



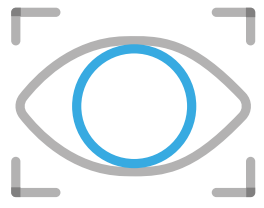
Person Centered Care Services

Our Mission



Person Centered Care Services is a not for profit organization creating social change within communities by supporting people with disabilities on their search for identity and acceptance.

Our Vision



To reconfigure humankind. To be genuine and authentic human beings; disabled and non-disabled. Creating a society of belonging and helping one another to live a good life.

Our Core Values



suPPort

Our responsibility as human beings is to support ourselves and one another.

eQuity

To participate in community is to have active citizenship. To be a participating citizen, one must have opportunities which are equitable; which accommodate the differences all human beings have.

aCceptance

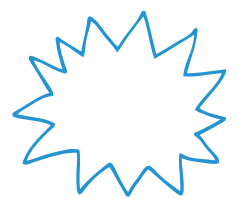
One of the most vital components of having a quality of life is love. It's okay to tell someone you love them; more importantly, it's okay to show them. To accept another for who they are and what makes them human can be a most validating experience; it is self-empowering.

Our Strategy



To help a person build comprehensive supports that will engage and propel them to lead the life they want to live.

Our Impact



Providing support to the Staten Island community and the greater NYC area to help create and facilitate relationships resulting in a more diverse community while providing services to people with disabilities to engage and be a part of their community.



Person Centered Care Services

Person Centered Care Services needed your help to create our strategic plan goals for 2022! We asked people supported, family members/caregivers and staff to vote on the goals that they thought were most important!

**Please note all goals below will be worked on during 2022 and are anticipated to be completed within the year - some goals may continue there after as ongoing commitments or projects.*

Our 2022 goals

- 1. PCCS will create a "Working at PCCS" video with employees and people supported to showcase work culture.*
- 2. PCCS will continue to utilize multiple communication methods to ensure all stakeholders receive information while narrowing the information given.*
- 3. PCCS will host a series of practical skills trainings for direct support professionals and front-line supervisors.*
- 4. PCCS will bridge the language access gap by implementing a language access plan.*
- 5. PCCS will create group opportunities for people supported that will be hosted in person*
- 6. PCCS will develop a welcome to the team series for new employees each month to get to know one another.*
- 7. PCCS will create an employee support group to promote self-care and prevent employee burn out.*
- 8. PCCS will assess the organizations communication by defining the word and having a shared definition.*
- 9. PCCS will review all community partnerships to enhance engagement opportunities for programming and people supported.*



Person Centered Care Services

PCCS asked everyone to rank the goals you think we should work on from the most to least important. Most important started at 1 and least important ended at 8.

We received over 40 responses from employees, Direct Support Professionals, self-advocates and family/caregivers.

Our 2022 goals that we will be working on from important to least important that you all voted for!

- 1. PCCS will host a series of practical skills trainings for direct support professionals and front-line supervisors.*
- 2. PCCS will continue to utilize multiple communication methods to ensure all stakeholders receive information while narrowing the information given.*
- 3. PCCS will bridge the language access gap by implementing a language access plan.*
- 4. PCCS will create working at PCCS video with employees and people supported to showcase work culture.*
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- 7. PCCS will develop a "Welcome to the Team" series for new employees each month to get to know one another.*
- 8. PCCS will review all community partnerships to enhance engagement opportunities for programming and people supported.*
- 9. PCCS will assess the organizations communication by defining the word and having a shared definition.*

We also asked our survey respondents to share goals that that were not listed!

Recommended Goal #1: Create a career ladder to allow for advancement within one's role

- ***Recently, PCCS has piloted their DSP Career Ladder Series. In hopes of addressing high DSP turnover rate, PCCS has established a DSP Career Ladder. Based on qualifications, certifications and years working, PCCS will aim to pay their DSP's higher living wages! If you have any questions about this, please reach out to Christina Valdes at cvaldes@pccsny.org***

Recommended Goal #2. Create a space where caregivers can share their worries and input about services

- ***PCCS has launched their first family advocacy forum! This space was created so family members, caregivers and self-advocates can advocate for services, express their concerns and have their voices heard! To learn more about the self-advocacy group, please contact Johanna LoPorto at JLoporto@pccsny.org***

Recommended Goal #3. Offer more therapy and telehealth services for people supported, as well as a referral guide of available services

- ***PCCS currently does not offer therapy services, however, PCCS will begin the process of applying for different streams of funding to potentially create a space for therapeutic services***
- ***Additionally, PCCS has partnered with the Department of Labor and the Staten Island Performing Provider System to ensure that people supported have access to all resources on Staten Island. PCCS has also created their own resource library on our website! If are looking for a therapist, government assistance or any other type of referral, please contact Nisha Tumber at ntumber@pccsny.org***



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Recommended Goal #4: Create an employment campaign plan for hiring potential staff

- ***PCCS has begun to utilize social media as an effective way to hire potential staff for people supported. If you are having trouble finding staff to support you or your loved one, please reach out to Lucia Rossi at LRossi@pccsny.org***

Recommended Goal #5: Employees need easy access to supervisors and a rapid response protocol for guidance in the changing environment

- ***PCCS administration is looking at admin level restructuring to meet the growing and changing need of the programs and agency to improve responsiveness and communication.***
- ***This work will be done within the larger goal of developing an administrative career ladder program***