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### Person Centered Care Services

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*At Person Centered Care Services, our programs and services provide the people we serve with unique opportunities that, over time, gets them closer to their very own personal goals.*

cRis marchioNNe, founder/executive director



# Message from our executive team

Dear colleagues and friends,

As the new year approaches, we want to take the time to send a message of hope and gratitude. We are so very grateful to share the experiences of our social justice journey for people with disabilities with all of you. As we reflect on 2022 we want to acknowledge your dedication, persistence, and resilience as we work together building communities of equity, belonging, and inclusion. Our organization and mission has grown stronger and even more resilient due to the collaboration and connectedness of each one of you.

In today's interconnected world, an organization, like ours, must create value for and be valued by its full range of stakeholders to deliver long-term value for everyone. It is through effective engagement that social capital is efficiently distributed, companies achieve durable productivity, and value is created and sustained over the long-term. Make no mistake, the fair pursuit of social justice, disability justice, is still what drives our mission and passion; and long-term success, fairness, and equality is the measure by which humanity will ultimately determine our accomplishments.

We wish all of you a very happy holiday and a prosperous New Year.

Peace-Love-Hope

*cRis marchioNNe*

cRis marchioNNe

founder/executive director



*Alexa Donnelly*

Alexa Donnelly

Deputy Executive Director





### Our Mission

Person Centered Care Services (PCCS) 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 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.

# Our Story

## 2001

Founded by cRis marchioNNe. Person Centered Care Services, Inc. becomes fully incorporated as a not for profit organization.

## 2007

Launched Housing Subsidy services. Launched Community Habilitation services.

## 2008

Launched Residential Habilitation services. Established first group home living residence.

## 2010

Launched Respite services.

## 2015

Approved as a Fiscal Intermediary provider for people choosing self-directed supports. Established Disability Ally Initiative curriculum.

## 2001-2006

Networking- exploring and researching how to provide services for people with an intellectual disability.

## 2006

Received authorization to provide Home and Community Based Services Wavier. Launched Medicaid Service Coordination services. Launched Family Education and Training services.

## 2009

Launched Day Habilitation services.

## 2012

Expanded Residential Habilitation services. Established second group home living residence.

## 2016-2022

Established career supports, providing Supported Employment and Community Pre Vocational services. Expansion of all services.



# Leadership



**Nicole DelPrete**  
Associate Executive  
Director



**Helen Duchene**  
Chief Financial  
Officer



**Corinne Lopez**  
Division Director of  
Program Supports &  
Services



**Nisha Tumber**  
Director of Outreach &  
Engagement



**Johanna LoPorto**  
Director of Person  
Centered Practices &  
Corporate Compliance



**Kenya Villaruel**  
Director of Residential  
Supports



**Michelle Toye**  
Director of Self-Directed  
Supports



**Hosam Shaarawy**  
Assistant Director of  
Residential Supports



**Tabitha Aristy**  
Assistant Director of  
Community Supports



**Melissa Chapman**  
Assistant Director of  
Self-Directed Supports



**Ashley Militello**  
Finance Manager



**Shadasha White**  
Program Manager of  
Melba



**Andreas Valentin**  
Program Manager of  
Boone



**Thomas Worrell**  
Program Manager of  
HRS



**Gabriella Nuara**  
Program Manager of Day  
and Career Supports



**Ariyah Ochoa**  
Program Manager of  
Community Habilitation &  
Respite

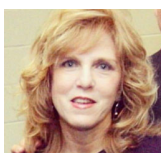


**Jennifer Jacobson**  
Fiscal Intermediary  
Team Manager



**Shanice Wilson**  
Fiscal Intermediary  
Team Manager

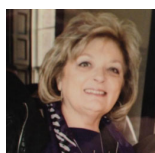
## Board of Directors



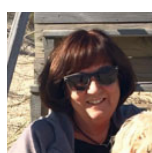
**Donna Long**  
President



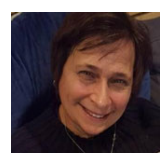
**Geoffrey Long**  
Vice President



**Jayne A. Cooper**  
Secretary



**Claire Greer**  
Treasurer



**Jacqueline Rumolo**  
Trustee



**Jason Nazzaro**  
Trustee



**Al Lambert**  
Trustee



# What We Do



Person Centered Care Services (PCCS), founded in 2006, provides person-centered supports and services to people with disabilities and their families in the New York City area. From supports in education, employment, and housing to training, counseling, and advocacy initiatives, we have been at the forefront of continuing to expand opportunities for people with disabilities. Throughout the years, our vision has remained the same: equitable opportunities for people with developmental disabilities, and a network of disability allies spread across communities near and far.

For people with disabilities, progress in civil rights over the past few decades has been a direct result of the Americans with Disabilities Act of 1990. While strides have been made since then, we know that there is still more work to be done. Many people with disabilities, as well as their families, continue to face a variety of barriers and uncertainty when it comes to the supportive services that are most essential to their everyday lives. Most live in communities that do not provide

universal access to resources that every community member has a right to utilize. Getting an education, finding a place to call home, and earning a living, for example, becomes unnecessarily difficult in a society that still views disabilities through an antiquated lens. Equally relevant is the uncertainty of substantial funding for the direct services and supports that people with disabilities and their families depend on every single day to not just survive but also thrive.

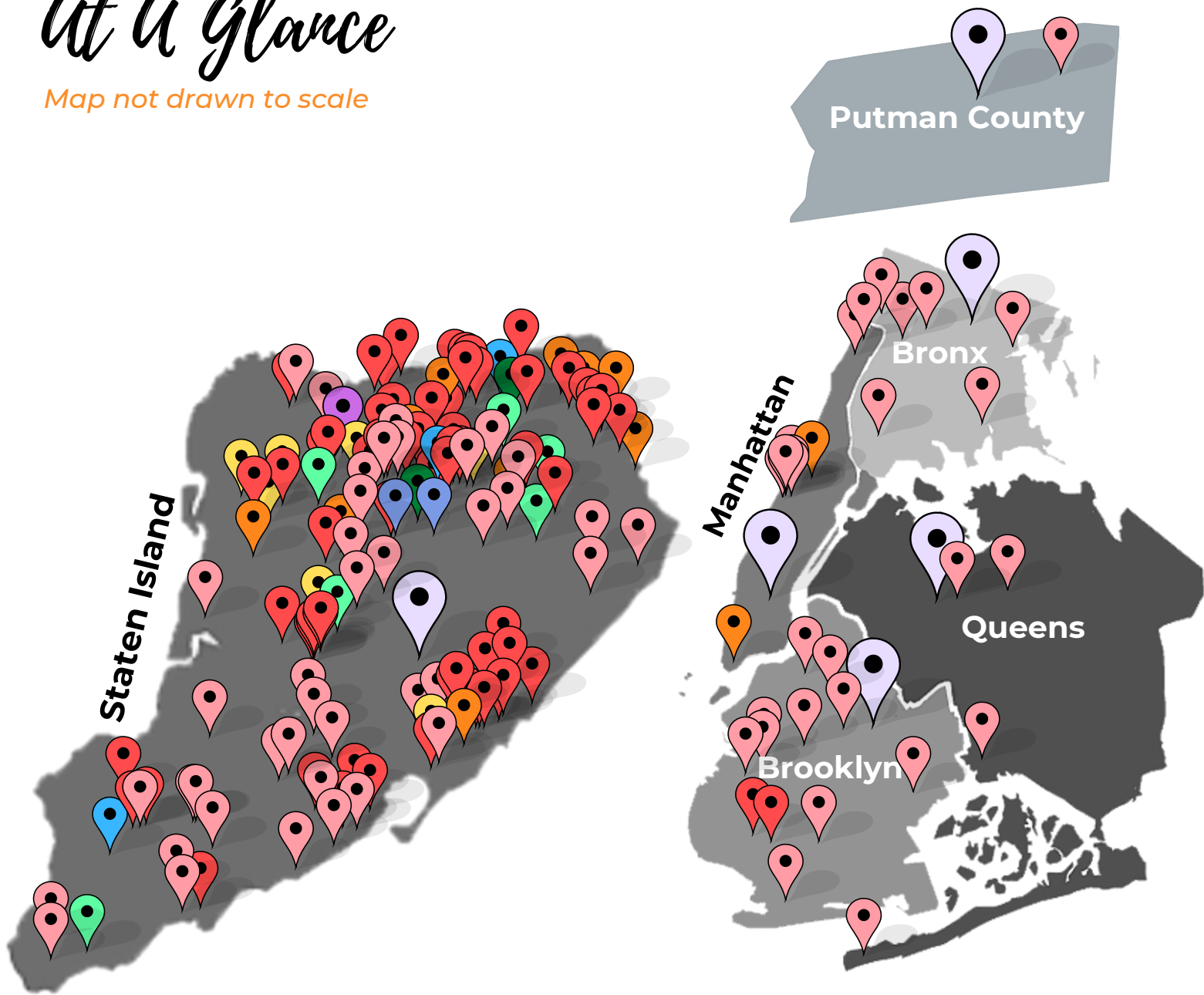
It is these types of barriers and so much more that we here at PCCS are dedicated to resolving. Our work is not only focused on making a direct impact in the lives of those we support, but creating a network of disability allies who will accelerate our work toward our mission—a more inclusive community.

PCCS remains a place where people with disabilities can gain access to supportive services while preparing for the future they imagine for themselves.



# At A Glance

Map not drawn to scale



AS OF DECEMBER, 2022

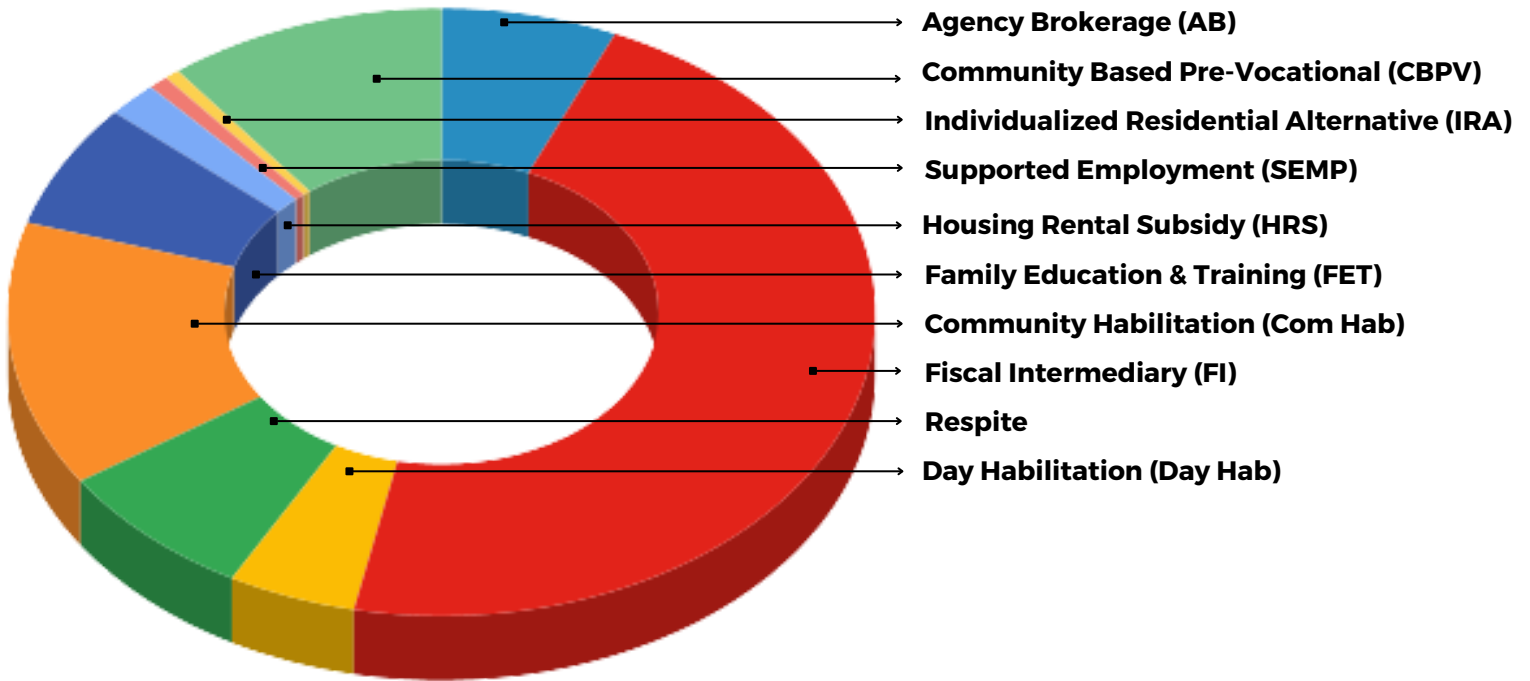
# 780

**PEOPLE SUPPORTED**

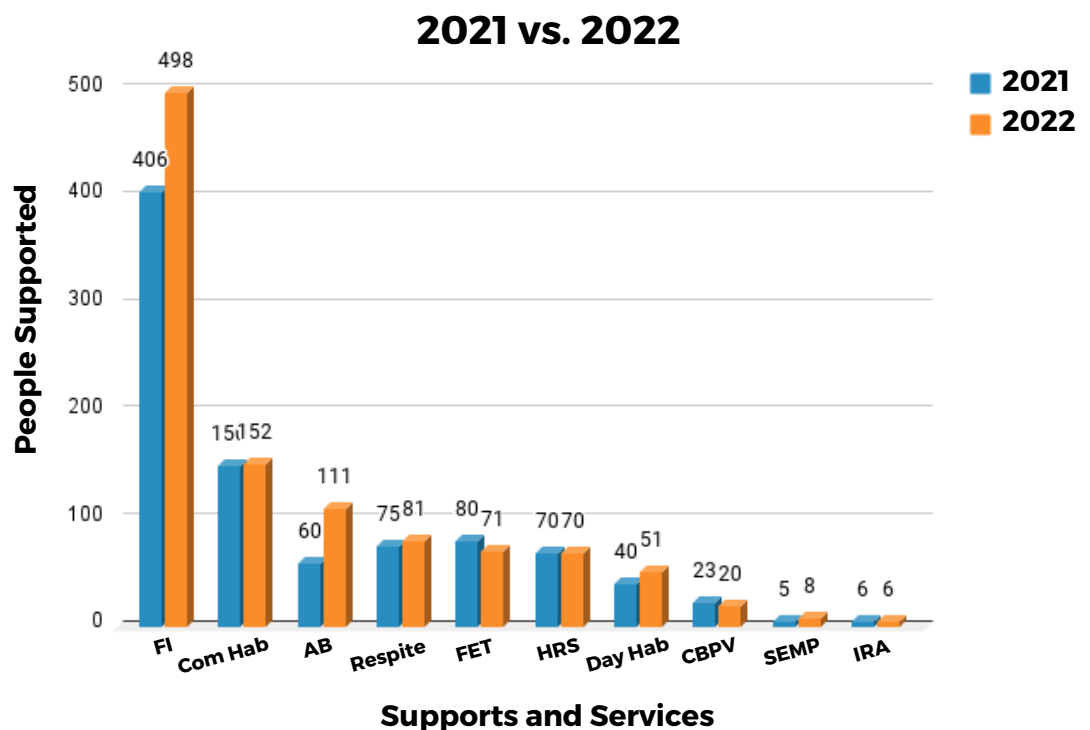
- Main Office Building
- Individualized Residential Alternative
- Housing Rental Subsidy
- Worksite for Employment
- Disability Ally Initiative Training & Advocacy Site
- Volunteer Site
- Holiday Drive Site
- Co-located Site
- Self-Direction Services (Offered throughout the five boroughs and Putnam County.)
- Family Educations & Training Services

# Our Services

As of December 31, 2022 Person Centered Care Services supports 780 people.



At Person Centered Care Services, our programs and services put people first. We are dedicated to providing supports that not only enhance the lives of people with disabilities but also impact the communities they live in. Everyday, we support families of people with disabilities, we include those we serve in community activities to expand their skills and experiences, we engage members of the communities we work in through diversity and allyship trainings, and in all that we do, we are always advocating for equal access and opportunity for those who need it.





## Day Habilitation

Our Day Habilitation (Day Hab) program provides 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 work closely with local businesses and community organizations to find volunteer opportunities that match the interests of the people we support. With such collaboration, our local partners gradually develop sustained and meaningful relationships with the people we support and further become invested in becoming allies who want to create even more opportunities for those we serve.

SEE



- Party City
- Daddy O's BBQ & Grill
- Goodhue Gym
- SI Giving Circle
- Backpacking Program
- Asylum Seekers Partnership with SIGC and Fidelis Care

## Community Habilitation & Respite

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 developing transportation independence skills, community safety and awareness, financial literacy skills 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.



## Program Highlights

- We have partnered with the Staten Island Giving Circle (SIGC) on several projects including the Backpacking program for Kids in 7 different schools, donation for the asylum seekers, as well as donations for the families living on the Fort Wadsworth base.
- As of December 2022 we have the highest number of enrollments in our day program since the opening of our program.
- We have completed an upgrade of our telehealth services, providing staff with a interactive google classroom that allows for those we support to work on a variety of their goals.
- We have re-established our cooking and snack cart café for our program which has been a huge success.



## Program Highlights

- Our Coordinators have been developing meaningful relationships with the people we support. They conduct monthly check ins to discuss Com Hab support and provide resources to further assist in measuring progress and achieving goals.
- We are meeting and hosting professional development with our DSPs over Zoom on a quarterly basis to increase engagement. We choose a staff at random to get a gift card for attending our live meetings. We also have our DSP Connect Teams chat.



## Housing Rental Subsidy

The people we support who are ready to live on their own are often eligible to enroll into and receive what is known as Housing Rental Subsidy (HRS) Program. With the help of dedicated administrative staff and Com Hab Direct Support Professionals, the program not only works to locate and rent apartments to those we serve, the program also ensures that the people receiving services are supported by staff, as needed. The 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 support **70** people living in their own apartments.



## Individualized Residential Alternative

Some of the people we support may not be ready to live on their own, or prefer not to. As a result, the program known as the Individualized Residential Alternative (IRA) program 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 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.

## ★ Program Highlights

- People supported have access to the Community Closet, and will reach out when in need of specific donations. We have received furniture, mattresses, kitchen appliances, kitchenware, toiletries, and more. Through our collaboration with NYSID, people supported have recently received fire extinguishers, and first aid kits.
- Through a recent restructure, management has been able to develop meaningful relationships with people supported in HRS. We have seen an increase with the number of people receiving services and an overall improvement in the quality of services. Our HRS Member Club has planned several trips and activities including Six Flags, Summer BBQ, Statue of Liberty, Pumpkin and Apple Picking, Cultural Cookout and a Holiday party. Self-Advocates have been sharing knowledge by presenting on topics during our HRS Member Club meetings.

## ★ Program Highlights

- Karina Toste has completed a semester at CSI through AHRC. She has developed personal and professional relationships with people on the campus.
- Eric Levinson has been doing an amazing job at spelling to communicate. This has given him a voice and helped him express his needs and helped him create trust with the team that supports him.



## Fiscal Intermediary

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. Through Self-Direction, a person and their family can take control of the many components required to fund and maintain the services that are most valuable to them. Our Fiscal Intermediary and Agency Brokerage services make this possible by offering a wide range of supports to people and families who choose to self-direct their services.

## Agency Brokerage

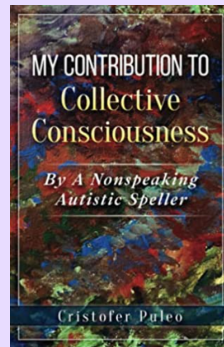
In a Brokerage Service, Brokers work closely with people and families receiving Self-Direction services to help them coordinate the supports and services that are meaningful to them. Brokers provide connections to relevant services and available community resources, assist with understanding and developing a budget for services and much more.

## Family Education & Training

Family Education & Training (FET) provides education and training to care-givers of children under the age of 18 who are enrolled in the Home and Community-Based Services (HCBS) Waiver. 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 currently have 71 families participating in FET.



## Program Highlights



Cristofer Puelo has been Self-Directing his services since 2015 with PCCS. He has released his first book, *My*

*Contribution to Collective Consciousness, By A Nonspeaking Autistic Speller.* Available to purchase on Amazon.

- Kavi Luca obtained his driver's license.
- Dan Ishii received his Associate degree in Applied Science.
- Savannah and Matteo Montalvan made communion.
- Nicholas Porkorny met Robert Deniro.



## Employment Supports

Transitioning into a new work environment can be challenging, and sometimes the support services at this stage can make all the difference. Our **Supportive Employment (SEMP)** program assists people supported before becoming an active employee. Our staff work with each person, as needed, to build on-the-job experience and ensure that the person is not only well supported—by job coaches or other supportive staff—but the work environment is accessible and hassle-free.

**Community Based Prevocational (CBPV)** is designed for people to learn a variety of different work readiness skills. It prepares people for paid or unpaid employment, by focusing on specific tasks that do not primarily focus on a specific job. Services include but are not limited to professionalism, following directions, attending to task, completion of task, multi-tasking, time management, problem solving, travel training, instruction on the proper use of job-related facilities (lounge/common areas, lunch rooms/cafeteria, and rest rooms), benefits planning, assessing work interests, technology assistance, and safety. There is opportunity for people to learn how to adjust to the productive and social relationship demands of the work place. In addition, people will become familiar with individualized job production and performance requirements. The purpose of the service is to develop work readiness skills while being out in the community rather than teaching a specific job skill.

**Adult Career and Continuing Education Services-Vocational Rehabilitation (ACCES-VR)** is an employment program funded by The New York State Education Department (NYSED). The purpose of ACCES-VR is to assist people with disabilities to achieve and maintain employment and to support independent living through training, education,



## Program Highlights

### Community Based Prevocational (CBPV)

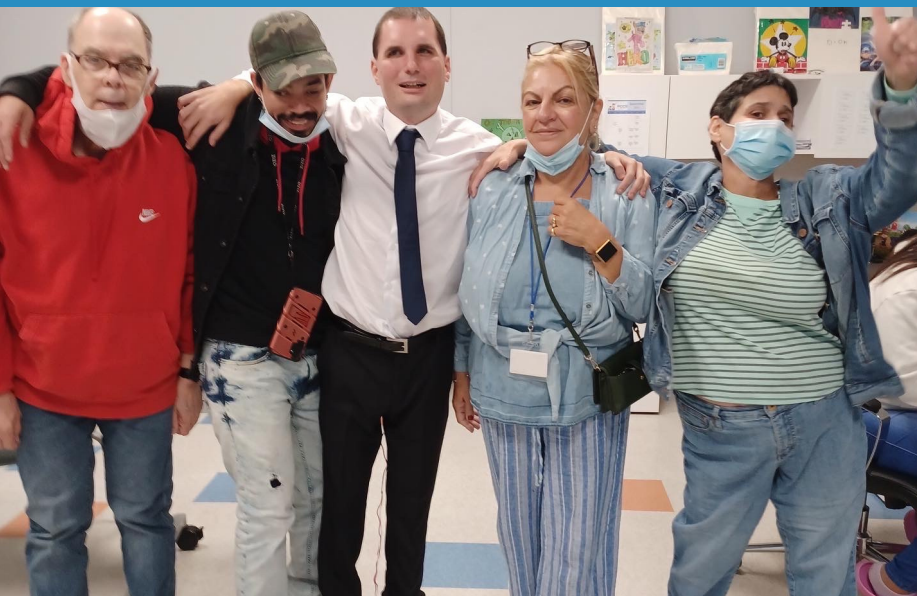
- CBPV has partnered with Party City for those we support to volunteer and learn work skills.
- We have 4 job coaches on our team and are opening the doors again to continue taking more enrollments for the program.
- We have completed an upgrade of our resources, providing staff with an interactive google classroom that allows for those we support to work on a variety of their goals.

### Supported Employment (SEMP)

- All the people we support that lost their jobs during COVID-19 are no longer unemployed.
- The employment program assisted a person supported in a wrongful termination and was able to work with the circle of support to ensure that he got his employment back.
- We have retained a partnership with AMAZON and hope to continue growing our partnership list.







SETHS



- Trader Joe's
- Hilton Garden Inn
- Stop and Shop
- Lot Less
- Amazon
- Regal Cinemas
- PCCS
- NYPD School Crossing Guard

rehabilitation, and career development. ACCES-VR provides career counseling and guidance, assessments to help identify skills, abilities, and interests, benefits advisement and more.

Turning an internship position into a full-time position is one of the best ways to develop skills in a new job field and transfer those learned skills into a position with the same requirements. The **Employment Training Program (ETP)** provides people with disabilities with a faster track to becoming employed. Every internship leads to permanent employment at a local business in the community. ETP services include increased job development and job coaching as well as assistance with other employability skills.

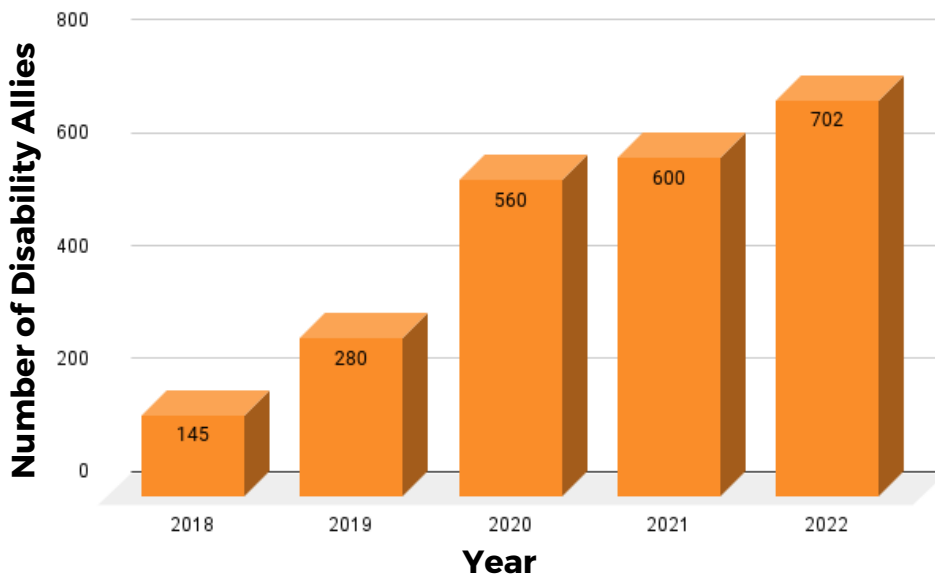
**Pathway to Employment** helps people with disabilities identify their strong points, skills, interests and job goals. Pathway to Employment is open to anyone leaving high school, receiving day habilitation or pre-vocational services or are interested in getting and keeping a job. People receiving services can explore the work world through job shadowing, internships, and volunteering. They will learn how to apply for jobs and volunteer positions, prepare a resume and get ready for interviews.



## Enroll Today!

For more information or to enroll in our supports and services, contact our Intake & Benefits Specialist, Lucia Rossi at [LRossi@pccsny.org](mailto:LRossi@pccsny.org).

# 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.

**Become a Disability Ally today!**

*An inclusive community makes all the difference for people with disabilities.*

Contact Evalessé Segarra at [ESegarra@pccsnny.org](mailto:ESegarra@pccsnny.org) to schedule an upcoming training.

SCHOOL



- AHRC New York City
- College of Staten Island (CSI)
- Community Health Action of Staten Island (CHASI)
- Curtis High School
- District Attorney's Office
- Port Richmond High School
- Wagner College
- John W. Lavelle Preparatory Charter School
- New York City Department of Health & Mental Hygiene
- Staten Island Performing Providers System (SIPPS)
- Staten Island Technical High School
- United Activities Unlimited (UAU)



DISABILITY ALLIES  
TRAINED IN 2022

702



# Grant Outcomes



Making a world of difference  
in people's lives



**Mother Cabrini**  
HEALTH FOUNDATION



**The Staten Island**  
Foundation



**Staten Island**  
Performing Provider System



We Take Your Business Personally

## **National Alliance for Direct Support Professionals (NADSP)**

Person Centered Care Services is proud to announce that we have been selected as one of the 17 organizations chosen by the National Alliance for Direct Support Professionals (NADSP) for the New York State Credentialing Pilot 2022/2023. We are committed to elevating and professionalizing the role of direct support professionals through the NADSP E-Badge Academy. The NADSP E-Badge Academy recognizes the professional development of direct support professionals. DSPs and Frontline Supervisors can earn national certification through electronic badges that demonstrate the knowledge and skills utilized each and every day.

## **Mother Cabrini Health Foundation (MCHF)**

In an effort to expand our Disability Ally Initiative (DAI), MCHF granted another year of funding to facilitate DAI with school-aged children and teachers. PCCS partnered with multiple public and charter schools, as well as colleges, to facilitate this training. Through MCHF, PCCS trained over 250 students and teachers.

## **The Staten Island Foundation**

During the 2020 election season, PCCS recognized a need for education amongst people with IDD regarding civic engagement and voting. In partnership with Staten Island Foundation, PCCS visited sites across Staten Island including AHRC and The Grace Foundation to educate folks on civic engagement.

## **Staten Island Performing Provider System (SIPPS)**

In partnership with SIPPS, PCCS is working towards addressing social determinants of health faced by people with intellectual and developmental disabilities. Alongside SIPPS, PCCS has hosted multiple roundtables discussing the workforce crisis, housing crisis and language access and has also hosted over 40 DAI trainings, in which we effectively trained over 500 participants.

## **PayCom, eVero Corporation, Empire State Bank**

In hopes of providing different activities for the people we support at our location, PCCS received funding from Paycom, eVero Corporation and Empire State Bank to create our fitness room, sensory room and art room. The addition of these rooms will allow for the people we support to take part in leisurely activities within their own comfort.

# Career Ladder Program

Person Centered Care Services (PCCS) developed a transparent wage scale for Direct Support Professionals (DSPs). PCCS has continued development of the program to year 4. PCCS was able to commit to enhancing the starting wage for DSPs to 17, after completion of year 1 of the career ladder program the starting wage moves to 18, after completion of year 2 the starting wage begins at 19, after completion of year 3 the starting wage begins at 20, after completion of year 4 starting wage begins at 21. PCCS applied for and was recently accepted by the National Alliance for Direct Support Professionals (NADSP) to participate in an opportunity to have DSPs and front line supervisors credentialed through NADSP along with receiving a stipend for completion.

In addition to our DSP career ladder program, we developed a transparent wage scale for administrative staff being hired. Staff will be able to have a detailed understanding of their pay. This included having specific ranges for each role so employees understand where they can climb to within their role. PCCS was able to recently add in a pay differential for roles that are primarily in person versus roles that have more flexibility to be remote. PCCS rolled out a new evaluation system in our Paycom software to better assist in professional development as well as collect evaluation feedback on supervisors from the employees they supervise. Our focus for 2023 will be to include differentials and programming for bi-lingual employees as well as building career advancement opportunities within each role. PCCS is committed and excited to continue to enhance our administrative and direct support professional career ladder and development programs.

## Plenty of opportunities to increase pay *DSP Career Ladder Program*

- 1 Potential to earn up \$4/hour more
- 2 Sign on bonuses up to \$300
- 3 Stipends
- 4 Paid Trainings
- 5 Shift Differentials
- 6 Seniority Recognition
- 7 Education Recognition



To view our open positions, scan the QR code.





# Moments of Celebration



Karina Toste and Samantha Moreno received recognition certificates for the participation and dedication to Makeup on Wheels foundation at their Gala in partnership with Try Hard Fitness.

Samantha Locke and David Mehta were recognized at the Staten Island Developmental Disabilities Council (SIDDC) Celebrating Achievements Award Ceremony for their accomplishments in working towards their goals.



As of December 2022, **26** Direct Support Professionals have completed year 1 of our DSP career ladder program and will now move on to year 2. **23** DSPs will enter year 1 of the program in 2023.



## Congratulations!

Theresa Andron  
Devon Brooks  
Ricko Callender  
Rolan Carlor  
Missy Dekyem  
Cathleen Kunath  
Victoria Manos

Souhila Mokhtari  
Maria Moschello Jbara  
Oralia Muniz  
Misty Napolitano  
Diane Norby  
Obinna Okeiche  
Theresa Robinson

Lauren Signeavsky  
Doreen Smith  
Trisha St. Julien  
Suzanne Steppen  
Brandon Stewart  
Tahj Thompkins  
Iwona Tutka

Nancy Valentin  
Victoria Van Tassell  
Jasmine Walker  
Karen Weckerle  
Lenice Wiggins

## SPOTLIGHT



**Charles Fiorello**

*Direct Support Professional*

Charles Fiorello, a member of our day program has landed his dream job of becoming a Direct Support Professional in our very own day program. Charles is currently a per diem employee and will be going through extensive training to be a certified DSP. His ultimate goal would be to disenroll from day program, obtain his driver's license, and become a full time DSP.

*"Charles was enrolled in our program in 2017 and has always loved attending. After a few months, Charles had asked if he could potentially be a staff one day, at the time, the team spoke to Charles and enrolled him in our pathways and community based prevocational program to start learning job skills. Charles worked with his job coaches on his skills and gained experience in working with children with disabilities while coaching them at his previous job. When the position opened as a part time/per diem day program staff, Charles went for it and exceeded expectations in the interview. Charles is a great role model to those we support and is extremely hands on when working with our day program. Charles would eventually like to get full time employment and is working hard through our Career Ladders Program to get the training he needs. We are so proud and lucky to have him join our team!"*

**-Steve Cacciotti, Day Supports Coordinator**



**Thomas Worrell**

*Program Manager of HRS*

Over the last year, the HRS team has experienced several transitions and crisis situations. There have been many changes within the department, yet one of the most consistent aspects has been the support Thomas has provided. He is always willing to help in any way that he can whether it is driving a person we support to an important medical appointment, facilitating a staff meeting, creating training tools, or working with someone supported to achieve their goals, Thomas can always be counted on to get the job done.

- Thomas has spearheaded the revamp of our HRS Member Club which has successfully increased the engagement with people supported.
- Thomas has spearheaded the revamp of HRS staff meetings which has strengthened the relationship between all HRS staff members.
- Thomas has supported 6 people with moving into new apartments including helping folks pack, set up their new apartment, go shopping, and much more!
- Thomas has been a core part of the planning team for organizing trips for people supported, taking into consideration everyone's interest and accessibility needs.



# Admin Professional Development Day

PCCS hosted their first Professional Development day for all administrative staff on August 3, 2022 at LiGreci's Staaten. With a focus on team building exercises, communication and department development, we also addressed burnout in the workplace.

Lena Suarez-Angelino, founder and CEO of LIGHT Collective & Co. facilitated a BANISH Burnout, and wellness workshop. Lena took us on a 6 part journey of understanding burnout and how to move forward and prevent burnout in the future. We focused on understanding signs and symptoms of burnout, assessing your environment, noticing your emotions, identifying your specific needs, how to show up for yourself and lastly trusting and honoring the process.

We did strategy building exercises to help prevent burnout on an employee, department and agency level. We then turned our red flags into green flags. We focused on red flags that may lead to burnout followed by a solution for each.

We discussed communication barriers on an agency, department, interdepartmental level, with supervisors and our DSPs, followed by developing solutions for those barriers. We defined and categorized examples of what is an "emergency", "urgent" and "on going work" and how to prevent an urgent item from becoming an emergency, on going work from becoming urgent and how collectively we can change the culture around emergencies, urgent and on going work.

We brainstormed about growth and development in our individual roles, as a department, and as an agency and our hopes and dreams moving forward.

In 2023, we will continue to host professional development days for each department and build on employee growth and career development.





# Appreciation Day



In celebration of Direct Support Professional Recognition Week, (September 11th-September 17th) an annual week-long celebration of Direct Support Professionals (DSPs), PCCS hosted their 1st annual Appreciation Day at our main office location on Saturday, September 17th. With over 200 people in attendance, we celebrated our DSPs who are committed to transformative social change.



The afternoon included carnival games, inflatable slides, and music provided by Party Time Entertainment and food trucks from Valducci's Pizza, Juicy Lucy and Gorilla Cheese NYC.

With the support of our sponsors this was a memorable event for our DSP's, our friends and family and the community.



## *Thank you to our sponsors and vendors!*

- [Aurora Computer Technology, Inc](#)
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- [Juicy Lucy](#)
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- [On Your Mark](#)
- [Party Time Entertainment](#)
- [TLR Auto Repair, Inc.](#)
- [Valducci's Pizza](#)



TOTAL NUMBER OF  
DIRECT SUPPORT  
PROFESSIONALS

# 586



# Health Equity Roundtable



Today!

Reimagining a better ~~tomorrow~~ for people with intellectual and developmental disabilities.



**Wini Schiff**  
Associate Executive Director for  
Legislative Affairs, InterAgency  
Council of Developmental  
Disabilities Agencies.



**cRis marchioNNe**  
founder/executive director, Person  
Centered Care Services, Inc.



**Kerri Neifeld**  
Commissioner, Office for People  
With Developmental Disabilities  
(OPWDD).



**Joseph Mirigiano**  
Disability rights activist and works  
towards disability justice.



**Donna Long**  
Director of External Affairs,  
Crossroads Unlimited Inc., and  
co-chairperson, Staten Island  
Developmental Disabilities Council  
(SIDDC) Advocacy Committee.



**Heather Giorgianni**  
Director of Community and  
Individualized Supports, Wildwood  
Programs.



**Dr. Ginny Mantello, MD**  
Director of Health & Wellness,  
Office of Staten Island Borough  
President.



**Victoria Ramsay**  
Senior Director of Billing and Family  
Services, Quality Services for the  
Autism Community (QSAC).

In partnership with Staten Island Performing Provider System (SIPPS), Person Centered Care Services hosted their first in-person Health Equity Roundtable at Staten Island Borough Hall. On November 15th, 2022, representatives, self-advocates, and community members joined PCCS' roundtable to discuss the ongoing obstacles and barriers impacting children and adults with disabilities. We focused specifically on the workforce crisis and the housing crisis. Our panel featured Wini Schiff, cRis marchioNNe, Kerri Neifeld, Joseph Mirigiano, Donna Long, Heather Giorgianni, Dr. Ginny Mantello, and Vickey Ramsey. Panelists shared stories of advocacy, obstacles and triumph in disability services.

*"I think as an agency OPWDD, we spend a lot of time thinking about our workforce, because without our workforce we can't adequately support people with developmental disabilities. Everything that we want to do in terms of advancing our housing programs, advancing our employment programs, continuing to provide new innovative opportunities, and new and exciting ways for people with disabilities to engage in the community, all of that to some degree or another really rests on the shoulders of our incredible workforce."*

**-Kerri Neifeld, Commissioner, Office for  
People With Developmental Disabilities  
(OPWDD)**



To view that full discussion,  
visit our YouTube channel  
or scan the QR code.



# Holiday Drive



Person Centered Care Services (PCCS) takes great pride in spreading holiday cheer every season to students of District 75 schools and making a remarkable difference. Our annual holiday drive began in 2014, when Nicole Donnelly (formally Cordero) of PS 373R came to PCCS' Alexa Donnelly, at the time the program manager of Day Habilitation, with the idea to do a non-traditional toy drive that asks children with disabilities specifically what they wish for during the holidays instead of giving them a donated present that may not interest them.

Our Day Habilitation program, works tirelessly each year by planning, shopping, wrapping, and crafting for the students. Members of Day Hab ensure that the children have a memorable experience year after year, as well as inspire these students and show them the amazing opportunities they have ahead.

In partnership with PS 373R and PS/IS 25 North Shore Annex our Day Hab members hand picked each gift making them individualized and personal, and did crafts for **790** students, and **650** school administrators. The joy on the students' and teachers' faces made all of the hard work and preparation worth it. We look forward to hosting our holiday drive year after year.

Thank you to our sponsors: [Therapy Connection](#), [The GRACE Foundation](#), [eVero Corporation](#), [On Your Mark](#), [Aurora Computer Technology, Inc.](#), [Staten Island Giving Circle](#) and Lenore Puelo.

Scan the QR code to view our Holiday Drive recap video.



*"We are not only creating relationships and opportunities for adults with disabilities to make an impact in their community, we are also sharing information about jobs, services available to the children in these schools, future partnerships, and who doesn't love getting a personalized gift they asked for in the mix!"*

Alexa Donnelly, Deputy Executive Director

SEES



- PS/IS 25 North Shore Annex,
- PS373R Main and Mini Building



#### Co-located PS373R Sites

- IS 61
- PS 6
- PS 58
- PS 861
- PS 48
- PS 8

FUNDS RAISED

**\$8,131.72**



# Peer to Peer

## Congratulations to our 2022 winners!

### January:

Nisha Tumber, *Director of Outreach & Engagement*

Thomas Worrell, *Program Manager of HRS*

### February:

Deon Ivory, *Direct Support Professional*

Erika Muldrow, *Direct Support Professional*

### March:

Victoria DeBernardo, *Clinical Coordinator*

Stephen Carchidi, *Direct Support Professional*

### April:

Precilla Walcott, *Direct Support Professional*

Ariyah Ochoa, *Program Manager of Community Habilitation & Respite Supports*

### May:

Ashley Panarello, *Finance Analyst*

Maria Moschello, *Direct Support Professional*

### June:

Trisha St. Julien, *Direct Support Professional*

Shailine Roldán, *Office Team Lead*

### July:

Tarra Okraszewski, *Fiscal Intermediary Coordinator*

Lenice Wiggins, *Direct Support Professional*

### August:

Ashley Boland, *HRS Compliance Coordinator*

Troy Jordan, *Direct Support Professional*

### September:

Tabitha Aristy, *Assistant Director of Community Supports*

Tiffanie Rivera, *Direct Support Professional*



Peer to Peer recognizes two employees every month who are nominated by their peers, families they work with or want to nominate themselves, who have demonstrated dedication and hard work to PCCS and the people we support.

Criteria for Peer to Peer nominees include:

- Nominations must be clear and concise for specific examples of how this nominee has gone above their role and duty of their job.
- Nominees must not have received any write-ups within a three-month period prior to nomination submission.
- Nominations will be saved for submission for up to 3 months.
- Once a submission has been put in to be reviewed twice by the Staff Nomination review team, it will be discarded and any nomination for that person must be submitted again.
- Each winner for Peer to Peer will receive a \$100 stipend and a certificate for their hard work and dedication.
- 1 nominator will receive a \$25 gift card for nominating a staff member.

To submit a nominee,  
scan the QR code for  
more information.

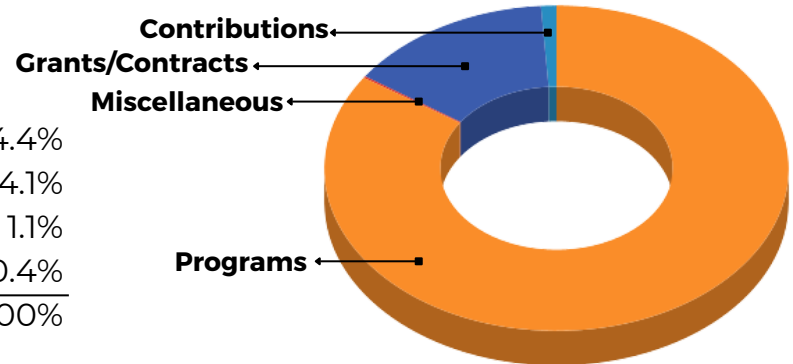


# Financial Statement

**FY2022**

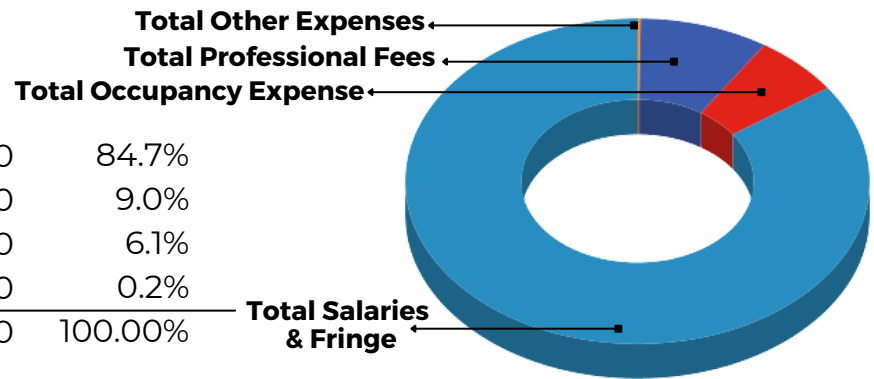
## Operating Revenue and Support

Programs:	\$19,758,937.00	84.4%
Grants/Contracts:	\$3,368,735.00	14.1%
Contributions:	\$251,830.00	1.1%
Miscellaneous:	\$36,882.00	0.4%
<b>Total:</b>	<b>\$23,416,384.00</b>	<b>100.00%</b>



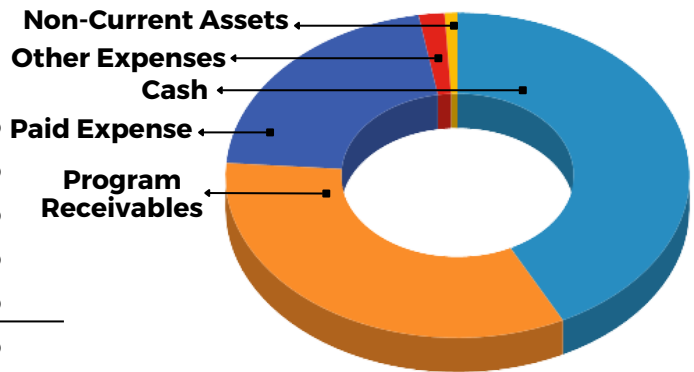
## Expenses

Total Salaries & Fringe:	\$6,136,229.00	84.7%
Total Professional Fees:	\$651,829.00	9.0%
Total Occupancy Expense:	\$440,972.00	6.1%
Total Other Expenses:	\$15,908.00	0.2%
<b>Total Expenses:</b>	<b>\$23,137,569.00</b>	<b>100.00%</b>



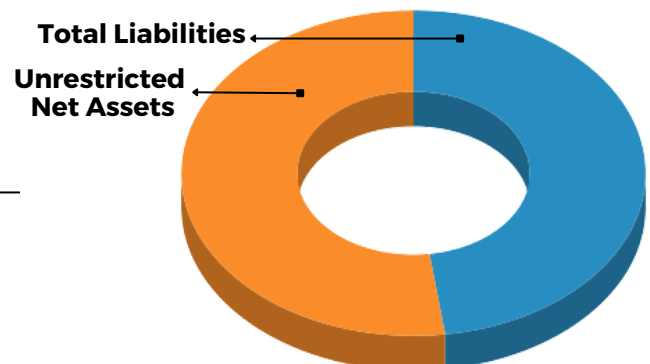
## Assets

Cash:	\$4,815,086.00	42.5%
Program Receivables:	\$3,815,003.00	33.7%
Paid Expenses:	\$2,391,501.00	21.1%
Other Assets:	\$204,501.00	1.8%
Non-Current Assets:	\$101,389.00	0.9%
<b>Total:</b>	<b>\$11,327,480.00</b>	<b>100.00%</b>




## Liabilities and Net Assets

Total Liabilities:	\$5,910,397.00	52.2%
Unrestricted Net Assets:	\$5,417,083.00	47.8%
<b>Total:</b>	<b>\$11,327,480.00</b>	<b>100.00%</b>







# Strategic Plan

 **GOAL #1:** PCCS will host a series of practical skills trainings for direct support professionals and front-line supervisors.


**STRATEGY:** Based on 2021 evaluations, PCCS has created DSP & Front Line Supervisor Trainings.

 **GOAL #2:** PCCS will continue to utilize multiple communication methods to ensure all stakeholders receive information while narrowing the information given.

**STRATEGY:** PCCS has established a biweekly newsletter to keep all contacts, people supported, family members and employees updated on PCCS events, upcoming community opportunities and other items.

 **GOAL #3:** PCCS will bridge the language access gap by implementing a language access plan.

**STRATEGY:** PCCS has developed a [Language Access Policy](#) & [Language Access Plan](#).

 **GOAL #4:** PCCS will create a "Working at PCCS" video with employees and people supported to show casework culture.


**STRATEGY:** PCCS has JMT Media pre-recorded videos to showcase workplace culture. These videos will be combined, alongside photos and other videos, and posted on our website and social media accounts.

 **GOAL #5:** PCCS will create an employee support group to promote self-care and prevent employee burnout.

**STRATEGY:** Every Wednesday admin staff and DSP's take part in self-care exercises to address burnout in the workplace. In addition to this, PCCS hosts monthly [employee support group](#) meetings and offers an [employee assistance program](#).

 **GOAL #6:** PCCS will create group opportunities for people supported that will be hosted in-person.

**STRATEGY:** PCCS has developed in-person group opportunity for the people supported (i.e. Monthly in-person trips, Friday night in-person group hosted by interns, and Therapeutic Teams.)

 **GOAL #7:** PCCS will develop a "Welcome to the Team" series for new employees each month to get to know one another.

**STRATEGY:** PCCS' Community Relations team will start the "meet the team" series in November and will highlight new employees. PCCS will also update the website to reflect the restructure.



**GOAL #8:** PCCS will review all community partnerships to enhance engagement opportunities for programs and people supported.

**STRATEGY:** PCCS' Community Relations team has created a tracker to record partnerships on a yearly basis.



**GOAL #9:** PCCS will assess the organizations communication by defining the word and having a shared definition.

**STRATEGY: Communication Definition:** Communication is the process of giving, receiving, and sharing information through words, without words, reading and writing to understand the message, share experience, feelings and thoughts that help us stay connected.



**GOAL #10:** Administrative Career ladders and finalization of year 2 of DSP career ladders.

**STRATEGY: Admin career ladders** – PCCS developed a transparent wage scale so employees being hired will be able to have a detailed understanding of their pay. This included having specific ranges for each role so employee understand where they can climb to within their role. PCCS was able to recently add in a pay differential for roles that are primarily in person versus roles that have more flexibility to be remote. PCCS rolled out a new evaluation system in our Paycom software to better assist in professional development as well as collect evaluation feedback on supervisors from the employees they supervise. PCCS is committed and excited to continue to enhance our administrative career ladder and development program. Our focus for 2023 will be to include differentials and programming for bi-lingual employees as well as building career advancement opportunities within each role.

**DSP career ladder program** – PCCS developed a transparent wage scale so employees being hired will be able to have a detailed understanding of their pay. PCCS has continued development of the program to year 4. PCCS was able to commit to enhancing the starting wage for DSPs to 17, after completion of year 1 of the career ladder program the starting wage moves to 18, after completion of year 2 the starting wage begins at 19, after completion of year 3 the starting wage begins at 20, after completion of year 4 starting wage begins at 21. PCCS applied for and was recently accepted by The National Alliance for Direct Support Professionals (NADSP) ([link NADSP grant opportunity link](#)) to participate in an opportunity to have your DSPs and front line supervisors credentialed through NADSP along with receiving a stipend for completion. We are committed and excited to continue to build upon this career enhancement program.



# Donors

As of December 31, 2022

Person Centered Care Services wishes to acknowledge and thank the many organizations, corporations and community members whose cumulative gifts for 2022 represent their investment in our mission.



Jacqueline Hemmy  
 Jaime Magi  
 Jeanne Muscarella-Englert  
 Jessica Fontana  
 Jill Cornell  
 Joanne Furstman  
 Joyce Levin  
 Kayla Virga  
 Kellie Konstalid  
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 The GRACE-  
 Foundation\*  
 The Minor Collective  
 Therapy Connection\*  
 TLR Auto Repair, Inc.\*  
 Vincent Mazzone  
 We Clean 4 U\*

\*2022 Sponsor



# Staff Directory

Includes administrative staff as of December 2022

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Includes grant funders, sponsors and vendors



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718-981-2363

[auroracomputer.com](http://auroracomputer.com)



**A Very Special Place (AVSP)**

718- 987-1234

[avspny.org](http://avspny.org)



**Bentson & Company**

718-442-1771

[don@bentson.net](mailto:don@bentson.net)

[bentsoninsurance.net](http://bentsoninsurance.net)



**Eden II Programs**

718-816-1422

[eden2.org](http://eden2.org)



**Empire State Bank**

718-303-6915

[esbna.com](http://esbna.com)



**eVero Corporation**

516-747-4200

[support@evero.com](mailto:support@evero.com)

[evero.com](http://evero.com)



**The GRACE Foundation**

718-983-3800

[contactus@graceofny.org](mailto:contactus@graceofny.org)

[graceofny.org](http://graceofny.org)



**Gorilla Cheese NYC**

347-674-7455

[info@gorillacheesenyc.com](mailto:info@gorillacheesenyc.com)

[gorillacheesenyc.com](http://gorillacheesenyc.com)



**Juicy Lucy**

718-317-7427

[juicylucybbq.com](http://juicylucybbq.com)



**LIGHT Collective & Co.**

732-607-5613

[info@LightCollectiveandCo.com](mailto:info@LightCollectiveandCo.com)

[lightcollectiveandco.com](http://lightcollectiveandco.com)



**Mother Cabrini Health Foundation (MCHF)**

[info@cabrinihealth.org](mailto:info@cabrinihealth.org)

[cabrinihealth.org](http://cabrinihealth.org)



**Midland Pharmacy**

718-351-1689

[midlandrx@yahoo.com](mailto:midlandrx@yahoo.com)

[midlandrx.com](http://midlandrx.com)



Making a world of difference  
in people's lives



Serving People With Disabilities



**National Alliance for Direct Support Professionals (NADSP)**

518-605-7160

[nadsp.org](http://nadsp.org)

**On Your Mark**

718-720-9233

[onyourmark.org](http://onyourmark.org)

**Paycom**

800-580-4505

[paycom.com](http://paycom.com)

**Party Time Entertainment**

718-667-8998

[partytimeentertainmentinc.com](http://partytimeentertainmentinc.com)

**Staten Island Center for Independent Living (SICIL)**

718-720-9016

[info@siciliving.org](mailto:info@siciliving.org)

<https://www.siciliving.org/>

**Staten Island Community Partnership Program**

917-485-7708

<https://sicpp.squarespace.com/>

**Staten Island Foundation**

718-697-2831

[info@thestatenislandfoundation.org](mailto:info@thestatenislandfoundation.org)

[thestatenislandfoundation.org](http://thestatenislandfoundation.org)

**Staten Island Giving Circle**

[sigivingcircle@aol.com](mailto:sigivingcircle@aol.com)

[statenislandgivingcircle.org](http://statenislandgivingcircle.org)

**Staten Island Performing Provider System (SIPPS)**

917-830-1140

[SIPPS-ContactUs@northwell.edu](mailto:SIPPS-ContactUs@northwell.edu)

[statenislandpps.org](http://statenislandpps.org)

**Therapy Connection**

732-858-1796

[info@therapyconnectiononline.com](mailto:info@therapyconnectiononline.com)

[therapyconnectiononline.com](http://therapyconnectiononline.com)

**TRL Auto Repair Inc.**

347-857-6144

**Valducci's Pizza**

212-470-2277

[valduccispizza.com](http://valduccispizza.com)

**We Clean 4 U**

347-837-8500



Person Centered Care Services

150 Granite Avenue Staten Island, NY 10303 | 718-370-1088 | [info@pccsny.org](mailto:info@pccsny.org) | [pccsny.org](http://pccsny.org)