

# Citizens Options Unlimited COMPASS Semi-Annual Report

CITIZENS CONTINUES TO GROW BY LEAPS AND BOUNDS!

By Carolyn Ciatto

In September of 2016, Citizens relocated their crisis respite to a home in Westbury. They have taken full advantage of what their new community offers. They have gone swimming, rock climbing, bowling and to dances. They even visit their local library to read and investigate other fun activities that are going on in their new community this fall. One neighbor walking his dog, stopped by to introduce himself and welcome Citizens to the neighborhood.

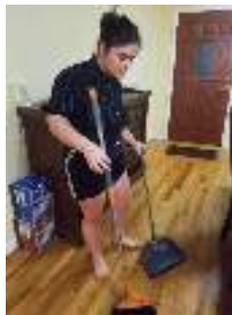


another gentleman who provides statistics on all sporting events currently going on. Citizens is now in the process of opening our new Commack IRA. One young lady has already moved in and just like the people in Seaford and Greenlawn, she has taken ownership of her new home and participates daily in its upkeep. Additionally, she has also gotten together with the young gentlemen at William Street and

The previous respite located in Seaford is now an IRA for six lovely people who now call Citizens home. As you can see from the pictures below, they love their new home and participate each day in the upkeep of their home. Additionally they have already begun shopping in their local community as they food shop in Stop and Shop and visit Rite-Aid, CVS and Walgreens to purchase items like nail polish and shaving cream. Many have visited the local duck pond and brought bread to feed the ducks. The young gentleman who resides there loves to visit the local park to shoot some hoops. Plans get even bigger in the month of October as they will be attending the Oktoberfest in Westbury this upcoming Saturday as well as other festivals and fall activities available on Long Island. Additionally, in October, six young gentlemen moved into their new home in Greenlawn. Immediately they bonded and set sail for new adventures. Most recently, they attended the fall festival and took spooky pictures (see below). These guys have already introduced themselves to their neighbors and have made new friends as the family that lives across the street has already stopped by with donuts. The gentlemen have taken full responsibility for their new home as one person focuses on safety and ensuring his new home remains safe for all. He is even attending training in the community on how to use a fire extinguisher safely. Another gentleman who loves to cook makes meals for his housemates to include omelets and chicken dishes. Another has decorated his new home with plants he had potted and grown himself. He has plans for a big outdoor garden this spring! They also get frequent updates from

recently attended a party at their house. She is so excited and happy to be in her new home. Her other housemates are also moving in over the remainder of the month.

If you think that is growth, Citizens is also involved in a change of auspice with Little Village and will be assuming responsibility for their ICF and IRA located in Port Washington. Additionally, Citizens is also involved in a change of auspice with the state and will be assuming responsibility for two of the state's medically frail ICFs. Citizens looks forward to these new endeavors and our continued growth! We look forward to sharing the great outcomes and success stories for those who recently joined our Citizens family in our next newsletter!



# Mission Statement

## Mission Statement



**Mission Statement**  
*Through family and community engagement,  
 Citizens supports people to live  
 the life they choose.*

The Mission of Citizens rings true on a regular basis, most specifically community engagement and a commitment to helping people achieve their life goals. See the pictures of the Mission Statement “in action.”



## Validation Visit



During the week of May 16, 2016 Citizens 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 Citizens continues to meet all the state COMPASS criteria as well as the standards set forth in Citizens COMPASS Management Plan.

Citizens 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 Citizens staff for their continued commitment to the COMPASS philosophy.



## Board of Directors

### Council Presentation



Noah Ackereizen shown above with Senior Director, Carolyn Ciatto and speaking at Citizens Board meeting on behalf of the council

Noah Ackereizen a member of the Citizens Council, addressed the Citizens Board of Directors on August 15, 2016. He shared with the Board the Council's accomplishments this year as well as goals for next year. Noah's presentation helped to further strengthen the link between Citizens Council and Board of Directors. Citizens Board President, Sandy Gumerove thanked Noah and the Council for their advocacy and efforts throughout the year.

### Sibling Barbeque

On June 9, 2016 over 100 people gathered for the annual sibling BBQ in Brookville. The bond between siblings is strongly supported at Citizens.

The Sibling Group meets throughout the year and is lead by Paul Giordano, AHRC Board President and the founder of the group. We encourage all siblings of Citizens to get involved. It is a wonderful way to get information, form friendships and be involved.

**2016 SIBLING GROUP**  
*Please Join Us!*  
**December 8, 2016 Holiday Party 6:00-8:00pm at Brookville**  
**For more information,**  
**call (516) 293-2016 extension 5492**



### Board Physical Plant Inspections by Colleen Tapia

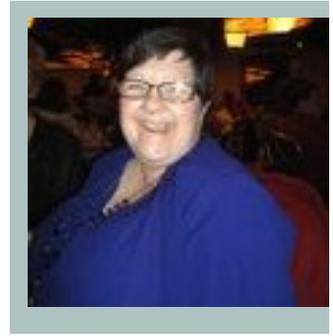
The annual physical plant inspection committee meeting was completed on March 23, 2016 as noted in the last report. The Board inspectors were acknowledged and thanked for their commitment to the COMPASS physical plant inspection process and completion of inspections. Citizens Board Inspectors are Ellen Steinberger, Ellen Moore and Robert Molloy.

11 Physical Plant inspections were completed since March 2016. A total of 6 new work orders were generated. There was 1 hazardous citation noted and corrected. Two physical plant deficiencies remained open after 60 days. Thank you to all the Board inspectors for their hard work and dedication.



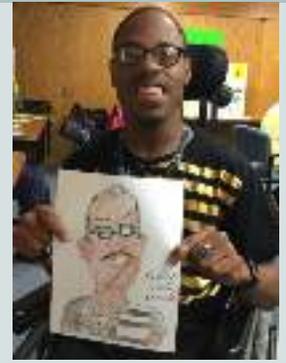
**My Vote Counts Too!** By Joyce Guarneiri

Candace is a woman who knows her rights and can tell you all about them. One right that is very important to Candace is exercising her right to vote. Candace is following the election process and can talk about the candidates and has shared this with her coworkers at Bellmore as well as the staff. Candace also let everyone know she would be voting in the upcoming primary election. Staff praised Candace and let her know how proud they were of her. Then one day Candace came into program and stated she would not be voting in the Primary. Upon further investigation Candace revealed she did not have a way to get to the polling place so she could not vote. Bellmore day hab staff member Jeanne Badensten knew how important this was to Candace and Jeanne volunteered to take Candace once the volunteer job was completed for the day.



Candace was very pleased to be able to exercise her right to vote and make her vote count. Candace is also very grateful to the generous spirit of Jeanne who saw a problem and found an easy solution.

**Mary Anne – A Talented Artist** By: Denise Galli



Mary Anne was invited to do live caricature drawings at the POM Rally held in Plainview on August 8, 2016. Mary Anne has a deep passion for art and is a talented artist. Her drawings have been displayed for years around her home and have adorned the walls of many AHRC Nassau buildings. There is almost no room in either her home or the Freeport Vocational Center where you do not see one of Mary Anne’s fabulous drawings displayed!

In 2014, Mary Anne had a personal outcome interview and it was certainly no surprise to find a theme of art run throughout the interview. Some of the specific goals Mary Anne identified during this interview were to have her illustrations published, to have a showing or display of her artwork and to one day work in preferably an art store, art studio, or something to do with Art, as she is very fond of it.

Since the time of her interview, Mary Anne’s artwork popularity has grown and her talent has been shared with many people. Shortly after her initial interview, Mary Anne was supported by her day program staff to offer to draw for visitors for a fee in the Plainview office lobby. Mary Anne used the money she made to purchase more art supplies to further support her drawings. This event has led to other events for Mary Anne, such as the most recent POM Rally.

Mary Anne was thrilled to be invited to showcase her talents at this event, and she quickly became the main attraction there! As she drew for guests, she would ask them, “Where are you going to put this?” It brought Mary Anne great pleasure to hear that her drawings would now also be displayed in the offices of some staff she had drawn for, and in the programs and homes of some of her other guests. Where there was a time that only her own home and program knew of and displayed her creative artwork, now she has introduced so many others to it as well and we are certain that there will be more requests to come!

Thank you, Mary Anne, for sharing your talents with us. Your future in art is bright and progress towards your bigger goals is just on the horizon!



## Promoting Personal Outcomes By: Denise Galli



On Monday, August 8<sup>th</sup> the Personal Outcome Trainers hosted a very successful POM Rally in Plainview. Invitations were sent via e-mail to several hub-sites and the turn-out was wonderful! Activities included a POM themed word search, “Spin the Wheel” game where people had the opportunity to discuss their rights and win a prize, “What Matters Most Activity” where people had an opportunity to write down one dream they have to be displayed on a tri-fold poster board, and a “Beach Ball” activity that offered people the opportunity to share their knowledge of the Personal Outcome.

In addition to these activities Mary Anne, who attends Freeport PWW, was invited to come draw caricatures for those who attended the Rally. During Mary Anne’s personal outcome interview back in 2014, Mary Anne spoke endlessly of her passion for art and continuing to draw and develop her artistic talents. In support of her personal outcomes, Mary Anne had her own table to promote her talent and share it with others. She was a big hit! Mary Anne later stated, “I really enjoyed that!”

The Rally also served as a means to provide resources to people through the “Community Connections” and “Problem Solving” stations. Several people gathered around the Community Connections station to learn about the many opportunities available for them to give back through volunteering right in or nearby the towns in which they live. Some were surprised to learn that there were so many volunteer opportunities so local to them!

Of the many sites in attendance, several people who attend Freeport PWW’s came in support of their friend Mary Anne, and found themselves enjoying the many other stations set up at the Rally. I had the

pleasure of meeting with a few attendees on Wednesday, August 10<sup>th</sup> in Freeport to get some feedback. Each person was asked three questions: What was your favorite part of the Rally? What is one thing you learned? What is one thing you would like to see at future events?

Susan Pressman shared that her favorite part of the Rally was supporting her friend Mary Anne and having her caricature drawn. She also enjoyed the “Spin the Wheel Game.” She says this helped her learn more about her rights.

Cindy Hess shared that her favorite part of the Rally was the Beach Ball and Spin the Wheel activities. She learned about other people’s dreams at the “What Matters Most” station and liked sharing her own dream to visit Florida more. One thing that Cindy would like to see at future events is “more games and prizes.”

Finally, Pat Kelly shared that her favorite parts were the Beach Ball and Spin the Wheel activities. She also enjoyed sharing her dream to “make more money.” One thing that Pat learned from the Rally was the variety of volunteer opportunities that are available local to her town. She was particularly interested in getting involved with charities that support children. She took several resources from this station to look into. Pat then shared that one thing she would like to see at future events is more people sharing their talents. Pat would really like to be invited to “teach basic sign language” at a future event. Pat has good knowledge of basic sign language and identified through her own POM interview, a desire to continue to teach this to others. Pat hopes that she and others could be invited to share their own unique talents in the future, and that future events would seek to promote and support more people’s personal outcomes!

As person-centered planning is at the forefront of the work we perform on a daily basis, the feedback of the people who attended the Rally is greatly appreciated and will be taken into consideration when planning future events. Our department hopes to increase our outreach through hosting future rallies at other locations so that more people would have the opportunity to attend, learn about personal outcomes, share their own dreams and talents, and leave with helpful resources.



## Personal Outcomes

### He's On The Move! By: Lauren Geller; MSC

John McNerney is a sweet and charming young man who lives at home with his adoring family. John attends AHRC Nassau's Westbury Day Habilitation, and loves it.

When John isn't at his day program he enjoys riding his bicycle, getting massages at Massage Envy, and riding horses. John has been riding horses since he was six years old.

He spent a lot of time riding with the program Long Island Riding for the Handicapped Association, which unfortunately closed down. As per John's Personal Outcome Measures (POM), he wants to ensure he has the ability to be mobile and spend time with horses; which is a passion of his.



When I began working with John, I wanted to find a way to assist him with pursuing his passion once again. John is greatly supported by his family and staff. They ensure that he has every opportunity to enjoy his life and to do things that make him happy.

I was able to work with John's team to start the intake process for the program Horseabilities. We are happy to report that starting this September, John will begin their program, and is very excited to attend! As John's MSC, it is a great feeling to know that we have found a way for John to go horseback riding once again, and to achieve his POM. Keep an eye out for John, because he is on the move!

### Self-Advocate of the Year Award by Kenny Jackson, Assistant Director



Nicholas Barone is a 23 year old young, intelligent active young man that resides at the William Street residence. He loves baking, inflatable balloons, using his IPAD, going out in the community as well as spending time at home with his family. Nicholas attends all Citizens Council Meetings where he works with his fellow council members coming up with new and fun ways to give back to the community. He has also volunteered at Glen Cove town hall with his housemates helping them put packages together for community events. Nicholas was also involved in helping his peers in packing clothes to give to St James Methodist Church. Nicky went to Farmingdale Park where he assisted in cleaning the park. Nicholas volunteers at a store when he's home with his family where he helps organize things and sets up seasonal and holiday inflatable balloons. He is able to do most things in the store with minimal assistance. Nicholas' speech has greatly improved since coming to Citizens and working on his communication goal. Nicholas thus has become a better communicator as well as a better advocate for himself. Nicholas now communicates to the staff and his peers his wants, needs,

likes and dislikes. Nicholas has become fully independent working on his healthier lifestyle goal eating better, exercising regularly and making healthier choices. Nicholas has displayed the attributes of a young adult fully exploring his independence and that is why Nicholas is the advocate of the year.



## Personal Outcomes

### An American Dream Come True! By Courtney Peele LMSW and Michele LaSpina

Wajhia and her family came to the United States in search of the “American Dream”; a dream that would give her and her family more opportunities and freedom. Wajhia and her family immigrated to the United States from Afghanistan when she was 5 years old. Eventually everyone in her family became U.S. citizens and were able to reap the benefits of being a citizen. They were able to vote for the candidate that they want in office, they could take advantage of utilizing federal benefits and they were able to travel out of the country to visit their family in Afghanistan and go on vacation to various points of interest. Everyone became a U.S. citizen except for Wajhia.



From left to right: Michele LaSpina, Joanne Downes, Wanda Velez, and Christine Schulte, In front: Wajhia

For over 30 years, Wajhia and her family have been trying to get her citizenship. During this time Wajhia was not able to vote or travel with her family; she could not take advantage of the things that some people may take for granted. Her family has spent countless amounts of hours, an extreme amount of money and exerted lots of energy in hopes of having Wajhia become a citizen someday. They hired lawyers and reached out to various agencies in order to reach this goal. However, no one seemed to be able to effectively help her. The U.S. Department of Homeland Security kept denying Wajhia’s citizenship, not fully understanding the nature of her disability and why she could not take the naturalization test; a test that requires her to read and write.

It wasn’t until one day Wajhia’s father got a letter in the mail and turned to Wajhia’s MSC, Michele LaSpina for help. Michele turned to AHRC Nassau’s clinical team to help her with this feat. Joanne Downes updated Wajhia’s psychological evaluation. Christine Schulte P.h.D, Director of Clinical Services, filled out forms from the U.S. Department of Homeland Security explaining in detail reasons why Wajhia could not take the naturalization test. Wanda Velez, Nursing Care Facilitator, was able to find a neurologist in the community that accepted Wajhia’s insurance and expedited scheduling an appointment for her. The neurologist was also able to verify the nature of Wajhia’s disability.

Thanks to Wajhia’s team of advocates, Wajhia’s dreams of becoming a U.S. Citizen came true in June, 2016. She attended the oath ceremony with her family and her American dream came true!

### I am Finally Home! By Matthew Hofele



I came to AHRC Nassau to live several years ago. I moved several times within the AHRC Nassau residential program, trying to find the right fit. Residential staff did their best to accommodate what I wanted, I was just not satisfied with any of the homes. That has all changed now. I moved into a Citizens IRA recently and I am “over the top” happy. I have a peer group to which I can relate and do things with. I am finally home. More information to come in the future. For now, a personal outcome achieved.



## Citizens Council Accomplishments 2015-2016



### Community Connectors

- Some Council members from Carol St. joined their local library's reading club. This includes reading to children during their school breaks.
- The Council participated in the "Warm Clothes for Warm Hearts". During the winter months each house decorated a box and placed them in various places such as Brookville, and Plainview to collect clothing of all sizes. During the March Council meeting everyone separated the clothing (coats, shoes, sweaters, gloves, shirts etc.) then donated to St. James Methodist Church.
- The Council also participated in "Dress For Success". This program was a hit! The Council collected and ironed many pieces of clothing that will be used for people who are going on interviews.
- The Council sent holiday cards to the military personnel serving overseas.
- The Council supported the campaign to raise DSP's hourly pay to \$15 an hour consistent with the statewide initiative. Many Council members attended the rally to support this cause.
- The Council had their 1st dance called the "Spring Fling" where people invited their friends to come out and enjoy a night at the Brookville mansion. This dance came about as a result of a council meeting in which concerns about being able to meet people outside the agency were raised. Over 150 dollars was raised and will be used towards a staff appreciation day hosted by the council.
- Council members from the Northport house went to Northport Village Park to assist with a neighborhood clean up. In addition to cleaning, they handed out refreshments to all of the volunteers. Additionally, Council members participated in a ribbon cutting ceremony for a café opening in their neighborhood.
- Council members from our William Street house went to Farmingdale Park to assist with cleaning their park.
- Council members from Front St and William St houses volunteered at a car wash in Plainview to help the Girl Scouts earn their badges.
- Council members from the ICF volunteered their time at Saint Pius church by setting up their garage sale and the day of the sale, they provided coffee and muffins.
- Council members from the ICF brought lemonade to the construction workers working on the new houses on Washington Ave

### Rights Activists & Advocacy

- The Council participates in monthly rights trainings. Each month they gave examples of the rights of the month. For example in March they spoke about their right to vote and right to religion of choice. Council members also reviewed the responsibilities associated with each right.
- Some Council members attended the University of Personal Growth to brush up on their skills such as AMAP, First Aid and kitchen safety to improve their independence. These Council member's shared what they learned at the next Council meeting.

### Natural Supports

- Many Council members have expressed they want more friends. Based on their feedback, new groups will be initiated to provide forums for people to meet new people with common interests (i.e., gardening groups, book club, dining out, etc.).

### Protecting the Environment

- The Council discussed the "Clean the Beach" project. The Council is working with the Town of Hempstead Sanitation Department to assist them clean Long Beach. Many people have family from there or used to live there.



# Council Honorary Dinner

On September 8, 2016 Citizens Council Dinner was held to celebrate the Council's accomplishments and discuss goals for the upcoming year. All enjoyed a slide show and accolades given by Stanfort Perry, Executive Director and Saundra Gumerove, Citizens Board President. Keep up the great work!



# Advocacy & Valued Outcomes

## Long Island Self-Advocacy Conference

The Self-Advocacy Association of NYS held their annual conference at the Melville Marriott on June 2, 2016. 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. The conference had many exciting educational opportunities. The keynote address was given by Jacqueline Best, Long Island DDRO Director. Citizens was well represented at the conference with over forty advocates in attendance.



## Personal Outcome Updates

By: Kevin Wilber, Assistant Director for Self-Directed Services

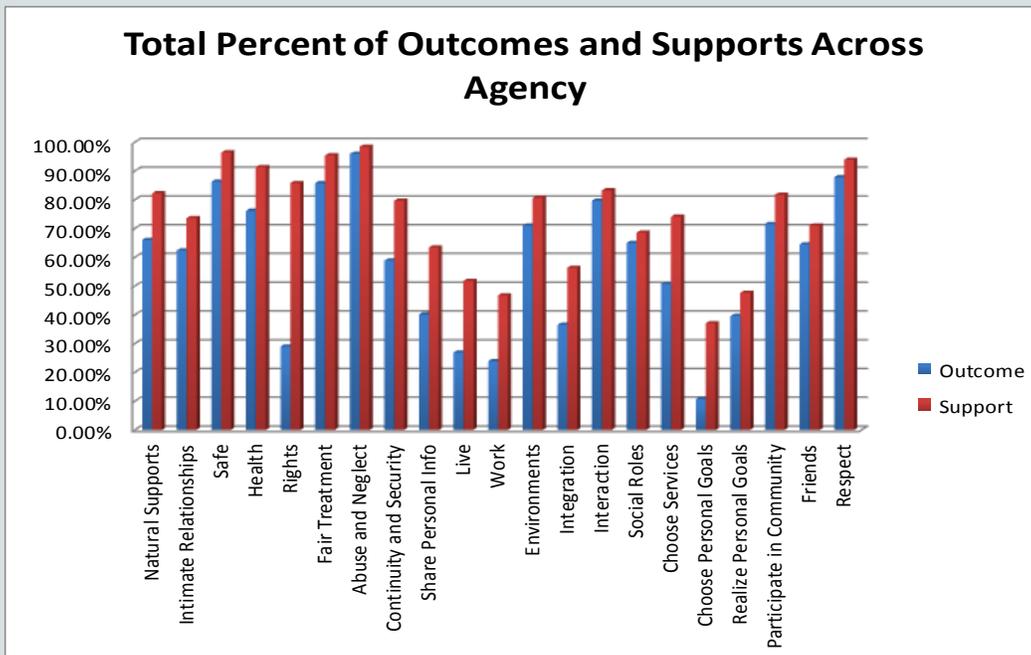
Thus far in 2016, a total of 261 interviews have been completed. When reviewing the data, we have shown progress in several areas as compared to data from 2015. Improvements have been noted in both outcomes and supports.

Progress has been shown in the following outcomes: natural supports, safety, sharing personal information, participation and interaction with others in the community and realizing personal goals.

When looking at areas of support, progress has been shown in the following areas: natural supports, safety, choice of where to work/day options, realizing personal goals and participating in the community.

Improvements in these areas show a continued commitment by the agency to assist people in realizing his/her personal goals. Through continued focus on the CQL/POM philosophy, we hope to see continued progress in achieving personal outcomes.

At the beginning of 2016, the POM department began utilizing the CQL POM Database as a means of storing data. The POM Database will allow for further analysis of POM data in order to track trends and develop strategies to promote further growth with achievement in personal outcomes.



## It's A Wonderful Life By Jocelyn Zeller

Many of the people MSC's support are achieving their personal dreams. Here are some of the latest happenings....

- \* After a long journey of planning with her MSC Grabiell Melendez and her team, Donna Nowakoski is starting her path to paid employment. She will be participating in a paid work tryout program. She is excited about this opportunity as the work tryout may be the position that leads to her paid employment!
- \* Jonathan Horowitz has maintained his job at Holly Patterson Nursing Home for the past year. He continues to work with his team to improve his job skills and works two days a week there. He finds this a big accomplishment and is very proud of himself. He works hard on the grounds crew and works independently with minimum supervision. Jonathan, along with his MSC Karen Connors and team decided that he would no longer attend Camp Anchor in the summers because he has an obligation to report to work on Tuesdays and Thursdays. Jonathan is proving to have a solid work ethic!
- \* Justin Abramowitz is a person whose positive and light-hearted energy is contagious. Justin has spent time with his grandmother in the hospital and rehab center. While visiting, Justin not only brought hope and love to his grandmother, but also to the other residents who instantly fell in love with his voice and hip dance moves. Encouraged by his MSC Courtney Smith and team Justin brought his dancing skills back to his Day Habilitation Site in Levittown, where he likes to lead the exercise group for all of the volunteers. Justin does an excellent job of bringing everyone together, and he's doing it with flair!
- \* Melissa McCormick wanted to travel to Texas to visit an old friend. With the support of her MSC Eileen Baker and team she is so excited to share that she will be going to Texas this summer to spend time with her friend! Melissa is looking forward to seeing her as it's been several years since her last visit. Melissa feels comfortable with traveling independently, and is looking forward to this vacation!
- \* Speaking of vacations, with encouragement from their MSC Michelle Marino and team, Kimberly Peters and Carmen Luisa Diaz saved enough money to go on their vacation to Amish Country. They are looking forward to their trip!
- \* Among other exciting happenings this summer, Timothy Amato and Sharon Unterman celebrated their marriage! They were happy to share this news with their MSC Allison O'Keefe and to celebrate this long time dream surrounded by friends and family.
- \* Along with his MSC Jeanette Kallop and team, Vikas Trivedi recently launched his self-direction plan. He wanted community habilitation and Respite services and to participate more in community inclusion. He is learning to do more for himself and he received a worker for community habilitation that accompanies him out into the community to work on safety awareness. Vikas is currently making improvement daily in his independence!
- \* Christina Garceau has self-direction however, she has been without workers for a while. In spite of this instability, Christina has managed to triumph! Christina has been able to increase her socialization, health and well-being as she hired new community habilitation workers who take her to various events /outings. Christina is involved in working at a senior center where she helps prepare meals with the center's chef; in addition Christina became an active member of a walking club with people of her age. She expressed how much fun it has been to join different events/outings. Further, Christina expressed how much she loves being given the opportunity to increase her health by being so active and spending time with new friends. Christina is in a very happy place in her life and is looking forward to obtain her permit to further enhance her quality of life!
- There are also some big moves happening. Charles Hendrickson just moved into his own apartment through the help of his MSC Eddie Sabino and his self-direction team. This is huge for him as he has not lived alone in several years. He is doing very well and is able to navigate his new community. He is also making new friendships with his neighbors. He is very happy!
- Joseph Levy is a bright, fun spirited person who unfortunately lost his mother some time ago while residing in California. He was sent to live with his aunt in New York for a number of years until recently moving into one of our Citizens IRA's in Northport. Joseph's kind nature spread throughout the house and he was quickly adored by staff and peers. Joseph is now able to explore other living options and shine through independence. Joseph now shares a home with a couple of other men who share common threads in life. Joseph is also afforded an allowance which enables him to get weekly manicures and pedicures and be incorporated into his new community. Staff will work with Joseph to be more independent while acclimating to his new house. His Medicaid Service Coordinator Jonelle Watson has developed a great relationship with Joseph and his aunt and will continue to encourage and assist the family as needed.
- In conclusion, MSC Jordyn Mayerhofer arranged for James Short to receive free, volunteer tutoring services. James is an extremely vibrant, independent young man who has desired to work on math and reading skills for quite some time. He was unable to find a service that matched his needs. With his free tutor, he is now able to work at his pace and towards his specific goals. James is excited to learn division and improve on his reading abilities!

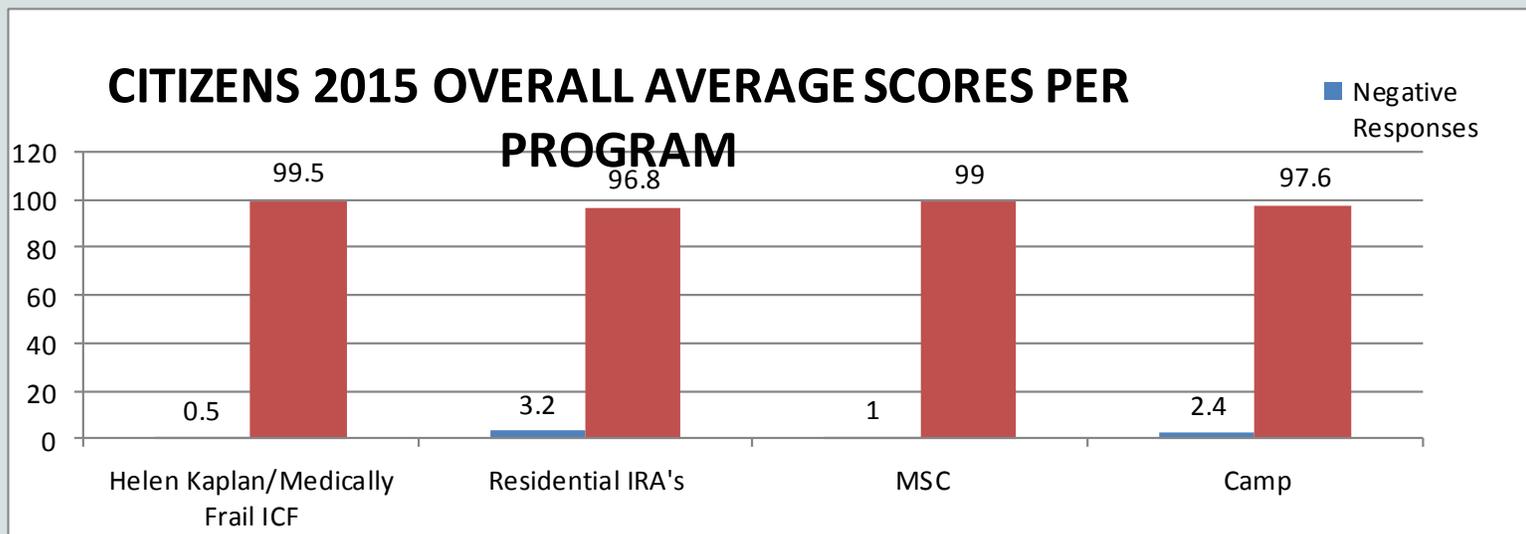
**The MSC Department is proud to be supporting people to achieve their dreams!**

## Valued Outcomes

### 2015 Family Satisfaction Questionnaire Results

The family questionnaire is a vital component of Citizens' COMPASS Management Plan. Each year this questionnaire is mailed to all families to obtain their feedback, assess level of satisfaction and improve services. The response rate for 2015 was 32.1% in comparison to a response rate of 34.9% the previous survey year (2014). The national average response rate to surveys is 32%. Due to an incorrect initial mailing of the questionnaire, a second mailing was completed which may have interfered with the response rate.

A trend is defined as a score of 89% or below. One program trend for the residential IRA's was identified in comparison to four for the previous year. "Are you kept informed of your family member's ongoing health (i.e., weight loss, emergencies, test results, illnesses and consents?) Corrective action was implemented. Additionally, a site by site analysis is conducted to assist in quality improvement planning as warranted. The results for Citizens remain exceptional.



## The Need to Read Book Club

The QA Trainers Present  
The Need to Read Book Club  
From 12:00-1:00 pm

In the Plainview lunchroom

For more information contact Michelle Rudoff  
at [mrudoff@ahrc.org](mailto:mrudoff@ahrc.org)  
or 516-293-2016 Ext 5234



## Valued Outcomes

### bFair2DirectCare Campaign

It's not easy to outline the work of a Direct Support Professional. Day to day, they may be responsible for the dressing, grooming, transportation or meal preparation of a person they're supporting. At a higher level they are also responsible to provide medical administration such as tube feeding, diabetic care or oxygen management. They are also teachers who convey the importance of personal care, money management and behavioral skills. Through it all, they are someone's communicator and trusted guide. They build trusting relationships with those they support and their families, preserve the dignity of others and help people achieve all they can. We at Citizens are working hard to have our voices heard in Albany when it comes to this issue. The NYS budget must provide funds to support the \$15.00 wage increase for our dedicated Direct Support Professionals.



Join the campaign on Facebook!

### Rights Rally

The annual Rights Rally was held on September 27, 2016 in Brookville. Bridget Cariello was the stand in guest speaker and Citizens very own Jonathan Drexler was the Master of Ceremonies. The Free Singers performed at the event. It was an inspirational day. Many people took the opportunity to speak and share the rights that are most important to them. The Rally focused on more than rights this year. The emphasis was on exercising one's rights responsibly. Additionally, it was also dedicated to discussing the bFair2DirectCare initiative, which is a movement dedicated to spreading the word about how important Direct Support Professionals are to people and that the \$15.00 an hour salary increase should be funded in the state budget. Stanford Perry, Executive Director shared this with a crowd of over 100 people. Jessica Campbell, Grass Roots presenter for SANYS and Beverly Burke, also of SANYS did an exercise on rights. Finally, Susan Gill, POM Trainer/Interviewer discussed Rights and Responsibilities.



EMPOWERMENT TRAININGS

- \* 11/8/16: CPR & First Aid 7:00 p.m., Plainview
- \* 11/23/16: Computer Training 11:00 a.m., Plainview

FAMILY SEMINAR SERIES

2017 Schedule Pending

All seminars are free. 7:00pm—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

Empowerment Series: By Laura Franzen

The Empowerment Series of trainings for the men and women supported continues on a monthly basis. We have begun work on the development of the 2017 schedule and look forward to receiving feedback from both agency personnel and men and women throughout all programs. The program’s goal and commitment is to provide meaningful educational opportunities for all interested parties so that people can become empowered to succeed independently.

We recently facilitated stress management training for the Freeport Council which was well received and are excited for our upcoming trainings inclusive of Fire Safety, CPR/First Aid and Computer training. Those participating in the offerings have expressed great satisfaction with the topics and information presented. The Empowerment Series program is geared toward supporting people in obtaining their valued outcomes through working together and learning new skills. With continued input and participation from those interested we can succeed in offering new and exciting training opportunities. For any information about the program please contact Laura Franzen @ 293-1111 extension 5621.

Family Seminar Series By Michael Cannet, Assistant Director, Training and WFD

The AHRC Family Seminar Series held its fourth seminar: *Positive Behavior Supports for Families* on August 11th in Plainview. As with the three previous seminars, this seminar was hosted in both the traditional classroom format in Plainview as well as broadcast live over the internet via WebEx. Five family members were able to join our seminar via WebEx during the presentation; they were able to see the presenter’s PowerPoint live on their home computer as well as participate in the discussion. All of the members who participated in WebEx reported a positive experience.

The traditional seminar presentation in Plainview had a great turnout. All who attended enjoyed light refreshments while interacting with our presenters Michelle Gladstone, MSED, & Glenn Kaplan, M.A. The attendees stated they felt more informed about Positive Behavior Supports and had a better understanding of how these supports can be utilized in many different areas. They gave the seminar presenters high ratings in the satisfaction survey. Overall, the seminar was a success.

We are currently working on our 2017 Family Seminar Series Schedule. As always, we welcome any ideas or suggestions anyone may have regarding new topics for future seminars. Please send your ideas/suggestions to Michael Cannet at [mcannet@ahrc.org](mailto:mcannet@ahrc.org) or call 516-293-2016 x5362. Thank You!



## Valued Outcomes

### The COMPASS Committee & Quality Improvement

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. To date, a review of Basic Assurance Factors one through seven have been completed for this year. A summary of goals and enhancements will be provided in March 2017.

### Regulatory Affairs By Eric Rosen

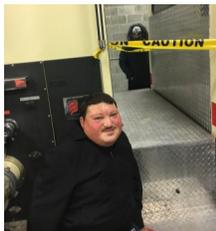
Between March '16 and September '16, surveys were completed for eleven (11) Citizens IRAs. Continuous review of the Agency's Medicaid Service Coordination program continued, with samples corresponding with those selected during IRA surveys. Person Centered Reviews were completed for these individuals, to ensure notice of their right to a person centered planning process and the delivery of person centered supports. In addition, for each IRA, a Heightened Scrutiny Assessment was completed with no IRAs considered to require heightened scrutiny against HCBS settings compliance.



### Workforce Development By Laura Franzen, Administrator, Training/WFD

The next installment of our "Project You" Wellness Program is currently in development with an anticipated roll out date of January 1<sup>st</sup>, 2017. This program will again offer all employees the option to participate in a wide variety of wellness activities without any cost. 2017 will bring an entirely new program with enhanced opportunities and a new campaign format that will help to promote the program. We are eager to hear from all employees relative to opportunities they would like to see offered next year. Please be on the lookout for a questionnaire in the near future that you can use to provide us any feedback you feel is important. We appreciate your input and look forward to a very successful program in the new year.

This month we offered flu vaccinations to all agency employees at ten different locations. Responses to the offerings were very positive. The GVS vision van visited AHRC in October. Each of the three dates were very well attended with additional dates pending due to the overwhelming demand.



### Halloween Fun

This is our Camp Loyaltown Halloween Respite weekend from 10/21/16 to 10/23/16. Yes, Camp Loyaltown runs a great respite weekends for campers that live home. We leave from Plainview Friday afternoon and return Sunday early evening. This weekend Our Facility Manager Steven Hauser was able to set us up with our neighboring towns Ashland Fire Department. They open there doors to Camp and let join them for their annual hunted Fire house. We were treated like VIP. Personal Parking didn't have to wait on lines and the best of all we got a private tour of the fire house. It was such a great time and we love being part of the community up in Hunter NY.



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**TO:**

**Know Your  
Responsibilities Too!**

A lot of energy and focus has taken place on education people on their Rights as well as exercising their Rights. However Rights should never be used to act irresponsibly.

**More Photos from Rights Rally and Socials**

