

Supporting people to live the life they choose.

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Working toward a world of dignity, opportunity and community for all people*

Citizens Options Unlimited COMPASS Semi-Annual Report

Citizens New Leadership

A big welcome to Karen Tanzillo who has joined Citizens Options Unlimited as its Senior Director of all program services. Karen formerly held the position of Senior Director of Program Operations with AHRC Nassau and has seamlessly transitioned into her new role. Citizens also welcomed Jerry Powers as its new Director of Residential Services.

Jerry recently held the position of Assistant Director of AHRC Residential Services.

I had the pleasure of interviewing the new Directors for Citizens: Jerry Powers and Karen Tanzillo. Written by Michelle Rudoff

Michelle: "What is your new job title?"

Jerry: "I am the new Director for Citizens."

Karen: "I am the new Senior Director for Citizens."

Michelle: "What do you like about your new position?"

Jerry: "I like meeting new people and seeing the houses."

Karen: "I love working for this organization and I really love getting to know everyone. Citizens is a great team!"

Michelle: "What is the most challenging part of your job?"

Jerry: "Learning new things such as the houses, staff, and the people we support."

Karen: "Staff retention and ensuring people have a living wage."

Michelle: "What is your plan for a Citizens' apartment program?"

Jerry: "We are looking to grow but nothing on the horizon yet."

Karen: "There is no plan to add apartments to the Citizens program at this time. Through my experience with AHRC, we experienced a lot of long term vacancies in the apartment program. Although there is a need for apartments it is not as great as the need for IRS's, so that is our focus right now."



Karen Tanzillo shown on left

Michelle Rudoff and Jerry Powers shown on right

Michelle: "What is Citizens' plan to expand Self-Direction?"

Karen: "Kevin does a fantastic job overseeing Self Directed services. We have an extensive wait list for services. We recently posted an additional Broker position to prepare for future expansion."

Michelle: "How do you plan on handling staffing issues?"

Jerry: "Supporting the #befair2directcare initiative and making staff feel appreciated."

Karen: "We are continuing to advocate for a living wage and also ensure that we focus on strategies to retain staff."

Michelle: "It was great speaking with both of you!"

Disability Pride Parade New York City



Citizens was proudly represented at the recent Disability Pride Parade in NYC. With banners and heads held high, we joined in celebrating what makes everyone unique—a way to bring everyone closer together and create awareness about the issues impacting people of all abilities.



Mission Statement and Management Plan Annual Review

An annual review of the agency mission statement and COMPASS management plan is conducted each year with updates, changes and enhancements made as indicated. The Councils conducted their reviews in September, the COMPASS Committee in October and the Board of Directors in February 2019. No changes were recommended to the mission statement. A summary of the changes to the agency management plan is shown below. Thank you to everyone for their input.



Vision Statement
A world where all people are valued.



Citizens supports people to live the lives they choose through family and community engage-

PART II - MANAGEMENT PLAN REVIEW:

- 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:

No changes

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

1. Revision: ISP initiatives revised to Life Plan initiatives to support person centered planning as well as persons responsible (from MSC to person's primary program). The specific changes are shown below.
 - The COMPASS Department re-designed the format for recording the annual Life Plan Pre Planning Meeting form in order to reflect the Mission Statement. People receiving supports and services from Citizens have the opportunity to design their own personal mission, naming their own choices, dreams, and valued outcomes.
 - The pre-Life Plan Process is held and/or Personal Outcome Measures interview is completed prior to a person's Life Plan meeting. This "interview" will be held to explore and assist the person in identifying their personal outcomes and creating a person centered plan that reflects their interests, and supports their dreams.
2. Revision: Any reference to MSC and ISP were changed to reflect new responsible parties and/or Life Plan process.

Criterion #3 – Empowerment:

1. Addition: A Rights Ambassador peer to participate in the agency Human Rights Committee meetings and serve as a liaison between the committee and the person was added. This position will also train and assist their peers with due process as indicated.

Criterion #5 – Self-Survey:

1. Revision: The type of special focused surveys/reviews conducted by Regulatory Affairs was changed from MSC dedicated reviews to Person Centered reviews consistent with transition to Care Coordination.
2. Revision: Self-survey sample size was modified to reflect OPWDD new standards.

Criterion #6 – Valued Outcomes:

1. Revision: The staff person responsible to ensure people are supported to choose their support team changed from the Director MSC to Director Residential services. (The agency encourages people to choose their support team to further promote self-directed and individualized services and supports.)
2. Revision: MSC was removed from the Satisfaction Questionnaires (individual and family) and replaced with Care Coordination questions consistent with transition to Care Coordination.
3. Revision: The DSP of the Year Award responsibility changed from the COMPASS Administrator to Director Residential.

Criterion #7 – Quality Improvement

1. Revision: Change person responsible from Director MSC to Program Directors for CQL Basic Assurances Factor 8 Positive Services and Supports person centered standards.
2. Revision: Change conducting Quality Reviews of ISP to Life Plan meetings by Certified Personal Outcome Trainers.

Sibling Annual Holiday Party

On December 6, 2018 over 100 people gathered for the annual Sibling Holiday Party in Brookville. AHRC Nassau hosts this event and invite siblings from Citizens to attend. It was a wonderful opportunity for siblings to have fun, relax and celebrate the holiday season. The sibling group meets three to four times a year. Paul Giordano, AHRC Board President and 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 to each other mutually beneficial, long lasting, positive and loving relationships. Citizens strongly encourages this natural support and enjoys working with so many engaged siblings.

A pilot of sibling events sponsored by Citizens, to welcome the “under 30” siblings who face different challenges, joy and hopes for their brother or sister, was unfortunately deemed not needed at this time. Instead the sibling group members have decided to explore sponsoring a teen sibling activity/event.

Patrick Black from Citizens and his brother and sister enjoyed the Sibling Holiday Party in Brookville this past December. The sibling groups meets throughout the year and hosts a BBQ in the spring in addition to the holiday party. Please see the schedule below. We hope you can join in!

2019 SIBLING GROUP
Please Join Us!

- **April 14, 2019: Brunch Meeting 11:00-1:00pm Brookville**
- **June 13, 2019 : BBQ 6:00pm—8:00pm Brookville**
- **September 5, 2019: Meeting-6:30-8:30pm Plainview**
- **December 5, 2019: Holiday Party 6:00pm—8:00pm Brookville**

For more information, please call (516) 293-1111 extension 5492



Annual Board of Directors Training

At the November 4, 2018 Citizens Board of Directors meeting, Chris O’Connor, Associate Executive Director, provided annual COMPASS training on Care Coordination and the transition to managed care.

The training was very informative and educational with many questions asked and lively discussions held. All agreed it was a great and helpful presentation.

Board Physical Plant Inspections by Colleen Tapia

As a COMPASS agency, the Board of Directors’ commitment is a strong part of the Management Plan. Special thanks to Board members Ellen Moore and Robert Molloy for their continued commitment to the Board Physical Plant Inspection process within the Management Plan.

Four physical plant inspections were completed since October of 2018. A total of 0 new work orders were generated. There were 0 hazardous citations. There were 2 physical plant deficiencies that remained open after 60 days. Thank you to Susan Dowling, RA, who coordinates and oversees this process.

The Board of Directors will conduct a physical plant inspection of each site annually, 60-90 days after a self-survey to monitor that corrective action warranted was taken and assess if agency systems are followed and functional. The findings will be documented and communicated to Program Director (s) for corrective action until resolved, as well as reported at the next Board of Directors meeting. If a site is inspected more than once a year, a second Board inspection will not be required unless serious physical plant issues exist.



Ellen Moore & Bob Molloy

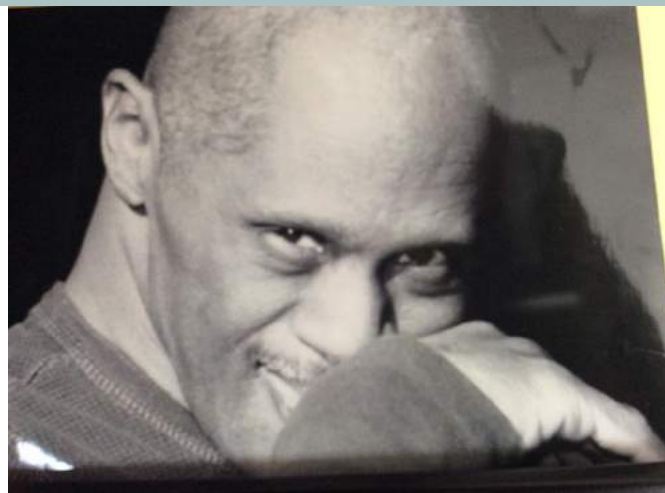


Dignity in Life and Death By Dr. Janet Palmer, John's sister

Dr. Daniel Tobin, wrote in his book, *Peaceful Dying*: 'Nowhere is the opportunity for teaching and incorporating wisdom and compassion into our communities greater than in our treatment of the dying.' The team at the Helen Kaplan ICF believes that it is a privilege to support people during this most vulnerable time.

The following is the sentiment of Dr. Janet Palmer, whose brother John lived at the Helen Kaplan home:

It was always my family's desire that in home hospice be the only option at the end our earthly presence. This was a new concept for the ICF. Staff was initially uncomfortable but within moments of its reality EVERYONE stepped in and did so masterfully. John's room at the ICF became a place where prayer was held; our Dad's daily devotional read, praise, and worship songs played. John and I were preacher's offspring, so these unsolicited practices embodied by the ICF staff ironically were in reenactment of the type of home environment John grew up in. Unbeknownst to staff, the very reasons we as a family chose in-home hospice as the only option was created in seeming institution. Both John and I loved, cared for and supported to the end. He was encased by faith, peace and certainty of love and joy that awaited him when he transitioned.



I could not have asked of or provided more for John had he been at home. Staff members work tirelessly, irrespective of weather conditions, scheduling, and other circumstantial situations. I have personally seen the employees take little and make the best of it never causing the residents to suffer. They are a selfless team and need to be compensated and appreciated continually.

City Adventure by Senior BIS, Emelyn Valladares

I had the pleasure of going into the city on 3/14/19 with four of the ladies from the Commack house, along with an extraordinary staff Lisa Lipscomb, who is a great advocate for the ladies.

The ladies did a fantastic job of managing their money throughout the trip. We took the train round trip from the Hicksville train station to Penn Station. We walked to Dallas BBQ for lunch. We walked to gift shops, H&M, Hershey factory, American Girl Store, and the M&M store. These ladies are savvy shoppers!

Donna had an experience of a lifetime. She and Lisa were chosen to participate in Hilton's promotional event to 'be a moving canvas.' Donna enjoys painting and drawing and is very creative, so this was right up her alley. She was given a short video of her experience as a keepsake!

The ladies walked 10,041 steps while in the city. The pictures convey the excitement and happiness of experiencing the city in their own way!



Left to right in the bird cage: Stephanie Diaz, Donna Iannone, Emily Furlong, Outside the birdcage: Janine Guinan



Donna Iannone shown above

Let's Go by Michelle Rudoff QA Trainer

Governor Cuomo,

My name is Michelle Rudoff and I work for AHRC Nassau, an agency that supports people with developmental and intellectual disability and it is important that you include money in your budget for direct care staff because without them we would not be able to be productive members of our community and be able to see our doctors regularly. So please include money for our staff in your budget.



William By Helene Ramer

William Turitts lives in the Citizens residence on Manor Lane in Greenlawn. William attends Clocks Program Without Walls in Masapequa Monday to Friday. He participates in all the community activities such as Meals on Wheels, senior shopping, assists in Huntington Hills Nursing Home, delivers books for Book Fairies, and works with Island Harvest unloading food for a local church.

William’s good deeds and volunteering do not stop when he comes home. William collects cans and bottles from the use in his house. He also saves his own water bottles and staff, including his Care Manager Victoria Hawley, brings in empties for him. Every week, with staff support, William goes to Target or Stop and Shop and redeems the bottles and cans. William keeps track of the moneys collected by writing it down in a financial ledger, and placing the money in the safe. His Personal Outcome Goal is to donate the money to the hospital where he was born, Lenox Hill Hospital in Manhattan. He has over \$150.00 saved.



William shown above recycling

William also shreds paper from the office in the house with staff assistance. Depending on the week, he can have up to 5 large bags of paper. Every Thursday, the local animal shelter relies on William’s paper delivery. William came up with the can collecting and paper shredding for the animal shelter on his own. He is always very excited to work on his charity donations.

My Health is Important to Me by Joyce Guarneri

Joseph Haynes knows it’s important to be healthy. Each year at his annual wellness exam, he expects to hear the same thing that he has heard for years, “Joseph, I recommend that you quit smoking.” Joseph knows and agrees with his doctor, but for anyone who has battled any type of addiction—quitting a habit is easier said than done.



At Joseph’s last Personal Outcome Measures (POM) interview he once again expressed a desire to improve his health and it was at this time that his support staff discussed strategies to assist with Joseph’s desire. Joseph was not a heavy smoker, smoking 3-4 cigarettes daily so staff started by counseling Joseph and discussing strategies to help him cope with his desire to have a cigarette. Some of his staff who were especially instrumental in helping him to cut down are Estoria Hodge-Jakes, Diandre Williams and Irma Simon, Trevor Newman and Raheem Hamilton.

Staff assisted Joseph with staying busy by keeping his mind off his desire to have a cigarette. Joseph likes to clean, organize things and go on frequent community outings. All these activities help Joseph to keep his mind off wanting another cigarette and staff engaged him in these activities when Joseph’s desire to have a cigarette was expressed. Staff helped Joseph by offering constant praise and rewarded his efforts with encouraging words and encouraging him to chew gum.

Joseph is proud to say most days he has only one cigarette and some days he forgets and never has one. Joseph feels very proud of himself that he was able to follow his doctor’s recommendations and that he sees his health improving. He is thankful for his supportive staff and states he could not have done it without them.

Did You Know...

Did you know when **Matthew Hofele** isn’t working as a secretary at ICF, he has a passion for making and selling hats and scarfs? He has made and sold hats and scarfs benefiting Juvenile Diabetes Research Foundation (JDRF). So far he has donated over \$3000 dollars.



Did You Know...

Did you know that when **Coleen Mackin** isn’t working as the AHRC Switchboard Operator and QA Trainer, she has a passion for singing? Coleen says “I’ve been singing since I was a kid in chorus. I was in a talent show last Dec 2nd.”



Campaign Kickoff! by Jerri Walker

Camp Loyaltown camper, Gina Barbara, 39, is running for Nassau County legislator for District 19, comprising Bellmore, Wantagh and Seaford, in the upcoming 2019 election.

Gina’s campaign kick-off took place on Jan. 7. Gina, a Democrat, shared her background, experience and platform – explaining how her ability to meet life challenges has positioned her for public service.

Gina has lived in the town of Wantagh for 19 years. At an early age, she was diagnosed with diplegic cerebral palsy, also known as spastic diplegia. Gina earned her associate's degree in Office Technology and her bachelor's degree in Rhetorical Studies with a concentration in Public Advocacy, Citizenship and Communications. Also, while in school, Gina was the first woman to play sled hockey – a sport where you propel yourself with sticks and ice picks.

Honesty and transparency are key, according to Gina, in the role of a Nassau County legislator. Her focus will be on addressing the current reassessment plan, fees at the Nassau Veterans Memorial Coliseum, issues with the Nassau Inter-County Express (NICE) transportation and cleaning up graffiti.

At the kick-off, Gina also spoke of her past advocacy efforts, such as addressing accessibility at Westgate Mall areas affected by Hurricane Sandy as well as resolving issues with Able Ride and the Long Island Railroad.

For more information about Gina’s campaign, please visit www.electginabarbarald19.com and www.facebook.com/

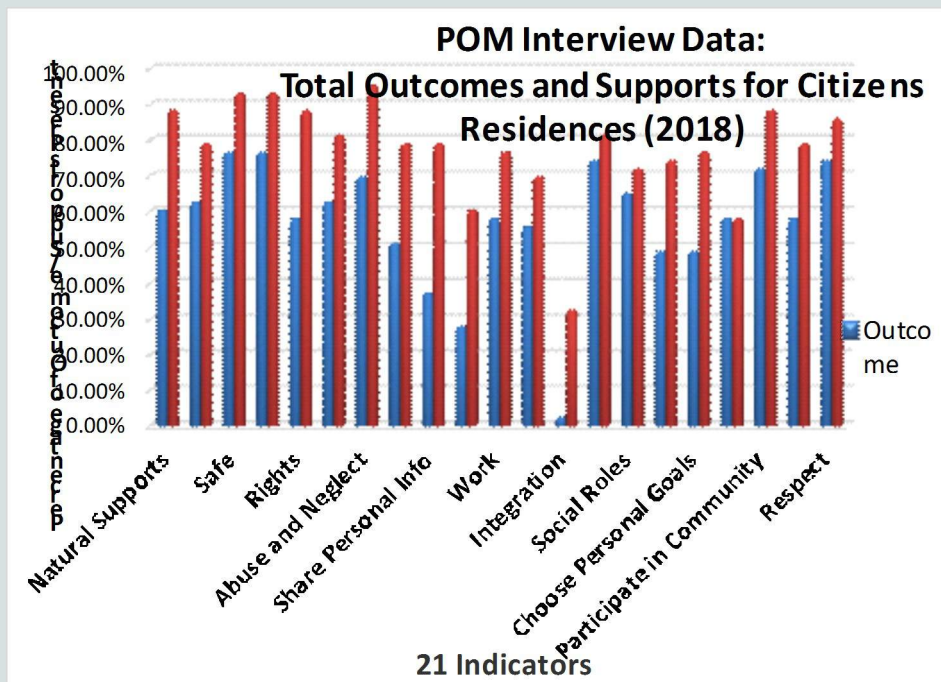


Personal Outcomes by Kevin Wilber, Assistant Director

In the beginning of 2018, the Personal Outcomes Measures (POM) data spread sheet was reorganized to separate out POM data based on agency residence (AHRC vs. Citizens) as well as separating data for AHRC programs. By separating the data we will be better able to identify trends and address them through our various CQL work groups and committees. We will also be able to better analyze the data for Citizens from year to year. The graph below represents 2018 POM data for Citizens residences showing the total outcomes and supports based on 43 completed interviews.

Overall, people supported by Citizens had the highest outcomes in the following areas: people are safe, people have the best possible health, people interact with other members of the community, people participate in the community, and people feel respected.

As far as feeling supported, people from Citizens felt that they were supported the most in the following areas: people are connected to natural supports, people are safe, people have the best possible health, and people are free from abuse and neglect.



Celebrating Tónico and A Life Well Lived by Marta Garavito

In November we bid farewell to one of our beloved family members, Antonio Murillo. “Tónico” as he was known by his friends and family, passed away this past Friday with his mother and all the people who loved him by his side. Courageous, mischievous and loving, Tónico’s quirky personality and kind heart will be missed by all who knew him. He was a trendsetter. Before the days of CQL and Person Centered Planning, there was Tónico demanding a motorcycle ride to the nearest bar to get a beer. Asking for the latest hair cut (pony tail, spikes, mohawk), he had them all. He enlisted his mother’s help (his staunch advocate) to get an earring, snake and anchor tattoos, cruises to Bahamas, vacations in Disney etc. “How lucky we are to have known someone who was so hard to say goodbye to.” There are no words that can express the sadness and void that Tónico’s departure has left on all of us here.



Robert Mueller in his farewell letter to Tónico captured the essence of his life here at the ICF. (Please read below)

Dear Tónico,

I can’t believe that I will never hear your voice or see you again. For almost 20 years, I was able to call you my friend and I think you felt the same way. I will cherish all the good memories that I will keep with me forever. You shared your love of music, dance and theater with me which made me a fan too. I was just as excited as you were when your mom would get tickets to the Smithtown Center for the Performing Arts to see the next Broadway hit. We got to see- God Spell, Damn Yankees, My Fair Lady, Beatlemania, and so many others.



Helping you prepare for your daily performances of Michael Jacksons- Thriller, Smokey Joe’s Café, and The Temptations song My Girl. Your singing and choreography was first rate. You enjoyed showing off your dancing moves at all the big parties.

We went on many fabulous vacations together, and we shared fabulous memories. Some of the memories included- sharing a beer at the Hard Rock Café in Niagara Falls, screaming our lungs out on the many roller coasters and being stranded in Tampa for a few extra days due to a hurricane.

You had a hearty appetite and enjoyed all foods, not just for McDonalds or fast food but also healthy choices. Going out to dinner was a favorite of yours and your spaghetti and clams and Red Lobster was a staple. You were excited to go home with your mom for the weekend and couldn’t wait to have spaghetti and salad.

Your relationship with your mom was one of the finest between a mother and son. Leslie, is one of the most tremendously strong and caring individuals I ever met. To Leslie- you raised a fine, polite and caring gentleman. Tónico always left a positive mark on everyone he came into contact with.

Dear Tónico- I love you and will miss you. Goodbye my friend.

A New Job and Friend by Jerri Walker

Every summer, Lauren Bernstein attends Camp Loyaltown and proudly works as Dining Hall Assistant. In this job, she assists in setting/clearing the table, meeting the request of diners and clears up after each meal. The Dining Hall serves 1000 meals a day, so this work is not an easy job! After her 8-week stay at camp, she has to say goodbye to many of the international staff she has met.

This month, Camp Administrator Lee Hart, traveled all the way from Nottingham, England to complete an internship at the Camp Loyaltown Brookville office. Immediately upon his arrival he asked to visit with one of his colleagues, Lauren! It was such a nice surprise for Lauren who said that Lee was one of her favorite staff. Lee commented how nice it was to visit one of the many AHRC residences and where Lauren and other campers live. Luckily for Camp Loyaltown, both Lee and Lauren will be returning this summer!



Lee and Lauren shown above

Citizens Council



- The Long Island SANYS Regional Conference was held on 10/30/18. Members of Citizens Council were in attendance.
- Matthew Hofele was elected to the State SANYS Board.
- The Council reviewed and endorsed the new agency supervision levels for IPOPs.
- A car wash was held and the Council raised \$300.00.
- Matt Hofele spoke to Legislators in Albany regarding DSP salaries and support for a fair budget.
- Council members attended a #bfair2DirectCare Rally on December 18, 2018 at SCCC in Brentwood.
- Several people from Citizens plan to attend the Bfair2DirectCare Rally on March 25, 2019 in Albany.
- Citizens Council is planning for its Board elections.
- The Council continues to conduct rights training monthly and enjoy watching videos pertaining to rights.
- The Council has invited Stanford Perry, Executive Director, to its May meeting.

Self Advocates NYS Regional Conference & Citizens SANYS Board Representative



Matt Hofele was elected as the Suffolk County Board representative at the annual SANYS conference held in October 2019. Congratulations Matt!

People from Citizens enjoyed attending the conference and learned about Care Coordination, Supported Decision Making, the Life Plan, PHP, and other valuable information.



Executive Council Update

- On October 3, 2018 the Council hosted the annual Rights Rally.
- On October 16, 2018 the Council hosted a legislative training.
- On October 31, 2018 a Call-A-Thon was held to local and State legislators urging them to vote "No" to Medicaid cuts.



2018 Self-Advocate of the Year



Devon shown on left with Jonathon Drexler, Carolyn Ciatto, Senior Director, Michelle Rudoff, QA Trainer & Stephen Barsh

Devon Rivera was named Self-Advocate of the Year for 2018. Devon is a member of the Citizens Council and has spent the past year advocating for himself and others. Devon was appointed to Citizens Board of Directors.

Way to go Devon !

Matthew Hofele wins SANYS Board Representative for Suffolk County



Congratulations to Matthew ("Matt") Hofele on winning a SANYS Board position. Matt will serve as the Suffolk County representative for SANYS.

Matt currently also supports his peers in a variety of other capacities, including as a Peer Ambassador and Quality Assurance (QA) Advocate. Matt also works part-time

at the Citizens Helen Kaplan ICF.

Matt continues to seek opportunities to voice his opinion and to become more involved in the self-advocacy movement. Matt won the election and hopes that his past accomplishments and experience will enable him to speak on behalf of his peers and help guide the advocacy movement in NYS.

Honorary Council Dinner

An annual dinner was held on October 23, 2018 to honor and thank Citizens Council for all its hard work and efforts this year. Executive Director Stanford Perry praised the Council for its advocacy efforts on behalf of their peers. Everyone was presented with a plaque in acknowledgment of these efforts and this was followed by food and fun!



The Joy of Reading by Chantal Joseph

Over the past few months, Lizabeth Watkins noticed another person going to a reading club on Wednesday night and decided she wanted to join. Lizabeth was excited to see her housemate reading to a group. Lizabeth then expressed an interest to learn and enhance her reading skills.

Lizabeth was able to attend as a guest and asked how she can become a full member. She obtained the application and asked for staff assistance to complete the application.

Now Lizabeth has achieved her goal and become a member of the reading club. She attends regularly at Panara Bread in Hicksville. She is proud of this achievement and also spends time regularly reading to her peers at home.



STARZ ComeUnity Sports Ski Club

Early March weekend's wintery weather provided the perfect conditions for some friendly competition at the Annual Race and Awards Dinner for the STARZ ComeUnity Sports Ski Club.

Five competitors gathered up at Windham Mountain, racing to the finish for a shot at winning gold. Congratulations to STARZ Athlete Jordan Rivera who took home the gold for his age group.

Thank you to all of our participants for a great weekend of sportsmanship and competition, and to Camp Loyaltown for providing accommodations in Hunter, NY. We look forward to next season!



ComeUnity by Heidi Klewicki



The Social Exchange members are a group of about 35 people who meet twice a month at the East Meadow Art Gallery to learn, socialize, celebrate personal achievements and address common life challenges.

The members of the Social Exchange expressed they would like to engage in more creative activities in 2019. In January the group created a #WhatLiftsYou? Mural in the style of artist Kelsey Montague. Kelsey creates public, interactive murals also called "street art." As part of Kelsey's "What Lifts Your Heart?" campaign, she created a 200 ft. mural of butterfly wings in Nashville, Tennessee that people stop and photograph themselves in.

The group started with a black marker outline of two wings on a huge white background. Each member used markers to add a unique color pattern to a paper feather. Everyone's feathers were attached to the wings in the mural. The result was a brightly colored collage that each person took a turn being photographed in front of. Social Group members learned they can accomplish something beautiful when they work together and that they have the ability to lift one another's spirits.



Rights Rally

On October 3, 2018 AHRC Nassau held its annual Rights Rally. Jonathan Drexler from Citizens was Master of Ceremonies and Kevin Greenstein was the keynote speaker. The FREE Singers performed at the event and were phenomenal. Many people took the opportunity to speak and share the rights that are most important to them. The rally focused this year on Bridget Cariello SANYS, who did an exercise on rights. It was a fun, moving and inspirational event!



Learning About Legislative Advocacy

On October 16, 2018, Citizens advocates enjoyed training on political and legislative advocacy offered by Kevin Greenstein. Kevin received a grant to train fellow self-advocates on political and legislative advocacy.

He taught everyone how to advocate with government officials and provided the opportunity to meet policy makers. Here is a list of Do's and Don'ts when meeting with policy makers.

Do:

- Be on-time
- Dress professionally
- Share a personal story about the topic
- Make cue cards with talking points
- Know the basics
- Stay on message
- Say thank you

Don't:

- Take up too much time
- Go off topic
- Be critical
- Waste time
- Raise your voice
- Be late



COMPASS & The Quality Enhancement Process

AHRC Nassau and Citizens: 2018 QUALITY ENHANCEMENTS

In 2018, there were 12 quality improvement goals as well as enhancements, with 42% of the goals/objectives met.

RIGHTS

- A Peer Ambassador/Liaison position was created and filled for participation in the Agency Human Rights Committee process and to serve as a peer resource/support in regard to the complaint process.
- An annual Rights Rally was held to inspire and educate people about their rights.
- Based on the change to Care Coordination, the Rights and Supportive Decision Making Assessment was reassigned for completion by the person's primary program manager/site supervisor to ensure each person continues to have a strong voice in their life.
- The frequency of training on how to address concerns and/or complaints increased and is now provided at council meetings, house and staff meetings every three months.
- A Family Seminar on supporting positive interactions/conflict resolution is now offered annually

DIGNITY & RESPECT

- The 2018 privacy survey results found 94.9 percent of the people are satisfied with their current level of privacy. Individual privacy plans were developed for anyone desiring additional privacy.
- Training on Supported Decision Making and Personal Finance was added to Monthly Rights Training for all.
- In addition to the monthly Rights Training, Supported Decision Making training was provided directly at the Agency day sites by COMPASS Trainers.
- One staff was trained as a Facilitator for Supported Decision Making by a grant funded by the NYS Disability Planning Council implemented by Hunter College, CUNY, N.Y. Alliance, DRNY/and the Arc of Westchester. The grant is an educational campaign to introduce SDM to a large variety of stakeholders including people with intellectual and developmental disabilities, their families, service providers; educational and special education professionals; lawyers and judges and the court system; legislators and the general public. SDM is an alternative to guardianship that retains all of a person's legal and civil rights.

NATURAL SUPPORTS

- Natural supports month was celebrated in November to highlight the importance of natural supports.
- A review of natural supports was added to the admission packets to promote the importance of maintaining these relationships.
- Training on natural supports continues at new staff Orientation and is completed by a parent of a person supported.
- People's satisfaction with their natural supports slightly reduced but remained in the 90th percentile based on the family and individual satisfaction questionnaire scores. All scores for satisfaction levels remained in the 90th percentile. Great!
- Activities were hosted throughout the year (book club, game night, etc.) to support people to connect with others that share common interests to establish new friendships.

FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

- An advocate was appointed as a standing committee member of the Incident Review Committee to represent the interests of people supported and advocate on their behalf.
- In 2018 substantiated neglect related to IPOP supervision which may not be necessary reduced by 33% for AHRC Nassau and 60% for Citizens. Thus the goal to reduce such neglect by 5% for 2018 was met for AHRC Nassau and Citizens.
- Incident management training was conducted throughout 2018 for management personnel and improved the timely reporting and resolution of incidents.

BEST POSSIBLE HEALTH

- The number of people supported to create a health care proxy increased to 25 from 17 people in 2017. It is wonderful to see the number of people who have health care proxies in place continues to grow.
- This year, the AMAP recertification classroom course was eliminated in favor of on-site training and assessment of AMAP skills. This has helped improve proficiency by having the training tailored for each AMAP at their site.

SAFE ENVIRONMENTS

- In 2018, the goal to decrease the number of fire safety self-survey citations by 5% was met with an 11% decrease attained. Specifically, in 2017 there were a total of 320 fire safety citations (AHRC 266, Citizens 54) and in 2018 there were a total of 279 fire safety citations for an 11% decrease.
- In 2018, the total number of employee injuries related to lifting reduced to 19 compared to a total of 22 in 2017. This represents a 14% decrease. However, it is important to note that there was an increase in injuries not related to personal supports by 57% increase. While this represents the minority of total lifting injuries, it will be analyzed further and monitored in 2019.

POSITIVE SERVICES & SUPPORTS

- The goal to reduce the number of presenting behaviors (yelling, cursing, crying, threats, teasing) in Behavior Support Plans by 5% in 2018 was met with 22 out of 242 Behavior Support Plans (9%) reevaluated to remove the above presenting behaviors.
- Within AHRC, 5 people had one or more restrictions removed from their behavior support plans while 8 people were able to have one or more restrictions faded. Within Citizens, 9 people had restrictions removed from their behavior plans while 7 people were able to have a restriction faded.
- A 40-hour Registered Behavior technician (RBT) training program was developed by two BCBA clinical staff and ran for two cycles in 2018. The first staff to take the national RBT exam recently passed and will work with BCBA staff monthly to maintain the credential. The next class will begin in February 2019.

Continued on next page

CONTINUITY AND SECURITY

- There was a slight increase in people choosing personal goals from 31.83% in 2017 to 33.33% in 2018 based on Personal Outcome Measures interviews.
- Another goal for 2018 was to increase outcome data for “people choose where they work” by 5%. The POM outcome data in 2017 for “choosing work” was 55.76. The POM outcome data for choosing work in 2018 is 56.18%, which reflects a 14.68% increase.
- Efforts continue to be successful in supporting people to work and/or participate in activities of their choice. Some successes this year include: 1.) The opening of the “One Stop Gift Shop”, which provides experiences in retail and focuses on skill development for resume building. This has already led to one person obtaining competitive employment. 2.) The implementation of a rotating art program continues to be a popular activity. The East Meadow Art Gallery is a very popular program location, resulting in a waiting list for enrollment. The art gallery staff travels to other program locations on a rotating basis to provide opportunities for people in other program locations to participate in art projects. 3.) A ‘surf for all’ program was piloted in the summer; although the initial pilot enrollment was small, it was a very successful pilot which will lead to other opportunities in this interest based activity. 4.) Efforts continue with the development of a program focusing on farming, animal care, horticulture, and wellness. It is anticipated that the program will be in full operation on a small scale by July 1, 2019.

STAFF RESOURCES AND SUPPORTS

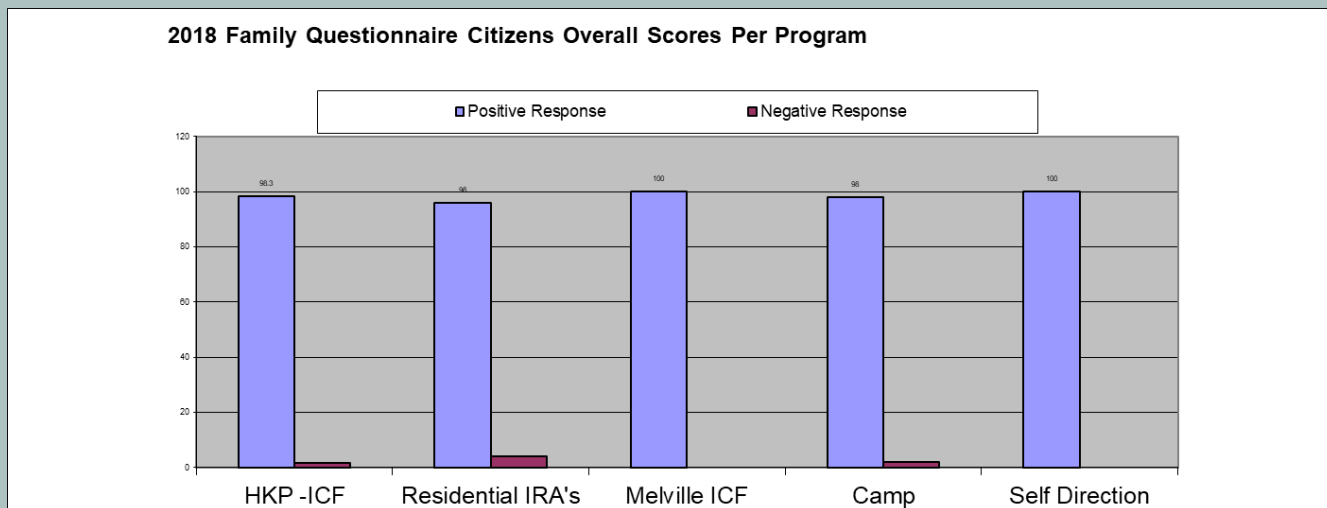
- The goal to increase employee retention by 5% in 2018 was met for AHRC Nassau. The number of voluntary separations reduced by 13% from 256 in 2017 to 234 in 2018. Citizens reduced the number of voluntary separations by 4% from 119 in 2017 to 111 in 2018.
- The agency employee newsletter has been streamlined and electronically disseminated monthly.
- In 2018 the Human Resources Department began to complete Stay Interviews to promote staff retention.
- Employee discount opportunities continue to be enhanced with a payroll deduction towards 529 accounts being the newest addition.
- A pilot leadership training was implemented and will be made available to all managers across all companies.
- The agency held its first annual Employee Appreciation Day in June 2018 with over 700 employees in attendance.
- The National Alliance for Direct Support Professionals frontline supervisor curriculum was purchased and a train the trainer session completed. We will be working with each of the programs to develop a protocol for implementation.

PERSONAL OUTCOME MEASURES

- The goal to increase satisfaction in people choosing services by 5% in 2018 was met based on Personal Outcome Measures interviews (58.07 in 2018 and 51.92 in 2017).

2018 Family Questionnaire Results

The family questionnaire is a vital component of Citizens Options Unlimited COMPASS Management Plan. The response rate for 2018 was 22.7% in comparison to 2017 which was 23.1% and 16.3% in 2016. The average response rate in general to surveys is 32%. 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. There are no overall agency trends. There are four program “trends” within the residential program (see below). *It is challenging to label these four issues as trends as 15 IRA families in total responded the family questionnaire. Thus one person not satisfied will inflate negative responses. However, as a best practice, corrective action will be completed.



A Quality Improvement Plan is under development to address the four residential (IRA) trends which are: Does your family member have and connect with friends, (visit with, talk to, etc.) (87% Yes, 13% No). Is your family members’ home/program sites clean, comfortable and well maintained (88% Yes, 12% No). Are you satisfied with the supports and services offered to your family member? (88% Yes, 12% No) Are you satisfied with Care Coordination (88% Yes, 12% No)? Corrective action will be completed and maintained by the program. Follow-up will be shared in the March 2019 annual report/newsletter.

In addition, program personnel have also addressed individual concerns/requests noted on comment sheets provided with the questionnaires. A corrective action form will be completed for each concern noted and maintained on site with a copy provided for the COMPASS Department. These results are provided for Board of Directors review and agency planning purposes.

EMPOWERMENT TRAININGS

April 16, 2019
Being Your Own Rep Payee
 Plainview, 7:00pm

May 8, 2019
Dignity of Risk
 Plainview, 5:00pm

October 4, 2019
Money Management
 Plainview, 11:00

October 9, 2019
Peer Self Advocacy
 Plainview, 5:00 pm

October 15, 2019
Fire Safety
 Plainview, 7:00pm

November 19, 2019
How to Voice a Complaint
 Plainview, 7:00pm

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

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

FAMILY SEMINAR SERIES

April 9, 2019
Supported Decision Making
Jon Martinis Esq.
Time: Please See Flyer Mailed to All

May 16, 2019
Special Needs Trusts and Planning

June 20, 2019
Self Direction
 Kevin Wilber

September 19, 2019
Positive Behavior Supports
 Glenn Kaplan

October 15, 2019
Benefits and Entitlements
 Karen Lukas

November 5, 2019
Life Decisions: Big and Small
 Julie Cannet

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 Leigh Fanuzzi

The Empowerment series is completed during pre-scheduled Council meetings. Citizens Council members chose two topics to receive training on, *Dignity of Risk* and *How to Advocate*.

Citizens is also invited to attend the Empowerment series offered through AHRC Nassau as many people attend hub sites through AHRC Nassau.

Leigh Fanuzzi from the Training and Professional Development Department facilitates the training and schedules guest speaker(s). If you have any questions, please contact the training department at 516-293-1111 ext. 5369 or at lfanuzzi@ahrc.org

Family Seminar Series by Leigh Fanuzzi

On September 11th, “Wills and Trusts for People with Disabilities” was discussed. Joe Puccio from Mass Mutual talked about the usual trusts that everyone knows about. He also discussed the ABLE Trust. He compared the different trusts and gave information regarding what the different trusts could be used for.

If you have any topics you would like discussed, or would like to present a topic, please contact Leigh Fanuzzi, Training and Professional Development AHRC Nassau 115 E. Bethpage Rd. Plainview, New York 11803, or lfanuzzi@ahrc.org.

We are looking for volunteers to participate in a
Direct Support Professional Focus Group!

Please call (516) 293-1111 ext. 5492 if interested



Regulatory Affairs By Eric Rosen

Between October '18 and March '19; agency self-surveys were completed for eight (8) Citizens IRAs and for the Citizens Site-Based Respite Center. Additionally; person-centered reviews were completed for a random sample of individuals receiving supports and services from the agency.

Many exceptional practices continue to be identified during surveys including but not limited to: overall satisfaction with supports & services, the promotion of independence, people being active in their community and supportive/respectful interactions between staff and people supported.

Exceptional Surveys!

Congratulations

**915 Melville
Estates
on an
exceptional
survey !**



Direct Support Professionals of the Year

Citizens employs extraordinary Direct Support Professionals and their creativity and excellence in action is seen every day.

A special thank you and congratulations to the 2019 Direct Support Professionals of the year —Carlos Alvarado, Dalton George and Kenneth Shaw (shown in picture on right).

You are superstars!



Ivy Ferdinand Memorial Scholarship

The Ivy Ferdinand Memorial Scholarship was established in July of 2013 in honor of Ivy's memory and self-advocacy legacy. Ivy placed a strong emphasis on self-advocacy and dedicated her life to speaking out and advocating for others.

This scholarship will enable a person to attend the SANYS Statewide Self-Advocacy conference in Albany and is intended for a person to learn about and get started on their own self-advocacy journey. The person must travel independently or provide support to do so. The scholarship does not cover the cost of staff to attend.

Deadline for Submission: May 1, 2019

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



Workforce Development

We are happy to report that more than twelve hundred employees participated in our "Project You" Wellness Program this past year across all companies. That number represents an increase of over 50 percent from 2017. Of those who participated, more than 500 employees will receive a financial incentive this year which is up nearly 60 percent from 2017. Twenty of those employees work for Citizens. We are currently working on our next program with plans to 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. Unlike last year, employees will also have the option to submit paper surveys this year. 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.

Recent communications distributed from our office to all employees included Cigna Behavioral Health Enhancements, Cigna Information Sessions, MyCigna.com enhancements, tobacco cessation and information about the February Diabetes Support Group. The Employee Newsletter continues to be distributed to all employees each month. Highlights include upcoming dates of interest, employee wellness and health tips, employee discount offerings, employee recognitions and submissions from our employees. 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 information about one of these great benefits, please contact us at jpersan@ahrc.org or lfranzen@ahrc.org. Thank you for your participation.

Citizens Options Unlimited, Inc.
189 Wheatley Road
Brookville (Glen Head)
New York, 11545

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