAQs, and soliciting the help we needed from various sources. Data presented is through June 2020 and shows a few ways we navigated the pandemic.

1,750

Masks were sewn by volunteers for KenCrest

\$22,500

Amount of goods donated for COVID-19 relief

54

Staff who drove donated supplies to residential homes

10,939

Teleintervention visits with 925 PA families

7

Early Learning Centers used virtual learning until 01/21

55,299

Meals delivered to our Early Learning Center families

\$122,588

COVID-19 relief funds received from foundations

67

Day Program staff who shifted to residential homes

Author: Marian Baldini,
President & CEO



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Adaptive Leadership

- Active learning
- Honest, open dialogue
- Creation and testing of approaches backed by data



Technology

- Zoom and GoToMeeting
- VPN for security
- Learning management software
- Remote worker support tools

Communication

- Expanded use of Town Hall meetings
- Special email address for questions
- Expanded use of texting, website

Alignment

- Coordinated efforts across departments
- Flexible responses to changing external circumstances across 3 states