

ANNUAL REPORT FY 2020



PCCS
reconfiguring
humanKind



eQuity
suPPort
aCCeptance

OUR MISSION

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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 CORE VALUES

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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**.

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Hello friends,

Well, 2020 was certainly filled with strange scary days. The good news is we are now here. A new year! We head into this year with sense of renewed hope and with deep contemplation as we reimagine our future.

This new year, 2021, unfolds with sadness and loss as we reflect on what we have been through; so many of us lost people we love. For far too many of us live with an emptiness, but we persist through our shared perseverance and determination to rebuild, reconstruct and reconfigure our work, our families, our communities and our way of life. We persist together, to fight against injustice and inequities. We raise our voices and our hearts with our calls for accessibility and social justice. Our journey continues and we do this work together, bravely and resiliently.

So my friends, as we embark on this new year, our journey for social and economic justice continues with a keen focus on tearing down racial disparities, systemic ableism and healthcare inequities. We know what matters to us and the people we support on Our journey for Equity and Belonging. I look forward to continuing this journey with all of you, together we will rebuild, renew and reinvest in our future of transformation.

Wishing all of you peace, hope and love

*cRis marchioNNe
executive director
#weareone*



PCCS FINANCIAL STATEMENT FY 2020

Operating Revenue and Support

Programs: \$18,044,758
Grants/Contracts: \$97,800
Contributions: \$30,000
Miscellaneous: \$95,200
Total Revenue: \$18,267,758

Expenses

Total Salaries & Fringe: \$11,485,316
Total Professional Fees: \$937,204
Total Occupancy Expense: \$1,157,563
Total Other Expenses: \$4,321,605
Total Expenses: \$17,901,688

Person Centered Care Services Balance Sheet

Assets

Cash: \$3,570,396
Program Receivables: \$2,388,447
Prepaid Expenses: \$182,361
Other Assets: \$2,169
Non-Current Assets: \$5,250,316
Total Assets: \$11,393,689

Liabilities & Net Assets

Total Liabilities: \$5,618,738
Unrestricted Net Assets: \$3,702,635
Total Liabilities & Net Assets: \$9,321,373

Audited by DeSantis, Keifer, Shall, and Sarcone LLP

OUR SERVICES

Individual Residential Alternative (IRA)

Provides supports and services to people in a community-based home. The program is designed to accommodate personal, daily needs of people with disabilities within a home.

Supporting 6 people

Individual Supports and Services (ISS)

Provides supports to more independent people and assists with finding living arrangements that are alternatives to traditional group home living.

15 people we support moved into new homes in 2020 •

65 people supported •

34 people we support receiving in-person services •

- Donated 60 turkeys to families we support during the holidays, with help from the Salvation Army
- Implemented a mobile donation collection service, the Treasure Chest, to assist in distributing donations from all five boroughs

Respite

Provides temporary relief from the demands of care giving, which helps reduce overall family stress. Respite can be provided in the home or out of the home, during the day, evenings or overnight.

99 people supported •

2 people we support receiving telehealth services •

22 people we support receiving in-person services •

OUR SERVICES

Day Habilitation

Provides support for employment and life skills through activities designed to foster the development of skills, greater independence, community inclusion, relationship building, self-advocacy and informed choice.

41 people supported •

8 people we support receiving telehealth services •

17 people receiving in-person services •

- Developed a Google Classroom for agency to utilize for telehealth

Community Habilitation

Provides in-home and community-based supports to facilitate community inclusion, relationship building, and independent skills. Supports range from adaptive, daily living skill development and social skills to leisure activities.

124 people supported •

11 people we support receiving telehealth services •

75 people receiving in-person services •

Community Habilitation In Lieu of Day Habilitation

12 people supported •

3 people we support receiving telehealth services •

5 people receiving in-person services •

OUR SERVICES

Employment Supports

Programs to provide assistance and training to those we serve, helping to enhance opportunities for job placement, performance, and maintenance of long-term employment.

Community Based Pre-Vocational Program supports 14 people •
7 people supported in Pre-Voc receiving telehealth services •
1 person receiving in-person services •

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Pathways to Employment supports 2 people •
1 person supported in Pathways receiving telehealth services •

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Supported Employment (SEMP) supports 3 people •
1 person supported in SEMP receiving telehealth services •
1 person receiving in-person supports •

OUR SERVICES

Fiscal Intermediary/Agency Brokerage

PCCS is the billing and compliance processing center for a person/family using self-directed services through a budget approved by Office for People With Developmental Disabilities. Provides administrative services and billing support to a person who chooses self-direction.

- 31 Fiscal Intermediary enrollments in 2020 •
- 288 people we support receiving FI services •
- 10 people we support receive telehealth services •
- 159 people receive in-person services •
- 327 self-direct staff employed •

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Agency Brokerage supported 20 people in 2020 •

Family Education & Training (FET)

Assists families in gaining a better understanding of the culture of disability. The service provides access to resources and relevant information.

- 108 families participating in FET, from all five boroughs

TRAININGS & EDUCATION

Person Centered Care Services has participated in training & educational sessions through several platforms, including Paycom, Coursera, and Open Future Learning.

PCCS completed 280 trainings over the course of 2020, including:

The Power of Presenting Training
System Access for National Alliance for
Direct Support Professionals and Open
Future Learning Training
Incident Reporting Management
Application Investigation Detail
Fiscal Intermediary Incident Review/
Training
Person Centered Planning Webinar Training

Verizon Network Fleet Training
Audit and eVero Training
Zoom Tips and Tricks
Time Management Training
Remote Learning 101
Performance Evaluation Training
Data Visualization: Best Practices
Microsoft Pivot Table
E-Paces Training

... and more!

Person Centered Care Services was also approved to provide Continuing Education Units (CEU) for social work in New York!

COVID-19 SAFETY

In March of 2020, many businesses and schools followed safety protocols, closed their doors, and began conducting business remotely due to COVID-19; however for direct support professionals (DSPs), this was not an option. While the majority of establishments remained closed, organizations wanted to ensure they continued to provide supports safely to individuals with disabilities during the COVID-19 pandemic. The University of Minnesota's Institute on Community Integration collaborated with the National Alliance for Direct Support Professionals to reach a large sample of DSPs from across the country to see how they responded to COVID-19 challenges.

After releasing their survey results, we wanted to see how PCCS did in response to COVID-19 and the challenges that came with the pandemic. Below is how PCCS responded in relation to the rest of the country:

Wages & Extra Pay

Average	PCCS
Pre-COVID rate: \$13.63	Pre-COVID rate: \$15
Hazard pay: 21% received more than \$3.01 15% received \$2.01-\$3.00 45% received \$1.01-\$2.00 19% received \$1.00 or less	Hazard pay: +\$2 more per hour

COVID-19 SAFETY

Schedule Changes

Average

More Hours: 34%

Less Hours: 18%

Working In A Different Setting:
29%

PCCS

More Hours: 78 employees

Less Hours: 44

Department Additions: 79
Department Changes: 22

Access to Personal Protective Equipment (PPE)

Gloves: 84%

Homemade Masks: 53%

Medical-grade Masks: 46%

Home-Repair Style Masks: 10%

PCCS provided:

Gloves

Medical-grade masks

PCCS branded masks

Hand sanitizer

Gowns

Face shields

Sanitizing spray for facilities

Safety Measures

Signs for proper handwashing:
84%

Employee temperatures: 66%

Health & safety trainings: 66%

Signs for social distancing: 59%



DISABILITY ALLY INITIATIVE

The Disability Ally Initiative, established in 2015, is a customizable, interactive workshop provided to businesses, schools, community based organizations, and more to learn methods of inclusion and integration of people with disabilities. Through open forums, information sessions, videos, and interactive exercises, participants learn accessibility, communication, and respectful techniques of how to be an ally to people with disabilities. The workshop is open to all entities that can target specific needs each organization faces.



252 people trained in
2020

Shifted from in-person
to virtual training

Partners include:

Staten Island Tech
Staten Island Arts
JCC
NYC Department of
Transportation
Eger Nursing Home
Richmond County District
Attorney's Office
Neurodiversity Network of
WNY
College of Staten Island
NYC Office of Emergency
Management and Community
Organizations Active in Disaster
(COAD)
New York City Teens
Connection

emPower (h)Our



PCCS's emPower (h)Our is a weekly talk show featured on Facebook Live, hosted by Alyssa D'Agosto & Kevin Roman. The show discusses a variety of topics related to disabilities, including interviewing local vendors and community members, showcasing self-advocates and disabled business owners, hosting informational sessions with non-profit organizations, and broaching impactful conversations relating to the inclusion and equity of our society. It airs weekly on Facebook (@pccsnny), as well as our YouTube page. Previous guests include...

Stephanie Debes, of Make Up On Wheels Foundation

Larry Katz, of Rock Em Extreme

Suzie Clinchy of Fast Feet NYC

Bernarda Rivera, Self-Advocate and Self-Advocacy Association of New York State (SANYS) board member

Rob Guaru, Self-Advocate and DJ

Laura Monaco & Alyssa Falcone, of ET Labz

... and many more!

INTERNSHIPS

PCCS is proud to partner with schools and organizations across NYC to provide internship experience to a range of students' interests including social work, advocacy, administration and office technology, and communications and marketing. Our interns have worked on a range of projects and tasks including, but not limited to, direct service work, social media marketing campaigns, developing and implementing trainings and workshops, audits, shadowing, and research of best practices.

Partners include:

College of Staten Island

United Workforce Unlimited

Brooklyn-Queens-Long Island Area Health Education Center

Wagner College

Ramapo College of New Jersey

Institute for Career Development

#GIVINGTUESDAY SPONSORS



Jayne Cooper
Kathy Linten
The Marchionne Family

HOW YOU CAN HELP

Follow us on social media for
crowdfunding campaigns
including #GivingTuesday, and
more!

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Shop on AmazonSmile. The money contributed from Amazon Smile will directly impact tuition reimbursement. How does it work? Shoppers must first go to www.smile.amazon.com. Consumers will then choose the option to support Person Centered Care Services; the organization will then get a donation based on how much is spent!

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Fundraise for PCCS - have an event idea? Want to crowdfund on behalf of PCCS? Contact info@pccsny.org for more information on how to fundraise for PCCS.

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Be sure to visit us at www.pccsny.org!

