

# A TRIBUTE TO OUR FRONTLINE WORKFORCE

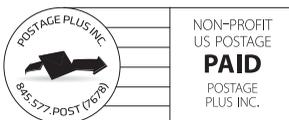


## WITHOUT WHOM WE COULD NOT DO ALL THAT WE DO

Long gone are the days of one size fits all institutional care. The needs of individuals with developmental disabilities are now met by an ever increasing array of service options and supports provided in the community. And the success of these efforts rests with the men and women who in their roles on the frontline directly support the people served by AHRC New York City in living their lives each and every day.



PASSION  
RESPECT  
INTEGRITY  
DIVERSITY  
EXCELLENCE



83 Maiden Lane  
New York, NY 10038

# OUR MISSION



A family governed organization committed to finding ways for people with intellectual and other developmental disabilities to build full lives as defined by each person and supported by dedicated families, staff and community partners.

## 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 people with intellectual and other 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 OFFICERS AND BOARD OF DIRECTORS 2016/2017

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## A MESSAGE FROM PRESIDENT

# ANGELO APONTE

As we enter our 68th Anniversary, our organization and our field faces great challenges. Despite the successes of the past year—the anticipated increase in salaries for direct support professionals that we fought long and hard for—the reality of New York State’s current budget for our field is very disturbing. We feel morally bound to forge ahead and do everything needed to sustain the quality of life the people we serve have attained. AHRC board, staff and members who have spent a good part of the past year in extensive advocacy efforts, will need to continue these efforts into the coming year.

For the moment, we have convinced our elected officials that our DSP’s, the backbone of our field, are deserving of a living wage. But our fight is far from over and we cannot go back to the days when individuals with developmental disabilities could not get services! We need to convince our Governor to Keep the Promise and take care of the thousands of people with intellectual and developmental disabilities (I/DD) waiting for their own homes and their aging families hoping to find peace of mind.

But in this Annual Report, we describe our achievements and shed light on the amazing services and programs we have developed to serve the people we are committed to support and their families!



## A MESSAGE FROM EXECUTIVE DIRECTOR

# GARY LIND

This, the 68th year of AHRC’s existence, takes its place among those of significant accomplishment. That is in spite of the fact that the past year has been one of great political turmoil and renewed political activism.

It has been a year in which grassroots political activism has exploded on a national level but closer to home led to an enormously successful #BFair2DirectCare campaign that resulted in a much-needed investment by New York State in our direct support staff, some of whom are highlighted in this report.

New York State’s budget stands as the foundational expression of its commitment to its most vulnerable citizens, and while we are buoyed by the funding for direct support staff, we are dismayed by the failure of this year’s budget once again to adequately recognize the critical needs of families on waiting lists for services, to adequately recognize multiple years of inflationary cost increases, or to cover the costs of a multitude of unfunded government mandates. Nevertheless, we as an organization are committed to doing the hard work to assure a brighter tomorrow for New Yorkers with developmental disabilities and their families.

This marks the fifth and last year that I will be here as your Executive Director. This has been the capstone experience of my career and I will be forever grateful for the opportunity to have spent these five years here. I have witnessed amazing transformations in the lives of many of the people we support. I have watched as the organization grew and matured to where it is truly well positioned to succeed in the many challenges and transformations that lie ahead.

# A FAMILY-GOVERNED ORGANIZATION

# A MENU OF SUPPORTS, PROGRAMS, AND SERVICES

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 other developmental disabilities a menu of supports, programs, and services tailored to meet their specific wishes and needs.

For toddlers and children, AHRC New York City offers: preschools; services for children with autism (HOPE preschools, elementary and middle/high schools) utilizing Applied Behavioral Analysis (ABA), TEAACH, as well as other methodologies; related services; psychological services; Head Start classes; inclusive programs; and educational advocacy to ensure that all school-age children with disabilities receive appropriate services.

For adults services include: opportunities with varying degrees of support where adults—from young adults to seniors—engage in activities that will enhance their skills of daily living, work for pay, volunteer in the community and engage in community exploration; supported employment in AHRC-run and competitive businesses; services for people with traumatic brain injuries; chemical dependency prevention/

treatment; domestic violence prevention; residential opportunities in a variety of settings; and residential services for medically frail individuals.

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





# A TRIBUTE TO OUR FRONTLINE WORKFORCE

Neighborhoods and communities are now the boundless service environment for New Yorkers with developmental disabilities. The staff who provide day-to-day support to these individuals have taken on a complex role.

- They do relationship building.
- They promote physical and emotional well-being.
- They engage in crisis intervention.
- They must be respectful, tenacious and exhibit integrity.
- They must exercise independent thinking and keen judgment.
- They are compassionate caregivers, teachers, advocates and friends.

Relied upon by families of individuals with developmental disabilities as being closest to their loved ones, the quality of services provided lie in the hands of this frontline workforce.

These men and women are the heart and soul of the work we do and they deserve to be recognized, applauded and receive fair compensation.



**SIXTY-EIGHT YEARS OF  
FINDING ABILITY IN DISABILITY**

# HIGHLIGHTS OF THE YEAR

AHRC New York City has continued operating its vast menu of services touching the lives of well over 15,000 annually: 1,600 people in different Employment & Business Services programs; providing residential opportunities to 597 people; delivering a wide array of clinical services, including MSC to over 6,000 people; operating preschools, an Elementary and Middle High School for close to 1,000 school-age children, many on the autism spectrum; offering a variety of recreation and camping opportunities to 1,820 children, adolescents and adults; supporting close to 800 people in a variety of in-home programs; serving 2,150 adults in a variety of pre-vocational, day habilitation and college services in the community; and, many others in smaller programs and service delivery options.



**SUPPORTED BY DEDICATED  
FAMILIES, STAFF AND  
COMMUNITY PARTNERS.**

## HIGHLIGHTS OF THE YEAR ENDING JUNE 30, 2016

- AHRC New York City received official accreditation from the Council on Quality and Leadership (CQL) in 2015 and underwent its 18-month review of ongoing progress towards person centered excellence consistent with our accreditation status. This accreditation recognizes that AHRC NYC stands out in its commitment to quality and person centered excellence, a commitment that has grown even stronger in the past two years.
- AHRC New York City self-advocates have greatly increased their efforts in promoting an agenda to better meet their needs throughout the organization. They have worked with AHRC staff on articulating their opinions; they are serving on Committees of the AHRC Board; have created their own Regional Councils; and, are advocating on their own behalf with New York State Legislators particularly on the bFair2DirectCare campaign this past year, to list a few initiatives.
- AHRC New York City, one of the five Metro-Arc partners of Partners Health Plan (PHP), the first managed-care company specializing in care for people with intellectual and other developmental disabilities, has continued working with PHP in the launch of the first Managed Long Term Care (MLTC) FIDA program for people dually eligible for Medicaid and Medicare, a “first” in the nation! AHRC has participated in marketing and educating people served about this new option and is a provider in PHP’s provider network.
- In the area of technology, AHRC New York City received two Balancing Incentive Program (BIP) awards in 2015, both of which began being implemented in 2016. The first award funded the development of a toolkit to assess and assist people in using technology that enhances their lives. AHRC has assimilated this work into its day to day programs with people supported. The second grant was awarded to develop a Long Term Services and Supports (LTSS) Electronic Health Record (EHR), or

combination of interoperable software products that together enable LTSS EHR functionality. Now called Project Cornerstone, AHRC selected Core Solutions’ Cx360 as our system. Upon completion it will serve as the repository for all relevant information—demographics, contacts, health, behavior, safety, daily living, clinical, employment—for all people with intellectual and developmental disabilities (I/DD) who are served by AHRC. Go live is expected in the Fall of 2017.

- This year brought: the opening of ArTech in the Bronx; the opening of several new day habilitation programs; the acquisition of several new contracts offering needed jobs to people with disabilities in the five boroughs; the development of a growing number of individualized services and supports under OPWDD’s new ways of doing business, Self-Direction and ISS; engagement in different creative works from music to crafts, painting, sculpture and photography by large numbers of people supported by AHRC; the addition of a host of community volunteers working with the people we support in the community; and the sharing of expertise and knowledge by AHRC’s incredible staff through presentations and publications across the country.

In spite of the budgetary cuts and regulatory challenges, such as rate rationalization, that are being thrust upon our field, AHRC New York City looks forward to offering people with developmental and intellectual disabilities, and their families, greater opportunities to lead self-directed fulfilling and productive lives in the community in the years to come.



# FINANCIALS

FOR THE YEAR ENDING JUNE 30, 2016

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

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 commitment to people with developmental disabilities.

**We have done so much—together we can do even more.**

### Contact our Membership Team

Email: [membership@ahrcnyc.org](mailto:membership@ahrcnyc.org) Tel: 212.780.2748

Web: [www.ahrcnyc.org/aboutus/membership.html](http://www.ahrcnyc.org/aboutus/membership.html)



**Total Support** \$ 280,537,812

### EXPENSES

#### Program Services

A. Education	\$ 32,613,092
B. Adult Day	67,632,654
C. Residential	71,871,333
D. Family and Clinical	9,010,923
E. Employment and Business	37,972,194
F. Camping and Recreation	3,963,070
G. In-Home	8,765,301
H. Family Support	6,734,376
I. Superior Direct Care Inc.	8,225,782
J. AHRC New Projects Inc.	1,479,077
K. AHRC Home Care	1,447,512
L. AHRC Guardianship Inc.	55,519

Total Program Services \$ 249,770,833

Support Services 28,706,598

**Total Expenses** \$ 278,477,431

**Total Support Less Expenses** 2,060,381

**Unrestricted Net Assets—beginning of year** \$ 35,729,113

**Unrestricted Net Assets—end of year** \$ 37,789,494

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