



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 being 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.

## 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.

### **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."

### **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

### **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

Eligible employees received payment of the Healthcare Worker Bonus (HWB) for vesting period one and two occurred on 1/25/2023.

Company	Vesting Period 1	Vesting Period 2
Citizens	313	397

# 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



## House Manager

**Job Req:** #2022-4727

**Schedule:** Sunday 11am- 7pm Mon-Thurs Flex 40 hrs.

**Location:** Syosset, NY

**Program:** Citizens Options Unlimited

**Salary Range:** \$58,500

### Job Profile:

Citizens Options Unlimited (Citizens) Citizens believes that when people come together and work as a team great things happen. Citizens works closely with personal outcome trainers to assist people with I/DD in defining their personal goals and dreams, while developing a life plan that includes natural supports, community supports, and choice of service provision options.

- Supervises Direct Support staff by assigning responsibilities and specific activities to provide and encourage each resident to strive for autonomy.
- In conjunction with Program Coordinator, hires new employees by conducting interviews and completing all required personnel documentation to ensure that the residence is adequately staffed with qualified candidates
- Maintains weekly work schedules for all staff by assigning shifts based on availability and the particular requirements of each resident to ensure that appropriate care is administered at all times
- Maintains resident's bank accounts and expenditures by depositing and withdrawing all monies and reviewing monthly bank statements to ensure accuracy and adherence to individual budget.
- Maintains appropriate records of staff by observing and documenting issues relating to time, attendance, and level of performance, specific deficiencies, supervisory sessions and training needs to ensure the ongoing and effective supervision of each employee.

### Requirements:

- High School diploma or equivalent required
- Minimum of 2 years' experience working with the MR/DD population
- Qualified NYS Driver's License.
- Supervisory experience required. Good oral communications skills
- Good organizational and administrative skills
- AMAP certified
- Prior domestic household experience required

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:  
[citizens-inc.org/careers/](https://citizens-inc.org/careers/)  
Click the link for CURRENT EMPLOYEES



**Citizens Options  
Unlimited**



# Internal Mobility Job Announcement



## Assistant House Manager

Job Req # 2022-4560

Schedule: Full Time Tue-Sat 2p-10p

Program: Shoreham ICF

Location: Arbor B

Salary: \$18-\$19/hr

### Job Profile:

- Supervises direct support professional in implementation of resident's treatment plan, through observation and review of progress and setbacks, and recommends courses of action to assure direct support professional meets residents' daily living needs.
- Provides direct support for residents by assisting with daily living skills (i.e. toileting, showering, dressing, feeding, etc.) to ensure residents personal needs are met. Ensures safety of residents by insuring safety precautionary measures are followed according to individual plans.
- Provides in-service training by teaching new employees work rules and procedures from training manual, shadowing, and offering feedback to insure proper performance of duties.
- Attends semiannual and annual meetings for all residents, in order to evaluate current programs' effectiveness and discuss possibility of changing programs where needed.
- Ensures all agency policy and procedures are implemented and enforced.
- Performs additional related duties as requested by supervisor.

*Ensures that work-related safety procedures are in place and are being adhered to by staff. Observance of an unsafe act or a potentially hazardous work environment must be immediately reported to supervisor and/or safety committee.*

### Requirements:

- High school diploma plus six months related experience with I/DD population or a college degree in a health services related field.
- Must submit and maintain valid and qualified NYS driver's license throughout employment.

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



**Citizens Options  
Unlimited**

# 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

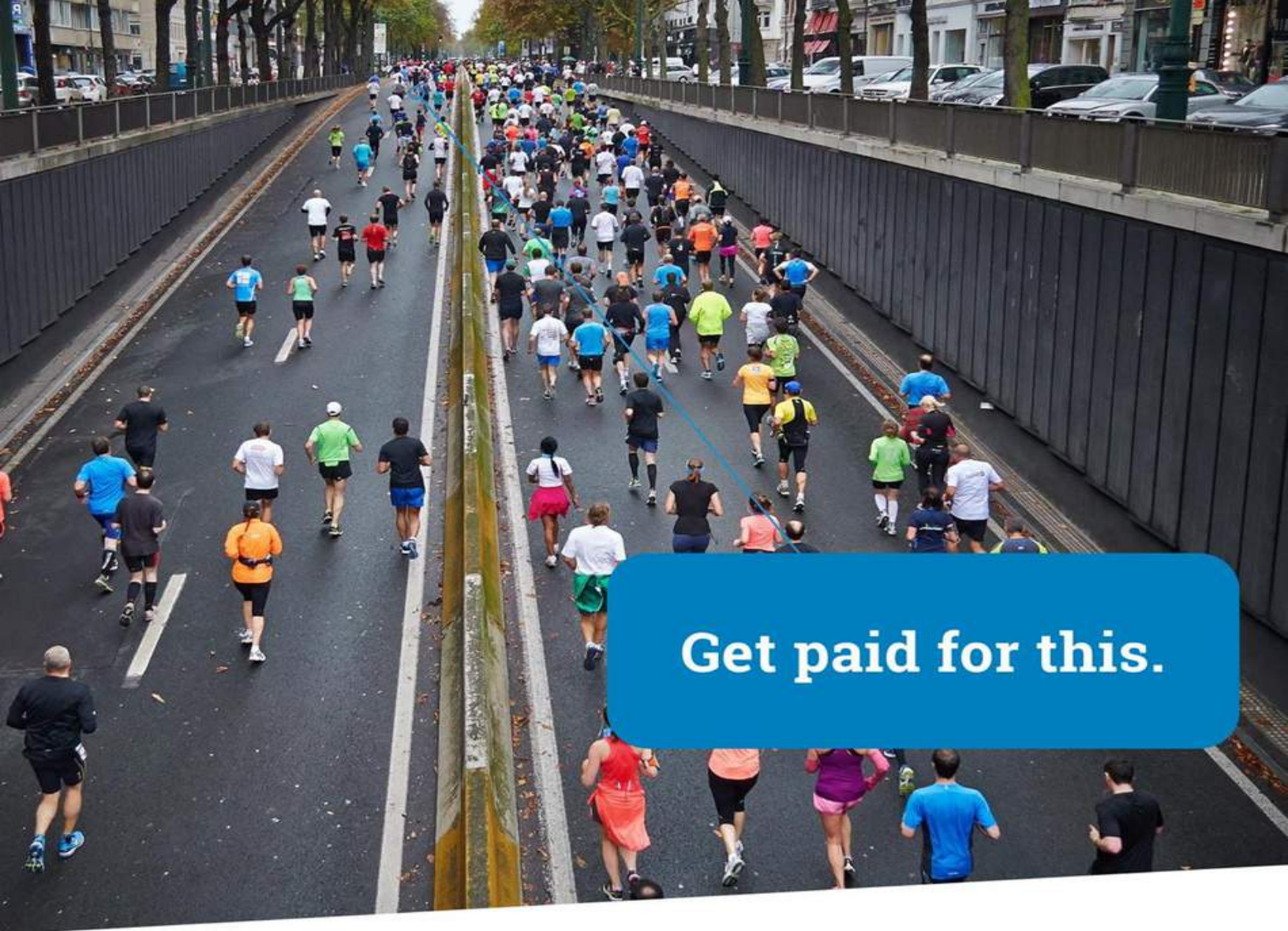
You will then be prompted to update this upon your first log in. Your password is private and unique to you! Please follow the directions on the login screen to reset your password.

## 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](mailto:Blyons@ahrc.org)







# THRIVE! 2023 Calendar

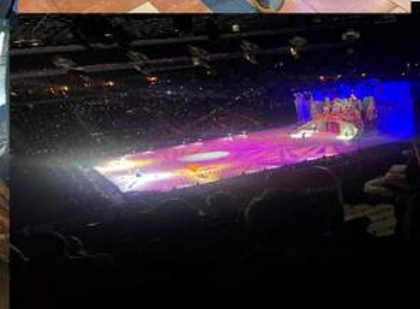
	TITLE	REGISTRATION LINK/DATE	DESCRIPTION
JAN	<b>Legendary Listening: Is Anyone Listening To Me?</b>	1/11/23 @ 12pm To Register <a href="#">CLICK HERE</a>	People might be hearing you, but are they truly listening? We have all encountered experiences where we are listening to someone, but we may not truly 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**

# Disney ON ICE



915 RAINBOW HAVING FUN AT DISNEY'S ON ICE EVENT





# LET'S GO METS !



## 915 RAINBOW

A day at the ballpark .... Priceless!



Recreational Activities  
at Shoreham ICF!



915 Rainbow at Atlantis Aquarium in Riverhead

“It’s a little-  
appreciated fact that  
most of the  
animals in our ocean  
make light.”

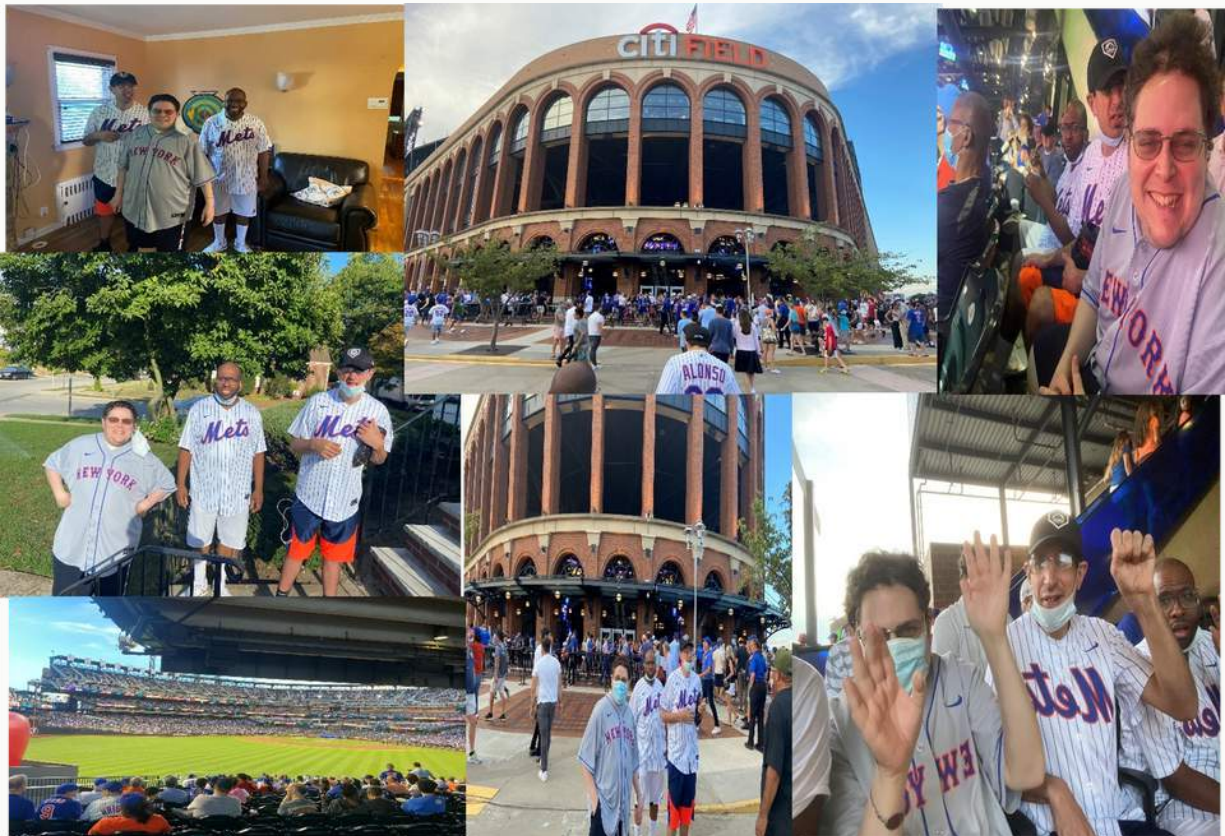
-Edith Widder, Marine  
Biologist



Celebrating Helen Kaplan’s  
Nanci Abbondola’s 50th  
Birthday!







Hit hard, run fast, turn left! Carol Street enjoying a beautiful day at CitiField.



# Carol Street Happenings



*What happens at karaoke  
stays at karaoke!*



*Freddy fanning his cake at his PJ  
Birthday Party!*



*Noah's turn cooking some delicious dinners.*







## Holidays 2022 Celebration Port Washington IRA



## Holidays 2022 Celebration the Rainbows





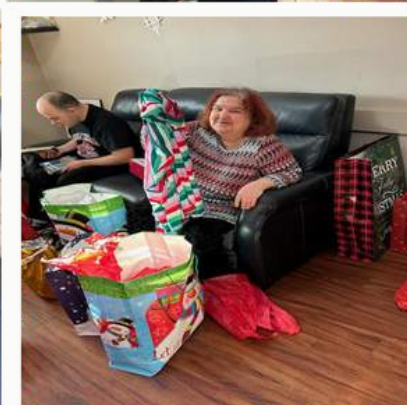


The Rainbow's Christmas Spectacular Outing 2022





# Holidays 2022 Celebration the Pearl Street







*yum*

Citizens FSS, Respite, Recreation and Virtual Connections Programs, enjoyed a delicious meal together at the Garden Social in East Meadow to celebrate the Holidays.







## Holidays 2022 Celebration Ontario







The Citizens Recreation Program visiting the LuminoCity Holiday Lights Festival in Eisenhower Park. After, a meal at Friendly's. The people we support enjoyed walking through the immersive outdoor event filled with light and art.







## Christmas Tree Decorations at Carol Street



Loads of fun at Citizens Residential Staff Holiday Party! Gifts were collected and donated to Our Lady of Life Catholic Parish.





## Ring in the New Year at Ontario



## Cooking with the Stars at Manor Road



Partnered with a company called "Cooking with the Stars." Matt and Neil did a private cooking class at the house.



It may be a winter wonderland now  
but Fall at Camp Loyaltown was  
beautiful too! People at respite  
made some great creations, and we  
seem to have had a turkey friend  
running around!

