

## Charles Moody named “Self-Advocate of the Year” by SANYS for Long Island and New York State



Without hesitation and with tremendous pride, AHRC Nassau nominated Charles Moody for SANYS Long Island Regional Advocate of the Year. Charles has been a member of the LI Regional SANYS group for well over 30 years. He has supported its cause the entire time. He always is in attendance at the New York State and Regional conferences.

Charles was a founding member of the first ever Residential Council at AHRC Nassau. He began to share his story of his days at Letchworth Village and Willowbrook with others and advocated for all institutions to be closed. He shared the abuses he suffered and to quote Charles, “They treated me horribly.” He told his story in Albany and locally in his community. These were difficult and challenging years for Charles but he came through and has helped others to live as independently as possible by sharing his story and pleading with government officials so people are never treated that way again.

Charles led our mission to stop the use of the “R” word many years back. Charles was taunted by other people when walking down his street as a child, teen and young adult. He finds the word despicable and recalls vividly how people tried to hurt him by using it. He never stopped advocating for people to treat others with kindness and respect.

Charles was the first graduate of the then AHRC Silver School. He has seen our agency grow and expand and over the years has remained committed to advocacy. He advocated so he could leave the institutions; he advocated for a school that he could attend as a child; and he advocated so people did not use the “R” word.

Charles worked at the AHRC Nassau Greenhouse for 50 years and has also been gainfully employed at a local super market. He just celebrated his 77<sup>th</sup> birthday. Today when Charles is walking in his neighborhood, people no longer call him names. What people see is a kind and dignified member of the community.



## Sashika Benjamin named “Direct Support Professional of the Year” for LI SANYS



Sashika Benjamin has been with PWW since 2017. She started as a Direct Support Professional in various hub sites in Freeport and last year she was promoted to assistant site manager. She is a support to the people as she engages them in various activities.

She treats everyone with respect and delights everyone with her positive attitude and sense of humor. She fills in where ever needed and without complaint. She works well with the more challenging people and situations. She is an asset to the agency and the people we support. Congratulations Sashika!

# MISSION STATEMENT

## Mission Statement and Management Plan Annual Review

The AHRC Nassau Councils' annual review of the Mission Statement and Management Plan began in September 2019. After the Councils' review, the COMPASS Committee completed its review followed by the AHRC Board of Directors. Below are the results.

### **Mission Statement Review:**

**Councils Review:** Feedback on AHRC Nassau Mission Statement, Vision Statement and Values was provided. The Councils stated they are not recommending any changes at this time but would like their comments considered during the next review period. Specifically, the wording used should be readable/easily understood by all. Many advocates will not understand some statement given the wording.

**COMPASS Committee Review:** The committee was in agreement; no changes were recommended.

### **2019 Strategic Planning Recommended Changes Shown in Red**

**Vision:** A world where all people are valued. ~~Maximizing potential throughout a life-time~~

**Mission:** AHRC Nassau empowers people to live fulfilling lives. Together with Family – Friends – Community

### **Values:**

At AHRC, we believe that...

All people must be treated with dignity and respect

Partnering with people, families ~~and communities~~ creates the best opportunities

A competent and compassionate workforce is ~~vital integral to providing quality supports~~

Commitment to diversity and cultural sensitivity is essential

Innovative approaches ~~are essential for advancement and growth~~ promote advancement and growth

Financial sustainability is ~~necessary~~ critical for organizational success

**Management Plan Review:** The changes to the management plan are shown below based on the Councils and COMPASS Committee recommendations and Board of Directors approval.

### **Criterion #1 - Board and Management Commitment:**

1. Add: Periodic Strategic Planning

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

1. Life Plan initiatives to support person centered planning as well as persons responsible
  - The COMPASS Department re-designed the format for recording the annual Pre- Life Plan Pre Planning Meeting form in order to reflect the Mission Statement. People receiving supports and services from AHRC have the opportunity to design their own personal mission, naming their own choices, dreams, and valued outcomes.
  - Senior Director of Residential/Day will review the Life Plan Pre Meeting format to ensure format reflects current agency mission.
  - Pre-Life Plan Process is held and/or Personal Outcome Measures interview is completed a 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.

### **Criterion #3 – Empowerment:**

1. Add: A Lifetime Achievement award is given to an advocate who is recommended and meets the following criteria: 10 plus years of distinguished service to advocacy and participation on an advocacy council. Distinguished services means at least two significant contributions to the agency's advocacy efforts.
2. Change: AHRC will further empower families, people supported and members of the community by offering periodic educational seminar(s). Based on its mission, AHRC will offer education to family members, advocates and community members which will enable them to assist in further empowering all and enhancing community engagement.

### **Criterion #5 – Self-Survey:**

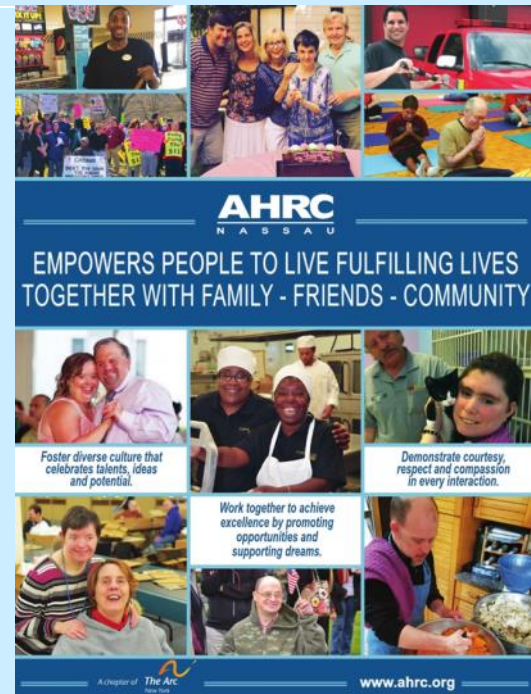
1. Add: Self-survey data provided to OPWDD.

### **Criterion #6 – Valued Outcomes:**

1. Add: Implement initiatives that support Supported Decision Making as a legal alternative to Guardianship which will ensure people have and maintain their legal rights.

**Criterion #7 – Quality Improvement :** No changes recommended at this time.

If you have suggestions for changes to the mission statement or management plan, please contact Colleen Tapia at 516 293-2016 extension 5492 or at [ctapia@ahrc.org](mailto:ctapia@ahrc.org). Everyone's input is valuable and welcome.





# MISSION STATEMENT & GUIDING PRINCIPLES IN ACTION



On May 15, 2019, 500 women served by AHRC Nassau and its affiliated agency, Citizens Options Unlimited, attended a Women's Health Fair, entitled, "Passport to Your Best Life." It was an especially exciting event as it was the first of its kind sponsored by this agency. The excitement the night of the event was overwhelming.

Safie Salon partnered with our agency in this exciting effort. The owner Lulzime Azemi, assisted by her employee Christina Dombal, were more than happy to supply giveaways for participants who visited the face and hair table. In addition, Lulzime contributed 2 door prizes (hair products and a gift certificate) that was the "highlight" for 2 women that evening.

During the event, Ms. Jeanmarie Rogers, a woman we support, approached the face and hair table and saw the giveaways with the Safie Salon card in the same pouch. Jean Marie excitedly said "Hey, that's my salon!" As it turned out, Jean Marie shared that her hairstylist is Jen (Jennifer Oliva). Jean Marie said she loves getting her hair done by Jen and that everyone there is so nice to her. She added that she always looks beautiful when she leaves. Then she proudly took a picture holding the Safie Salon giveaway and asked that it be shared with Jen.

It was a great thrill for the women we support to have the opportunity to obtain some self-care items that they might not otherwise have had the funds to purchase. Thanks to Safie Salon, we were able to make this thrill a possibility. And although we thought that this was the first partnership we had built with them as an agency, it was a pleasure to find out that they had already built a positive relationship with Jean Marie Rogers!

## Community Recognition

### Dance



Pictured above is Merideth Shear, Maryann Grasso (Owner) Alison Chapler, Wendy Schmerzler, & Mara Karfinkel (teacher).

Dance Workshop, which celebrated its 40<sup>th</sup> anniversary this year, is an amazing studio in Lynbrook. They perform a huge dance recital every year at Hofstra University.

The women at Cornwell Street - Alison, Katherine, Meredith, and Wendy - have been taking dance lessons there weekly for the past 6 years. Over the years, they have learned and performed ballet, tap, jazz, and modern dance. They are dancers in the show every year and are also in the grand finale performance.

Alison, Katherine, Meredith, and Wendy have been challenged with more difficult routines each year. Showing determination, they have worked and practiced with their instructors to ensure a perfect performance.

The owners MaryAnn and Nanci, along with all the teachers and staff at the school, are so welcoming and friendly. The Cornwell Girls love dancing and Dance Workshop has made them part of the dance community. Due to all of this, Dance Workshop received a well-deserved Community Recognition award.

## Nancy's Hair Garden by Kate Zimmerman, Site Manager, Freeport Program

For several years now, Nancy from Nancy's Hair Garden has donated gently used goods such as books and magazines to Freeport for people to enjoy. The magazines have been used for arts and crafts projects, dream boards and as a resource for discussion topics. The books have been used to teach and enhance reading skills, and have been used to create our own little library at the hub site for everyone to use and enjoy. Most recently, aside from the donation of books and magazines, Nancy has put together a clothing donation to be used by anyone in need of spare clothing at the program. Nancy's generosity knows no limits, and has made a tremendous contribution to people's enjoyment of activities and experiences.



# VALIDATION VISIT

## Validation Visit Follow-up—Recommendations and Action Plan

Recommendation	Action Plan
Addition of systems addressing live-in staff (Clear parameters re allegations, condition of apartment, monitoring of staff honoring live-in contract, create/review policy- procedure, live in contract etc.)	Revised Policy/Procedure and finalized.
Creation of a formal work order policy/procedure including the prioritization of maintenance issues.	Policy/procedure developed and finalized.
Complete a trend analysis of maintenance issues identified through maintenance work order, QI and/or surveyor citations. Determine if this is an area a quality improvement goal is needed.	Maintenance analysis of work orders completed. Future trend analysis as indicated.
Complete trend analysis of minor notables (AHRC) and system compliance completion within required timeframes and address.	QA on-going tracking reports now provided with ongoing monitoring provided.
Staff Action Plans- Trend analysis recommended to ensure that training is being implemented system wide and to determine if a quality improvement goal is needed.	Initial report of citations provided. On-going training and directors review until AD/PC proficiency is demonstrated. Training enhanced and provided. Complete trend analysis to address trends via 2020 quality improvement goal

### CHELCHIE JACOBS: DANCING AWAY SHYNESS

Submitted By: Samantha Rodonis | AHRC Nassau

Chelcie Jacobs works as a Direct Support Professional for AHRC Nassau.

Nefertiti, who receives supports through AHRC Nassau, took part in a Personal Outcome Measures® interview not too long after she started in the organization's 'Program Without Walls' in Freeport, NY. One of the goals that came out of Nefertiti's interview involved Personal Outcome Measures® indicators of people have friends and people perform different social roles.

Chelcie was able to use the information gathered from Nefertiti's Personal Outcome Measures® interview to understand that Nefertiti was a bit shy and desired some assistance in feeling more comfortable around other people. Chelcie learned that Nefertiti wanted to initiate friendships with people, but needed support to overcome her shyness.

When talking to her, Chelsie discovered that they both enjoyed dancing. Being a dance major, Chelsie was able to choreograph a dance routine. She asked Nefertiti to be a part of a talent show where this routine would be displayed. During many practice sessions, Nefertiti was able to develop friendships with people that share common interests. She exchanged phone numbers with some of her peers and is currently dating someone in her program. It's rare to see Nefertiti without a smile on her face as she enjoys spending time with her new friends.



### POM Recognition Submitted by Susan Limiti

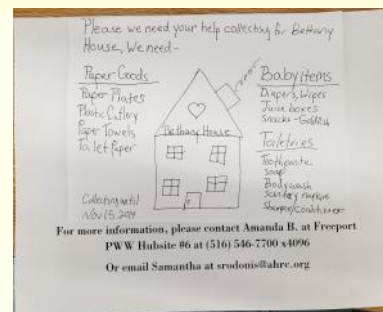
Personal Outcomes are what matter most to people in their lives. Personal outcomes are different for everyone. Staff that go above and beyond to assist people to achieve their personal outcomes, or value and promote this philosophy, are recognized by the agency. Samantha Rodonis received this recognition as she supported a person to start a collection drive for Bethany House, a safe haven for woman and children that have been abused. The drive ran for two months and collected hygiene items, paper goods and art supplies for the children. Samantha plans to assist in this person's next collection drive, collecting warm clothing for the children. Congratulations to Samantha on this award. You are supporting people to achieve their dreams!



# PERSONAL MISSION

## Bethany House By Samantha Rodonis

Back in September, Amanda Brosnan, a volunteer at Freeport's Program Without Walls Hub-site #6, wanted to organize a collection drive for the homeless. She approached me with the idea and asked if this could be done. I asked if she knew of a specific place she wanted to donate. She didn't know of a place, but knew she wanted to make sure women and children were helped, especially people who had been survivors of abuse, a cause that is very important to her. We did some research online and we found Bethany House. Bethany House is a shelter for only women and children located in Roosevelt, NY. They provide a safe and supportive living environment for women and children in Nassau County who find themselves homeless. They believe that "each person deserves and needs adequate food, clothing, and shelter, provided in a nurturing and sustaining environment." We reached out to Bethany House and explained to them that we would like to hold a collection to be donated to them and had them identify all of the supplies they needed such as toilet paper and paper goods, toiletries and sanitary products as well as diapers and snacks for the children.



Original Poster made by Amanda



Amanda Brosnan at Bethany House

From the moment we had decided on donating to Bethany House and knew what they needed, Amanda was up and running to make this happen; she handmade the flyers which were distributed to all of day program and around the Freeport building. Once the donations started coming in (which was within days!) she organized all of the donations by category and kept a running inventory of all we had received. Every time a donation came to the site, Amanda lit up with excitement. She had chosen to run the collection until November 15<sup>th</sup> and reminded us often to keep advertising so that we could have a great collection to bring there. By the time that date arrived we had collected so many items and we could not wait to bring it all there.

On November 20<sup>th</sup>, Amanda, along with me, Clinician Pamela Boyle, staff member Aprilyn Ratley and five of her peers (Debra Grupp, Maria Cruz, Lillian Hills, Nefertiti Dolce and

Karen Solga), all went to Bethany House to deliver our donations. We were greeted by the Residential Director, Donna James. Donna was overwhelmed by all we had brought and shared how all of these items were so needed by them. Donna spoke to all of us about the house and the other residences they have in the area. She shared about the women and children who live there and gave us a tour of their beautiful home. On the tour, we got to meet one of the residents. She was very open with us, sharing about the situation she was in before she arrived two weeks ago. She hit hard times and was sleeping in a local train station. When she finally reached out to social services she was placed at Bethany House. She now has a bed to sleep in, three meals a day and a job she can walk to in the area. She shared how in just a short amount of time, her life has changed and she is forever grateful. We all got to see firsthand how this home changes lives. Our volunteers were able to share with her and the staff of Bethany House about how they are thankful for all of the things we have in our lives that we often take for granted. With Thanksgiving only a week away, we are all a bit more thankful for how fortunate we are and hope we can continue to help those who are not quite as lucky. Amanda has already begun planning her next collection for the spring and can't wait to return to Bethany House.



All of the collected items before we brought



(From left to right) Aprilyn Ratley, Maria Cruz, Nefertiti Dolce, Karen Solga, Amanda Brosnan, Lillian Hills, Samantha Rodonis, Debra Grupp and Donna James

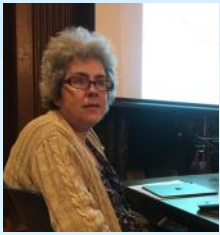


Amanda Brosnan with all of the donations



Samantha Rodonis (site manager), Donna James (Residential Director), Amanda Brosnan and Deborah Moses (Bethany House staff)





## Annual Board COMPASS training

Thank you to Jessica Campbell, Advocate and AHRC Board Member for her thoughtful and informative presentation on Supportive Decision Making on November 18, 2019 at AHRC Nassau's board meeting. It included Jessica's personal journey with Supportive Decision Making which made it a very interesting and inspiring training.



## Strategic Planning Kick Off

As AHRC and our family of organizations prepared to begin another three-year strategic planning process, our community of leaders came together for a kick off presentation on October 8 from Alonzo Kelly, CEO of Kelly Leadership Group, who inspired us to evolve our critical thinking and leadership skills.



## Sib Shop A New Initiative!



Mary Mendes & Mollie Traversa, members of the Sibling Group, at AHRC's Board of Directors meeting

On September 17, 2019, Mary Mendes and Mollie Traversa, members of the Sibling Group, shared at a Board of Directors meeting information on "Sib Shop" an innovative sibling innovation that provides young brothers and sisters, who have a sibling with a developmentally disabled, with peer support and information in a lively and recreational setting. AHRC's Board of Directors approved the proposal to start a Sib Shop program. This new and important initiative is being hosted by Brookville Center for Children's Services.

Siblings can be the first friends and systems of support for children with developmental disabilities. Understanding this important, lifelong relationship, Brookville Center hosted on November 22 and 23rd the award-winning program, Sibshops – The Sibling Support Project. Led by Emily Holl, this conference provided clinicians, educators, social workers and system partners with kid-friendly programs focused on building greater compassion, advocacy, insight and tolerance among siblings.

The conference demonstrated how to develop these qualities through recreation and peer support. One session hosted 10 siblings (ages 7-12) of children with developmental disabilities, where skills were taught through games and discussion activities.

The conference also featured a panel from the AHRC Adult Sibling Group, including AHRC Nassau President Paul Giordano, Jonas Kaplan, Mary Mendes, Ali Carbone and Ariam Alula, as well as an overview of how to operate a Sibshop program in attendees' local communities.



## Board of Directors Physical Plant Inspections

The annual Physical Plant Inspections (PPI) meeting is scheduled for March 11, 2020. At this time, the policy and procedure will be reviewed, sites will be assigned and any questions or concerns addressed. The physical plant inspection process remains an integral component of our success as a COMPASS agency.

84 physical plant inspections were completed since July 2019. A total number of 61 new work orders were generated. There were 6 hazardous citations. There were 12 physical plant deficiencies that remained open after 60 days.

Thank you to Susan Dowling, RA who coordinates and oversees this process.



Members of the Board of Directors along with management staff during the annual physical plant inspection meeting. Pictured from L to R: Susan Broderick, Deanna Allen, Dian Burkett, Tom Moore, Martha Carney, Chris Williams, Harriet Traversa, Shaun Weathers and Jack Garofalo.



## SIBLING Holiday Party

On December 5, 2019 over 100 people gathered for the annual sibling holiday party in Brookville. The Sibling Group meets three to four times a year. Paul Giordano, AHRC 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 long lasting, positive and loving relationships. AHRC Nassau strongly encourages this natural support and enjoys working with so many engaged siblings.

### 2020 SIBLING GROUP

- March 22 2020 – Sibling Brunch/Meeting, 11:00-1:00pm Brookville
- June 2, 2010 – Annual Sibling BBQ 6:00-8:00pm Brookville.  
*Please bring your brother or sister*
- September 3, 2020 – Sibling Meeting, 6:30-8:30pm, Plainview
- December 3, 2020 – Sibling Holiday, 6:00-8:00pm Brookville.  
*Please bring your brother or sister.*

For more information on the Sibling Group, please call 516 293-2016 extension 5492 or email [ctapia@ahrc.org](mailto:ctapia@ahrc.org)  
Come join us!

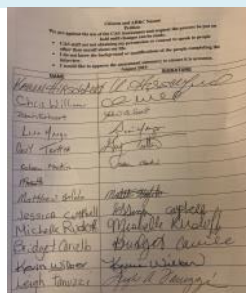




# AHRC Nassau - Councils

## Executive Council Met Monthly (except summer break and November)

- The Executive Council hosted a Decision Maker sign up on August 22, 2019.
- In September the Executive council created a petition, which spoke to the concerns regarding the CAS (Coordinated Assessment System) . The petition was forwarded to OPWDD.
- A safe driver training was completed by Executive Council members on September, 4, 2019.
- The Executive Council celebrated DSP recognition week September 9–13th by planning and completing many recognition activities.
- Colleen Mackin co-leader of the Executive Council, met OPWDD Commissioner Katz during their Board meeting prior to the State conference.
- The Executive Council hosted a table at the AHRC Walk in October to spread the word about empowerment and advocacy.
- The Executive Council will spear-head a “Re-Branding” of the Councils in 2020. More information to follow....



## Strategic Planning - Advocates Input



On November 23, 2019 advocates from throughout the agency came together at the Executive Council meeting to share with Strategic Planning Facilitator Sofiya Chayenne Perez from Penn Creative their thoughts on agency strengths and weaknesses. The advocates enjoyed the opportunity to participate in the strategic planning process and offer their input. It was a win-win

Sofiya: Thank you! This will be such a treat for us and I hope for Executive Council as well! Their thoughts and views can be included in our analysis which will be a huge help!

Sofiya commented “Thank you. I had a fantastic time getting to know the self advocates and I think we found some great trends for our data collection. Thank you!”

After meeting with the Executive Council,

## Freeport Workforce Council Met Monthly (except summer break)

- In August 2019 we had the annual Workforce BBQ partnered with a carnival theme. All associated in workforce service for AHRC Nassau were invited to attend. We were able to host the event by barbecuing hamburgers and chicken outdoors and setting our carnival attractions in the prevocational work area so that we could create a true celebratory event. Bellmore Fire Department was very supportive of this event and donated \$100 dollars to assist with expenses.
- In September the Freeport Workforce Council did a review of how to be safe in the workplace. We are pleased to report an immense amount of interest and input to educate and advocate for their peers.
- In October the Workforce Compass Council was able to host a Halloween party that included a costume contest, treats, games, face painting and music that all in the workforce services were invited to attend.
- In combination with the Freeport Day Hab, we were able to host a Winter Holiday Party for all the people who participate in the programs here in Freeport. During the party the Freeport chorus; comprised of 45 people from both programs, performed distinguished holiday selections for everyone.
- Freeport Workforce Council is pleased to announce that several new jobs materialized in our site based prevocational work shop this year: jewelry assembly, lithium battery packaging and embroidering 1500 jackets distributed by Nassau County to the homeless population. These operations continue to be on going.
- The Freeport Workforce Council is in the planning stages of our annual empowerment showcase held in Freeport in May and look to combine efforts for the event with the Freeport Day Hab.



## Caught in the Act—Farewell to Barbara Bodner

AHRC Nassau Residential Council recently held the annual Caught in the Act Recognition Dinner at the Brookville Mansion. Staff were honored by the people they support for exceptional service, that shows dedication above and beyond the call of duty. Honorees include Taiwane Verene, Fatima Tobin, Kristen Angiuli, Crystal Branham, Clara Epemolu, Noel Quiles, Josephine Smiley, Corrine Kennedy, Roberte Metellus, Sybil Grant, Nicola Williams, Shwanna Kales, Indardaye Chan, Donna Thompson, Sheryl Wade, Pam Boyle, Marybeth Campfield, Rhomie Malebranch and Donna Thompson.



The dinner was also an opportunity to honor Barbara Bodner, the long time advisor to the residential council who is retiring. Barbara dedicated endless hours to the residential council, the local and state wide SANYS group and volunteered at the local and state self-advocacy council. Barbara was also a long time member of the COMPASS committee. Thank you Barbara for all you have done to promote advocacy throughout the Agency. Best of luck on your retirement.



## Volunteers from Day Hab Give Back

This holiday season AHRC Massapequa Broadway Hub Site is doing its part to make a difference! It is no surprise that this time of year many people are outside without adequate protection from the cold. Well this year AHRC is joining forces with our very own Lynne Brewer to help make a change! Lynne Brewer, FSS Community Relations Liaison, has always had a desire to help the homeless for the holidays. She has finally succeeded, she purchased 120 pairs of socks and gloves and 120 hats.



Over the past few weeks Massapequa Broadway has been working extra hard on making sure the homeless in the city stay nice and warm, by putting together goodie bags filled with these warm hats, scarves, gloves, candy canes, candy and even making their own holiday greeting coloring pages to add a little holiday cheer to the bags.

Remembering that many of the homeless have dogs, we can't forget the dogs! Hub Sites Freeport, Massapequa Clocks, Jericho North Broadway #2 and Farmingdale #2, have been working very hard on making homemade pumpkin dog treats to add to the bags as well as to deliver to local shelters.

Special thank you to Lynne, and every hub site involved in this amazing project! The gift bags will be given out by Lynne, her daughter Diana, and volunteers Kelly and Emily on Sat. Dec. 21. They can't wait to spread the cheer! Happy Holidays!

## Residential Council Met Monthly (except summer break)



- Our Halloween Movie Night Fund raiser on November 1<sup>st</sup> raised \$600 for the Guide Dog Foundation
- At the September LI Regional SANYS Conference, Charles Moody received the LI Self Advocate of the Year award.
- At the State SANYS Conference in October, Charles Moody received the State Self Advocate of the Year Award
- Topics at the Council meetings were: How to Voice a Complaint, Fire Safety and a Holiday Party in December.
- The Council's "Caught in the Act" dinner to recognize staff who have gone "Above and Beyond" in their jobs is scheduled for January 15, 2020

# Advocacy and Councils

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

- The University of Person Growth was well attended where the topic was problem solving and coping skills.
- Community Bank gave weekly classes on how to prevent identity theft. Council members were given tips on what information should not be shared with people they do not know.
- In September, Council members had the opportunity to have their picture taken with their favorite DSP and the pictures were displayed in Plainview during DSP appreciation week.
- About 50 people attended the LI SANYS Conference in Melville where everyone had the opportunity to attend a workshop of their choosing.
- The SANYS Statewide Conference was held in October and Council representative Elise Olsen, who received the Ivy Ferdinand Scholarship this year, attended with some of her peers. It was a two day event where people had the opportunity to meet with people from other agencies and discuss topics of interest.
- A legislative breakfast was held in November and people that attended had the opportunity to talk to local legislatures and listen to the concerns of family members that care for a child with a disability.
- The Rights Rally in Brookville was well attended by many as people shared what was important to them.
- The Council initiated a fundraiser for the Bahamas after they suffered much loss after being hit by Hurricane Dorian.
- Council members reviewed and approved the management plan and agreed upon not changing the mission statement.
- Elise Olsen, CHS representative from HS 3 in Freeport, won first place at a photography competition sponsored by the ARC of New York. She went to Schenectady where she attended a reception and was presented with the award.
- The Council is sponsoring a toy drive where each hub site will be collecting donations of new toys. The toys will then be going to the Long Island Toy Exchange, a site that distributes toys to children with disabilities who are in need.



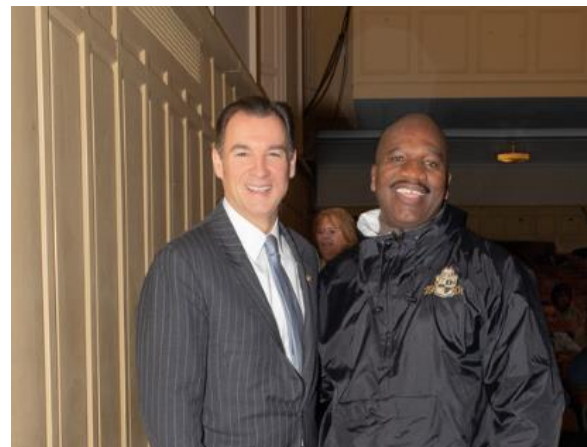
## AHRC Holds Banner High at Martin Luther King Day Celebration



AHRC Nassau families and hundreds in the Glen Cove community came together for the 36th annual Martin Luther King Jr. Observance March on January 20, 2020. We were proud to honor Dr. King's legacy, his dream and the generations he's inspired (and will inspire) to create opportunities for greater equality and empathy.

AHRC Nassau families and friends began their tribute at the First Baptist Church and ended at Robert M. Finley Middle School for a celebratory program. In attendance was

Congressman Tom Suozzi, Mayor of Glen Cove Tim Tenke, State Senator Jim Gaughran and AHRC Nassau Executive Director Stanford Perry.





## SANYS Long Island Conference

The Long Island Regional Self Advocates of NYS (SANYS) conference was held on September 10, 2019 at the Melville Marriott. The theme was "It's My Life, My Plan" recognizing and encouraging the strength of self-advocacy across Long Island.

There were many sessions offered such as "Over the Rainbow: The LGBTQIA Movement Comes Out of the Closet", "Self Advocacy and the CAS Assessment", "Building Your Self-Directed Life In Your Community" and an open forum on managed care. It was an inspiring, fun and educational day.



## SANYS STATE WIDE CONFERENCE By Michelle Rudoff and Steven Barsh

A group of 32 self-advocates met at Plainview on Thursday October 10<sup>th</sup> to head up to the Albany Marriott for the SANYS annual State-wide conference. Everyone was excited to get on a big charter bus and learn some new and exciting things in the world of self-advocacy.



Self-advocates shown above and below on bus ride and at SANYS conference at the Albany Marriott

We boarded the bus at 10 and stopped at a rest stop along the way for lunch. We got to the hotel at 3p.m and waited in the lobby for Sergio to hand us our room key so we can go up and get settled into our rooms.

Some of the workshops we went too were Self direction, Right2ride and a workshop where we expressed ourselves in making t-shirts. We got to meet with the new commissioner mid-day Friday. After a nice buffet lunch we broke up into our workshops.

We really enjoyed this year's conference because we got to network a lot more with difference advocates from different agencies. Since we only had workshops in the afternoon, we were able to network more during the morning. Mr. Charles Moody won the Bernard Carriello self-advocate of the year award. The only part of the conference we didn't like was the food they served at dinner time. Next time we are requesting a microwave in our rooms so we can heat up food. Or maybe Sergio would take us to a nice restaurant lol :P



## Rights Rally



On October 15, 2019 AHRC Nassau held its annual Rights Rally. Jonathan Drexler was Master of Ceremonies. The guest speaker this year was Shameka Andrews, SANYS. The FREE Singers performed at the event and were phenomenal. Charles Moody was also honored for his lifetime contributions to self advocacy. Many people took the opportunity to speak and share the rights that are most important to them. It was a fun, moving and inspirational event!





## AHRC Nassau is Represented at the 35<sup>th</sup> Annual New York State ID/DD Nurses Conference



Pamela Boyle, MS, AHRC Nassau's Socialization and Sexuality Specialist, was an invited presenter at the annual conference of the NYS ID/DD Nurses Association which convened in Saratoga Springs, New York, September 16-18, 2019.

Her presentation, entitled ***The Psychosexual Assessment and Treatment Continuum: Understanding the Socio-Sexual Needs and Challenges of People with I/DD*** was presented to a group of 80 nurses representing provider agencies throughout the state.

Pam described AHRC Nassau as a "sexuality positive" agency with a proud history and long-standing philosophy that acknowledges sexuality as an important part of the human experience and suggests that all people deserve the opportunity to learn about this part of their lives. She indicated that the agency has taken the unique stance that having a well-identified, structured program of sexuality education and counseling services, provided by a full-time staff member, helps ensure that sexuality education and counseling is made easily available to the men and women AHRC Nassau supports. Pam stated that AHRC Nassau has also invested in the training of staff, parents, siblings and guardians so that individuals supported are surrounded by a circle of support that respects all aspects of their lives.

She shared details about the ***Psychosexual Assessment and Treatment Continuum*** with the workshop attendees. The continuum provides a way of identifying, understanding and supporting the range of needs that people with I/DD present including developing interpersonal skills, understanding relationships, preventing abuse and recovery from trauma, understanding social expectations and socio-sexual boundaries, treating sexual disorders and understanding forensic issues.

## Voting—Election Day



Happy Election Day. People were eager and proud to take part in this important civil right - the right to vote.

Every vote matters and ensures that our voices are heard on the issues that impact our community and our lives.



## Introducing Tonya!



For well over a year, Tonya Castillo has been volunteering her time providing orientation training to new hires on topics such as individual rights, empowerment, COMPASS etc. Due to her dedication, passion and consistency, Tonya applied for and was hired by the COMPASS/QI department to fill this role through competitive employment.

Tonya shows up and enthusiastically teaches staff. She is shown here offering orientation training with long time trainer and volunteer, Philip Guerra. Leigh Fanuzzi oversees the orientation training and shared that this is new hires' favorite part of the curriculum. Hearing directly from the people that you will eventually provide supports to is priceless and more

meaningful than watching a film, looking at a power point or reading a curriculum.

We wish Tonya the best of luck in her position!

## Local Heroes

The week of January 13, 2020 was National Law Enforcement Appreciation weeks. AHRC Nassau volunteers arranged a visit with the third precinct to offer up some sweet and tasty goodie bags to thank them and show our local heroes our support.



## Cheers to Janice Shear!

On October 18, 2019 Janice Shear retired from AHRC Nassau. Janice was a long standing member of the COMPASS committee lending her unique perspective as a committed employee and most importantly as a parent. She effortlessly gave of her time to COMPASS initiatives and lead the award winning Day Hab Council for many years. We will miss Janice! Below is an excerpt from her daughter Meredith's speech.



Today, I wish my Mother the best in her well-deserved retirement. As she moves to the next phase of her life she does so knowing that she has spent the past twenty two years supporting people to live dignified and respectful lives. She especially did this for me and more.

My mother tirelessly and effortlessly provided opportunities for me to live a life full of happiness, independence and most all, love.

Mom also looked out for many others during her time at AHRC. Whether it was a ride to a party or purchasing something someone needed – she looked out for everyone.

My Mom is unsung hero to me and many others.

Mom is like no other. She gave me life, nurtured me, taught me, fought for me made sure I had the best clothes.... but most importantly my mom loved me and is a powerful influence on others.

Oh and Mom...forgot to tell you, Stew Leonard's called, they are looking for someone to dress up like a Chicken – and do the Chicken dance around the store - maybe a new Career????

Seriously Mom – I am so proud of you and very proud to be called your daughter – I love you.

## Quick Action - Life Saver



On 7/24/19, in the early morning hours at the Bedford Court Residence, one of our dedicated staff Lamwell Williams collapsed in the second floor bathroom while on shift. Wayne Melle heard what had happened and went to tell the other staff who called 911.

Lamwell was taken the hospital via ambulance and credits Wayne with saving his life. Wayne went to the hospital to see him last night as he wanted to be sure he was ok. Lamwell thanked Wayne for saving his life and promised to work on getting better so he can return to work soon.

We are very happy that Lamwell is going to be ok and very proud of Wayne. He has made his CLS family proud.

## Photography Winners! By Chris Williams

Congratulations to Elise Olsen (Freeport PWW) and Jennifer Alford (Glen Cove-Glen Street) who were both chosen as winners at The Arc New York's 2019 Photography Competition. Elise's photo (shown below) won first prize and Jen's was chosen for third prize. Both were on display during the 70th Annual Anniversary meeting on November 14th-16th at the Rivers Casino & Resort in Schenectady, New York.



Special thanks to Kate Zimmerman who supported Elise and helped make her attendance at the event happen!

Very proud of them both!



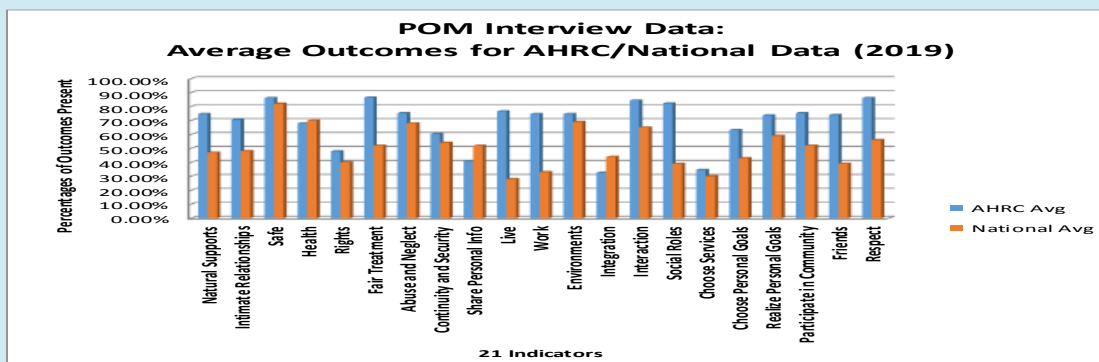
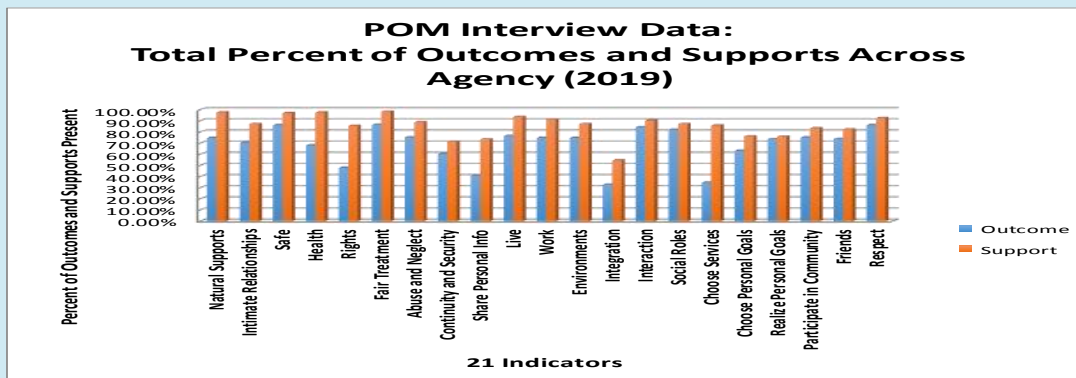
## Personal Outcome Measures Update By Colleen Tapia

The Quality Improvement Department developed a policy and procedure to utilize Personal Outcome Measures to develop meaningful, person centered valued outcomes in order to help people improve their quality of life. When feasible, POM interviews are to be completed 1 – 2 months prior to a person's Life Plan meeting and least every two years. The Personal Outcome Trainers/Interviewers continue to track all data for the individual's outcomes and the agencies' supports in order to implement improvement initiatives. In order to assist people to understand CQL and Personal Outcomes, POM trainers/interviewers attend residential/ house, day program and family meetings. The POM staff continues to participate in Council meetings and COMPASS meetings. Personal Outcome trainers/interviewers provide supports to people at their Life Planning meetings as requested. They also provide support to staff members at reviews. The COMPASS initiative set forth for staff in both the day and residential settings continues to offer monthly training to people supported on specific individual rights.

Advocates are members of the Board of Directors, COMPASS, Human Rights, Incident Review and Guardianship Committees. People supported attend Human Rights Committee meetings as they wish, with support staff, as needed, to discuss the current rights restriction in their plans and and/or medications. They are involved in the discussion about the need for continued or discontinued use of it and the process of fading it out of their lives in a safe and healthy way if indicated. POM interviews continue to be conducted prior to referral for a psychiatric evaluation.

Empowerment training is offered to people receiving supports on various topics: employment options, living options, funding sources, running my own ISP, diversity, computer classes, community safety, obtaining a driving learner's permit, voter registration, fire safety, public speaking, appearances and personal hygiene, cooking and kitchen safety, relationships and boundaries, and first aid. Training on POMs continues to be provided at New Hire Orientation. Staff also signs an attestation to indicate their commitment in facilitating that people supported work on and attain their outcomes. POM training is offered through the year to existing staff. Each year the POM department interviews a different set of people supported by both AHRC Nassau and Citizens through various services (Residential, Day Program, Supported Employment, Community Habilitation, Self-Directed Services). For 2019, 377 interviews were conducted (compared to 477 people interviewed in 2018). POMs are typically conducted every two years or as requested, with the exception that people with formal Rights Restrictions are interviewed annually. Therefore, while it is useful to compare data for 2018 with 2019 to reflect larger trends within the agency (as well as trends influenced by OPWDD), each year's data represents a different group of people with different wants and needs that can change over time.

*"The Council on Quality and Leadership recently conducted a study<sup>3</sup> which analyzed over 1,300 Personal Outcome Measures® interviews with people with intellectual and developmental disabilities to examine the impact DSP turnover had on different aspects of people with disabilities' quality of life. Major Findings: DSP Turnover Negatively Impacted Every Area of Quality of Life People with disabilities were significantly less likely to have almost every quality of life indicator present when they experienced DSP turnover." (CQL 2019)*



# VALUED OUTCOMES

## Job Well Done!

Congratulations to Abel A. Hernandez, winner of the William B. Joslin Outstanding Performance Award from the New York State Industries for the Disabled, Inc. (NYSID). For 19 years, Abel has been an active member of the AHRC Landscaping team, supporting government contracts including four State police barracks and the Department of Labor.

When told he was nominated for the Joslin Award, Abel humbly responded that it was “nice to be recognized for doing a good job.” For this honor, Abel was also recently featured in Long Island Business News.



## Lessons Learned from Gwynn

We lost a person who was truly successful on June 20<sup>th</sup>, when we lost Gwynn Ford, so early, at only 54 years young. Gwynn, the matriarch of work ethic and accomplishment, lived life to her full potential, working, traveling and surrounded by a large network of friends who loved her dearly. No matter which definition of success is used, Gwynn's picture could be right next to it. When you hear the comments her friends recited - A kind soul who cared about people. Lit up a room with her smile. Beautiful inside & out. A supportive friend who got along with everyone - you know that this was a person who made a difference in the lives of the people she touched. Her successes also included her time at work. Whether at AHRC Freeport, or Season's 52, this was a woman who knew that she could contribute to her world in a BIG way. Her inspirational comments and heart felt “thank you” will always be remembered.



While working at Season's 52, she was a dedicated worker, beloved by her co-workers, supervisors and staff. She was a team player, holding the hand of her Job Coach, when the floor of the restaurant was slippery & wet and she didn't have the proper shoes on. Her devotion to a job well done was evident in everything she did and, it is indisputable that she took great pride in doing her best at all times.

If there is one thing we can learn from all of Gwynn's successes, it is: To live your best life every day.

## Advocacy Network! Bridget Cariello

AHRC Rockville Center Auxiliary hosted their annual brunch. Their group has been actively fundraising for about 60 years. This is a group of dedicated supporters who give because they choose to make a difference. The AHRC Rockville Center Auxiliary hosts several events annually in support of raising funds for programs and services for people with developmental and other disabilities.

Several families supported by AHRC were in attendance, as well as nearly 100 attendees from across the tristate area. The majority of the attendees are simply community members wanting to help and do so just for the act of giving. This is a very special group of supporters and community leaders.

Jean Marie Rogers and I spoke on self-advocacy, programming and working together to bring passion to this important work.

Jean Marie shared that she was so excited to represent the people supported and to talk about AHRC and all the opportunities it offers. She shared that she was looking forward to the opening of Wheatley Farms where there will be a theater program along with a music and art program. Brenda Kaplan, one of Jean Marie's peers, raved about Jean Marie's presentation, stating that she was so impressed with her speech.

After our speaking engagement, day services accepted a \$12,000 check on behalf of AHRC Nassau. A proud moment for all!





## DSPs are Recognized by AHRC Nassau During DSP Week



# WE ♥ DAY HAB

The Day Hab Sites received

many letters of recognition from the families of the individuals we support every day in our program. We are so proud of our amazing staff that we wanted to share some of the wonderful things our families and individuals had to say:

### JNB 3

- We appreciate the patience, understanding, and love that the hub site staff exhibit every day.
- My daughter came to the site during a very difficult time, the site welcomed her, made her feel welcome and comfortable
- She has made many new friends and has increased her social skills.
- The staff is dedicated and I am confident that my daughter is always taken care of.
- It takes a very special person where you are giving of yourself to help, assist, and encourage other to be the best they can be!

### JNB 2

- DSP Robert is always smiling, has a lot of energy, and is happy to see my son when he picks him up in the morning.
- DSP Ashley is patient, attentive, and has developed a great rapport with her 1:1. We at the Seaford IRA think she is a real asset to the agency and she is to be commended on a job well done

### Carle Place

Thank you to Patricia and the staff for your caring, insight and professional training. Thank you for showing my daughter respect and kindness. There is an expression - take a walk in someone else's shoes to understand them. The staff at Carle Place do that every day to ensure success and understanding! Pattie P-I love you all, I appreciate you all

### Anchor Avenue

The staff are always there for us; they are always so positive happy and supportive. My son does a lot of activities that makes him feel very confident.

Love the site; the staff go above and beyond

Elise-site manager- is a very dedicated and caring person. She always takes pride in her individuals by making it her mission that the site is running smoothly!

DSP Tia has had a huge effect on the everyday happiness off my daughter. She is always smiling, has a positive "can do" attitude and encourages my daughter to be the best she can be.

All of the staff are wonderful examples of people who care; thank you for your kindness.

### Sea Cliff

Our son has been at the Sea Cliff hub site. There have been staffing changes but we have never had a negative response. Recently our son had a serious health issue and the staff at the site went above and beyond expectations. We will always be thankful for the care and professional action of the staff. Special thanks to Maryann-site manager, Salli, and Audrey

### Mott Street

Cheryl, site manager of the hub site, is dedicated, warm and welcoming to all. She has a quiet manner but can deal with everything that comes her way! We are lucky to have her

### Syosset

I would like to acknowledge all the staff at Syosset. When I asked my sister who is her favorite staff she said, "all of them". Thanks to all for doing such a great job in such a challenging site.

Rob, assistant manager, helps everyone at the site, He is always friendly and nice and kind. He helps me make my tea in the morning. Rob is the first person to say "hello" in the morning when I come in and always remembers to say "goodbye". —Ellen N

### Bethpage

My son never wants to stay home, even when he is sick. He absolutely loves the Bethpage hub site. I can't begin to thank all the staff for the wonderful job you do, I can't imagine what my son would do without this program and the most wonderful staff. Under the direction of Tina, site manager, we wish to express our deep and sincere appreciation for the efforts, kindness and assistance of all the staff.

My son has been with the Bethpage hub site for 10 years, it's his home away from home. He always receives the best care and attention from the entire staff and loves his activities. We don't know what we would do without the Bethpage hub site

Ashley 1:1 DSP-never seen my son as happy as he is working with Ashley. She is kind, soft-spoken and so gentle, I think our son prefers her company to ours! She goes above and beyond to ensure he is safe and his needs are met. She implements his goals with imagination.



# VALUED OUTCOMES

## What I Know to Be True By Bridget Cariello

*Parent, professional and lifelong advocate, Bridget Cariello, recently joined AHRC Nassau as a program administrator for Day Habilitation Services. Bringing her passion and 30 years of experience, Cariello will lead the development of new day service models through a person-centered philosophy that seeks to deepen relationships and interests. One of her first initiatives will be the launch of Wheatley Farms and Arts Center, a unique community experience that integrates the arts, equine-assisted activities, farming, animal care, music, yoga and movement.*



What I know to be true is that everyone deserves to be happy, healthy and safe. It sounds simple, and it is. However, for people with developmental disabilities and their families, it can look more complicated. I know. I've been on both sides of the equation – as a mother doing her best to empower a son with autism and as a professional working with government agencies and nonprofits providing necessary services. What seems simple can become complex.

What I know to be true is that we need each other. I learned early on how important it is to help people supported and their families understand New York State's service delivery system. I've also worked to support staff to see and feel experiences from the family and individual's perspectives.

All too often, I am asked what needs to change for people with disabilities. Where do I begin? Accessibility, inclusion, better access to the community, I can go on and on. What I know to be true is if we shift our hearts and minds to a new way of thinking that list would slowly dwindle to something manageable or not exist at all.

If I could impact one thing in this new position, it would be perspective. Imagine if we all shared the perspective that each person has a valuable contribution to make and we worked together to help one another do so? Seeing each individual person, as just that, an individual with his or her own needs, wants, and dreams. Just like anyone else!

What I know to be true is that together we can become a part of this change. This thinking begins to remove systemic and societal constructs that prevent real community change and integration from happening. Our system can be much divided. Self-advocates, families and providers each experience our field from different vantage points. I've found it perplexing how far apart we can appear to be in cause and opinion.

What I know to be true is that at the end of the day, we are all really on the same page working to support people with disabilities to have safe and profound daily living experiences. We all want the same thing, to support people with disabilities to build meaningful relationships — to experience the beauty in life with dignity and wonder, just like anyone else. As we grow in this theory and keep these ideas in focus, we can work together to further impact the system. We are more alike than we are different.

What I know to be true is that by seeking to understand, and find our strength in one another we can create a stronger movement, and ultimately a community for the individuals we support, their families and ourselves.

In this new position, I hope to share my advocacy and statewide developmental experience to further enhance the quality services that AHRC Nassau already provides. It is my wish to share my passion for outside-of-the-box thinking and innovation. I hope to support the development of programs and services that will enable people with disabilities, and by extension their families, to lead their very best lives.

At Wheatley Farms, we are seeking to develop an opportunity where people with disabilities and their community members can learn and grow alongside one another. Wheatley Farms and Arts will connect people using services with their passions. It is my desire to support AHRC Nassau's investment in creating a completely new day experience where people can express themselves creatively in a natural, farm setting. Wheatley Farms and Arts will combine our commitment for the highest quality experiences with innovative programming and increased community engagement.

Over the years, my passion for change has driven me to cultivate my experience in parent- and self-advocacy. At AHRC Nassau I hope to learn more about the development of innovative quality day experiences while bringing a fresh perspective to this work. Learning more about each aspect of our field is critical in order to expand our contributions to this important work.

## Diversity Committee A Few Highlights

The Diversity Committee was pleased to sponsor a variety of events in the past six months. Below are a few highlights.

On August 5 staff joined in a softball game with Starz for a very exciting, inclusive activity that was enjoyed by all. On August 6 ice cream socials were held at Brookville Man-



sion, Plainview and Freeport. The social featured a "diverse" assortment of ice cream products and an opportunity for everyone to socialize. Playing the game "Two Truths and a Lie" provided the opportunity to learn new things about each other. On October 11 National Coming Out Day was celebrated. Rainbow-colored ribbons were worn to show acceptance and support of individuals from all gender orientations. On October 16 a second Hobby Fair showcased the diverse talents and interests at AHRC. From art to crocheting to jewelry making to belly dancing, our staff have a wide range of interests and abilities.

On October 17 National Disability Employment Awareness Month (NDEAM) was recognized with a dome lighting at the Nassau County Executive and Legislature building. Organized by AHRC Workforce in Freeport, the program featured remarks by Stanford Perry, Executive Director; Laura Curran, Nassau County Executive; Rene Fletcher, Nassau County DA's office; and Justin Dantzler, Director, Vocational Training. A proclamation was presented and the dome of the building was turned blue. Refreshments were provided by Café 230.



## Family Questionnaire Results 2019

The family questionnaire is a vital component of AHRC Nassau's COMPASS Management Plan. The questionnaire is sent to all families to obtain their feedback, assess level of satisfaction and improve services. The response rate for this year is 22.7% compared with 29.4% in 2018. The 2019 Agency wide results are attached for review.

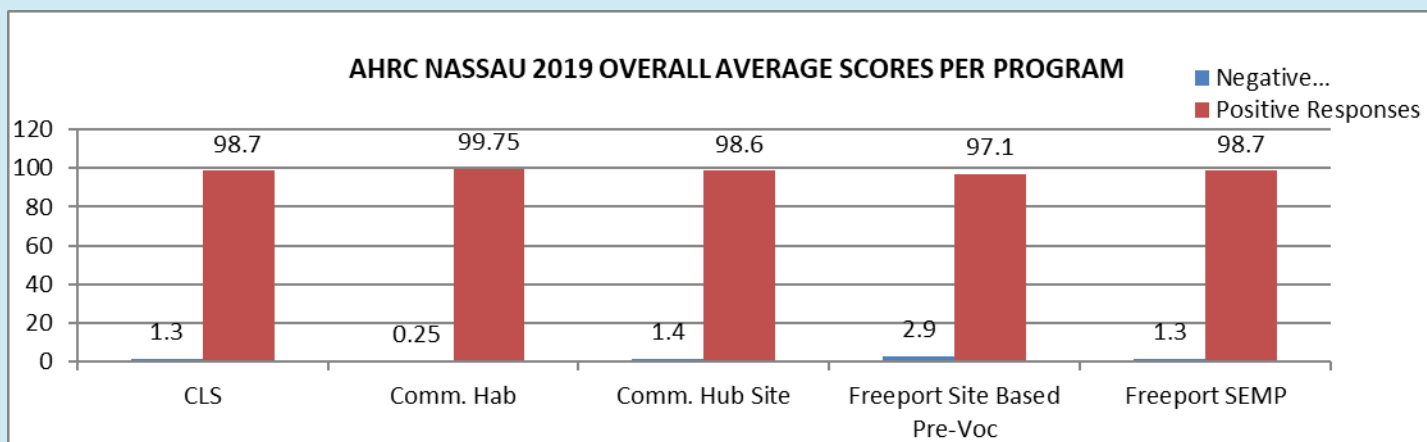
Survey respondents were asked to provide feedback on different program(s) that their family member attends. Out of 378 completed surveys, 328 respondents report having family members attend AHRC programs, 110 have family members that attend Citizens programs, and two respondents have family members that attend Brookville Center BCCS.

A trend is defined as a score of 89% or lower. There was one program trend identified at Freeport Vocational, "Does your family member have and connect with friends". \*This question was however deemed not applicable to vocational services which is a work environment. Thus there are no Agency wide or individual program trends for 2018. These are outstanding results which reflect the excellent services AHRC Nassau provides.

Each program will also address any family questions, concerns or requests shared on individual "comment sheets" provided with the questionnaires. Follow-up action taken is documented on corrective action tracking sheets. Corrective action forms will be maintained by each site with a copy forwarded to the COMPASS Department.

This year a new survey question was added to collect open-ended feedback from respondents by asking the question, "Please list any new or different services your family member would like to receive." Respondents could provide up to four comments and each comment could refer to more than one program. A total of 54 respondents answered the question with 78 total comments. Most comments were related to physical therapy/exercise (15%) followed by trips/excursions (14%), respite programs (12%), staff support (9%), educational activities (8%), and pre-vocational services (8%).

As per the COMPASS Management Plan, these results are provided for Board of Directors review and Agency planning purposes.



## House and Family Meetings

Per the COMPASS Management plan, House and Family meetings continue in each house to discuss agency happening, what people would like to do and an overall way of communicating with each other. The holiday time of year is also special as people begin the plan parties and get together with the special people in their lives. Many houses hosted their families for pre-holiday parties.

Special plans were made for people not visiting love ones outside their home on the actual holiday. Houses joined together and joined each other to a holiday dinner. That is what family is for.



# VALUED OUTCOMES

## AHRC and Nassau County District Attorney's Office Support Neighbors in Need

This Thanksgiving, we are thankful for our community and the opportunity to give back. Every year, people supported by AHRC Nassau contribute more than 200,000 volunteer hours to make a difference throughout Nassau County. The smiles and support given on a daily basis by AHRC volunteers were exemplified by Reggie Israel, Chris Ledour, Billy Jacob, John Buley-Neumar and Mike McCabe, who earlier this week, volunteered at the Veteran Stand Down event.

The volunteers greeted veterans, handed out supplies, as well as placed boots and socks in boxes for veterans to take home. With gratitude, we celebrate the opportunity to deepen our connections with our family, friends and neighbors



## University of Personal Growth by Helene Ramer

AHRC has been very proud of the success of the University of Personal Growth classes, that have been held once a month since last April 2019. Classes are held in Plainview on the 2<sup>nd</sup> Tuesday of the month from 11 AM-12. The program has been so well received that as of Jan 2020, we will be in Conference Room D. We will now be able to accommodate more people. Our first class for the new year will be Yoga and Meditation taught by Nicki Katz.

Every month the topic is different. Subjects range from health and nutrition to money management, relationships, safety, and personal and emotional health. Flyers are sent out by email to the hub sites and group homes monthly. Signing up is easy; just a quick email to Helene at [hramer@ahrc.com](mailto:hramer@ahrc.com). You do not have to attend all classes. Choose the ones that interest you.

The pictures shown are participants having a lively discussion regarding nutrition, while snacking on fresh vegetables. Please see the schedule for 2020. Hope to see you in class!



## Personal Outcome Award Recipient! By Sue Limiti

Chelcie Jacobs was nominated for and received the POM (Personal Outcome Measure) recognition award for supporting Nefertiti Dolce in her desire to dance. Chelsie learned that one of Nefertiti goals from her POM interview was to become more social and make new friends. When talking to her, Chelsie discovered that they both enjoyed dancing. Being a dance major, Chelsie was able to choreograph a dance routine. She asked Nefertiti to be a part of a talent show where this routine would be displayed. During many practice sessions, this person was able to develop friendships with people that share common interests. She exchanged phone numbers with some of her peers and is currently dating someone in her program. It's rare to see this person without a smile on her face as she enjoys spending time with her new found friends. Chelcie went "above and beyond" to help Nefertiti achieve her dream of dance and so much more!

*Thank you!*



## AHRC-Citizens Diversity Committee Hosts Hobby Fair

The AHRC-Citizens Diversity Subcommittee hosted the agencies' first ever Hobby Fair celebrating diversity among our staff by showcasing employees within the organization that volunteered to share a special talent or hobby outside of their passion for supporting people with I/DD. Eleven staff from across both corporations shared their extraordinary work including canvas paintings, graphic computer designs, hand-made essential oil products, handmade glamorous gowns, leather crafts, and crochet gifts and wear. We even had a staff who happened to be a professional saxophonist amaze the crowd with a few musical selections. Staff that came to the

event were amazed at the hidden talents their colleagues had that they never knew about. The committee looks to plan a similar event again in the near future.





# VALUED OUTCOMES

## 2019 EMPOWERMENT & FAMILY SEMINARS

### *Empowerment Series*

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

**February 26, 2020**  
**CPR/Choking Prevention**  
Plainview 11:00 a.m.

**March 20, 2020**  
**Empowerment Technologies**  
Freeport 1:00 p.m.

**May 12, 2020**  
**Engaging and Retaining your Talents**  
Freeport, 1:00 p.m.

**May 27, 2020**  
**Internet Safety**  
Plainview, 11:00-0 a.m.

**July 8, 2020**  
**Professional Behavior in the Workforce**  
Freeport, 1:00 p.m.

**September 23, 2020**  
**Personal Appearances**  
Plainview, 11:00 a.m.

### *Integrated Seminar Series*

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

Please join, members of the community,  
family members and Advocates....

**March 18, 2020**  
**Supported Decision Making**  
**10:00 a.m.—12 Noon**  
**Location: Plainview Old Bethpage Library**  
**999 Old Country Rd.**  
**Plainview, NY**  
**(25 people)**  
**June 2020**

**Dementia and Alzheimer's Disease**  
**June: TBA**

**October 7, 2020**  
**The Importance of Community Involvement/**  
**Engagement**  
**Wheatley Farms**  
**2:00 pm**

**Guardianship, Wills and Trusts**  
**TBA**



### **Empowerment Series** by Leigh Fanuzzi

The Empowerment Series for 2019 wrapped up with a Drivers Learners Permit Prep class. Everyone was given a learners permit booklet so they could study for the test. The importance of paying attention to the road while driving, no phones or texting was discussed in detail. How to make sure you always wear your seat belt, along with any passengers in the car with you. We discussed everything from driving the correct speed to parking. I am excited for the people who participated to take their permit test to see how they do.

### **Regulatory Affairs** By Eric Rosen

During calendar year 2019, the Regulatory Affairs Department completed one-hundred fifty two (152)) surveys. Surveys were completed for one hundred percent of the Agency's sites/programs during this calendar year. These included surveys of the agency's small IRAs, large IRAs, day habilitation programs, the community habilitation program, the prevocational program, the respite program and the supported employment program.

In addition, Person Centered Reviews were completed for a random sample of individuals. These surveys consisted of review of all services that the individuals received from the agency, utilizing OPWDD's Person Centered review tools.

Multiple exceptional practices were noted during completed surveys during the calendar year; including but not limited to satisfaction with services/supports, the promotion of independence; choice being available and offered, as well as positive/respectful interactions.

# The COMPASS Committee & The Quality Improvement Process

## AHRC Nassau and Citizens: 2019 QUALITY ENHANCEMENTS

In 2019, there were 13 quality improvement goals as well as enhancements, with 54% of the goals/objectives met.

**Outstanding! Below is a summary of some of the quality enhancements.**

### RIGHTS

- An enhanced Supported Decision Making training initiative took place in 2019 for all stakeholders. This included participation in the SDMNY pilot study to include training facilitators, training decision makers, identifying people interested in restoration of their rights, supporting people in restoration if desired.
- There was an increase in people exercising their due process rights via education and guardianship/rep payee action plans. As a result, people feeling supported to exercise their rights was increased by 5% in 2019.
- There was an increase in satisfaction in people feeling they are treated fairly and supported to make their own decisions by 5% in 2019. The goal remains to be sure people are not over supported and are supported to make their own decisions.

### DIGNITY & RESPECT

- There was an increase in people feeling respected by 5% in 2019 by providing only necessary supports and supervision.
- In 2019 there was an increase by 5% in personal outcome measures outcome data for "people choose where they work". Thus supporting that more people have the authority to direct supports/services & have opportunities based on people's choices, interests and desires.
- A Representative Payee and Guardianship/SDM (Supported Decision Making) action plan is in place for each person.
- A Family Seminar on Supported Decision Making (SDM) was held in April 2019. SDM training was also completed by COMPASS Trainers directly in Hub Sites. SDM and Personal Finance training was also added to Monthly Rights Training in 2019.
- In 2019, a Rights Ambassador was hired and sits on the Human Rights Committee/ Dignity in Life and completes Complaint Training.
- In 2019, a Financial Training Series was completed (10 week series) to support and educate those with interests in this area.
- A full day seminar was offered to all stakeholders on SDM.
- SDM NY pilot was joined (Facilitators training & Decision Makers trained). AHRC also hosted a statewide SDM pilot training for NYS.
- A Rights Restoration seminar/action day was hosted in 2019.

### NATURAL SUPPORTS

- People's satisfaction with natural supports remained very high and in the 90<sup>th</sup> percentile based on the 2018 individual and family satisfaction questionnaire results. All scores for satisfaction levels remained in the 90<sup>th</sup> percentile. Fabulous!

### FREEDOM FROM ABUSE, NEGLECT & EXPLOITATION

- A new policy/procedure clearly defining levels of supervision was implemented to assist staff with understanding the level of supervision people need. A Committee continues to review IPOPS to be sure person are provided with only the level of supervision needed.
- A training on completing minor notable incidents was presented twice to Assistant Directors over the past year to ensure timely and comprehensive incident investigations. A tracking form was also initiated to track the timeliness of the reports and identify late reporting. The form is reviewed by the Program Directors on a monthly basis. The QA Director attends New Hire Orientation to address new staff regarding their reporting responsibilities. The Director of QA also attends Council meetings to address incident trends and answer questions and solicit recommendations from the Council members.
- The topic of choking continues to be discussed at Council meetings to enhance both staff and peer awareness. Posters depicting food size and consistency were posted in Day Hab dining rooms. In all instances of choking staff implemented the Heimlich maneuver properly. Additionally the Training Dept. is made aware of all incidents of choking so they can use the scenarios as examples for the training curriculum.

### BEST POSSIBLE HEALTH

- Increase in the use of Tele med.

### SAFE ENVIRONMENTS

- A new work order policy/procedure was implemented in 2019 to clarify the process for processing and escalating maintenance requests.
- A review of data overall reflects a high level of safety in residential environments despite a small increase in fire safety citations.
- The goal to decrease the total number of employee injuries related to personal supports in 2019 by 5% compared to the total in 2018. In 2019, the total number of employee injuries related to personal supports across AHRC Nassau and Citizens was 12 compared to 13 in 2018, representing a decrease of 8%, exceeding our goal of 5%. Furthermore, it is noteworthy that there were 18 fewer employee injuries not related to personal supports, representing 26% decrease.

### POSITIVE SERVICES & SUPPORTS

- The goal to reduce the number of Behavior Support Plans that include 1 of 5 target behaviors (yelling, cursing, crying, threats, teasing) by 5% in 2019 was met with an 25% overall reduction noted. This far exceeded the original 2019 goal of a 5% reduction!
- Throughout 2019, data was also collected on the total number of Behavior Support Plans (BSP) within the agency. Total number of BSP's in AHRC Nassau and Citizens Options Unlimited has decreased as a result of this Factor 8 goal and represents a 22% reduction in total number of Behavior Support Plans in place.
- In 2019 behavioral staff are actively utilizing the Behavior Support Services Survey with DSP/ Management staff to obtain feedback on the person's strengths and needs as well as Behavior Support approaches during the revision process of each Behavior Support Plan. The results of each survey are assessed and relevant approaches incorporated into the Plan at time of revision.
- RBT program continues with 19 employees participating to date and 4 sitting and passing their exam. The 40-hour Registered Behavior technician (RBT) training program also continued with 19 employees participating to date and 4 passing the national RBT exam in 2019.
- Within AHRC, eight people had one or more restriction removed from their BSP while three people were able to have one or more restrictions faded. Within Citizens, five people had restrictions removed from their behavior plans while four people were able to have a restriction faded.

### CONTINUITY AND SECURITY

- There was an increase in people choosing personal goals from 33.33% in 2018 to 63.1% in 2019 based on POM interviews. Thus the goal to increase satisfaction in people choosing personal goals by 5% in 2019 was met.
- In 2019, AHRC & Citizens conducted a SWOT (strength, weakness, opportunity, threats) analysis to set strategic goals for the next 3 years



## CONTINUITY AND SECURITY—continued from prior page

- In 2019, AHRC & Citizens conducted a SWOT (strength, weakness, opportunity, threats) analysis to set strategic goals for the next 3 years for service and support improvement soliciting input from a variety of stakeholders including people supported, family members, community members, vendors and supports, and agency personnel and board members. Data points captured from SWOT sessions were reviewed by agency leadership to create strategic goals for the upcoming 3 years implementation and evaluation of progress.
- In 2019 one most notable efforts was the recent implementation of a cross program interest survey utilized to capture people's interests, desires, and talents regarding how they wish to spend their time and direct their services throughout the day. Data capture through this survey will be compiled and categorized for popular interest groups (2020). With the data the hope is to identify existing integrated community based opportunities & explore potential new integrated opportunities for each person based on data analysis and reassess satisfaction.
- Also in 2019 there have been a number of new opportunities made available to people. As of 7/1/19 the Wheatley Farms and Arts program commenced offering interested people the opportunity to engage in a variety of equine and horticultural activities throughout the day. This program has a plan to expand throughout 2020 and 2021 to also offer yoga/movement, arts, music & a variety of different wellness activities.
- Efforts continue to be successful in supporting people to work and/or participate in activities of their choice. A strategic planning goal remains in this area as we continue to shift the focus from purely volunteerism to a variety of interest based activities. Some successes are: 1.) The "One Stop Gift Shop", which provides experiences in retail and focuses on skill development for resume building. 2.) The rotating arts program as well as the East Meadow Art Gallery are very activities. 3.) A 'surf for all' program continues to be offered in the summer to interested participants. Although participation remained small this year it can lead to other opportunities in this interest based activity.
- Each year, the satisfaction questionnaire is completed by people supported by AHRC Nassau & Citizens. The 2019 surveys revealed that people feel that there is continuity and security in both their home and work. The results were excellent, with scores above 97% overall.
- In 2019 rehabilitation of homes continued in an effort to be sure people can age in place. In 2019 there were 9 single bedrooms created in AHRC Nassau residences. For Citizens, there were no rehabs that resulted in an increase in single beds; however, Citizens opened a new IRA; six people from the 904 Melville Estates ICF moved to this house, which resulted in an increase in single beds by 4.

## STAFF RESOURCES AND SUPPORTS

- The agency held its Employee Appreciation Day in June 2019 with over 700 employees in attendance.
- The agency now communicates with employees through Constant Contact allowing for timely distribution of email blasts on pertinent employee issues.
- The Plainview facility was secured in early 2019 and the ICF scheduled for the fourth quarter of 2019. Training on Preparing, Preventing and Responding to Acts of Violence is now accessible to all employees via the LMS.
- A Diabetes Peer Support and Awareness Group was established in 2019.
- Four cohorts of Leadership training were completed in 2019.
- NADSP Frontline Supervisor Curriculum has been purchased and a train the trainer session has been completed. We will be working with each of the programs to develop a protocol for implementation.
- The goal to increase employee retention by 5% in 2019 for Citizens was met. The number of voluntary separations reduced by 21% in 2018 and 16% in 2019.
- Enhancement of the agency wide wellness program, Project You. Program utilization continues to increase each year.
- Total Rewards statements were issued to all full time employees in 2019.

## PERSONAL OUTCOME MEASURES

- The goal to increase satisfaction in people choosing services by 5% in 2018 was met based on Personal Outcome Measures interviews.

## Exceptional Survey Awards Go To.....!



Carol Davis is an outstanding leader. She has been with AHRC for almost 21 years and is a remarkable manager at the Hook Lane IRA. She is always putting the needs of her guys and her staff first. Under her leadership, Hook Lane has had 'exceptional surveys' for the past 4 years. That is incredible as we all know just how high our audit team standards can be. Carol has developed an amazing team of dedicated staff who view the gentlemen at Hook Lane as their own family. To Carol this is more than a job and she does all that she can to ensure each person is happy, safe and living their best life and that staff enjoy coming to work. Great Job!



- Hook Lane IRA
- Levittown Hub Site
- Bethpage Hub Site
- Livingston Street



Levittown Hub Site



Bethpage Hub Site deficiency free for 6 years!



Livingston Street Westbury

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



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Organization  
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Glen Head, NY

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Dated Material

TO:

*Empowers people to live fulfilling lives. Together with friends-family-community*

## Direct Support Professional Recognition Week



## Advocacy!



## Congratulations to DSPs of the Year!



Valerie Blount, Novlette Gayle, Marybeth Campfield, Juvonda Jones, Eileen McGuire, Sadie Sawyer, Anndrea Barlow, Vivienne Richards Williams, Donna Green, Zdravka Dobra, Lorraine Anderson, Nicole Wilson, Rigoberto Espada, Jonathan Plummer, Margaret Makepeace, Ellen Cheng, Laureen Jean Louis, Carlene Lynch, Roselene Sylvestre, Francois Nerette, Christine Heinlein, George Vichiarelli And Prince Porter

