

AHRC

AHRC NEW YORK CITY



WHAT REALLY MATTERS

Annual Report for the Years Ending
June 30, 2012 and June 30, 2013



MISSION & VALUES

OUR MISSION

AHRC New York City, a family governed organization, is dedicated to enhancing the lives of individuals with intellectual and developmental disabilities and their families.

VALUES

Each member of the organization is committed to promoting a culture that embraces:

- Passion:** Committing wholeheartedly to the mission of the agency.
- Respect:** Responding to all members of the AHRC community with courtesy, kindness and open and honest communication.
- Integrity:** Making decisions based on fairness, honesty, morality and ethical principles.
- Diversity:** Respecting and appreciating the differences found among individuals with intellectual and developmental disabilities, their families and our colleagues.
- Excellence:** Providing an environment in which distinction and merit are affirmed, celebrated and enhanced.

AHRC NEW YORK CITY

The organization that created the first school, workshops, day treatment programs and community residences, continues to meet the needs of the individuals served in its programs. We offer individuals with intellectual and developmental disabilities a menu of supports, programs, and services tailored to meet their specific wishes and needs.

For infants, toddlers and children, AHRC offers: information and referral to programs; preschool programs for children with developmental delays; a specialized array of services for children with autism, (HOPE preschools, elementary and middle/high schools) that utilizes Applied Behavioral Analysis (ABA), TEACCH, as well as other specialized techniques; speech, physical and occupational therapies; psychological counseling; Head Start classes; inclusive programs where children with disabilities learn alongside their peers without disabilities; and educational advocacy to ensure that all school-age children with disabilities receive the services to which they are entitled by law.

For adults, AHRC offers: a variety of opportunities with varying degrees of structure and support, where adults—from young adults to senior citizens—can engage in activities during the day that will enhance their skills of daily living,

work for pay, volunteer in the community and provide them with supports necessary for community exploration; supported employment in AHRC-run businesses, as well as opportunities for competitive employment; specialized services for persons with traumatic brain injuries; alcohol and substance abuse prevention and treatment; training to prevent domestic violence; residential opportunities in group homes, supervised apartments and independent settings, and residential services for medically frail individuals and those requiring 24/7 nursing services.

For individuals of all ages, and their families, services include: day camp, sleep-away camp and recreation programs; clinical services such as evaluation and testing, speech, physical and occupational therapies; case management and service coordination; behavior management, counseling and mental health services; home care services; a variety of respite opportunities to give families a break from the job of caretaking; sibling services for typical children who have sisters and brothers with disabilities; legal services including guardianship, future planning and information regarding entitlements; family education; information and referral services.



A MESSAGE FROM PRESIDENT
LAURA J. KENNEDY

For sixty-five years, AHRC New York City has strived to serve individuals of all ages with intellectual and other developmental disabilities through programs and supports that are meaningful and individualized. Our organizational mission continues to build on a foundation of person centered planning, helping each individual we serve determine the services they need to carry out their aspirations and achieve identified goals. With thousands of individuals receiving a myriad of services throughout the five boroughs of this great City, our goal is to personalize and support each person's unique needs, one person at a time.

AHRC has partnered with the Council on Quality Leadership, (CQL) to help us embrace and strengthen a process that will help us achieve quality outcomes.

This is an exciting time as our staff members receive training through the Quality Improvement Department,

implementing this new approach to promoting person-directed planning and supports. This new initiative gives the staff and family members the tools to discover what really matters to those we support and how those individuals define quality services. Through a series of conversations there is the opportunity to identify dreams, goals, and wishes from the individual's perspective and assist them in developing ways to achieve the outcomes they would like. These conversations celebrate and recognize that each person's story is different and provides a strong sense of empowerment to the people who receive supports at AHRC. Each person has a dream and AHRC New York City is committed to helping dreams and wishes come true each and every day.



A MESSAGE FROM EXECUTIVE DIRECTOR
GARY LIND

New York has a long and proud tradition of providing high quality supports and services to people with intellectual and developmental disabilities. At the heart of this tradition stands AHRC New York City. For decades this agency has represented the very best of family governed and professionally managed supports and services to those with disabilities and their families.

We are marking a very special milestone in our history. It was sixty five years ago that Ann Greenberg, the mother of Jerry, a five year old with intellectual disabilities put a classified ad in the New York Post seeking others interested in starting a day nursery. This was AHRC NYC's humble beginning; a simple and courageous act by a parent taking the first steps in what was to become a statewide and nationwide movement.

Over the past sixty five years we have grown into one of the largest provider organizations in the country. We have been the innovators of many of the cutting

edge approaches to supports and services. We have nurtured a large, dedicated, and talented workforce. And yet, what remains central to all that we do is the spirit of Ann Greenberg. Her desire to create a better future for Jerry is the same spirit driving all that AHRC does on behalf of those with intellectual and developmental disabilities. The people we support have compelling aspirations and expectations. And so together we work to promote well being and a high quality of life. Our goal is to support a life that is rich in social interactions, community participation, and individual achievement.

In the pages that follow, you will see compelling examples of these values taking root in the everyday lives of people connected to AHRC NYC. We strive for person centered excellence. Our goal is to listen deeply and actively to the people we support. And when we do this, we rekindle that special spark that was there at the beginning in 1949.

WHAT REALLY MATTERS

TO THE INDIVIDUALS WE SUPPORT

ENHANCING THE QUALITY OF THE LIVES WE TOUCH

AHRC New York City has, throughout its sixty-five year history, strived to assist individuals with intellectual and developmental disabilities in living lives in the community that are worthwhile and productive. The field of developmental disabilities has continuously evolved. Ensuing from this evolution, today the people supported by the organization are speaking for themselves in a way they never did before. And we are encouraging conversations, and listening in a way we have not done in the past.

In the last several years AHRC New York City has taken formal steps to achieve person-centered excellence organizationally. We at AHRC want to know what really matters to the people we support. We want to understand who each person is and where he or she comes from. We want to understand each individual's unique life experiences, where they work or study, live, socialize and the people with whom they connect. We want to know the kind of lives they want and what they consider to be their priorities. And we are committed to providing opportunities and delivering quality services and support that focus on what really matters to each individual from his or her own unique perspective.

On the pages that follow, you will meet five individuals supported by AHRC New York City who were asked about what really matters to them, made their desires known, are now living the lives they want and working towards realizing their goals and dreams. AHRC New York City is learning from these individuals, as well as the many others like them, so that we can further identify the key factors and success indicators that lead to person centered excellence and quality life outcomes for all of the thousands of people we support.



WHAT REALLY MATTERS TO

ANTHONY GIANGIOBBE



WHEN ASKED IF HE IS CONTENT WITH HIS LIFE, ANTHONY SAYS “HAPPY, HAPPY” WITH A SMILE THAT SAYS IT ALL!

Anthony greets those he meets with a huge smile, strong handshake and no hint of shyness!

Anthony began his journey with AHRC New York City at age 3, attended the Middle High School and upon graduation he began his post-school life at AHRC's Day Hab without Walls in Queens, New York where he lives with his family. Anthony, together with the Community Support Professionals (CSP) he spends his days with, have over the last two years fashioned a busy and full life. His days are made up of many of the activities in which Anthony loves to engage, as well as new activities that will help him meet the goals he has set for himself. These activities are carefully mapped out on a Google calendar every week by Anthony and his CSP because ordering his week visually really matters to Anthony.

Anthony loves music and sings in a band, the Futures that he put together with friends from AHRC Day Hab. The son of a musician, Anthony has, by his own telling, been surrounded by music his entire life.

He can sing many popular songs, jazz greats and Boy George amongst others. Anthony is a performer, loves to be in front of an audience and has been given the opportunity to do this many times. He also volunteers at the National Jazz Museum in Harlem where he greets visitors, welcoming them he says, to the music of Louis Armstrong and Ray Charles! He is hoping this will become part-time employment.

Performing music really matters to Anthony. What also really matters to him is his desire to be independent. To that end, Anthony is learning to travel independently. He is determined to eventually accomplish this goal. Nurturing connections with family and friends also really matters to Anthony who delights in taking people out to dinner for holidays and birthdays.

When asked if he is content with his life, Anthony says “happy, happy” with a smile that says it all!

WHAT REALLY MATTERS TO

JANICE BARTLEY

“I HAVE A GOOD LIFE,”

Janice speeds around the offices of AHRC New York City where she is employed as an administrative operations clerk. She steers her motorized wheelchair to an intended location with ease and skill, performing her duties alongside her fellow co-workers, asking for assistance when desired. This is a metaphor for how Janice has lived her life. Knowing where she wants to go, she has navigated in that direction and has overcome what someone else might consider to be enormous obstacles to get there with “a little help from her friends” or circle of support as she calls them. She credits her mother with teaching her that she can accomplish anything she wants.

Born with physical challenges that have kept her from walking or performing other physical activities and make her speech difficult to understand, Janice gets around and makes her voice heard! Participating in an adult day program for a short time after transitioning out of school, it became clear to Janice that she needed something different. She was given the opportunity to be a part of AmeriCorp, to travel and speak

publicly about disabilities for two years. Janice clearly says she is no different from anyone else and wants everything everybody else wants. In recent years she has obtained many of these things. With AHRC New York City’s support, Janice has an apartment of her own and a job. She hires her own personal assistants. She has friends with whom she socializes and goes on vacation, and four years ago en route to a self-advocacy conference on Amtrak, she met her boyfriend.

What really matters to her is directing that life. She pushes to that end all the time, in fact the title of the book that she is writing about herself is P.U.S.H. (Push Until Something Happens). Janice aspires to own a home someday and to create her own business to help others. She cares about honesty and “keeping it real.” She offers words of wisdom to all new AHRC staff when she speaks to them at staff orientation, and helps them understand what really matters in supporting a person with a disability.



WHAT REALLY MATTERS TO

ADIL SANAI



"My dream came true... when I was able to finish the Achilles Hope and Possibility 5 Mile Race in June of 2011" said Adil communicating with his Chat PC. Adil emigrated to the US with his family from Pakistan in 1999. In those days there were no services for children like Adil in his native country. He arrived in New York unable to walk or speak and needed to undergo several surgeries to create the possibility of purposeful movement. But with all the odds against him, Adil had an inner drive that propelled him to achieve. Today he speaks, reads and writes two languages fluently using technology, walks and runs, works, goes to school and has a rich life—all resulting from his own determination coupled with fortuitous opportunities.

Adil began his journey at AHRC New York City Weingold Adult Day Center's workshop. Through AHRC's Enhanced Supportive Employment Program he later obtained a position as a merchandise floor associate at Marshalls, a clothing retailer. Adil worked at Marshalls several days a week for over three years and continues to work there on Saturdays. He is now also an Ambassador for the Saltillo Corporation, the manufacturer of his communication device, and in that role attended the 2011 Assistive Technology Industry Association Conference. Adil began to participate in AHRC's Day Hab without Walls in January of 2013, attending Pace University as part of their pilot inclusion program. He currently attends Pace five days a week

"...THANKS TO MY FAMILY MEMBERS FOR LETTING ME DO WHAT I WANT TO DO AND FINDING MY HAPPINESS."

where, with the help of a mentor when needed, he is taking computer science classes and other classes.

Continuing to learn and to succeed, really matter to Adil. It is also important to him to show his gratitude to those who have believed in him and who have supported him to grow. He says, "I am very happy that I am a member of the Saltillo family now" and "grateful for this wonderful opportunity... Thank you Lorraine Cohen [AHRC speech therapist] for getting 'my voice' [communication device] and thanks to my family members for letting me do what I want to do and finding my happiness."

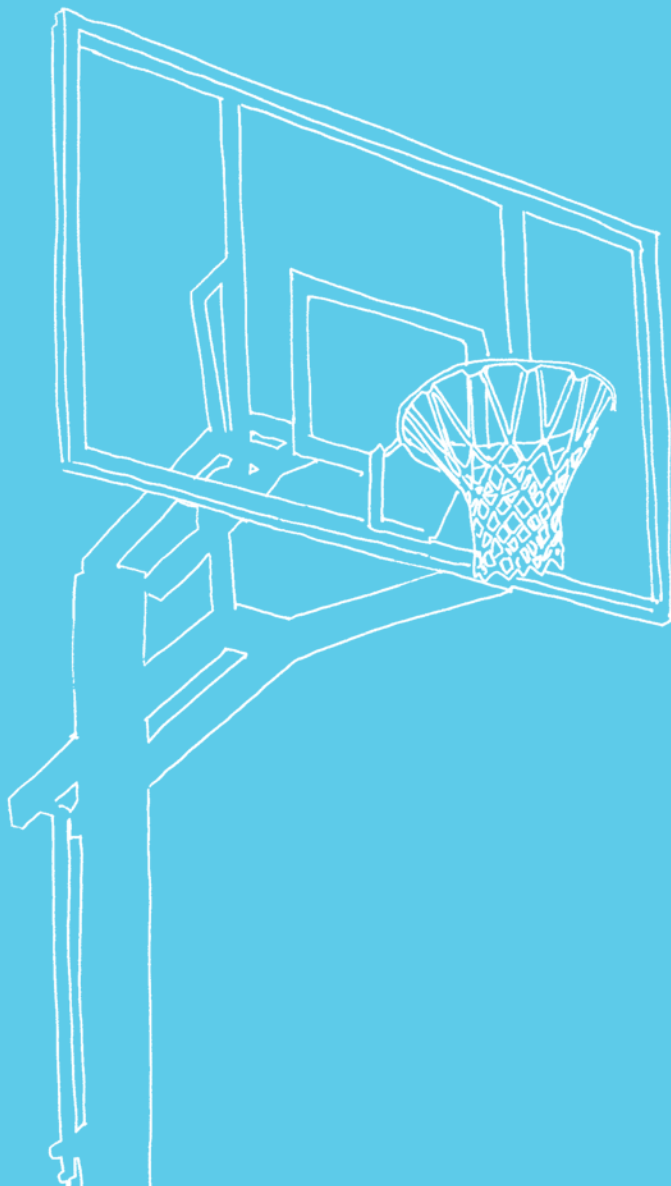


WHAT REALLY MATTERS TO

KEYABE THOMAS



KEYABE HOPES TO WORK MORE AND LIVE A LIFE OF TRUE SELF-DETERMINATION. IF SHE KEEPS FOCUSED, NOBODY WILL BE ABLE TO STOP HER, SHE SAYS.



Keyabe has lived in Brooklyn her entire life and her close ties to her church and community reflect her strong presence there. Keyabe is passionate about music. She sings at her church regularly and was the lead vocalist in her peer band, The 5 Lovers, writing some of her own lyrics with many songs about relationships. Her inspiration comes from R & B and gospel music which Keyabe listens to avidly. Keyabe hopes to continue to write and perform her solo music at her church and in the community.

Getting paid for doing a good job makes her feel good, she says. For almost four years, three days a week, Keyabe has worked as a customer service associate at the Dodge YMCA in Brooklyn Heights where she directs customers, sets up classes and assists with maintenance. When she is not working, she engages in activities of interest to her at AHRC's Brooklyn Day Hab. She is a reporter in the Daylightful News group, where she interviews people, knowing just the right

questions to ask to get to the heart of any subject, ranging from the West Indian Parade to SSI benefits for people with disabilities in New York. Sports are also of great interest to Keyabe who can converse easily about baseball, football and basketball players and teams. Not only is she an active spectator, she is also currently working hard practicing to try out for the city's Special Olympics basketball team.

Keyabe recently became involved in the self-advocacy movement through a class at the Center for Family Supports where she learned that she could work with her MSC to change her living situation and she fearlessly took on that challenge. It is important to Keyabe to one day have her own apartment, more independence and privacy. She has taken the first important step in that direction by obtaining her own room in her group home. Keyabe hopes to work more and live a life of true self-determination. If she keeps focused, nobody will be able to stop her, she says.

WHAT REALLY MATTERS TO

VANESSA MILLS

Speaking up about her ideas and opinions is what really matters to Vanessa, and with self-confidence and determination, she continues to find ways to advocate for quality services and supports for people with disabilities. In the fall of 2013, Vanessa was a keynote speaker at the state-wide conference of the Self-Advocacy Association of New York State. Her speech on educating and organizing people with disabilities was so moving to those attending the conference, she received a standing ovation! During the conference, Vanessa was able to make connections with legislators, statewide officials, and other self-advocate leaders.

Vanessa sees herself as someone who can teach people to understand the issues that individuals with disabilities face in their everyday lives. She wants to help her peers at AHRC New York City's Kings Highway Adult Day Center to find ways to achieve their goals, many of which are common to all people, regardless of ability

or disability. We all want to live in a safe and caring environment, to have quality day to day living, and opportunities for employment and education. Vanessa reminds people that by learning to be strong self-advocates, they can work toward attaining these goals and more.

During the spring 2014 semester, Vanessa participated in a service-learning partnership that helps young people learn and develop through active participation in the community. Collaborating with a university student, Vanessa created a media presentation using technology which was focused around the idea of educating people with disabilities about ways they can be strong self-advocates. "It's time to step up to the plate and take action and speak up for ourselves," says Vanessa. "We did not ask to come into this world with a disability. We just want an equal amount of respect and responsibility."

"WE DID NOT ASK TO COME INTO THIS WORLD WITH A DISABILITY. WE JUST WANT AN EQUAL AMOUNT OF RESPECT AND RESPONSIBILITY."



HIGHLIGHTS

In 2012 and 2013, AHRC New York City continued to provide a wide array of services and supports to individuals with developmental and intellectual disabilities, and their families. New services and supports were developed to meet emerging needs and existing programs were enhanced and expanded. All programs and supports aim to use the principles of person-centered planning with the goal of creating truly individualized supports that are responsive to the choices expressed by the people who will use them. The individualized planning and person centered values allow individuals to have a far greater say in what they do every day, and how they do it.

HIGHLIGHTS OF THE YEARS ENDING JUNE 30, 2012 AND 2013

CREATION OF THE QUALITY IMPROVEMENT DEPARTMENT

In 2012 understanding the benefit of being able to measure the quality of supports provided to individuals with disabilities, AHRC New York City began a partnership with the Council on Quality Leadership (CQL). AHRC created a Quality Improvement Department. This department's primary function is to support the organization in the completion of quality assurance/improvement reviews at all levels of service provision with the ultimate goal of improving the quality of the supports provided; and to introduce and shepherd the organization in the use of CQL tools with one long term goal being that of obtaining CQL accreditation. CQL supports organizations that provide services to vulnerable populations by teaching staff to get to know individuals supported in a deeper and more meaningful way, using tried and tested tools and techniques.

- The AHRC Quality Improvement (QI) Department has developed a nine-staff team qualified by CQL to teach the four day CQL training on how to complete a CQL interview/conversation.
- The QI department has facilitated fifteen four day trainings which resulted in 150 staff able to now complete interviews throughout the organization.
- In addition, a two day CQL interview class has been added to the offerings so that staff who will not be conducting interviews can understand the interview process, and ways in which the interview process can benefit individuals supported by AHRC.
- Over 600 individuals supported by AHRC were engaged in CQL interviews in the last year. The information gleaned at the interviews regarding goals, dreams, needs and wants were used as the starting point for conversations at each person's planning meeting.
- Additionally, all QI department staff have also completed OPWDD approved investigation trainings, and have assisted the organization by completing incident investigations through the year.

SERVICES AND SUPPORTS FOR CHILDREN AND ADOLESCENTS

AHRC New York City serves a total of approximately 1,000 children in its preschools, elementary school and middle/high school. Its education programs have provided services to increasing numbers of children on the autism spectrum for well over fifteen years. Additionally, AHRC provides educational advocacy services, and supports sisters and brothers of the children served in our programs and services who are interested in meeting other siblings of individuals with disabilities.

Highlights of the years include:

- AHRC New York City's four preschools, elementary school and middle high school continue to be actively involved in community awareness and inclusionary activities. Many have forged strong relationships with local establishments, organizations, and neighboring schools in the effort to support inclusion of children with disabilities with their typically developing peers.
- AHRC's Brooklyn Blue Feather Elementary School has a pen pal program with a local school, students attend targeted classes at a local school, and attend presentations at Carnegie Hall along with other local schools.
- One third of AHRC's Middle High School students participate in the university technology programs each semester where they are paired with an undergraduate student majoring in technology, to work on a collaborative project and semester end presentation.
- Middle High School students participate in internships in the community providing them with structured opportunities to interact with their typically developing peers. For example, students have interned at a local senior center, Dunkin Donuts, Marshalls Department Store and the local Immigration Office.
- AHRC's Astoria Blue Feather Head Start program continues its partnership with Mt. Sinai Hospital of Queens with staff attending Mt. Sinai's Community Roundtable.
- The Astoria Blue Feather collaboration with the Child Help Program and Cornell University's Cooperative Extension offers opportunities for the families of the children attending the school to attend workshops on topics like depression, domestic violence, positive parenting and other issues affecting families.
- Children attending AHRC's Central Park Early Learning Center are engaged in activities throughout the city, including activities at Central Park, the Museum of Natural History, Madison Square Garden, Lincoln Center, local art galleries, businesses, preschools and other venues.
- AHRC's Francis of Paola Early Learning Center students participate in a Boy Scout and Girl Scout Troop, they attend story hour at the local library, and are members of a local community group that engages in communal activities in the neighborhood.

- AHRC's Howard Haber Universal Prekindergarten, an inclusionary program, fills up immediately every year and maintains a long waiting list. The program is well known in the neighborhood because it is an approved New York State Education Department School and accredited by the National Association for the Education of Young Children (NAEYC).
- AHRC's Educational Advocacy Department continues to assist individual families with issues in obtaining the educational services to which their children are entitled by law.

The advocates run parent training workshops throughout New York City and are well known in the world of special education.

- Sibling Services ran sib-shops for twenty five children, aged five to thirteen, in each of the last two years. In June of 2012 and 2013, siblings went to Camp Anne for a weekend stay and had a wonderful time. This experience was made possible from the proceeds raised at the Annual Sibling event of the Sibling Committee. A pilot program for teen siblings was proposed for the 2013–2014 year.

SERVICES AND SUPPORTS FOR ADULTS

AHRC provides services to approximately 1,400 adults in its Day Centers and programs, 1,500 individuals through its division of Employment & Business Services, and close to 600 adults through the opportunities provided in its Residential Services Department, the largest provider of residential service to individuals with intellectual disabilities in New York City.

Highlights of the years include:

- AHRC currently operates 142 certified residential sites and additional uncertified sites. In the last year, 32 families decided it was time for their family member move into AHRC residential opportunities including eight individuals who were previously in nursing homes and moved into AHRC's Bloomberg and Dickson-Goodman Apartments, designed to meet special medical needs in a community setting.
- Forty four people are currently living in their own apartments. Eight of these people moved from certified settings into their own apartments in the community and are thriving with support from AHRC's Homecare Department staff of their choosing.
- AHRC's Overnight Free Standing Respite program served more than 130 families of individuals with intellectual disabilities who still live at home. Families take a break while their loved one is cared for, and individuals get to experience time away from their families.

- Department of Residential Regional Consumer Councils were created so that AHRC residents have a platform for their opinions and concerns. The Council members have played an active role in changing residential policies which directly impact on their day-to-day lives. Additionally, self advocacy is supported, and this past year close to 30 individuals from AHRC residences attended the conference in Albany.
- AHRC's Department of Adult Day Services' (ADS's) Bronx Special Needs Day Program moved from its Pelham Parkway location to a new site at 1420 Ferris Place in the Bronx, built to meet the specific needs of the individuals attending the program. The new site, named the Howie Stone Adult Day Center was named in memory of Howie Stone, a young man who attended the program and whose life had an impact on services for people with multiple disabilities.
- ADS expanded its presence on Staten Island and now includes a day hab without walls program, a growing college program, an alumni program, day habilitation program and supported work program.
- ADS's Service Learning initiative with Pace University has been very successful for several years. The department has started a new initiative with Pratt University where individuals will be attending art classes in Pratt's Adult Education Program. Additionally inclusive classes at Pace University School of Computer Science have enrolled individuals supported in AHRC Adult Day programs. of technology including programming.
- AHRC's Department of Individualized Supports coordinates AHRC's collaboration with the Self Advocacy of New York State (SANYS). This collaboration has led to an exploratory course that examines the world of self-advocacy being offered at both the College of Staten Island and Kingsborough Community College. Every AHRC department is spearheading a self-advocacy initiative.
- The Everyday Heroes initiative began its fifth cycle with Direct Support Professionals (DSP's) from AHRC's ADS and EBS departments. This initiative recognizes the contributions of DSP's, supports them as leaders and teachers of other DSP's, and deepens their commitments to person-centered practices.
- In the last year, AHRC's Department of Employment and Business Services (EBS) assisted 600 individuals in obtaining employment at 150 New York City businesses. This included the employment of 50 AHRC individuals at the new Barclay Center and MSG in Brooklyn and Manhattan. The Wall Street Journal ran an article featuring some of the AHRC individuals employed at the Barclay Center and their contributions to the center's success.
- Shredability, EBS's secure document shredding company is up and running and has secured several new contracts throughout the city. EBS's business Hudson River Services has also secured additional contracts.

- AHRC's EBS began a partnership with Specialisterne, the now-global Scandinavian company that developed a system of training, placing and supporting individuals primarily those who are on the Autism spectrum, to work in technology careers.
- EBS's DYCD Janitorial Training program has expanded to Staten Island. Additionally a new program for 70 youth, called the Young Adult Internship Program (YAIP) was funded by DYCD on Staten Island.
- EBS was awarded a new five year contract from ACCES-VR to continue to provide Support and Employment Services to 200 individuals annually.
- OPWDD funded a new Internship program to allow 50 individuals to receive unique training in New York City and OPWDD partnered with EBS, the Grand Hyatt Hotel, and Manhattan School for Career Development to train students in the hotel industry jobs and assist them in the transition to employment.

SERVICES AND SUPPORTS FOR INDIVIDUALS OF ALL AGES AND THEIR FAMILIES

AHRC offers home care services, and a variety of clinical services including testing and evaluation to several thousand individuals, service coordination to 2,000 individuals, and information on entitlements, camping and recreation, as well as family education to several thousand individuals annually.

Highlights include:

- AHRC's Department of Individualized Supports continues to support innovative initiatives and pilot projects with all of AHRC's departments. These staff development and systems change initiatives increase the capacity of AHRC to provide individualized supports.
- AHRC's Community Habilitation program increased its enrollment and levels of service provided throughout the five boroughs to further support individuals and their families in their homes. Community Habilitation workers also continue to support individuals who move into their own apartment with the help of Individualized Services and Supports (ISS) funds.
- In Home Respite Waiver services increased enrollment in all five boroughs providing needed respite to greater number of families. Skills building and planned respite services to greater numbers of children in the Bridges 2 Health program were provided.
- The Home Care Department continued to accept new participants in the TBI Waiver throughout 2012 and 2013.

- AHRC New York City continues to provide Medicaid Service Coordination (MSC) to individuals & their families in all five boroughs. Over the past year, the program has grown and currently serves over 2000 individuals. In addition, the program was expanded to provide Non Medicaid Case Management to individuals with developmental disabilities without Medicaid in all five boroughs.
- AHRC's Placement Unit has taken a lead in working with OPWDD as they implement the Front Door Initiative which impacts the way in which individuals and families access services and supports.
- AHRC's Katy Isaacson and Elaine Gordon Lodge served close to 300 guests during both the summer of 2012 and the summer of 2013. Guests enjoyed swimming, boating, arts, sports, horse riding, cooking classes, yoga and for the first time, hip hop classes. 70 staff from 13 different countries were on staff and brought a great energy to the camp. The Lodge's music festival "Lodgeapolooza" took place and entertained guests from neighboring Camp Loyaltown.
- 550 campers attended AHRC's Camp Anne in both 2012 and 2013 with staff from 20 countries, as well as 40 domestic staff who came from several different states. Camp programs became more robust with the addition of art therapists and an adaptive golf cart which assists in transporting people who use wheelchairs to and from the nearby lake.
- The recreation division of AHRC's Camping & Recreation Department operated over 40 programs for 500 children, teenagers and adults across all five boroughs in both 2012 and 2013. Programs include weekend day programs, after school programs and weekends away programs.
- The recreation division started a new integrated arts program for adults that includes music, dance, newsletter writing, and photography. The Josh Link Foundation donated funds to train these adults on how to become DJs.
- The recreation division piloted an overnight holiday respite camp at the Katy Isaacson and Elaine Gordon Lodge with 18 children from all five boroughs spending four days upstate. The children participated in local activities including horseback riding, hiking, games and other activities. For some, it was their first time away from home and parents reported a sense of comfort knowing their child was well cared for while they enjoyed a much needed break.
- AHRC's Article 16 Clinic continues to provide ongoing services to approximately 800 individuals citywide. The Clinic provides services in many AHRC day programs and residences in addition to those offered at the clinics. Individuals, group and family therapy, psychological and psychosocial evaluations, nutrition, occupational, physical and speech therapies are offered. The Clinic continues to be the only clinic in New York City with an APA accredited psychology internship program.
- The Clinic's Crisis Intervention In-Home Behavior Management Team has assisted Bronx families for over 15 years. A part time social worker was added to the team to assist the two psychologists working to provide crisis intervention and additional post crisis support.
- AHRC has continued its cross functional team (CFT) to address the needs of individuals on the Autism Spectrum currently enrolled in all of our services. The goal of the CFT is to identify "evidence based best practices in treatment" to develop a curriculum for staff training and to implement these best practices in all aspects of our support system. The sub committee of the Board Behavioral Health and Program Supports has partnered with the CFT on this initiative. Staff across all departments have been trained in TEACCH and others are becoming certified in BCBA through AHRC's intensive efforts to develop expertise and to meet the needs of the people we support.
- AHRC's Referral and Information Center (RIC) continues to be the organizations point of entry into services. All individuals wishing to obtain any services from AHRC (between 7,000 and 8,000 referrals a year) now interface with AHRC's Referral and Information Coordinators (RIC) who are knowledgeable about all services provided by AHRC, eligibility and processes necessary to obtain all AHRC services, as well as services not offered by AHRC. The RIC are the first people families come in contact with in their efforts to obtain services.
- AHRC's Guardianship Program serves as the primary and standby guardian, through NYSARC, Inc. for more than 80 individuals with developmental and intellectual disabilities over the age of twenty-one throughout New York City and provides full legal representation on guardianship matters and community outreach to hundreds of families each year.
- The Bronx Early Childhood Direction Center (ECDC) operated by AHRC New York City, provides information and technical assistance to families and professionals in the Bronx. In 2012 and again in 2013 the program assisted approximately 600 families in navigating the Early Intervention and CPSE process and held 40 workshops for parents and professionals.

ADMINISTRATIVE SERVICES

Many administrative departments support AHRC's core business, that of providing services to individuals with developmental disabilities and their families. These administrative services are essential to the running of the organization and include corporate compliance, IT, human resources, employee training and development and many other areas.

- Together with the other four downstate chapters of NYSARC Inc., AHRC New York City helped to found Partners Health Plan (PHP), a not-for-profit managed care organization, to help manage this new way of doing business for the people we are committed to support and their families. Rather than allow for-profit managed care companies with little experience in developmental disabilities to take over the planning and provision of supports and services, PHP, a company comprised of professionals with extensive understanding and experience with individuals in this population, was created by the NYSARC Chapters who have served individuals with developmental disabilities in the community for decades. PHP will educate individuals and families as to the changes in the service system; will assist them in navigating the new system; and will continue the trusting relationships with individuals and families that has been the hallmark of the AHRC's and Arc's for over six decades.
- Superior Direct Care, AHRC's affiliate, continues to work collaboratively with AHRC New York City programs and services to support the needs of the departments as well as those of other similar organizations in the city with two new vendors signing on in the last year. Superior provides a strong pool of candidates to fill full time positions within AHRC.
- AHRC's IT Department, worked with key staff in all program areas throughout the organization for three years to implement Evolve, a comprehensive electronic health records management system for AHRC's Referral and Information Center, MSC, Article 16 Clinic and Placement Unit. In 2013 the department acquired and began the implementation of Medisked, a new software product that will be used for departmental service documentation and billing going forward in the new managed care environment that AHRC is to be a part of.

- The IT Department infrastructure has undergone many upgrades and new installations to accommodate the data growth, recovery, compliance, security performance and mobility needs of the entire organization
- The AHRC Department of Organizational and Employee Development (OED) continued employee outreach and learning initiatives which contribute to enhancing employees work/lives.
- OED's staff training courses continue to enhance the professional development of the staff and improve the quality of life for the individuals we support. A total of 2,270 sessions at the main office and sites throughout the boroughs were held in 2012 and again in 2013. This works out to approximately 10 classes per day, every working day! Classes included those in diabetes management, dysphagia and swallowing disorders, Insulin training, and stress management.
- An agency-wide Medical Policy Development Committee continues to ensure the quality of care for the individuals we support. The consistency of medical services across the lifespan as people age and transition from one program to another is a focus, as well as staying current with cutting edge wellness and health care treatments. In addition, the Committee is reviewing and streamlining all medical information and resources posted on the AHRC intranet MHIN (Medical Health Information Network) so all staff will have easy access to the most current information.

AHRC New York City looks forward to offering people with developmental and intellectual disabilities, and their families, greater opportunities to lead self-directive fulfilling and productive lives in the community in the years to come.

FINANCIAL

	2013	2012
TOTAL SUPPORT	\$ 245,731,258	\$ 240,048,732
EXPENSES		
Program Services		
A. Education	\$ 32,703,142	\$ 32,605,689
B. Adult Day	54,377,306	51,847,535
C. Residential	70,069,241	68,346,140
D. Family and Clinical	8,824,074	8,724,215
E. Employment and Business	29,276,157	27,372,339
F. Camping and Recreation	3,734,594	3,668,031
G. In-Home	8,161,967	7,161,449
H. Family Support	3,302,996	3,494,345
I. Superior Direct Care Inc.	7,488,239	6,686,633
J. AHRC New Projects Inc.	392,584	449,877
K. AHRC Home Care	2,019,527	1,280,979
L. AHRC Guardianship Inc.	25,103	26,305
Total Program Services	\$ 220,374,930	\$ 211,663,537
Support Services	25,557,592	27,608,747
TOTAL EXPENSES	\$ 245,932,522	\$ 239,272,284
Total Support Less Expenses	(201,264)	776,448
Unrestricted Net Assets—beginning of year	\$ 35,481,027	\$ 34,704,579
Unrestricted Net Assets—end of year	\$ 35,279,763	\$ 35,481,027

The complete financial statements, including the related notes and auditor's report, are available upon request.

AHRC NEW YORK CITY

PROGRAMS, SERVICES AND SUPPORTS

AHRC Administrative Offices
83 Maiden Lane
New York, NY 10038
212.780.2690
www.ahrcnyc.org

Department of Adult Day Services

Howie Stone Adult Day Center, Bronx NY
Dorothy and Michael Styler Center, Bronx, NY
William F. May Adult Center, Bronx, NY
Brooklyn Day Hab, Brooklyn, NY
Rockaway Parkway Adult Day Center, Brooklyn, NY
Kings Highway Adult Day Center, Brooklyn, NY
Dean O'Hare Center, Brooklyn, NY
Stephen B. Siegel Center, Brooklyn, NY
Wendy M. Siegel Center, Brooklyn, NY
Bush Terminal Day Hab, Brooklyn, NY
Traumatic Brain Injury Services, Brooklyn, NY and Bronx, NY
Melissa Riggio Higher Education Program at Kingsborough Community
College and the College of Staten Island, Brooklyn, NY and Staten Island, NY
Sobriety Day Habilitation, Brooklyn, NY
Betty Pendler New York League Work Center, New York, NY

Walter & Evelyn Redfield Center, New York, NY

Paula and M. Anthony Fisher Center, New York, NY

Enhanced Supported Employment, All 5 Boroughs

Cyril Weinberg Center, Long Island City, NY

Far Rockaway Center, Far Rockaway, NY

Joseph T. Weingold Center, Sunnyside, NY

Day Hab without Walls, All 5 Boroughs

Bridges 2 Health, All 5 Boroughs

Business and Employment Services

HIRE Supported Employment Program, All 5 Boroughs

Careers in Janitorial and Food Services, Queens, NY

Careers in Hotel Housekeeping, Manhattan

Job Connection Center, Brooklyn, NY

Hudson River Messengers, Manhattan, Brooklyn, Queens, Bronx and Staten Island, NY

Shreability, Manhattan, Brooklyn, Queens, Bronx and Staten Island, NY

Horizons Day Hab & Prevocational Center, Bronx and Brooklyn, NY

Horizons Day Habilitation without Walls, Brooklyn and Staten Island, NY

Careers Young Adult Internship Program (YAIP), Staten Island, NY

OPTS Senior Retirement Group, Bronx, NY

HIRE Community Employment Supports, Brooklyn, Bronx, Manhattan and Staten Island, NY

Hudson River Services, All 5 Boroughs

The Enhanced Supported Employment Program, All 5 Boroughs

OPWDD Employment & Training Program, All 5 Boroughs

Specialisterne, Bronx, NY

Ticket to Work, All 5 Boroughs

Department of Camping and Recreational Service

Camp Anne, Ancramdale, NY

Katy Isaacson & Elaine Gordon Lodge, East Jewett, NY

Recreation Services, New York, NY

Day Respite Programs

All 5 Boroughs

Weekend Hotel and Recreation Respite

All 5 Boroughs

Department of Family and Clinical Services

Article 16 Clinic, Manhattan & Bronx, NY

Bronx Early Childhood Direction Center (ECDC), Bronx, NY

Legal Services: Guardianship and Future Care Planning, New York, NY

Bronx Crisis Team, Bronx, NY

Family Reimbursement Fund—Francesca Nicosia Fund, All 5 Boroughs

Sibling Support Services, New York, NY

Queens In-Home Parent Trainings Program, Queens, NY

Department of Medicaid Service Coordination

All 5 Boroughs

Department of Individualized Supports

All 5 Boroughs

Department of Educational Services

Howard Haber Early Learning Center, Bronx, NY

Brooklyn Blue Feather Elementary School, Brooklyn, NY

AHRC Middle/High School, Brooklyn, NY

Francis of Paola Early Learning Center, Brooklyn, NY

Esther Ashkenas (Central Park) Early Learning Center, New York, NY

Astoria Blue Feather Head Start Program, Astoria, NY

Department of Educational Advocacy

All 5 Boroughs

Department of In-Home Services

All 5 Boroughs

AHRC Home Care Services Inc.

In-Home Respite

Community Habilitation Services

Superior Direct Care Services (SDC)

Department of Residential Services

95th Street IRA, New York, NY

Fineson House, New York, NY

Melvin W. Kraus Residence, New York, NY

Malozemoff Residence, New York, NY

Dixon Goodman Apartments, New York, NY

Phyllis and Harold B. Jacobs Residence, New York, NY

Manhattan IRA, New York, NY

New Gotham, New York, NY

East 106th Street, New York, NY

Rupert Towers, New York, NY

Elena Agovino Residence, Bronx, NY

Netherland IRA, Bronx, NY

Chicquor Residence, Bronx, NY

Greenberg Residence, Bronx, NY

Fairfield Avenue IRA, Bronx, NY

Hunter Avenue IRA, Bronx, NY

Mayflower IRA, Bronx, NY

Thurman Munson Residence, Bronx, NY

Wilson Avenue IRA, Bronx, NY

81 Ocean Parkway IRA, Brooklyn, NY

400 Ocean Parkway IRA, Brooklyn, NY

Lillian and Jack Isaacson Residence, Brooklyn, NY

Blue Feather—Minna Bober IRA, Brooklyn, NY

Betty Carubia IRA, Brooklyn, NY

Seymour Rubin IRA, Brooklyn, NY

Gus Jacobs IRA, Brooklyn, NY

Kings Highway IRA, Brooklyn, NY

Striar House, College Point, NY

Mina and George Hirsch Residence, Little Neck, NY

Bellrose IRA, Bellrose, NY

Glenn Oaks IRA, Glenn Oaks, NY

163rd Place IRA, Flushing, NY

Eugene Fierstein Residence, Flushing, NY

Union Turnpike, Flushing, NY

186th Street, Fresh Meadows, NY

204th Street IRA, Bayside, NY

Bayside IRA, Bayside, NY

College Point IRA, College Point, NY

Helen Armstrong Residence, Ozone Park, NY

Fresh Meadows Residence, Fresh Meadows, NY

Cunningham League IRA, Fresh Meadows, NY

Gruenstein Residence, Bayside, NY

Mitchell & Susan Bloomberg Apartments, Jamaica, NY

North Hills Leagues IRA, Bayside, NY

58th Avenue IRA, Elmhurst, NY

254th Street, Little Neck, NY

Jimmy O'Neil Residence, Fresh Meadows, NY

Pembroke IRA, Bayside, NY

Peterson House, Staten Island, NY

Ralph I. Rossi Residence, Staten Island, NY

Kensington IRA, Staten Island, NY

East Tenafly IRA, Staten Island, NY
Lander Avenue, Staten Island, NY
Tysens Lane, Staten Island, NY
Supportive Apartments:
Brooklyn Apartments, Brooklyn, NY
Staten Island Apartments, Staten Island, NY
Queens Apartments, Queens, NY
Bronx Fordham Hill Apartments, Bronx, NY
Manhattan Apartments, New York, NY

Free Standing Overnight Respite

Thelma Ragland Respite Houses,
All 5 Boroughs

**Department of Finance, Budgets
and Contracts**

Department of Real Property

Department of Public Information

**Department of Organizational and
Employee Development IT Department**

Department of Administrative Services

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*AHRC mourns the passing of Joan Raineri

AHRC New York City
83 Maiden Lane
New York, NY 10038
212.780.2690

www.ahrcnyc.org

HOW YOU CAN HELP

WON'T YOU JOIN US? BECOME A MEMBER TODAY!

AHRC New York City is a membership organization with a membership numbering in the thousands, comprised primarily of individuals supported, their family members and friends, professionals in the field, and supporters in the community. In the last sixty-five years AHRC New York City has been a force in developing innovative supports and services, in ensuring that the rights of individuals with developmental disabilities are protected, and in making the world at-large more aware and tolerant of individual differences.

Won't you join us? Every member counts. If you are not already, won't you become a member today and add your voice to those who share in your concern and commitment to people with developmental disabilities. Our past and present success has been possible in large part because of our members. We ask that you help us to carry on this tradition and ensure future successes by becoming a member. We have done so much—together we can do even more.

Annual membership is \$10 a year, three-year membership is \$25, family membership is \$50 for three years, and Lifetime membership is \$200.

Contact our Membership Team by email at membership@ahrcnyc.org; by phone at 212.780.2748; or visit www.ahrcnyc.org/aboutus/membership.html.

AS A SUPPORTER OF THE AHRC NEW YORK CITY FOUNDATION YOU CAN ALSO HELP!

Like AHRC, the AHRC New York City Foundation helps thousands of children and adults with developmental disabilities achieve day to day living that is as rich, absorbing and worthwhile as possible, and to provide opportunities for them to live up to their maximum potentiality in the community.

You can support the AHRC New York City Foundation in a variety of ways. The AHRC New York City Foundation is grateful for all contributions including gifts of cash or securities, as well as those in the form of charitable bequests through wills and estate plans. The AHRC New York City Foundation's pooled income fund can benefit both the Foundation and you, the donor. Memorial gifts honoring people on special occasions will be acknowledged as requested by the donor.

Your tax deductible contribution to the AHRC New York City Foundation, Inc. can be made at any time by check, money order or credit card.

For further information about sending a donation or about the tax and income benefits of making a planned gift, write or call:

AHRC New York City Foundation, Inc.
83 Maiden Lane
New York, NY 10038
212.780.2690
www.ahrcnycfoundation.org

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