

## Kindness, a Powerful Message

As a Compass agency we are always on a mission to evolve and do better. Who knew that the word “kindness” could spring-board us all into having the power to change lives, be an example to all, and to start the discussion on Diversity, Equity and Inclusion.

We may not understand everything, but we all know how to be kind. We may recognize we only know a little, but we can take PRIDE in the fact that we are willing to be better! Join us on our journey.





# MISSION STATEMENT

## Mission Statement and Management Plan

AHRC Nassau Councils' annual review of the Mission Statement and Management Plan will begin in July. After the Councils' review, the COMPASS Committee will complete its review, followed by the AHRC Board of Directors in January.

We would be thrilled to hear your suggestions. Please submit all recommendations to C. Tapia at [ctapia@ahrc.org](mailto:ctapia@ahrc.org)

### Guiding Principles

- *Work together to achieve excellence by promoting opportunities and supporting dreams.*
- *Demonstrate courtesy, respect and compassion in every interaction.*
- *Foster a unified culture that celebrates diverse talents, ideas and potential.*



## What Does Pride Mean To You?



"Pride is a wonderful thing. I love how people advocate and stand up for what they believe in."

I am a full supporter of my LGBT+ friends!"

- Debra Grupp  
Self Advocate AHRC Nassau



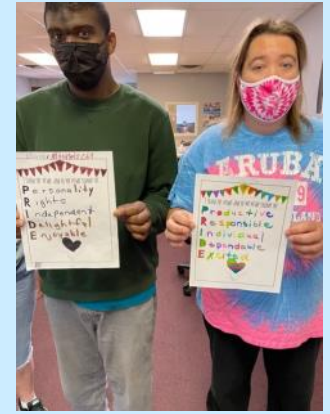
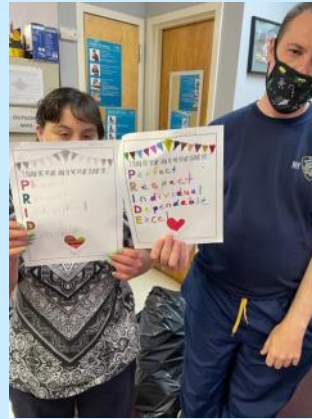
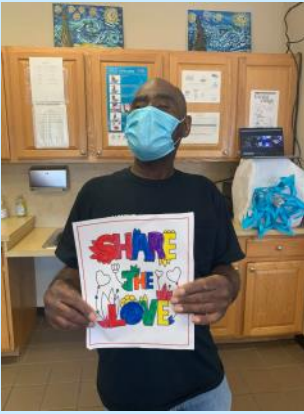
We are all in the same boat . We need to work together to keep it afloat."





# MISSION STATEMENT & GUIDING PRINCIPLES IN ACTION

**June Pride Support and Celebration** June was Pride Month! People in AHRC Day Services showed their support for the L.G.B.T.Q.I.A. + community through artwork and social media posts. Wonderful!



## COMMUNITY CONNECTIONS

Dylan, Neffie, Ralph and Carolyn from AHRC Freeport started a colorful planting project at the American Legion in Freeport. Looks great everyone!



Honoring Dr. King's legacy of inclusion, community-building and compassionate response to need, people supported by AHRC Nassau seek to raise 2,000 pounds of food for food insecure neighbors, through September 2021.

With approximately 1,200 pounds already donated to Island Harvest, including the NOSH | North Shore Soup Kitchen in Glen Cove, AHRC continues to steadily work toward its goal. The success of the program is due in large part to the active participation of project partners, including the Long Island Volunteer Center, Farmingdale State College Nexus Center, and Long Island University.

This inclusive volunteer opportunity, where people of all abilities work together to make the community better in the short and long term, is at the heart of the program.

A lively Zoom concert of popular songs was performed by people supported, to create community engagement and awareness of the need for food donations. The concert was produced together with students from Farmingdale State College. Another recent online event was a recital featuring classical Indian dance. All attendees received a recipe book as thanks for their support.

AHRC Day Services volunteers and staff continue to advance the project through donation collections and delivery. Beautiful boxes decorated with paint, glitter and joyful imagery have been filled to the brim with canned goods, personal care items, cereal, pasta and more at all AHRC offices and partner sites.

If you'd like to help support the project, feel free to drop off a donation of canned goods at AHRC's offices or donate online through <https://yougivegoods.com/ahrcnassau>.



Support  
neighbors  
in need



## Validation Visit 2021

The annual COMPASS recertification validation visit was held the week of May 18, 2021. COMPASS related activities were completed throughout the week and included interviews with Board members, advocates and staff in addition to standard COMPASS related activities, (house and family meetings, council meetings, empowerment training etc.).

The validation visit was completed remotely and documentation (COMPASS minutes, Board minutes, Councils minutes, IRC/HRC minutes, survey results etc.) was provided and reviewed by DQI in advance.

The validation visit was a great success. A recommendation was made to enhance our communication regarding recruitment and retention of DSP's across stakeholders. An action plan for this recommendation was developed and implemented.

AHRC Nassau was certified as a COMPASS agency with no findings noted. Congratulations everyone!



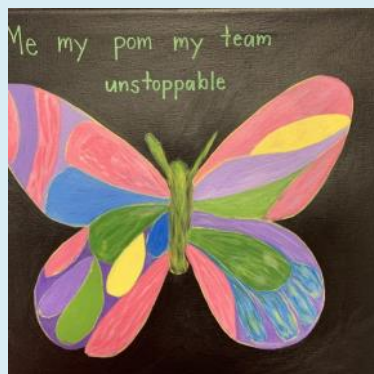
## Richard Infante Wins POM Department Logo Design Contest

Richard Infante, an artist from the AHRC East Meadow Art Gallery, designed the winning logo to represent the AHRC Personal Outcome Measures (POMS) Department.



The AHRC POMS Department launched the logo contest in January 2021 and invited people supported by the agency to submit original artwork to represent the department. Fourteen logos were submitted.

The POMS Department, including Kate Zimmerman, Susan Gill-Orange, Helene Ramer and Bridget Cariello, carefully reviewed each submission for the design which best represented the philosophy and work of the department. Once chosen, Richard's work was shared with a graphic designer to finalize the logo. See a gallery of the other wonderful submissions below.



## An Artist's Dream by Lisa Moosemueller

Helping Richard pursue his dreams through the POM process has been one of the most fulfilling experiences of my career. A few months ago, Rich and his peers here at the art gallery were presented with the opportunity to participate in the POM logo contest. Before we began creating, we had many lengthy discussions about what personal outcome measures are. We discussed that the POM department is there to relay each person's wishes and dreams to the whole team so that everyone is able to help you achieve what you want to achieve. We talked about how important it is to have dreams and almost as important to let others know what your dreams are so that they go somewhere...so that they could take flight and then you can start working on making them a reality. "Personal outcome measures give flight to my dreams" was the slogan the group came up with and which served as the inspiration behind Richard's winning art piece for the contest. His artwork depicts hands helping butterflies to take flight. The hands represent the POM process and the butterflies represent your dreams.

Great job with that Rich! You are so talented and you have accomplished so much. You've traveled to Albany several times to be part of the ARC art competitions and always made us so proud. You win so many contests and have painted for so many important events such as the PHP art shows and Brookville celebrations. So much of your artwork hangs on the walls of this organization. You also give back to the community by donating paintings to the Port Washington art guild for their annual fund raiser, and to a local nursing home to help make their home brighter. As a member of your team, from my perspective, it looked like you were having such a productive and fulfilling art experience with us here and the art gallery. With all of your accomplishments and achievements it seemed to me that you were "living the dream" of an artist, and it was only by being part of your POM interview that I discovered that you had a bigger dream for yourself. Why don't you tell everyone about it?

*Hello everyone! My name is Richard and I am an artist at the EastMeadow Art Gallery Hub site. My artwork has won lots of awards and I like to paint things for people because I know that it makes them happy. It's great to win awards and it's lots of fun to win contests, but what I really wanted was for people outside of AHRC to see my paintings so that I could sell them for money. I never told anyone, but I have always dreamed about being a paid artist.*

*One day at my POM interview Helene asked me....If I could do anything I wanted, go anywhere in the world I wanted, what would I like to do? I told her about my dream to sell my artwork. Since then Helene, my manager Lisa and Nicole Zerillo have all helped me to make my dream come true.*

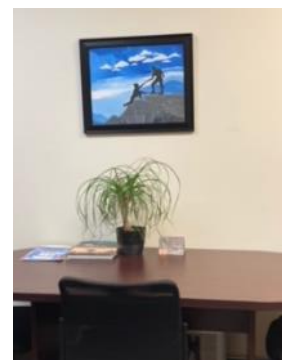
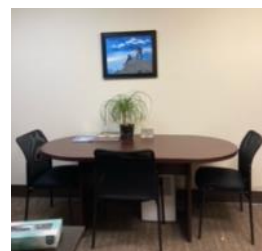
*Lisa Moosemueller, East Meadow Site Manager helped me to take pictures of all of my artwork and we sent them to Helene and Nicole. They shared them with others and now I have sold 3 of my paintings! Two of them were sold to someone in another state and I had to pack and ship them to Missouri. Bridget Cariello heard about my dream and she is going to help me display my paintings on social media.*

*I'm glad I told Helene about my dream because it has made great things happen for me. If you have a dream, then you should tell someone and let the POM department know, because with their help, dreams really can take flight. Just like the butterflies in my painting. Thank you everyone.*



**Richard with one of his buyers,  
Robert White**

## Richard's Artwork Beautifully Displayed





## Stanford Perry, Executive Director Honored



Stanford Perry, executive director of AHRC Nassau, was honored as a Healthcare Hero by Schneps Media on Wednesday, June 30, 2021. Stanford was recognized for leadership in quality health care, alongside leaders from Northwell Health, Stony Brook University Hospital, NYC Health + Hospitals/Elmhurst and CommunityCare Rx. Stanford shared the leadership approaches used to empower a team safeguarding the lives of more than 2,000 people with developmental disabilities.

It was a very proud moment for all at AHRC Nassau!

## Board of Directors Ongoing Advocacy! By Sandra Gumerove

"Mom, when will the virus be gone?" Lauren, my adult daughter with developmental disabilities — my sensitive, social child — has always keenly felt the challenge of social isolation, but now her world is becoming even smaller and more de-stabilized.

Two of Lauren's housemates died from COVID-19. This continues to frighten Lauren, who could not come home for Chanukah; who has not been able to meet her new nephew; who notices fewer staff are coming into her home to support her; and who needs reassurance of why she must stay in when she'd rather go out. When Lauren questions me as to why, sometimes, I don't know what to say — and I'm worried too.

Congress has failed to include crucial home- and community-based services in its relief efforts. These services determine the health and safety of those, like Lauren, who live in homes regulated by New York State's Office for People with Developmental Disabilities (OPWDD). Sadly, the government's funding failure was not a surprise.

These services have been slashed repeatedly over the last few years despite their significance to the lives of people with disabilities. This shows a glaring disregard for the lives of people with disabilities while giving lip service to a commitment to "full, integrated lives for people with disabilities".

Imagine essential, front-line workers, including doctors and nurses being denied PPE funding. The relief bill did not include funding for disability staff PPE despite the fact that people with disabilities residing in OPWDD group homes and programs rely on staff for direct, and very often, up close and personal support.

Lauren was lucky. Despite shortages, her agency continued to keep people safe with necessary PPE and staff. Yet, there is dire need for more Federal and State funding to maintain and continue services. This funding oversight also goes to the dignity of daily life. Imagine not being able to button up your shirt, go to the bathroom or go into the grocery store without help? Home- and community-based supports address basic needs.

Congress' action demonstrates its disregard for the value of the lives of people with disabilities and the necessity for people with disabilities to maintain their independence. Even during this time of increased social distancing, my daughter Lauren's opportunities for a safe, quality of life at home are put at risk as much as her ability to engage with the world around her. We know all too well that less funding means less staff and services.

Such oversights do not only occur at the Federal level. NY State chose to withhold payments to disability provider agencies because the Federal government had not reimbursed them. New York State has a long history of solving its fiscal shortfalls at the expense of people with developmental disabilities.

This egregious oversight is business as usual. People with developmental disabilities have a long history of being segregated, isolated, overlooked and underfunded. Their roles as citizens, voters, and family members are seemingly discounted, as is the necessity to maintain their safety and a high quality of life.

People who reside in OPWDD group homes and apartments and their staff are now part of Phase 1A vaccinations — after COVID-19 ravaged those settings. This prioritization is thanks to the parents, staff and friends in the community literally advocating for their lives.

These are life-and-death matters. Dollars and cents should not govern. There remains a dismaying lack of compassion, and understanding of not only the experience of disability, but its impact on families and people who have made it their career to support them. In the new year, I ask that you join me in calling out to our Federal and State lawmakers, asking them to not only consider the needs of people with disabilities but whether they will stand up for home- and community-based services. It's a question that mothers like me have had to ask for fifty years. Please help me in making sure this is the last generation that must do so.



# BOARD OF DIRECTORS

## SIBLING GROUP

In response to the pandemic, the Sibling Group has continued to meet virtually since March of 2021. The meetings have been held approximately every two to three months over the past year. Most recently, Dr. Hassan Abdullaqq and Jim Stock from Human Resources attended to review staff recruitment and retention efforts. Chris O'Connor, Assoc. Executive Director, stated that "these meetings have been an invaluable way to come together, share information and support siblings." The group has discussed a wide range of topics. Chris O'Connor regularly attended meetings to provide an agency update in regard to the now "post pandemic" issues such as vaccinations.

At a Sibling Group meeting on April 1, 2021. Tom Schinkel from Care Design New York presented and discussed Able accounts and other financial matters.

Paul Giordano, AHRC Board President and founder of the group, thanked the siblings for their support and encouragement. We hope to join together in December 2022 at the Sibling holiday party, a tradition that was paused in 2020.

### 2021 SIBLING GROUP

Please join us for virtual meetings!

Sibling Group Virtual Meetings at 5:00pm.

Contact Colleen Tapia at [ctapia@ahrc.org](mailto:ctapia@ahrc.org) for details on how to connect.

For more information, please call 516-293-2016 extension 5492  
or email [ctapia@ahrc.org](mailto:ctapia@ahrc.org)

## Person Centered Excellence



## Third Visit Success!

The CQL third review required for on-going accreditation was completed on March 25, 2021. The following was provided, reviewed and accepted by CQL:

- Organizational Update
- Significant Changes in the Organizations
- Greatest Successes
- Basic Assurances Plan of Enhancement
- Factor 10 and the Basic Assurances® Monitoring Plan

The primary focus of the third visit centered on review and discussion of Personal Outcome Measures aggregate data. CQL also made some excellent suggestions which were reviewed at the next COMPASS meeting for implementation.

## Board of Directors Physical Plant Inspections

The annual Board of Directors physical plant inspections meeting was held virtually on March 18, 2021.

It was agreed that the Board Inspectors would be in virtual contact with site managers to provide support and review any maintenance needs or concerns. As a result, a temporary process was developed and is underway. It appears very successful.

This temporary virtual modified approach for Board Physical Plant Inspections has been shared across applicable staff. This system will be modified, as needed. A return to in person Board visits is pending.

Thank you to Sue Dowling who coordinates this process.



Members of the Board of Directors along with management staff during the annual physical plant inspections meeting.

# AHRC Nassau - Councils

## Executive Council Met Monthly (Except Summer Break and November)



- A weekly Executive Council Zoom meeting continues to be held every Wednesday at 10:00a.m. Dr. Mary Mulqueen attended the Council meeting on March 3, 2021 to discuss the COVID-19 vaccine and answer questions.
- A "Book of Inspirations" collected throughout the pandemic is complete and planned for end of summer distribution.
- Dr. Hassan Abdulhaqq attended the Council meeting to discuss staff recruitment and retention.



- Leah Fanuzzi provided CPR and First Aid overview training to the Council in May.
- Anne Miller, Director of QA attended the Council meeting in May to review agency incident trends and obtain Council feedback.
- A Staff COVID Vaccine Action Plan was initiated by the Council and developed in collaboration with the COMPASS Committee and is underway.

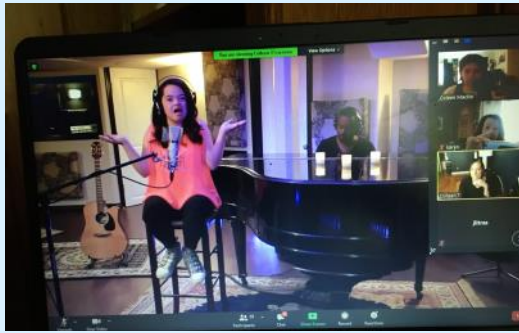
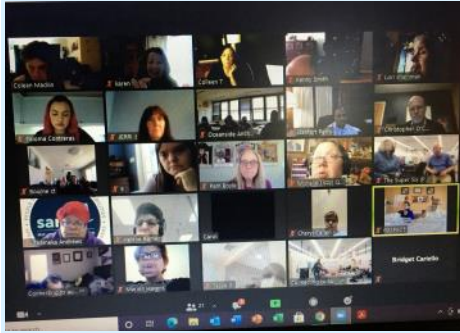
## AHRC Day Hab Council Update



- Former Board member, Martha Carney, talked to the Council about the responsibilities of a Board member. She shared how they not only advocate for the staff but for the people supported.
- A discussion was held about the vaccines that were being made available to help safeguard people from COVID-19.
- Law Enforcement Day was recognized by creating thank you cards and bringing them to local police departments.
- February: Council members recognized their mail carrier by putting a thank you note in their mail box. They expressed their gratitude for all they continued to do during the pandemic.
- An ASL class and a Spanish class began virtually, where program participants had the opportunity to assist in the presentation.
- Posters were created highlighting Black History Month and the people that made a difference in the course of black history.
- Heart disease was discussed and Council members wore red every Friday in February to draw attention to this disease. A discussion was held on ways to help prevent heart problems.
- The Council helped support a sock drive that was held in Freeport to support the homeless.
- March: Each hub site recognized International Women's Day by writing about a famous woman in history. Their work was displayed in Freeport and Plainview.
- Developmental Disabilities Awareness Month was recognized by people creating a paper chain. Each link was labeled with a person's interests and likes.
- The Safe Driving Campaign was discussed and people were encouraged to report any unsafe driving practices with their site manager. People were reminded that texting, talking on the phone, and listening to extremely loud music is a safety concern and needs to be reported. People were reminded that they shouldn't be drinking or eating when a vehicle is in motion as it could become a choking hazard.
- A food drive was held to benefit a food pantry in Glen Cove. It was extremely successful and the pantry was very grateful.
- April: Autism Awareness Month and Parkinson's Awareness Month were recognized; people completed packets about each.
- Earth Day was celebrated by people cleaning up the outside of their hub site and planting flowers where possible.
- May: National Nurses Day was celebrated by people making thank you cards for the nurses that support the day hab program.
- Dog biscuits were made for the Patchogue Animal Shelter along with pull toys made out of strips of fabric.
- June: Evan from SANYS gave a virtual presentation on sexuality and choices. A discussion was held on a person's right to have relationships with the people of their choosing.
- Pride Month was celebrated with a virtual presentation on how Pride Month came about. This led to a discussion about how people should learn about people's differences while celebrating what makes us the same.
- Flag Day was celebrated by showing a video on the history of the day. People were encouraged to wear the flag colors that day.



## Executive Council Hosts Respectful Interactions Seminar



### Program: Respectful Interactions

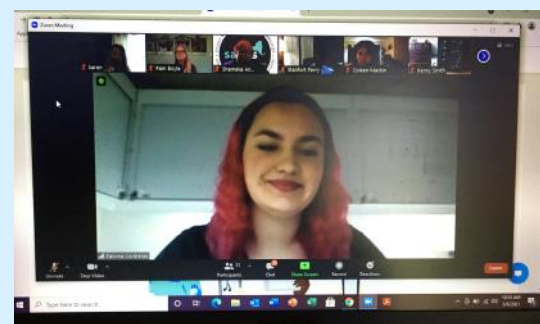
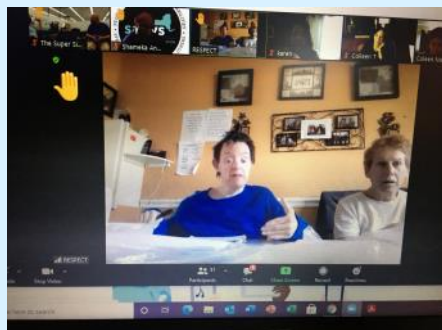
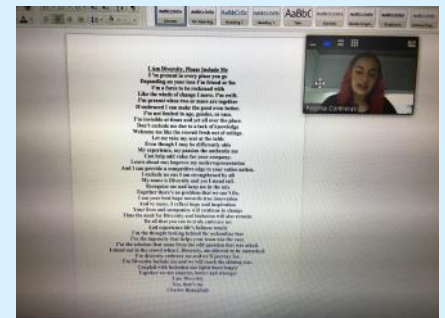
1. Musical Leads the Way
2. Opening Remarks: Stanford Perry
3. Inspirational Impact: Pam Boyle
4. Key Note: Shameka Andrews
5. Poem
6. Education: Michelle Rudoff
7. Open Mic Question: How can I make a difference?

Respectful Interaction's training for people supported was held on May 6, 2021. The training was a recommendation from the DEI Committee as some people supported have used words/racial slurs towards staff. The goal of this training was to understand that every person is afforded the basic human right to be treated with Dignity and Respect no matter what their background.

As a leading agency that supports people with developmental and intellectual disabilities, we have the great opportunity to be a powerful example of systemic change so that everyone - people supported, staff that supports people, and our community at large can look to us as an example of Dignity and Respect for everyone.

Thank you to Stanford Perry, Executive Director, for providing the opening remarks and to Shameka Andrews, keynote speaker at the event. Shameka is the Community Outreach Coordinator for SANYS, an author and woman of many accomplishments. Shameka is also proud of writing her children's book "Butterfly on Wheels", and her role in organizing and speaking at the "Women of Color" rally in Albany.

"Respectful Interactions" represented a step toward enhancing an agency that represents awareness and kindness and promotes an environment that values everyone. It was a great event.



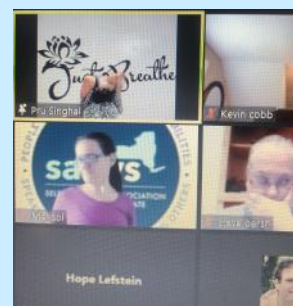
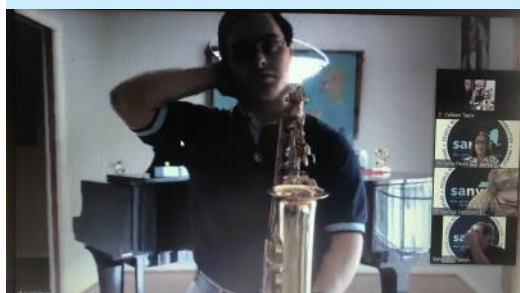
## SANYS VIRTUAL Long Island Conference

On July 20, 2021 SANYS Long Island region hosted its annual SANYS conference via a virtual platform. The theme of this year's conference was "Stronger Together." Matt Hofele and Jessica Campbell were the hosts of the conference and those in attendance enjoyed presentations from PHP on talking to your doctor and preparing for medical emergencies. Susan Gill, AHRC Nassau POM Interviewer and Trainer, discussed Empowerment via the three "Es" - Education, Experience and Exposure. All in attendance were treated to a yoga session with a focus on breathing.

### An Advocate's Perspective on the Conference by Michelle Rudoff



Tuesday, July 20<sup>th</sup>, 2021, SANYS (The Self-Advocacy Association of New York State) held its annual regional conference. They held the conference over Zoom because of the pandemic. Matt Hofele and Jessica Campbell did an awesome job at hosting the event by presenting the presenters. Sue Gill came on and presented her course called Empowering You. All present in did some wonderful yoga in the afternoon and evening sessions. A young man named Sajeet played some wonderful music. I had a great time at the conference and I am looking forward to hopefully be back at the conference again next year, hopefully back in person.



## Post Pandemic Safety

Council members posed the question to AHRC Nassau administration: "May I request that only vaccinated staff work with me in my home?" The short answer was, yes. The long answer is that it is quite possible that maintaining minimal staffing requirements will place unvaccinated staff in homes. An action plan to address this issue has been developed by the Council and is underway. Part of that was a training for people on how to continue to protect themselves against the virus.

1. Continue to wear a mask if you are around a group of people for whom you are unsure of their vaccination status.
2. Maintain 6 feet distance from others.
3. Wash your hands regularly.
4. Stay away from others that do not feel well.
5. Cough and sneeze into your arm.
6. Avoid touching your face.
7. Stay home if you are sick.





## SANYS Board Representatives Elections

### Roll Out

The election process will take place over four (4) months:

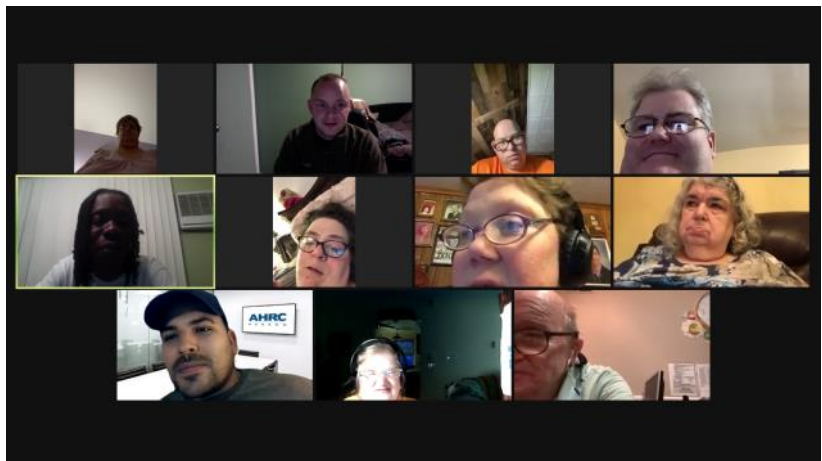
- **Month 1** – August 2021: Nomination forms completed & submitted by August 31, 2021.
- **Month 2** – September 2021: Campaign preparation - regional teams work with candidates to understand the process & identify support needs.
- **Month 3** – October 2021: Campaigning / Voting occurs.
- **Month 4** - November: Winners announced by November 30<sup>th</sup>, 2021!



Starting this August SANYS will begin the process of electing new Board members to represent Nassau and Suffolk Counties. The nomination forms will be sent out in August and people interested in running for a Board position will complete the forms and prepare their election campaigns. The election process will take place in October and your new representatives will be voted on and winners announced in November. Coleen Mackin is the present Nassau County Representative for SANYS and Matthew Hofele the Suffolk County Representative for SANYS and are a good resource for those wishing to enter into the race. We will also host the Long Island Regional Coordinators for SANYS at Council meetings in August to further explain the process. You may also contact Michelle Flood or Marisol Getchius at [mflood@sanys.org](mailto:mflood@sanys.org) or [mgetchius@sanys.org](mailto:mgetchius@sanys.org) for more information.

## AHRC Residential Council Update

- This year, Council Members were busy learning Zoom to hold Council meetings.
- Although on summer break from meeting, the Council is currently working on a memorial garden fundraiser for those we lost during COVID. The aim is to create a memorial garden where people can reflect on those that we have lost over the past year due to COVID. The location has not been finalized yet. As of now the Council has purchased the collection boxes for the memorial garden and are decorating them so they are ready to be distributed in September.
- Council members are also busy planning for the upcoming elections when the council returns. Everyone is looking forward to the elections.



## Personal Outcome Measures Recognition by Sue Limiti



Laura Becker working with Sean F.

Sean F., one of the people participating in hub site 6 in Freeport, has been attending since it reopened again in July. Although he appears to be happy at the hub site, he does not interact with the other participants.

Sean rarely spoke until recently, when Laura Becker got him involved in virtual programming. When participating in any virtual event, he becomes very talkative and enjoys seeing the other people on the screen.

One of his Personal Outcome Measures is to be more independent and Laura has definitely supported him in doing so. Sean will gather the materials he needs before a virtual class and waits anxiously for it to begin.

Thank you, Laura, for encouraging and supporting this person in experiencing different activities and helping to make his day fulfilling.

## Edward Signs Supported Decision Making Agreement!



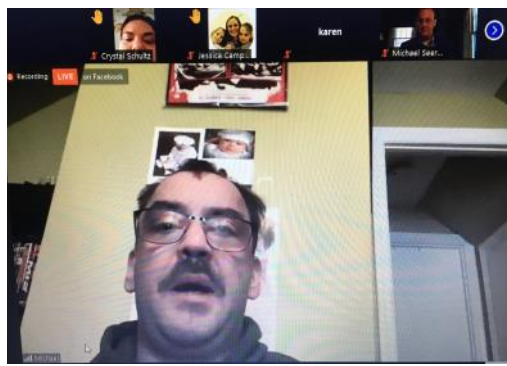
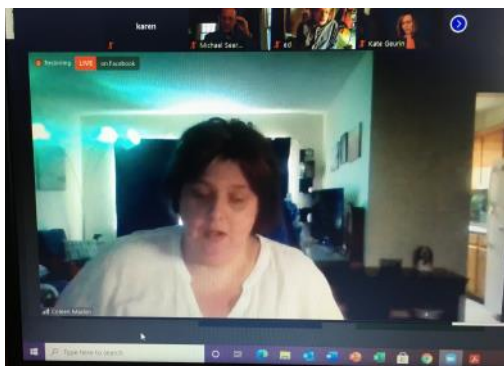
Edward Richardson and his supporters signed his Supported Decision Making Agreement on March 22, 2021. Edward's family beamed with pride as Edward signed his agreement virtually. Edward averted court appointed legal guardianship. To ensure Edward receives the support he needs, he also put in place a Health Care Proxy and receives assistance with decision making from designated supporters. The important thing is Edward makes the decisions for his life; something truly important to him.

I can make many decisions!



## NYDA Virtual Advocacy Rally

On March 25, 2021, AHRC Nassau joined the NYDA rally to urge the Governor and legislators to make people with disabilities a PRIORITY! The NYDA virtual rally for "Care, Not Cuts!" drew 1,000 supporters, including many politicians, family members and self-advocates. Advocates pushed for cost-of-living increases for caregivers of people with disabilities. Advocates for those with disabilities called on NY lawmakers to reverse cuts to support programs. Thousands joined the NYDA Rally to urge state leaders for "Care, Not Cuts!"

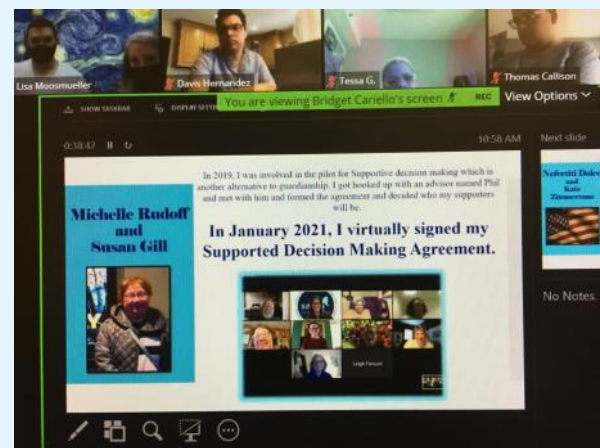


## How Supported Decision Making Has Helped Me By Michelle Rudoff

Supportive Decision Making is another alternative for guardianship, and I was part of the pilot for Supportive Decision Making. I got hooked up with a nice advisor named Phil and we started putting together my agreement. I chose who my supporters would be and how they will help me. Due to the COVID-19 pandemic I had to wait and do my agreement signing virtually over Zoom.

In January or Feb of 2021 I put my decision making process into effect when I suddenly had a medical issue caused by the pandemic and I acted quickly and got the help that I needed by calling my doctor and I was able to get physical therapy and get myself better and able to go up and down the stairs normally like I did before the pandemic. How is this different from before? When I lived in a group home, a meeting would have been needed with a group of five or more people. A referral would have been made to my physician and then a referral to a physical therapist. The difference today it was a phone call by me to coordinate everything—no "process" involved.

I would recommend Supportive Decision Making because it helps you make the choices you want in your life without the legal stuff or red tape.





## A Poet is Born: Elise Olson!

### Who You Are

Coming out can be hard. Once you do it you'll feel free, you can be who you want to be. Only you can make choices that are right for you. You are free to be who you are. Everyone should say I'm free to be me.

Everyone has the right to be themselves. Love who you are, love who you love.

Coming out is a journey and everyone has their own. Trust me, it's true; just be you.

Don't be scared to be who you are

Elise Olson

### P.R.I.D.E

P is for pride, R is for respect, I is for individuality, D is for driven, E is for expression.

Don't change for anyone, but you can change for yourself if you want to, it's your choice, speak up by using your voice. We're here for each other and can help when you need it.

Don't let anyone put you down. Be confident in who you are, you are like a star. Everyone

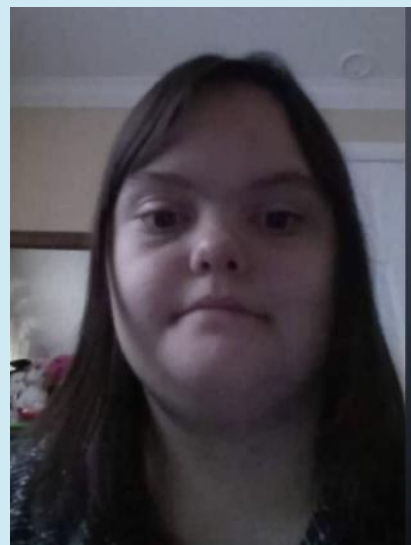
has their own journey. Coming out takes time, don't force it. P is for patient, R is for responsible, I is for independent, D is for determined, E is for encouraging.

Elise Olson

### Love Is Love

Love who you love. Don't be afraid to show your true self to the world. Stand up for what you believe in. Don't worry, we stand united. You are not alone. Be proud of who you are. Love is love. Love yourself. Embrace who you are. We are all in this together forever Just be you, this I know is true. All of us are made to find love and be loved by anyone. Always be kind, say this to yourself in your mind. Love is love. Love has no rules until you make it. Have pride inside you. Show off your uniqueness.

Elise Olson



## Join a Council!

**Self Advocates stand up for the beliefs and rights of people of all abilities.**

Through letter-writing campaigns, forums, rallies and other awareness-building initiatives, self advocates publicly share their unique perspectives and experiences to increase awareness in the community, as well as advocate for issues ranging from healthcare to inclusion.

**As a close group dedicated to change, Self Advocates supported through AHRC Nassau, also offer each other advice and support on how to become more confident and experience greater empowerment in their day-to-day lives.**

For more information email [ctapia@ahrc.org](mailto:ctapia@ahrc.org).

On July 4th, we celebrated our freedom, our community and our country. We remember the rights we have and are thankful for those who create awareness and greater independence for all. Happy Fourth of July!





## Fully Vaccinated! By Michelle Rudoff

On Monday, March 8th I took my first step to getting my life back to normal, by getting my first dose of the Moderna COVID-19 vaccine. Nurse Mary Fullam gave me the shot, with guidance and support from one of everyone's favorite doctors, Dr. Mary Mulqueen. (Dr. Bates being the other) I can't say I wasn't nervous because I was, but with Dr. Mulqueen by my side I knew I was going to be just fine because I know Dr. Mulqueen and Dr. Bates would not have me get anything that they didn't feel was safe. The best part of my day that day was seeing Sue Limiti in the Freeport lunch room who I only have been able to see in a small box on Zoom and web ex and seeing Dr. Mulqueen and getting a picture with her.



On Monday, April 5th I went back to the clinic to get my second of the Moderna COVID-19 vaccine shot. Mary Fullam administered the vaccine shot which didn't hurt at all.

I am happy that I am fully vaccinated because that means I am closer to a normal life and can get back to doing the things that I like doing, like bowling and basketball, camp, day hab and working in my office in Plainview.

Dr. Mulqueen and Mary Fullam and all at the Advantage Care clinic are just so amazing and it is just amazingly run.



## Debra Returns to Day Hab

After spending most of 2020, and part of 2021 participating in virtual services, Debra Grupp' returned to her much loved day services in person in Freeport.

Enjoy Debra!



## Joy, Happiness and Reunions!

After more months and months of patience, advocacy and stamina, the day finally arrived for some people to return to their hub sites. It was a day filled with smiles and warm and wonderful reunions.

Hub sites will reopen gradually, as all health and safety standards are met.

Thanks to all for their continued patience and efforts!



The AHRC Seaford Hub site re-opened to a warm welcome.



## Rally to Save Services

YOUR VOICE IS NEEDED

### Federal News

We have a once-in-a-lifetime chance to modernize and strengthen the outdated infrastructure behind our nation's disability services system, Medicaid. Make it count and ACT NOW to tell Congress to fund home and community-based services through the Better Care, Better Jobs Act — a historic investment in disability services! #CareCantWait #BetterCareBetterJobsNow

**Support the Better Care, Better Jobs Act.** This proposed \$400 billion funding would increase access to services and be a long-overdue investment in the direct care workforce.

## The Empowering Forces of The Three E's

By Susan Gill-Orange, Personal Outcomes Trainer

At all stages of our lives, we are faced with decision making. What book to read, what clothes to wear, what food to eat all become points of decision making. These choices are made based on what is known as *The Three E's*, Education, Exposure and Experience. It is CQL's (Council on Quality and Leadership) way of emphasizing what is needed in order to make the kind of decisions that we face in life.

For people we support, it is not always easy to make these determinations. For too long other people took control of the choices available for people with IDD, thereby limiting not only the experience of independent thought but relinquishing the right to self-determination by bypassing the person's options for education and exposure to choice making. In an effort to remedy this, the Personal Outcome department at AHRC/Citizens has undertaken a series of virtual programs that highlight the 21 indicators involved in developing outcomes and help people receive the education that will enable them to be exposed and then experience the choices they eventually make. For example, when we discuss: "Did you choose where you work?" the conversation revolves around the importance of work and the type of work the person values. The person needs to understand what he wants to do and that he has a right to pursue that desire. Only with education can the person truly get an idea how this works. Subsequently, the person becomes exposed to the kind of work he wants, by reading about the career, visiting job sites etc., so that eventually he can experience it firsthand.

Other areas of expertise that are discussed in the series include: safety, relationships, social roles, integration and personal outcomes. In each segment, viewers are asked for their opinion and participation and are guided to different support outlets when necessary. One of the more lively discussions focused on internet safety and the scams many people with developmental disabilities fall prey to.

The series, *Empowering You*, airs on the Full Day Fridays Microsite segment via Microsoft Teams during the 1:30-2:30 pm time slot. It will also be aired beginning June 15<sup>th</sup> on Tuesdays from 10:30-11:30 am all year long. The accreditation organization, CQL, has this to say about supporting people to make informed choices in their lives, *In order to promote quality, organizations must become more intentional about providing education, experience, and exposure. People learn through their experiences, even when these experiences do not go as planned. In fact, it is often our mistakes that allow us to make better choices in the future.*

More food for thought shows that it has been determined that:

- When organizations provide people with information and education about exploitation, people are 2.5 times more likely to be free from abuse and neglect.
- When organizations support people to be aware of their medical issues and their impact, people are 11.6 times more likely to have the best possible health (outcome present).
- When organizations provide people with access to information about options for community participation, people are 6.5 times more likely to participate in the life of the community.
- When organizations assist people to explore and evaluate experiences in order to make informed choices about intimate relationships, people are 3.9 times more likely to have intimate relationships. (Clausen, Michael "CQL Educational Resources". January 2021)

No one should be afraid to learn how to make good choices in life. It is a fundamental right to do so. Organizations must learn to develop ideas and encouragement in order to provide the best possible support for people who are on the road toward the best life they can possibly live.

# VALUED OUTCOMES



## 125 People Vaccinated During Vaccination Pod Event!

On Saturday, March 20, 2021, AHRC Nassau partnered with CDNY, PHP and Community Care Rx, to ensure 125 people we support and staff from across our family of organizations were vaccinated. This weekend's success was due in large part to an engaged team focused on creating a healthier future for all. [#kickCOVIDtothecurb](#) [#COVIDVaccineClinic](#) [#IGotTheShot](#)

A huge thank you to our partners at CDNY, PHP, and Community Care RX for assisting to make this possible. 125 people were vaccinated! Great job everyone!



**Hazel Duke, Executive Assistant, Advantage Care,** wanted to get vaccinated so "she can feel more comfortable with friends and family".



**Marta Estrada, a Team Leader for Total Facilities Management,** wants to "protect herself from this virus."



**Roshni John, Assistant Director for Residential,** said she wanted the vaccine "to protect myself, my family and the people I support."



**Zach Correale, a Human Resources Assistant,** said he wants the vaccine "so things can get back to normal."



**Jason Persan, Assistant Director of Human Resources, and Laura Franzen, Human Resources Manager,** ensured that 125 people in Nassau County received their vaccination in our Plainview facility.

AHRC Nassau's East Meadow Art Gallery Presents:

## ART IN THE PARK



On July 21, 2021 at Forest City Community Park in Wantagh, NY, the East Meadow Art Gallery held an exciting new art exhibit in a picturesque outdoor setting, featuring breathtaking original paintings, hand crafted items and one-of-a-kind jewelry pieces.



*"So happy and honored to be part of an 'Art In The Park' event. Such impressive paintings and poetry by gifted artists."*

*"Poetry is too massive to be confined to the indoors!"*

*-Patrick Sherrard*

## Freeport Work Center

Exciting changes are underway at AHRC's Freeport work center. After June 30, 2021, the workshop will transition into a fully integrated business center.

"We are creating an environment that harnesses the abilities and perspectives of each team member all working toward a common goal," shared Todd Borom, Director of Business Development and Corporate Engagement, AHRC Nassau.

"The full renovation of our spaces in Freeport will support expanded capacity across all business lines. Together, they will now operate under our Wheatley Farms corporate banner," continued Mr. Borom. Wheatley Farms' businesses include culinary services, commercial cleaning, landscaping and snow removal, greenhouse and nursery, embroidery services, as well as assembly, package and shipping.

Wheatley Farms Catering and Nursery can now be found online by going to <https://order.ehungry.com/Wheatley-Farms-Catering>



## Personal Outcome Measures Rally By Helene Ramer *WHEN YOUR DREAMS TAKE FLIGHT*

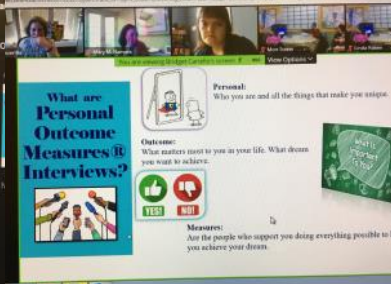
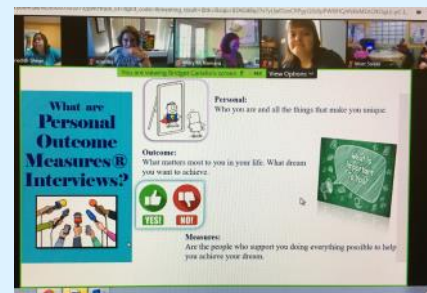
The POMS Department had a very successful 2 hour virtual rally during Compass Week. We had a DJ from Caffeine Academy, a welcome introduction from Executive Director Stanford Perry, SANYS New York and SANYS Long Island, and CQL Council on Quality and Leadership. Presentations were also made by our very own self advocates: Michele Rudoff spoke about her Supportive Decision Making; Nefertiti Dolce spoke about getting US citizenship; Richard Infante spoke about his artwork and was the winner of the recent POM logo contest. The POM Department, Bridget Cariello, Susan Gill, Kate Zimmerman and I explained what POMs are, why they are important and what matters most.

The theme of the rally - when your dreams take flight—was drawn by Richard,. What are the steps to make your dreams come true? What do you need to do, and who will support you to achieve those dreams?

Richard won the prize for our logo contest. Lisa Moosemueller, East Meadow Art Site Manager, interviewed Richard. I was so impressed with Richard's emphasis about communicating your dreams for them to come true. Their interview is below.

I was fortunate enough to have interviewed Richard for his POM, where he said that he would like to sell his art work. Robert White, Senior Director of Human Resources, saw Richard's logo on my cubicle. He commented that he loved the picture. I told Robert that Richard was a terrific artist and asked if he would be interested in purchasing a picture. We then emailed Robert pictures of Richard's artwork and he chose a piece illustrating teamwork that hangs in his office. The picture on page 5 is Richard delivering his work and meeting Robert. This was the beginning of Richard's Dream Taking Flight.

Thank you to everyone that attended and to all my teammates who made the event a success. Kate Zimmerman said that the rally united service providers, recipients, and community partners in a mission to promote independence and self-advocacy through the use of personal outcome measures, advocate stories, and sharing tools to put people in control of their lives. Susan Gill said that the ability to direct one's own life is the ultimate goal of the personal outcome process. It is a life changer. We look forward to learning people's dreams and supporting them to come true.



## Personal Outcome Measures Update

CQL Accredited Department Trainer, Susan Gill recently passed her CQL reaccreditation process with an outstanding 100 percent score on "decision making". Department Interviewer Helene R will be recertified in October 2021 and Interviewer Kate Zimmerman to be certified October 2021.

Department staff are averaging 3-5 POMS interviews a week and returned to in-person interviews by August 15<sup>th</sup>, 2021. Staff continue to play an active role in Council, Compass and CQL Personal Interest Survey initiatives. Since January of 2021, the POMS Department relaunched their advocacy efforts through a logo contest, and a virtual POMS Rally (May 2021). The Rally was a shared collaboration between The Self-Advocacy Association of NYS, CQL and AHRC—Citizens POMS Department. Plans for developing CQL initiatives at Citizens are underway.

The POMS Department interviewer had expanded UPG. Over the past two years, offerings that have expanded and promoted community engagement have broadened the exposure of the people we support to new ideas and activities. The Department has developed and launched virtual "Empowering You," Training Modules (about 22 training modules) to educate the people we support and their staff on the 21 personal outcome measures and how to support people to live their own best lives. The sessions have been running two times a week virtually on Wednesdays and Fridays since April 2021. The Department will begin recording the modules for Relias (the agency's training platform), to be archived for the agency's new Remote Learning and Resource Center.

# VALUED OUTCOMES

## Putting an End to Child Marriage through Self-Advocacy: Naila's Story

By Kate Zimmerman

On June 8, sponsored by the AHRC-Citizens POM Department, the University of Personal Growth presentation was given by an exhausted Naila Amin, a survivor of a forced marriage who had spent the previous night aiding in the rescue of another child bride. Naila was born in Pakistan and came to live in the United States with her family when she was 5 years old. At the age of 7 she became a US citizen. At the age of 13 Naila was forced into a marriage in which she had no choice. It had been decided she would be married to her first cousin in her native country so that he could enter the States. When Naila was 15 years old, she was sent to her country of birth to live with her husband because she had a boyfriend her father did not approve of. Naila shared her personal story of being a young wife at the hands of an abusive husband, in a culture where women are seen as possessions and are treated as such. She shared her terrifying journey through the streets of her neighborhood where terrorism was prevalent. With help from her uncle, Naila made her way to the United States Embassy and was rescued. Naila shared about returning to the States, going into the foster care system, and eventually reconciling with her father. Today, Naila's father is her biggest supporter and has joined in her efforts to put an end to child marriage.

Since her return to the United States, Naila has founded The Naila Amin Foundation and has advocated endlessly to put an end to child marriage, which is currently legal in 48 states. Through the Foundation, Naila brings light to an issue that is often misconceived as only a problem in foreign nations, when in reality child marriage is occurring frequently here in America. Naila works tirelessly to rescue child brides and is working toward opening a shelter for them to go to when they escape. Recently, Naila has advocated with NYS Assemblyman Phil Ramos and NYS Senator Julie Salazar to get bills passed through the State

Assembly and Senate to raise the legal age of marriage in NY to 18. Today, bill S3086, also known as Naila's bill, sits on the Governor's desk, waiting for a signature to turn it into law. Naila is on the phone to make sure it gets done. Naila's story is being turned into both a book and a movie.

After taking questions and listening to stories from the self-advocates supported by our organization, Naila concluded by talking about the importance of forgiveness and staying brave and strong when advocating for yourself and others.

For more information, visit: <https://www.facebook.com/TheNailaAminFoundation/>  
To help Naila put an end to child marriage in the US, visit: <https://www.change.org/p/help-us-end-child-marriage-in-new-york-state>



## Diversity Equity Inclusion Committee Host Lunch and Learn



The committee hosted a Virtual Lunch and Learn on "Having Difficult Conversations about DEI" on June 24, 2021 from 12:30 to 1:30 pm.

Have you ever had a difficult discussion related to race? At the Lunch and Learn, three of our staff discussed their experiences, and Christine Schulte, Senior Director of Behavioral Services, provided tips and strategies to make these discussions easier and productive.





University of Personal Growth by Helene Ramer

University of Personal Growth had a very successful spring. The number of attendees continues to increase, and people are now familiar with Tuesdays at 10:30 as the designated day and time. It is virtual on Microsoft Teams.

We have had community partners, as well as AHRC employees, present their programs. Some of the classes are educational and health related. Other classes are just for fun. We have had Meditation and Art of Jin Shu, Healthy Mind and Body by the Alzheimer’s Association, and Stress and Coping Skills. Song-birds of Long Island was a crowd favorite. The presenter showed pictures of birds found on Long Island and played the different sounds they make. She also gave her interpretation of what the birds were trying to convey. Pollinator gardening was also very interesting. The presenter explained how birds, insects and plants depend on each other to survive.

Self-Advocacy is always a topic that we promote. Michelle Rudoff spoke about her Supported Decision Making and Naila Amin introduced a bill to New York State to end child marriage. Poetry with Patrick Sherrad gave everyone a chance to be creative. We all love music and had an enjoyable presentation of “Here Come the Monkees” and the biography of John Lennon. It brought back lots of good memories. Caffeine Academy had a dance party with DJ Brandon, and participated in our POMS Rally. The people in Freeport presented their talents by singing, dancing, reciting poetry and teaching Zumba. We ended the season with LGBTQ+ Advocacy to support Gay Pride Month.



Thank you to everyone who attended and presented. We will be back in September for more educational and enjoyable classes.

**Brighter Days**

It’s been a sunny week and the AHRC Freeport Hubsite made it even brighter by recently bringing greeting cards, coloring books and crayons to Ronald McDonald House and Cohen Children’s Medical Center.

A photograph showing three people in a room. One person is seated in a wheelchair, another person is standing and wearing a cowboy hat, and a third person is standing. There are boxes and bags of supplies on the floor.

What new hobbies did you discover during the pandemic? Millie, who lives at AHRC’s East Norwich house, has been keeping herself busy with many new projects such as painting, learning Spanish, reading and needle-point.

A photograph of a woman with short dark hair and glasses, wearing a red shirt, holding up a large, colorful needlepoint project. The project features a variety of birds and flowers.

After Sad Mother’s Day 2020, Vaccines Offer Sweet Reunions

For months, the pandemic kept Janice Shear from her daughter, Meredith, who lives just 15 miles away in Rockville Centre. Last March, Meredith’s 40th birthday party, with more than 100 guests, was canceled due to COVID. Based on state guidelines, visitors were not allowed at Meredith’s house and Janice’s senior living community asked residents to isolate. Janice would make drive-by visits in the car and wave, rather than their pre-pandemic schedule of twice-a-week visits and weekends home for Meredith.

Last July, restrictions loosened slightly and they began regular meetups. Now, both are vaccinated, along with other family members. They had a Mother’s Day barbecue at the nearby home of Meredith’s sister and her family.

“Last year it was sad. Meredith was my first child. She made me a mother, and pulling up in my car and just seeing her on the front step and then driving away, it was hard,” Janice said.



## Family Seminars 2021 Series



The 2021 schedule for Family Seminars remains ongoing and developed based on needs. Most recently, on August 5, 2021 a virtual Family Seminar was held on Diversity, Equity and Inclusion for family members. The seminar shared with family members, as stakeholders, our mission and activities related to Diversity, Equity and Inclusion (DEI). Michelle Rudoff, QI Trainer, provided the definitions of diversity, equity and inclusion. Bridget Cariello, Day Hab Administrator, provided family members with the activities and initiatives the DEI committee has accomplished over the past year. Pam Boyle shared with the committee the work she has facilitated with many advocates throughout the agency and the impact those advocates have had. It was a very informative seminar.

A family seminar is under development for virtual technologies for the fall of 2021. Please check the agency website for more information.

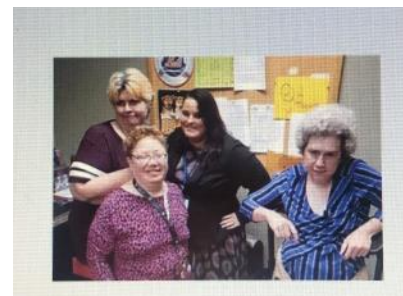
**For More Information on  
Family Seminars,  
Visit [AHRC.org](http://AHRC.org)**

***Hope You Join Us  
at a Seminar Soon!***

## Diversity Equity Inclusion (DEI) Respectful Interactions

**By Michelle Rudoff**

On Thursday July 29<sup>th</sup> the COMPASS/QI department facilitated a Respectful Interactions family seminar. Those who attended enjoyed a wonderful poem that was read by Paloma Contreras and some inspirational words of wisdom by Pam Boyle. Bridget Cariello and I spoke about what DEI is and why it is important. Everyone who attended enjoyed the event and is looking forward to the next event.



## AHRC Nassau Employee Open Forum

The forum was hosted virtually on June 23, 2021. It was a time to share information, answer questions and hear input.



**We  
hope  
you  
join us  
at the  
next  
forum!**





# VALUED OUTCOMES

## 2021 EMPOWERMENT & FAMILY SEMINARS

### *Empowerment Series*

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

#### Topics for 2021

- **Tech Training (Bi-monthly on Thursdays)**  
Please contact Colleen Tapia or Bridget Cariello for additional information  
ctapia@ahrc.org  
bcariello@ahrc.org
- **Online Etiquette**  
Date TBD
- **Residential Options**  
Date TBA

### **Fun, Interactive Virtual Tech Training Classes**

Facilitated By Colleen Tapia & Bridget Cariello

Weekly tech classes were offered to practice/discuss Zoom, Web-Ex and Microsoft Teams, host meetings, share documents, engage with YouTube Video Content, archive documents and access archived materials,

Virtual life will continue post pandemic in certain situations. We were very grateful for these platforms and hope to continue to offer great opportunities in the future!

### *Integrated Seminar Series*

Join us for future webinars via WebEx right from your own home!

Open to members of the community, family members and advocates

#### **Family Support Group** **Every Wednesday at 2:00 p.m.**

Presented by: Michelle Gladstone, Coordinator of Psychology Day Services, AHRC Nassau  
Please join our new family support group to be held via Zoom. starting Wednesday, June 3rd. You are welcome to join as we talk about our struggles, ideas/ways to cope or just to chat!

#### **Diversity, Equity and Inclusion** **July 29, 2021 at 4:00 p.m.**

Presented by:  
Colleen Tapia, QI Administrator  
Bridget Cariello, Day Service Administrator  
Pam Boyle, MS/Socialization and Sexuality Specialist  
Join us for discussions on Diversity, Equity and Inclusion within our AHRC Nassau and Citizens Options Unlimited communities.

#### **Virtual Technologies and Platforms** **August 19, 2021 at 4:00 p.m.**

Presented by:  
Colleen Tapia, QI Administrator  
Bridget Cariello, Day Service Administrator  
Join us to gain a working knowledge of new virtual technologies and platforms. We'll discuss some of the ways you can use these tools to connect with your peers, develop your network and more!

TBA  
Wills and Trusts

For information or registration,  
please visit our website at [AHRC.org](http://AHRC.org)  
or email [ctapia@ahrc.org](mailto:ctapia@ahrc.org) or  
Call: 516-293-2016, ext. 5492

## Empowerment Training



The 2021 Empowerment Series included the following training: Virtual Meeting Etiquette on 3/17/2021 @ 1:00 pm and Self-Care and Wellness on 5/19/2021. The 2021 Empowerment Series also includes The University of Personal Growth (UPG) which is held virtually each week with many exciting and interesting topics planned (Country Line Dancing, Long Island Birding, Poems by Patrick, etc.). Susan Gill has also started a weekly Empowering You Series which started this past Summer. There are many opportunities available to learn and grow. Please contact Colleen Tapia at 516-293-1111 extension 5492 or [ctapia@ahrc.org](mailto:ctapia@ahrc.org) for more information.

## 2021 Employee Engagement Survey

You may recall that last year's Employee Engagement Survey was cancelled due to the COVID-19 Pandemic and a smaller pulse survey was conducted instead. A more typical Employee Engagement Survey was back in April 2021!

The annual employee engagement survey provides an opportunity to check in with all employees to learn what is going well and where we need to improve. Everyone's participation was critical - especially during these unprecedented times.

Thank you to all who took the time to complete our 2021 survey. 30% or 488 employees responded, which reflects a 9% increase in response rate compared to our last survey. Positive trends are indicative of an 80% or greater satisfaction level. We are excited to share that there are **12** positive trends this year, up from 8 during our last survey.

1. "I feel overall satisfaction with my job."
2. "I feel AHRC is flexible with regard to my personal needs."
3. "I am provided with a well-structured benefits package."
4. "Any trainings I require to succeed in my position have been provided to me by AHRC."
5. "I have a positive working relationship with my supervisor."
6. "I feel there is good communication from my immediate supervisor."
7. "I feel there are opportunities, resources and supports to pursue professional advancement at AHRC, if I choose."
8. "I feel that AHRC embraces and fosters a diverse workforce."
9. "I feel a sense of belonging and inclusion at my work location."
10. "Diversity, Equity and Inclusion is one of AHRC Nassau's stated values and priority areas."
11. "I feel that I am provided with a generally safe physical work environment."
12. "I have been provided with enough information regarding COVID-19 and how it impacts AHRC Nassau."

A number of initiatives have been or will be implemented in the near future to address our areas of concern, specifically:

Item/Question	% Agree	Action Steps
I feel my total compensation is competitive and fair for my position in a not-for-profit human services organization.	AHRC (48%)	DSP Career lattice development, Potential DSP Peer Mentor position, Total Reward Statements, Education on comparable pay scales across our region, increased communications regarding advocacy efforts. The agency is collaborating with other organizations to develop a proposal seeking DOL job code.
I feel my contributions are recognized and valued.	AHRC (65%)	Employee Appreciation Event, reinstatement of Employee of the Quarter and Length of Service awards, HR/EMT house visit schedule to be developed, development of a toolkit for managers providing ideas on recognizing employees.
I feel there is good communication offered from upper management through forums, monthly employee newsletters, memos, emails, etc.	AHRC (77%)	Increased use of text messaging/robo calls, DSP Focus Groups were held, semi-annual open forums, enhanced email communication (Constant Contact), HR/EMT program site visits to be scheduled. Resumption of monthly employee newsletter.
I would recommend employment at AHRC.	AHRC (73%)	All of the above.
AHRC Nassau is supporting me, and considering my wellbeing, during this period in particular.	AHRC (75%)	Offering continued educational opportunities for health and safety initiatives, opportunities for onsite COVID vaccinations and testing.
I trust that AHRC Nassau is treating my health and safety as a priority.	AHRC (78%)	The agency recently reinstated the Safety committee with enhanced efforts and representation across all departments. Recent workplace safety policy enhancements and annual workplace safety training has now been implemented.

Employees who participated in previous surveys have helped to make AHRC Nassau a better place to work and to remain a top service provider in our industry.

*Since 2015, the Employee Survey has made a noticeable difference:*

- Overall satisfaction with job +17 from 60%-77%
- Flexible with personal needs +13 from 70%-83%
- Well-structured benefits package +10 from 64%-74%
- Communication +15 from 57%-72%
- Trainings to succeed in position +24 from 64%-88%

We greatly value everyone's participation.



## The COMPASS Committee & The Quality Improvement Process

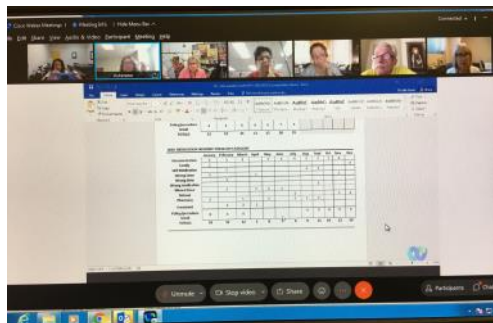
The COMPASS Committee continued to meet virtually each month. A quality enhancement review of a CQL Factor is completed at each meeting as well as a review of COMPASS management plan items.

The committee also continues to pause and think about the path forward for quality, including how and what to prioritize in our “new normal”. Through a series of conversations with various stakeholders, the committee continues to adapt each day, week and month to address new desires and challenges.

The committee is very aware that many of us are still reeling from our experiences through COVID and that there is a need to balance learning and improvement with kindness, acceptance and wellbeing.

As always, at our core, quality remains defined by the people supported by the agency. It is the driving principle and goal for the COMPASS Committee, which transforms but never really changes.

We invite all interested to join in this endeavor. If you would like to participate at a COMPASS meeting, please email us at [ctapia@ahrc.org](mailto:ctapia@ahrc.org).



## Regulatory Affairs By Eric Rosen

Due to the COVID-19 pandemic, site-based surveys were suspended between 1/1/21 and 4/28/21. Upon resumption of site-based surveys, the Regulatory Affairs Department completed twenty-four (24) surveys during the first half of calendar year of '21 (through 6/30/21). Completed surveys include small IRAs, large IRAs and Day Habilitation sites. A modified version of the OPWDD Site-Based Protocol was utilized during all surveys.

In addition, Person Centered Reviews were completed for a sample of people supported receiving services/supports from the agency.

Positive findings noted during these surveys include observed positive/respectful interactions, the encouragement of independence and choice and overall satisfaction with supports and services.

## House and Family Meetings by Deanna Allen



Community Living Services continues to adapt and adjust to the obstacles of hosting family meetings over the last year and a half due to the pandemic and limits on safe gatherings. Some families have become proficient at how to meet virtually, while others prefer a phone call with the manager. In addition, some houses hosted meetings in the yard as the warmer months provided an opportunity to meet and socially distance. House meetings continue to focus on keeping everyone safe during the pandemic and finding fun activities for everyone to enjoy while being socially responsible.



A few highlights this summer included celebrating Ruby on his 90<sup>th</sup> birthday and Anthony who turned 58 this past May! Ruby celebrated at his home in Merrick, watching his favorite team, The Yankees and Anthony did the same enjoying a fun casino party with his housemates. The gentlemen at Old Britton worked together to make their very own garden (see photos of the men putting it together in May and how it has grown since then). Great job!

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



Non-Profit  
Organization  
U.S. Postage  
PAID  
Permit No. 11  
Glen Head, NY

Please Rush  
Dated Material

TO:

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

## AHRC DAY CONNECTIONS

