



**WE FIND** A WAY



The Center for Family Support



**2015  
ANNUAL  
REPORT**

# 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:**

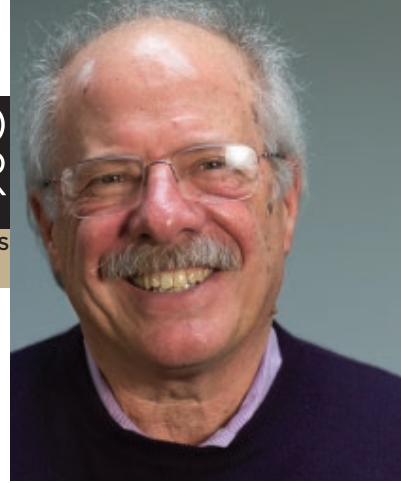
- Support individuals to live the lives they want
- Respect diversity, individual choice and overall family needs
- Provide families with the support they need at all stages of life
- Involve individuals in their communities
- Deliver excellent, individualized support to all





LLOYD  
STABINER

PRESIDENT, BOARD OF DIRECTORS



## TURNING CHALLENGES INTO OPPORTUNITIES

The Center for Family Support serves more than 1,500 individuals in the New York metropolitan area and New Jersey, helping them live the lives they want and providing families with the support they need to stay together.

In 2014-2015, we continued to expand and strengthen our innovative capabilities, the number of people and families we serve, and even the data-driven quality assessments that help us stay true to our mission – all in an environment of budget constraints, changing regulations and the often-difficult personal challenges of our clients.

This is all possible because of the hard work and selflessness of our staff and Board, and the generosity of our donors who have supported our work over the years. We simply cannot continue providing the high-quality programs for our service recipients without this great team.

In 2015, we were pleased to strengthen our Board with the appointment of Joana Goyette of Manhattan and Pavan Bhati of Jersey City, two highly skilled and experienced financial and risk management professionals. They bring not only their financial, technology and risk management skills, but also a community service commitment, which will help us navigate the challenging waters of today's healthcare system. Another individual brought onto the Board is Parent Advocate Carol Dillon, whose expertise and knowledge of issues facing our service recipients will be a great addition to the work of the Board. They share our goal of providing for our clients the most complete package of services and benefits they need and deserve.

The challenges we face may be constant, but they always provide opportunities, and CFS, on behalf of the people we serve every day, stands ready to seize them.

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



4



STEVEN  
VERNIKOFF

EXECUTIVE DIRECTOR



## WE FIND A WAY

As we review our accomplishments and capabilities in meeting the needs of people with intellectual and developmental disabilities, I'm especially proud of our leadership in developing and expanding person-centered practices. Over the last 10 years, in fact, we have become widely recognized as a pioneer in this approach, which the rest of the field is now embracing.

At its core is the concept of personal choice. We work closely with participants, tailoring our programs to accommodate individual needs, preferences and goals. We continually monitor our progress and adjust individual services and care plans to accommodate change and growth. This means encouraging the people in our care to advocate for themselves and direct their own lives, as much as possible, including employment opportunities and involvement in the community.

Another key component of our mission is helping families stay together. As such, we provide one of the largest home-based programs in New York State. As we teach individuals new skills that help them become more independent, we enable parents to hold jobs, enjoy needed personal time, and focus on children who do not have a disability. Our services reduce stress on families, which reduces the need for out-of-home placement.

As we have said many times, when other agencies can't or won't help individuals who need the most help, we find a way.

Our progress wouldn't be possible without the hard work and dedication of our staff. Because of their efforts every single day, many of the people in our care have jobs, are engaged in meaningful activities they choose, are living with greater enjoyment and less stress — and more people are living independently. I want to personally thank all of them for doing such important and demanding work.

Of course, our ability to help individuals and their families is made possible by the generosity of our donors. Given the constant challenges to state budgets in New York and New Jersey, our CFS families need this support more than ever, and I want to thank our donors for helping them. We do our part by being fiscally careful with every dollar we have.

The individuals in our care dream of leading fulfilling lives, just as we do — a safe and happy home, loving relationships, personal growth, and meaningful work. It's our mission to play a part in making those dreams come true. And we find a way.

A handwritten signature in black ink that reads "Steven Vernikoff". The signature is fluid and cursive, with a large, stylized "V" at the end.

**Steven Vernikoff**  
Executive Director





**“I found CFS to be caring, welcoming and supportive.** They are always available to me. My daughter’s needs have always been met by CFS. And CFS understood my situation as a parent.”

**“The CFS staff works as a team. They are really helping my son.** They find great activities for children with autism. It is a flawless Medicaid waiver process.”

“They were very warm toward my son. It is a family environment in the house. It is a nice environment. **CFS follows through on all that needs to be done.**”

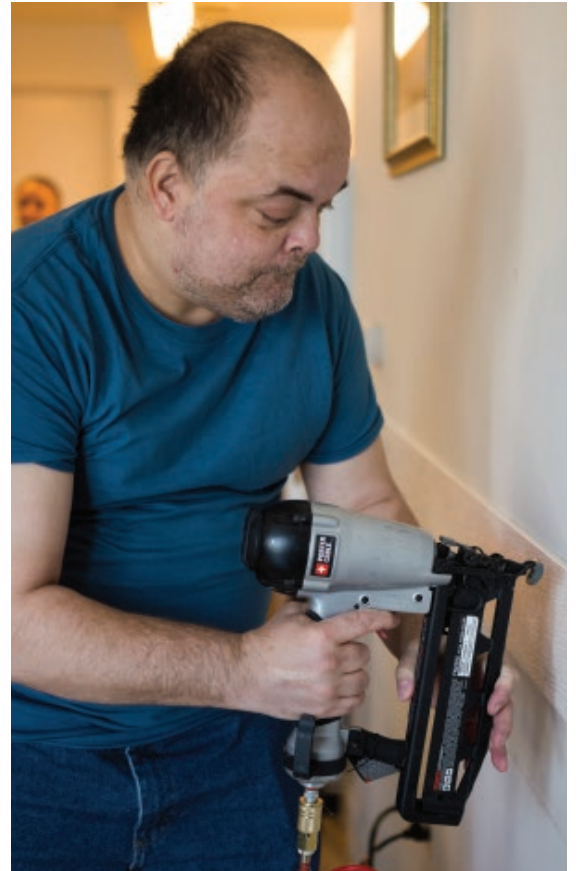
**“I have had a very positive experience working with CFS.** The supervisors I have been working with are caring and helpful. The respite service and Community Habilitation programs are great.”

**“My son is getting what he needs from CFS.** They keep him growing, maturing and motivated. He isn’t just sitting around. They get him involved and out in the community.”

“My experience working with CFS has been fabulous. **They are always there for me.** The staff is great. If the staff does not know the answer to a question I have asked, they get back to me as soon as they know. Someone is always there for me and my son.”

“I am so grateful for CFS and what it has done for my family. I can go to school because of CFS. **I am getting real support and I am grateful for that.**”





7



# INNOVATION = INDEPENDENCE

**As an innovative service provider and advocate for people** with intellectual and developmental disabilities, we are always looking for ways to strengthen our ability to help individuals achieve as much independence as possible and live happy and meaningful lives.

Years ago, the “professional” was considered the authority on what was right and wrong for people with disabilities. But today, we have evolved with a model that assumes the people we support are capable adults who can and should drive their own lives, with our support.



## SELF-DIRECTED SERVICES

With self-directed services, which began in 2014, individuals and their families can develop a service plan that addresses their needs, including hiring their own staff and directing the purchase of services, with our assistance as a fiscal intermediary.

## START-UP/SUPPORT BROKERAGE

With this program, individuals with developmental disabilities have access to a broker who can assist them with applying for and/or implementing a self-directed budget and plan funded through New York State’s OPWDD’s Consolidated Supports and Services Program.

## SELF ADVOCACY GROUPS

One successful project has been the creation of self-advocacy groups in New York and New Jersey, established with the aid of our committed residential staff. The self-advocates 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 evolve with their changing needs.

These self-advocacy groups meet at least once a month. They elect their own officers, plan events and parties, pursue volunteer activities, and find new volunteer opportunities in their communities. With such coordinated volunteer activities, individuals not only do something for others, which makes them feel productive, but members of the community get to know them better.

## LINDA THE SUPER ADVOCATE

Linda is a smart, friendly, independent woman, with an infectious smile, who loves reading, writing letters, drawing, shopping and participating in different sports. Linda, who lives in a CFS group home, is also an exceptional self-advocate as a member, and now officer, of the Self Advocacy group, Self Starters. She started by learning about her rights and attending all CFS classes on the subject. Today she is a co-teacher of the advocacy class on rights and is spearheading the voter registration drive. As she gives her time to help her peers, she is building a complete life for herself, one that embodies her strong beliefs.



## TRANSITION SUPPORT GROUP

People going through transitions – whether it’s a new living situation, an unfamiliar social environment or changes in supervision – often feel frightened, anxious or depressed, and may engage in self-sabotaging behaviors. The purpose of the transition support group is to make sure individuals are getting the proper support from their peers, as well as all necessary CFS resources. In this process, members of the group, in monthly meetings, share feelings and use the WRAP system:

- Welcome the individual and make them feel accepted.
- Recognize the abilities, needs, goals, and concerns of the individual.
- Assess the person’s circumstances, behaviors, presentation, and environment.
- Provide personalized support.



## HUMAN RIGHTS COMMITTEES

Our Innovative Planning Group established New York and New Jersey Human Rights Committees. These groups make sure that all people supported by CFS have full access to rights as citizens and that due process is adhered to in every situation.

The mission of these committees goes beyond improving clinical and functional outcomes and improving support plans, which is the standard. It also evaluates support plans holistically, which we have discovered greatly enhances personal outcomes for our service recipients.

Individuals are afforded the opportunity to come to the Human Rights Committee and critique any aspect of their plan of care or support with which they are dissatisfied.

# RESIDENTIAL PROGRAMS

## CFS NEW YORK

We currently serve 162 developmentally disabled adults in more than 20 homes throughout New York City's five boroughs and Westchester County. Our residential programs are designed to promote self-sufficiency and independence and enhance the self-esteem of our residents. Housing options range from 24-hour supervised settings in group homes to individual apartments with support, depending on need.

Residents develop independent living skills by sharing in the upkeep of the home, participating in recreational activities and socializing with their housemates. They learn real-life lessons in money management, travel, safety and personal care by patronizing local stores and banks, enjoying parks, libraries and museums; attending classes, movies and shows; and holding jobs within the community. These lessons build self-confidence and enable residents to better negotiate life in the community.



## A GARDEN GROWS

Women living at a CFS residence in Yonkers, New York, were initially hesitant about planting a vegetable garden four years ago, but today the garden is a thriving success. Over time, after dealing with the experience of digging in the dirt amid the bugs, the volunteers began to see the benefits of the garden as it grew in size and scope. Now they look forward to planting a variety of vegetables, as each caretaker chooses a specific job, like watering a few nights a week or weeding on the weekends. The garden has produced green and red cabbage, lettuce, Brussels sprouts, broccoli, strawberries, cucumber, tomatoes and more. With our focus on independence, we encourage residents to do what they feel will make them happy and give them a fulfilling life. In this case, they enjoy the simple pleasure of picking their very own fresh produce that can be used in a favorite dish. Gardening also helps them gain a sense of purpose and fun together, which helps forge meaningful relationships.

## TONY'S EXPANDING SKILLS

Tony, a kind young man with intellectual disabilities, lives with his mother in the South Bronx. We have supported Tony and his mom for his entire life. Because of this support, he is attending middle school and recently started taking karate classes. His mom is thrilled he found a new passion in karate. Tony's mother also has intellectual disabilities and has had significant health issues, making it difficult to provide an environment that supports his educational needs. One of the next steps in Tony's plan to increase his independence and self-confidence is to help him create a home space that supports his learning where he can work on his assignments with a desk, computer, and a small bookcase. Because the family's income is limited, we are raising funds for Tony and service recipients like him, to lead a fuller life through better education and career skills.

## INDEPENDENT SUPPORT AND SERVICE PROGRAM

This is a great program for those who want to try living independently. We assist 40 people who are currently living in their own apartments, providing “wrap-around” staff services to meet individual needs. Residents have been able to move out of a group home, into their own place with our help and a subsidy from the State of New York.



### SEAN LIVES INDEPENDENTLY

Sean wanted to live on his own after he and his mother moved from California to New York City three years ago. He is now living by himself in an apartment in the Inwood section of Manhattan with the support of an ISS housing subsidy. With this subsidy, Sean can afford to pay his rent each month. He works at Presbyterian Hospital, participates in a Day Hab program, and is an active member of his church. His mother lives nearby.

### CFS NEW JERSEY

The Center operates 18 group homes and one supportive apartment, which are located in Bergen, Essex, Monmouth, Morris, Passaic, Somerset and Union counties. Serving 86 individuals, our group homes are intentionally small, ensuring personal attention, with an average of four to five individuals in each and fully staffed 24/7.

We try to match individuals with similar interests and capabilities, forming a unique family in each home. While we encourage independence and present opportunities for individuals to participate in the community at large through employment, recreational and educational activities, we also provide structure and guidance. As advocates for many of our group home residents, our staff may help to develop service plans and place them in day programs or find appropriate jobs within the community.

### JOE FINDING PEACE

Joe, a man in his late 30s who is non-verbal, had a history of severe anxiety that triggered aggressive behavior toward others. Over the years, however, as the staff began to gain his trust by engaging him calmly and encouraging him to gradually try new experiences, Joe began to make a remarkable transition. In his early days with CFS, Joe was responsible for more than 100 incidences of aggression in a 45-day period. Within one year, these episodes were reduced to six. And today he's down to zero.



# IN-HOME AND COMMUNITY SERVICES

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

## DAY HABILITATION WITHOUT WALLS

Through our innovative Day Habilitation Without Walls program, participants can engage in all kinds of activities. If they wish to go to the library to volunteer and then to the gym in their neighborhood, we support them. And we have an employment program that helps people train for, find and keep meaningful jobs.

A trained CFS worker meets individuals in their homes and spends the day helping them carry out their plans. For instance, we guide Paul through his activities to maintain his independence, as he uses the subway on his way to volunteering, plays basketball at a local public court or meets up with a group of friends on a Friday evening.

It's a unique approach providing opportunities for people to reach their fullest potential in an environment they design, according to their interests and strengths, with the full support they need to succeed. The program offers one-to-one staffing – teaching, assisting and encouraging growth and development.

## JULIO'S ACTIVE LIFE

Julio, who participates in our Day Habilitation Without Walls program, is shy by nature but open and expressive when he's engaged. Julio makes significant contributions to those who are less fortunate through his community service activities. He volunteers at several different New York City locations, including the Bowery where he hands out bags of food to the homeless; Broadway Community soup kitchen, where he gives out meal tickets; and the Salvation Army soup kitchen, where he does kitchen preparation work. As a valued member of these programs, Julio is often invited to events the organizations are hosting, such as birthday parties or holiday celebrations. And with the support of staff, Julio also enjoys visiting The Fire Department Museum, The New York Public Library, Chinatown, Central Park, the city's Parks and Recreation Center where he enjoys spending time on the computer, and the annual Day Hab summer picnic in Pelham Bay Park where he meets up with his friends to enjoy barbeque and games.

## COMMUNITY HABILITATION

In The Community Habilitation Program, we teach independent living skills and help each one of our service recipients achieve their personal goals. If they want to learn to navigate the bus system, for example, our staff will assist them. With the leadership of our Natural Supports committee, we are striving to increase the opportunities for people to be integrated into their community and to develop long lasting and meaningful relationships. This includes seeking out employment opportunities that match the skills and comfort level of our residents.

## LISA SHOWS HER TALENT

For 30-year-old Lisa, who was diagnosed with cerebral palsy as a youngster, art has opened up new opportunities for her and allowed her to showcase her personality to the world. "Every piece



tells a story about my life,” she explains. “The dark colors represent sad times and the bright colors convey joy.” Our Community Habilitation Specialists have played a major role in helping Lisa grow as an artist by giving her the resources to achieve her dreams. Recently she designed the CFS t-shirt, to be worn by CFS families and personnel at the three 2015 Family Day events. “I was honored to be the chosen artist for this task,” she says. In addition, Lisa has mounted publicly viewed art, including one at Queensboro Community College, where she is enrolled. “It is my dream to become an art teacher when I graduate,” she says.

### HOME AND RESPITE CARE

Home Care Services offers in-home support to assist individuals with home care tasks, including but not limited to: daily living skills, meal preparation, light housework, traveling and shopping. This program is available to individuals who do not qualify for other home care programs and who do not have Medicaid.

Our in-home respite services provide relief to caregivers, to give the family a break. We support individuals of all ages, from infants to the elderly with a wide variety of abilities and needs.

### ENHANCED SUPPORT EMPLOYMENT

This program provides enhanced job coaching to individuals with developmental disabilities who are not eligible for VESID funded supported employment. Job coaching staff can assist the individual with on-the-job training and other supports, including daily living skills, travel training and health and safety oversight.

### NEW JERSEY DAY SERVICES

#### **CFS operates three community-based Day Programs:**

The Hackensack Day Program; The Roselle Park Autism Day Program and the Hillsborough Day Program and Autism Program Satellite, which have grown to serve 131 people. These programs meet five days a week in relaxed and supportive environments in which small groups of developmentally disabled individuals can help develop the social and living skills that lead to greater independence and self-esteem. Participants enjoy a varied day, often making choices about how they choose to spend it.

This is a vital service for these adults who are often not accepted by other programs because of their complex behavioral needs. Although two of our sites are autism-specific, we don't look at the programs from a diagnostic point-of-view. We serve people with a wide variety of diagnoses, encouraging individuality and choice for those who attend.

Our staff begins by assessing what each participant needs, and then develops a plan to meet them, including creative solutions and opportunities that will broaden their talents and life experiences. Staff members act as mentors, job coaches, counselors and friends – working with each person to keep them challenged each day.

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, malls and parks, and some of our individuals volunteer in a nursing home. We even employ yoga instructors and music therapists, as well as teach household skills, such as cleaning, cooking and meal preparation.



# CONTINUALLY IMPROVING QUALITY

**Today, excellence is defined not by our own criteria or that of the government, but by the people to whom we provide our services.** Our programs are successful because of our commitment to quality planning, quality control and quality improvement.

Our Quality Improvement Department is responsible for internal auditing, providing technical assistance to the programs, corporate compliance, and incident management reports in New York and New Jersey. Perhaps most important, this team continually evaluates our basic systems and practices, monitors our effectiveness, and analyzes our strengths and weaknesses. In fact, quality improvement managers audit our staff, services and processes quarterly and annually, looking for ways to prevent problems and identify systemic improvements.

After being awarded accreditation from the Council on Quality and Leadership in 2014, an affirmation of our vigorous service assessment process, we continually strive to improve quality in our work, evaluate staff on 23 core competencies, and make sure we meet the requirements of all state regulations.

Since our accreditation, we have begun to conduct Personal Outcome Measurements (with the support of new software that helps us understand evolving trends from the data), assess key performance indicators and develop a What Really Matters Plan (including workforce development, hiring practices and employee recognition), to make sure we're doing what's best, from the perspective of our service recipients. Various committees report to our Quality Improvement Department to analyze trends and make decisions and adjustments based on the information and data we find.



An important way to keep up with our quality initiatives is through training, where we stress the importance of our person-centered philosophy and how to conduct our services in the right way with the correct amount of time spent with each service recipient. We also develop new policies and systems to retrain our staff based on new or changed regulations and requirements.

With a reputation as one of the best in the field, we will not rest on our laurels. We continue to challenge ourselves to give people with intellectual and developmental disabilities what they need and want to be happy. We are passionate about providing consistently high-quality services that help our service recipients become more capable and independent.









16



# EXTENDED SERVICES

## AFTER SCHOOL PROGRAM

Our Staten Island After School Program provides recreational activities for children up to the age of 18. This program runs three days per week following the school calendar year and offers arts and crafts and swimming as primary activities.

## FAMILY REIMBURSEMENT

This program provides reimbursement to primary caregivers with developmental disabilities who reside in their home. Reimbursements are for goods and/or services not covered by any other source.

## FAMILY SUPPORT CASE MANAGEMENT

Short-term case management is available for individuals with developmental disabilities who are not enrolled in Medicaid. Case Management staff provide advocacy, linkage/referral, monitoring and follow-up to ensure that supports and services are provided to the individual, including assistance with applying for Medicaid.

## MEDICAID SERVICE COORDINATION

This program offers targeted case management for 533 individuals with developmental disabilities. Service Coordinators develop and facilitate the implementation of person-centered individualized service plans. They also provide advocacy, linkage/referral, monitoring and follow-up to ensure that supports and services are provided to the individual.

## PARENT TRAINING

In-home support is available to parents with developmental disabilities or parents with children with developmental disabilities. Our parent training staff provides training that includes social, behavioral and daily living skills.

## LARRY SPREADS HIS WINGS

A Medicaid Service Coordinator, Natalie, exceeded her job responsibilities by escorting Larry to several events, including a Broadway play. For more than 30 years, Larry had not left his local community in Brooklyn, only agreeing to go to places within walking distance. Because Natalie was able to gain his trust, Larry was able to enjoy entirely new experiences.

## OSCAR ON HIS OWN

Oscar was living with his parents and was ready to begin the transition to the adult world. With the self-direction budget, Oscar is now living in his own apartment with two live-in caregivers, who help him with life skills and provide oversight during overnight hours. Oscar has flourished in his new setting, taking great pride in his new home and making plans with friends and neighbors. His parents support Oscar by managing the staff and paying his bills. And they still make time for Friday dinners together as a family.





18



# FINANCIAL STATEMENT

## CFS has been able to expand quality program capabilities under the current reimbursement formula.

Changes to a managed care billing system have the potential to severely limit our revenue stream and are being considered by both the states of New York and New Jersey. While the specifics of these new proposals have not yet been announced, we are certain to be asked to do more with less governmental support.

The ability to enhance our technological efficiency and improve the roles of our staff and suppliers, without any sacrifice to quality, represents a significant challenge for the future. Needless to say the role of the Foundation in this environment will increase in importance as donations fill the gap between what is necessary and what is appropriate.



## NEW YORK

Statement of Revenues and Expenses  
Years Ended June 30, 2014 & 2015

	<b>FY 14</b>	<b>FY15</b>
<b>Revenues</b>		
Operating Service Revenue	27,988,000	31,686,000
Non-Operating Revenue	<u>238,000</u>	<u>173,000</u>
<b>Total Revenue</b>	<b>28,226,000</b>	<b>31,859,000</b>
<b>Expenses</b>		
Salaries & Benefits	21,704,000	24,305,000
Other Services & Supplies	4,962,000	6,187,000
Depreciation, Interest & Unreimbursed Services	1,054,000	1,013,000
<b>Total Expenses</b>	<b>27,720,000</b>	<b>31,505,000</b>
<b>People Served</b>		
	<b>1,488</b>	<b>1,871</b>
Dollars Spent on Program	89.2%	90.2%
Dollars Spent on Administration	10.8%	9.8%

## NEW JERSEY

Statement of Revenues and Expenses  
Years Ended June 30, 2014 & 2015

	<b>FY 14</b>	<b>FY15</b>
<b>Revenues</b>		
Operating Service Revenue	11,550,000	11,467,000
Non-Operating Revenue	<u>51,000</u>	<u>97,000</u>
<b>Total Revenue</b>	<b>11,601,000</b>	<b>11,564,000</b>
<b>Expenses</b>		
Salaries & Benefits	7,661,000	7,787,000
Other Services & Supplies	3,426,000	3,592,000
Depreciation, Interest & Unreimbursed Services	425,000	454,000
<b>Total Expenses</b>	<b>11,512,000</b>	<b>11,833,000</b>
<b>People Served</b>		
	<b>196</b>	<b>206</b>
Dollars Spent on Program	91.5%	90.9%
Dollars Spent on Administration	8.5%	9.1%



# LOOKING TOWARD THE FUTURE

**Over our 60-year history, our donors have been the lifeblood of our work,** and we are grateful for their generosity and belief in our mission. Every dollar donated helps someone with special needs. Every resource brings our service recipients closer to living an independent life, a life they choose to live.

With the vital support of individuals, foundations and corporations, The Center for Family Support will be able to continue providing compassionate, person-centered care to over 1,500 people each and every week.

Thank you to our donors for improving the quality of people's lives.



## DONOR LIST FY 2015

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Vicki Grunski

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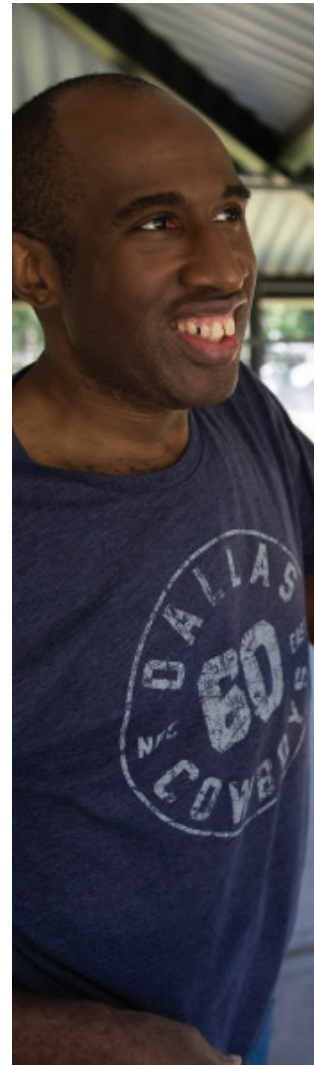
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## OUR MISSION

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.



## REGIONAL OFFICES

### CORPORATE OFFICE

333 Seventh Avenue  
9th Floor  
New York, NY 10001  
212-629-7939

### STATEN ISLAND OFFICE

88 New Dorp Plaza  
Suite 101  
Staten Island, NY 10306  
718-667-4263

### BRONX OFFICE

2811 Zulette Avenue  
Bronx, NY 10461  
718-518-1500

### LONG ISLAND OFFICE

110 Jericho Turnpike  
Suite 103  
Floral Park, NY 11001  
516-292-3000

### NEW JERSEY OFFICE

205 Robin Road  
Suite 122  
Paramus, NJ 07652  
201-262-4021

## ADMINISTRATION

Executive Director

Steven Vernikoff

Associate Executive Director

Barbara Greenwald

Assistant Executive Director

Michael Mazzocco

Director of Development

Barry Haber

Director of Human Resources

Sharon Lax

Director of Quality Assurance

Eileen Berg

Director of Residential Services

Omayra Andino

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

[www.cfsny.org](http://www.cfsny.org)





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