

Citizens Options Unlimited COMPASS Semi-Annual Report

Citizens Council Welcomes Stanford Perry, Executive Director



Citizens Council was pleased to welcome Stanford Perry to its May 2019 meeting. As part of Citizens' COMPASS Management Plan, executive staff attend meetings at least once a year to strengthen the communication and bond between advocates and executive staff.

The Council wanted to know about the agency's budget and how money is spent. Stanford explained that each Director submits a budget, which is then reviewed, approved or changed, based on the specific program's needs. The Council shared its fundraising and advocacy efforts with Stanford.

Self Advocacy Association of NYS (SANYS) Long Island Regional Conference



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

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



Mission Statement and Management Plan Annual Review

The annual review of the mission statement and management plan will begin in September 2019 by Citizens Council. This is completed each year as part of its COMPASS commitment and execution of the COMPASS Management Plan.

After the Councils' review, the COMPASS Committee will review the mission statement and COMPASS management plan, followed by Citizens Board of Directors' review.

If you have suggestions for changes to the mission statement and/or management plan, please contact Colleen Tapia at 516.293.2016 extension 5492 or at ctapia@ahrc.org. Everyone's input is valuable and welcome.



Vision Statement

A world where all people are valued.

Citizens



Citizens supports people to live the lives they choose through family and community engagement.

COMPASS Validation Visit 2019



The annual COMPASS recertification visit was conducted by OPWDD May 14, 2019 through May 16, 2019. During this week, Citizens welcomed the NYS Division of Quality Improvement (DQI) and Bureau of Program Certification for the annual COMPASS validation visit. This is an annual recertification review to be sure Citizens continues to meet all of the NYS COMPASS criteria, as well as the standards set forth in Citizens COMPASS Management Plan.

Citizens was recertified as a COMPASS Agency. We thank our colleagues from DQI and the Bureau of Certification for their rigorous review and much valued input. Many

COMPASS related activities occurred during the week, which highlighted the standard COMPASS activities throughout the year. A sampling of all the COMPASS criterion initiatives was reviewed. A comprehensive review of the self-survey was completed as well as the OPWDD Person-Centered Review (PCR) protocol. There were no significant findings. A few recommendations were provided, specifically: 1) the creation of a formal maintenance work order policy and procedure, including a trend analysis of maintenance work orders and a trend analysis of minor notables; 2) investigation completion within the required time frame; 3) a system to address live in staff parameters, especially in relation to incident allegations; 4) trending of staff action plans to ensure that training is systemic and to determine if a quality improvement goal is needed for staff correct and consistent implementation of the goals. A quality improvement plan was developed and is underway for improvement in this area. Congratulations to all at Citizens for their continued commitment to COMPASS philosophy and standards!



SANYS Suffolk County Board Representative

Bridget Cariello, LI Regional Coordinator for SANYS is leaving SANYS after 10 years of coordinating, promoting and pushing forward the advocacy movement on Long Island. Citizens had partnered with SANYS these past 10 years and has benefited from SANYS U, the State and Regional conferences, as well as so much more.

Matt Hofele, the Suffolk County elected SANYS board representative, presented Bridget with a gift and thanked her for all her support as well as wishing her all the best in her new endeavors.



Sibling BBQ

On June 13, 2019 over 100 people gathered for the annual sibling BBQ in Brookville. The Sibling Group meets three to four times a year. Paul Giordano, AHRC President and founder of the group, encouraged all in attendance to remain involved. As parents age, the role and responsibilities of siblings-supporting-siblings usually increases and they become one of the strongest natural supports for their brother or sister. Siblings also provide long lasting, positive and loving relationships. Citizens strongly encourages this natural support and enjoys working with so many engaged siblings.



2019 SIBLING GROUP Please Join Us!

December 5, 2019: Holiday Party 6:00pm—8:00pm Brookville

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

Meeting	March 22, 2020	11:00 a.m. – 1:00 p.m.	Brookville
Annual BBQ	June 2, 2020	6:00 p.m. – 8:00 p.m.	Brookville
Meeting	September 3, 2020	6:30 p.m. – 8:30 p.m.	Plainview
Holiday Party	December 3, 2020	6:00 p.m. – 8:00 p.m.	Plainview



Board of Directors Visit Camp Loyaltown

On August 14, 2019 Camp Loyaltown welcomed the Citizens Board of Directors for a tour, followed by lunch. Board members visited the activity centers throughout camp, including the expanded nature center, new pool, sensory garden and stables. Board members were impressed by the increase in the number of campers being supported during the summer months and educated about the growing demand for respite services by families caring for their family member at home. Camp now operates 12 months of the year with an on-site staff providing consistency and greater connections to the local community.



Board Physical Plant Inspections by Colleen Tapia

The annual Physical Plant Inspections (PPI) meeting was held in April 2019. Karen Hirschfeld, COMPASS Director, acknowledged the Board inspectors for their diligence and commitment to the COMPASS physical plant inspection process. The thoroughness of the inspections continues to ensure that people live and work in lovely, enjoyable and safe environments. The physical plant inspection process remains an integral component of our success as a COMPASS agency.

Fifteen (15) physical plant inspections were completed since March 2019. A total of 5 new work orders were generated. There were 5 hazardous citations. There were 0 physical plant deficiencies that remained open after 60 days.

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



Ellen Moore & Bob Molloy



Supported Decision Making Workshops

Supported Decision Making, also known as SDM, came about in large part because of the UN Convention on the Rights of Persons with Disabilities (CRPD). This treaty was adopted by the UN in 2006, and has since been ratified by 177 (of 192) countries in the world, but the US is not among them. The CRPD includes a specific article calling for support and equal recognition under law for people with disabilities who may need help in making decisions, rather than guardianship. SDM has now been introduced in domestic laws in several countries.

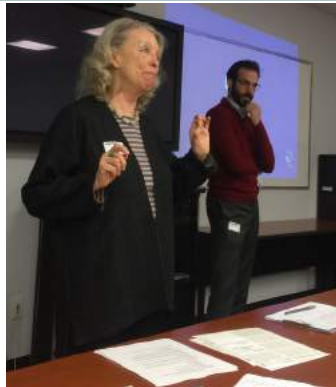


Jonathan Martinis, Esq., senior director for law and policy at Burton Blatt Institute at Syracuse University, raised several thought provoking questions to the attendees of the Supported Decision Making Workshops held on April 9, 2019.

For example: In your life, who do you ask for advice? On relationships? Your finances? If you're unable or wouldn't want to make these decisions independently, does this mean that you are unable to make choices about work, travel or other areas of your life? During these workshops, Mr. Martinis sought to shift perceptions on guardianship and a "one-size-fits-all approach." In his opinion, the question becomes, if typical people are reliant on others and have dignity of risk, why is the expectation different for people with disabilities—people who may be able to manage most or many areas of their lives and need some support in other areas.

To see a fuller explanation and case study, check out Martinis' blog post, "From Justice for Jenny to Justice for All: Everyone Has the Right to Make Choices."

Supported Decision Making - It is the Future



Making Supported Decision Making (SDM) a viable alternative to guardianship in New York requires a number of steps.

First, stakeholders (persons with I/DD, parents and family members, providers, the educational system, judges, lawyers, and the court system, healthcare providers and financial institutions) need to be educated about SDM, how it differs from guardianship, and how it enhances self-determination and inclusion, and, perhaps most critically, that it actually works in practice. That is why Citizens has taken steps to be part of the NYS Project for Supported Decision Making.. Being a part of this will result in real life opportunities for people to successfully make their own decisions with supports, and through their voices.

Second, governmental agencies with which people and their families interact (e.g. OPWDD, Department of Health) need to agree to accept Supported Decision Making Alternatives (SDMA's), to deal

with designated supporters.

Third, courts and attorneys should recognize SDM as a constitutionally required "less restrictive alternative" to guardianship, as well as a basis for restoring rights to persons currently subject to guardianship.

Fourth, educational institutions, especially special education, should incorporate SDM in transition planning, and should include teaching decision-making skills throughout the curriculum from pre-K to graduation from high school.

Fifth, legislation, like that already passed in Texas, is needed so that private third parties like healthcare providers, financial institutions, landlords, etc. can accept SDMA's without fear of potential liability, and are required to do so as a matter of law.

Citizens and AHRC Nassau hosted a Facilitator Training for SDM, three separate trainings for future Decision Makers and Guardianship Restoration Training. One person has successfully averted Guardianship and another is in the process of entering into a Supported Decision Making agreement with the love and support of his family. More to follow.....



Motivational Monday at Camp Loyaltown! By Jerri Walker & Tially Marcelin

For over ten years, Tially Marcelin has been coming to Camp Loyaltown. He loves the diversity that is celebrated at camp. There are staff from over 25 countries and Tially takes the time to meet them all! During his stay, Tially shares his writings with everyone he meets. Tially was so proud when he saw that his poem, *Camp Loyaltown* was shared on the Camp Loyaltown Facebook page as a part of 'Motivational Monday.' One of Tially's goals in life is to make the world a more positive place! According to Unit Administrator Jake White, "Tially is a true inspiration that anything is possible; he inspires me to stay positive and make the most of each day I am given!" Below is one of the hundreds of beautiful poems by Tially Marcellin.

Camp Loyaltown

*Camp Loyaltown is full of opportunities,
But you have to be able to choose what you want.
I made a choice.
I want to make a difference in everyone's life.
I know I'm not perfect,
But I want to try, because Camp Loyaltown is full of people
With different personalities,
There are people that you like and there are people you like less,
But you have to treat everyone the way you want to be treated.
My model is -you respect me, I will respect you.
I tell everyone I love my life.
I know your life is not perfect, but when I say I love my life,
I'm trying to help you to appreciate yours.
I understand life is not perfect,
But you have to enjoy your life while you have it.
You never know about tomorrow.
Camp Loyaltown changed my life.
I met so many people
They tell me you made a difference in my life!
But they don't realize when they say those things, they encourage me to do more
That's why I appreciate Camp Loyaltown.*



Working as a Dining Assistant (D.A.) at Camp Loyaltown By Michelle Rudoff



I have always wanted to know what it was like to work at Camp Loyaltown as a Dining Assistant. Well this summer, I finally got my chance along with a bunch of my close friends' one being Plainview's favorite Maintenance Assistant Peter Hadfield. Being a Dining Assistant (D.A.) is a lot of fun because you get to leave activities early to have meals with the kitchen staff before serving everyone else. Being a D.A also isn't an easy job because you have to be quick in getting to all the people who raise their hand and sometimes have to use a cart to carry more than one item some being hot drinks. It is also tiring because you have to be on your feet the whole time. On the last day before we all went home, Jerri Walker gave everyone that helped a nice award - a plaque. Most of all being a D.A is a rewarding job because you get to give back and help people. I totally enjoyed being a D.A.!





My Maid of Honor by Kimberly Stillwell

I am beyond grateful to have an older sister who has taught me more about life, love, and kindness than one could ever imagine. Jenny is seven years older than I. Growing up, she taught me from a very early age that love has no boundaries. Jenny taught me countless life lessons about perseverance and respect, appreciating others for who they were and how they treated one another. These lessons and experiences have guided my life and educated many others who have grown to know us over the past 30 years. I am so thankful to have such an amazing person as my sister, and grateful for the person she has helped me to become. To have her stand by me on my special day is a blessing - I am especially looking forward to her infamous dance moves on the dance floor!

Leading the Way! By Jerri Walker & Katie Keenan

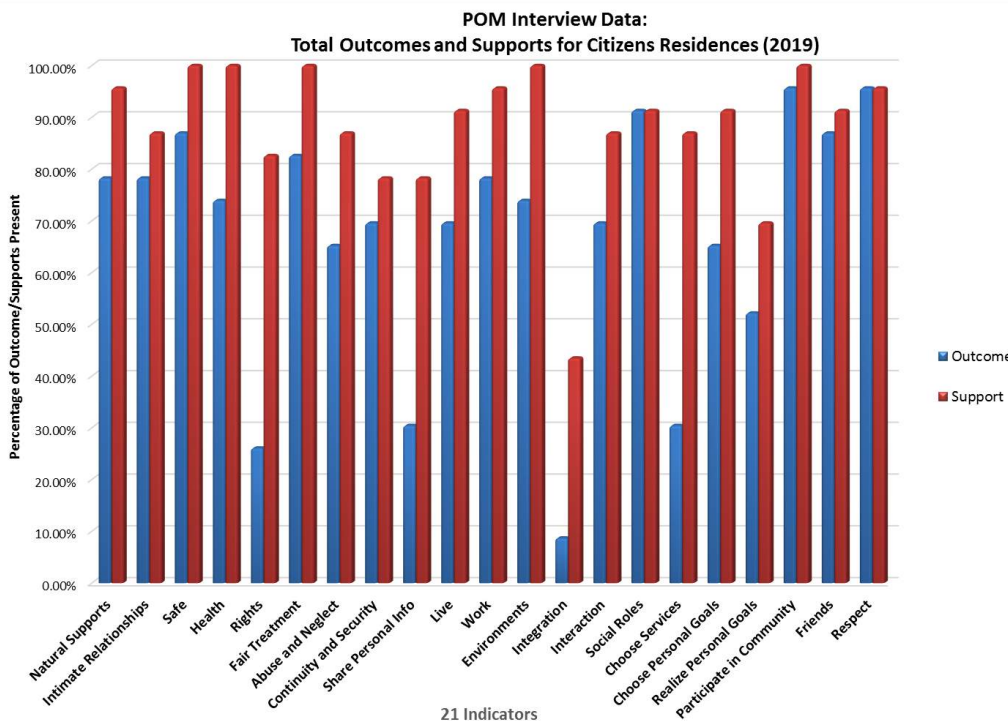
Katie Keenan has been coming to Camp Loyaltown for over five years. Each year she comes in hopes of making a contribution and supporting a program that means so much to her. She has been in many plays and has participated in countless activities.

In 2018, Katie requested to help in the camp office. Given her pleasant and enthusiastic demeanor, our staff quickly said yes! Katie was assigned projects which she enjoyed doing.

When Katie returned in June, 2019 for a respite weekend, Katie advocated that she be able to participate more with administration. Katie joined our **Orientation Leadership Team**. She assisted in training over 150 staff on topics such as *'We Have Choices, Individual Rights & Responsibilities and Willow Brook.'* Unit Administrator, Thandi Jama, from South Africa, shared, "Katie helped to open my mind and that of our staff to the potential and capabilities of the people we support."



Personal Outcomes Measures by Kevin Wilber, Assistant Director



The graph below represents POM data for Citizens residences showing the total outcomes and supports based on 23 completed interviews through July 2019

Overall, people supported by Citizens had the highest outcomes in the following areas: people are safe, people are treated fairly, people perform/have various social roles, people participate in the community, people have friends and people feel respected.

As far as feeling supported, people from Citizens felt that they were supported the most in the following areas: people are safe, people have the best possible health, people are treated fairly, people have access to their environments and people participate in their community.



Promoting Independence No Matter the Ability by Helene Ramer



In August, I had the opportunity to do a POM (Personal Outcome Measure) for Michael Harley, who lives in Melville, NY. Michael’s home was formerly operated by NYS and Citizens took over the home in 2016. I was so impressed to see the love and respect Michael experiences with the support of the staff at the home. He was fully empowered to make choices at all levels across his life. I spoke to Olivia Smallwood-Shand (Assistant Manager) and Lauren Sciacca (Behaviorist).

The staff at the home encourage Michael do things for himself, which was not previously the case. Michael expresses pride when he does things for himself. It is a true sense of achievement which is shared by all. Through his Personal Outcome

interview Michael revealed he loves the beach and looking at boats. He enjoys music and the Beatles are on constantly. A reclining massage chair has been ordered for Michael to relax in—and of course—to listen to music in!

Embracing the Community by Keith Lewis, House Manager and Lauren Rothman, House Behaviorist



Mikey above “before and after”

Michael “Mikey” Dutchen moved into North Massapequa IRA in June 2018 when he aged out of a children’s residential program operated by another provider. This young man never frequented a Barber Shop, preferring to have his hair cut by his mother. In effort to promote community engagement, his support team introduced Mikey to the local barber shop, bringing him there to visit. At first he preferred to just sit back and watch. Slowly, he became friendly and familiar with the barbers and it looked as if it was only going to be a matter of time.

June 15, 2019 proved to be a GREAT accomplishment for Mikey. It was his first time getting a professional haircut EVER! It just goes to show that when we all come together and put in the effort, we can all enrich the lives of the people we support by helping them achieve their goals, whether big or small.

And that’s the long and short of it! :)

We Still Missing You Poem by Dominick Port Washington

A poem dedicated in memory of Freaky Tah Tupac Biggie Big Pun Big L Aaliyah
Left Eye Jam Master Jay inspired by the Jay Z remix of Aaliyah’s Miss You

As a fan of you guys just like Jay we had to come straight from the heart
Your passings years later still tear us apart
We still feel emotional pain
Since y’all passed we still feel drained
No one can ever take the place of you guys
Anyone that thinks that think they can is telling a lie
You guys are definite legends
Looking down on us from the gates of Heaven
There’s no words that can describe the hurt we feel for you guys being gone
Even though we know you guys Legacies live on because they’re strong
You guys still have heavy rotation on our Apple Music playlists on our phones
Cause years later you guys still set the tone
You guys still make an Impact on generations of artists
Because we Know y’all went the Hardest
You’re all still missed by us we still hold you down here on earth
Because we definiteley Know you guys worth
That’s why to this day your passings still hurt
Have us feeling like dirt
So me writing this is shedding tears for all of us that adored you



Citizens Council

- Dalton George was selected as a new advisor for the Council.
- Rights training is completed on a monthly basis.
- The Council hosted Stanfort Perry, Executive Director. They discussed staffing and budget issues.
- A car washing fundraiser was held.
- In June, Pam Boyle completed sexuality training for Council Members.
- Advocates from Citizens Council attended the Long Island regional SANYS conference.
- Plans are underway for participation at the State SANYS conference.
- The Council held a White Elephant sale and raised \$350.00.
- Noah Ackereizen presented at the golf outing, representing people with developmental disabilities.



Self-Advocate of the Year Award!

Citizens was proud to honor Bonnie Lerhinan as the Advocate of the Year.

Over the past year, Bonnie has increased her independence by learning her rights and how to advocate. Bonnie loves animals and volunteers her time at Pets for Love Animal Shelter. Bonnie arranges her own transportation for the animal shelter through Able Ride.

Bonnie also enrolled in a reading class. Recently she requested that her team support her to explore employment opportunities. Bonnie has completed all the requirements of the employment process and is waiting for the next step. There is much more to follow from Bonnie Lerhinan, self-advocate extraordinaire. Congratulations Bonnie!

Advocating for All



The Self-Advocacy Association (SANYS) Board of Directors is made up of people with developmental and/or other disabilities. SANYS Board members speak up for their peers and the region that they live in. These board members are elected by other self-advocates. The SANYS Long Island Region has one of the largest self-advocacy movements in NYS. The region is comprised of hardworking, dedicated self-advocate leaders who believe in supporting others to build their self-advocacy and leadership abilities.

Matt Hofele is proud to serve as the Suffolk County Board Representative for SANYS. In August, Matt attended the SANYS Board Meeting in Albany. Matt attended two full days of meetings at which Statewide items were discussed and action plans were developed. About 25 SANYS representatives from each region across NYS attended. OPWDD Commissioner Theodore Kastner was there and encouraged people to go to the regional OPWDD meetings on managed care to get to know about managed care and to share their thoughts and concerns. "I feel that I get to share my opinion on what's happening in my region, make changes and bring back information to share with others. It's a great way to help everyone understand what is happening and have a say in decisions being made."



Executive Council Update

- Anne Miller attended the April Council meeting to discuss incident trends.
- On May 16, 2019, the Council hosted a Guardianship Restoration informational session.
- On July 11, 2019 Jessica Campbell provided training on how to address a complaint to the Council.
- On July 17, 2019 the Council hosted a voter registration and informational session.



Council Honorary Dinner

It was a fun and festive evening on September 19, 2019 when the Citizens Council members were honored by executive staff and members of the Citizens Board of Directors at their annual dinner. A video of this past year's accomplishments and activities was shown. Associate Executive Director Christopher O'Connor praised the Council on its accomplishments and advocacy efforts.



2019 STARZ ComeUnity Sports Basketball Tournament Held to Benefit Vets Pantry *By Heidi Klewicki*

Sunday May 19, 2019 the STARZ Basketball Team hosted its annual four team tournament at the Yes We Can Community Center in Westbury. They were joined by the New Hyde Park Knights, the PAL Special Needs Unit and the Roslyn DREAM Club.

Everyone was invited to bring in a donation in recognition of Armed Forces Day, celebrated May 18 this year. At the tournament, the STARZ collected food, toiletries and kitchen supplies to be donated to the VET MART Veterans pantry in East Meadow.

In return the Nassau County Veterans Service Agency sent the team a written thank you for bringing the items to the pantry. The pantry provides these items with pride and dignity to Veterans in need, in a grocery store fashion. The pantry is located in Building Q at 2201 Hempstead Turnpike.



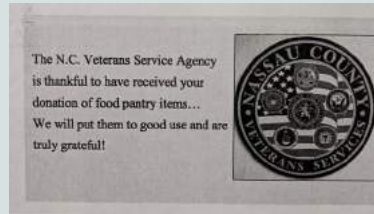
**Coach Terence Trimble
Athletes Ricky Lopez &
Rajab Williams**



The four teams shown above



**STARZ & PAL "high fives"
after a good game**



2019 STARZ – Employee Game *By Heidi Klewicki*

The Diversity Committee planned an opportunity for employees to play softball with the STARZ this summer. Eleven Employees RSVP'd to the event from across the agency companies. Monday, August 5, it was partly sunny, not too hot and the STARZ were looking sharp in their new 2019 jerseys. Employees came and warmed up with the STARZ before choosing teams.

The STARZ coaches divided the athletes into two teams and placed employees on either team. Senior Director Shaun Weathers and Foundation Director Mary McNamara came out to support the STARZ and volunteer off the field. Stacie Torres from BCCS – Marcus Avenue took the position of catcher. She caught a foul ball for one very exciting out. Peggy Cruz from AHRC – CLS enjoyed playing with her new teammates in the outfield. She is photographed with STARZ pitcher, Kristina McCormick, a two year veteran of the club. Agency volunteer Terry McNamara coached first base with athlete Francis Watson. "Frankie" has played for the STARZ for over 20 years and loves sharing his enthusiasm for the game.

The event ended with cheers and high fives for a great time on the field. The Diversity Committee would like to thank the employees for their support and the coaches and athletes for their camaraderie.



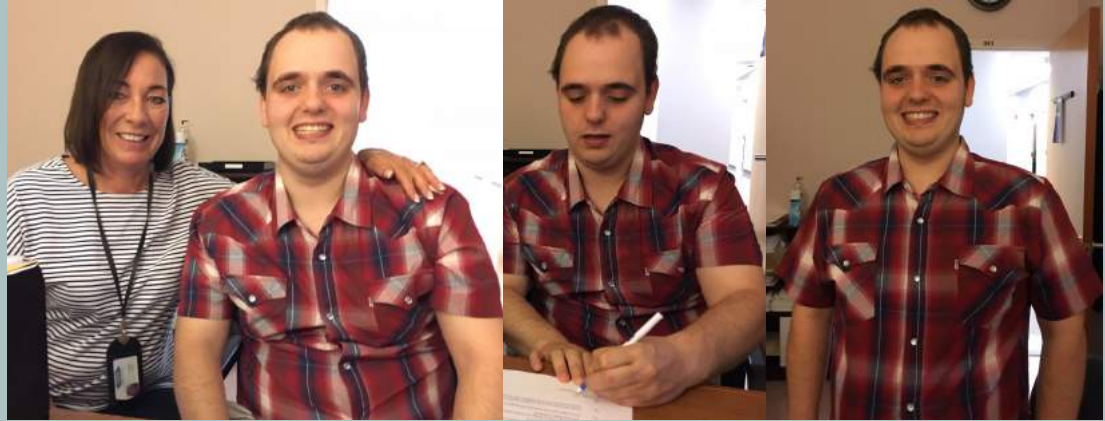
The STARZ play at Eisenhower Park on the Field of Yes at parking Field 8 Monday nights from 6-7pm. For additional information about playing with the STARZ please contact Heidi K. in Family Support Services – 516 293 2016 x 5619 or via email Hklewicki@Citizens-Inc.org.



Supported Decision Making

Jon made the decision to support the NYS SDMY pilot along with his designated family members. He has agreed to enter into the pilot, as did his grandmother. Both have attended several conferences on this pilot and are glad to be part of the future.

Next, Jon will be assigned a facilitator and begin working with that person 1:1 to develop his plan.



Self-Direction: Supporting My Independence By: Kevin Wilber, Assistant Director



Jonathan, enrolled in self-direction for two years, has been able to take full advantage of his self-direction budget and plan which provides him with the opportunity to experience new things and learn new skills.

Through his budget, Jon has the opportunity to continue to attend Round Lake Camp, a camp he has attended for many years. The inclusion model at Round Lake Camp is unique in the camping world. They have created an environment of opportunity and choice. They believe in creating an inclusive environment in which Round Lake campers are able to integrate into all mainstream activities based on their level of comfort and interest.

Campers are able to attend a typical sleep away camp, while benefitting from the additional supports put in place for Round Lake campers. The camp achieves this by sharing all the facilities and programming with their mainstream camps Camp Nah-Jee-Wah and Cedar Lake Camp. The

camp also provides programming specific to Round Lake campers for those who prefer it. Some campers choose to integrate all throughout the day, while other campers choose to join the mainstream programs for certain activities. Campers' schedules are individualized based on their needs and requests.

As per Jon's mother, "Jon comes home more independent and has added confidence. His self-esteem, transition skills and increased ability to verbalize his needs are just some of the skills we saw him improve this summer."

Sixty is the New Forty!

Kevin had an amazing 60th birthday. Celebrating with family and friends at a local restaurant.

Kevin thought he and a few of his friends were just going out to a nice lunch. Boy was he surprised! The surprise birthday party was filled with fun, good food and happy memories.

Kevin remembers the days when all phones had cords and people dressed up to go out to dinner! Not anymore! But good friends and families remain the same.



COMPASS & The Quality Enhancement Process

The CQL first review for continued accreditation was completed on April 29, 2019. The review included a report on the completion of Basic Assurances indicators action plans, progress on Citizens' person-centered excellence goals, personal outcome measures as well as the Quality Improvement (Factor 10) efforts. The CQL reviewer had high praise and was very impressed with the agency dedication to the rights and dignity of people supported. The long-term Person-Centered Excellence Agency quality improvement goals, which will continue to be worked on through 2012-2022, remain DSP recruitment/retention, optimizing day options for people, and increasing community connections to support people to attain personal outcomes.

A Passion for Dance By Tammy Vallancourt



The men and ladies joined the Hofstra University Dance Program to choreograph a show and share their passion for dance! Everyone worked diligently to learn the dance routines that are presented in a final dance performance.

The Hofstra Drama and Dance Department along with people supported have been collaborating for either the fall or spring semester for about the past eight years to work together on choreographing a dance performance. Based on all involved, it has been a fun, rewarding and incredible experience.

Margaret's NYC Birthday

A ComeUnity Trips Family Celebration By Heidi Klewicki

One of the 2019 summer trips was a tour of lower NYC. The day included a ride on the Staten Island Ferry, a guided tour of Battery Park and lunch at Pier A Harbor House.

One of the families asked if they could buy multiple tickets to accommodate their whole family as it was Margaret's 40th Birthday.

When August 18 finally came mom, dad and Margaret took the bus with the group. Four other family members met the group at Whitehall Terminal and came along on the ferry ride. They toured the park and ate lunch with everyone at Pier A.

Margaret enjoyed having her family and friends together in NYC for her birthday tremendously. Our tour guide, Maja led everyone in singing Happy Birthday to Margaret on the bus.

This was a very special birthday that none of us will forget!



Pictured above Margaret and her family on the Staten Island Ferry. Sister, nephew, mom Suzanne, sister in law, brother and Margaret in pink next to her father Joseph

It is a goal of ComeUnity Trips to provide opportunities to people of all abilities.



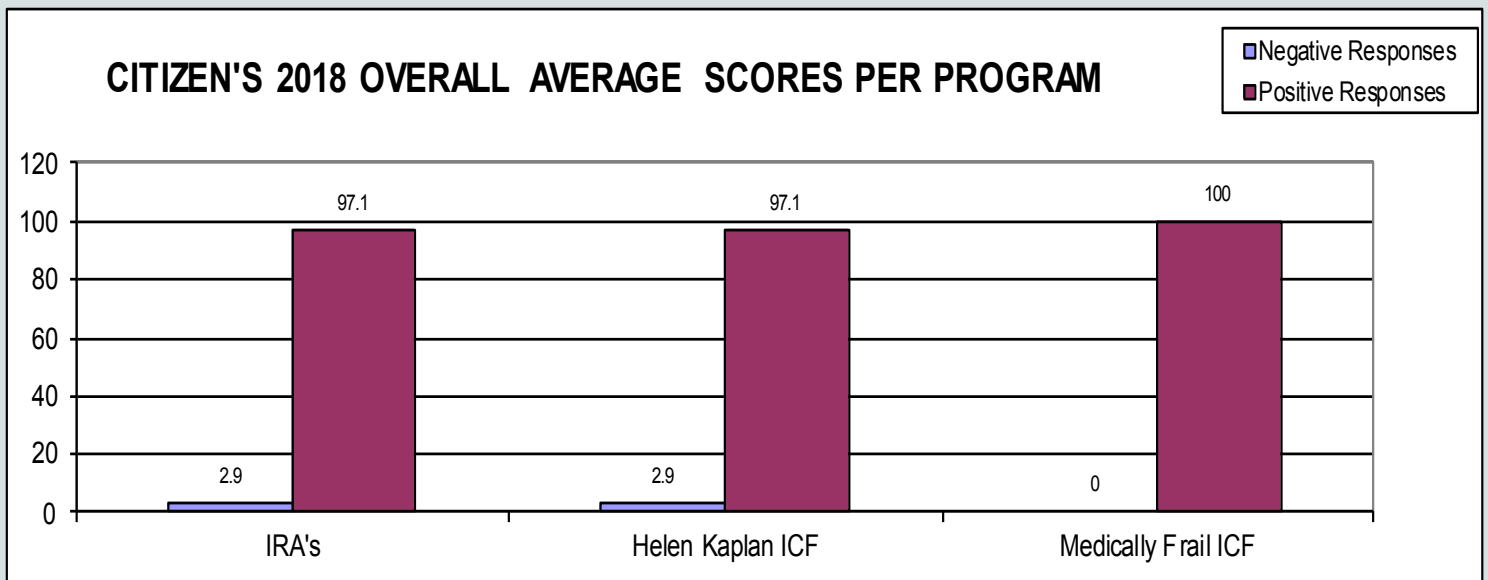
2018 Individual Questionnaire Results

Citizens provided people who receive services with a questionnaire to obtain their individual feedback regarding program services. An agency wide trend is noted if more than ten percent of those surveyed identified a concern to a particular question. Individual advocates assisted people who requested or required help completing the questionnaire. Please refer to individual program reports for more specific information.

The following programs completed individual questionnaires:

- Residential IRA's
- Helen Kaplan ICF
- Medically Frail ICF

No agency wide trends were identified. The results across programs were excellent, with each program scoring above 97 percent overall. An agency wide score of 97.1% satisfaction was reported. This is consistent with previous years. A trend is noted when a score is 89% or less. For 2018, the only trend noted was in the Residential IRA **“Do you have a key to your home?”** Thirty-five point six (35.6%) percent of people noted stated that they did not. In most cases this is due to people not desiring a key as opposed to not having a key. People having a key to their home will be reviewed at house meetings in May.



Programs set their own standards and as a “best practice”, address items identified by people. The individual programs made personal contact for comments that required follow-up and resolution.

Camp Loyaltown completes an entirely different questionnaire based on the nature of the services they offer. Therefore, the results are not included in this report..

The results are shared with the Board of Directors, Councils and COMPASS Committee.



Voter Registration Drive and Training

A voter registration drive was hosted during National Disability Voter Registration Week on July 17, 2019 at Clocks Blvd. The event was done in collaboration with Zach Borodkin, a voting access advocate at Disability Rights New York (DRNY). Zach’s role in this capacity is to educate people with disabilities about their rights as voters, as well as ensure the voting process is accessible.

In honor of National Disability Voter Registration Week, Zach’s office organized voter education/registration drives in collaboration with independent living centers and ARC’s throughout the state. With new voting reforms recently passed in NYS, it is more important than ever to make sure voters, especially those with disabilities, know their voting rights.

Zach provided training, education/registration materials, promotional materials, and on-site help at the registration drive.

Thanks Zach!

EMPOWERMENT TRAININGS

October 4, 2019
Money Management
 Plainview, 11:00

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

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

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

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

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

FAMILY SEMINAR SERIES

September 19, 2019
Positive Behavior Supports
 Glenn Kaplan

October 15, 2019
Benefits and Entitlements
 Karen Lukas

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

All seminars are free. 7:00 pm—9:00 pm
Citizens Plainview Center
 115 E. Bethpage Road, Plainview, NY 11803

For information or registration:
 Call: 516-293-2016, ext. 5362
 Email: familyseminars@ahrc.org

Family Seminar Series by Leigh Fanuzzi



June is Alzheimer’s and Brain Awareness Month and on June 10, 2019, AHRC launched a new Family Seminar with great success. *Understanding Dementia- What Every Caregiver Should Know* was created to fill a need for families faced with the difficulty of supporting a loved one with disabilities and dementia. Erin Marciante and Julie Cannet guided participants through the changes that occur with dementia to raise awareness of this progressive disease. Useful support techniques to be used at each stage of the disease were offered throughout the presentation while multiple resources were available for families to take away, from “helpful tips” handouts to ideas for activities with their loved one to contacts for clinical trials and caregiver support in the community. We also welcomed a guest speaker from the Alzheimer’s Association of Long Island who offered additional information on communication skills and free supports offered through the Alzheimer’s Association. As a result of this seminar, several participants are now working

closely with facilitators to start a support group for families of those with both disabilities and dementia as none currently exist. We are extremely proud of the efforts thus far and hope to expand this seminar and creation of a support group in the coming year. Those interested in learning more may contact Julie Cannet at 516-293-2016, ext. 5344 or jcannet@ahrc.org. Together we are making a difference.

Empowerment Series



In May, Leigh Fanuzzi attended the Executive Council and reviewed CPR and choking prevention. Everyone had the opportunity to work on the CPR mannekin so they had an understanding about compressions and how hard to push. Leigh pointed out that it was important to call or get help when an emergency occurs.

Everyone benefitted greatly from this training. Leigh also educated the Council on the Heimlich Maneuver which led into a great discussion on safe eating habits to prevent choking.



Regulatory Affairs By Eric Rosen

Between March 2019 and September 2019, surveys were completed for twelve (12) Citizens' IRAs. A version of OPWDD's Site-Based Protocol continues to be utilized during these surveys.

Many positive findings were noted during these surveys, including the individuals' inclusion in their community, their overall happiness with their home and supports and the promotion of independence.



DSP Week September 8th-13th Thank you to our Direct Support Professionals!

This week, we celebrate DSPs, recognizing the effort and care that our dedicated team of Direct Support Professionals put in each and every day. Our DSP of the Year nominees attended the 2019 DSP of the Year Luncheon, acknowledging the contributions they have made and continue to make toward the success and well-being of the people we support. Throughout the week, we highlighted a few of these amazing professionals. A huge thank you to all DSPs!

Direct Support Professionals of the Year

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

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

You are superstars!



Employee Training, Engagement and Professional Development

Thank you to everyone who participated in previous offerings of our "Project You" Wellness Program. This healthy initiative continues to receive a great deal of interest since program inception with 2018 participation levels higher than ever. We are happy to announce that our 2019 program has begun.

Once again this year, the "Project You" program will provide all employees the opportunity to participate in wellness activities at no cost. The program remains voluntary and the level at which employees participate is completely up to them. For 2019 the program was updated to allow the user greater flexibility with regard to participation and options to earn credit.

The 2019 program will run through December 31. All employees are welcome to participate in all program options with employees working in a full time capacity being eligible for financial reimbursement. The incentive award for meeting the minimum number of program requirements identified before the program deadline will be \$125. There are also program options summarized on the portal that can offer larger incentives up to \$175. For those who are eligible to receive an incentive, it will be paid in February of 2020 during the first pay period.

The wellness portal will provide users with full access to the program. It is available 24 hours per day to enable users to enroll and/or participate in wellness opportunities at their convenience. To access the portal please log onto <https://ahrc.welldirections.com>. Employees who have previously created an account can log in using their current username and password. Staff who do not recall their password should use the "forgot password" function. New users will need to register for the portal and will be asked to enter our **Company Code**, which is **Wellness2019**.

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