

Rights Rally 2016



AHRC Nassau's annual Rights Rally was held on September 27, 2016 in Brookville. Bridget Cariello was the 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 about 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 dedicated to discussing the bFair2DirectCare initiative, which is a movement to spread the word about how important Direct Support Professionals are to people and that the \$15.00 minimum wage00 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. It was an informative, fun and motivating event!



MISSION STATEMENT

Annual Review of the Mission Statement and Management Plan

The annual review of the Mission Statement will prove to be a lively debate in 2017! The councils are advocating for the words “developmental and intellectual disabilities” be removed. To confound the issue, a strategic planning committee proposed the below Mission Statement. Therefore the process for the annual review of the Mission Statement has been reinitiated once again, with a council and COMPASS Committee review and a Board of Directors review in March or April 2017.

Current	Strategic Planning	Proposed
AHRC Nassau empowers people with intellectual and other developmental disabilities to live self-directed lives. <i>Fulfilling the Promise with..... Family - Friends - Community</i>	Supporting people with disabilities and other needs to live fulfilling lives. <i>Maximizing potential throughout a lifetime.</i>	AHRC Nassau empowers people to live self-directed lives. <i>Fulfilling Dreams with.... Family - Friends - Community</i>
Guiding Principles: <ul style="list-style-type: none"> • Demonstrate courtesy, respect and compassion in every interaction. • Foster a diverse culture that cultivates talents, ideas and potential. • Work together to achieve excellence by promoting opportunities and supporting dreams. 	Value Statements We believe that... <ul style="list-style-type: none"> • A competent and compassionate workforce is integral to providing quality supports. • We are committed to diversity and cultural sensitivity. • Innovative approaches are essential for advancement and growth. • Financial sustainability is necessary for organizational success. • All people should be treated with dignity and respect. • Partnering with people and families creates the best opportunities 	Guiding Principles: <ul style="list-style-type: none"> • Demonstrate courtesy, respect and compassion in every interaction. • Foster a diverse culture that cultivates talents, ideas and potential. • Work together to achieve excellence by promoting opportunities and supporting dreams.

MANAGEMENT PLAN REVIEW:

A. Council Recommendations: See below

B. COMPASS Committee Recommendations: See below

Criterion #1 - Board and Management Commitment: No changes

Criterion #2 - Mission Statement and Commitment to the ISE: No changes

Criterion #3 – Empowerment: No changes

Criterion # 4- Management Plan: N/A

Criterion #5 – Self-Survey:

1. Survey redesign incorporated into this criteria as follows:
2. There are annual surveys conducted by specifically designated agency auditors for all COMPASS programs. These surveys utilize the DQI universal and program specific protocols and include several methodologies including a) record reviews; b) observations; c) interviews with program participants, staff and family member; and d) tours of physical plants. Effective 2017, the surveys are composed of 3 main categories: a) Site Review b) Person Centered Review; and c) Agency Review. The HCBS waiver standards and the Person Centered Regulations (Part 636) are included in this review process and are evaluated. Formal citations for these new standards will not occur for one year. Significant findings & feedback will be documented and offered via exit reports. AHRC Nassau audit staff will conduct program audits annually for each site using the OPWDD protocols recertification checklist, Universal Protocol, MSC tool, Hab Services Protocol and program specific protocol as appropriate to evaluate the programs for regulatory compliance.

Criterion #6 – Valued Outcomes: No changes

Criteria #7 – Quality Improvement - will now read Quality Improvement/Enhancement

1. A Standardized Quality Enhancement template has been developed and is utilized to monitor and assess Quality Enhancement on a monthly basis, in addition to Basic Assurance reviews per annual schedule, with a Factor 10 (Basic Assurance Monitoring) review in February.

MISSION STATEMENT & GUIDING PRINCIPLES IN ACTION

Recognizing Community Contributions & Saying Thanks

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. We know it is valued and appreciated.

Adelphi University and Professor Pavan extend an invitation to folks at Freeport Day Hab on a regular basis to come and share regarding his special education students their experience with the education system. We are honored to recognize Adelphi University and Professor Pavan.



Mission Statement Petition

Council members forwarded a petition to AHRC Board members regarding the Mission Statement. The purpose of doing this was to share with the Board of Directors the petition signed by advocates, staff and even some Board members themselves. In the petition to the Board, council members respectfully requested that the words developmental and intellectual disabilities be removed from the Mission Statement. For many years, AHRC Nassau councils joined the R word-campaign and held annual events to support the removal of the word retarded and have such eliminated from vocabulary and verbiage across the board. They hope to do this now with the Mission Statement and request that they be referred to in people first language.

Direct Support Professional Week

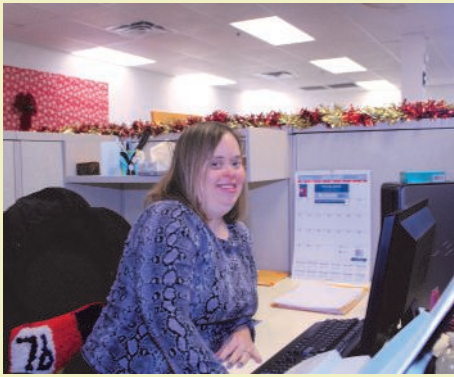
September 12th-16th represented a week dedicated to recognizing Direct Support Professionals. Each day, activities were held ranging from distributing Dunkin Donuts gift cards to celebrating recognition parties.

AHRC Nassau want Direct Support Professionals to know they are valued and respected. **The roles and responsibilities of Direct Support**

Professionals have increased dramatically. We recognize and greatly appreciate all the hard work they provide each day.



Meredith—A Desire to Dream By Susan Gill



One of the many things that support programs and staff in particular attempt to provide for those we assist is a sense of independence and self-reliance. This not only applies to choosing daily activities, and knowing what clothes to wear or what to cook for supper but to finding work using their own initiative. Meredith Shear not only attends a *Program Without Walls* at Clocks Blvd., Massapequa, but works in a law firm twice a week. Meredith, having worked years in a Dentist office, was instrumental in acquiring her own job using the skills she has been learning over the years in the Day program. Recently I spoke to Meredith about this success story of her's and asked her to write something in her own words about her experience with this employment. She was very happy to do so and sent me this:

I work at Rosicki , Rosicki and Associates. It is a Law office. I saw Tom Rosicki at an AHRC Fundraiser and I talked with him. I told him I was looking for a job. He gave me his business card and told me to call him at his office. I did call to set up an appointment for an interview. I was hired and I have been working there for 2 years. I work 2 days a week and take an AbleRide back and forth from my house. I have my own desk, email, computer, and phone at my job. My job duties are scanning documents for the attorneys and stuffing envelopes. I like my job very much and I work with very nice and friendly people- Meredith Shear

Confidence is something essential to success of all types. Meredith has that type of assurance and it has enabled her to pursue her dreams to the fullest. She is definitely a role model for others and an inspiration for achievement.

Living his Dream By Susan Gill

I recently had a conversation with Nishchay Bhatt and he shared with me that he had realized a dream he has had for a very long time. Nishchay , who attends the Clocks Blvd. Massapequa Day Hab and accesses Supported Employment ,revealed that he has always wanted to work in a Gym. A firm believer that exercise promotes good health in both body and mind, Nishchay was on track to gain employment. With the help of Day hab staff and Stephanie Costa of Employment services, he made a connection with *World Gym* in Wantagh. I asked Nishchay to tell me how the interview went. He said he felt very confident, not only from the assistance he had received in his programs, but also from the fact that he knew what it meant to work in a gym. He also decided not to wear typical "interview" clothing when meeting with the hiring personnel. "It was my idea to dress as if I already worked at the gym" he explained. So whatever his inspiration, it worked beautifully and he is now an employee there working two days a week. His job duties include general maintenance of the machines and the premises and he loves every minute of it.

But Nishchay's enthusiasm does not end with employment at *World' Gym*. He explained that he would like to present to the Day Hab program a series of workshops where he demonstrates his own work out techniques. Nishchay feels that fitness brings a sense of confidence to those who are serious about their health and he would like to be a catalyst to that attitude. Nishchay's ultimate desire is to be a Personal Trainer. It seems to me he has the right stuff to make that ambition a reality.



Brian Thomas Presented with the NYSID Award



NYSID was pleased to present the annual Joslin Awards Program to promote exceptional job performance and personal growth by people with disabilities employed on NYSID contracts. All nominees are awarded a \$500 prize and certificate of recognition, and included in a



2015 Joslin yearbook and profiled in other NYSID media. We also had the pleasure along with our colleagues from NYSID Kristine Fitzpatrick and Angelo Cervone to present Bryan Thomas, a person we support, with the local Joslin Award.



Happy Birthday Alex and Rich!

On Saturday November 5th Alexander Epstein and Richard Lundgren, who live at Morris Road, celebrated their birthdays with a big party in the Brookville mansion.

Alex and Richard, who have been housemates and friends for some time, sat down to discuss the details of their party as it lead up to the big day. They agreed they both wanted a rolling 20's theme complete with a roll out red carpet. Alex, who turned 65, and Richard who turned 70, left no stone unturned with good food, balloons, a DJ and even a belly dancer.

The guys had a terrific time celebrating with friends and family. A great time was had by all who attended and it was truly a night to remember.

Happy in My New Home

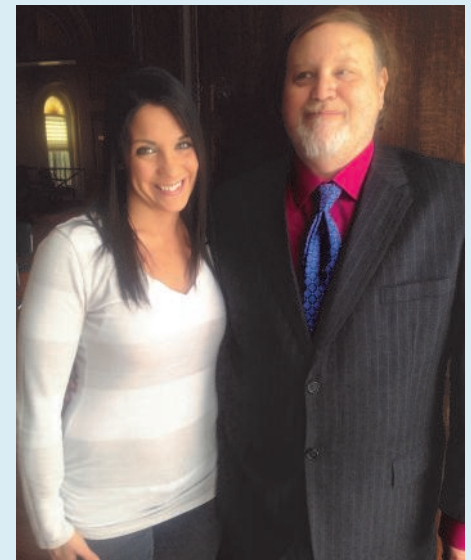
My name is Michael and I used to live in Hicksville in a group home with five other people. I lived there for about four years but I was not happy there. I didn't get along well with my housemates, so I spoke to my MSC about moving into an apartment.

I patiently waited until an opportunity presented itself. Karen Tanzillo spoke to me about a house that was available to move into with two other people. I would have my own bedroom and would share the living room and kitchen. It sounded good to me so I decided to move there.

On June 10th of this year I moved into the Levittown house. We take turns cleaning the house and staff assists us in preparing our meals.

We all get along well and I have the opportunity to go places with the others or, if I prefer, I can go places without the others. I enjoy going to the movies, eating out, and visiting with my girlfriend, Zahava.

I am so happy in my new home and I hope to live here for a very long time!



University of Personal Growth Supports an Independent Life



The University of Personal Growth has helped numerous people learn many things as they reach for living more independent lives. One person who has benefited from the UPG is Andrew Haber.

Andrew graduated in December 2015 and has made great progress in achieving his goals. Through Andy's POM, he identified a few areas in which he wanted more independence including more time with his girlfriend and more independence with his money. Andy is happy to say he does indeed spend more time with his girlfriend and works very hard at home and at his volunteer day program on his money management skills. One aspect he is especially proud of is how he budgets his money to pay his bills.

Andy would like to someday get a job but in the meantime he makes the best of his volunteer day program activities. He chooses his activities daily and one of his favorite activities is delivering meals to senior shut-ins. He recently participated in another volunteer activity that brought him great joy. Andy and several of his fellow volunteers took toys to the NUMC pediatric unit. Andy continues to work towards many of his life goals and hopes to one day have a job, get married and live more independently.

Annual COMPASS Training - Survey Redesign

OPWDD initiated many changes to the survey process, called “survey redesign.” As a COMPASS agency, responsible for self-regulating, Regulatory Affairs personnel attended training on this topic. Thus, the annual COMPASS training for the Board of Director’s this past October was on the survey redesign and how it will impact us as an agency. In summary, there are annual surveys conducted by specifically designated agency auditors for all COMPASS programs. These surveys utilize the Division of Continuous Improvement QI (Division of Quality Improvement) universal and program specific protocols and include several methodologies including a) record reviews; b) observations; c) interviews with program participants, staff and family member; and d) tours of physical plants. Effective 2017, the surveys are composed of 3 main categories: a) Site Review b) Person Centered Review and c) Agency Review. The new HCBS waiver standards/assessment and the new Person Centered Regulations (Part 636) are also included in this review process and are evaluated. Formal citations for these new standards will not occur for one year. Significant findings & feedback will be documented and offered via exit reports.

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. There have been 96 Board Physical Plant inspections since 8/1/2016. A total of seven and 44 new work orders were generated. There were six hazardous citations noted and corrected.



Thank you to all the Board Inspectors for their hard work and dedication.

Board Member Sandra Gumerove attends Executive Council Meeting



Sandra Gumerove, AHRC Nassau Board member, attended the December 2016 Executive Council meeting held on December 21, 2016. Per the Management Plan, a Board member is invited to attend a council meeting at least annually. The purpose is to further strengthen the bond between the council and the Board of Directors as well as discuss the function the Board and have an open Q&A.

A number of council members shared with Sandra their concerns over Direct Support Staff shortages and turnover across programs. Sandra echoed their concerns and updated the council as to what is being done. She encouraged everyone to get involved in the bfair2Direct Care initiative. Additionally she stated this has been a major focus during Strategic Planning now well underway.

The council also discussed the Mission Statement, informing her that they wished to have the words, “developmental and intellectual disabilities” removed. Sandra explained that she was not in agreement as those words define what we do as an Agency and the words are not meant to insult, but rather to let people know what we do. That being said, Sandra stated she would share with the Board of Director’s how council members felt.

Thank you for attending!



SIBLING GROUP—HOLIDAY PARTY

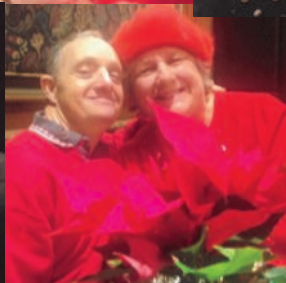
On December 8, 2016 over 100 people gathered for the annual sibling holiday party in Brookville. As always, it is a wonderful way to get together, celebrate and grow our Sibling Group. The Sibling Group meets an additional two times per year. Paul Giordano, Board President and the founder of the group encouraged all in attendance to remain involved. As parents age the role and responsibilities of siblings supporting siblings usually increases and they become one of the strongest natural supports for their brother or sister. Siblings also provide the most long lasting, positive relationships.

2017 SIBLING GROUP

Please Join Us!

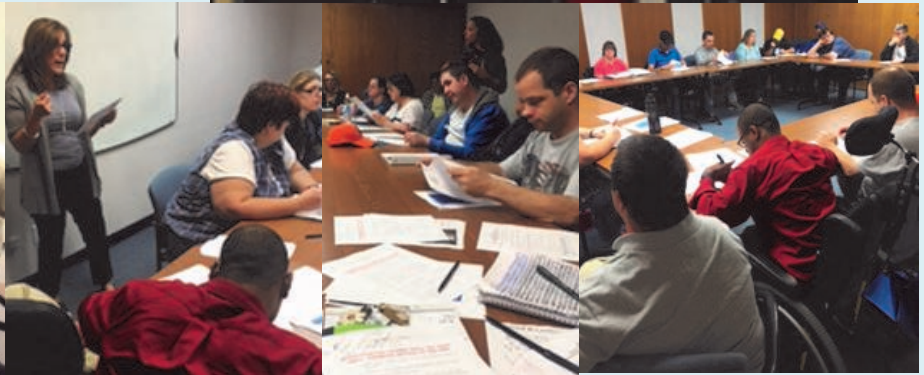
- March 16, 2017 6:30-8:30 p.m. in Plainview
- BBQ June 6, 2017 6:00-8:p.m. in Brookville
- September 14, 2017 6:30-8:30 p.m. in Plainview
- Holiday Party December 7, 2017 6:00-8:00 p.m. in Brookville

For more information, call
(516) 293-2016 extension 5492



Executive Council

- Monthly rights training was conducted at the council meetings.
- The council hosted the annual Rights Rally on 9/27/2016 with a strong emphasis on exercising rights responsibly.
- Hope Marmo, RN came to October's council meeting to discuss safe eating practices, due to a trend in recent choking incidents.
- Susan Gill, POM Trainer attended October's meeting to discuss reinventing the IVY council.
- QA Trainers hosted an Advocacy and Empowerment table at the AHRC Nassau Walk-a-Thon. Over 1,200 people were present. Information on COMPASS, CQL and SANYS was shared with many.
- The Council has grown a lot over the past year, from 10 people to almost 30.
- Colleen Tapia, our Council Advisor, won the SANYS state-wide Advisor of the Year award.
- Bake sales were hosted to raise money to send people to future SANYS conferences
- Self-advocates hosted the self-advocacy table at the Walk-A-thon on October 30th
- A Book Club was started on October 5th. We are looking for book recommendations and are going to try to focus the books on advocacy. This club meets weekly from 12pm-1pm.
- QA trainers collected donations for Haiti and all of the other areas affected by Hurricane Matthew.
- A petition was circulated for everyone to sign requesting the words developmentally disabled be removed from the AHRC mission statement and also so direct care staff can get the \$15 minimum wage increase that they deserve.



Advocacy in Albany



Coleen Mackin, Angelo Satabarbara and his staff

Coleen Mackin, SANYS Board Member and AHRC Nassau headed up to Albany to discuss the 15\$ an hour wage hike with the Governor's staff.

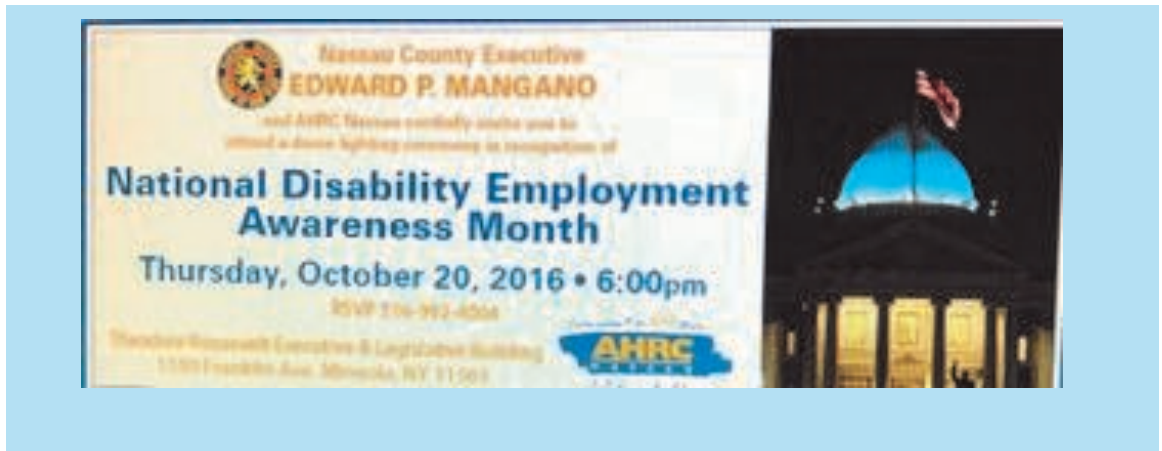
Vehicle Feedback Requested



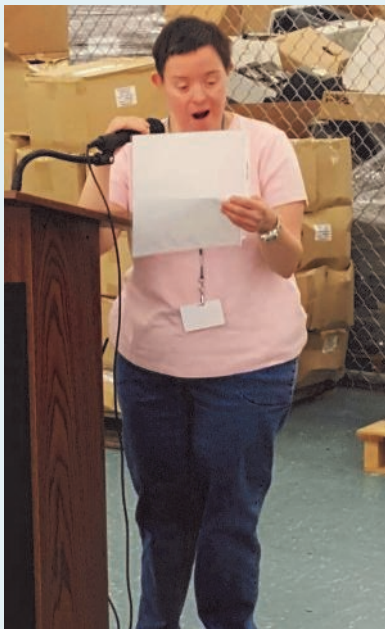
Council members inspected the new vans used for people with wheelchairs to see how people that are ambulatory get in and out of new vehicles safely. Fleet Management suggested that people who have difficulty use a wheelchair to go in and out of the van but people didn't like that idea. People now climb in and out though the front passenger seat. Council members really had no recommendations as they really like the vehicle's overall.

Freeport Workforce Council Met Monthly

- The Council annual BBQ was held in August “2Big” aka Mike Levey, performed
- Lemonade Fundraiser was held throughout the summer
- Elections held for new President, Vice President, Secretary and Treasurer
- Council Member's attended the Agency Rights Rally
- Council Members participated in an Inclusion Works Event held at Freeport and then volunteered at a clean-up site
- Workforce Council hosted a Halloween Event and Costume Contest
- A Dome Lighting Event was sponsored by AHRC Nassau in honor of Disabilities Awareness Month
- The Council enjoyed a Stress Management, presentation provided by the Training Department



AHRC Workforce Honors Staff



Jean Marie Rogers reads her dedication to the work the DSPs do for her and her colleagues.



Direct Support Professionals are honored

AHRC Workforce at The Freeport Center celebrated the work of their Day Service Providers during National DSP Week (September 11-17). The honorees DSP's were feted by the people they work with; in their own words they expressed how much each of them meant to them. Many of the workers on the pre-voc lines wrote thank you cards, notes of appreciation or talked about how thankful they were for the individual support. The DSPs were treated to lunch, cookies from Café 230, gift certificates to the SmartCart, flowers from our greenhouse and certificates of appreciation. Those recognized were Michael Albert, Elsa Colorado, Howard Rosenthal, Jose Claros, Jose Portillo, Laura Kennedy, Maribel Claros, Marta Estrada, Mauricio Guidos, Steve McCallum, Steven Kaywood, Wilfred Hillman, Devinson Sanchez, Wilton Robinson, Akil Lewis, Rosalind Fenner, Linda Ruziak, and Almore Narcisse.

Samples of the quotes read during the various celebrations:

“You are the best. You help me out with a lot of stuff... You are a good person and one of the best staff to go to.”

“You are a good worker; you help me with my work... You are a nice person to talk to... You bring me work...”

“[He] is a dedicated worker and is always willing to listen if we have to say something about the job. I enjoy having [him] here because he gets things of work and that's how we get paid. He has done an excellent job and is great to work with”..

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



Community Hub Site Council Holiday Party 2016

- The Council welcomed Director Kevin Larragy and 5 other guests from the ARC in Orange County, New York. The group, which included Directors from day programs as well as residential and community liaisons, visited to learn more about community integration in PWW and day hab settings. Council members spoke about the various jobs that they do in the communities and gave their guests an idea of what a typical day at the hub site is like.
- DSP (Direct Support Professional) Week was celebrated with daily activities, testimonials and prizes for the staff. Council members went above and beyond to acknowledge the superior job that their staff does each and every day.
- The North Council elected a new secretary, Luisa Diaz
- The Management Plan and Mission Statement were reviewed and discussed. No changes were requested in the management plan. Council voted to change the Mission Statement and remove “intellectual and developmental disabilities.”
- Council members attended a Rights Rally in Brookville on September 27, 2016.
- Council continues to host monthly meeting with SANYS in Plainview. It is an excellent opportunity to meet with self-advocates from other agencies in Nassau County.
- The Legislative Breakfast was held on October 21st. A meeting with New York State Assemblyman Michael Montesano to discuss Be Fair to Direct Care was held. Council has been actively involved in this campaign through letter writing and phone calls to various legislators and the Governor.
- Council members participated in the AHRC Walk-A-Thon. The hub sites that raised the most money for the

2016 AHRC WALK were -First Place-Bethpage Hub Site, Second Place-Seaford Hub Site, and Third Place-Tobie Lane Hub Site.

- A holiday pizza party complete with a DJ was held in December at the Brookville mansion.
- Caught in the Act Awards were given to: Anthony Jakoby, Jonathan Horowitz, Brian Shaw, Donald Schmitt, Jenny Stillwell, Miquel Rosado, Andrew Deeley, and Douglass Walcott.

Council members bid a fond farewell to long time council member Nick Mattone who is moving to Albany with his family.



Residential Council Met Monthly

Over the past 6 months the Residential Council achieved the following:

- Movie Night fundraiser: We raised \$110 which went to Family Support Services for Thanksgiving gift cards for people.
- The Council continued to enjoy Empowerment Trainings. These included: CPR by Leigh Fanuzzi, Fire Safety by George Pitts, Stress Management by Glenn Kaplan and Dating Basics by Pam Boyle
- With the money raised from the council's April movie night, we were able to send 2 council members to the SANY State Conference in September – Markiah Addison and Cheryl Cohen.
- Council members attended the SANYS State Conference. In addition to attending informative workshops Colleen Tapia received Advisor of the Year award.
- The Council members voted to resume the “Cantor’s Chanters” for the 2017 Seder
- The Residential Council was on hiatus for the summer months of July and August. Meetings resumed in September.

The AHRC Nassau Community Hub Site Council met with Assemblyman Michael Montesano - January 27, 2017



The AHRC Nassau Community Hub Site Council met with Assemblyman Michael Montesano at his office in Hicksville, on January 27, 2017 to advocate for themselves and their friends. They introduced themselves and told the Assemblyman that they are registered voters and active participants in their community.

Chris, from the Glen Cove Hub Site, began by speaking about the Be Fair To Direct Care Initiative. He explained how the Direct Care Professionals (DSP's at his hub site are very dedicated and hardworking and they deserve a living wage. The CHS Council supports the wage increase that the Governor has proposed and wants him to fund it in the state budget. Chris went on to say that there are many staff vacancies and AHRC is having a difficult time filling DSP positions because of the low wage. John, from Freeport, spoke about the staff in his house having more than one job just to make ends meet. He said that his staff is so caring that they even do things for them on their own time. Erica, from Freeport, spoke about losing her day hab and residential staff. She said many of them leave to get better paying jobs and she doesn't like that Robin, from Massapequa Broadway, voiced her concerns about proposed cutbacks in Ableride. She spoke about how she and her friends depend on Ableride to get around and participate in community activities. Assemblyman Montesano explained how negotiations for the New York State budget works.

He said that he is on our side and in favor of fully funding the salary increase mandated. He said he supports the Be Fair To Direct Care initiative. He advised the council to keep advocating and to visit other state legislators, and senators. He said to visit the Governor's office. The budget is due in March so he advised the council to keep advocating and pushing forward their agenda.

Chris thanked the Assemblyman, on behalf of the council, for taking the time to speak with them and for listening to their concerns. Assemblyman Montesano has always been a friend to AHRC Nassau and it is very much appreciated.

Go to ahrc.org for a link to sign the petition to show your support today for bFair2DirectCare.

Keep calling & keep writing!

**#bFair
2DirectCare**

EMPOWERMENT

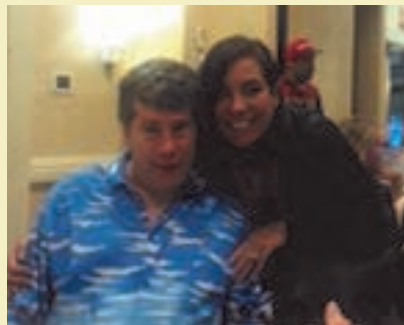
Self-Advocacy State Conference

SANYS State Conference, "30 Years of Speaking Up for Ourselves & Others"



SANYS started out with a driver and two others in a car. In 2016 SANYS members celebrated thirty years of speaking up for themselves and others. Leaders such as Barnard Carrabelle, Tony Phillips and Chester Finn were present to name but a few. The State Self-Advocacy Conference is a great opportunity to meet and network with self-advocates from across New York State. People come to learn about major issues of the day and the importance of speaking up. Over 800 people attended this great event, participating in workshops, focus groups and keynote presentations.

Congratulations to Colleen Tapia



**SANYS
Advisor
of the
Year!**



Ivy Ferdinand Conference Winner

The Ivy Ferdinand Scholarship was awarded to John Buley-Neumar for his advocacy interests and activities. This scholarship is designed to help people learn about and get started on their own self-advocacy journey. John enjoyed a two night, three day trip to Albany and joined 800 people at the NYS Self Advocacy Conference as they learned about advocacy issues, self-direction and changes that are coming.

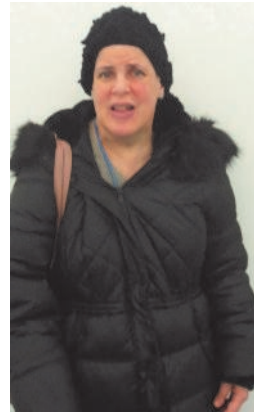
Congratulations John!



An Inspiration to All by Susan Limiti

I would like to share a story about an amazing person that we support in PWW in Freeport. Her name is Benita and her battle with a serious illness has been an inspiration to all. Benita was diagnosed with this illness in June of 2016. It was decided that the best form of treatment would be chemotherapy for 12 consecutive weeks. Benita went for her treatments and would attend program on the days that she had no treatments. She always had a smile on her face, and other than saying she was feeling tired, Benita never complained about not feeling well. She happily volunteered in the community and has continued as if everything was normal in her life.

Benita had surgery in September and was able to return to program in October. There were no changes in Benita's positive attitude. She was excited to be back to program and once again only displayed optimism and a love for life. She continued to dress meticulously, and, with the little hair that she had left, not a strand was ever out of place. Benita has displayed courage and bravery during her fight with this illness. She never let this prevent her from living her life to the fullest. We all wish her continued success with her fight against this illness and admire her strength in not letting anything get in the way of her enjoying life.



AHRC Advocates Interviewed for CQL Capstone e-Newsletter: Factors Affecting Voting

"We can't be complaining about the candidates if we're not going out and doing something about it!" exclaims Michelle, a self-advocate who lives in New York. "People aren't taking the time to sit down, go over the candidates, put on the debates and listen to the issues." In the 2012 election, eligible voters with disabilities went to the polls at a rate of around 56.8%, in comparison to a rate of 62.5% of eligible voters without disabilities.

To explore this disparity, CQL collected and analyzed Personal Outcome Measures® data to better understand factors that could affect low registration rates and low voter turnout of eligible voters with disabilities. The advocates in our follow-up discussions highlighted the significance of taking action to ensure that different communication methods don't have a significant impact on voting. "We actually started an advocacy group for people who can't speak. We teach them to learn sign language, and learn how to 'speak' the way they speak," says Coleen, adding "Show them with sign language or braille, and it will be easier for them to learn how to use machines and understand their ballots."

Letter to the Governor—An Empowered Parent

Excerpts from a parent's letter to the Governor: *"How do I write this without sounding disrespectful? Either you are totally unfamiliar with the developmentally disabled population or you have people whom you have employed giving you input in this area who are supplying you with inaccurate information or possibly both or you are totally insensitive to a group of people who are more vulnerable and dependent than most people."*

Prior to the early 1970s and the expose' of the Willowbrook horror, the developmentally disabled population were treated in a subhuman manner. Parents who had no aid or services available to them would institutionalize or keep their children hidden away. After the expose' and the guilt that people felt by turning away and not addressing the problem, came a period of reform in social programs; schools opening to educate children at an early age enabling them to function in the best possible way, residential homes to house the developmentally disabled adults to protect them when their parents were unable to care for them.

Shortly after your election to become governor, you began slowly eroding funds for this incredibly vulnerable population, placing a moratorium on opening new residential houses, threatening to close workshops with the goal of those working in the workshops to seek employment in the competitive market. This population, although higher functioning, may not be equipped to function in competitive jobs due to behavioral issues and a myriad of other issues. Another area you have proposed is the closing of the Intermediate Care Facilities. The ICFs are homes that house the frailest of the population, those that require nursing help 24/7, physical therapists and other adjunct help.

I am a life-long Democrat, because to me the Democratic Party looked out for the underdogs, those that needed the most aid. So, why, Governor Cuomo have you taken another path? Yes, infrastructure is vital to the growth of our state and to provide jobs to people who are jobless, but fixing roads and building bridges should not be a reason to cut funds to the needy.

*I read this quote once and I think it aptly applies: **A country that does not take care of its children, its elderly and its infirmed is a country in decline.** Please rethink what you are proposing. I am certain your father, Governor Mario Cuomo, would not have chosen your route.*

Sincerely, Leslie Isabelle Levine

Personal Outcome Measures—A Valued Outcome

A Dream by Jessica Campbell

My Dream to meet New Kids On The Block

I recently returned from a five-day cruise from meeting The New Kids on the Block which was my teenage dream since I was 15 to meet Joey McIntyre but 1 year ago The dream that I thought would never come true started to become reality when my stepbrother got a chance to go backstage at the "Main Event" at Nassau Coliseum. Most people with disabilities can't do things like this because of staffing ratios. So it was truly amazing when I finally got the opportunity on October 19th 2016 to attend The New Kids on the Block cruise to Mexico from New Orleans with my friend Beverly. Where I finally got a chance to meet Donnie Wahlberg, Jon Knight- Rodriguez, Jordan Knight, Jenny McCarthy-Wahlberg & Joey McIntyre. They all got chance to spend time with me

Giving me hugs, selfie's & Donnie even got me into his private VIP club where they got a chance to sing & rap.

Jon Knight who lives in New York City spent time as well signing to the deaf which touched my heart. We left believing Donnie Wahlberg has a true heart of gold in helping others dreams come true and takes his opportunity as a musician a blessing to share with others. Claiming he is blessed to have a second chance.

If there's one thing I can say to anyone with a disability stick to your dreams don't let anyone destroy them.



Jessica (second from the right) and Donnie (center) with All the others.

The Interagency Socialization Collaborative Hosts its Kick-off Event By Pam Boyle

On Friday night, October 7, 2016, the Ballroom on AHRC Nassau's Brookville Campus was rocking with the sounds of great music, excited voices and lots of laughter as people from five provider agencies in Nassau and Suffolk County came together for a *Fall Fling*. The Ballroom was decorated in fall colors highlighting the beauty of the room and the season.

A common request of the people we support is to have the opportunity to connect with *new* people and this is often noted in their POMs. The goal of the *Interagency Socialization Collaborative*, made up of representatives from AHRC Nassau, FREE, DDI, CMA and YAI, is to provide an opportunity for event guests to "meet and mix" with different people rather than in a group of all too familiar faces from their "home" agency. The *Fall Fling* was its kick-off event and those attending reported that it was a huge success.

Ninety men and women came together for an evening of music, conversation, sweet treats and dancing. It goes without saying that the Soul Train line was the highlight of the evening had everyone out of their seats and show-



ing their unique moves.

An important focus of the event was to meet and talk with new people and have an opportunity to take home some names and phone numbers, with the plan to stay connected after the music stopped and the lights were turned off. The best possible outcome would be if these new *acquaintances* developed into *friends* and the friends into...well, who knows!

The *Interagency Socialization Collaborative* is planning more events including game nights, speed dating and small "meet-up" opportunities of 6-8 people centering on specific interests attendees may share such as a love of trying new restaurants, baseball or art. Future events will take place at varying locations on Long Island, both using the facilities of member agencies and meeting in the community. The *Fall Fling* at AHRC Nassau was just the beginning!

David's Journey and Successes By: Denise Galli

In January 2014, David Haas participated in a Personal Outcome interview during which time he shared that he was actively pursuing self-directed services. His ultimate goal into a more independent living situation, preferably his own apartment. At this time, David had been residing in an IRA through another agency and he had expressed on many occasions that he did not feel this was the place for him anymore. This is David's story of success:

David is very close with his family, and his mother has always served as a very strong advocate for David. He would often call his mom and share his concerns with her over his living arrangements at that time. Mrs. Haas had frequent conversations with David's MSC, and both she and David had been educated on a variety of other community living services that could be applied for. David and his family were informed at that time that many of the options discussed had a waitlist for enrollment. However, if they were willing to try a less traditional service, David's goals could be accomplished with less of a wait. With support from the MSC, David and his family were provided with more detailed education on self-directed services and David was sold. David's support team stood behind him, and David's parents became truly invested in the process, determined to find the very best place for David, while taking into consideration the many things that were important to him. On the top of that list was David's job.



David has been employed on AHRC Nassau's Landscaping crew for the past 6 years. David truly takes great pride in his work and has been described by his job coach and supervisor as a great asset to the crew. In 2013, David was nominated for the NY-SID Joslin Award which recognizes people who have demonstrated exceptional job performance and personal growth. David was chosen as the recipient of this award for his outstanding accomplishments, and received both a monetary award and a plaque. In 2015, David was recognized by AHRC Nassau for his 5 years of dedicated service as an agency employee. Being a part of this crew has given David a great sense of responsibility, independence, and importance. Thus when considering where he may want to move, he shared with his family and his team that ideally, he'd like to live close to his place of employment.

The process of finding an ideal apartment was involved, but in early to mid 2015, David was prepared to move into his own place right within the same town as his job. David's new apartment is also within walking distance from a gym, which David joined shortly after getting settled in, as staying healthy and active is very important to David as well. There are many other places nearby that provide David with ample access to numerous community venues where he can more independently obtain all of his basic necessities (i.e. groceries, household items, hot meals).

At the time of David's move, he had strong knowledge of the LIRR and was able to use public transportation to access his community. He would also walk or ride his bicycle in nice weather to get to where he needed to on his own. David hired self-directed community habilitation staff to provide support in areas where he was not as independent (i.e. cooking; driving.)

Driving was another goal identified in David's 2014 Personal Outcome interview, and David recently hired a new staff person through his self-directed plan to help him focus primarily on this very specific goal. At this point, David has utilized the computer to access study guides and practice exams and is preparing to take the driver's permit test. David also continues to become more independent with cooking, laundry, and other basic household tasks since moving into his own apartment. Mrs. Haas recently shared that she feels this change has been very positive for David as it has pushed him to become so much more independent, and David takes so much pride in his newfound and growing independence as well!

David is a prime example that with hard work and dedication, anyone could achieve their goals and reach higher levels of independence. Having strong connections to family and natural supports also plays a large role in beginning your journey towards greater independence, as demonstrated by David's parents who supported his decisions from start to present. David's parents always speak of how proud they are of his achievements, and this recognition is very well deserved. David remains a very self-driven, hard-working man. He continues to push himself to be the best in all areas of his life - at work, at home, and in the gym. With this mindset and determination, David is sure to achieve any future goals that he sets for himself with his family and support team always behind him 100 percent!

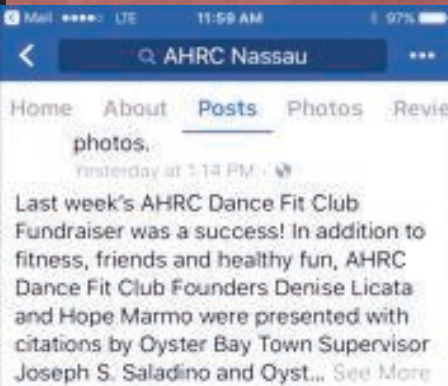
Valued Outcomes/Personal Outcomes

Dance Fit Club Denise Licata

It has arrived ! The Dance Fit Club. Here are some comments from Denise Licata, Assistant Director of Nursing from the first evening...

"What a huge success last night was! Our first Dance Fit class. It could not have been possible without the amazing staff! Not only did they come...they brought their dance feet with them. Everyone jumped right in and helped out, and danced along! It was so awesome. We are fortunate to have amazing staff support our Dances. Everyone jumped right in, had the biggest smiles all night and were great spirits!"

It was a night filled with laughter, fun, meeting new friends and of course.....Dancing! Thank you to the Agency for supporting us to bring this class to all. See you all on the Dance Floor!"



Valued Outcomes/Personal Outcomes

AHRC Nassau Hosts Seminar: Understanding, Addressing & Supporting: Sexuality and People with Intellectual and Developmental Disabilities

AHRC Nassau is all about meeting the unmet needs of the people the agency supports. This philosophy is shared by many other provider agencies in the State. To do that, agency staff requires training and support so that they are able to meet the needs of the “whole person” and that includes sexuality.

On November 10 and 11, 2016, sixty-five staff members representing 16 provider agencies from around the state gathered together at the Four Points Sheraton in Plainview to learn more about how to provide sexuality counseling, education and related supports to people with I/DD.

Pamela Boyle, MS, AHRC's Socialization and Sexuality Specialist, facilitated the two-day educational seminar and presented attendees information on a wide range of important topics including defining sexuality, understanding sexual rights as human rights, CQL and how it informs thinking and planning about sexuality and personal relationships, social media safety, providing support to individuals who identify as LGBTQ, supporting marriage and committed relationships, the importance of developing a “sex positive” agency culture, policies and procedures and training staff to confidently and appropriately support individuals who have questions or concerns about sexuality.

Guest speakers were one of the highlights of the two-day seminar. A transgender man with I/DD and his mother spoke about his early life and his challenging personal journey to find peace and happiness. A child born female, struggling to survive in a home environment filled with maltreatment, abuse and neglect, he is today a happy, multi-talented man who has been able to, with the unwavering love of his family and support from his staff, find and understand himself and to live his own truth with great joy and abundant success.

Two couples from AHRC Nassau's CLS program made important and sometimes emotional presentations at the seminar. The couples, one married in the Spring of 2016 and the other planning a formal commitment ceremony in the Fall of 2017, shared their experiences negotiating the sometimes complicated world of love and partnerships. After their presentations, the couples made themselves available to the seminar attendees to answer questions and provide additional insight about their relationships. Several seminar attendees identified this to be a particularly valuable part of their learning experience.

Seminar attendees completed evaluations at the end of the seminar and the feedback was excellent, with many asking for more information and opportunities to learn about sexuality in the future.

According to the seminar leader, Pamela Boyle, her goals for the seminar were simple: to get professionals who have not yet begun working on issues of sexuality and relationships with the individuals they support identify a place *to start* and to increase the enthusiasm of those who have done some work on these important life issues *for doing more*. She believes the seminar met those goals.



Friendsgiving

Every year it has become a treasured tradition at the Old Country Road residence to celebrate Friendsgiving. Everyone invites their closest friends to come over for some yummy turkey with all the trimmings. Each year the turkey is personally prepared by Richard Bruno, who takes a lot of pride in making the most delicious turkey dinner. He starts extra early to ensure his turkey is ready on time for all to enjoy. He then moves on to all the trimmings. Richard makes his famous stuffing, mashed potatoes, sweet potatoes, and green bean casserole.

Preparing his own Thanksgiving feast for his friends is something Richard and his housemates look forward to each and every year. Richard even adds some final touches with sparkling cider and three amazing pies (pumpkin being Richard's favorite). Thanksgiving is a time for everyone to reflect on the things that they truly appreciate throughout the year and having good friends is certainly something to be thankful for.



Accolades to the Psychology Department - POM Success Stories By Susan Gill

When Personal Outcome Measures became fundamental to the development of the “Life Plan” of the people we support, there was some confusion as to how departments would interpret their roles in developing goals. Workshops and news stories have since helped to make personal outcomes a household word amongst support staff and the results have created a more person centered way to actualize dreams. Although everyone has been so supportive of Personal Outcomes and have come up with creative ways for goals to be met, there are certain departments that have shown consistent effort to provide services that support the person’s individual desires in life. The Department I would like to commend is the Psychology Department. As part of my job responsibilities, I conduct Quality Reviews of Habilitation plans in order to monitor the progress of the personal outcomes identified. In nearly every report I submit, the support shown by those in the Psychology Department has consistently sought to address presenting issues by carefully weaving the desires of the individual into the accompanying plans. I asked Julie Cannet, Assistant Director of Psychology Services for examples of success stories experienced by those in the field and I would like to share her recommendations as follows:

Quite a few years ago now, in 1998, I was asked to counsel a man with significant psychiatric needs who attended the Plainview workshop and lived with his parents. I began to see him and found him quite guarded and shy. He did not wish to discuss much other than the basic stress of life and the fact that often kids in his neighborhood called him names and said mean things to him when he was out for walks. He enjoyed the local shops, especially the pizza place.

I contacted his psychiatrist who explained that this man had severe paranoia and delusions that medication would not eliminate. His complaints about the kids were not real. The psychiatrist felt it would be good for him to have one trusted person, generally apart from his daily life, that he could build a relationship with and perhaps open up to, as he was guarded and shy with her as well. This started a therapeutic alliance, with the exception of a few years, which continues until this day.

This man required a great deal of courage just to function in daily life. He came in each week, built trust, and slowly opened up more and more. We spoke about different “coping skills” for being in the community and also dealing with life issues, and managing to not be effected by the things he heard or the issues he believed were negatively directed to him to cause him shame and hurt. He could not believe these delusions were not real and could not be talked out of this idea. So we proceeded to develop different things he could tell himself to not be upset by the voices and beliefs that plague him. This helped him continue to go out, enjoy his life more, and not isolate in his room, as he often said he would because of the distress he felt.

As time went on and our relationship grew this man trusted me enough to share many private issues which caused him great distress, but things he would never speak about due to his paranoia. In seeing this man, who appears quiet and not particularly disturbed, one would never imagine the chaos and fear which live inside him. We dealt with, and continue to deal with each issue that arises, and come up with “coping skills” for all of them, which he utilizes when upset or experiencing delusions. My time working with him also included the death of his father, his mother aging, and his move to an IRA, as well as several changes in day programs. He was able to manage it all with no hospitalizations. I continue to work closely with his psychiatrist, trying to remain apart from his usual daily staff to continue to offer him a “safe harbor” to express and deal with his private struggles.

Our work together, I like to believe, helped him in a small way to be able to cope with the enormous challenge of having a simple everyday life with participation in the community and activities he enjoys. He has shown great strength in a quiet, unseen way, dealing with his issues, and has a wonderful, caring psychiatrist, which are the foremost reasons for his ability to manage his days successfully. -Glenn Kaplan MA, Sr BIS

Throughout her life, a young woman was living in the community, in an environment that did not provide her with the support and guidance she needed to fully develop as a person. Subjected to abuse, maltreatment and neglect, she grew accustomed to this kind of treatment and found it overwhelming and frightening to even consider that there could be a healthier, happier, safer life awaiting her. It took several years and a tremendous amount of clinical support to make leaving her all too familiar, abusive environment possible for her. Clinicians worked intensively with her, patiently waiting until she was ready to inch forward, helping her to develop an understanding that that she deserved to live a life where food and clothing would be easily available to her, where a healthy, clean living environment is the norm, where her ideas are valued and her dreams would be respected, where she would be safe and could feel secure. Today, a part of AHRC Nassau’s residential program, she is both physically and emotionally healthy. She reports that she is very satisfied with her life and excited about her future, a positive, happy future that she previously had no idea was even possible. -Pam Boyle, Socialization and Sexuality Specialist

As you can see, by tackling difficult and fragile problems through understanding the personal desires of people facing them has allowed for a great measure of success for so many who had often remained an enigma in the past. Thank You to all who labor with such compassion in the Psychology Department to ensure that people enjoy lives of quality and contentment!

VALUED OUTCOMES

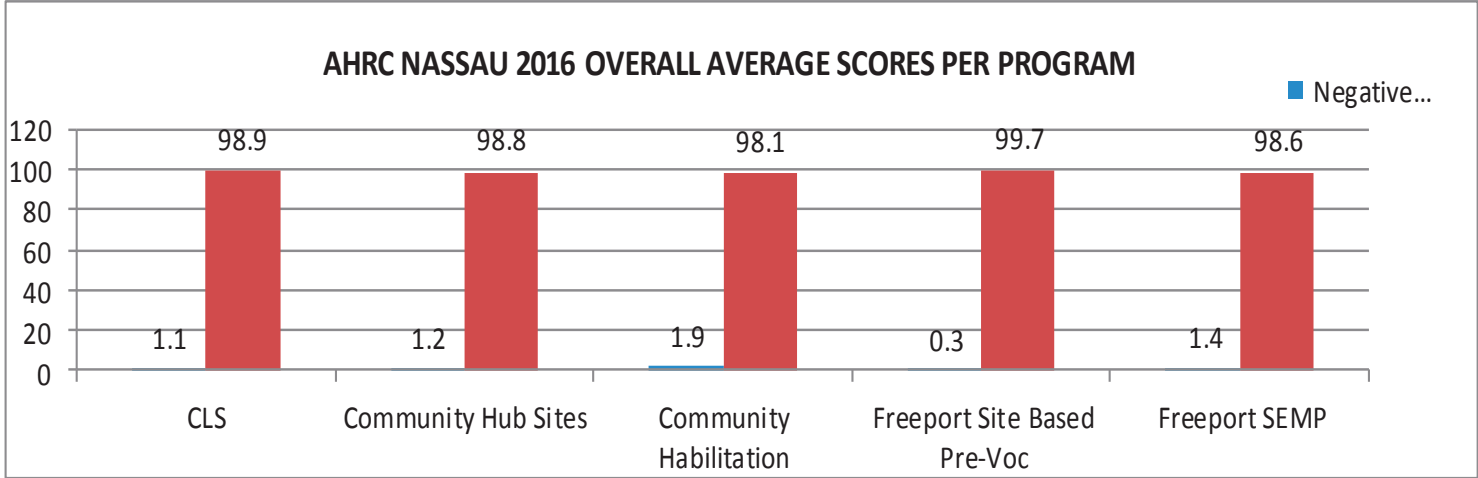
House & Family Meetings By Deanna Allen, Residential Director



Per the COMPASS Management Plan, House and Family meetings continue to take place at least quarterly and more often if needed. Monthly rights training is completed during the house meetings. More importantly people discuss what they would like to do. Below is a nice story about an outcome from these meetings. The gentlemen at the Amos Ave IRA really enjoy celebrating Valentine's Day. Each year they dress in red shirts and decorate their home in celebration of the day. This year they chose to decorate the home with their own homemade hearts and heart wreaths which can be seen behind them in the picture. They also made their very own flower arrangements as shown by Peter for their families to express how much they love and appreciate them throughout the year. Valentine's Day holds a special

Family Questionnaire Results 2016

The family questionnaire is a vital component of AHRC Nassau's COMPASS Management Plan. This year, AHRC Nassau changed to an electronic version. The purpose of the questionnaire is to obtain feedback from families, assess level of satisfaction and improve services. The response rate dropped this year to 20.5% compared to 38% in 2015. It appears as if the online completion for families caused this. We will return to the paper option in 2017. However, the scores are consistent with previous years so the data is considered valid. There are no Agency wide trends. Programs are addressing any issues identified on the comment sheets.



The Ivy Ferdinand Memorial Scholarship

“My life was not eternal, but I left behind a lasting legacy”. ~ Unknown

The Ivy Ferdinand Memorial Scholarship was established in July of 2013 in honor of Ivy's memory and self-advocacy legacy. Ivy placed a strong emphasis on self-advocacy and dedicated her life to speaking out and advocating for others. This scholarship will enable a person to attend the SANYS statewide Self-Advocacy conference in Albany and is intended for a person to learn about and get started on their own self-advocacy journey.



Deadline for Submission: May 1, 2017

For more information or an application, please contact Colleen Tapia at ctapia@ahrc.org or at (516) 293-1111 extension 5492.



VALUED OUTCOMES

Men's Group Celebrates 10 Years by Glenn Kaplan (Co-facilitator)



In January of 2007, there was a group of men who desired enhanced social opportunities. Their work schedules interfered with camaraderie. Life is enriched by friendship; it assists with social initiation skills and shyness. Thus the Men's Group began and almost instantly people's lives improved.

Our first meetings had only a few men who attended weekly. They were of various ages and background,

and all agreed to have respectful and positive interactions. The men began to open up about their lives, both the negative and positive, and bonded. A number of clinicians and interns helped to make the group truly fun and also a place to share frustrations, anxieties and concerns. This continued as Pam Boyle joined as a co-facilitator.

Over time word spread about the group meetings and the number of men attending grew. Issues such as dating/relationships, work, stress, coping with challenges of disability and desire for independence were shared. Sports, music, movies, television shows and "cool" clothes were also frequent topics. The most pleasant surprise was how the men interacted with each other. Different ages, growing up in different cultures, having a variety of living arrangements (from residing with parents to residing with spouse), led to the men really listening and being interested in one another. People who were shy blossomed and became active members. Empathy was showed by all.

As the years went on some men moved away, some could no longer attend for various reasons and some decided to move on. While there are still several original members, new members were welcomed and the group went on with the same original intent. The group is now quite large and continues to grow. Thanks to Pam Boyle, the group also added some community social functions; an annual get together occurs at a restaurant, a picnic in Brookville, and most recently another picnic at a park in Plainview.

So now it is January of 2017 and ten years have passed. The group still meets on Thursday evenings from 5-6 with the same basic idea, to have a supportive group of men who make and maintain friends. My most satisfying moment occurred at our last picnic. As I watched a group of 15 men sitting at a variety of tables I noticed they were not primarily focused on the food. Without myself or Pam or any staff they sat and talked about their lives and what a pleasant evening it was with its warm weather, a beautiful setting sun and some good company.

Workforce Development by Jason Persan

The next installment of our "Project You" Wellness Program is currently in development with an anticipated roll out date in February. 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. Program offerings have increased by more than double versus those offered during previous years. Financial incentives are again available. Different from other years there will be three levels of financial reimbursement available. Reimbursement level is directly tied to the amount of wellness activities completed. We are excited to offer another "Project You" Wellness Program this year and are hopeful that these changes will help boost participation levels to our highest yet!

We are happy to report that our most recent Employee Engagement Survey received the highest level of responses to date. Thank you to those of you who took the time to let us know how we can better serve our employees. We are working to develop and distribute a summary of responses inclusive of a strategic plan for 2017, to all employees. As a small token of our appreciation we will also be raffling off several \$250 gift cards within each corporation within the next few weeks. Thank you to everyone for their continued hard work and dedication throughout this past year. Each one of you has demonstrated a high level of commitment to your position and that is why we are a premier agency!

VALUED OUTCOMES

2016 EMPOWERMENT & FAMILY SEMINARS

Empowerment Series

2/21/17: What Do My Rights Really Mean?
5:00pm Plainview

2/21/17: Diversity
7pm Plainview-CLS

2/22/17 Social Media and Internet Safety
11:00am Plainview-Front

4/5/17 CPR Training
2:00pm Freeport

4/11/17 How to Find a Job
11:00am Brookville

4/18/17 Money Management
7:00pm Plainview-CLS

5/3/17 Money Management
2:00pm Freeport

5/16/17 Treating My Body Right
5:00pm Plainview

5/16/17 Internet Safety
7:00pm Plainview-CLS

5/24/17 Job Interview Training
11:00am Plainview-Front

8/15/17 How to Deal With Discrimination
5:00pm Plainview

9/27/17 Money Management – Budgeting
11:00am Plainview-Front

11/1/17 Interviewing
2:00pm Freeport

11/21/17 Choking Prevention
7:00pm Plainview-CLS

Family Seminar Series

2 Dates! March 23rd & April 13th
Introduction to Self-Directed Services
Self-Directed Services

Thursday, May 18th
Preserving Quality of Life
Special Needs Trusts & Estate Planning
Saundra Gumerove, Esq

Thursday, June 22nd
Benefits & Entitlements &
Pre-Needs Assessments
Tom Schinkel & Denis Zadorecki

Thursday, August 17th
Positive Behavior Supports for Families
Glenn Kaplan, M.A. and Michelle Gladstone MS Ed

Thursday, September 21st
Supported Decision Making & Guardianship
Frank Gargano, 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

Empowerment Series

By Laura Franzen, Training and Wellness Administrator

The Empowerment Series of trainings for the men and women supported by AHRC Nassau continues on a monthly basis. The schedule for 2017 has been finalized based on feedback from both agency personnel and men and women throughout all programs. We are excited to present some new topics next year such as “Treating My Body Right” and “How to Deal with Discrimination.” 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 CPR/First Aid training which was well received by all who participated. 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.

VALUED OUTCOMES

The COMPASS Committee & The Quality Improvement Process

AHRC Nassau & Citizens: 2016 QUALITY ENHANCEMENTS

In 2016, there were 40 quality improvement goals/enhancements. Fifty five percent (55%) of the goals were met and are summarized below. Outstanding!

RIGHTS

- People feeling supported to exercise their rights increased from 37.13% to 41% by January 2016 based on data from Personal Outcome Interviews.
- A “My World, My Day” was offered to two people with a Rights Restriction in their plan. Both people completed the training and developed goals for what they desire in life.
- A Privacy campaign was completed throughout 2016. New to the campaign were tangible items (privacy door signs, etc.) that the councils developed to help people have an increased understanding of their rights.

DIGNITY & RESPECT

- In 2016 people’s desire for increased privacy was reduced by 50% based on the Privacy Questionnaire results. In 2015, 26.16% of the people indicated their desire for enhanced privacy; while in 2016, 9.95% of people indicate a desire for increased privacy. Goal met!

NATURAL SUPPORTS

- People supported and their families' satisfaction with their natural supports was maintained based on the individual and family satisfaction questionnaire scores. The scores met or surpassed prior years satisfaction levels in this area.
- A survey was developed and distributed to assist in determining what people are looking for in a friend and we used that data to create forums to offer opportunities for people to develop and sustain friendships/relationships. The questionnaires revealed a majority of people love dances & eating out. Other common interests were game night, playing cards, book clubs & gardening. Events were held to assist people in meeting people who share similar interests. A spring fling was hosted with people from other agencies invited to attend. Future events include: game night, card night, book club & gardening club to meet new people who share common interests.
- Natural support month was celebrated in November which highlights the importance of natural supports. Training also continued on natural supports at orientation and was presented by a parent.

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

- People were provided with enhanced training to advocate for their peers and report abuse on behalf of their peers. The goal for last year was to involve people supported in orientation training on abuse prevention. In the first half of 2016, 10 allegations were made on behalf of peers with a 100% increase seen in reporting (from zero in 2015).

BEST POSSIBLE HEALTH

- The goal to increase the number of people who successfully complete the Healthy Living/Healthy Learning class by 10% was achieved. In 2016, 95 people participated in the Healthy Living/Healthy Learning class and a Phase 2 class was started for people to learn to order their meds electronically via the internet. Fourteen people successfully completed the medication class. Congratulations to the new graduates!
- The number of people who self-administer their own medication or did so with increased independence increased by 10% by the end of 2016. In 2016, 143 people attained a higher level of medication administration/independence. Thus, an additional 31 people attained a higher level of independence by the end of the year.

POSITIVE SERVICES & SUPPORTS

- In 2016, data and monitoring of the emergency use of “take downs” was completed by the Human Rights Committee.

CONTINUITY AND SECURITY

- In 2016, the goal to increase satisfaction in people choosing where they want to live by 5% was met based on Personal Outcome Measures. The personal outcome score increased from 23.65% to 25.50%.

STAFF RESOURCES AND SUPPORTS

- The goal to provide increased opportunities for people to provide feedback to their staff by increasing the completion rate of performance evaluations by 5% in 2016 was met. This was accomplished via implementation of the DSP Core Competency Evaluation tool which solicits feedback from people supported per area assessed.
- The goal to reduce staff inter-agency movement and turnover 5% by 2016 was met. In 2016, there were 249 interagency moves at AHRC versus 483 in 2015 and 69 inter-agency moves at Citizens versus 70 the year prior.

PERSONAL OUTCOME MEASURES

- In 2016, POM data tracking was enhanced to identify people who express an interest in exercising their right to vote. Voting training and information was also provided for all.
- In 2016, the goal to increase the number of Personal Outcomes met for people’s specific desires in regard to where they live and work by 5% based on POM data tracking was met (2016 POM data; Live = 27.16% and work = 26.44%).
- In 2016, the goal to increase the number of Personal Outcomes met for people who chose personal goals was met. 2016 POM data = 11.54% a .55 increase.

QUALITY ENHANCEMENT & SELF-SURVEYS

Regulatory Affairs By Eric Rosen

During calendar year 2016, the Regulatory Affairs Department completed one-hundred fifty seven (157) surveys. Surveys were completed for 100% of the Agency's sites/programs during this calendar year. Multiple exceptional practices were observed during the aforementioned surveys, including but not limited to the promotion of independence, respectful / supportive interactions and overall satisfaction with services. Congratulations to the staff of the following Hub Sites; as each received the designation of "exceptional survey" in 2016: Bethpage, Lynbrook, Anchor Avenue, Mott Street and Sea Cliff. Congratulations to Primrose IRA.

Exceptional Survey Awards Go To!.....



EXCEPTIONAL SURVEY AWARDS CONGRATULATIONS!

- Bethpage Day Hab
- Lynbrook Day Hab
- Mott Street Day Hab
- Anchor Avenue Day Hab
- Sea Cliff Day Hab
- Primrose IRA

Oceanside Anchor Hub Site



Primrose IRA



Oceanside Mott Street Hub Site

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

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TO:



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

Save the Date!

**New York Statewide Self-Advocacy
Conference Date announced.
Albany Marriott
September 7, 8 and 9**



You Know Your Rights Do you Know your Responsibilities?

Most people are aware they should have a key to their home, and a key to their room and closet, if so desired.

Having a key is a right. Keeping the key in a safe place and not losing it is responsibility!

