



Successes and Accomplishments June 2008 - June 2009

As a community leader, PARC creates and provides lifelong opportunities for people with disabilities to achieve success.

Community Leadership

- Dr. Joanne Pasquerello, Clinic Assistant Director, was the recipient of the 2008 Board of Directors' Presidents Award.
- The Putnam-based TBI support group was the recipient of 2008 Brain Injury Association of NYS award for professional recognition of supports and services provided to persons with brain injuries.
- The Director of Vocational Services, Michael Miller, received Putnam Community Service Network's Professional Career Recognition Award in September 2008.
- The second annual Secret Garden Tour fundraiser was named "Best Garden Tour" in the Hudson Valley by *Hudson Valley Magazine*.

Community Leadership

- Susan Limongello, Executive Director, serves as the Vice President of the Executive Directors Association for NYSARC.
- In 2008, Darby Walsh, Clinic Director, resumed the role of Chairperson for NYSRA's Clinic Committee. Darby worked closely with NYSRA and State ARC staff to facilitate OMRDD's positive response to a request for all former Joint Venture Clinics to receive a significant Clinic rate increase in 2009.



Community Leadership

- Darby Walsh, Clinic Director, has been representing NYSRA members, including PARC, on an OMRDD Clinical Workforce. This group is researching staffing needs and challenges regarding the provision of clinical services in New York State.
- Pepi Diaz-Salazar, Director of Day Habilitation, accepted the responsibility of Co-Chair for NYSRA's Waiver Services Committee this past Spring.
- Jennifer Tobin, Director of MSC, continued to participate monthly in Taconic DDSO's regional MSC Training Consortium.
- Pepi Diaz-Salazar and Hennie Fry, Director of Residential Services, presented at NYSRA's 30th Annual Leadership Training Summit in September 2008 on a Personal Futures Planning model, "Thoughts Become Things!", a creative arts therapy approach to group mappings, focused on Residential and Day Habilitation settings.

Community Leadership

- Nadine Ziegler, Educational Advocate, and Teddi Barry, Director of Educational Services, were panel members at the forum, “Community Supports for Your Child’s Transition,” in May 2009.
- Teddi Barry developed a county-wide committee, “Putnam Partnership for Special Needs”, with other similar agencies and school districts. The main goal is to hold a county transition fair, which is planned for November 2009.
- Executive Administration lobbied state, federal and local legislators in Washington, DC and Albany for more Medicaid and Medicare funding, Social Security, Health Care, Developmental Disabilities Act, Employment and Wages for Direct Support Professionals.

Community Leadership

- Finance staff, with other Executive Administrators, met with OMRDD and NYS SED administrators to discuss and implement Agency fiscal policies to improve revenue streams.
- Leadership involvement in the local community included participation in the Putnam Providers Interagency Council, Communities that Care, Bioterrorism Task Force; Coordinating Council for People with Disabilities; Local Government Planning, Putnam Community Services Network and Putnam Community Action Program.

Providing Opportunities

- Ten individuals were admitted to our Day Habilitation program.
- PARC's Service Coordination Department enrolled 18 new people to their roster, increasing their caseload 296.
- The Recreation Program increased monthly attendance at events by 6 participants.
- At-Home Res Hab increased the number of participants served monthly by seven over the past year.

Providing Opportunities

- A new senior program opened at Connections' Day Hab on June 1, 2009. We welcomed seven seniors to the program, four of whom previously attended Putnam Ridge Day Care.
- Lorraine Wrobbel Yi, staff from WOW Day Hab, began a walking club for participants and staff at Terravest last summer. It serves as both a fitness challenge as well as a community builder.
- Educational Services' contract with Mahopac CSD was expanded to include three work sites and vocational lessons in the classroom. Services were well received.
- Educational Services negotiated a consultation contract with Mahopac Middle School to assist the teacher with a plan to transition students into high school.

Providing Opportunities

- Level III Evaluation training was completed for Educational Services staff and several students were evaluated using the assessment.
- A new porter maintenance class was formed for WRP students.
- The Preschool opened a new full-day SCIS class, with approval from the State Education Department, in the fall of 2008.
- Free to Speak, PARC's Self Advocacy group, provided an opportunity for people with disabilities to register to vote in August 2008. Susan Stockburger, Systems Advocate at Independent Living, Inc., came to the group's meeting to assist 15 individuals to register to vote.

Providing Opportunities

- Vocational Services established a sub-contract with Unilock Corporation to cut plastic mesh, which increased work opportunities at the work center.
- Vocational Services incorporated a second clean room, purchased by VistaLabs, to augment existing production capabilities.
- Vocational Services was awarded a contract from VistaLabs to house and operate a “pouch-packaging machine” costing \$53,000, at our location, affording new work opportunities for several individuals.

Providing Opportunities

- Vocational Services secured five, new individual Supported Employment placements.
- Vocational Services received a favorable disposition in response to an RFP from VESID for Unified Contract Services. All 18 service categories were approved.
- Vocational Services submitted a second proposal in response to an RFP for Supported Employment Services.

Providing Opportunities



- Individuals from Crossroads and WOW entered art works in the Annual Putnam County 4-H Fair- Blue ribbons and recognition ribbons were won!
- Day Hab WOW Seniors program members went to NYC to see the Broadway show, 'Wintuk', made possible by an anonymous donation.
- Day Hab's WOW program was treated to a boat ride up the Hudson in recognition for volunteering at Meals-on-Wheels throughout Dutchess County.

Providing Opportunities

- PARC's Annual Ball was held on October 4, 2008. The harvest-themed event was attended by participants from all of PARC's programs, who enjoyed generous donations from Heather Strickland, the Enright family, and other members of the Board.
- On December 9, 2008, Applebees' donated a holiday meal to PARC participants and their families. Applebees' also provided wait-staff for the event, which was attended by approximately two hundred participants and family members.

Providing Opportunities

- On January 14, 2008, the Westchester Broadway Dinner Theater invited PARC's Recreation program to their annual matinee. Fourteen participants attended the performance of "It's A Wonderful Life", and WBDT also donated a flat-screen television to PARC.
- The Recreation program attended two Special Olympics tournaments over the past year. On October 11, 2008, PARC attended the Bowling Tournament in White Plains, where seven individuals competed. On March 7, 2009, six members of PARC's Recreation program competed in the Basketball competition. This also marked the first Special Olympics event for two members of our team!

Providing Opportunities

- Educational Services hosted an awards breakfast for all students, parents, school staff, and business owners on June 15, 2009. Les Luca, SE teacher from Putnam Valley HS, and Dawn Gurlitsky, Psychologist from Carmel HS, were honored at the breakfast. Emily Kingsley, from Sesame Street, was the guest speaker.
- Josephine Todaro coordinated and sponsored a Spring 2009 PARC Professional Brain Injury Conference at the Mahopac Library for 90 staff and regional professionals working in the field of brain injury.

Providing Opportunities

- In June, 31 students graduated from the Preschool, including 14 from SCIS Classes and 17 from Special Classes. Among the SCIS graduates, 54% were declassified and will enter mainstream kindergarten. The remaining 46% will continue to receive special education services in their school districts. Among the graduates of Special Classes, one progressed to an integrated kindergarten program, while the remainder progressed to less restrictive special education kindergarten classes. Among the non-graduates, one student was declassified and will attend a typical preschool program next year. Thirty-one percent of continuing students currently enrolled in Special Classes will progress on to SCIS classes next fall.

Providing Opportunities

- Cornwall Hill IRA opened on March 16, 2009, a new fully accessible home for ten individuals, which replaced our old Patterson 22 home.
- Patterson 311 House and Ludingtonville House, two IRAs, each for six individuals, were opened and replaced the old Ludingtonville House.

Providing Opportunities

- WithOut Walls (WOW) Day Hab members, with Miguel Reyes' support, created artwork for consideration for NYSACRA's 2009 Brochure cover, which was displayed at NYSACRA's conference.
- One of four Day Hab Artists won a special recognition prize and \$50 at the Arc Otsego VOICE! Fourth Annual exhibition celebrating the creative voices of artists with ID/DD. The exhibit was held in conjunction with The Arc Otsego and The Arts Council of the Upper Catskill Community Council of The Arts on August 1–16, 2008. Crossroads DH members have again entered artwork in the Arc Otsego VOICE! Fifth Annual exhibition.

Providing Opportunities

- Nadine Ziegler presented Transition Parent Support workshops for parents of children with developmental disabilities aging out of high school on October 15 and November 11, 2008.
- Educational Advocacy program held a book fair at the BOCES EXPO on October 22, 2008.
- Educational Services and Educational Advocacy participated in Brewster's Transition Fair and at the Brewster Parent/Teacher conferences in February and March 2009.
- Teddi Barry coordinated two parent workshops on Guardianship and Special Needs Trusts.

Providing Opportunities

- Josephine Todaro, TBI Coordinator, procured donations of more than \$2000 to support brain injury services at PARC and the TBI newsletter.
- Day Hab's Fifth Annual Art Auction at Southeast Museum was a great success, raising over \$1000 to support new program opportunities.
- With a grant from Entergy, Educational Services provided four schedules of classes at PARC Center for 36 participants.

Providing Opportunities

- PARCentral, our after school/work program, moved location in January to provide greater access to kitchen and computer facilities, resulting in greater parental and participant satisfaction.
- Free to Speak participated in several self advocacy conferences, including two workshops in June and September 2008 that focused on generating a platform for people with disabilities to present for discussion with the nation's presidential candidates and elected officials.

Providing Opportunities

- Twenty-six individuals were mapped over the past year with Pepi Diaz-Salazar facilitating the sessions. The mappings offered participants several ways of expressing their interests, hopes and dreams through craft, dance, music and discussion. Action plans were developed for each person, which will help them move toward chosen goals.

Providing Opportunities

- Highlights of the Preschool's monthly Parent Education/Support Group included a behavior management series, a workshop to create Social Stories, a speaker to address the transition process from Preschool/CPSE to Kindergarten/CSE systems, and an Alumni Panel discussion.
- The Preschool's Multidisciplinary Evaluation Team performed evaluations on 80 students: 51 from Putnam, 25 from Westchester, and four from Dutchess Counties.

Providing Opportunities

- Emergency preparedness guidelines were created for people with TBI living in the community.
- The TBI program distributed a brochure to over 500 recipients regarding brain injury services at PARC and general information on brain injury.
- The Dutchess County TBI support group completed its 15th year of brain injury support.

Providing Opportunities

- Participants with informed consent met every other week for group support and education to enhance their relationships and understand the responsibility that goes along with informed consent.
- Four assessments were completed on individuals seeking informed consent; two were granted.

Providing Opportunities

- Six new residential participants and one new day program participant were trained in Circles. All participants at PARC have been trained in Circles.
- Fifteen students in the Work Readiness Program were trained in Expanded Circles.
- Free to Speak collected canned goods this Spring for donations to Putnam CAP.

Enhancing Quality of Life Through Staff Training and Support

- Marlene Stager, Clinic Rehabilitation Counselor, joined the TBI group and was trained as a group facilitator.
- Mahe Rukh Selim, HRC Chairperson, and Joanne Pasquerello, Clinic Assistant Director, worked with the Residential and Nursing departments to develop and implement enhanced procedures for determining an individual's capacity to consent for psychotropic medications and established a database to ensure timely procurement of written consent from appropriate parties.
- Joanne Pasquerello continued to provide additional support to the Residential department by providing direct supervision to the residential clinicians and other assigned staff.

Enhancing Quality of Life Through Staff Training and Support

- Susan Limongello, Executive Director, spearheaded the Residential Department during 2008. Residential Retreats continued to bring representatives together from all departments. Collectively, the future direction of residential services was planned and responsibilities divided into teams.
- The Leadership Identification program continued, with new members involved in monthly meetings. This is part of our succession planning efforts to mentor staff in preparation for additional responsibilities.

Enhancing Quality of Life Through Staff Training and Support

- Staff Development established Professional Standards for Direct Support Professionals.
- Human Resource (HR) staff were cross-trained to become HR Generalists, effective January 1, 2009 to provide greater support to programs.
- The revised and updated employee handbook was distributed to all staff in February 2009.
- Human Resources revised several HR policies, enhancing supervisory procedures.

Enhancing Quality of Life Through Staff Training and Support

- Pepi Diaz-Salazar and the Personal Futures Planning Committee developed and implemented a new training curriculum for new hires on Personal Futures Planning in March 2009.
 - A Direct Support Professional training passport was designed to ensure “on-the-job” training in the residences after the initial two weeks of orientation.

Enhancing Quality of Life Through Staff Training and Support

- A Residential working lunch was added to the fourth day of Orientation to provide new residential staff the opportunity to ask questions of, and have a discussion with, the Residential Director.
- The Residential Department revised many clinical assessments, including the Home Alone Safety Assessment.
- The Residential Department secured the services of a consulting nutritionist to provide training and support to residential staff.
- The supported apartment program was restructured to group the apartments with the supervised IRAs, instead of managing them as a separate group. The apartment residents have a "home base" and an entire team from which to draw support.

Enhancing Quality of Life Through Staff Training and Support

- In 2008/2009, approximately 115 new hires successfully completed Orientation.
- Three Automatic Electronic Defibrillators were received through a grant and were installed at PARC Center, Terravest and the Preschool. AED training has been included in the CPR program scheduled in Orientation and recertification classes. The grant will also provide for new certified instructors.
- Improvements were made to PARC's Approved Medication Administration Personnel (AMAP) Training Program. Instructor and student manuals were revised and are distributed to students for ownership and study.
- Transfer Training, provided by Paula, Nicoleau Pierre-Louis, a physical therapist, was added to the Orientation program. This training instructs staff on how to perform a safe and effective transfer with the elderly and fragile.

Enhancing Quality of Life Through Staff Training and Support

- The work center implemented a new sign-out procedure for participants having outside lunch privileges to increase participant oversight.
- Four staff development sessions were conducted at the Prechool in compliance with NYS Office of Children and Family Services regulations. Topics included Putnam County Children with Special Needs Program and Services (guest speaker, Norine Durkin, QA/QI Administrator) and Current Research on Autism Spectrum Disorders.
- In-Service training was provided to all Residential Managers on issues of Death and Dying.
- Two ten-week in-service trainings were provided to Residential, Day Habilitation and Clinic staff to prepare them to assist in caring for future death and dying issues within the agency.

Surveys/Audit



- A Clinic recertification audit was completed on September 17, 2008. The outcome was excellent with no regulatory deficiencies cited. The Clinic received a 3 year operating certification – the longest recertification period allowed.
- Pre-Voc Services completed their OMRDD QA audit on October 9, 2008, with no deficiencies.
- Ludingtonville House's annual audit was completed on June 10, 2009 with only a few minor deficiencies.
- The Supported Employment program experienced a favorable audit by VESID on October 1 & 2, 2008.

Surveys/Audit



- Quality Assurance and Compliance re-instated the annual Allegations/Incidents Trend Analysis.
- Quality Assurance and Compliance implemented and trained staff on all regulation updates and form changes.
- Quality Assurance and Compliance implemented the initial phase of the Universal Protocol by providing internal audits to our IRAs.
- Quality Assurance and Compliance implemented new Personal Allowance regulations and petty cash audits.
- Vocational Services submitted application to the U.S. Department of Labor for renewal of our operating certificate, which was approved through August 2010.

Support Services

- The 11th Annual Golf Outing raised a record \$23,000 on July 14, 2008, with nearly 100 golfers attending from across the Hudson Valley.
- Grants for numerous programs throughout the agency, Preschool, Respite, TBI, and the Autism Resource Center, generated nearly \$38,000 in new support from foundations and corporations across the region and across the country.
- Super Sunday and Songs for Autism raised over \$13,000 to support Autism services at PARC's Preschool and at the newly formed Autism Resource Center.
- The Preschool program netted over \$2,500 through its Yankee Candle fundraiser and received donations of \$1,600 and \$1,000, respectively, from the Denise Marie Salvatore Memorial Foundation and Walmart.



Support Services

- The sixth annual Cold Spring by Candlelight event was the most successful tour to date, with a sold-out audience of 900 guests and raised over \$23,000.
- Facility Operations renovated two bathrooms at Kelly and Neal Houses, as well as blacktopping part of the parking lot at the work center, using preservation grant monies.
- Terravest was upgraded with heat, carpet, lights, removal of gas tanks, and new sidewalk.
- PARC located 9 Ridge Road house to replace our Poplar house. A Commissioner's hearing has been scheduled.
- Human Resources continued implementation of People Trak HRIS system.



Support Services

- The IT team installed Steady State application on all residential computers, which prohibits users from changing system settings and upgraded UPS's in all residences.
- The IT team installed remote access programs on all residential computers, allowing us to troubleshoot remotely.
- The IT team switched Terravest from Dish Network to Comcast cable service to enable conference room broadcasts.
- The IT team upgraded the Spam filter on our network to reduce spam and increase internet speeds.

Support Services

- The IT team installed cable modems in all our sites and upgraded Anti-Virus (Symantec) on all PARC servers.
- The IT team installed fiber-optic connections to Terravest and PARC Center.
- MSC successfully transitioned from a site-based office to decentralized space at four of our residences, PARC Center, and Terravest.



Support Services

- The Finance Department successfully completed an annual financial audit by independent auditors; no material weaknesses in internal controls or any significant deficiencies found.
- The Finance Department participated in NYSARC Tax Exempt Lease Program offerings, providing financing for much needed equipment at favorable terms.
- The Finance Department obtained approximately \$200,000 in a Day Habilitation rate adjustment for 2006 and subsequent years.

Support Services

- Financing was obtained for four Residential house acquisitions/renovations.
- Weekly cash flow meetings were scheduled to focus on increasing receivable turnaround, improve cash management, reduce indebtedness and improve overall financial ratios.
- The Finance Department implemented fiduciary accounts procedures, complying with revised personal allowance regulations.



Support Services

- The Finance Department completed clinic retroactive billing through outsourcing and negotiated and implemented an on-going clinic billing maintenance agreement.
- The annual budget preparation process was improved to more closely involve program administrators and improve the timeframe of presentation to the Board of Directors for review and approval.
- The Finance Department assisted with the formulation and implementation of agency cost containment initiatives to assist in placing the Agency in a strong financial position during uncertain economical times at the local, state and federal government levels.

