



PCCS

reconfiguring
humanKind

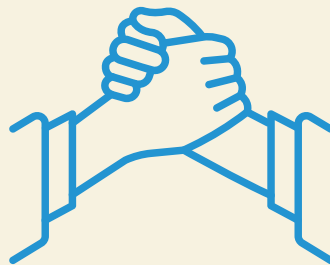
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ANNUAL REPORT FY 2021

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eQuity



suPPort



aCCeptance

We are Person Centered Care Services



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 Are...



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 colleagues and friends

Alexa and I thank all of you, colleagues we work with, trusted partners and donors, for your support of Person Centered Care Services over the last year. We want to pay tribute to the amazing work you all continue to do, supporting people on their journey, especially through this pandemic, and continuing to achieve great things through suPPort, eQuity and aCCeptance.

As we keep moving forward it's safe to say that 2021 proved to be just as much of a 'mixed bag' of a year as 2020. Some of us have adjusted to working via Teams or Zoom and some of us continue to show up everyday in-person, carefully, with social distancing to discuss life and provide support to our members as well as one another. Gathering in-person takes on a whole new meaning these days. For many of us we are more appreciative for the time we get to spend with one another in-real-life. We no longer take this for granted.

As a company we have managed well through the pandemic and have adapted to new working practices. This has resulted in us welcoming many new members in support services from Day Habilitation to Employment Supports from Community Habilitation to Respite and many more people have chosen to take the brave step to Self-direct their supports. It has been an exciting year across the board in terms of industry and size. The PCCS team has grown, with new colleagues adding further to our exciting environment and enhancing our ability to provide innovative and intuitive supports and expert virtual and in-person trainings and workshops.

We are excited about the release of Governor Hochul's [Executive Budget proposal](#) which invests in and shows a strong commitment to people with an intellectual and developmental disability. We are supporting the governor's recruitment and retention bonuses for direct support professionals, the \$466 million dollars for a Cost of Living Adjustment for all staff and we are working to ensure this continues on an annual basis, year after year after year.

Overall, the NYS Budget proposal includes a half of a BILLION dollars added to the OPWDD budget alone this year! These resources support the full array of OPWDD-funded services, including residential, respite, day habilitation, employment and many other services.

This is an exciting time of growth, discovery and learning. We both look forward to continuing our work together with all of you.

best-
cRis and Alexa



cRis marchioNNe, founder and executive director



Alexa Donnelly, Deputy Executive Director

Our Financial Statement For FY2021 Looked Like...



OPERATING REVENUE AND SUPPORT

PROGRAMS: \$17,139,446
GRANTS/CONTRACTS: \$2,443,442
CONTRIBUTIONS: \$25,053
MISCELLANEOUS: \$202,550
TOTAL REVENUE: \$19,810,491

EXPENSES

TOTAL SALARIES & FRINGE: \$11,643,269
TOTAL PROFESSIONAL FEES: \$918,661
TOTAL OCCUPANCY EXPENSE: \$1,158,148
TOTAL OTHER EXPENSES: \$4,161,468
TOTAL EXPENSES: \$17,881,546

ASSETS

CASH: \$3,577,711
PROGRAM RECEIVABLES: \$2,301,718
PREPAID EXPENSES: \$195,783
OTHER ASSETS: \$122,822
NON-CURRENT ASSETS: \$4,994,049
TOTAL ASSETS: \$11,192,083

LIABILITIES AND NET ASSETS

TOTAL LIABILITIES: \$5,560,505
UNRESTRICTED NET ASSETS: \$5,631,578
TOTAL LIABILITIES & NET ASSETS: \$11,192,083

Audited by DeSantis, Keifer, Shall, and Sarcone LLP

We Are Supportive:



Our [Individualized Residence Alternative \(IRA\)](#) is designed to accommodate more than one person in a group living setting. By living with roommates, the people we support have the opportunity to develop long-lasting friendships, have a sense of safety, and be an active community member. Residents who are receiving IRA services are usually supported around-the-clock by qualified Direct Support Professionals who craft teachable moments around daily living activities such as: preparing meals, doing laundry, grocery shopping, and other individual needs specific to each person's development.

One of our former residents developed her at-home life skills and has returned to live with her mother.

Another resident we previously supported has achieved great success building finance skills, budgeting, and daily life skills, and has moved into her own apartment.

We welcomed three new residents who moved in during 2021.

We are looking forward to future renovations on the houses to update and modernize their homes.

We Are Supportive:



The people we support who are ready to live on their own may be eligible to apply for what is known as [Housing/Rental Subsidy Program](#). With the help of dedicated administrative staff and Direct Support Professionals, the Housing/Rental Subsidy Program not only works to locate apartments to those we serve, the program also ensures that the people receiving services are supported by staff, as needed.

The Housing/Rental Subsidy Program assists adults with developmental disabilities who wish to live independently or receive rental subsidy by providing funds to pay for housing costs. A person enrolled in this program is responsible for paying a portion of their income towards rent while the subsidy covers the remainder.

We currently support over **70** people, **38** of which are receiving in-person supports. We've moved **8** people into new homes during 2021.

Some highlights of our year in HRS include receiving a number of donations including mattresses, air conditioners, dressers, couch, Wii and other household items; connecting with Spread the Vote who assists with reimbursement for people who need Real IDs; connecting with Salvation Army for their Thanksgiving Turkey giveaway; attending a rally, both in-person and virtual, to advocate against budget cuts and DSP Workforce Crisis; and revamping our interview process to positive feedback.

We Are Supportive:



[Respite services](#) are defined as temporary relief to the primary caregiver. Through our respite services, Direct Support Professionals work with each person to provide dedicated care and support. Our Direct Support Professionals are provided the knowledge to pay close attention to the needs of each person including behavioral and medical needs if this type of support is required. Direct Support Professionals have the opportunity to utilize the resource library at PCCS to use games and other tools to keep each person engaged in activities.

We provide respite services supporting over **75** people.



We Are Supportive:



After early education and high school, most young adults with disabilities go on to pursue a post secondary education and a career of interest. Others, on the other hand, need more support and exposure to different experiences before they are ready to move on to the next step. [Day Supports](#) provides these kinds of support for young adults who want to develop friendships and relationships with peers and people in the community, learn how to better read and write, and/or build volunteer experience and work-ethic in places where they would like to work or give back to the community.

We provide support to over **40** people, through in-person and telehealth support.

People we support in our Day Supports program participated in some volunteer sites as well as establishing new partnering relationships. They participated in the PCCS Annual Holiday Drive, as well as the Day Habilitation Welcome Back BBQ.

We overcame obstacles stemming from the COVID-19 pandemic by utilizing the money from fundraiser efforts for telehealth support, allowing us to purchase Chromebooks and start a virtual Google Classroom.

We Are Supportive:



Community Habilitation (Com Hab) is a program that provides habilitative services at home or in the community (non-certified settings). Com Hab supports encourage community inclusion, integration, relationship building and independent skills. A person enrolled in Com Hab is assigned a Direct Support Professional (DSP) to support them to work on person centered goals of their choice. Some examples of a person's goals can include travel training, community safety and awareness, money management, social skills development and improving on activities of daily living. Com Hab can take place working with a DSP staff one to one, or in small groups. Telehealth options may also be available for Com Hab. Engaging in activities in the community helps a person to develop meaningful and long-lasting relationships. Our DSP staff work closely with people we support, mentoring and ensuring teachable moments every step of the way to support people to achieve their goals.

Com Hab can be delivered in a variety of ways, including replacing traditional Day Habilitation (Com Hab in Lieu of Day Habilitation), while living at home, in an apartment, or in a residential setting.

We Are Supportive:



We provide support for over **150** people through Com Hab.

We began telehealth groups with varied topics such as movie group, arts and crafts, wrestling, social skills and employment.

Our administrative team stepped in to provide direct services, referrals made to other departments as well as grief counseling.

Our advocacy efforts resulted in being able to provide heart monitor and yoga mat to a person supported.

We began providing mandatory staff trainings such as:

- Monthly Summary
- Staff Etiquette
- Travel Reimbursement

...and offered raffle prizes to those staff who attended live trainings.

We Are Supportive:



People with disabilities are two times more likely to be unemployed than people without disabilities. The lack of access, opportunity, support services needed, and more, increases the likelihood for a person to live without a job. And without work people with disabilities cannot earn a living to provide for their family (when they have one), cannot exercise their independence, and are forced to delay personal and career goals. Our [Career Supports](#) programs are changing that. With education and support, people with disabilities are filling intern, part-time, and full time positions where they want to work, earning an income, and getting a step closer to realizing their personal and career goals.

We support **23** people through [Community Based Pre-Vocational](#), **4** of which receive services through telehealth. Supported Employment, known as [SEMP](#), supports **5** people.

We partnered with various employment sites such as Trader Joes, Walgreens, Stop and Shop, and Burlington Coat Factory.

We Are Supportive:



A well-informed family makes all the difference in the quality of life that both children with disabilities and their family experience. Providing support for families, then, ensures that they are not only able to understand how to give the best care to their loved ones but have all the necessary resources to do so. Our [Family Education & Training](#) sessions provide families with valuable resources and information about service alternatives available to them and how to gain access.

We support **80** families with FET, across Staten Island, Brooklyn, Queens, the Bronx, Manhattan, and Putnam County.

We are consistently updating documents and trainings. Some topics that are currently available include:

- American Sign Language Resources
- COVID-19 Supports
- Daily Living Skills
- Math and Budgeting
- Personal Space
- Play Therapy
- Schooling and IEP
- Self Advocacy
- Self Direction
- SNAP
- Socialization and Recreation
- Transitioning to Adulthood
- What You Need to Know About Bullying

To get in contact with our Behavior Specialist, reach out to info@pccsny.org.

We Are Supportive:



Supports in the form of programs and services that are provided to a person with a disability are meant to empower and give control back to the person and their family. [Self-Direction](#) gives the people and families we support the flexibility to choose the mixture of supports and services that are right for them, the staff and organizations that provide the services, and the schedule that works best for them, so they can live the life they want.

With on-demand support from our [Fiscal Intermediary](#) team, we can assist you and your family with billing medicaid for your services, paying your Direct Support staff, providing you with monthly statements, and keeping your Self Direction budget on track.

Self-Direction has been growing exponentially. We've received over **80** enrollments for self-direction services in 2021, and support over **406** people.

With support from our [Agency Brokerage](#) department, you can get the ball rolling and begin the process of self-directing your services so you can give more attention to the things you care most about.

Agency Brokerage has had over **20** new enrollments in 2021, and over **60** people received brokerage services in total.

We Are Equitable:



Our employees conduct many [trainings](#) throughout their career with PCCS, to ensure the best quality of care to people we support, while helping develop our staff's professional skills.

Our CPR Training has certified 39 staff/people supported in 2021, and we have continued our Strategies for Crisis Management and Prevention (SCIP) from hybrid to in-person, with a total of **three** trainers in-house.

We've conducted audit/SAP training with all departments. We revamped and trained all departments on our DSP Evaluations.

Our Developmental Disabilities Profile 2 (DDP2) Training was conducted with all departments.

We utilize trainings from Open Future Learning and Wex Training with our HR and Finance departments, and continue to utilize eVero Trainings for new managers and coordinators.

We Are Equitable:



Some notable trainings we've provided for our staff include:

- **PCCS Supports & Services Review**

- Learned the difference between traditional and self-directed services
- Enhanced our understanding of the different support services provided by PCCS
- Discussed different ways one could take a person-centered approach in providing support services and helping those individuals achieve their goals

- **Awareness Training with Pride Center SI**

- Discussed terminology, inclusion, and health disparities

- **4th Annual Human Resources Professional Conference**

- DSP Recruitment and Retention, Cultural Diversity, Social Media for Effective Recruitment, and Labor Laws

We Are Equitable:



We are proud members of a variety of organizations, all of whom are allies to the disability field. These organizations include:

- [Staten Island Not-For-Profit Association](#) (SINFPA)
- [National Alliance of Direct Support Professionals](#) (NADSP)
- [Staten Island Chamber of Commerce](#) (SICC)
- [Staten Island Economic Development Council](#) (SIEDC)
- [Interagency Council](#) (IAC)
- [Staten Island Developmental Disabilities Council](#) (SIDDC)



We Are Equitable:



Through our [Special Initiatives](#), we've received a number of grants, including:

- The Excluded Workers Fund (\$225,000)
- Mother Cabrini (\$75,000) - for our Disability Ally Initiative (DAI)
- Richmond County Savings Foundation (\$25,000) - for Disability Ally Initiative
- Staten Island Foundation (\$10,000) - for our Behind the Ballot Campaign
- SIPPS (\$50,000) - for Disability Ally Initiative/other trainings in the community, referrals to support access to care, and health equity roundtable discussions
- Paycom (\$5,000) - for our room renovations for recreation programs

We Are Equitable:



Through the EWF, we referred **11** people to the fund, **3** of which received funds.

In our Behind the Ballot campaign, we partnered with Spread the Vote to provide people we support with state IDs for voting registration. We delivered civic engagement workshops to people supported across Staten Island (7 trainings).

We've made over **50** referrals to different services across NYC:

- Employment services
- Trainings
- Financial assistance
- Housing assistance
- Language interpretation
- Heating/cooling assistance

Our Q1 SIPPS Report can be found [here](#).

Our Q2 SIPPS Report can be found [here](#).

We Are Equitable:



With the Staten Island Performing Provider System, we created and spoke at several health equity roundtables, discussing topics such as COVID-19 vaccinations, language access amongst the Intellectual/Developmental Disability community, and support and services available for people with IDD. We've reached agencies across the state of New York to deliver valuable information and resources to people with IDD and their family members and loved ones. Partnerships with DDPC, Office of New Americans, IAC, SIPPS and others have allowed PCCS to provide information and resources to people supported that would not have been otherwise available. Between the first two roundtables, **101** people registered, and **92** participated.

In 2021, we've developed a referral program in which we've made **40** referrals in the following areas:

- Day Habilitation
- Respite
- Housing Rental Subsidy
- Financial Aid services
- Parenting courses
- American Sign Language Courses
- Excluded Worker's Fund
- Office for People With Developmental Disabilities

We Are Equitable:



The [Disability Ally Initiative](#) (DAI), 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.

PCCS has conducted **35** Disability Ally Initiative trainings, with over **832** participants in total. We've partnered with AHRC, IAC, Nonprofit NY, and other agencies to deliver DAI (and other trainings).

PCCS prides itself in accessibility and has shifted to a hybrid model, utilizing either in-person or virtual resources, in order to reach as many community members as possible.



We Are Equitable:



PCCS has worked to develop a [DSP Career Ladder](#), in which Direct Support Professionals will have the opportunity to

- Join a training program to recognize and enhance their skills, knowledge, and responsibilities.
- Earn up to \$4/hour more
- Earn sign on bonuses up to \$300
- Receive stipends for added responsibilities and trainings
- Earn more with shift differentials
- Earn more because of their seniority with PCCS, their experience, and education

We believe in the importance of Direct Support, knowing that these front lines provide the most impact on people with disabilities, and are the most direct way to help the people we support live their best possible lives. With a staffing crisis impacting the disability field, we hope to develop our staff, highlight their strength, and provide them with the support and skills necessary to change the lives of people with disabilities.

We are hiring. You can find and apply for positions [here](#).

We Are Equitable:



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 thereafter as ongoing commitments or projects.

As voted by over **40** Direct Support Professionals, advocates, people we support, families, and more, in order from Most Important:

- PCCS will host a series of practical skills trainings for direct support professionals and front-line supervisors.
- PCCS will continue to utilize multiple communication methods to ensure all stakeholders receive information while narrowing the information given.
- PCCS will bridge the language access gap by implementing a language access plan.
- PCCS will create working at PCCS video with employees and people supported to showcase work culture.
- PCCS will create an employee support group to promote self-care and prevent employee burn out.

We Are Equitable:



- PCCS will create group opportunities for people supported that will be hosted in-person
- PCCS will develop a "Welcome to the Team" series for new employees each month to get to know one another.
- PCCS will review all community partnerships to enhance engagement opportunities for programming and people supported.
- PCCS will assess the organizations communication by defining the word and having a shared definition.



We Are Equitable:



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!

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. PCCS also conducts annual satisfaction surveys. For more information, contact Corinne Lopez, Director of Person-Centered Practices: CLopez@pccsny.org.

Our Annual Quality Improvement Plan can be seen [here](#).

We Are Equitable:



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, though it is a priority in future strategic planning. 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!

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.

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.

We Are Equitable:



2021 Environmental Impact Report

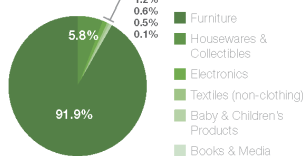


Materials Reused

2,170.1
pounds of materials

106
total items

Total Weight* by Overall Category



Energy Savings†

The energy saved through recovering these materials is equivalent to:

2.62
metric tons of CO₂E

24.96
million BTUs



Environmental Impact

0.6 passenger vehicles per year

99.5 incandescent bulbs switched to light-emitting diode bulbs

0.4 homes using electricity for a year

0.3 homes using energy for a year

43.6 urban seedlings grown for 10 years

0.9 tons of waste recycled instead of landfilled

0.1 garbage trucks of waste recycled instead of landfilled

111.4 trash bags of waste recycled instead of landfilled

333,874.1 smartphones charged

This data was prepared by donateNYC and fully funded by NYC Department of Sanitation.

* The environmental impacts of products presented here is not necessarily a complete representation of the total annual weight handled by the organization due to the assignment of a product's material composition in the Reuse Impact Calculator.

† Greenhouse gas emissions and energy savings were estimated using US EPA's Waste Reduction Model (WARM) and US EPA's Gas Equivalencies Calculator.



donateNYC
give goods. find goods. do good.

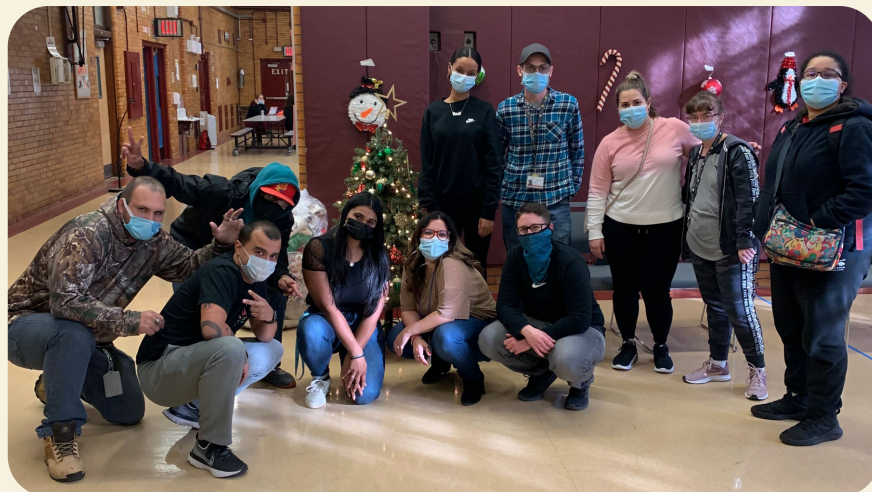
donateNYC helps New Yorkers give goods, find goods, and do good, with tools that make it easy to donate or find used goods. The PCCS Day Supports team is partnered with donateNYC to provide pick up/drop off service for donations throughout New York.

We Are Equitable:



PCCS has curated various [events](#) throughout 2021, including:

- Worked together to educate the community COVID-19
- Celebrating our Direct Support Professionals during DSP Week
- Conducting our annual [Holiday Drive](#), benefitting over **600** students and **500** staff from **8** different sites
- Our #GivingTuesday fundraising campaign, promoting the development of recreational activities for people we support
- Our DSP Week Flea Market, where vendors joined us to donate and sell items benefitting programs and people we support
- We honored the life and impact of our friend and colleague [Kim Donnelly-Adebola](#) in memorial.



We Are Equitable:



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...

An ongoing partnership with the Staten Island Developmental Disabilities Council for monthly episodes
Lyric, of Neurodivergent Rebel
Kat Calvin, founder of Spread the Vote
Millie Gonzalez and Colleen Roche, Disabled Consultants

... and many more!



PCCS is a proud recipient of the 2021 Apex Award for Publication Excellence

We Are Accepting:



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.

Some of our partners include...

- The College of Staten Island
- United Workforce Unlimited
- Brooklyn-Queens-Long Island Area Health Education Center
- Wagner College
- Ramapo College of New Jersey
- The Institute for Career Development
- John Hopkins University
- St. John's University

We Are Accepting:



PCCS is honored to have raised over \$5,000 through our annual [Holiday Drive](#), providing toys to children with disabilities directly from their wish lists. Our [#GivingTuesday](#) fundraising campaign garnered over \$2,300 to help fund recreational activities for people we support, including a workout room, podcasting studio, and more.

We want to thank our sponsors, including:

Giving Tuesday - funds for recreation costs

- Vincent Mazzone and Maryann Mazzone
- Jayne Cooper
- Nicole Cordero/Alexa Donnelly
- Evero
- Paycom
- Bentson and Company
- DeSantis, Kiefer, Shall & Sarcone, LLP
- Grace Foundation
- Remax
- South Shore Rotary Club

We Are Accepting:



Holiday Drive

- John Zaccone
- Lenore Puleo
- Joseph O'Brien
- Louise & Michael Manus
- Michele Yacovello (Staten Island Giving Circle)
- Jeanne & John Englert

DSP Week

- SI Giving Circle
- Therapy Connection
- Joe Cohen
- Schatzman Family
- Jimmy Max

We also would like to thank all of our individual donors, without whom these campaigns would not be possible.

We Are Accepting:



Funds accumulated through donations and sponsorships for Giving Tuesday provided some of the following recreation rooms:



We developed a gym with ellipticals, treadmills, and weight benches to support healthy living and de-stressing. (Courtesy of Paycom)



Our Sensory Room is full of sensory-related items and activities for the people we support to enjoy.

We Are Accepting:



We created a lounge area for people we support and staff to unwind, talk, and relax peacefully. (Courtesy of eVero)



We developed a resource room, with a variety of books, educational materials, games, and more.



We Are Accepting:



People we support who are artistically inclined are welcome to paint, draw, and explore their creativity in our newly renovated art room. (Courtesy of Bentson & Co.)



We developed a computer room for the people we support to help strengthen their skills and needs, including applying for jobs, learning new skills, and more.



How Can You Help Support Our Mission?



- Follow us on social media for crowdfunding campaigns including #GivingTuesday, and more!
- Shop on Amazon Smile. The money contributed from Amazon Smile will directly impact tuition reimbursement. How does it work? Shoppers must first go to 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!

