

# AHRC

N A S S A U

A Communication from Human Resources

## EMPLOYEE NEWSLETTER

February 2023

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## Message from the CEO

Dear Fellow Employees,

Thank you for your continued hard work and dedication to ensure high-quality, person-centered services to every person within our family of organizations.

February is Black History Month!

This represents a time for all of us to reflect on the innumerable contributions of African Americans in the building of this great nation. As a proud African American, I hope that you will join me in a month of celebration, learning, and appreciation for the richness of diversity and cultural impact that African Americans have had on this country since enslavement up to the present time.

After almost one year after the start of the Office of the Medicaid Inspector General's Audit of AHRC Nassau's residential program and the review of millions of dollars in claims, we are proud that no fines, take backs or findings were issued. An audit of this magnitude, spanning January 2016 through June 2018, for a program of our size and scope, with zero findings, and no paybacks, is highly unusual and unprecedented.

The success of this audit is due to the hard work and focus of our Regulatory Affairs Team, led by Eric Rosen, and the residential leadership. Several residential management staff including Shawn Weathers, Dian Burkett and Deanna Allen along with many Assistant Directors were instrumental in locating and securing records from multiple sources to ensure compliance with requested documentation. Congratulations to you all for a job well done! To complement the already existing outstanding business lines under the Wheatley Farms umbrella, we are excited to announce a new business venture where supported employees will be creating **handcrafted soaps and candles**. A training program is being established and individuals selected will develop new products, eventually offering an array of soaps, lotions, candles, and other assorted items made by people we support. We will feature both a soap and candle product for a "soft launch" on Valentine's Day and encourage all to shop at Wheatley Farms for these new items, as well as beautiful plants and delicious treats that are offered every year. To purchase our latest products or any of the Wheatley Farms line of items, please visit: [www.wheatleyfarmsli.com](http://www.wheatleyfarmsli.com).

Our advocacy efforts continue. I have met with several key federal and state legislators regarding:

- Establishment of a Direct Support Wage Enhancement (DSWE) \$4,000 wage enhancement for all DSPs and a wide range of staff.
- Inclusion of the statutory 8.5% Cost-of-Living Adjustment (COLA).
- Funding to recruit and retain ESL new Americans.
- Wage parity for DSPs and Nurses at rates like what is paid to State OPW employees who do the same work.
- Appropriate funding for infrastructure upgrades and improvements and many more issues relevant to enhancing services to people with intellectual and developmental disabilities.

Your support is critical as we continue to send a message to our elected officials that funding for this field is vital and urgent to ensure high quality support.

Please share these links on social media, share with family, friends, and supporters, seeking their advocacy in relation to these important issues. For your convenience, the links are provided below and can also be found on AHRC Nassau's Facebook and other social media:

- Federal: <https://secure.ahrc.org/site/Advocacy?cmd=display&page=UserAction&id=174>
- NYS: <https://secure.ahrc.org/site/Advocacy?cmd=display&page=UserAction&id=173>

As always, your comments and feedback are welcomed.

Best,  
Stanfort

# HR News

## A message from HR Services

REMINDER: It's that time of the year again! Please login to your Ultipro and ensure that your phone, number, street address, and email address are all up to date. Also, please verify the spelling of your name and your social security number for accuracy. To update your W-2 consent, use the Chrome browser to access the PAY tab and then the W-2 tab and under Things I can do select, Change W-2 Consent Form. If you are currently receiving your W2 electronically via UKG Pro, additional consent is not necessary.

If you need assistance changing information, please contact your personnel coordinator in Human Resources at 516-293-1111.

The extensions are as follows:

Diane Tortorella x 5142 (for last names that begin with the (letters O-Z)  
Rosario Hammond x 5143 (for last names that begin with the (letters A-N)  
Suprena Joseph x 5145 (Citizens – ICF and Self-Direction,)  
Tasmiyah Yaqub x 5149 (Citizens IRA)

## HR Department Restructure

The HR Department started 2023 with a new structure. One of our team members, Jason Persan, has been promoted to HR Director of Employee Services. Jason oversees Human Resource Services, Benefits & Leave of Absence, Compensation & Retirement, Credentialing & Compliance, and Employee & Labor Relations. Hassan Abdulhaqq remains Human Resources Director, and will oversee Talent Acquisition, Training & Professional Development, and Employee Engagement & Wellness. We are confident that this realignment will result in greater efficiencies and smoother workflows within the department, creating new opportunities for collaboration and greater outcomes in the new year.

**The Compensation and Retirement Office** continued to work closely this month with Empower Retirement and Corebridge financial (AIG) following the transfer of AHRC Nassau's employer-sponsored qualified retirement plan assets on 12/22/2022 from Empower Retirement to The Arc New York's statewide retirement plan with Corebridge financial (AIG). Following the transfer of AHRC employees' 401(a) and 403(b) to Corebridge financial (AIG) the plan went live on 1/10/22. Plan participants have since been able to successfully access and manage their accounts on AIG's platform.

If you would like to access your account or enroll as a new participant, please do so via the following link: <https://aigrs.com> or by calling 1-800-448-2542.

## New and Improved: Learning and Professional Development

The HR Department has recently enhanced the name of the training team to "Learning and Professional Development" This new title reflects best in class, engaging learning platforms that will be rolled out in 2023. Our Learning and Professional Development Specialists will use surveys, gamification and enhanced engagement techniques throughout our content. Why the change in the name? To further develop employee's skill sets and closely align their goals and performance with the goals of our organization. We are proud to be offering some new classes in 2023 to include Emotional Intelligence, Cultural Competency and Behavioral Interviewing techniques.

## iCIMS Talent Innovator 2022 Award



The Innovator Awards recognize best-in-class talent leaders who consistently go above and beyond to pioneer new ideas and drive innovative solutions.

# HR News

## HR Promotions

### **Narary Tulice: Retention Support Coordinator**

Narary has been with the agency for over 5 years. Narary is fluent in French, Haitian Creole and has 4 years of DSP experience in the field through her work with the Bethpage Day Program. Her DSP experience makes her a fantastic fit for this position. For the past five months, Narary has served as a Compliance Assistant in the Human Resources division. Previously, she was an HR Assistant for a different business. Narary holds a Master's degree in HR Management from Stony Brook University. In her new role, Narary is responsible for engagement for 1st year DSPs. Narary is the point of contact in HR for 1st year DSPs.

### **Gordon Archibald: Talent Acquisition Manager**

Gordon came to the agency two years ago as Senior Talent Acquisition Specialist. Throughout this time, he has worked diligently and has been committed to supporting the recruitment efforts for the Citizens brand and Advantage Care. Gordon brings incredible knowledge and experience from working as a Recruitment Specialist & generalist at YAI and ICL Inc. Gordon is excited about his new role and looks forward to taking on the challenges and seeking out opportunities to increase talent acquisition for the agency in 2023. In addition to maintaining his role in Citizens, in his new role, Gordon will be responsible for designing, planning, executing and overseeing talent acquisition processes and strategies for AHRC and its affiliates

### **Laura Franzen: Assistant Director for Employee Services**

Laura has been a member of AHRC Nassau's team for over 16 years. Prior to her most recently held position as Human Resource Business Partner (HRBP) for Citizens, Laura was employed at AHRC as a Human Resource Manager, a Training and Workforce Administrator and as a Program Administrator and Medicaid Service Coordinator. Laura will now be responsible for facilitating successful employee relations for AHRC Nassau and its affiliate organizations. She will oversee the Human Resource Business Partners in facilitating successful resolution of employee inquiries and concerns while supporting program and department management on human resource-related matters. Ultimately, these efforts will ensure that employees and management receive the supports and services needed that also align with the organization's mission and values."

### **Jason Persan: Human Resources Director for Employee Services**

Jason has been a member of AHRC Nassau's team for over 25 years, initially providing employment supports for people and then overseeing Medicaid Service Coordination. Over the past 15 years, Jason has overseen the organization's Staff Training & Professional Development, Employee Relations, and Employee Engagement among several other Human Resources functions. Throughout Jason's career, he has earned a strong reputation for an unswerving commitment to our employees and to the organization's mission and values, launching and advancing many important initiatives. His supportive leadership style and readiness to embrace new opportunities and challenges are greatly valued by his colleagues and his staff and will remain valuable assets in his new role. Jason is certified in Human Resources Management and Strategic Human Resources Partnerships.

## **Healthcare Worker Bonus**

We were pleased to issue payments for the Healthcare Worker Bonus (HWB) to many employees recently. In total, 805 AHRC employees received bonuses for vesting period one and 842 AHRC employees received bonuses for vesting period two.

We appreciate everyone's understanding and continued patience while our Human Resources and Accounting teams are working to examine inquiries from many employees with a variety of individual circumstances about their bonus eligibility.

Please be reassured that our team is working expeditiously and upon completion of our review into inquiries received, a representative from the Human Resources team will provide each employee with a clear explanation of the outcome.

# NADSP E-badge Program

The vision of this program is to help DSPs assist people who need support in leading self-directed lives and to participate in a training program that helps to accredited them as professionals.

DSP's walk-in partnership with those who are support and those who are significant to them toward a life of Freedom and well-being and contribution for the people we support. This program recognizes them by providing knowledge and skills of supportive practices to have ethical principles that create the environment needed to fully support people making life choices. Furthermore, this is a great opportunity, and commitment to develop and support the DSP to create a healthy sense of their own potential and worth through Training that helps them achieve the highest ideals of the Profession.

We currently have 50 DSPs enrolled in the E-Badge Academy. All companies are represented by the participating DSPs. Their experience ranges from 6 months to 20+ years. Here are the thoughts of a few participants.

**Fianna Hosein:** "I am very honored and appreciative to be a part of this program that AHRC Nassau is offering to employees. It has surpassed my expectations and I hope to achieve my goals with the help of the wonderful staff."

**Pat A:** "I'm enjoying this program very much. I am learning and it is getting easier in some ways"

**Michelle Bell:** "I appreciate the invitation to the program. It provides very beneficial information and really helps with understanding working with the people we support"

**Debbie Perez:** "I'm really excited with the NADSP EBadges program is really awesome to have the opportunity to move forward in the company and give a better service for the people we support!"

# Internal Mobility Job Announcement



## Site Manager-Day Hab

**Job Req #** 2023-5058 // 2023-4922  
**Schedule:** Monday-Friday 7:30am-3:30pm  
**Program:** Day Program  
**Location:** Jericho North Broadway 2 & Oceanside Anchor 1  
**Salary Range:** \$20.50-22

### Job Profile:

- Develops individualized habilitation plans in conjunction with the program volunteers and ensures all required documentation is appropriately completed and maintained
- Coordinates appropriate on-site and community-based activities for volunteers
- Directly supervises Assistant Manager and DSP's
- Oversees and, when needed, participates in individual transports to and from the program, as well as to and from volunteer locations and other community based activities
- Maintains communication with parent/correspondent and appropriate service coordinators of volunteers regarding progress, problems, volunteer needs, and all pertinent information that needs to be disseminated
- Provides direct support services to program volunteers as needed
- Ensures protection of volunteers from neglect/abuse during program hours; reports incidents to administration in a timely fashion
- Attends meetings, conducts observations, and consults staff as a means to discuss, review, and gauge each volunteer's progress, problems, and individual needs
- Promotes and reinforces all agency philosophies including the guiding principles
- Performs additional job related duties as requested by supervisor

### Requirements:

- High school diploma or equivalent required. Bachelor's degree in Human Services related field preferred.
- Minimum one (1) year experience supporting people with intellectual and other developmental disabilities preferred.
- Good oral and written communication skills and computer proficiency in all Microsoft Office Suite applications preferred.
- Qualified NYS driver license and must be maintained during employment.
- AMAP/CPR/First Aid/SCIP-R and defensive driving training preferred.

To be considered for a transfer, orientation must have been completed and you must be in good performance standing.

We are an Equal Opportunity Employer, Proud of Workforce Diversity

Submit your application by going to:

[ahrc.org/careers](http://ahrc.org/careers)

Click the link for CURRENT EMPLOYEES



# Internal Mobility Job Announcement



## Assistant House Manager

Job Req # 2023-5102

Schedule: Tues - Thurs 2pm-10pm and Fri & Sat 8am - 4pm

Program: CLS

Location: Elm Dr. Levittown

Salary Range: \$17 - \$18

### Job Profile:

Works closely with Manager to ensure ongoing support is provided to individuals by fostering an environment that assists individuals in becoming active participants in every aspect of their lives (i.e., self-care routines, health, safety, household chores, socialization and overall, wellbeing) and ensuring that a high quality of life is maintained.

### Requirements:

- Minimum 1 year experience working with people with ID/DD.
- Good verbal communication skills.
- Good organizational and administrative skills.
- AMAP certified.
- Excellent team player with a positive attitude.
- HS Diploma or GED
- Valid NYS Driver's License and qualified in accordance with agency's insurance standards.

To be considered for a transfer, orientation must have been completed and you must be in good performance standing.

We are an Equal Opportunity Employer, Proud of Workforce Diversity

Submit your application by going to:

[ahrc.org/careers](https://ahrc.org/careers)

Click the link for CURRENT EMPLOYEES



# HR'S RELIAS COURSE OF THE MONTH

Below is information you will need to login to the RLMS and the Relias Mobile App.

When using a desktop or laptop computer. Please log into Relias following the directions below:

Log onto Ulti Pro at <https://e13.ultipro.com/Login.aspx?ReturnUrl=%2f>

Click on “Menu” which can be found in the top left corner

Click on “Myself”

Once on Myself, click on “Relias Learning”

If you are unsuccessful logging in through Ulti Pro or for those accessing training on a mobile device, please download the Relias App. The name of the app is Relias, not Relias Learning.

URL: <https://www.relias.com/clients>

Click on Relias Learning

Username: your current Ulti Pro Username

Password if this is your first time logging in: welcome

When prompted please enter the Organization ID for the company you are working for.

## Organization ID

14023

14022

14024

14020

## Organization

Advantage Care

Brookville Center for Children’s Services

Citizen’s Options Unlimited

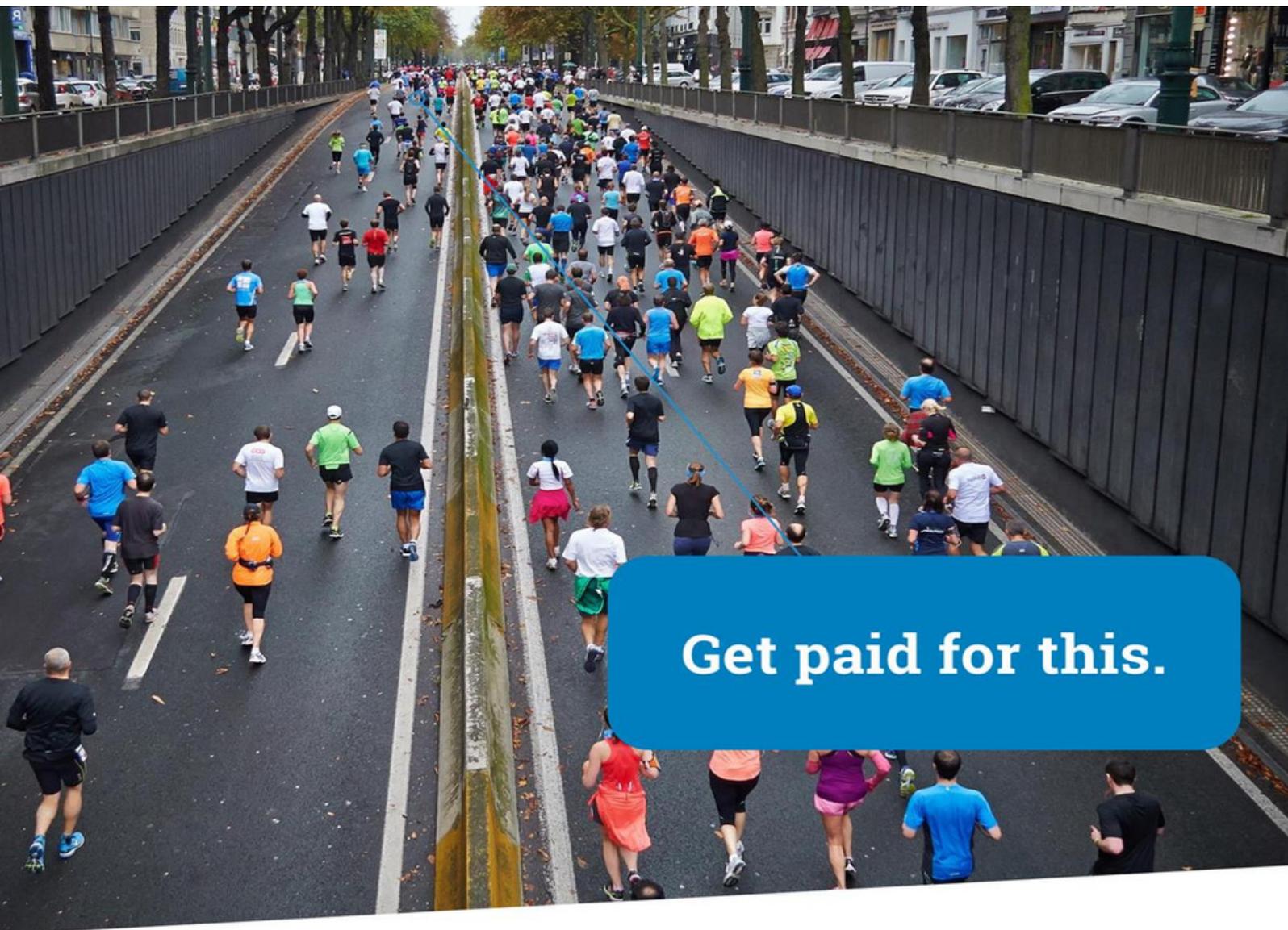
AHRC Nassau

You will then be prompted to update this upon your first log in. Your password is private and unique to you! Please follow the directions on the login screen to reset your password.

## POP UP BLOCKERS MUST BE DISABLED IN ORDER TO ACCESS YOUR TRAINING

Once Logged into Relias, please follow the steps below to access “Employee Wellness - Heart Disease Prevention”

- Click on “assignments” on the left side of your screen
- Click on “Browse Course Library”
- Type “Conflict Resolution” in the search bar.
- Click “Enroll”
- Click “Back to My Learning”
- Scroll down to electives – Click “ **Employee Wellness - Heart Disease Prevention** ”:



Get paid for this.

You can earn **rewards** for the ways you live a healthier lifestyle. Learn more and see your personal wellness benefits at <https://incentfit.com>.

Contact Brandon Lyons , Health and Wellness  
Coordinator  
516-293-1111 Ext. 5403 or Blyons@ahrc.org





# THRIVE! 2023 Calendar

	TITLE	REGISTRATION LINK/DATE	DESCRIPTION
JAN	<b>Legendary Listening: Is Anyone Listening To Me?</b>	1/11/23 @ 12pm To Register <a href="#">CLICK HERE</a>	People might be hearing you, but are they truly listening? We have all encountered experiences where we are listening to someone, but we may not truly understand what they are saying. Being a legendary listener takes skill. Join us for our first webinar as part of our new and improved THRIVE webinar series in 2023. This year, we will spotlight different communication skills each month. In our "Legendary Listening" webinar, we will discuss what it means to be an active listener and how to strengthen your listening skills at work and in life.
FEB	<b>Impactful Feedback: Giving and Receiving Feedback</b>	2/16/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Delivering feedback is an essential skill for the workplace. To grow and improve, we require feedback. An inability to tolerate feedback could stunt your professional growth. If you find yourself struggling to give and/or receive feedback, this special THRIVE webinar is for you. We will discuss the importance of participating in the feedback process and review strategies for delivering effective feedback and learn how to focus the message, set the stage, and overcome resistance.
MAR	<b>Assertive Communication: Speaking with Confidence</b>	3/22/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Have you ever walked away frustrated after a conversation because you felt like you weren't able to get your point across? Or perhaps you blurted out something that you now regret. Join National EAP for this special THRIVE webinar on assertive communication skills and learn how to communicate with confidence. We will discuss ways to communicate with conviction at work and in life.
APR	<b>Communicating with Diplomacy During Times of Stress</b>	4/12/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Unmanaged stress can lead to a breakdown in our interpersonal relationships. It can leave us feeling irritable, impatient, and can cause disruptions to our reasoning, rational thinking, and ability to communicate effectively. Join National EAP for our THRIVE webinar to learn how to keep calm and communicate during times of stress.
MAY	<b>Email Etiquette – Dos and Don'ts of Professional Emails</b>	5/17/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Have you ever received an email and found yourself confused over the intended message? Or perhaps you received an unorganized, confusing email with an aggressive undertone? Did you know the average office worker receives about 120 emails each day and sends about 40 emails per day for business purposes? Learning how to write effective, professional emails has become an essential skill for business communication. Join National EAP for our THRIVE webinar to learn the basics of email etiquette and impress your colleagues with a well-crafted, organized, and professional email!
JUN	<b>Emotionally Intelligent Communication</b>	6/14/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Understanding yourself, your emotions, and being able to manage these feelings is important for effective communication. By developing an understanding of our emotions, we can better pick up on social cues and the emotions of others, leading to healthier interpersonal communication and better relationship management. Join National EAP for our THRIVE webinar to learn about the connection between emotional intelligence and communication skills. The goal is to leave this training feeling confident in your ability to engage in emotionally intelligent, clear, and meaningful conversations.
JUL	<b>Hold the Line: Maintaining Boundaries at Work</b>	7/19/23 @ 12pm To Register <a href="#">CLICK HERE</a>	The to-do list keeps piling up and we may start to feel overwhelmed. You may notice a breakdown in communication. At times, communicating your needs can feel like walking a tightrope. When this happens, you might find yourself feeling angry, frustrated, anxious, confused, and resentful. These feelings often stem from the feeling that our boundaries are being crossed. Join National EAP for our THRIVE webinar and learn how to "hold the line" and communicate your boundaries respectfully and professionally so you can continue to perform at your best and maintain effective communication at work.
AUG	<b>Customer Service: Communication Skills for Success</b>	8/16/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Customer Service Representatives are an integral part of any business. Join National EAP for our THRIVE webinar to learn the basics of customer service and identify verbal de-escalation skills that can help you keep your composure when dealing with difficult situations. We will review how to listen with empathy, manage your tone and body language, and deliver excellent customer service.
SEP	<b>Facilitating Meaningful Presentations</b>	9/20/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Do you want to enhance your public speaking and presentation skills? Join National EAP for our special THRIVE webinar on facilitating meaning presentations. We will review skills to enhance your public speaking skills and review the basics of delivering effective presentations that will leave your audience impressed and informed.
OCT	<b>Communicating with Challenging People</b>	10/18/23 @ 12pm To Register <a href="#">CLICK HERE</a>	We interact with many different people throughout the day. Some people are easier to get along with than others. How do you successfully communicate with a "know-it-all" or someone who consistently complains? Let us help you! Join our THRIVE webinar to discover strategies on how to successfully communicate with all types of people, even those who you may not see eye to eye with.
NOV	<b>Managing up: Asking for Help</b>	11/15/23 @ 12 pm To Register <a href="#">CLICK HERE</a>	Have you ever needed help but felt uncomfortable asking for it? Do you prefer to do things independently even when you could benefit from having the assistance of others? Asking for help can often be misconstrued as a weakness or can seem to pose a challenge to one's independence. However, asking for help is a strength. It takes courage to speak up and advocate when you need help. Join us for our THRIVE webinar to learn how to overcome barriers to asking for help and master your new strength!
DEC	<b>Productive Conflict Management</b>	12/13/23 @ 12pm To Register <a href="#">CLICK HERE</a>	Effective and productive conflict management is an essential skill for employees and leaders alike. Learning how to manage and navigate conflict and challenging conversations in the workplace is critical. Join us for our final THRIVE webinar of the 2023 "Communication Series" to learn about the styles of conflict management, identify emotional "hot buttons," and discuss skills for recognizing, addressing, and resolving conflict professionally.

**Contact Brandon Lyons , Health and Wellness  
 Coordinator  
 516-293-1111 Ext. 5403 or [Blyons@ahrc.org](mailto:Blyons@ahrc.org)**

# Seth Horn



## Glen Cove Hiring Event 1/27/23

Seth Horn recently participated at one of the Glen Cove hiring events on 1/27/23. This was part of an initiative to address the concerns of the open positions that are hard to fill in the North Shore area. House managers of the Glen Cove residences collaborated with Giovanni Dainotto and Dr. Hassan to conduct interviews at the site and hire new staff. Seth greeted candidates as they entered the home, provided a tour of the residence, organized paperwork, and participated in some of the interviews. Seth stated to the candidates, "Do you want the job because we need people."