

# Discovery Report





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	Net Assets	Total Revenue	Total Functional Expenses	Advertising Promo Line
AHRC Nassau	87,075,567	121,321,219	116,360,682	0
ACLD	22,650,626	64,711,464	63,174,266	0
DDI	20,290,910	100,149,661	97,832,352	0
Life's WORC	9,691,900	45,338,303	45,015,449	0
CP Nassau	7,808,173	38,606,246 (Note: Rev. less expenses was -294,469)	38,900,715	38,379
IGHL	7,630,602	66,740,922	67,332,498	155,133
FREE	7,614,997	95,345,078	95,190,534	0
Citizens Options Unlimited	5,880,145	26,151,937	25,114,537	0
EPIC Long Island	5,341,484	26,605,221	26,032,452	36,929



# Industry Service Overview

	Day Hab	Com Hab	Respite	Residence	Guardianship	Pre-Vocational	Supported Employment	Family Support	Recreation/Arts/Sports	MSCoordination
AHRC Nassau	X	X	X	X	X	X	X	X		
ACLD	X	X	X	X		X	X	X	X	X
DDI	X	X	X	X		X	X	X	X	X
Life's WORC	X	X	X	X		X	X	X	X	X
CP Nassau	X	X		X	X				X	X
IGHL	X		X	X		X	X	X		X
FREE	X	X	X	X		X	X	X	X	X
Citizens Options Unlimited			X	X				X	X	X
EPIC Long Island	X	X	X	X					X	X

**2009:**

Opened two IRA's for people with intellectual and developmental disabilities with ages ranging from 30 years to 60 years.

**2010:**

Opened the Helen Kaplan ICF for people with severe and profound intellectual and developmental disabilities with the majority of people being geriatric and many with Alzheimer's Disease.

**2012:**

Opened medically frail ICF which provide supports and services to people with intellectual and developmental disabilities with complex medical needs who also require 24-hour nursing services.

Additional IRA's were opened for people with intellectual and developmental disabilities with autism spectrum disorders and behavioral challenges aging out of children's residential programs.

MSC demographics begin to change in 2012 to include more people with autism spectrum disorders and challenging behaviors.

Recreation and sports programs include more people with autism spectrum disorders and challenging behaviors.

IRA development continues to meet the needs of children aging out of children's residential programs who have intellectual and developmental disabilities; autism spectrum disorders; dual diagnoses (ID/DD and psychiatric diagnoses) and behavioral challenges.

**2013:**

MSC demographics change again in 2013 to include people dually diagnosed with intellectual disabilities/developmental disabilities and psychiatric diagnoses.

Recreation and sports programs include people dually diagnosed with intellectual and developmental disabilities as well as psychiatric diagnoses.

## **2014:**

Crisis respite opens to provide relief to families caring for people with intellectual and developmental disabilities who are experiencing either a medical or behavioral crises at home. Demographics include people with ID/DD who may have autism spectrum disorders; psychiatric disorders, and behavioral challenges or people with ID/DD who may have complex medical needs such as feeding tubes, insulin injections, oxygen, etc.


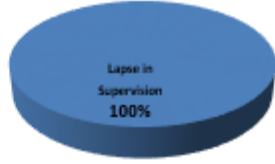
Self Direction provides supports and services to people with intellectual and developmental disabilities. Demographics begin to change since 2014 to include more people with autism spectrum disorders and challenging behaviors and more people who are dually diagnosed with intellectual disabilities/developmental disabilities and psychiatric diagnoses.

## **2015:**

Camp Loyaltown demographics begin to change to include both children and adults with autism spectrum disorders; psychiatric disorders and behavioral challenges.



## Abuse & Neglect

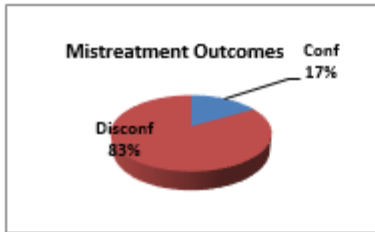

<b>Physical Abuse</b>				
<b>Number</b>		<b>Program /Circumstance</b>		
Substantiated	0			
Unsubstantiated	8	7 Citizens Residential 1 Helen Kaplan ICF		
<b>Total</b>	<b>8</b>			
		<b>2015</b>	<b>2016</b>	
<b>Total Allegations of Physical Abuse</b>		3	8	166% increase
<b>Neglect</b>				
				
<b>Number</b>		<b>Program /Circumstance</b>		
Substantiated	3	3 Lapse in Supervision (2 Saddlerock Rd; 1 Melville Estates)		
Unsubstantiated	3			
<b>Total</b>	<b>6</b>			
		<b>2015</b>	<b>2016</b>	
<b>Total Allegations of Neglect</b>		6	6	0% increase/decrease
<b>Substantiated Neglect</b>		5	3	40% decrease
<b>Rate of Substantiated Neglect per 100 People Served</b>		3.9	1.6	
<b>Psychological Abuse</b>				
<b>Number</b>		<b>Program /Circumstance</b>		
Substantiated	0			
Unsubstantiated	3	Saddlerock Rd, Valley Stream (3)		
<b>Total</b>	<b>3</b>			
		<b>2015</b>	<b>2016</b>	
<b>Total Allegations of Psychological Abuse</b>		0	3	

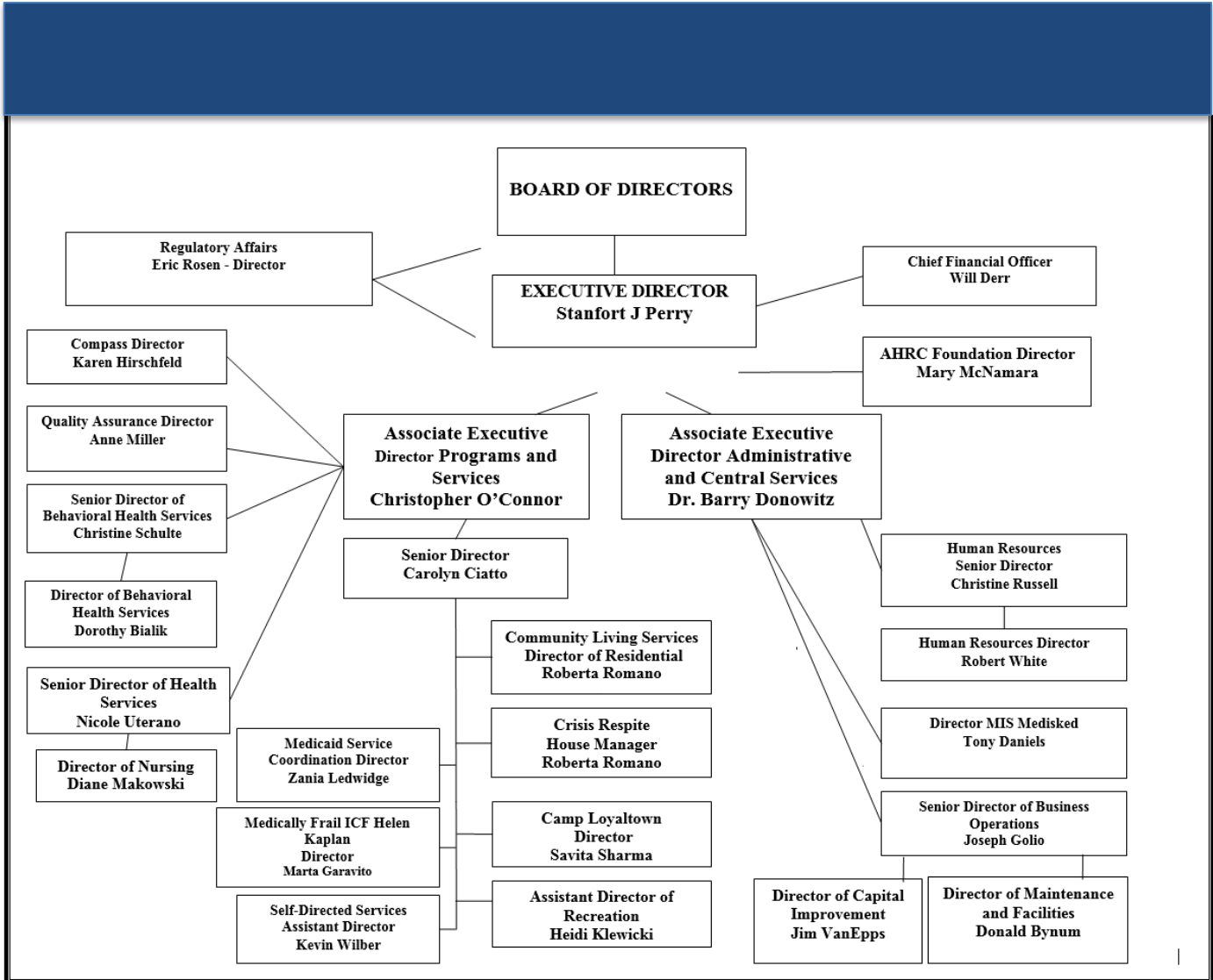
Citizens' Residential Program consists of 15 IRAs, 1 respite house also certified as an IRA and 3 ICFs. In total, 130 people were residing in houses under the auspices of Citizens' Residential (IRA's) at the close of 2016. The Helen Kaplan ICF consists of 4 houses located on one property at 980 Washington Avenue in Plainview. A total of 56 people were residing in the Helen Kaplan ICF at the close of 2016. Therefore, total of 186 people were residing under the auspices of Citizens Options Unlimited.

**Due to the acquisition of new houses in 2016, the population of people residing in the Citizens program increased in 2016 by 47%.**

42 incidents were investigated by the Quality Assurance Department on behalf of people residing under the auspices of Citizens Options Unlimited in 2016. This is representative of a 16% increase from 2015.

## Reportable Significant Incidents

<b>Mistreatment</b>			
			
<b>Number</b>		<b>Program /Circumstance</b>	
Confirmed	1	Failure to follow Behavior Plan-Ivy/WB	
Disconfirmed	5		
<b>Total</b>	<b>6</b>		
	<b>2015</b>	<b>2016</b>	
Total Instances of Mistreatment	9	6	33% decrease
Confirmed Mistreatment	2	1	50% decrease
Rate of Confirmed Mistreatment per 100 People	1.6	.5	
<b>Conduct between People Receiving Services</b>			
			
<b>Number</b>		<b>Program /Circumstance</b>	
Aggression	5	Bite-Ivy Avenue, Westbury Push-W. Fort Salonga Rd, Northport Push-W. Seamans Neck Rd, Seaford Bites-Melville Estates ICF (2)	
Sexual in Nature	1	W. Seamans Neck Rd, Seaford	
<b>Total</b>	<b>6</b>		
	<b>2015</b>	<b>2016</b>	
Total Instances of Conduct	4	6	50% increase
Rate of Conduct per 100 People Served	3.2	3.2	



As of Oct. 2017

CITIZENS OPTIONS UNLIMITED INC	727
FT	539
PT	188
Vacant Positions by Company	
Citizens Inc.	72
FT	45
PT	27

CITIZENS OPTIONS UNLIMITED INC	727	Lifeguard-Camployaltown	2
Admin Asst-Citizens	1	LPN - Citizens	22
Admin Support-CITZ	1	LPN SUB - CITZ	4
Assistant Director-CITZ	6	LPN/NurseFacilitator-CITZ	1
Asst Dir SelfDirSrvs-CITZ	1	Maint.Suprv.-Citizens	2
Asst Dir-Nursing-CITZ	1	Maintenance-Camployaltown	1
Asst. House Mgr-Citizens	17	Medical ApptCoord-Citizen	1
Behav Interv Spec - CITZ	5	Nurse Manager - CITIZ	1
Behav Interv Spec L1 PT	1	Nurse Mgr - Citz/FSS Camp	1
BehavInter Spec-Lv 2-CITZ	3	Nursing Coord - Citizens	1
BrdCertBehAnalyst-CITZ	1	Office Coord - Citizens	3
Camp Counselor-loyaltown	114	Operations Mgr-CITZ Camp	1
Chef	1	Paid Neighbor-Citizens	1
CHP - Citizens	2	Payroll/PersonnellCrd-CIZ	1
Cook	2	Phys.TherapistAsst-Citz	2
Cook/DSP	4	Program Admin - CITZ	3
CorpComplian Officer-CITZ	1	Program Coord.-Citizens	4
DCA-Bowling Coach-CITZ	2	QA/Compliance Mgr-CITZ	1
DCA-Dance Chaperone-CITZ	3	Registered Dietician-Citz	1
DCA-Recreat Counselr-CITZ	4	RN - Citizens Corp	14
Dining Hall Asst.- CITZ	1	RN - Sub for Citizens	3
Director - Camp Loyaltown	1	RN-ICF	10
Director - Citizens	5	RN-SUB - ICF	3
DSP - Citizens Corp	232	Secretary-Citizens	3
DSP /Med.Appt.Counselor	11	Senior Director -CITZ	1
DSP ON Awake-CITZ Driver	22	Senior Program Admin.	1
DSP ONA -CITZ Non Driver	29	Service Coordinator	26
DSP Sub - Citizens Corp	63	Sr. Staff Accountant-CITZ	1
DSP-CITZ - Non Driver	26	Sr. Svc. Coord.	2
Facility Manager-CITZ	1	Sr.Behav Interv Spec-CITZ	1
Food Service Asst. - CITZ	2	Staff Accountant - CITZ	1
Food Service Mgr - CITZ	1	Supervising QMRP	1
House Manager-Citizens	22	Svc.Coord/QIDP - CITZ	2
Housekeeper-Citizens Corp	4	Transition Coord-CITZ	1
Kitchen Asst. - Citizens	3	Unit Admin.	4
Lead Mechanic - Citizens	4	Yoga Instructor	3



**Part of a Family of  
Organizations**



- **Medical Service Coordination** (until July 2018 when phased out)
- **Residential Supports & Services**  
-Intermediate Care Facilities  
-IRAs
- **Self-Directed and Independent Services**
- **Family Support Services**  
-Family Reimbursement program
- **Respite**  
-Residential Respite  
-Camp Loyaltown (summer and year-round respite dates)
- **ComeUnity**  
-Recreation  
-Sports  
-Trips  
-Social Activities
- **Residential Supports & Services**  
-Intermediate Care Facilities  
-IRAs



- **Medical Service Coordination (MSC) to run until July 2018 when phased out**

## **SERVICES AND SUPPORTS PROVIDED**

The MSC provides linkages to services and supports as identified by the person and documented in the Individualized Service Plan (ISP). This includes but is not limited to:

- Housing
- Work and/or Volunteer Services
- Health
- Safety
- Natural Supports
- HCBS Waiver

The MSC will continually assess, assist, monitor, and advocate.



## **PROGRAM LOCATIONS**

Plainview (main site);  
Nassau and Western  
Suffolk Counties  
(services and supports  
provided to residents)

- **Residential – Intermediate Care Facilities**

**PROGRAM LOCATIONS:** Melville (3) and Plainview (2)

## SERVICES AND SUPPORTS PROVIDED

### Intermediate Care Facilities (ICF's)

**Helen Kaplan ICF** provides supports and services for people with I/DD who have multiple cognitive, medical and/or physical disabilities requiring 24-hour support and supervision. Currently the program includes three homes and serves a total of 48 men and women. In addition to the extensive clinical and medical supports, the program provides ongoing active treatment. Services include habilitative services, psychology, physical therapy, speech therapy, occupational therapy, nursing, nutrition and recreation. Increased independence, inclusion, individualization and productivity are the hallmarks of this program.

**Medically Frail ICF** provides enhanced medical support to those in need of 24-hour nursing services along with habilitative services, psychology, physical therapy, speech therapy, occupational therapy, nursing, nutrition and recreation services. The home supports a maximum of eight people. Residents with chronic medical conditions are able to remain in the community while receiving enhanced medical supports and reduce disruptive and restrictive hospital stays.

**Melville ICF** recently acquired Intermediate Care Facilities that were previously operated by the state. All three ICF's are located in Melville. Each location's services and supports are provided to people who have multiple cognitive, medical and/or physical disabilities requiring 24-hour support and supervision.

**The goal for these three ICFs is to relocate people from campus based homes to smaller, community-based homes.**

- **Residential – Community Living Programs**

**PROGRAM LOCATIONS:** Nassau and Suffolk Counties

## **SERVICES AND SUPPORTS PROVIDED**

**Supervised Individual Residential Alternatives (IRA's):** These homes typically provide 24-hour supports and services based on the needs of the men and women living there. Each person is supported with 24 hour oversight by trained direct support professionals. Additional clinical supports and services are also provided and may include nursing, nutrition, psychology, and sexuality services. Some of the supervised IRA's Citizens include the "house parent" model in which either the House Manager or Assistant Manager live in a separate apartment within the house and are available to assist as needed. Citizens provides residential opportunities in IRAs for those aging out of children's residential programs and those deemed at risk and a priority by the DDRO.

**Supportive Apartments/Homes:** These apartments/homes typically provide minimal supports and services based on the needs of the men and women living there. Direct Support staff may stop by one or twice a week to assist you as needed. Additional clinical supports and services are also provided and may include nursing, nutrition, psychology, and sexuality services. Citizens provide residential opportunities in supportive Apartments for those deemed at risk and a priority by the DDRO.

- **Crisis Respite**

**PROGRAM LOCATIONS:** Westbury

## SERVICES AND SUPPORTS PROVIDED

**Crisis respite services** are available for up to six people at any one time, 7 days per week, and 24 hours a day at our Westbury location. Additionally, crisis respite does offer handicapped accessibility on the main floor of the home and respite opportunities for those with medical and/or behavioral challenges. It provides residential respite for people with I/DD and their families. Respite can support a full range of medical and behavioral supports.

The professional staff at each home are trained to meet the needs of the people that will be using the respite. Trainings may include positive behavioral supports, behavior management strategies, AMAP, CPR, G-tube feedings, and insulin administration as needed.



- Recreation

**PROGRAM LOCATIONS:** The surrounding communities in Nassau and Suffolk Counties and in Brookville and Plainview office locations.

## SERVICES AND SUPPORTS PROVIDED

*ComeUnity* has many unique creative, athletic and social opportunities for adults with the support of dedicated employees, volunteers, family members and community partners.

There are weekly *ComeUnity* Recreation activities held in the evenings and on weekends, the STARZ *ComeUnity* Sports organization that trains for competition in five sports and *ComeUnity* Trips that consist of five day trips and one overnight stay in the Catskills.

Weekly *ComeUnity* Recreation activities begin in September like the school year. Registration materials are made available in August for the coming season including a Booklet, Registration Form and Cover Letter.

The program includes Tuesday & Thursday Evening Recreation with the choice of participating in basketball, making a craft or playing bingo; eight weekly bowling groups; Friday night and Sunday afternoon dances; yoga classes; a Social Exchange for peers to discuss common challenges and solutions; and a Saturday morning walking club at Cantiague Park in Hicksville.



- Recreation, Respite

**PROGRAM LOCATIONS:** Hunter, NY

## SERVICES AND SUPPORTS PROVIDED

**Citizens Camp Loyaltown** is a summer sleep-away camp that offers respite for family members while providing a rewarding opportunity for children and adults with I/DD. Campers experience independence in this safe, supportive and fun setting while developing new friendships and participating in engaging activities. A health and wellness center is equipped to handle each campers' medical needs and is staffed by RN's and LPN's. Camp also has access to a doctor and hospitals in the local community for medical emergencies.

In the off season of camp, Citizens offers weekend respite at the facilities at Camp Loyaltown to provide weekend respite for small groups of people with intellectual and developmental disabilities.





- Self Direction

Only 1 person in this program as of Oct.

**PROGRAM LOCATIONS:** Fiscal Intermediary and broker services are located in Brookville and Plainview. Services are provided in the home. People receiving housing subsidies are located throughout Nassau and Suffolk Counties.

### SERVICES AND SUPPORTS PROVIDED

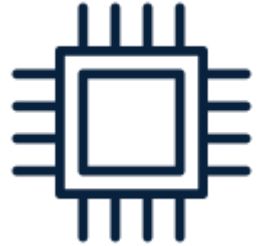
**Self-direction** provides an array of services that are designed by and for the person enrolled in self-direction.

- Services include:
- Brokerage
- Fiscal Intermediary
- Self-Hired Community Habilitation
- Individual Goods and Services
- Live-in-Caregiver
- Other than Personal Services
- Housing Subsidies

Self-Directed Services (housing subsidies): Provides oversight of housing subsidies through individual supports and services. They are 100% state funded services. Housing subsidies are available for people who are OPWDD eligible and wish to live independently in the community in his/her own apartment or house.



MediSked



Blackbaud  
Raiser's Edge  
Donor/ Volunteer  
Databases



UltiPro  
(Staff)



“Bunk One”  
(Contacts for  
Camp Families,  
Campers, Staff  
Applications, etc.)

Purchase Connection  
(Vendor  
Database)

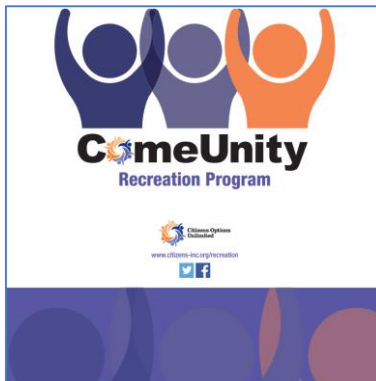


“Heidi’s Desk” for  
Recreation and Sports  
Contacts

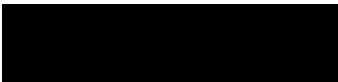


# Branding

## New! ComeUnity Logo



## Inconsistent Signatures (Internal & External)



AHRC Nassau – CITIZENS



*"I believe that when you get the people dancing you can only see just one race." –Michael Franti*

## Off-Brand Telephone Greetings From Staff

An example from 11/2/17:

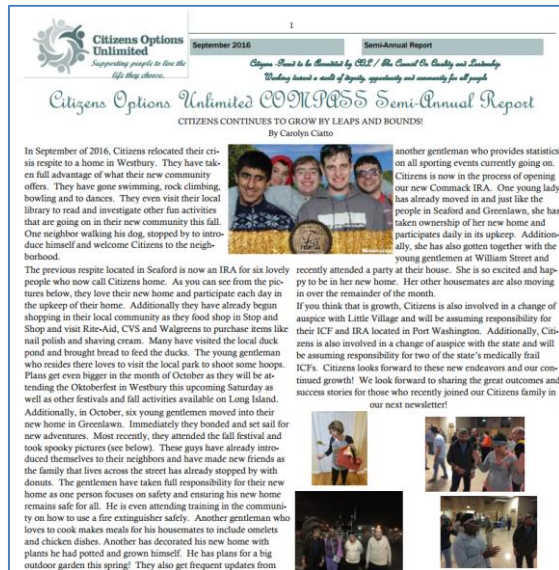
*Called main line listed on Citizens Website*

Operator: "Hello AHRC"

NZ: "Hi, is Citizens located in the same office building as AHRC?"

Operator: "Who are you looking for?"

## Inconsistent Use of Logo & Brand Assets



## Inconsistent Program Identification



**Communications  
Channels**



22 people like this page;  
22 followers



5 tweets;  
6 followers;  
47 following;  
5 likes



New Account  
2 followers



New Account  
4 posts;  
47 followers;  
53 following



2,049 people like this page;  
2,024 followers



279 tweets;  
314 followers;  
95 following



35 followers;  
10 employees on LinkedIn



95 posts;  
528 followers;  
279 following



96 subscribers



Hello, I'm Jennifer Pereira

About Me

**Blog**

