



The Center for
Family Support

2013-14 ANNUAL REPORT

SIXTY
YEARS
OF
CARING

2014 BOARD OF DIRECTORS

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2

Our Mission

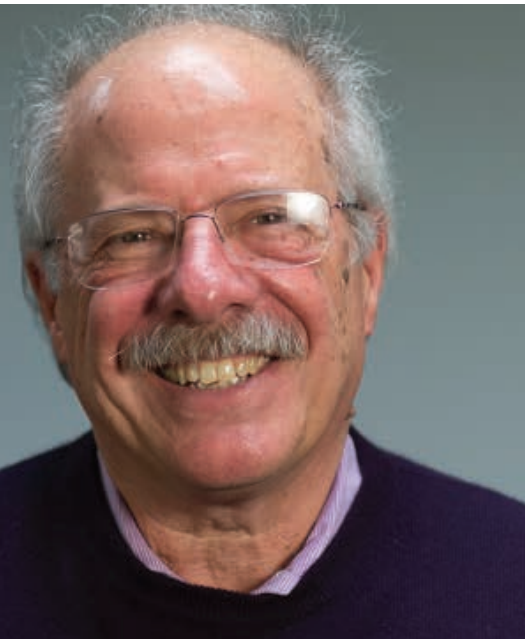
The Center for Family Support is committed to providing support and assistance to individuals with developmental and related disabilities, and to family members who care for them.

To achieve our mission we strive to:

- Support individuals to live the lives they want.
- Respect diversity, individual choice and overall family needs.
- Provide families with the support they need at all stages of life.
- Involve individuals in their communities.
- Deliver excellent, individualized support to all.

We have provided families with the support they need, involved individuals in their communities, delivered excellent, person-centered support and helped individuals live the lives they want by:

- Making a commitment to evaluate all systems for quality.
- Removing all language from documents that is not reflective of the person-centered process.
- Revamping job descriptions to incorporate a variety of aspects from the person-centered philosophy.
- Recruiting, selecting, developing and supporting key staff who understand and are committed to the quality of individualized options.
- Celebrating personal stories that champion the successes that people achieve as a result of person-centered planning and supports.
- Creating a Self-Advocacy Group where individuals can have a voice and a forum to meet others with a common point of view, and promote positive changes for themselves and others.



**LLOYD
STABINER**
President, Board of Directors

THE CENTER FOR FAMILY SUPPORT IS 60!

Whenever we cross a milestone in our own lives, there is a natural tendency to focus on what has happened in the past and what we anticipate for the future. It is no different when reflecting on the life of The Center for Family Support (CFS), an organization that has grown from humble beginnings to a multi-state agency with over a thousand employees serving 1,500 individuals and families on a daily basis.

In 1954, parents of developmentally disabled children, who were reluctant to utilize existing institutional settings, chose their own homes to tend to those young family members in need of special care. That task proved daunting and could not be easily accomplished without some respite. Through the initiative of our founder, Irene Arnold, a cooperative care organization was established for those families to provide each other some time off to deal with some of life's mundane tasks.

When I first came to the organization 36 years ago, it was as a consultant. My task was to examine reasons for its' increasing financial stress and the potential effects of continuing without changing the business model. Things had started to change dramatically; government programs subsidizing respite care had almost completely replaced public fund raising, and the average age of the client population increased. Change on the part of the organization was required. After designing a plan and assisting in renegotiating the government contract, I joined the Board and eventually became Board Chairman in 1990.

The ensuing years proved to be the most interesting. The blight of institutionalized care was exposed, leading to the realization of the value of in-home care. Governments sought to discharge patients faster than some organizations could adopt. Throughout this period, CFS expanded its respite program while simultaneously starting its own initiatives, including Home Care and Day Care, Community Habilitation, an After-School Program and Day Habilitation Without Walls.

All of this was made possible by the selflessness of our Staff and Board. A special note of thanks also belongs to the many donors who have supported our work over the years. We could not have provided the high quality programs to our service recipients without your generosity. Your continued investment in our work is needed now more than ever. We can look back on our achievements and be thankful, but more importantly, we can look forward with a sense of optimism.

A handwritten signature in black ink, appearing to read "Lloyd Stabiner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Lloyd Stabiner
President, Board of Directors





**STEVEN
VERNIKOFF**
Executive Director

Sixty years ago a group of families started The Center for Family Support looking for help in raising their child with a developmental disability at home. They were in the forefront of a movement where parents no longer wanted to relegate their children to institutional care but wanted to raise them at home.

Today we have remained true to our original mission of supporting families to stay together. CFS has one of the largest home based programs in New York State. Each week staff visits some 750 homes. They teach individuals new skills which will help them become more independent. Their presence allows parents to hold jobs and have time to spend with their children who do not have a disability. Our services reduce stress on families which reduces the need for out of home placement.

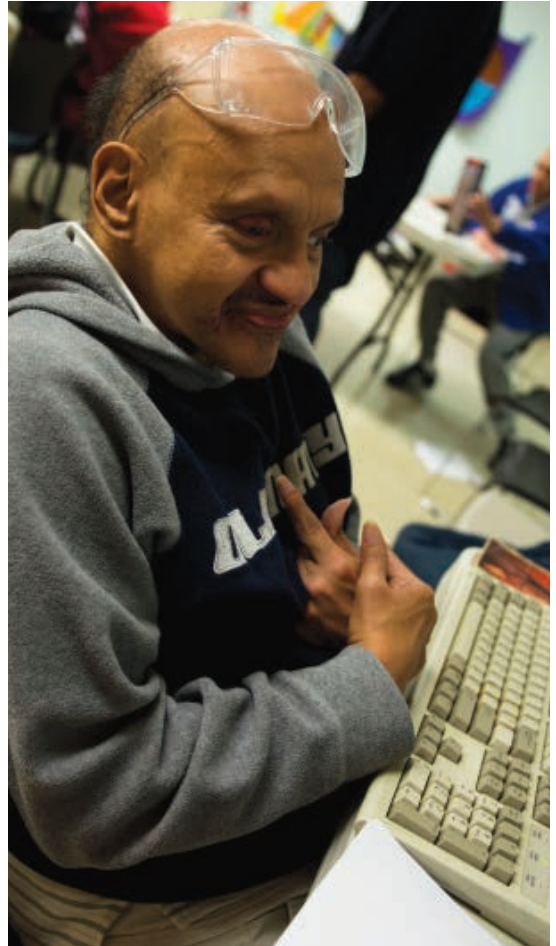
We are also following in the tradition of the pioneers who started CFS by remaining in the forefront of the direction services and supports are taking. We are widely recognized as one of the pioneering agencies offering Person Centered practices to all the individuals we serve. The rest of the field is beginning to see the value of this approach that we began using over 10 years ago. The innovative nature of our approach and the high quality that goes along with it has been recognized by the National Accreditation agency, The Center for Quality and Leadership, which gave CFS the first accreditation achieved by any organization in the New York City Metropolitan area.

Our effort to help families is made possible by the generosity of our donors. Given the budget difficulties both states are facing, these families need your support even more now. On behalf of the families we serve, I would like to thank you for helping them.

This is our first annual report. We are delighted to use this format to share our story with you. I hope you enjoy reading this.

Steven Vernikoff
Executive Director







**BARBARA
GREENWALD**
Associate Executive Director

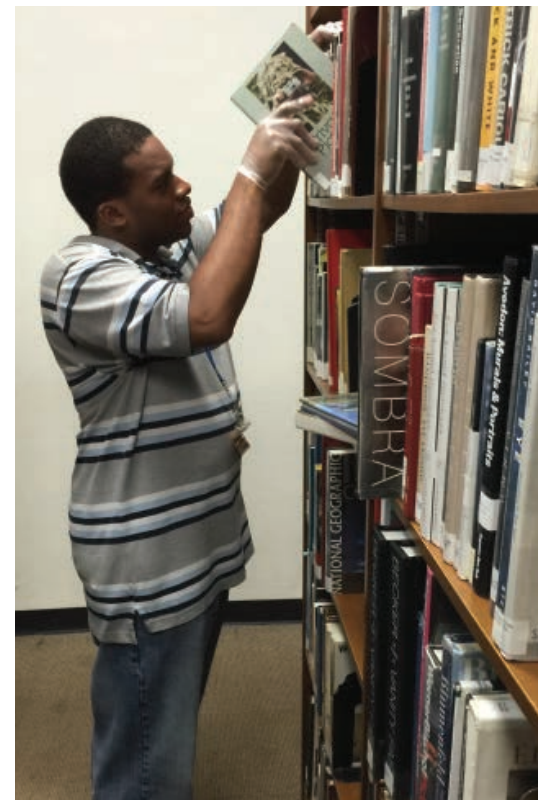
As the Associate Executive Director, I oversee The Center for Family Support's (CFS) team of over 1000 compassionate, dedicated professionals who deliver person-centered programs to individuals with intellectual disabilities in New York and New Jersey. While operations in each State conform to the structure established by our government funders, we have transformed our service delivery system to embrace the philosophy of people first. We do this by supporting each individual to achieve his or her own vision of the future. Our commitment to person-centered services starts at the top levels of management and is directed and implemented by supervisors and direct support professionals throughout the organization.

In New York, our Residential Program provides support to 140 individuals living in housing options that range from 24-hour supervised settings to supportive and independent living options. Our residential programs are located in all five boroughs of New York City and Westchester County.

Our Community Services Division provides a variety of in-home services to help children and adults live a full, more independent life. In addition, we provide Medicaid Service Coordination to over 500 individuals and we are support brokers for individuals who choose to self-direct their services.

An innovative program within the Community Services Division is The Day Habilitation Without Walls. A trained CFS worker meets the person in their home and spends the day helping them carry out their plan. For instance, 'Chandler' volunteers at the local library. He uses the subway to get there and then he might play basketball or meet up with a group on Fridays for a group social activity. We guide him through these activities, helping him maintain his independence.

In New Jersey, there are 18 group homes located in eight counties spread throughout the state. We also operate three Day Habilitation programs, all of which support individuals with special

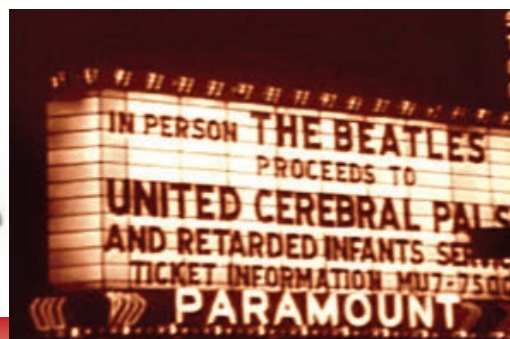


needs—including autism. These programs provide vocational, academic, social, and recreational opportunities for the participants depending upon their interests and goals.

All of these programs are successful because of our commitment to quality planning, quality control and quality improvement. Our Quality Assurance department is responsible for internal auditing, providing technical assistance to the programs, corporate compliance, and incident management reports in New York and New Jersey. The Quality Improvement department is committed to innovative planning, accountability and the development of dashboards for key performance indicators. We continually evaluate our basic systems and practices, monitor our effectiveness, and analyze our strengths and weaknesses.

A very proud moment for the agency was when we received the accreditation from The Council on Quality and Leadership. We were the first agency in New York City to achieve this endorsement and I feel it recognized our organization's commitment to person-centered excellence. An important element of that success comes from the work of our self-advocates in both states. Self-Starters, our New York group, has been recognized twice as Self-Advocacy Group of the Year by the New York State Self Advocacy Association.

The individuals we support have dreams that are no different from our own - a safe and happy home, good friends and loving relationships, and work that is meaningful. It is our goal to have a part in making those dreams come true.



1964

SEPTEMBER 20

The Beatles performed at The New Paramount Theater. News stories from the evening reported that The Beatles performed for no fee at this charity concert. It was the last date of their first full US tour. There were 3,682 people in attendance, Ed Sullivan paid a backstage visit to The Beatles, and Gloria Steinem was reporting for Cosmopolitan magazine.



**LINDA
SCHELLENBERG**
Director of Community Services

10

When I began working for The Center for Family Support (CFS) as a Service Coordination Supervisor fourteen years ago, our agency received a call about an individual whose family had been through eight agencies previously with unsuccessful outcomes. We decided that we would try to support this individual, Mandy, and her family with a creative approach to services. And creative it was.

When Mandy was in school, professionals asked her what she wanted to do after she graduated and she responded—work in an office. Her school felt that this was not realistic. When they came to CFS they were frustrated. We thought we could help, and did this by supporting Mandy's desire to pursue Self-Determination. After several years, Mandy was making great progress and I moved to a home in Rockaway, Queens near the beach. I invited Mandy to see my new home. She arrived on a beautiful day and we went to the beach and began to fly a kite. She became totally engaged in the activity and asked if she could return again. I knew we had formed a lasting bond. Our friendship and her willingness to trust me and to communicate her needs, enabled her to ultimately live the life that she and her parents knew she was capable of. Mandy has told me her dream has come true and that working with me helped make this possible.

Shortly thereafter, as the result of my experience with Mandy and the pilot program called Self-Determination, we were able to support some individuals to direct their own services with gentle supports from us. Once again, because of CFS's support, Mandy was one of the very first to self direct her own services. Ultimately, the success of the program grew, and is today a Medicaid-funded program where CFS supports over 60 people self-direct their plans. Mandy's dream came true for her and 60 others because of our person-centered approach to their care.

In The Community Habilitation Program, we teach independent living skills and help each one of our service recipients achieve their personal outcomes. If they want to learn to navigate the subway, our one to one staff ratio can assist. Our in-home respite provides relief to caregivers along with a one to one ratio to give the family a break. We support individuals ages 3 to 82 with a wide variety of abilities and needs.

1985-87

Dorothy Moxley joins the Board as a respite volunteer and a member of the events committee. During this time, the agency held three unique events: Roman Revel, which was held at the new Citicorp building in Manhattan and featured guests in toga costumes; a second event that honored Carlton Barney, a famous decorator, held at the former Sotheby's location; and a Texas-themed event, held at The Lone Star Café, complete with cowboy hats, boots, line dancing and the Texas two step.

1990

Our Day Habilitation Without Walls is not in a building and our people are engaged in all sorts of community activities. If they wish to go to the Library to volunteer and then to the gym in their local community, we support them. We currently have 75 people enrolled in this program. We have an employment program that helps people to become gainfully employed. We have an after school program in Staten Island and a Parent Skills Support program in Queens and the Bronx.



Our Independent Support and Service Program assists 40 people who are currently living in their own apartments. They have been able to move out of a group home, into their own place with our help and a subsidy from the State of NY. While this is a great program for those who want to try living independently, the subsidy barely covers the rent payments. We have often wished to be able to give them something extra, such as a new piece of furniture or to be able to offer to send their son or daughter to summer camp.

Since my department is one hundred percent community-based, we are always looking for new opportunities within the community. Technology will continue to play a role in the development of a future APP being developed for smartphones that will enable staff to look in their communities to see what activities are popular, to be able to suggest venues, and then follow them to see who is signing up.

Linda and Me

Written by Mandy

She reached up into the closet and pulled out a colorful fish kite. Even though there was not much wind at the beach, Linda always thinks positively and we brought the kite to the boardwalk.

That morning, Linda had picked me up to take me to the home that she had just moved into. I remember that Linda was the first guest in my new apartment, even before I moved in.

Linda's home is at the beach and I really like it! Together we made pancakes on a griddle that was part of her stove. It was fun and the pancakes came out perfect.

I met Linda in 2001. I was in the middle of trying to get approved for Self Determination. Years had gone by and nothing was happening. Linda called and e-mailed and called and e-mailed. She kept focused on helping me get Self Determination. This was hard to do, but I knew Linda was the one to get it done. And she did! I was the first person in the New York City/Long Island area to start using CSS.

But then the work got even more challenging. We work very hard together on the budget, Circle of Support meetings, faxing paperwork, CSS plans and hiring and training life coaches.

Linda supports me in my job for the Self Advocacy Speakers Bureau. She bought me a scrapbook kit that I use in my presentations. This past summer I spoke at her agency about Self Determination. Recently, I went with Linda to a job fair to find life coaches.

She has become close to my family and me. We all like and trust each other.

And by the way, with lots of determination, we finally did get the kite up in the air.

DECEMBER 11

The Center for Family Support becomes the new name of the organization.

1993

Steven Vernikoff becomes Executive Director.

1994

JULY 8

First Residential Home in New York was opened in Crotona, located in Bronx, NY.



**OMAYRA
ANDINO**

Director of Residential Services

I've been with CFS for 16 years, but began in my role as Director of Residential Services in 2011.

I really strive to help people live the lives they choose to live and not the one we see fit for them. It is my job to make sure that staff is placing the emphasis on a person-centered philosophy and that they are educating and encouraging the people we support to be good citizens. During my tenure as Director of Residential Services the Self Starters self-advocacy group has started and won NY State Advocacy of the Year Award and two people we support won the title of Self Advocate of the Year. This year, the self-advocates group celebrated four years of self-advocacy with a dinner/dance where they honored several people who they believe have been champions for their cause. That was a huge milestone!

When I first started working in the field as a direct support professional 26 years ago, there was a custodial mentality where we were, in essence, a parent figure. Self-Advocacy groups weren't heard of. The "professional" was the authority on what was right and wrong for people with disabilities. Over the years, the industry has evolved into a model that recognizes the people we support as capable adults who should drive their own lives; with us as their support. This can sometimes be very difficult and we always seek to find a balance. The residential department has more than 300 employees and we try to instill in staff that the individual has the right to make their own choices as well as mistakes. I sometimes find that we underestimate their resilience and I try to encourage staff to overestimate what they can do.



Theresa and Rasheem lived in separate apartments and expressed a desire to get married and have children. We helped them to move in together in their own apartment and they are now successfully navigating the ups and downs of everyday life with gentle supports from CFS. They plan on getting married next year. It took 15 years for Theresa to get here, but at CFS, we feel everyone has the right to make choices for their own lives and we honor their wishes to the best of our ability. This story shows all of us that love is important in everyone's life. It shows the strength of humanity and even though they struggle, they are making it work.

1994

DECEMBER 1

Foch Residential Home opens.

1995

JUNE 30

Kelly Tower Residential Home opens.

1996

Joel was born in Puerto Rico and had a rough start in life. Through family, he came to New York where he wound up institutionalized. When he came to our attention, we screened him and were reluctant to offer him a home with us for fear that we would not be able to support his needs. With the support of great staff at CFS, we brought him in and talked to him about what he wanted out of life. He expressed the need to re-connect with his childhood church and said he wanted to move into his own apartment. We quickly helped him locate his church home. Moving into his own apartment proved to be more of a challenge. But, after years of struggle, Joel was eventually able to move into his own apartment. He loves his life and is now working. Joel says, "I feel blessed."

I see examples every day of what is possible for those we support. This doesn't happen in an instant. It takes patience and a willingness to celebrate the small victories, for they eventually add up to something much greater... a life worth living.



MARCH 6
Sunset Park
Residential Home
opens.

JUNE 30
Simpson Street
Residential Home
opens.

1997

FEBRUARY 28
Arlington/Cypress Hill
Residential Home opens.

APRIL 1
Cambria Heights
Residential Home opens.

JUNE 23
Bryant Avenue
Residential Home opens.

1998

JANUARY 20
First Residential Home in
New Jersey was opened in
Elmwood Park, NJ.

APRIL 27
Clifton, NJ
Residential Home opens.

APRIL
Hackensack, NJ
Day Program opens.



**DONNA
MESSINA**

New Jersey Director of
Residential and Day Services

I have been with The Center for Family Support (CFS) for 15 years. My role began as the Director of Residential Services and then I was promoted to Director of Residential and Day Services in New Jersey. My chief responsibility is to advocate for our individuals and to make sure they are going in the direction they wish to go, and that they are fulfilling their dreams. I am a team player, and I work with supervisors, and assistant directors to ensure the individuals we serve and their family members get the support they need. I lead by example and I have seen daily affirmation that my caring approach emanates through my staff.

Open lines of communication keep me abreast of situations that occur and enable me to problem solve with the staff to effect a positive outcome. For example, I learned that a group home recipient sought membership at a particular church. After discussion about this with my staff, we were able to make that happen with the help of a staff member who belonged to that church. Now this person is passing the offering basket at services each Sunday and has developed a strong relationship with the pastor. This was a simple request, but for the person we serve, life changing.

Another area where we have had success is in the employment arena, where we have been able to find our people good paying jobs.

We are very proud of our new self-advocacy groups, where the service recipients are the members and meetings are held at least once a month. The goal is to teach them to advocate for themselves. They elect their

own officers, and they plan events and parties. We have seen how this fosters independence and encourages its members to find volunteer opportunities in their own communities. When our individuals volunteer in the community, they develop connections with people outside of their world. As an example, our self-advocacy group committed to walking in the New Jersey May Breast Cancer Walk. This is a win-win for everyone. Our individuals do something for others, making them feel productive, and the community gets to know them better. Members of the self-advocacy groups have also expressed interest in planning a formal prom or a dance, if the budget allows. Many of those we serve enjoy getting dressed up and socializing with one another in a festive atmosphere.



1998

MAY 11
Somerset, NJ
Residential Home opens.

OCTOBER 27
Somerville, NJ
Residential Home opens.

1999

JANUARY 8
Broadway
Residential Home opens.

JULY 7
New Milford, NJ.
Residential Home opens.

AUGUST 23
Underhill
Residential Home opens.

2000

We currently have two day programs for adults with autism. Each of our service recipients are assessed individually and a plan is built around their desired outcomes. There are 75 people enrolled and the programs meet five days a week. These are funded by the New Jersey Department of Developmental Disabilities and they are housed in buildings in three locations: Union, Hillsborough and Hackensack. The day program in Hackensack is not specifically for the autistic population. During the day, some of our individuals work on pre-vocational skills and others are working on job-related skills to get them ready to enter the workforce. We also go bowling, to the library, to malls and parks and some of our individuals volunteer in a nursing home. We employ yoga instructors and music therapists as well as teach household skills such as cleaning, cooking and meal preparation.

While we all know how important the day programs are to the families we serve, its significance became even more apparent last year, when a pipe burst in one of our buildings and the program closed for a month. Many families adjusted to the reality of the situation, but both the families and the individuals served by the day programs were extremely pleased and relieved when the programs resumed.

It is impossible to talk about all of these departments and programs without acknowledging our amazing staff. I am convinced the reason they stay with us for many years is due to their inherent need to help others. The 2013-14 Employee of the Year, Pauline Small, is someone who has helped individuals in a group home, achieve success. Pauline began her career with CFS in October of 2001. She was hired for the 3-11 shift in our Somerset Group Home, and has remained there for the past 14 and a half years. Right from the start it was clear what a caring, dedicated, devoted individual she was. Pauline continues to make the Somerset group home a warm and comfortable place to live and work. Pauline's main goal throughout the years was to improve the lives of the individuals she worked with and provide the assistance they need on a daily basis. During Pauline's tenure at CFS she has been faced with many challenging situations. In all cases, she reacted and responded in a truly professional manner. There have been many individuals and staff who have come and gone in the Somerset Group Home for various reasons. Pauline has remained a constant, and The Center For Family Support is extremely grateful for that.



All of our staff members have been taught our philosophy of person-centered thinking and planning. I see how their caring attitudes cause them to treat our individuals as they would their own family members and every day I marvel at their dedication. I have often thought how wonderful it would be to have the funds to recognize staff when they go above and beyond their job description. As an example, to be able to hold a Center for Family Support Family Day sponsored by a donor who sees the value in our staff, and to reward staff for their efforts, would be huge. My employees have also expressed an interest in professional development classes to improve skills and learn about the latest techniques. To be able to add this to our budget would enhance the experience for all concerned.

FEBRUARY

A facility opens in Roselle Park, NJ (now the Union Day Program), a multi-county program serving individuals on the autistic spectrum.

JULY

A Day Program opens in Bound Brook, NJ (now the Hillsborough Day Program).

Opening of the Autism Center in NJ.

2001

SEPTEMBER 8

Lincoln Park, NJ Residential Home opens.

2002

JULY 25

Bloomfield, NJ Residential Home opens.



GAVIN GEAR
Assistant Director of Day Program Services

I have been actively working with and for individuals with developmental disabilities, as well as psychiatric and behavioral needs, since 1992. In addition to my time as an administrator, I have been a Residential Group home manager, a job coach and job developer, a behavior management consultant and also have many years of direct care experience. Currently at The Center for Family Support, in addition to my responsibilities in overseeing the NJ Day Program Department, I am also a member of our Behavior Management team and our Human Rights Committee. I directly supervise our team of Behavior Specialists and routinely conduct training on topics such as OSHA Safety, Behavior Management and Person-Centered Thinking. I have had the honor to have been invited to speak on topics such as Positive Behavioral Supports, Essential Lifestyle Planning and Developmental Disability Services in the state of New Jersey at multiple statewide conferences and colleges. I am currently a member of the ABCD (Alliance for the Betterment of Citizens with Disabilities) Quality and Training Committee. I have been with The Center for Family Support for ten years.

I have been working in this field since I was 17 years old. My mother is a nurse at a facility for adults with developmental disabilities and she encouraged me to take a summer job there. I was there a few weeks when I was introduced to the power of companionship. While providing direct care, I was going from person to person trying to provide individual attention to everyone in my group. I came to work with a young lady with whom I already knew most of the staff didn't spend a great deal of time. After working with her for about 10 minutes, I let her know that



I needed to go work with someone else. She reached out to take my hand and wouldn't let me leave. This was unusual for her as she typically never made deliberate physical contact with anyone. After a few attempts to go work with someone else, she took my hands and got up out of her wheelchair and started to walk with me. To my surprise, our physical therapist came running across the room telling me not to stop doing what I was doing because this young lady had never walked before. The fact of the matter is not that she couldn't walk; it's that no one had taken the time to try. At that moment I was hooked. I realized that all I had to do to be successful in this field was to treat people with kindness, make them feel unique, special and welcomed. It changed my life and I changed my major to special education a few months later and I have never looked back.

2003

JULY 25
The Twain Home opens.

2004

CFS began providing Broker services to help individuals to access Self Determination. We supported one of the first individuals in our region, Mandy, in what was a pilot project and over the years, it became a Medicaid funded Waiver service.

We currently have three Day Program sites in New Jersey that are open to those 21 and older with developmental disabilities and autism. We serve 126 people in total, five days a week. While the community at large focuses on the needs of children with intellectual and developmental disabilities, we provide a vital service to adults moving on to the most expansive portion of their lives. In many cases we serve people that other programs have been unwilling to accept. Our agency takes on these challenges.

Although we have autism-specific sites, we don't look at the programs from a diagnostic point-of-view, as we serve people with a wide variety of diagnoses. We encourage individuality and choice for those who attend our program. People who attend our day programs select activities from a daily menu. One such activity, Community Recreation, happens twice a day and is available for between six to 12 people. This might entail a trip to the library, a local museum, shopping, or bowling.

Helping people find gainful employment or volunteer stints in the community is another vital part of what we do. Some of the volunteer sites we currently dedicate our time to include the Teterboro Aviation Museum, the Hackensack Parks and Recreation Department, Somerset County Meals on Wheels and the Manville Library. The Hackensack Parks and Recreation expressed their delight at the work we do for them, stating the parks have never been cleaner and more appealing. Being involved in their community gives our service recipients something meaningful to look forward to and is just one step we all take towards a fulfilling lifestyle.

We also offer adult education classes such as sign language, Spanish, math and accounting skills as well as many others. We work in consultation with a world renowned expert in the area of Sensory Motor Stimulation. Art and music therapy are important components of our Day Programs as well.

Recently, one gentleman with complex needs did not assess well for art therapy, according to his records. He came here and sat in on an art class and it turned out he had amazing talent! This talent changed people's impression of him and once people embraced his talent they embraced him and were able to get to know him. That is what we do here. We do not define people by preconceptions, by labels or by their emotional challenges. We help people to live, work and thrive as active members of their community.



FEBRUARY 9
Residential Homes open in Teaneck and Ft. Monmouth, NJ.

JUNE 16
A Residential Home opens in Nutley, NJ.

2005

APRIL 15
135th St. Residential Home opens.

2006

SEPTEMBER 28
Lincoln Avenue Residential Home opens.

SEPTEMBER 28
A Residential Home opens in Roselle, NJ.

NOVEMBER 17
The Myrtle, Ravine and Nathan Residential Homes open.



**EILEEN
BERG**

Director of Quality Assurance

As the Director of Quality Assurance, I am responsible for incident management and reports to the State of New York and New Jersey, internal auditing, providing technical assistance to the programs, corporate compliance and HIPPA privacy officer services. While the responsibilities have changed over the 17 years I have been with The Center for Family Support, (CFS) one thing has not and that is the agency's focus on delivering the highest quality of care, to everyone, every day.

Our greatest achievement to date was to be awarded the Accreditation from the Council on Quality and Leadership. This accreditation is an affirmation of the agency's vigorous process of assessment of services and always looking to improve quality and decrease incidents.

How do we do this? One way is through training, where we stress the importance of our person-centered philosophy. We want all of our services to be done the right way, with the correct amount of time spent with each of our service recipients. We are always developing new policies and putting systems in place to notify and retrain our personnel based on new or changed regulations and requirements.

As a Clinical Psychologist, I review the audits carefully and look for ways to prevent an incident and identify systemic issues. My staff and I brainstorm with those in the field to develop creative solutions for the people we serve. I have written the policy manuals that reflect the new regulations and I keep them up to date. My department also

confirms that qualified personnel are delivering our services. We look at this carefully every three to four months and then again once annually.

Our reputation is one of being the best in the industry, but we will not rest on those laurels. We will continue to challenge ourselves to give the person with an intellectual disability what they want to be happy. Sometimes this means we have to journey where no man has gone before, but we are up to the task and we are passionate about providing services that are consistent, have safety concerns in mind and that help our service recipients to be more capable and more independent.



2007

APRIL 4
Cary Avenue Residential Home opens.

AUGUST 4
The Balmoral Home opens.

2008

JUNE 30
A Residential Home opens in Morristown, NJ.

AUGUST 10
King Apartments opens.

DECEMBER 1
Friendly Towers opens.

2009



FEBRUARY 1

*Oberman
Residential Home opens.*

*Ozone Park
Residential Home opens.*

*Hale House
Residential Home opens.*

APRIL 18

*163rd St.
Residential Home opens.*

*A Residential Home opens
in Plainfield, NJ.*

*178th St.
Residential Home opens.*

2011

JANUARY 14

*Oberman
Residential Home opens.*

*First Self-Advocacy Group meeting
was held at the former Bronx office
and 25 people attended. A mission
statement....giving a voice to those
who have been silent, was drafted, the
name Self-Starters was chosen and an
officers election process was created.*



**JOANNE
CROPPER**
Coordinator of Quality Improvement

The Center for Family Support is a leader in providing support services for individuals with developmental disabilities in New York and New Jersey. The Center for Family Support was the first in the New York City area to achieve accreditation by The Council on Quality and Leadership (CQL)

As part of the accreditation a Basic Assurance Plan and a What Really Matters Plan were developed.

Both of these plans outline several areas that we identified to focus on. Some of the areas are Personal Outcome Measurements such as a Qualified Workforce, Natural Supports in the local communities for people we support and Incident Trends.

There are several committees that work on the different Basic Assurances and the What Really Matters Plan. These committees report to Quality Improvement who then trend, analyze and make decisions on the information.

Workforce Development has looked at changing the way we hire our staff and how we can retain staff.

The Incident Review Committee looks at trends with regard to incidents and from the trends are there things that we can be doing to reduce incidents.

In the Natural Supports arena, we are developing an App, so service recipients can find supports in their areas, such as community groups and activities.

The Quality Improvement Committee reviews the results from interviews that focus on Personal Outcome Measures. Analysis of the data is important so we can continue to provide quality services to our individuals.



2013

CFS began providing Fiscal Intermediary Services for individuals choosing Self-Directed Services. We currently support 40 individuals in the New York City region as the Fiscal Intermediary and another 40 individuals as the Broker in New York City and Long Island region.

MAY 9
Richmond Hill Residential Home opens.

JUNE
The Center for Family Support received Accreditation from the Council on Quality and Leadership, the first agency of its kind in the New York City metropolitan area to achieve this status.



AUGUST 9
*Snediker Avenue
Residential Home opens.*

2014

OCTOBER 3
*Riverdale
Apartments open.*

2015

JUNE 4
*Frost
Apartments open.*

SEPTEMBER 9
*Rosedale
Residential Home opens.*



**NADINE
DALEY**

Coordinator of Innovative Planning

I have worked for CFS for eight years, first as Residential Manager, then moving on to the Quality Assurance department teaching new employees, auditing and investigating programs. Then I moved to my current position as the Coordinator of Innovative Planning. In my latest role, I provide support that strengthens community involvement and enhances The Center for Family Support's (CFS) promotion of independence and integration for all New York and New Jersey individuals who we support.

I believe strongly in the agency-wide goal to continually focus on becoming an agency that espouses Person Centered Excellence. To achieve this, my chief responsibilities include research endeavors to stay on top of the latest trends in the industry; teaching to support our professionals so they perform at their best for our service recipients and their families; and developing and spearheading planning techniques and programs that continually move CFS toward its goal of Person Centered Excellence.

During my tenure as Coordinator of Innovative Planning, the agency achieved the accreditation by The Council on Quality and Leadership (CQL), one of the first agencies in the New York area to be awarded the four-year CQL accreditation. This required an extremely involved and honest self-assessment by all the agency's many components. Seeking the accreditation was part of the organizational transformation that began more than 10 years ago, when we collaborated with Michael Smull, Beth Mount, Michael Callahan, and other leaders in the field of Person-Centered Planning. The process required all departments to comprehensively look at policies and practices beyond the

standard measurements of quality. It is important to note that the CQL process is not static, but fluid, meaning it continues to teach us that quality develops from a culture of continual conversation, that change is constant and necessary, and that an agency serves its recipients better when there is less direct control and more flexible, adaptable plans.

To continue to enhance personal outcomes for people, my department established the New York Human Rights Committee and enhanced the New Jersey counterpart. The mission of both committees is beyond improving clinical and functional outcomes and improving support plans, which is the standard. The Human Rights Committees evaluate support plans from a holistic perspective, which we have discovered greatly enhances



personal outcomes for our service recipients. Individuals are also afforded the opportunity to come to the Human Rights Committee and grieve any aspect of their plan of care or support with which they are dissatisfied.

Another successful project has been the establishment of two very strong self-advocate groups in the New York and New Jersey divisions, established with the aid of committed residential staff. The self-advocates continually push for opportunities to live full lives in their communities; to be allowed to make mistakes and learn from them; and to seek opportunities to develop life plans that change with their changing needs.

My personal career mission is to move individuals closer to a greater independence. This is a multipronged strategy that demands a commitment to evaluate what is working and what is not working and to take the next steps to change the face of the service system, which is multi-faceted. It involves developing better hiring practices, offering continuous education and consistently developing staff skills and assessing their knowledge.

I am extremely grateful to be working with an organization that is committed to excellence in service. As our mission states, service recipients are our business and as such, we must continue to heavily support the education and involvement of all our service recipients at the individual and organizational planning level and to research and implement innovative service models to increase their independence and quality of life.





**MICHAEL
MAZZOCCO**
Assistant Executive Director

The Center for Family Support (CFS) provides services to the developmentally disabled and their families in the State of New York and New Jersey through separate companies. We also have a foundation to raise dollars to support operations in both States.

During the period from July 1, 2013 to June 30, 2014, The Center for Family Support saw revenue grow by 9% in New Jersey in the Day Programs, and 5% in New York in Respite, Residential and Self-Directed Services. Self-Directed Services was a new program that began in 2014. In essence, it enables the individuals and their families to develop a service plan that addresses their needs, and allows them to hire their own staff and direct the purchase of services, with the assistance of a fiscal intermediary. CFS is the fiscal intermediary. We assist by providing the services necessary to stay in regulatory compliance.

While CFS has been able to keep our costs lower than most of our competitors, the future will be challenging. New York and New Jersey are looking to move to a Managed Care system, which could mean a substantial reduction in our service fees. In essence, we will be expected to provide the same amount of service, or perhaps more, and will receive less funding, because the insurance company managing the care, will now also need to be paid. We are prepared to seek help from our banks and lending institutions for higher lines of credit to handle the more challenging cash flow issues. The role of the Foundation will also increase in importance, to assist the agency in providing the high quality programs and services our service recipients deserve and enjoy.



THE CENTER FOR FAMILY SUPPORT FINANCIAL STATEMENTS

NEW YORK

Statement of revenues and expenses
Year Ended June 30, 2014 (in thousands of dollars)

Revenues

Operating Service Revenue	27,988,000
Non-Operating Revenue	238,000
Total Revenue	28,226,000

Expenses

Salaries & Benefits	21,704,000
Other Services & Supplies	4,962,000
Depreciation, Interest & Unreimbursed Services	1,054,000
Total Expenses	27,720,000

People Served **1,488**

Dollars Spent on Program	89.2%
Dollars Spent on Administration	10.8%

NEW JERSEY

Statement of revenues and expenses
Year Ended June 30, 2014 (in thousands of dollars)

Revenues

Operating Service Revenue	11,550,000
Non-Operating Revenue	51,000
Total Revenue	11,601,000

Expenses

Salaries & Benefits	7,661,000
Other Services & Supplies	3,426,000
Depreciation, Interest & Unreimbursed Services	425,000
Total Expenses	11,512,000

People Served **196**

Dollars Spent on Program	91.5%
Dollars Spent on Administration	8.5%



THE CENTER FOR FAMILY SUPPORT

wishes to thank our donors for their generosity and investment in our work. These dollars are so important, and make it possible for CFS to continue to provide quality programs and services for those we serve.

Over the 60 year history of CFS, our donors have been the life blood of our work. From the past to the present, we could not have made this journey without you!

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Director of Quality Assurance Eileen Berg

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Director of Community Service Linda Schellenberg

Director of Program Services Donna Messina

Assistant Director, Day Program Services Gavin Gear

Coordinator of Quality Improvement Joanne Cropper

Coordinator of Innovative Planning Nadine Daley



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