

Supporting people to live the life they choose.

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

Citizens Options Unlimited COMPASS Annual Report

2018 CQL Re-accreditation: Citizens receives the distinguished, “Person Centered Excellence with Distinction.”

During the week of February 26, 2018 through March 1, 2018 Citizens underwent CQL re-accreditation. It has been four years since the initial accreditation was awarded and many initiatives have been implemented to enhance the overall quality of support for the men and woman that receive services and choose to call Citizens their home. A look back over the last four years reinforces the reason why initial accreditation was sought; we simply desire to provide services and supports that are routed in dignity, opportunity and community.



A special thanks to all for their hard work and participation. The dedication and commitment was truly exceptional and everyone can be proud of this accomplishment. The three priority areas selected by the CQL Stakeholders Group for quality enhancement over the next four years are:

- Supports and Services
- Workforce
- Quality and Accountability

Six (6) of the forty-six (46) indicators for the Basic Assurances were identified for enhancements. They are as follows:

- The organization upholds due process
- Decision making supports are provided to people as needed.
- Supports and services enhance dignity and respect.
- People have meaningful work and activity choices.
- People’s individual plans lead to person-centered and person-directed services and supports.
- The organization provides positive behavioral supports to people.

CQL commended the agency on the amount of Personal Outcome Measures (POM) interviews conducted since accreditation, the ability to engage in self-reflection when analyzing POM data and the use of POM data to move the agency forward. Additionally, the accreditation further noted that we recognize and honor staff who assist people to attain their outcomes, and share POM stories to assist people in advocating for things important to them.

Citizens was deemed an A+ agency by CQL and awarded accreditation with distinction. An amazing and unexpected accomplishment!

A twelve (12) month follow-up and subsequent thirty six (36) month follow-up will be completed with CQL to maintain accreditation status.

Devon Rivera Elected to Citizens Board of Directors

Devon Rivera moved into Citizens Greenlawn home and quickly made connections with others. He is proud of his friendships and maintains contact and nurtures the relationships.



Devon voiced his interest in having a seat on the Citizens Board of Directors some time ago. He is a strong advocate for both the Residential and Day councils. He actively participated in the Rights Rally and continues to advocate for many causes that impact people with intellectual and developmental disabilities. Devon travelled to Albany to advocate for fair pay for Direct Support Professionals via the BFair2DirectCare initiative and has advocated against further cuts to Medicaid. Devon was an essential part of CQL accreditation and spoke to the accreditation team about the natural connections he has made. He regularly attends COMPASS/CQL meetings and ensures his friends are heard and that activities are based on each person’s choice and preference. When asked why he sought a seat on the Board of Directors, Devon simply said, “to advocate for others and share goals and accomplishments on an ongoing basis.” This is an outstanding accomplishment and no doubt, Devon will do a fantastic job.



Mission Statement

Mission Statement and Management Plan Annual Review

MISSION STATEMENT REVIEW: Board approved March 2018.

1. Council Review: No changes recommended.
2. COMPASS Committee Recommendations: No changes recommended

Vision Statement
A world where all people are valued.

MISSION STATEMENT:

Current
<p>Citizens supports people to live the life they choose through family and community engagement.</p> <p><i>Empower – Enrich – Elevate</i></p>

Proposed
<p><i>Same as current</i></p>

MANAGEMENT PLAN REVIEW: Board approved March 2018.

- A. Council Recommendations: See below list of proposed changes.
- B. COMPASS Committee Recommendations: See below list of proposed changes.

Criterion #1 - Board and Management Commitment:

1. No changes recommended. Proceed with strategic plans to have a person participate on the Board.
2. From Citizens Management Plan: “People supported are encouraged to occupy a seat on the Board of Directors. This will further enhance agency wide planning and development.”

Criterion #2 - Mission Statement and Commitment to the ISE:

1. No changes recommended.

Criterion #3 – Empowerment:

1. No changes recommended.

Criterion #5 – Self-Survey:

1. Revision (see italic): Effective 2017, the surveys are composed of 3 main categories: a) Site Review b) Person Centered Review completed by OPWDD and c) Agency Review.

Criterion #6 – Valued Outcomes:

1. Add: There is a “DSP of the Year” award for a staff person that went “above and beyond” to support a person to achieve their personal outcomes.

Criteria #7 – Quality Improvement

1. Standardized template developed for all goals to facilitate a unified approach to monitoring and assessing the attainment of quality enhancement goals throughout the Agency.



Personal Outcomes



Planting Bulbs & Saying Thanks to United Methodist Church of Hempstead

Tuesday Night Recreation has been successfully held in the United Methodist Church of Hempstead for over 25 years. The agency has found many ways to thank this supportive Hempstead community for the generous gift of their gym and social hall. This year with a donation of daffodil bulbs from the New Yorkers for Parks project, our members showed their appreciation by planting over 40 daffodil bulbs on October 17th in the garden beds near the Washington Street entrance to the Church.

The Front Street and Carol residents of Citizens arrived ready to get down and do the work necessary to give the bulbs a healthy start. They dug holes 6" down into the dirt; set bulbs in place, root sides down into the earth; and covered them completely with soil before watering them. By early April we should all be able to see their delicate green stalks and yellow flowers push up from the ground.

The Church congregation welcomes Citizens members to show their gratitude through action. People from Citizens who helped plant the flowers from Front Street are Gregory Phillips, Frank Richards, Stephen McConnah, Nilesh Sood, David Brown and Frank Billadello with staff Makeba Thomas and Trishana Terrell. Carol Street included residents Michelle Raphael, Frederick Parnter, Joseph Maniglia, Heather Moore and Kevin McHugh with staff Jasmine Hunt and Patricia Toussaint.



New Horizons by Christal Holness MSC



Alfredo is a very gifted and determined young man. He attended the East Meadow Art Gallery Hubsite where he was able to express his creativity through his art.

However, Alfredo recognized he had new goals in mind. He wanted to join a hubsite where he felt he could grow and develop his work readiness skills. Alfredo expressed to his team and me that he wanted to be more involved in the community like some of his peers.

Alfredo's team immediately set up a few trial visits, where he could spend the entire day at the Massapequa Clocks hubsite. Alfredo shared with his team he had an amazing time, and this is where he felt best. The team and I realized Alfredo's urgency to permanently be a part of the Massapequa Clocks PWW Hubsite.

We are happy to report that as of February 1st, Alfredo has officially transferred to the Massapequa Clocks PWW Hubsite. As Alfredo's MSC, I am excited to see his happiness and growth in this new setting. The team will support him further with his future goal of obtaining employment.



Personal Outcomes

ALEXANDER CONQUERS THE WORLD By Nicholas Scolaro, POM Interviewer/Trainer

Alexander “Alex” Epstein loves to travel. Sometimes this means strolling through his neighborhood for exercise or walking independently to local stores such as Dunkin’ Donuts, coffee shops, or the local 7-Eleven for coffee and a newspaper.

For further distances, Alex prefers to travel independently on public buses to various places in the community rather than having to depend on staff to provide transportation. He takes pride in his ability to get around and knows many different routes to take. Alex has a cell phone, which he carries at all times to communicate with staff and let them know his whereabouts. Alex enjoys going on his own to malls and local stores to make purchases. Alex handles his own money and decides how he would like to spend his funds.

Alex also travels outside New York on Sprout trips several times each year. Recent trips include vacations to Rome, the Poconos, and Las Vegas. Alex has also been to Atlantic City, Nashville, Florida, Hawaii, Germany, and on a cruise to the Bahamas and other islands in the Caribbean. Alex’s favorite baseball team is the Los Angeles Dodgers. He enjoys watching the Dodgers on TV and going to see games in person when the team travels to New York to play the Mets. Alex had the opportunity to see Dodger Stadium in L.A. during his last trip to California. He likes to shop for souvenirs and has an extensive hat collection from his travel destinations. Alex’s room is decorated with Dodgers memorabilia.

Alex helps to pay for his trips by working at ShopRite. He is proud of the job he has done working for the grocery store for over 10 years. Alex’s duties include cart round-up, stocking items, organizing shelves, bagging groceries, and greeting customers. He has done well with acclimating to the new ShopRite location on Old Country Road. He takes public transportation to work and plans accordingly to ensure that he arrives on time. Alex receives extended SEMP through AHRC Nassau and works with his job coach Megan Seligman to ensure that he formally submits written requests for vacation time-off in a timely manner.

Although Alex keeps a busy schedule, he continues to have interest in traveling even more. For the next stop along his long and winding road, Alex would like to visit Dallas, Texas. He is also looking forward to attending a Sprout trip to Phoenix, Arizona. Being able to move freely and access his environment is imperative to Alex’s wellbeing. He continues to become more integrated and enjoys participating in the life of his community. Throughout his travels, Alex has had the opportunity to visit interesting places and meet new people. He is happy with the experiences that he has had and looks forward to making new memories.



Alex pictured in his uniform.

CQL Promotional Day and Poster Contest

The COMPASS department hosted a CQL promotional day and a poster contest. The theme of the poster contest was CQL based and depicted posters showing what CQL meant to each house. William St. was the winner and received a pizza party.

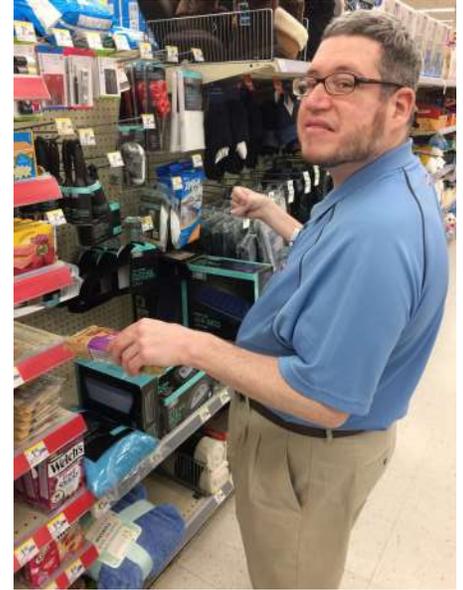


A Story of Successful Goal Achievement by Glenn Kaplan, BIS

“I’m happy I hired him, I had a good feeling,” said the Assistant Manager of the Walgreen’s drugstore about Sean Cummings who resides at the Citizen’s Northport IRA. She said that he presented well at his interview and the store wanted him as an employee, where he has maintained his job for about 3 months.

Sean is very happy at his job, a position he has sought for a long time and has worked to maintain through his work behavior and habits. He does counter work, customer assistance, and all the other duties of a store associate, including beginning to learn the process of processing pictures for print.

Maintaining a job with the need for a diverse set of skills and social interaction is a major step in Sean’s desire for independence. He feels comfortable, accepted and well liked as part of his work team. Continued success will certainly help him move forward in his path towards his desired goals.



Sean Cummings

3 E’s By Joyce Guarneiri



Citizens Council

Citizens Council has seen many changes over the last few years, one of them being that it continues to grow in size. As its numbers grow, so grows the input received from the members as they learn how to be better advocates for themselves and others. It is wonderful to see their compassion for one another as they voice their concerns for their fellow members and housemates.

The frequently used phrase of “You don’t know what you don’t know” is so true of some people that may have lived sheltered lives. CQL teaches us to utilize the 3 E’s tool, Education, Experience, and Expose. The Citizens Council is helping the members by educating them on a variety of topics. When people express a desire to go out more but don’t know where to go, the Council and support staff, keeping in mind the person’s limited finances and accessibility needs, start looking on the computer and discover a variety of places that offer discounts, other special perks and handicap accessibility (on a limited basis). A trip to the Statue of Liberty is now in the planning stages. And what this proves is that planning to succeed is always better than expecting to fail.

Another topic of concern was that people who have special diets are sometimes limited when it comes to dining out. For example, if someone needs to use a blender, this does present concerns. Once again, through research it was discovered that the restaurant Red Lobster offers blending a meal if needed. Planning is so important and the arrangements need to be made prior to coming to the restaurant but this is a great thing. The Council recognized that

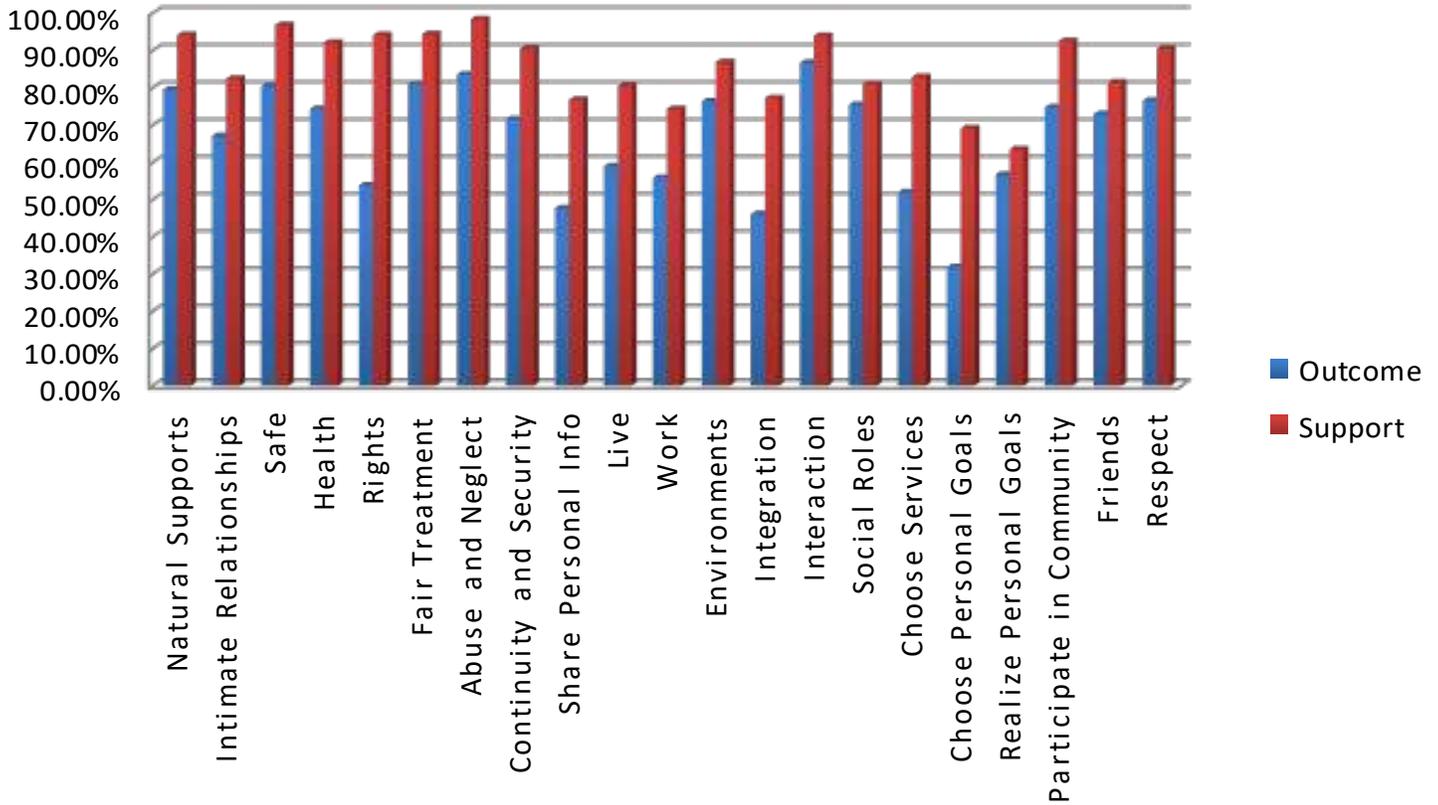
someone may want to go to a different restaurant that may not offer the blending service and they are taking on the next step of looking into portable blenders that work on batteries and are affordable so it can be carried with people to the restaurant of their choice. All this hard work shows that planning is definitely the key and where there is a will, there is a way.

The support staff are finding how quickly one topic leads to another and the enthusiasm Council members are experiencing is wonderful to see. During meetings the open discussion concept yields many new ideas to explore. The members see how their ideas are looked into and put into place and they work at a pace that suits them.

These efforts all lead us to experiencing many new ventures and exposing people to new environments and people, and helping them make community connections. It all starts with an idea.

Personal Outcome Measures Update By: Kevin Wilber, Assistant Director

Total Percent of Outcomes and Supports Across Agency



In 2017, a total of 443 Personal Outcome Measures (POM) interviews were conducted with people supported by AHRC Nassau and Citizens. The graph and analysis below provide an overview of the data for the year as well as a comparison with the 2016 data.

When comparing 2016 POM data to 2017 POM data, it has been noted there was an increase in outcomes/per person from 12.94 to 14.02 and an increase in supports/per person from 16.08 to 17.93. There were also increases in the following outcomes (+5%): rights, continuity and security, live and work, integration, social roles, choosing and realizing personal goals and having friends. There was a decrease in the following outcomes (-5%): being safe, fair treatment, abuse and neglect, choosing services and being respected.

Citizens has expanded its residential program by opening new houses or acquiring new IRAs/ICFs from other agencies. Citizens' residential program provides supports to people who may have more significant behavioral needs that may contribute to the decrease in outcomes for these people. In addition, those people residing in residential settings acquired from other agencies have had limited exposure to POMs and the agency's philosophy. Through further exposure to POMs and the agency philosophy,

Increase in the following supports (+5%): natural supports, sharing personal information, live and work, integration, social roles, choosing and realizing personal goals, participation in the community and having friends.

Decrease in the following supports (-5%): respect

Overall, changes can be attributed to the increasing education, awareness and advancement of Personal Outcomes for the people we support as well as agency staff. Changes can also be attributed to the agency's initiatives and action plans that have been developed and implemented based on data collected throughout 2014 – 2016. Data for 2017 will be utilized to make further improvements in areas of weakness. Changes can also be attributed to previous achievement in personal outcomes. As such, the people supported are now developing new personal outcomes requiring new supports to achieve those goals.

Citizens Council Update

- On 12/20/17 the Citizens Council collected and donated 84 new unwrapped toys to the Economic Opportunity Commission of Nassau County, Inc., Head Start Program, a Federally funded educational program designed to meet the needs of low-income children and their families. The members of the Council collected the new unwrapped toys by encouraging their staff to donate.
- The quest to build a greenhouse out of two liter bottles continues despite the longevity of the project—we will get there!
- On October 26, 2017 Citizens Council attended the annual Rights Rally.
- Citizens Council continues to fund raise and donated \$500.00 to the Boys & Girls Club.
- The Citizens Council created inspirational POM posters to prep for re-accreditation. Training was provided on voting and the 2018 elections and they are planning a Christmas toy drive.
- The Council conducted a toy drive for children ages 2-5 and donated the toys to Nassau County Head Start.



NOAH SAYS, "START COOKING!"

Noah Ackereizen who lives in the Carol Street IRA has completed his own personal cookbook. He has always loved cooking and aspired to be a chef since he was young! Noah is very excited to share his recipes for Applesauce Cake, Effortless Spinach Salad, Chicken and Broccoli Cobbler, Old Fashioned Meatloaf, Fiesta Chicken Soup, Bistro Grilled Chicken Pizza, Chicken Cacciatore, Turkey Meatloaf, Pronto Stuffed Pasta Shells, Cheesy Chicken Casserole, Chicken and Smoked Sausage Cassoulet, BBQ Chicken Casserole with Cornbread Crust, Creamy Chicken Divan Soup and Fresh Corn and Potato Chowder. Noah would like to provide a sample of his delicious dishes by sharing his recipe for Applesauce Cake:

Ingredients:

- ½ Cup of Butter
- 1 Cup of White Sugar
- 1 Cup of Chilled Applesauce
- 2 Cups of All-purpose Flour
- 1 Teaspoon of Baking Soda
- 1 Teaspoon of Ground Cinnamon
- ¼ Teaspoon of Ground Cloves
- ½ Cup of Raisins
- ½ Cup of Walnuts

Directions: 1). Cream butter with the sugar. Add applesauce to mixture and beat well. Stir in flour, baking soda and spices. Finally, add in walnuts and raisins. 2). Pour batter into a greased and floured 8 inch square pan and bake at 350 degrees Fahrenheit for 40 minutes or until done. 3). Serve warm and enjoy!

Noah says, "Stay tuned for another delicious recipe which will be featured in the September COMPASS Newsletter!"



Pictured above is Noah in his kitchen

Annual Citizens Council Celebratory Dinner



On October 12, 2017, the annual Citizens Council dinner was held. Over 80 people were in attendance. Council members enjoyed dinner and dancing. Accolades were given by Stanford Perry, Executive Director and Sandy Gumerove, Board President. Council members shared their accomplishments for the past year and most specifically enjoyed impromptu moments at the mic to share personal journeys, goals and aspirations.



COMPASS Validation Visit 2017 Follow-up by Colleen Tapia



As we await the 2018 Validation visit this May, recommendations from the 2017 Validation team were reviewed with follow-up noted. Recommendations were provided and have been addressed as follows:

- Reconcile Management Plan to encourage a person supported to sit on the Board of Directors: Devon Rivera was selected to sit on the Board of Directors.
- Remove the terminology of 'Mentally Retarded' from 'Individualized Plan of Nursing Services and Medical Oversight' – Anne Miller, Director of QA reported that this is complete.
- Do more to develop a systemic training for persons and staff to be empowered to deal with situations where persons and family have conflicting views on decisions which are truly the person's to make. This was added to Empowerment Training and Family Seminars as well as reviewed at house and site meetings.
- Continue to pursue implementation of HCBS requirements in all programs (e.g. the

offer of keys to homes and bedrooms and incorporating relevant aspects of it into person's service plans). This is reviewed at Council, staff and site meetings. Palm cards are given out at New Hire Orientation.

Bonnie's Next Chapter By Vicki Hawley and Jocelyn Zeller

Bonnie is a very capable young woman. She has many hobbies. She loves to use her iPad, play sports, listen to music and cook. One thing she was not doing and really wanted to do was to learn how to read. This was a personal outcome measure of hers as well.

One day when her MSC Vicki Hawley was visiting her at her day program, Bonnie told her she wanted to learn to read but was nervous to do so. Vicki would not let Bonnie's nervousness deter her from helping her reach this dream. Vicki found a reading club called Next Chapter Book Club run through Literacy Nassau. The group meets at a local Panera Bread. To help ease Bonnie's fears Vicki brought her to the first meeting.

They purchased tea and muffins and found the reading group. Vicki helped Bonnie to introduce herself to the group and Bonnie enjoyed meeting everyone and participating in the group. Bonnie is brought to the group now each week by her residential staff at Citizens Seaman Neck Rd. Bonnie and the group get to choose books they are interested in. She even has opportunities to pick the topic of interest. Together, the group picks a new book each week to read. After they are done reading together, they will get themselves a little snack or drink and sit and socialize for about 20 minutes.

Bonnie is flourishing in the group. The facilitators of the group state that she is doing very well towards her stated goal of learning to read. She diligently follows along as others read and tries to assist those who need help. She is showing improvement with sight vocabulary as she practices. She is really enjoying the activity and she shares her experiences with the group when she arrives.

Bonnie is proud of this accomplishment and it is putting her one step closer to her long-term goal of finding employment. Bonnie will continue attending these reading sessions. She is not only gaining the tools to help her find employment but also knowledge and self-confidence which are truly priceless.



Bonnie pictured above





SANYS Long Island Regional Conference

The Long Island Regional SANYS conference took place on October 30, 2017 at the Melville Marriott and over 40 advocates from AHRC attended. The mission was the well-known Ghandi quote, “Be the change you wish to see in the world.” The theme was “Preserving our Advocacy in Challenging Times.”

There were many sessions offered and also the opportunity to meet self-advocacy leaders who shared thirty years of self-advocacy history. Supported Decision Making was a hot topic for many in addition to the HCBS waiver and important policies impacting people with disabilities. It was a fun and educational day.



Citizens Self-Advocate of the Year, Stephen Barsh

Stephen Barsh was named Self-Advocate of the year for 2017. Stephen is President of the Citizens Council and has spent the past year advocating for himself and others.

Stephen works for SILO which is also an advocacy based paid position. Most recently he was hired by AHRC’s Quality Assurance Department to serve as an agency Incident Review Committee member. There Stephen shares his insights and recommendation on incidents and agency trends.

Way to go Stephen!

Councils Respond to Incident Trends in Choking/Eating Guidelines

Anne Miller, Director of Quality Assurance and Chair of the Incident Committee, reviewed with the COMPASS committee a trend in choking for 2017. This is an alarming and potentially life threatening issue. The Councils initiated a safe eating campaign, reviewed cutting food to the appropriate size and shared a template highlighting choking precautions which can be used to make personalized placements if people so choose to do so.



Eating guidelines have been revised to include a cautionary statement when a person is eating high risk food. Note: it does not restrict a person from eating high risk foods.

“The foods listed are difficult for some people to swallow. These foods could cause a person to choke, cough or inhale food and/or liquid into the lungs (aspirate). If serving these items, watch the person closely when they are eating. Remember to follow your consistency modification guidelines. “

- | | | |
|--------------------------------|-------------------|----------------------------------|
| Apple chunks/slices | Dried peas | Peanut butter |
| Bacon | Dry cereal | Peanuts and other nuts and seeds |
| Bread | Hard candies | Peas |
| Cheese (cubed, string, melted) | Hot dogs | Plain rice |
| Gum | Jell-O Jigglers | Popcorn |
| Corn | Lima beans | Raisins |
| Crackers | Marshmallows | |
| Croutons | Marshmallow candy | |
| Donuts | M&M’s | |
| Dried fruit | Meatballs | |

This is a picture of the Council exploring hands-on ways of cutting to size with the safe eating campaign in mind.



In 2017, there were 32 quality improvement goals/enhancements with 65% of the goals/objectives met. Outstanding!

RIGHTS People feeling supported to exercise their rights increased in 2017 based on data from Personal Outcome Interviews.

- A wallet-size card which summarized rights was made and distributed to all.
- Tangible items that portray rights were developed throughout the year such as key chains, “do not disturb” signs, etc. to further educate people about their rights.
- Two people participated in a “My World, My Day” event. Both people completed the training and developed goals for what they desire in their life.
- A Rights Rally was held to inspire and educate people about their rights.

DIGNITY & RESPECT

- Progress was noted regarding people having the privacy they desire. Specifically, 286 out of 311 people surveyed (91.9%) indicated they were satisfied and have the privacy desire. Individual privacy plans were developed for anyone who wanted additional privacy.
- Enhanced training was added to the monthly rights curriculums on the grievance process.

NATURAL SUPPORTS

- There was an increase in natural support Personal Outcome Measures data. People who are connected to natural supports increased 12% from 63.48% in 2015 to 75.24% in 2016. People who have intimate relationships increased 2% from 68.97% in 2015 to 70.93% in 2016. People who have friends increased 3% from 64.18% in 2015 to 67.79% in 2016.
- People’s satisfaction with their natural supports slightly reduced, but remained in the 90th percentile, based on the individual satisfaction questionnaire scores; and family satisfaction slightly increased based on the Family Questionnaire. All scores for satisfaction levels remained in the 90th percentile. Amazing!
- Natural supports information, and the importance of maintaining them, was added to the material provided people and their families prior to moving to their new home. Additionally, a natural support committee was formed that includes parents and management staff to work together in these efforts.
- Activities were hosted throughout the year (book club, game night, etc.) to support people in connecting with others who share common interests and in establishing new friendships.
- Natural support month was celebrated in November, which highlights the importance of natural supports. Training also continued on natural supports at orientation. This training was presented by a parent.

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

- 2016 Trend Analysis report found a 29% decrease overall in substantiated allegations of neglect occurring in an AHRC vehicle. For Citizens there was a 40% decrease noted in substantiated neglect allegations from 2015 (0 occurred in an agency vehicle). Thus the goal for 2016 met for AHRC and Citizens.
- A trend in choking (14 incidents) was identified in the first half of 2016 & continued throughout the year. The trend was brought to the Quality Improvement Committee and the Councils were asked for input on how to alert their peers about safe eating guidelines. As a result, a large decrease in choking is noted with to date this year 2 choking incidents. A Nutritionist attended Council meetings to discuss choking prevention.
- An on-going analysis of injuries of unknown origin identified eight minor injuries involving appendages (more than half were feet or toes), with the trend addressed and reduced.

BEST POSSIBLE HEALTH

- Seventeen people were supported to create a health care proxy.
- Forty two people enhanced their health and had fun participating in Dance Fit fitness program!
- A “Healing at Home” initiative started and supported nine people recuperating at home versus at a rehabilitation center.
- A database to track and analyze medication incident reports was developed. It is hoped that it will assist in identifying trends and decreasing medication errors.

POSITIVE SERVICES & SUPPORTS

- Eight people supported by AHRC had one or more restrictions removed from their behavior support plan and 7 people had one or more restrictions faded.
- The development of a registered behavior technician training program was initiated.

CONTINUITY AND SECURITY

- The goal to increase satisfaction in people choosing where they want to live increased from 25.50% in 2016 compared to 57.95% in 2017, based on Personal Outcome Measures data. Satisfaction in choosing where people want to work increased from 25.50% in 2016 compared to 53.91% in 2017, a 28.41% increase; and people’s satisfaction with continuity and security increased from 64.87% in 2016 compared to 70.08% in 2017, a 5.21% increase.
- An independent fiscal audit for 2016 revealed no negative findings and noted the agency to be fiscally sound.

STAFF RESOURCES AND SUPPORTS

- The retention rate for AHRC increased from 78% in 2016 to 87% in 2017 (9% increase).

PERSONAL OUTCOME MEASURES

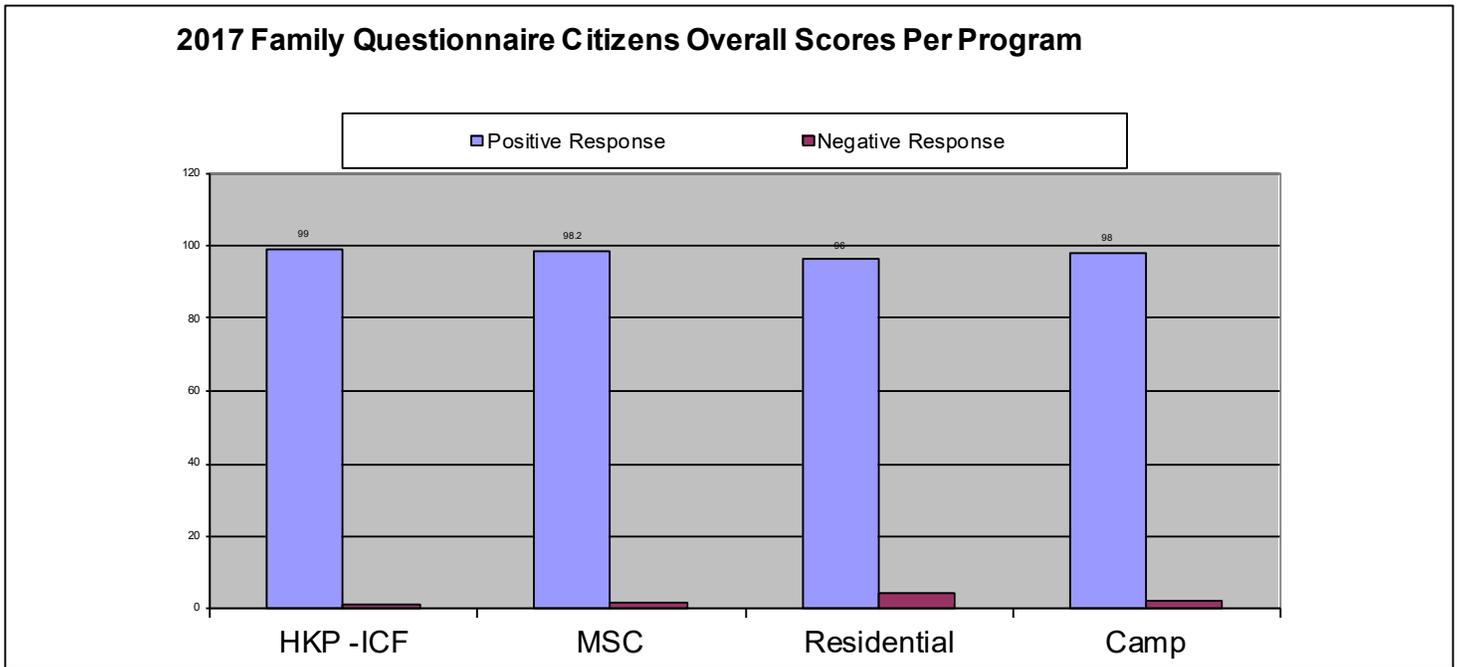
- People choosing personal goals increased from 11.54% in 2016 to 31.83% in 2017 based on POM interviews.

Valued Outcomes 2017 Family Questionnaire Results

The family questionnaire is a vital component of Citizens Options Unlimited’s COMPASS Management Plan. This year a paper version of the questionnaire was sent due to the low response rate received when sent electronically to the families in 2016. The response rate for 2017 was 23.1% in comparison to a response rate of 16.3% in 2016. The average response rate to surveys is 32%.

The purpose of the questionnaire is to obtain family feedback, assess levels of satisfaction and improve services. A trend is defined as a score of 89% or below. There are no overall agency trends. Three program issues were noted for the residential program. However, closer analysis of the data revealed that 1 person responded “no” to the questions. Based on a low response trends were artificially identified. Therefore, no trends were noted across the agency. These are exceptional results.

SUMMARY OF RESULTS



SUMMARY OF RESULTS 2012 to 2017

	2012	2013	2014	2015	2016	2017
Residential (IRA's)	4	2	4	1	1	0
ICF - Helen Kaplan & Medically Frail	0	0	1	0	0	0
MSC	0	0	0	0	0	0
Camp Loyaltown	0	0	0	0	0	0
AGENCY WIDE TRENDS	0	0	0	0	0	0
Total Program Trends	4	2	5	1	1	0

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. Corrective action will be maintained on site and a copy provided for the COMPASS department. These results are provided for Board of Directors review and agency planning purposes.



FAMILY SEMINAR SERIES

EMPOWERMENT TRAININGS

APRIL 13, 2018
SELF-DIRECTION
FREEPORT, 10:00 A.M.

APRIL 25, 2018
REP PAYEE
PLAINVIEW, 7:00 P.M.

APRIL 25, 2018
CONFLICT RESOLUTION
PLAINVIEW, 11:00 A.M.

JUNE 6, 2018
NUTRITION
FREEPORT, 10:00 A.M.

JULY 11, 2017
MONEY MANAGEMENT
FREEPORT, 10:00 A.M.

For information or registration:
Call: 516-293-2016, ext. 5362

*All seminars are free.
We look forward to your attending!*

May 15, 2018
Preserving Quality of Life Special Need Trusts
& Estate Planning
Saundra Gumerove, Esq.

June 26, 2018
Benefits & Entitlements & Pre-Needs
Assessments Overview
Tom Schinkel and Denis Zadorecki

July 12, 2018
Introduction to Self-Directed Services
Kevin Wilbur

August 7, 2018
Positive Behavior Supports for Families
Glenn Kaplan, M.A. & Michelle Gladstone MEd.

Date TBD
Supported Decision Making/Guardianship

Date TBD
Conflict Resolution
Psychology Department

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

Empowerment Series

The 2018 Empowerment Series began in January. Discussed at one of the trainings was “Getting a Job in the Community.” There were many questions on exactly where to start to find a job, what to wear on a job interview, writing your resume and more. It was well received and further discussion is planned in the future.

“Being Part of your Community” and “Safety in the Community” were also offered. There were many questions about getting out in the community and knowing your local stores and their employees along with the importance of saying hello and introducing yourself to the employees. We also talked about looking your best while in the community and being safe. The group discussed the importance of making sure someone knows where you are and what time you plan to be home, knowing bus routes and how to use Able Ride. The idea of traveling with another person until you feel comfortable traveling alone and how to handle strangers was also addressed. It was well- received with a very good turnout and much discussion by all.

We look forward to more fun and educational sessions. Be sure to sign up! Please contact Leigh Fanuzzi at 516-293-2016 at ext. 5369 or lfanuzzi@ahrc.org for information.

Exceptional Survey Winner!

On March 28, 2018, MSCs celebrated the winner of our 2018



Kelly Scudder shown above with Carolyn Ciatto, Senior Director Citizens & Chris O'Connor, Associate Executive Director

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 Kelly Scudder this year. Kelly began with AHRC in April of 2001. She later joined the MSC department in January of 2008. Kelly has developed long lasting relationships with people supported and their families. Kelly is a skilled advocate

who also happens to be exceptionally organized. She is able to manage regulatory requirements with ease.

Congratulations Kelly!

Regulatory Affairs

By Eric Rosen

During this reporting period, agency self-surveys were completed for seven (7) Citizens IRAs and for the Citizens Site – Based (Free -Standing) Respite Center. Additionally, continuous review of the Medicaid Service Coordination program was completed with the sample corresponding with the people selected for review during the IRA surveys. A dedicated MSC review and a MSC education, experience and professional development review were also accomplished during this reporting period.

Many exceptional practices were observed during the aforementioned surveys including, but not limited to, the promotion of independence, satisfaction with supports/services and people being active in their community.

Family Seminar Series

The AHRC Family Seminar Series completed the second half of 2017 with three great seminars held in Plainview. The first seminar was *Preserving Quality of Life: Special Needs Trusts & Estate Planning* on May 18th presented by Saundra Gumerove, Esq. We had an excellent turnout for the seminar. All of the attendees interacted with Saundra as well as with each other. Many attendees had specific questions for Saundra which she personally answered. All attendees stated they felt much more informed about the subject matter and gave the seminar overall high ratings in the satisfaction survey. The seminar was a great success!

The second seminar was *Benefits and Entitlements & Pre-Needs Assessments* on June 22nd presented by Tom Schinkel and Denis Zadorecki. We had a great turnout for the seminar and all who attended interacted with Tom and Denis as well as with each other. There were specific questions for Tom and Denis regarding entitlements and both presenters were able to assist our attendees with the needed information. All attendees stated they felt more informed about the subject matter and gave the seminar very high ratings in the satisfaction survey. The seminar was very helpful to all in attendance.

Finally, the third seminar was *Positive Behavior Supports for Families* Presented by Glenn Kaplan on August 17th. Attendance for this newer seminar was high and those who attended enjoyed Glen's presentation of the material, which included modeling some behavior support strategies. Many had specific questions about positive behavior supports, often drawing from their own personal experiences. At the end of the seminar, all attendees stated they enjoyed the seminar and that they felt very much more informed about positive behavior supports; all who attended gave the family seminar very high ratings in the satisfaction survey. Overall, the seminar was very beneficial to our family members and we look forward to continuing this valuable seminar!

Workforce Development



Employee Diversity Luncheon at Plainview held on November 15, 2017

We are happy to report that participation in our "Project You" Wellness Program was higher than ever this past year. We are currently working on our next program with the hope that we will again be able to offer a comprehensive wellness program with flexible options to help everyone meet their personal goals. Look out for an update on this great benefit in the coming weeks!

In the very near future we will be reaching out to all employees to introduce and request feedback on our employee engagement survey. The survey will again be disseminated electronically to the email address each person has active on their UltiPro account. Your input is essential to our efforts of providing the very best working experience for all employees. We greatly appreciate your time to provide us with this valuable information.

Some of our most popular benefits continue to be the Tuition Incentive, Reaching Up and College of Direct Support Programs. Each of these educational assistance programs are incredible benefits that can offer eligible employees financial assistance towards books, registration and credit costs. Whether you are just considering going to college or you are currently working towards your degree, we recommend you contact us to see if assistance is available.

For the most up to date list of employee discount offerings please access the AHRC Café. By clicking on Workforce Development, Shared Documents and Employee Discount Program, you will have access to several great cost saving opportunities. For further information about one of these great benefits please contact us at jpersan@ahrc.org or lfranz@ahrc.org. Thank you for your participation.

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TO:

**“Rights” Go Hand in Hand
 with Responsibilities.
 So Be Sure to Know Your
 Responsibilities Too!**

Be safe!

Make good choices.

Care for your belongings.

Conflict Resolution

**It is never easy to have a hard
 conversations with loved ones.
 When facing this situation, it helps to
 start off with
 something positive you see in the
 relationship and then talk about what is
 bothering you.**

Why not give it a try!

STARZ Win!

St. Anthony's Oceanside versed the Bridges Youth Group on March 10, 2018 in basketball. The STARZ integrated basketball team played against Bridges Youth Group. Our thanks to Jamie and Nicole from Sacred Heart HS and Jim Stock for making this community connection! A special thanks to clinician Joanne Downes' son Ryan from St. John the Baptist HS in West Islip and Coaches Winston and Kelly for their leadership on and off the court. Thanks also to Lauren Rothman who took great photos. It was a tight game but the STARZ team won by one point!

