



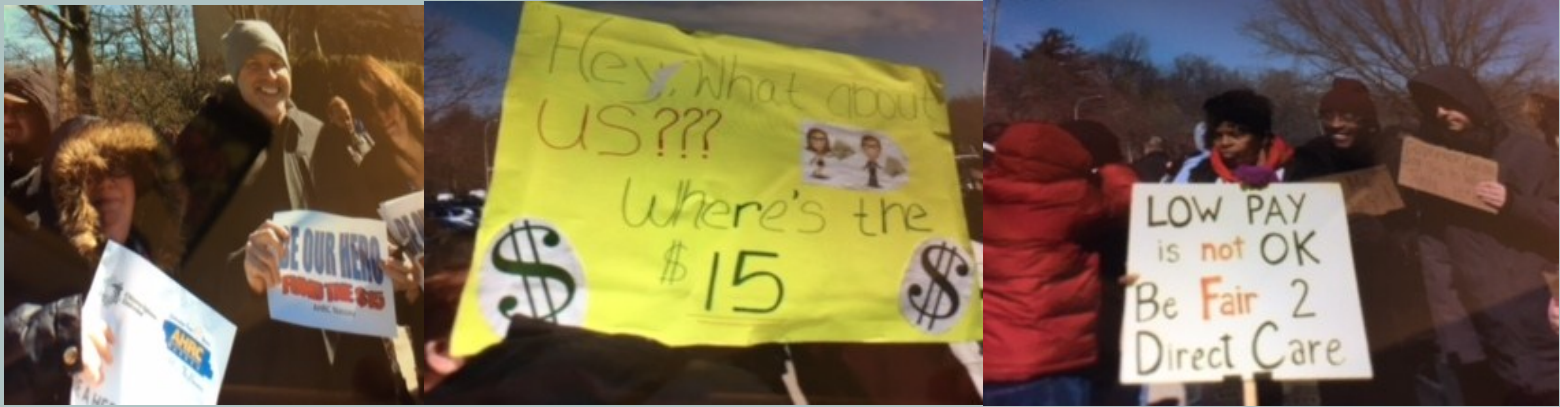
Citizens Options Unlimited

Supporting people to live the life they choose.

*Citizens - Proud to be Accredited by CQI / The Council On Quality and Leadership
Working toward a world of dignity, opportunity and community for all people*

Citizens Options Unlimited COMPASS Annual Report

Let's Rally!

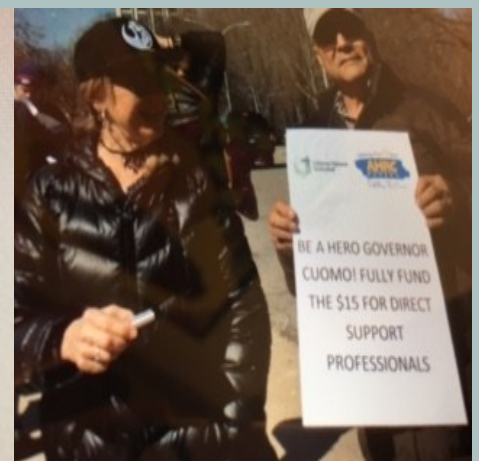
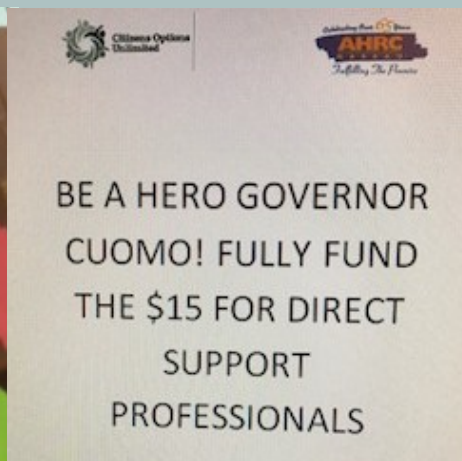


On March 22, 2017 Citizens, along with AHRC Nassau organized a rally at the State office building in Hauppauge. The purpose of the rally was to ask Governor Cuomo to "Be our Hero" and include the minimum wage increase in his budget.

At this point both the State Legislature and Senate strongly supported that the wage increase for Direct Support Professionals be placed in the Governor's budget. We invited our friends from SANYS, and many advocates from Developmental Disabilities Institute (DDI) came to show their support.

Our voices were heard and the event was televised on Fios. The following week, at least 75 people headed up to Albany to rally and met in the State Capitol War Room, also known as the Governor's Reception Room. Family members and advocates spoke out on behalf of Direct Support Professionals. Our voices were heard and Governor Cuomo came to the War Room to announce that he would provide for the wage increase in his budget! **What a great success this movement was!**

Warm thanks to everyone who came out in the cold, yesterday, to rally for DSPs to receive a living wage. We were more than 100 strong outside the New York State Office Building in Hauppauge with #bFair2DirectCare activists joining us from Citizens Options Unlimited and SANYS. We will continue to urge the Governor to include \$45 million in the final budget and encourage you to share your support of #bFair2DirectCare by calling the Governor at (518) 474-8390 through April 1.



Mission Statement

Mission Statement Annual Review

The annual review of the Mission Statement is underway, which this year includes input from the Citizens' Strategic Planning Committee. The process also includes a Council and COMPASS Committee review and a Board of Directors re-review to be completed in the Spring. The current Mission Statement, the Strategic Planning Committee's recommendation and the Council/COMPASS Committee recommendations are shown below.

Mission Statement Review:

1. Council Review: See proposed below
2. COMPASS Committee Recommendations: See proposed below

Current	Strategic Planning	Proposed
Through family and community engagement, Citizens supports people to live the life they choose. <i>Empower – Enrich – Elevate</i>	Citizens supports people and their families to live the lives they choose. <i>Vision Statement:</i> <i>A world where all people are empowered.</i>	Citizens supports people to live the life they choose. <i>Tag Line:</i> <i>Empower – Enrich – Elevate</i> <i>Vision Statement:</i> <i>A world where all people are empowered.</i>

MANAGEMENT PLAN REVIEW:

Management Plan approved by the Board of Director's in February 2017.

- A. Council Recommendations: See below changes in green.
- B. COMPASS Committee Recommendations: See below changes in red.
- 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 #5 – Self-Survey:**

1. Survey Redesign revisions: 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. AHRC Nassau audit staff will conduct program audits annually for each site using the OPWDD protocols.

Criterion #6 – Valued Outcomes: No changes

Criteria #7 – Quality Improvement

1. A standard template was developed for all Quality Enhancement Goals to facilitate a unified approach to monitoring and assessing the attainment of quality enhancement goals throughout the Agency. The process will be piloted in 2017.



Board of Directors

Board of Directors Annual Training

OPWDD initiated many changes to the survey process, called “survey redesign.” As we are a COMPASS agency, responsible for self-regulation, Regulatory Affairs personnel attended training on this topic. The annual COMPASS training for the Board of Directors this past year was on the survey redesign and how it will impact the agency.

In summary, annual surveys are conducted by specific designated agency auditors for all COMPASS programs. These surveys utilize the Division of Quality Improvement (DQI) universal and program specific protocols and include several methodologies including a) record reviews; b) observations; c) interviews with program participants, staff and family members; 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 and feedback are documented and offered via exit reports.

Sibling Group and Holiday Party



2017 SIBLING GROUP

Please Join Us!

- 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



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. Many sibling's from Citizens attend. Paul Giordano, Board President for AHRC Nassau 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.

Board Physical Plant Inspections by Colleen Tapia

The annual physical plant inspection committee meeting was completed on March 16, 2017. There are an increased number of self-survey deficiencies open more than 60 days. Maintenance staffing issues is noted as the primary reason and is being addressed. COMPASS Director will be notified of open hazardous items. The inspection form will be updated to include inspection of exhaust fans. The Board inspectors were acknowledged and thanked for their commitment to the COMPASS physical plant inspection process. Citizens Board Inspectors are Ellen Steinberger, Ellen Moore and Robert Molloy (missing from picture).

Five Physical Plant inspections were completed since September 2016. A total of one new work order was generated. There were no hazardous citations. There were zero physical plant deficiencies that remained open after 60 days. Thank you to Susan Dowling, RA who coordinates and oversees this process.



Ellen Steinberger & Ellen Moore



Personal Outcomes

Personal Outcomes and Staff Recognition

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

Throughout the past year, AHRC Nassau and Citizens have been working diligently with the people we support to help them achieve success in meeting personal outcomes. Working in conjunction with various programs, the Medicaid Service Coordination Department has been instrumental in helping people realize their personal outcomes. People from across the agencies as well as community members have been formally recognized for being instrumental in supporting people to achieve their life dreams.

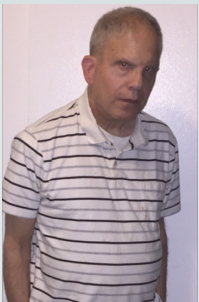
The following people have been recognized for their efforts:

- Allison O'Keefe, Medicaid Service Coordinator, was honored for her continued commitment to promoting achievement in Personal Outcomes for the people she supports. Allison believes strongly in speaking up and advocating for people on her caseload and always places the person at the center of ISP meetings. Allison supports people to live a life that focuses on the person's accomplishments and encourages people to live the life they choose.
- The Psychology Department was recognized for continued efforts to support people throughout our day habilitation and residential programs by promoting achievement in Personal Outcomes. Through the development of behavior support plans, focus is placed on developing strategies to reduce and/or eliminate restrictive interventions. Success has been measured by the number of people who no longer have restrictive behavior support plans



Thanks to all of you for your dedication to the people we support.

Commemorating Helen Kaplan By Jeffrey Witt, Eileen Baker and Jocelyn Zeller



Jeffrey Witt is a 69 year young, vibrant person. He has been a part of AHRC Nassau for numerous years. Jeffrey has many hobbies. He enjoys collecting coins, autographs, DVDs and First Day Issue Commemorative Postal Covers. Jeffrey especially has always had a long standing passion for collecting stamps.

Recently, Jeffrey decided that there should be a commemorative stamp honoring AHRC Nassau's founder Helen Kaplan. In his own words he "felt it necessary to get the agency nationally known". Jeffery wants the "country to take notice" of the wonderful agency he is proud to be a part of. Independently, Jeffery has completed the application for the proposal of this stamp. He looks forward to submitting the application to the Citizens Stamp Advisory Committee in Washington D.C. for their vote and hopefully approval by the Postmaster General!

Good Neighbors

At the ICF, when the weather is nice and warm, the sun shines and the sky is blue, people absolutely adore spending their time outdoors. This past summer, David & Nicole, were taking a walk in the neighborhood when they noticed new people building a beautiful house down the block. When Nicole and David saw their neighbors, who were working very hard outdoors, they wanted to welcome them and show their care. Therefore, Nicole and David went to the local Dunkin' Donuts shop to pick up a dozen fresh and delicious glazed donuts and iced coffee for the new neighbors. When David and Nicole went to greet them with coffee and donuts, the neighbors were pleasantly surprised. Nicole and David shared with the neighbors that they were living right down the block from them. In addition, David and Nicole told them a little bit about their home. The new neighbors didn't know that the ICF was located right next to them as they were not too familiar with their new neighborhood. The new neighbors were extremely appreciative and grateful for such a warm and friendly welcome.



Jaclyn

Jaclyn recently moved to Citizens Rondell Lane in October 2016. Jaclyn is a smart, outgoing young lady who enjoys arts & crafts and going for walks. Jaclyn also loves going out to get more familiar with her surroundings. One of her favorite places to go to is the Commack Public Library, where she will read books and utilize the computer to create "prints" which is a collage of pictures of her liking. Jaclyn also enjoys karaoke, bowling and bounce!

Jaclyn is looking forward to continuing to become acclimated to her environment, and the peers and staff that are assisting her in achieving her goals. Jaclyn truly enjoys living in her new home in Commack and has really enjoyed getting to know her new community and the exciting, fun places to venture to in the evenings and on weekends.

I Would Like to Introduce...

Miles away from the Plainview offices, in the quiet neighborhood of Cedarhurst live three independent individuals. The three gentlemen who live there are Steven, Jason and Joshua. The guys are friendly, outgoing and social. They all are employed and travel to and from work independently. Steven who is the President for Citizens Council enjoys advocating for himself as well as his peers. He belongs to a number of different advocacy groups. Recently, Steven traveled to Albany for Legislative Day to meet with legislators. Jason is a huge Islanders and Mets fan. On his days off, Jason enjoys bowling and attending either hockey or baseball games. The last game he attended was to see an affiliate team of the Islanders called the Bridgeport Sound Tigers who play up in Connecticut. Joshua who likes to be called Josh, enjoys bowling and spending time with his fiancé. Josh is a member of the Anchor drama club which will be putting on a production of Pitch Perfect later this spring.



LAWRENCE WE DO EVERYTHING BIG



We enjoy going out with each other and staff. We enjoy our times going bowling, to the movies, and to Dave N' Busters. We also enjoy hosting parties at our house and inviting our friends over. When we are home, we play on the Wii, and we have a lot of fun with board games and puzzles. We always have sing offs and dance offs at home on our Wii, which is so much fun. Baking and cooking with staff is always fun, they teach us so much about cooking. But tasting is the best part. For New Year's everyone stayed up late and watched the ball drop on the big TV with staff. It was so exciting. On Valentine's Day we dressed up in red white and black and had parties at our programs. Later in the evening, we attended an awesome party at the Brookville Mansion hosted by our very good friends at Front Street IRA. It was so much fun! The food was great, the music was good and everyone was dancing, even the staff! We even had a Super Bowl party! All of our other friends came over from the other houses to watch the game on the big TV, the house was packed!

Most of all, we look forward to the weekends and the places we go. We go to the museum, our favorite is the Aviation museum in Garden City. They play movies there and there's a planetarium. Other weekends we go to the Rock Hall Museum here in Lawrence, the movies, bowling. We attend monthly Council meetings at Plainview where we learn about our rights and have discussions about them. We also learn about ways we can give back to our community. With the Council, we are working on building a greenhouse and a recycling project. The 6 males in the house attend the Men's Group, and they really enjoy that. We learn so much from these meetings along with our goals that we work on with staff. Every few Mondays, we attend events at the JCC (Jewish Community Center) where we do arts and crafts, and attend dances. We're looking forward to the Seder Dinner the JCC is hosting this year. We go every year.



Personal Outcomes

A Lovely Birthday Meryl Hechtman, Mother

I just wanted to say thank you to Maude and the staff at the Ivy Avenue Citizens Respite for planning such a lovely party to celebrate my son Evan's 18th birthday. All the thought put into making the party a success, from the themed football decorations and cake; to inviting people from the Sea Spray houses along with Max and me; to ordering food from Evan's favorite Chinese restaurant was very much appreciated.

Your efforts were not lost on Evan, who was smiling from ear-to-ear the entire time and loved being the center of attention. It was clear from the staff's enthusiasm that they care about and were happy for Evan and wanted him to feel comfortable and enjoy the experience. It was particularly thoughtful and generous of Dalton to buy Evan a cool outfit to wear, too! I know that Evan looks forward to the time that he and Dalton can spend together, going to the recreation center, catching the local kids playing ice hockey, attending dances and watching sports on television. They are a good team! Again, thank you for everything you did to make Evan's 18th birthday so special. I am attaching some photos I took at the party that you can share with everyone and Evan. Thanks again!



Beautiful Lives



The Helen Kaplan ICF is a special place. Although not an "official" part of COMPASS, they have been an honorary COMPASS program long before COMPASS existed. It is and always has been a place where person centered approaches, dignity and respect resounds throughout. The staff and people who live there provide care to many types of people, some who are medically involved or those living out the rest of their lives. Below is a recent summary provided by Adam Kern, Assistant Manager for House A. It depicts how the essence of one person so truly defines this home.

A very dear and beloved resident of the Helen Kaplan Program, was pronounced dead. "Mary" was, in every sense, a character. She loved what she loved, disliked (with great gusto) what she disliked, and never hesitated to let you know exactly how she felt about something. Along with many others, she called me "ma." (Also, "Ben" but hey, who's keeping track?) She loved Elvis in a nearly uncomfortable fashion (her "baby.") She really cared about the welfare of her family and peers. Oh sure, she was curmudgeonly in her manners, but beyond that she'd constantly ask how others are doing, who she missed; she'd recall happy memories, longed for her family, and in so many other small ways she would reveal the true nature of her heart. And it was beautiful.

House A, the entirety of staff and extended family members, must endure this latest loss. We do so with a heavy heart. Just recently we have mourned for Ronald, for Ralph, and for Buddy. Now Mary has left us. To folks who knew her well, this is very difficult to deal with. She had that effect on people. Late one

night in the recent past, she saw me. I must have been quite the sight, because she got upset and demanded I go home. "Go home! You're tired!" I think people that blunt are becoming ever-more rare in this world. I for one, loved her for that. To wit, I try to be very considerate when writing about someone in eulogy. I wrote "she was pronounced dead" because I can almost hear her admonishing me for saying something like "passed away" or "passed on." She'd look at me like I was nuts, and say "you mean, dead!? HA!"

The family is devastated by this latest loss. They have gone through a lot of grief recently. Our thoughts and prayers go out to them. On behalf of House A I'd like to thank the many, many people who worked with Mary. All the clinicians, managers, staff, nurses, kitchen staff, maintenance... everyone. You all made her life better, even if it was just passing time in conversation with her. You're to be commended for such fine work.

She will be terribly missed.

By Melissa Hardwick & Christiane LaSpina

In addition, in speaking with Emma's advocate, Emma was allowed to come home from the hospital because she was not responding to the treatments. She was going to have to go to a Special Cancer Center in Philadelphia in the coming months. Emma would have to go for a week to have immuno-therapy testing completed, and then return to Philadelphia for 3 months of consecutive treatments. When we asked if they needed anything for the trip, she replied Emma needed sneakers. We were then able to find a non-for-profit company called Heeling Soles charity, who donates sneakers for those in need. When the charity was presented with Emma's situation, and her current need for sneakers, the charity reported they were happy to help. They were able to get Emma a limited edition, brand new pair of Nike Glitter sneakers in her favorite color, pink! We were able to have them delivered to Emma before she left for Philadelphia. Emma left for her trip to Philly in stylish, glitter shoes!



by Michelle Young



Donna has really spread her wings over the past few months. She has been able to expand on her helping skills, make great progress on her goal to maintain a healthy lifestyle and has also improved on her overall independence.

Donna has taken this time and utilized it to the best of her ability and lost several pounds, which was one of Donna's personal goals. Donna recently was able to dress up for a formal event offered by her day program, where she was able to show the many changes and improvements she has made and that she is very proud of.

Donna looks forward to spending time with her housemates, socializing amongst her peers, and participating in various activities. Donna is looking forward to continued growth at Commack.



Citizens Council Accomplishments

Community Connectors

The Council participated in the “First Annual Council Members Valentine’s Dance”. All of Citizens residences united to host a dinner dance at the Brookville Mansion. The delicious flavors of foods and sweet treats from different regions filled the air at the Mansion as the members danced the night away.

- The Council president supported the Rights Campaign in Albany. The Council President will meet with NYS legislators to speak about disability rights.

Rights Activists & Advocacy

The Council took an interactive/role play approach when discussing the monthly rights trainings. Topics discussed by the Council committee included: Self Advocacy; Grievance/Complaint Process; and Free of Instructive Measures.

An empowerment training led by guest speaker Michael Cannet discussed rights and what they mean to us. The empowerment training then created a discussion which explored the council committee going out to all the houses and discussing the monthly rights.

You-Tube video was researched and presented by the committee titled “Look at me not my disability”. It’s a first of its kind and in essence the video promotes the awareness of the various rights people with disabilities have. The program who put it together aimed at social inclusion via the use of audio-visual media.

Council president Steven Barsh met with NYS legislators in Albany on 3/8/2017 to discuss issues affecting people with disabilities and the vital funding sources needed.

Natural Supports

Many Council members have expressed that they want more friends and thus they united with Front Street residents to put together the “First Annual Valentine’s Day Extravaganza.”

Protecting the Environment

The Council discussed a fundraiser idea known as “Yummy with Chef Noah”. Council committee treasurer, Noah would like to put a healthy recipe book together to sell at various locations to fundraise for a cause to be determined at the next Council committee meeting. In the future, Noah and the committee would like to take the show on the road and expand it to Day Programming, Freeport, AHRC, and ICFs.

The Council handed out boxes to design houses to restart the collection of 2 liter bottles to complete the atrium at the ICF. The boxes will first be decorated and then set up for bottle collection. The committee will create a schedule for periodic pickup.



Valentines Dance





NYS Self-Advocacy Conference

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 to name but a few, 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. SANYS has come a long way in thirty years. Congratulations!



Personal Outcome Updates

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

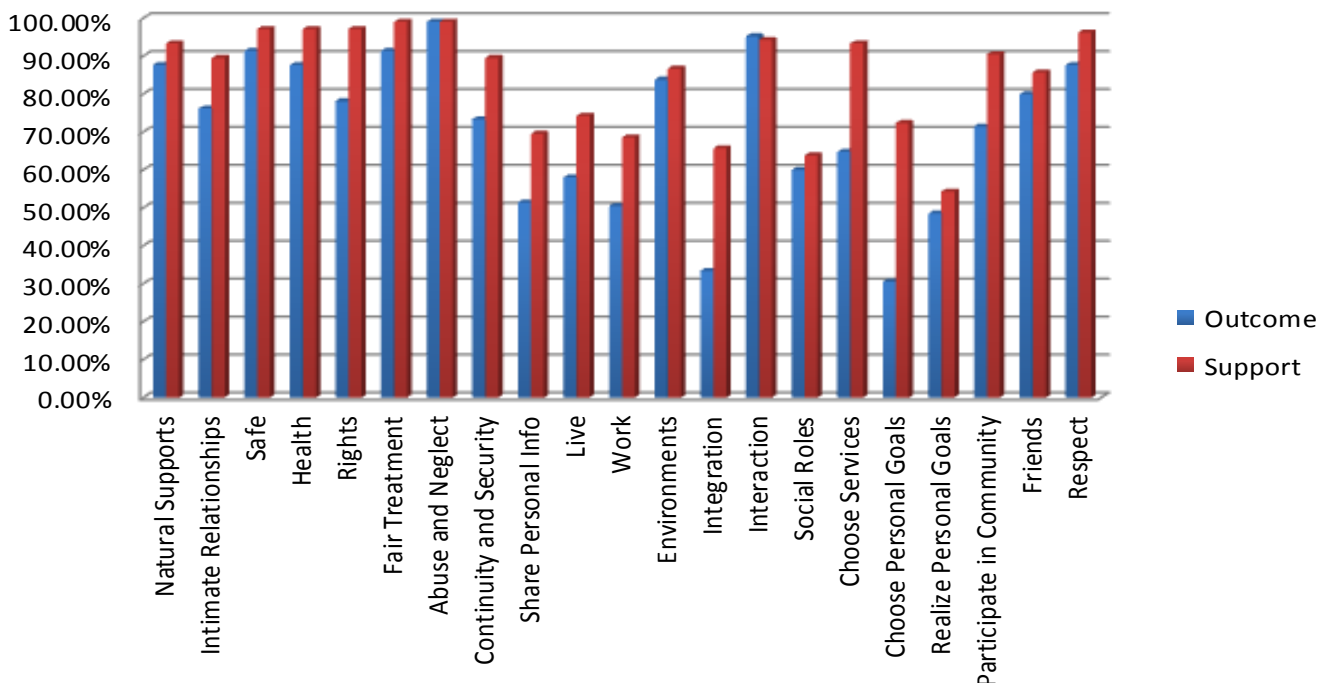
Thus far in 2017, a total of 105 personal outcome measures (POM) interviews have been completed. When reviewing the data, we have shown progress in many areas when compared to data from 2016. Improvements have been noted in both outcomes and supports.

Overall, the people interviewed in 2017 compared to 2016 have made improvements in meeting their outcomes in 18 of the 21 quality indicators.

In addition, the people interviewed in 2017 compared to 2016 feel that the supports they are receiving are being met. In total, improvements have been noted in supports for 19 or the 21 quality indicators.

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

Total Percent of Outcomes and Supports Across Agency



Cooking is Fun!

Every Monday night from 6-8pm the cafeteria transforms into a room full of people wanting to learn how to cook! Each session runs 16 weeks and we are currently in our third session! A month is dedicated to breakfast, lunch, dinner and then nutritious snacks. Nutritious meals are created hoping to encourage individuals to eat healthy!

Everyone learns how to cut, slice, dice, shred, and grate. The list goes on! When people enter the room, it's filled with warm greetings. Everyone is encouraged to have conversation while working at their team tables. Each person with their team is responsible for set up and clean up. They want to be independent!

The kitchen utensils were all donated as well as the counters and cabinets for the program. Farmingdale High School students made countertops and put on wheels for mobility. Groceries are purchased through donations.

If anyone would like to join this program please feel free to contact Lbrewer@ahrc.org



Valued Outcomes

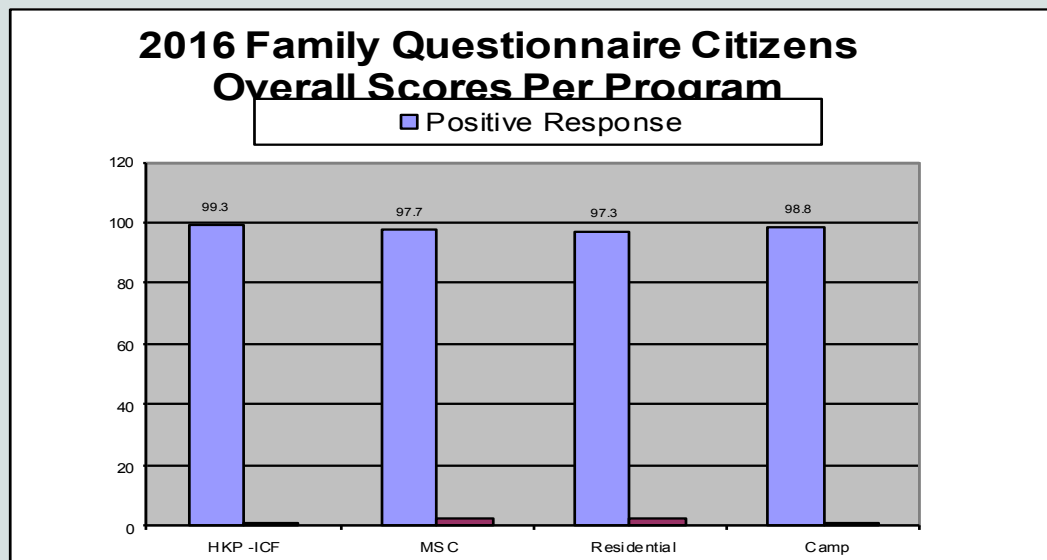
2016 Family Satisfaction Questionnaire Results

The family questionnaire is a vital component of the Citizens COMPASS Management Plan. This year for the first time an electronic version of the questionnaire was used. Thus, families completed the questionnaire on-line. Unfortunately this caused a drop in the response rate from previous years. The response rate for 2016 was 16.3% in comparison to a response rate of 32.1% in 2015. Citizens will return to the paper version of questionnaire for 2017.

The purpose of the questionnaire is to obtain family feedback, assess level of satisfaction and improve services. A trend is defined as a score of 89% or below. One program trend was noted this year for the residential IRA's, "Are you aware of what to do if you do not agree with a service, recommendation etc. (i.e. grievance/complaint process; due process)."

A Quality Improvement Plan is under development to address the above residential trend. It is more than likely due to the acquisition of the new homes and awareness of existing policies and systems. This is being addressed on an ongoing basis and will be included in the March 2017 COMPASS newsletter/annual report.

In addition, program personnel have also addressed individual concerns/requests noted on comment sheets provided with the questionnaires. A Quality Improvement Plan form will be completed for each trend noted and individual "comment sheet" that has a concern or request.



Question or Concern? Please let us know!

Citizens is committed to listening and attempting to resolve and learn from each person to continuously improve supports and services. If you have a question, concern or complaint we want to know. A member of Citizens will be happy to assist you to resolve the item and take the next step in the process.

In the course of interactions, differences of opinions may inevitably occur. Optimally when a person has a complaint every effort should be made to resolve the concern with the person directly and/or with appropriate program staff including the Program Director as warranted. When such action does not result in a satisfactory solution, or a person disagrees with how a situation is handled, they are supported to seek resolution of those situations. In order to do so, a general complaint process exists which enables people to report problems, complaints and concerns:

All questions, concerns or complaints are taken seriously, whether they are made by telephone, by mail, by fax, or by email. People are treated with courtesy, respect and fairness at all times. They are assured of being free from reprisal and retaliation for expressing a complaint. All inquiries or concerns are also held in confidence and are addressed promptly.

- If you have a question or concern, please speak with your House Manager or Medicaid Service Coordinator (MSC). They will be happy to assist you. The MSC can be reached by telephone at (516) 293-1111.
- If you prefer, you can speak with the Director or Assistant Director of residential services by calling 516 293-1111.
- By email: ctapia@ahrc.org
- In writing to: Citizens Administration, 115 East Bethpage Rd., Plainview, NY 11803 or Mail Drop:41

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 indicated 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 interagency movement and turnover by 5% by 2016 was met. In 2016, there were 249 interagency moves at AHRC versus 483 in 2015 and 69 interagency 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.

EMPOWERMENT TRAININGS

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

The Empowerment Series of trainings for the men and women supported continues on a monthly basis. 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. 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 this year such as Treating My Body Right and Dealing with Discrimination. During the month of February, we will be facilitating trainings on What Do My Rights Really Mean, Diversity and Social Media and Internet Safety.

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.

Workforce Development

By Jason Persan, Assistant Director, Training/WFD



The next installment of our "Project You" Wellness Program has been rolled out. This program will again offer all employees the option to participate in a wide variety of wellness activities without any cost. 2017 brings 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!

Regulatory Affairs by Eric Rosen

Between October 2016 and March 2017, agency self-surveys were completed for four Citizens IRAs and for the Citizens Free-Standing Respite Center. Additionally, continuous review of the Medicaid Service Coordination program was completed with the sample corresponding with the individuals selected for review during the IRA surveys. In addition, a dedicated MSC review and a MSC experience, education and training review was completed during this timeframe.

Quarterly billing reviews for Citizens waiver and Medicaid Service Coordination programs also continued to ensure adequate documentation exists to substantiate paid claims.

Privacy Survey Completed by Jerry Powers, Assistant Director

The 2016 annual Privacy Questionnaire was completed for people who reside in an Citizens residence. Overall results found that 286 out of 311 people (91.96%) indicated they are satisfied and have enough privacy. This reflects a 1.5% increase from 2015. In addition, eighty two people out of 311 (27.33%) people indicated that they would like their own room, a 4.52% decrease from 2015. This is due in part to the creation of fifteen additional single bedrooms in 2016 by converting office space or other areas to bedrooms. In 2015 there were 270 single bedrooms and in 2016 285 single bedrooms. Other items addressed via this questionnaire included privacy curtains, increased storage space, better lighting and wireless headphones. The average number of these requested items in 2015 was 35.92 and reduced to 17.62 in 2016.

Exceptional Survey and Staff by Zania Ledwidge, Director of MSC

On February 28, 2017 MSC celebrated the winner of our 2016 Exceptional Survey Bonus with a Staff Meeting Luncheon attended by Associate Executive Director, Chris O'Connor. Each year a recipient is chosen from the MSC Department to receive this honor. We were proud to acknowledge and recognize Grabiell Melendez this year. Grabiell began with our agency as an MSC in December of 2008.

Grabiell is unassuming, calm, persistent, and consistently strives to do a great job. He has made many differences in the lives of others throughout the years. His ongoing contributions to those supported, combined with his longevity, is an amazing accomplishment that is greatly valued.



A special thank you, as well, to Jocelyn Zeller (Senior Program Administrator). Jocelyn is Grabiell's exceptional and dedicated supervisor.

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

The Family Seminar Series this year will include information on Self-Directed Services. In addition a webinar on the Complaint/Grievance process is under development to address a trend in the Family Questionnaire results.

Please register via the family seminar website at www.ahrc.org/family-seminar-series, or call Michael Cannet at the phone number below. Remember to indicate if you are attending in Plainview or over WebEx. 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 or call 516-293-2016 x5362. Thank You!



**Citizens
189 Wheatley Road
Brookville (Glen Head)
New York, 11545**

**Non-Profit
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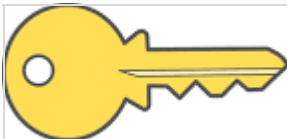
Please Rush

TO:

Know Your Responsibilities Too!

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!



Save the Date!

**New York Statewide Self-Advocacy
Conference Date announced.
Albany Marriott
September 7, 8 and 9 (2017)**

