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 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.
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

For more information and to access Person Centered Care Services full audited financial statements, please email your request to info@pccsny.org.
**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**

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**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

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**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 •
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 •

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

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

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
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!
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

<table>
<thead>
<tr>
<th></th>
<th>Average</th>
<th>PCCS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pre-COVID rate</strong>:</td>
<td>$13.63</td>
<td>$15</td>
</tr>
<tr>
<td><strong>Hazard pay</strong>:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21% received more than $3.01</td>
<td></td>
<td></td>
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<tr>
<td>15% received $2.01-$3.00</td>
<td></td>
<td></td>
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<tr>
<td>45% received $1.01-$2.00</td>
<td></td>
<td></td>
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<tr>
<td>19% received $1.00 or less</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazard pay:</td>
<td></td>
<td>+$2 more per hour</td>
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</tbody>
</table>
# COVID-19 Safety

## Schedule Changes

<table>
<thead>
<tr>
<th>Average</th>
<th>PCCS</th>
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</thead>
<tbody>
<tr>
<td>More Hours: 34%</td>
<td>More Hours: 78 employees</td>
</tr>
<tr>
<td>Less Hours: 18%</td>
<td>Less Hours: 44</td>
</tr>
<tr>
<td>Working In A Different Setting: 29%</td>
<td>Department Additions: 79</td>
</tr>
<tr>
<td></td>
<td>Department Changes: 22</td>
</tr>
</tbody>
</table>

## Access to Personal Protective Equipment (PPE)

| Gloves: 84% | PCCS provided: |
| Homemade Masks: 53% | Gloves |
| Medical-grade Masks: 46% | Medical-grade masks |
| Home-Repair Style Masks: 10% | 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% | ✔ |
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
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 (@pccsny), 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!
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
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Jayne Cooper
Kathy Linten
The Marchionne Family
HOW YOU CAN HELP

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

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!

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.

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