

NYS Self-Advocates Conference “Self-Advocacy: Self-Directing the Change”

The Self-Advocacy Association of NYS held their annual conference at the Melville Marriott on May 27, 2015. Not only was the conference informative and exciting, it was also time to vote in a Nassau County Board member for the statewide SANYS Board.

AHRC Nassau had four candidates: Coleen Mackin, Matthew Hofile, Chris Orlando and Edward Richardson. At the end of the day, Coleen Mackin was elected to this position.

Congratulations Coleen! This is a vital position as it involves global advocacy, interacting with local and state officials and, most importantly, representing peers. AHRC Nassau is very proud of all the candidates and their advocacy efforts.

The conference had many exciting educational opportunities. The keynote addresses were given by Jacqueline Best, Long Island DDRO Director, and Chester Finn from the President's National Council on Disability and Self-Advocacy leader.

AHRC Nassau was well represented at the conference with over forty advocates in attendance. Coleen Mackin, in addition to winning the election, was named Self-Advocate of the Year for SANYS Long Island. She is pictured below with her long time mentor, Susan Limiti. We look forward to continuing our partnership with SANYS this coming year and remaining a voice of reason and effective influence during OPWDD's transformation.



Coleen Mackin and Susan Limiti

Of special note, Cathy Loquercio will remain with SANYS and mentor the newly elected Board members. Cathy has done an excellent job in her role at SANYS and she will continue to lend her expertise to this great group of advocates.



MISSION STATEMENT

Presenting The New Mission Statement!




Thank you to everyone who was part of the process to revise the Mission Statement, the Councils, Board of Directors, staff and families. The new Mission Statement clearly shows the direction we are heading.

A kick off day was held on April 29 to introduce and celebrate the new mission statement.



Guiding Principles

- ... *Work together to achieve excellence by promoting opportunities and supporting dreams.*
- ... *Demonstrate courtesy, respect and compassion in every interaction.*
- ... *Foster a unified culture that celebrates diverse talents, ideas and potential.*





AHRC NASSAU








AHRC Nassau empowers people with intellectual and developmental disabilities to live self-directed lives.

*Fulfilling the Promise With...
Family - Friends - Community*

Foster a diverse culture that celebrates talents, ideas and potential.



Work together to achieve excellence by promoting opportunities and supporting dreams.



A Remarkable Visit

On February 12, 2015 life came full circle for self-advocate, Jessica Campbell. Through her employment at SANYS, Jessica was invited to visit Leake and Watts to inspire a group of people supported there to form a self-advocacy group. Jessica knew the home she visited well as it is named after her father, James Campbell—former Executive Director of Leake and Watts.

The new self-advocacy group means a lot to Jessica and it is a personal victory. Through the last several years Jessica has moved from an IRA that supported nine people to a supervised apartment and finally in 2014 to independent supports and services living on her own. Jessica uses paid and natural supports to live an independent life.

Jessica is a true example of how self-advocacy can change lives.

WOW!



MISSION STATEMENT

Personal Mission—Personal Outcomes

By Nerissa Williams Medicaid Service Coordinator

I accompanied Kenny to Adelphi University on May 11th. Kenny has expressed on several occasions his desire to become a nurse, and it has also been noted in his personal outcomes. He had the pleasure of meeting Dr. Arlene Trolman, a professor and RN at Adelphi during an event at his hubsite, and was invited to attend a college level nursing course and tour the facilities available to students in the nursing program.



As you will see in the pictures, Kenny truly had the time of his life during his day at Adelphi. Kenny sat in on a nursing course taught by Dr. Trolman, and was afforded the opportunity to introduce himself to the students and ask them questions about their courses and the nursing program. He also obtained information from them to learn what type of education and personality a person must possess to become a nurse. The students, as well as Dr. Trolman, were kind and patient with Kenny. They took the time to answer all of his questions and make him feel comfortable. He truly became a member of the class and was eager to learn the information being taught. After class, Kenny was able to learn a more “hands on” approach to nursing by touring two different nursing labs and learning how to do different activities with the mannequins, such as taking their blood pressure, checking their breathing, and monitoring their heart rate. He also kept the stethoscope he used in the lab as a keepsake.

At the end of the visit, Kenny spoke with Dr. Trolman and myself about what he would need to do if he truly wants to become a nurse in the future. Dr. Trolman was able to stress to Kenny the importance of working on and perfecting his reading and writing skills, as nursing programs are extremely difficult and being literate would be a minimum requirement to pursue such programs in the future. Dr. Trolman also provided information to Kenny about a 2 year program in Human Services offered at CUNY LaGuardia and SUNY Farmingdale that would teach him how to advocate for the disabled, which would also provide him with a way to help people. Kenny still wishes to pursue nursing, and states that he would like to begin working on his reading and writing skills to help him achieve his goal.

Attaining Personal Outcomes by Maxine Schmerzler, Freeport Site Manager PWW 3



James Short and Maxine Schmerzler

James Short attends the Freeport PWW two days per week. James is also a staff member of Eworks, and is involved in Supported Employment. When the transition at Freeport took place, James had a difficult time. It was a challenge for James and his support staff to identify activities that were satisfying to him and that he wanted to participate in.

After much discussion and brainstorming with James regarding his hobbies and interests, James informed me that he enjoys drawing and painting. I was ecstatic to hear this. I provided him with his own art supplies including a sketch book, color pencils, charcoal, architect's pen, paints, brushes, and paint cups and a table top easel that will follow soon. James was thrilled and touched that his personal wishes were being attended to.

James is now attending program where before, his attendance was minimal to non-existent. James has since been working on drawing with much enthusiasm. He plans to move onto painting in the near future. James has drawn beautiful pictures of the Freeport Work Center, the Eiffel Tower, and a landscape. Plans are underway for James' art work to be mounted or framed and displayed in the hub site and around Freeport.

James is now truly more satisfied with how he is spending his time here at the PWW. In James words, “I am very happy that my staff explored my interests and found out what I love to do. I am much happier now at my day hab program.”

MISSION STATEMENT & GUIDING PRINCIPLES IN ACTION

Forever Outcomes....

My name is Robyn Palumbo and I wanted to share my story with everyone. I lived in East Meadow in my own apartment for 6 years. Through living in East Meadow I met some very nice people from AHRC who also lived in the East Meadow apartments. It was there I met my future husband Donald.

In July of 2014, I ended up hospitalized and almost did not make it. After the hospital I had to go into rehab which lasted for 4 months. While I was in rehab, AHRC approached me about moving into a home in Old Westbury. I was very excited to get out of rehab and back into home living.

After 6 months of working hard and strengthening myself, I have been approached about moving into the East Meadow Apartments, with my fiancé Donald. This is a day that I never thought would happen. It just goes to show that if you never give up and work hard, great things are bound to happen. I just want to thank Old Westbury AHRC and my sister Randi Strauss for all the help and support that got me to this point.



Donald and Robyn

Community Hub Site Council— Staff Recognition Luncheon

The Community Hub Site Council recognized 17 staff members that go above and beyond each and every day for them. The heartfelt testimonials drew cheers and tears, as each award was presented. Each staff person was acknowledged for doing an exceptional job. The exceptional staff honored are listed and shown below.

- ... **Anchor Ave** - Elsie Crossdale w/ Eric Maynard
- ... **Anchor Ave.** -George Watt w/ Megan Kowtna
- ... **Bellmore**-Rosemary Elsyed – w/Jennifer Seidler
- ... **Bethpage**- Kristie Damsker -w/Robyn Lipschutz
- ... **East Meadow HT**- Sonja Costin w/ Kenny Smith
- ... **Farmingdale 2**-Lourdes Flores- w/Eric Ross
- ... **Freeport**- Sue Limiti-(not pictured)w/Eddie Richardson
- ... **Glen Head**- Jose Alfaro-w/ Yanes-Katie Keenan and John Bianco
- ... **Hicksville**- David Spence-w/Louisa Diaz
- ... **Lynbrook**-Sandra Jones-w/ Denise Anzalone
- ... **Massapequa Broadway**- Robin Erhart and Patrick Sherrard-w/ Nicole Ditillio and Robin Werther
- ... **Oceanside Road**- Ogo Emefiele(not pictured)-w/ Michelle Rudoff
- ... **Westbury**- Amanda Thompson LPN- w/Leanne Badenhop



MISSION STATEMENT & GUIDING PRINCIPLES IN ACTION

Recognizing Community Contributions & Saying Thanks



Michelle and Christine

Many people in the community assist AHRC Nassau with achieving our mission and implementing our guiding principles. In recognition of these efforts, and to say thanks, AHRC Nassau recognizes individuals, businesses and others in the community who go “above and beyond” on behalf of the Agency and the people we support. The recognition may be a simple “thank you” letter or a plaque presented at an honorary ceremony. The recognition is valued and appreciated.

Recently, a kind neighbor in Rockville Centre found lost money and returned it to one of the people supported at the apartments in Rockville Centre. It is heartwarming to know we have such good natured neighbors! In addition, Christine Ladato of the East Meadow Bowling Alley was recognized and nominated by Self-Advocate, Michelle Rudoff, for always looking out for the people that bowl there, even staying late when public transportation is delayed to ensure everyone gets home safely. Finally, Arlene Trolman of Adelphi University was given an award for partnering with Kenny Smith on his mission to explore a nursing career.

Thank you to all for supporting AHRC Nassau in such wonderful ways.

COMPASS Recertification - Validation Visit 2015

During the week of May 11, 2015 AHRC Nassau welcomed the NYS Division of Quality Improvement (DQI) and Bureau of Program Certification for the annual COMPASS validation visit. This is an annual review to ensure AHRC Nassau continues to meet all the state COMPASS criteria as well as the standards set forth in AHRC Nassau’s COMPASS Management Plan.

AHRC Nassau was recertified as a COMPASS Agency. We thank our colleagues from DQI and the Bureau of Certification for their rigorous review and much valued input. Many COMPASS related activities occurred during the week, which demonstrates our activities during the entire year. Board and management commitment to the COMPASS initiative and self-survey were thoroughly vetted. Recommendations were of course provided and will be addressed. Congratulations to all AHRC Nassau staff for their continued commitment to the COMPASS philosophy.



Annual Council Presentations to the Board of Directors

Jessica Campbell, Executive Council Member, addresses the Board of Directors:

"Good evening to all AHRC Board Members. I would like to thank Michael Mascari, Stanford Perry and Paul Giordano and all of you here tonight for this opportunity to address you. My name is Jessica Campbell and I have been involved in the self-advocacy councils at AHRC for many years. I have held many Board positions as well. Being a council member has fully empowered me. I once lived in a group home with 9 other people at a different agency. By finding my voice on an AHRC council, I moved from that group home into an AHRC apartment. During that time I also secured a job at the Self Advocacy Association, as well as a job working at AHRC twice a month as a Trainer. Most recently, I moved into my own apartment in West Babylon and now live on my own. This would not have been possible if I did not become empowered by AHRC councils. On behalf of my peers, I thank you all for supporting the councils.

I would like to share a few of the council activities that have occurred this past year and what they are presently working on:

All the councils have engaged in fundraising activities and have given back to the community by donating to local causes. Most recently, we have been raising money for a sports wheelchair for a young man who wants to play basketball. However, the Residential Council reached out to the NY Knicks organization and is asking if they would like to donate a chair. If that is the case, the funds we have raised to date will go to offset the cost of self-advocates attending conferences.

We recognize that there have been budget cuts and people at Freeport and Day Hab have lost their stipend. This was upsetting to many but we are coming to understand that we all must make sacrifices to ensure that supports are not hurt. Stanford Perry attended an Executive Council meeting and in-



Jessica Campbell and Markiah Addison speak to the Board of Directors on behalf of the councils.

formed the advocates that if any person is suffering financially from the loss of the stipend, they should make an appointment to see him.

We continue to work closely with SANYS and make sure our voices are heard on the transformation agenda. Sometimes it is hard to understand how this will impact us but many people from AHRC Nassau attend SANYS meetings to learn more about it and make sure that our supports will remain.

On a monthly basis we participate in rights training. It is important to people. We also recognize that exercising rights also means being responsible and safe. Many of us are part of the COMPASS Committee and work on CQL goals. We give our input and we are heard.

We continue to work with all departments on person centered planning. This is important to us.

When you read the newsletters you see all the different things the councils are doing. My goal here tonight is to let you know that we so appreciate having a voice in this Agency. I am living proof of that and I hope many more people will benefit from person centered planning and the commitment our Board of Directors shows to us.

Thank you for all you do to support us.

Board of Directors - Physical Plant Inspections



Over the past six months, Board Inspectors continued to conduct physical plant inspections for AHRC Nassau sites. The inspections are completed 60-90 days after the regulatory self-survey to verify that maintenance needs identified in the Agency self-survey have been addressed.

The inspections also provide an additional support, ensuring quality living standards are upheld and met at every site. Board Inspectors get the opportunity to personally see the condition of each site and meet staff and people supported. This is a tremendous asset which keeps the Board on the front lines of services

BOARD OF DIRECTORS

SIBLING GROUP & BBQ

On June 2, 2015 over eighty people gathered for the annual sibling BBQ in Brookville. The bond between siblings is strongly supported at AHRC Nassau. In coming years, as parents age or life changes, siblings become the primary support for many of the men and women at AHRC Nassau. The group also meets an additional four times per year. Paul Giordano, founder of the group encouraged all in attendance to remain involved. A special recognition was given to Rhoda Barnard for her ongoing support of the group and her generous financial contribution to offset the cost of this celebration.



Executive Council

- ... Monthly rights training was conducted at the council meetings throughout the past six months, further empowering people. Advocates continue to participate in recruitment, interviewing and training new staff.
- ... On December 23rd 2014, COMPASS staff (QA trainers Michelle, Nicole and Coleen), along with council members, sponsored training on abuse. There was also a discussion prior to the showing of the movie, "Bury My Heart In Tonawanda".
- ... In February, the council hosted, "Choosing Your Own Team."
- ... In March, the Executive Council led activities to "Spread the Word to end the Word."
- ... Members of the Executive Council participated in, "Friends and family CPR."
- ... Per the COMPASS Management Plan, executive staff are now invited to council meetings at least once a year. Stanford Perry attended the April Executive Council meeting and a strong, vibrant and productive dialogue between the council members and Stanford ensued.
- ... In May, the Executive Council hosted the annual Rights Ambassador ceremony.
- ... Paul Giordano, AHRC Nassau's new Board President, attended the Executive Council meeting in June. Council members had many questions for Paul. In addition to talking about his position, Paul informed the council members that he would bring any and all questions and concerns back to the Board of Directors to ensure the council voices are heard.
- ... A four part privacy initiative was started this past six months. Training was completed at residential staff meetings by QA Advocates. The council teamed with the day council to develop tangible items that enhance privacy such as purses



- ... for money and "do not disturb signs." A flyer was also developed with privacy tips and shared with all staff. The fourth part of this initiative will be completed in September, as a "privacy pledge" drive.
- ... Finally, the council has increased the use of AHRC Nassau's Facebook page to spread the word about advocacy issues and events in addition to personal outcomes achieved.

Residential "Caught in the Act" Awards



The Residential Council hosted a dinner to thank and honor staff. The following staff were recognized by the Residential Council for going above and beyond to support people:

- ... Jennifer Zeitchek, Job Coach, for visiting a person at home after surgery.
- ... Linda Palliser, Mineola Co Op DSP, who on her day off took someone to get her hair done.
- ... Marion Pitterson, Mineola Co Op DSP for supporting people to enjoy the Miss Freeport boat ride.
- ... Barbara Bodner, Mineola Co Op Manager, when not at work came in to drive a person home.
- ... Wanda Bell, Asst. Manager at Livingston St., who on her own time came in to go food shopping & to the bank with people.
- ... Carolyn Ciatto, Sr. Director Citizens, Inc., for driving a person home after the Volunteer Awards Dinner.
- ... Tamika Esson, Livingston St. DSP, for staying late to help out when staff was needed at the site.
- ... Frank Virga, Wantagh Co Op Manager, for setting up a person's laptop.
- ... Lauren Holupka, when on her time off, she helped a person through a hard time.



AHRC Nassau COUNCILS

EVERYONE SPREAD THE WORD —TO END THE “R” WORD

March signified the councils annual rally to “Spread the Word to end the R Word.”

PLEDGE
TO SHOW
RESPECT
TO EVERYONE
www.r-word.org

The New R-Word—RESPECT
No More R-Word www.r-word.org



Residential Council Met Monthly



... Monthly rights training was conducted at the council meetings throughout the past six months

... Elections for new board members at the January meeting. The new Board members are: President/Jason McKay, Vice President/Michelle Rudoff, Secretary/Chris Orlando and Treasurer/Markiah Addison

... A food drive was held for Long Island Cares – boxes were placed in Plainview lobbies and several boxes were filled with non-perishable food items.

... The “Cantor’s Chanters” which is comprised of several council volunteers, sang at AHRC’s Seder Dinner on March 25th. Council members have been singing at the Seder Dinner for the past 7 years.



... The council continues with the “Safe Driving” campaign. Vice President Michelle Rudoff addressed new hires at the June 9th orientation, telling the new staff how she feels when staff use their cell phones when driving.

... On April 17th, the council held a Movie Night fund raiser showing the movie “Frozen”. Part of the money raised will go to help offset the cost for a basketball court wheel chair for a person in need and also for other needs such as helping to send someone to the NY State Self-Advocacy Conference and for staff who have a special/critical need.

... The council hosted several Empowerment Trainings – “Running Your Own Medical Appointments,” “Self-Directed Services/Getting an Apartment of your Own,” “Safety in the Community” and “Building a Successful Support Team.”



Community Hub Site Council—Met Monthly (except summer break)

- ... The Community Hub Site Council began the year with a bake sale to raise money for the Basketball Court Chair Fund.
- ... On March 4th a Spread the Word to End the Word event was held in Plainview. Support buttons were made and distributed. Day hab participants signed petitions promising not to use the R-word.
- ... The annual rummage sale was a huge success in April and all money raised was used for the Day Hab picnic.
- ... AHRC volunteers hosted the LIATA (Long Island Art Teachers Association) "Art in Heart" Exhibit at the Broadway Mall. It began on March 19th and ran until April 17th.
- ... The new Mission Statement kick off was held on April 29th. A variety of activities were set up and enjoyed by all.
- ... Empowerment trainings were held in Computer Training, Conflict Resolution, Social Media Safety and Introduction to CPR.
- ... A Health and Wellness Expo, sponsored by the Nursing Department, was held in May.
- ... The COMPASS validation visit was held May 12th -15th . A Know Your Rights training event was sponsored by the council. Personalized privacy door hangers and wallets were made.
- ... The Day Hab picnic was held on May 21st at Eisenhower Park. A record 1600 people enjoyed a day of fun in the sun, not to mention all the great food. Elvis was on hand to sing and entertain.
- ... This year 30 council members attended the SANYS Long Island Conference in Melville.



The Community Hub Site Council gives awards when they see a person "doing the right thing".

Caught in the Act Awards were given to: Jonathan Ashby and Gloria Snyder (Sea Cliff); William Demorato and Claire Himmelmann (Massapequa Broadway); Colleen Cassidy (Glen Cove); Erin Klobus (Wantagh); Brian Bridges (Bellmore); Lauren Joe and Lauren Good (Wantagh); Jennifer Seidler and Michael Coffey (Bellmore); Zachery Jennings and Teddy Bartlett (Massapequa Broadway); Lisa Caruthers and Marilyn Thorgrimson (Sea Cliff); Jennifer Kennedy (Farmingdale 2); Freddy Rodriguez (Mott Street); Marilyn Thorgrimson, John Martino (Sea Cliff); Amanda Caponi (Oceanside Road); Walter Peret (Lynbrook); and George Cerruti (Bethpage); Cheryl Guadagno and Michael Jaeger (Syosset); Freddy Rodriguez (Oceanside Mott); Kim Peters and Robyn Lipschutz (Bethpage); Sean Henner and Mitchell Schwab (Sea Cliff.)

Council Members above Nate & Katie present at the Honorary Brunch

Rights Ambassador Induction Ceremony

This is a person who knows and exercises their rights. In addition to this, the person promotes their rights in a professional manner. A Rights Ambassador promotes and protects the rights of others. This person works with others to help guide the Agency in regards to the promotion and protection of Individual Rights. Tom, Moore, Board Member, led the Ceremony.



Freeport Council —Met Monthly (except summer break)

... Freeport Council started off the year by having a food drive to for the LI Council of Churches. The LI Council helps supply food for the needy across LI.

... A coat and blanket drive was held to help the poor and homeless get through the winter months. The items collected were give to St. Vincent De-Paul for distribution.

... The council helped celebrate St. Valentine's Day by raffling off a box of chocolates and a stuffed animal. Over \$150 was raised and the money was donated to St. Jude's Children's Hospital.

... A bake sale was held for St. Patrick's Day. Council members baked special treats to sell and raised \$200, which was donated to Bobbi and the Strays animal shelter.

... A representative from the Supported Employment Department spoke to the council about how to prepare for employment in the community.

... Many of the Freeport Council members attended a dedication ceremony here in Freeport for the opening of the Frank and Margaret Riva Advantage Care Health Center.

... Council members reported to the maintenance department



that the locks were broken on many of the restroom stalls. They were quickly repaired thanks to the council members' diligence in reporting their concern.

... Earth Day was recognized by the council by having a bush planted in the Memorial Garden in front of the VTC.

... Red Nose Day was recognized by the council by selling red noses at the smart cart during the month of May. Over \$100 was raised to help fight children's poverty.

... The Senior Director of Employment and Business Services attended the May council meeting along with the auditors from the COMPASS validation team. They expressed that they were impressed with the council members and their commitment to helping others.

... About 15 council members attended the SANYS conference in Melville where they had the opportunity to play SANYS jeopardy and talk to the candidates running for a position on the board of SANYS. The voting took place that day and everyone seemed to be happy with the results of the election.

... A Father's Day raffle was held by the council to raise money for the Freeport Fire Department. They raised over \$100 for this worthy cause..

AHRC Nassau COUNCILS

Self-Advocate of the Year Award

On May 28, 2015 the AHRC Nassau Day Councils were celebrated during the annual council brunch. For the fourth year, an award for a council member who has exhibited strong leadership in self-advocacy is given. The 2015 council member who received the Self-Advocate of the Year award worked hard on many advocacy issues this past year. He regularly participated in the council meetings and advocated on an ongoing basis to ensure services and supports provided were only the best. He provided valuable and professional input



Above: Christopher Orlando with the Self-Advocate of the Year award presented by Jack Garofalo, Board Member and Michelle Rudoff, QA Trainer

throughout the year. Christopher advocates independently and globally, most recently reaching out to the Governor over budgetary issues. Congratulations Chris, well done.



AHRC Nassau Advocates meet SANYS Founding Father, Bernard Carabello



SANYS was started nearly three decades ago by Self-Advocate, Bernard Carabello, when he advocated to shut Willowbrook State Institution. Bernard was raised in that Institution and it was he that met with Geraldo Rivera to tell him of the abuse and conditions at Wil-

lowbrook. As we know, the Willowbrook Expose started the process of addressing the poor conditions in the institutions. AHRC Nassau Advocate, Ivy Ferdinand, worked along side Bernard and Geraldo to help those in institutions. When asked if he remembered Ivy, he did with great fondness. It was a pleasure for AHRC Advocates to spend some time with him.



Want to go to a Self-Advocacy Conference?

The Ivy Ferdinand Scholarship is designed to help people learn about and get started on their own self-advocacy journey.

Submit an application or call AHRC Nassau COMPASS Department at 293-2016 extension 5492

**Application Deadline Date
September 1, 2015**

**Apply
Today!**



Day Councils Honorary Luncheon

On May 28, 2015, Day Council members were honored by executive staff and members of AHRC Nassau Board of Directors at their annual council luncheon. Stanford Perry, Associate Executive Director, complimented the councils on their work this past year. A slide show of accomplishments and activities this past year was shown and accolades given to Executive Director, Michael Mascari as he enters into his final months with AHRC Nassau. Board Member Jack Garofalo presented Christopher Orlando with the 2015 day council Self-Advocate of the Year award.



The honorable Governor
Chris Orlando
305 School Street
Westbury townshp
New York 11590
1-516-281-7074 home
1-516-546-2700 x4372
Chris Orlando-Work
Freeport Seniors department

Dear Governor Cuomo,
My name is Chris Orlando-I am a new york state self advocate of westbury new york state-I received the march 2 news that our paychecks will soon end so I am asking you to please reverse this decision-be-cause with no available money to be had living arrangements will have to stay the same.also I make another request you see governor our Westbury resident staff personell have not been paid enough due to the constant staff shortage,our staff has kindly come to me personally feeling to it that they are not given a raise,without money other things will soon have to be canceled and gently placed on the back burner, So things we enjoy can still go very smoothly,like recreational outings, such as, Conventions,bowling,going to our favorite deli for lunch, Christmas gift shopping,going to the movies,going to the mall, please I need your help to distribute the checks back to the Freeport Senior hubsite department,please governor quomo-I need to speak with you personally,we need to come to some sort of an agree-ment,without your help employment would not be possible,you are the only one that I can personally count on,please I need your help in making this transformation a total success,we also need the money to transform our hubsite,at our hubsite we stay deeply involved with all kinds of yearly fundraisers,please governor quomo without you what are ch-our jobs would all be in-deep-

This is a letter Christopher Orlando, Advocate, wrote to Governor Cuomo regarding changes to the stipend at AHRC Nassau.

Chris also advocated for the staff in his home to receive higher pay. This is a perfect example of a strong, global advocate.

Excellent job Christopher.

Jeopardy and all the effort and team work we all do hope that our jobs would put us in a homeless situation please reverse your final decision. Respectfully Yours,
Chris Orlando

Due Process Training - What do you do when you have a concern?

by Jason Persan, Assistant Director, WFD and Training



This year during our COMPASS validation visit schedule, we had the opportunity to offer due process training. This training, along with the others we currently offer through the empowerment series are well attended and received.

Due process was no exception. We had an incredibly large turnout and a great deal of interaction between those in attendance and the facilitator. The topic of due process is one of great importance as it reviews not only our formal grievance procedures but also how important it is that people feel supported to express their concerns.

We discussed what we can do if we feel reservations about addressing a concern and what supports are available to help us do so. The training goes on to identify some examples of potential concerns and requests feedback from the group as to what relevant past experiences they have had. We also review how these issues were addressed and work together to make sure that the

approach taken was successful in rectifying the issue. In cases when someone felt their concerns were still unresolved, we worked together to identify some helpful hints to use to ensure we are able to have a successful outcome.

Upon conclusion of the training we confirmed that those in attendance were knowledgeable of the formal grievance procedure and that even their smallest concerns are worthy of addressing. Our hope as staff members is to ensure we are always supportive of each person's needs and available to

resolve grievances as they arise. I felt confident that our group left knowing that and how important their happiness is to all of us.

For information about future offerings of this topic or other empowerment trainings, please contact the Training Department @ 293-1111 or lfransen@ahrc.org.



This is a way to help you solve your concerns.

For more information call (516) 293-1111

EMPOWERMENT

Healthy Living—Healthy Learning March 31st



The Nursing Department continued to empower people to take part in their medical well being during the past six months with the Healthy Living, Healthy Learning educational series. A proactive hands-on approach to caring for one's medical pursuits was attended by many people. Thank you AHRC Nassau nurses!



Self-Direction—An Apartment of My Own by Kevin Wilber, Assistant Director



During the COMPASS validation visit, a group of 17 people supported by AHRC's residential program attended a presentation in Brookville on Self-Direction and finding an "Apartment of My Own." Those in attendance included people supported in IRAs or supervised/supportive apartments. While enjoying light refreshments, attendees were provided with a quick overview of the services that are available through Self-Direction.

Self-Direction allows people to mix supports and services that work best for him/her, how and when they are provided and the staff and/or organizations who provide them. Included in Self-Direction is a housing subsidy, providing people the opportunity to reside in his/her own apartment or house with the monetary assistance needed to help maintain a household. Those in attendance participated in an open discussion about the expectations and responsibilities associated with utilizing the housing subsidy through Self-Direction. Topics included: ways in which to locate/find an apartment or house, financial responsibilities such as paying rent and utilities, how to maintain a residence, medication administration, etc. Should a person need more supports, additional services such as a Live-In Caregiver and Paid Neighbor were also discussed, as these services can be put into place to further promote a person to live as independently as possible in his/her apartment or house.

Participants asked an array of questions and provided insightful observations and feedback into the process of finding and maintaining an apartment. Those who reside in our IRAs were especially interested in knowing how to increase their skills to prepare to move into a place of their own. Those who are currently residing in an agency supported apartment provided valuable insight and advice on living in an apartment, which was helpful to all in attendance.

Some people left feeling confident in their ability to move on in life, finding a place of their own to call home, and requested additional information on the process. Others were skeptical, but felt encouraged to work on increasing their skills with the ultimate goal of living independently in the community. Others were adamant that their current living situation, whether an IRA or agency supported apartment, was satisfactory and had no desire to move. Overall, the presentation was a success and everyone left knowing more about Self-Direction and the possibilities that lie ahead.

Personal Outcome Measures—A Valued Outcome

Making and Keeping Friends by Denise Galli, POM Trainer



Anthony (who prefers to be addressed as “Nick”) Gullo has maintained a long standing relationship with a female friend for several years. During a Personal Outcome interview in October 2013, Nick identified a desire to see and spend more time with this female friend and she shared the same desire. Over the next year and a half staff continued to support Nick and his friend by arranging occasional visits at each other’s day site for lunch. Over time, Nick’s desire to see his friend more frequently evolved as Nick became more exposed to another day program setting and Nick shared with his MSC, Jacquelyn Koroma, that he would really like to transfer to the day program that his friend currently attends.

Nick shared that in addition to getting to spend more time with his friend, he was very interested in some of the other opportunities that this hub site offers its attendees. Jacquelyn made this a focus of Nick’s ISP meetings and much discussion was had over transportation to the new site. Jacquelyn also worked to ease some additional family concerns about Nick’s desire for this transfer and eventually Nick was added to a wait list for consideration of this request. Nick received some good news in June 2015 that there is an available spot for him in this program and he and his sister have agreed to accept it!

During the Personal Outcome interview, Nick was very clear about his desire to simply spend more time with his friend. However, it was also revealed that Nick did not have very many options in terms of work or day activities. The recommendations following the interview had suggested to “present Anthony [Nick] with all different work / day activity options to determine his preferences and assist as he desires.” In supporting Nick to work towards a more clearly identified outcome, staff also provided Nick with the exposure he needed to make a more informed decision about where he would prefer to spend his days. Nick is satisfied with the outcome and looks forward to what the future brings with this new experience!

The Joy of Cooking by Joyce Guarneiri, POM Trainer

How does vegan chicken parmesan and salad sound? Well Vivian and Brian Lesnick really enjoyed the meal prepared for them by Diane Capielli. Sounds like they have a private chef doesn’t it?

It all started with Diane’s desire to learn to cook. Karen O’Connor, Diane’s MSC, was working diligently to support Diane to achieve this Personal Outcome wish. The POM wish was made real when Diane sat with a friend and they looked up recipes to find just the right meal to prepare for the Lesnicks. Once the meal was established and the shopping completed, the two headed over to the Lesnicks apartment and began the prep work.

Diane received instructions on cutting, chopping, measuring



and sautéing as well as other necessary food prep and kitchen safety skills. The end result was a delicious vegan chicken parmesan dish with a side dish of salad.

Once the meal was complete Diane joined Vivian and Brian and everyone enjoyed eating the meal. Diane took great delight in seeing others enjoy her work and was also pleased to help serve. Diane not

only had the joy of learning to cook she also made new friends.

Diane has had a few other opportunities to cook since and says she enjoys the chopping/cutting aspect of making salad. She has also worked on learning to make pasta. Diane continues to improve her cooking skills as other opportunities present themselves and looks forward to learning to cook, a variety of dishes.

Making and Keeping Friends by Susan Gill, POM Trainer

One of the greatest challenges that people with disabilities face is the making and keeping of friends. So often with the changes in day activities and residential options, the friends one has made in the past seem somehow to fade away. More than ten years ago, Scott Besso became friends with staff person, Kris Thulke. Through Kris, Scott met many people whose company he enjoyed and they in turn liked him. He was invited to their parties and to their graduations. This was and continues to be an important part of Scott’s life and something he and his family have treasured through the past years.

Recently, Scott was invited to the 21st birthday party of a friend named James, which was held at Eisenhower Park. Scott had fun playing horseshoes and Frisbee and truly enjoyed the attention of the young ladies he has known for years. The friends he has made over the last decade continue to be a large part of his life and this is because the things that matter the most to him have been supported and respected. The photo shows Scotty and his buddy Kristina at her brother James’s party at Eisenhower Park.



Valued Outcomes

Heightened Privacy A Lock and Key Please ?

Donna Muller recently advocated for both herself and a roommate. Both wanted locks placed on their closets in their bedrooms to enhance their privacy as well as give them peace of mind when people such as an exterminator visit the apartment when they are not home.



The Bake Club By NysHEMA Johnson



Thirty three people in the Freeport PWW program had the opportunity to be a part of the newly formed bake club. The club began in March of this year and met twice a month. The people that participated learned how to crack eggs, measure ingredients, use a blender, and bake different kinds of treats. Most of the baked goods were donated to the local fire department, police department, the Marine Corps, and librarians. Everyone delivered the baked goods and many a picture was taken. The classes were hosted by Carla Donayre, Vanessa Okoye, and myself. The Assistant Director of PWW in Freeport was extremely supportive of this club. Board member Harriet Traversa donated many of the ingredients that were used to make the items. Thanks to the interest shown, the bake club will be continuing throughout the year. Thank you Freeport for the PWW bake club.

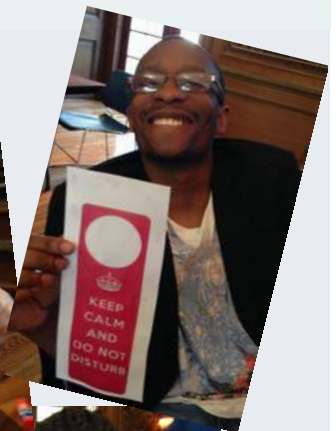
Privacy Campaign



As a result of the Privacy questionnaire completed by the Residential program, as well as feedback from some rights training on privacy, the Executive council made a commitment to host a four part privacy campaign. Part of the campaign was a hands on privacy activity hosted by the Community Hubsite Council.

People learned about their rights and how to enhance their privacy by making "do not disturb" signs for their doors and to use small purses to keep private items in. This tangible activity was a nice and relaxing way to have a conversation about privacy, as well as create something that represents what is being discussed and or/taught.

Many thanks to the
Community Hubsite
Council for
facilitating this event.



Valued Outcomes/Personal Outcomes

A Dream to Travel & Personal Outcome Supports

Dean Davidson's journey to fulfill his dreams began while living at the East Meadow apartments, where Manager Kristen Angiuli and her team were in tune with his desire to travel the world and live a more independent life. Through their support, Dean was able to realize

his goals of traveling to Alaska and Los Angeles earlier this year. Dean also realized his goal to move to Levittown and share an apartment with a friend.

Dean had a POM interview shortly after moving to the Levittown apartments. It was really impressive that the Manager, Sharon Christi, had GREAT knowledge of Dean's personal desires after having only been acquainted with him for a short time. It was quite impressive to discover that not only was she in tune with Dean's wants and needs, but that he already had valued outcomes in line with his personal outcomes (as identified by Dean during the interview).

Without ever having a personal outcome interview to refer to, Sharon had taken the time to really get to know Dean and made



Dean shown above on his travels to Alaska and Los Angeles

sure he was supported and working towards the personal goals he identified for himself! Wow, what a difference having a conversation and really getting to know a person can have in their life! I was so impressed with Sharon's follow-up and it is very apparent that the people she supports in the apartments really value her support.

The joint effort by the management teams of East Meadow and Levittown are to be commended. Both management teams supported Dean to be truly included in the decisions that enhance and impact his life. With the supports now in place, Dean can focus on achieving his new personal outcomes and set his sights on his goal of traveling to Hawaii!

An Amazing Talent



At his person outcome interview, John discussed his desire to focus on his artwork. John attends the East Meadow Art Gallery and is a talented artist. John is now working with different art mediums and has explored, challenged and developed his painting style and techniques.

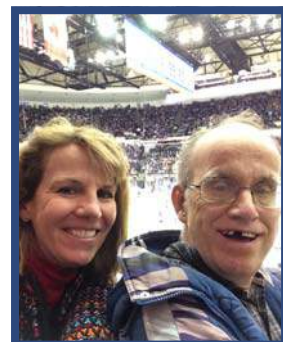
John used to draw and color animal pictures, but with education and support he now paints amazing pictures with oil and acrylic paints. John now makes beautiful original works with many different themes. He has created awe inspiring landscapes and started working on abstracts. John's talent has really progressed and his pieces have been displayed in numerous exhibits throughout Long Island with many of them sold.

Nothing makes John happier than when one of his pieces sell! John is dedicated to his craft and sees himself as the world sees him- as an artist.

Family - A Natural Support

One of Kenny's personal outcomes is spending more time, with his family and also spending more time in the community. A perfect fit!

Kenny loves sporting events, especially Islander games. This is Kenny and his sister Marie, at an Islander game. Kenny really enjoys spending time with his sister, as does she with him. Time with family and friends - priceless.



VALUED OUTCOMES

House & Family Meetings By Karen Tanzillo A Focus on Privacy

A major focus at House Meetings continues to be privacy. It is always a topic on the house meeting agenda. This past year a privacy questionnaire was distributed to people who share a bedroom to assist them with improving privacy at home if desired. It was noted that, for AHRC Nassau, out of a total of 433 bedrooms, 253 bedrooms (58.43%) are single bedrooms.

At AHRC Nassau, 184 people (53.49%) responded that they like sharing a bedroom and 187 (54%) indicated that they have enough privacy. Ninety people (26.16%) indicated a desire for increased privacy through such means as increased lighting, headphones and/or new furniture arrangement. The following is a summary of items completed and an explanation of upcoming plans. Results were tallied in 15 categories, each of which would increase privacy for a person.



... Privacy Screens/Curtains: presently 3 people have screens or curtains separating rooms. Although a lot of people had expressed their desire for a privacy curtain or screen, many people ultimately had changed their minds as they felt the screen cut off usable space in their rooms, and/or they did not like the way that they looked.

... Lighting: 21 people had the lighting upgraded in their rooms to increase privacy. Some chose bed side table lamps, while other people chose a night light on their side of the room. Other lighting changes included general lighting changes to bulbs to increase brightness of rooms.

... Locks: Various types of locks were looked at in an effort to increase privacy. This included door locks, closet locks, and locked boxes to store personal possessions. Some people wanted all three types of locks but after being presented with all the options, most people chose just one lock to use. Some locks on bedroom doors were not purchased as roommates could not agree that they were necessary. Therefore, people settled for other options such as the lock box or closet lock.

... Headphones: 20 people purchased headphones in an effort to increase their privacy, while 9 people changed their minds. Some people did not like the headphones once tried and chose to not use them.

... Furniture rearrangement: Sometimes a simple rearrangement of furniture provided people with increased privacy in their bedroom. 17 people rearranged furniture to their satisfaction to increase privacy, while 16 people changed their mind and no longer want to consider this as an option. Some people tried furniture rearrangement and did not like it, while unfortunately others were unable to reconfigure rooms due to the size of the room, door/window placement etc., and chose another option.

... Phone: 8 people purchased cell phones for increased privacy, while 13 people declined this option after evaluating the choice. 14 people are still considering this as an option and are budgeting for this future purchase.

... Contract: 7 roommate contracts were initiated in an effort to clearly delineate times and schedules for increased privacy, while 6 additional folks chose not to pursue this as an option.

... Different Roommate: 10 people who had requested a new roommate successfully chose a new roommate and moved in with them. Of the people wanting a new roommate, this represents an increase of 37%. 2 people are still currently in transition, and planning for a new roommate. All others remain on the Home Options List for when an appropriate room is available.

... Own Room: 10 people successfully moved to their own bedrooms. This was accomplished with in house moves, as well as moves into existing open bedrooms. This represents a 14% increase in people having their own bedrooms. In addition, Floral Avenue and Haypath houses are being considered for renovations. This would entail eliminating the Manager's apartment which would give all 6 people in Haypath, and all 4 people in Floral their own bedrooms.

For the future, a Privacy Survey will be completed by all people when they move into a home and will be sharing a bedroom. This includes people supported if they move to a new home, as well as people who are newly supported. The Privacy Questionnaire is also be added to the Enrollment packet to maximize privacy when people move into a house. Privacy Survey's will also be completed annually during the month of October in conjunction with the Privacy training that is completed for all staff and people supported during that month. This topic also is a part of residential staff meetings on a quarterly basis and privacy was added to the COMPASS House Meeting Agenda template so as to encourage ongoing discussion of this topic by all.



Thank you AHRC Staff

The family of the late Jane Piedagnel wishes to acknowledge with deep gratitude and appreciation the support provided to my daughter, Yonah Piedagnel, who resides at the Livingston Group Home in Westbury. Although Yonah's world has been shattered by the passing of her Mom, the daily compassion given by the staff at her house has brought great comfort to Yonah during this difficult time in her life. Thank you so very much for caring. *Yonah's Dad, Joseph Piedagnel*

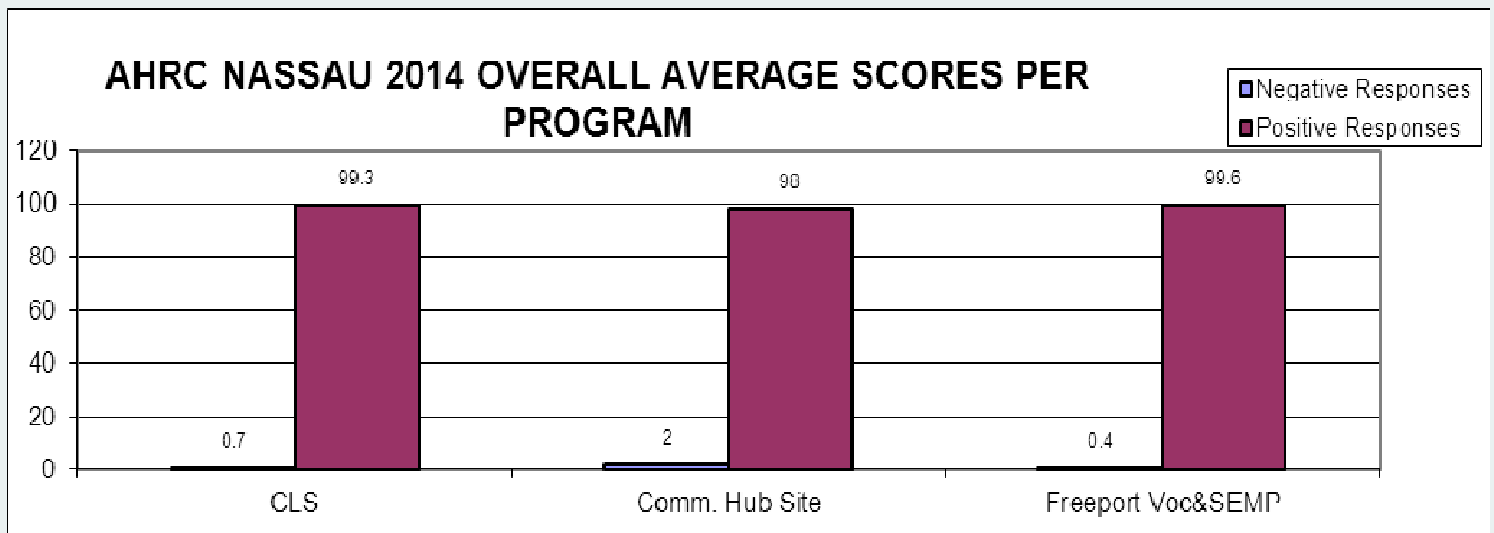
VALUED OUTCOMES

2014 Individual Questionnaire Results

AHRC Nassau provided people who receive services with a questionnaire to obtain their individual feedback regarding program services. An agency wide trend is noted if more than ten percent (89%) of those surveyed identified a concern to a particular question. Individual advocates assisted people who requested or required help completing the questionnaire. Please refer to individual program reports for more specific information. No program trends were identified. Many programs set their own standards and as a "best practice" address items identified regardless of a noted trend. The individual programs made personal contact for comments that required follow-up and resolution.

Programs responses were assessed and individual program reports were generated and are attached. The individual programs made personal contact for comments that required follow-up and/or resolution. Please refer to individual program reports.

The Residential and Day Program conducted a site by site analysis and compared such to site specific surveys to assess for trends. No trends were present.

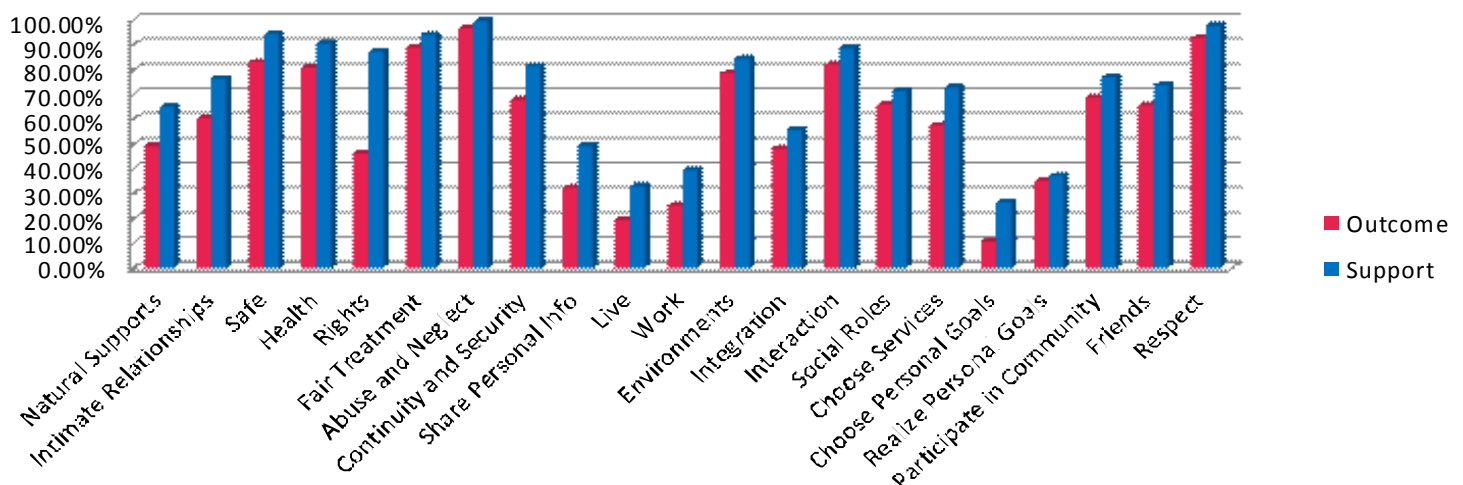


Personal Outcomes—2015 Six Month Review by Kevin Wilber, Assistant Director

Throughout the course of 2015, the POM department has been focused on completing POM interviews for those people who are participating in the PHP Pilot, those with rights restrictions and those we support who have outside agency Medicaid Service Coordination (MSC) or through a QIDP.

To date, a total of 309 interviews have been completed. Of those interviewed 25 have rights restrictions and 68 are people supported with outside agency MSC or QIDP. The data below is a summary of the results of the interviews completed to date.

Total Percent of Outcomes and Supports Across Agency



VALUED OUTCOMES

2015 EMPOWERMENT & FAMILY SEMINARS

Empowerment Series For Individuals

8/15 Preparing for Disasters
11:00 a.m. Plainview

9/18/15 Apartment Options
11:00 a.m. Freeport

10/9/15 Stress Management
11:00 a.m. Plainview

11/25/15 Safety in the Community
11:00 a.m. Plainview

Family Seminar Series

Thursday, September 10th
Guardianship & Decision Making
Saundra Gumerove, Esq.

Wednesday, October 7th
**Preserving Quality of Life:
Special Needs Trusts &
Estate Planning**
Saundra Gumerove, Esq.

All seminars are free.
7:00 pm—9:00 pm
AHRC Nassau Plainview Center
115 E. Bethpage Road
Plainview, NY 11803

For information or registration:
Call: 516-293-2016, ext. 5362
Email: familyseminars@ahrc.org



Be Empowered!
2015 Rights Rally
Save the Date!
October 8, 2015
Brookville Mansion

Families Find Seminars Rewarding by Michael Cannet, Staff Development Trainer/BIS

The AHRC Family Seminar Series held its second seminar, *Benefits and Entitlements Overview* on June 24th in Plainview. We had an excellent turnout for the seminar and all who attended interacted with presenters Tom Schinkel and Denis Zadorecki, as well as with each other. Many attendees had specific questions for Tom and Denis and both presenters personally answered each one. All attendees stated they felt more informed about the subject matter and gave the seminar overall high ratings in the satisfaction survey. Overall, the seminar was another great success! The next seminar, Guardianship & Decision Making will be held in Plainview on September 10th. We look forward to it!

We are also working on using WebEx (an internet classroom) to host our future seminars. Using WebEx will offer a new convenient way to present our helpful seminars to families. Information regarding the rollout of WebEx will be sent out on a continuous basis, so keep an eye out for the new WebEx!



Workforce Development By Laura Franzen, Training and Wellness Administrator

Our **2015/2016 "Project You" – Wellness Program** will be formally introduced to staff this month. Since program inception, "Project You" has provided hundreds of eligible staff the opportunity to participate in wellness activities at no cost on a completely volunteer basis. Within

the past year our program has evolved to offer our employees a more user friendly web based portal to aid in their wellness participation. We have also continuously expanded upon the program in an effort to diversify offerings and best meet the needs of our staff. It is our hope during this most recent offering to increase our participation numbers from the near eight hundred employees that took advantage of the program during the first year. To do so we will be offering more wellness activities to choose from, in addition to granting wellness credits for the activities staff choose to do on their own. Staff that participate in walkathons, marathons, Spartan Races and other healthy activities during their free time will have the added benefit of obtaining a wellness credit. For more information about this or any of the other great benefits available to our employees, please call Laura Franzen at 293-1111, extension 5621 or Jason Persan at 293-1111, extension 5363.

Quality Enhancement

The COMPASS Committee & The Quality Improvement Process

The COMPASS/Quality Enhancement Committee continues to meet every month to oversee, coordinate and facilitate the COMPASS Management Plan. The committee also promotes and implements quality enhancements Agency wide and promotes the attainment of personal outcomes for all people supported. Below is a summary of quality enhancements since the last report.

RIGHTS

- ... Advocacy and Guardianship: People are supported to make decisions with the level of support needed. New Policy: Assessment (and training) now completed during ISP process with the results documented in the person's plan and an action plan put in place if indicated.
- ... Agency wide data base development is underway to further enhance data collection systems via a BIP grant.
- ... New for 2015 is the start of health care proxy initiative (training and forums) to educate and support people in having a health care proxy as desired.
- ... New for 2015, each person with a right restriction will be offered the opportunity to participate in a My World, My Day event.
- ... New for 2015, the Agency Councils will develop a tangible item for as many rights as possible to facilitate increased understanding of rights.
- ... The use of social media to promote rights was lightly explored but due to HIPAA concerns and restrictions on the use of social media by employees. Weekly advocacy information to include rights promotion is now completed weekly.

DIGNITY & RESPECT

- ... Privacy survey completed and report developed. Action plans if indicated were and are being developed. This survey will be conducted on an annual basis. Modifications and/or enhancements requested are underway.
- ... People are participating in Representative Payee training to determine if this is something they would like to pursue.
- ... A privacy campaign (as it relates to sharing of personal information) is being initiated.
- ... People who have a rights restriction will be offered the opportunity

to participate in the "My World, My Day" initiative.

NATURAL SUPPORTS

- ... Annual review to be completed in August

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

- ... Annual review to be completed in August
- ... The Agency policy was changed to include any dollar amount stolen being considered financial exploitation.

BEST POSSIBLE HEALTH

- ... Monthly Healthy Living/Healthy Learning classes were offered to people. The course was expanded to include people who attend an Agency day program. A total of 52 people have participated.
- ... Annual quality enhancement committee review in September.

SAFE ENVIRONMENTS

- ... Environmental assessments completed by an independent broker
- ... Trained maintenance staff to specialize in generator evaluation and fire safety
- ... Computerized the work order system to enhance efficiency.

STAFF RESOURCES AND SUPPORTS - As a result of an employee questionnaire the following will be implemented to address concerns

- ... Each Director will acknowledge and recognize one or more employee on an on-going basis via an e-mail, formal letter etc.
- ... Outstanding personnel will be highlighted on the Agency website.
- ... "Employee of the month" parking is being explored

POSITIVE SERVICES & SUPPORTS

To be reviewed in October

CONTINUITY AND SECURITY

To be reviewed in November.



Community Supporters

Back in April a NYPD Officer was killed from the Seaford/Massapequa Area. The Officer's funeral was held right in our back yard at St. James R.C. Church.

The entire neighborhood was out tying blue ribbons to trees to show support. So that's what we did too! The women at Hillcrest IRA went to buy material for the blue ribbons to make bows which were then tied all around the yard and on some street signs.

On the day of the funeral, there were thousands of police officers, some of whom the ladies met. The ladies offered the use of the house to the officers as well. It was a sad day for sure, but the ladies of Hillcrest really enjoyed being able to help out and support their community.



SELF-SURVEYS

Regulatory Affairs By Eric Rosen

During the past year the Regulatory Affairs Department completed surveys at all sites. These surveys include small IRA's, large IRA's, Day Habilitation sites and the Supported Employment program.

In addition to regulatory and quality surveys, billing reviews for all HCB Waiver Services continued during this reporting period. These reviews ensure that supporting documentation exists to substantiate paid claims. Special acknowledgement should be given to the staff working at and overseeing the sites below due to their "exceptional" survey results.

Exceptional Survey Awards Go To!.....



Bethpage Hub Site Pictured Above

AHRC Nassau
189 Wheatley Road
Brookville (Glen Head)
New York, 11545

Non-Profit
Organization
U.S. Postage
PAID
Permit No. 11
Glen Head, NY

Please Rush
Dated Material

TO:



Enriching the Lives of Children and Adults with Intellectual and other Developmental Disabilities



A BBQ-Was held on Thursday, June 24, 2015. At Galgano Park, Brookville. Hubsites were selected to represent the Day Hab Program due to their overall enthusiasm and participation in day hab activities, their commitment to fundraising, their Involvement and dedication to your community. This is one in a series of events organized by the day hab and the Village of Brookville.



Know Rights!

Do you know that you have the right to place and receive phone calls in private? No one should listen in on your conversations. You have the right to talk to who you want, when you want, in private.