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2020 Annual Report



***"IF WE ARE TO ACHIEVE
A RICHER CULTURE,
WE MUST WEAVE ONE
IN WHICH EACH DIVERSE
HUMAN GIFT WILL FIND
A FITTING PLACE."***

MARGARET MEADE



901 East Main Street, Suite 508, Riverhead, New York 11901 (631) 727-6220 Fax: 727-6553

www.riseliveservices.org

Email: Info@riseliveservices.org

Executive Director's 2019 Report

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In March of 2020, the world including RISE Life Services was turned inside out. Yet we persevered and rose to the challenge, the commitment of a staff did not waiver during these incredibly trying times. All RISE staff went above and beyond, their duties. Their efforts made the difference in the ability to seamlessly care for the individuals we serve. The mission of RISE never wavered regardless of all the pandemic hurled at us. I thank each and every one of them for all their efforts in coming together and facing the types of obstacles that never existed before.

- A new lighting system has been installed at RISE'S main office which has resulted in a savings of approximately \$25,000 this year.
- We have installed (2) hi quality air purifiers. One is in the No Walls Area and the other is in reception.
- All our sites have been updated with laptops and computers to allow for Zoom Meetings.
- As reported throughout the year we have approached OPWDD for assistance on renovations of certain sites, that will allow us the improve productivity, increase revenue, and provide better care for the individuals we serve. We are also looking to market our "Wish List" to the community for potential in kind donations of labor and materials to help offset renovation costs.
- A marketing campaign which focuses on The East End has been implemented. Our goal is to capitalize on the influx of affluent seasonal NYC based residents that have moved out to the East End permanently. This new potential pipeline can aid in increased revenue for the Endowment Campaign, Fundraising Events, and the Elevation Club. A prominent article was featured in Dan's Paper week of October 28th, pg.56 on the Food Pantry.
- Our "Cinco de Mayo" Fiesta event is planned for May 5th at Giorgio's. The great news is Vicky Schneps, publisher of L.I. Press, Penny saver and Dan's Papers, and Todd Shapiro PR firm have agreed to be our first honorees. This should serve to attract some new sponsors and guests.
- We plan to build upon all our events. Cinco de Mayo, Golf, Foodstock and Atlantic City. We are also researching the addition of an exotic car show at Pindar Vineyards and smaller cultivation type events.
- Ongoing meetings with estate planning attorneys. We are currently working with (4) Estate Planning Attorneys who are committed to helping us secure their clients wishing to donate or make Rise a part of their will/estate plan. This has generated approximately \$50k in cash donations and several individuals including Rise in their Estate Planning. This has helped us form the B-Quest program in partnership with one of the Estate Planning attorneys. This initiative is marketed online, at events and social media. You will find this information on our web page.
- We created a video featuring Greg Blass on the importance of Planned Giving. This can be found on our web page. We also promote planned giving via E-mail blasts and social media. A number of our Board Members have joined this effort, Jim being the latest.
- Ongoing strategic meetings with a number of banks, appraisers, real estate attorneys and real estate brokers, seeking donations of property. This is how we received the donations of artwork over the past 3 years. I am also currently working on the potential donation of (2) properties.
- I have meet with (7) NYS Legislators advocating RISE and NYS planned budget cuts. They all pledged their support of our efforts. In addition, I have cultivated strong relationships with, Congressman Lee Zeldin and newly elected Congressman Andrew Gabarino. They have both agreed to helping support our efforts. Efforts to foster additional relationships with elected officials is ongoing.
- Every Saturday from 9:00am-12:00pm I have been invited to attend a breakfast networking group hosted by John Catsimatidis and Rev. Alex. Attending are a variety of high-net-worth individuals who all assist one another. I will have the opportunity to cultivate these relationships to benefit RISE.

- Our No Wall Program continues to generate a surplus that benefits RISE agency wide. The pandemic stifled major growth in 2020, but 2021 is on track to be the best year yet for this program. The program has reached the goal of 37 individuals (as of December 2020), and we are expanding this level to 45-50 individuals in 2021 with further increases in 2022. We plan to utilize the Sensory Garden Barn as additional classroom space. We will also use the greenhouse for farming and classes. This program has surpassed all expectations.
- New Outpatient Program: We are hoping to open an outpatient program in Summer of 2021. This will generate additional funds for our Agency. Kaitlin Fibkins and Tracey Andersen have taken the lead, with a team of our experienced staff, who are strategizing how we can maximize our revenue in this area. With the food pantry and "No Walls Program" there is a potential of providing these outpatient services to their families. I believe this can develop into a winner for us.
- We received a PP Loan for \$1.7 million. This loan was 100% forgiven. We have received a PPP loan for \$1.4 million in 2021. As part of the 2020 PPP Loan, we were able to give staff hazard pay for April to July. We also gave staff a 5% contribution to their 401k as part of the surplus from 2019. Our Workmen's Comp rate continues to go down. Our rate was reduced by approximately \$60K in late October 2020.
- FEMA Grant: In 2020 we expect to receive a \$330k+ grant to help fight the COVID related costs. We expect this grant to continue in 2021.
- Our Endowment continues to grow. As of 2020 we have approximately \$250k+ in cash received and about \$1.3 million in pledges, insurance, and earmarked funds.
- We are in possession of artwork (35) pieces that we are currently having appraised. Michael Kitakakis of Spirit of Huntington Art is assisting us in the process via his connections with Christie's and other art auctioneers. Will advise once receive further information on estimates.
- We have received (3) grants for the food pantry totaling \$25k. The food pantry is an area where we will seek additional funds. We are adding a pantry to the Hampton Mays area in May 2021.
- Vaccine: Our staff and individuals have begun to get the COVID Vaccine. 98% of our individuals are vaccinated.
- Darryl and the team are continuing RISE's Strategic Planning/SWOT Analysis in 2021. Focus remains retention, business development and areas for cost reductions.
- Social Media continues to be a positive generator of donations to our Agency. We raised over \$50k in donations. With the implementation of the Elevation Program will have an even greater flow of revenue in 2021. Our marketing campaign plan will be fully implemented in 2021.
- Public Relations: We are heavily focused on the rebrand. PR, media coverage and so much more....we have had articles in Dan's Papers, L.I. Press. LTV (sent video to each of you), KJOY FM. Cablevision, Newsday and WABC Radio. L.I. Press is featuring RISE on their front page with a 2-page story on us in June. We will also be doing a ½ hour TV show weekly on LTV....No cost to us. Todd Shapiro is getting the equipment donated so we can set up our own TV Studio.
- We are exploring the possibility of opening a childcare center social enterprise for our staff and community. There looks to be a huge pipeline of funds that will be available that we look to tap into. In addition, this will help retain staff, who will have access to the center. More to follow.



**"Let me tell you the
secret that has led
to my goal.
My strength lies
solely in my
tenacity."**

– Louis Pasteur

HUMAN RESOURCES 2020 REPORT

By Gina Mehalakes



Challenging is not a strong enough word to describe our efforts as we all worked tirelessly to ensure our quality of excellence was met at all costs. Learning to navigate policies, procedures, trainings and communicating remotely and as safety and security took a front seat to human contact, we persevered through one of the most difficult times in our nation's history.

We worked very hard to continually reach out to our staff in many ways through Zoom meetings, Microsoft Team meetings, conference calls and texting all of which became the extended hand we needed to support our Mission Statement, "Our core values of quality, dignity and respect serve as our guiding principles."

The Human Resources Team, along with the Training Department found creative recruiting strategies to interview, vet and offer qualified candidates positions to support those we serve. NYS safety trainings were completed through our management teams with emailed coursework. Some certification trainings were successfully completed in hotel conference rooms to offer social distancing and to ensure that all safety precautions were followed. Staff directed their own family members to drop off duffle bags of personal items on residential doorsteps without a doubt in their mind that this was the only choice to support individuals who had taken ill and needed to be quarantined. How brave and wonderful!



To show our appreciation and to encourage their commitment and support, our essential workforce received enhanced hourly rates during most of 2020. Bonuses, when funding was available, were awarded to staff who exhibited performance that went above and beyond the call and with little to no opportunity to take time off, RISE paid out all unused vacation days at the end of the year throughout the entire Agency.



With all the proper precautions and following State guidelines for safety, we returned back to work in July. Much of our communication continued to be virtual based, however we eased back into the human contact we all missed and yearned to return to.

The HR team defined new roles and added additional headcount to support high turnover percentages and hiring challenges that hit this industry very hard. We continue to work with our Programs to promote staff engagement, incentivize staff and improve staff retention. We continually highlight all the amazing work we all do, as we successfully manage a caring and compassionate profession. Our leadership is on the track to wake up legislation and collaborate with all Agencies to offer a more acceptable living wage and we look forward to those successes!

IRA PROGRAM

By Jeanette Permenter, MA, Edu., Operations Director

Although 2020 was a year of change for everyone, the IRA (Individualized Residential Alternative) program continued to flourish and embrace the change. We successfully and diligently continued to work on fulfilling our mission of supporting our residents in achieving a higher quality of life by emphasizing independence and choice.

During 2020, the onset of the COVID-19 pandemic directly affected many of the IRA programs. The trip that was scheduled to Camelback Mountain Resort and Indoor Water Park in Pennsylvania had to be rescheduled to May 2021 and the Annual IRA Summer BBQ was cancelled. Several of the programs had to quarantine for weeks at a time causing staff to have to stay at the program 24 hours a day to ensure oversight of the individuals. Although at times the pandemic seemed bigger than the programs could handle, the individuals and the staff took it in stride. Creative minds allowed for fun engaging activities to be maintained within the residences as well as continued family contact through Zoom and other digital platforms.

In addition to always striving for the highest quality of services, in 2020 the IRA programs welcomed a new Administrative Team. This new team comes with many years of experience and along with the current management members, have continued to work on increasing residential opportunities, increase individualized support for the residents, and further empower the staff to more effectively support the individuals we are privileged to serve.

As Operations Director, I would like to take this opportunity to thank all the staff members that are a part of the IRA program success: Direct Support Professionals, Managers, Program Coordinator, Assistant Director, Maintenance Department, Nursing, and Administrative Support staff. Your caring, dedication, and commitment is greatly appreciated.

The IRA programs truly embodied the quote from Henry Ford "Coming together is a beginning; keeping together is progress; working together is success." Let's make 2021 an even more successful year!!

THE MAIN STREET CONNECTION DAY PROGRAM WITHOUT WALLS

The Main Street Connection — PPW started the year with a 2 year anniversary celebration for the 35 individuals enrolled in the program.

The individuals were busy with community activities. Trips to the YMCA to work out and swim, bowling, shopping, attending a weekly book club at a local library and workshops at The Watermill Center for Creative Arts. Some days fun activities at the center and work on academics to enhance skills.

There came some challenges with COVID-19 and the closure of the day program. Most of the day program staff were deployed to the residential sites to provide additional support during quarantine. The Director and Coordinator set in place a plan to provide services to the individuals. Using a great deal of imagination, we began offering virtual day program 5 days a week via Zoom. Day Program participants joined on line 2 sessions each day to socialize, laugh, exercise together and work on their goals it also provided revenue to fund the program until it reopened in July 2020.

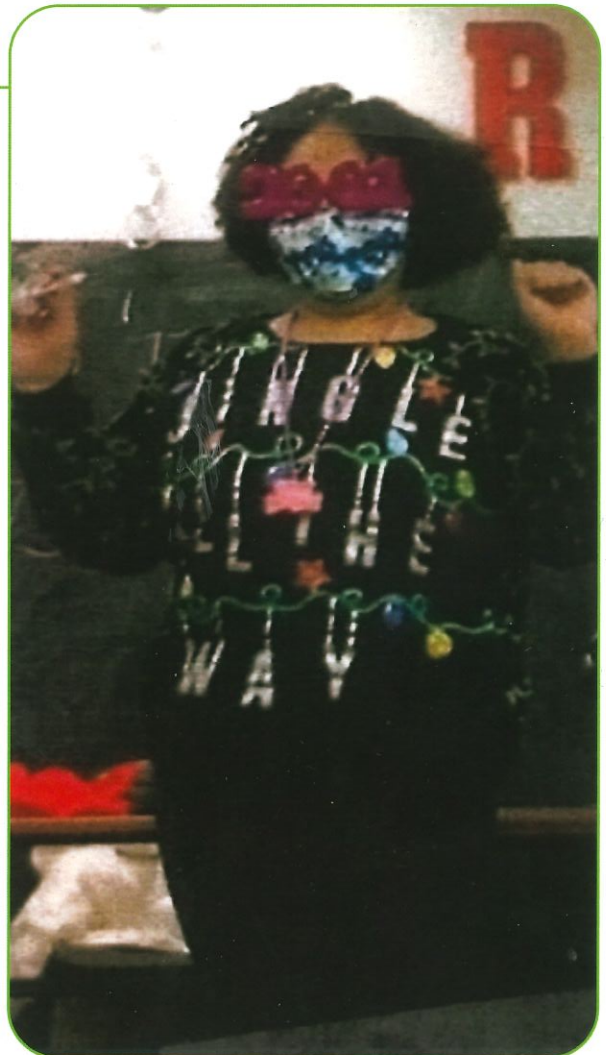
Individuals slowly returned to program during August. With COVID-19 safety protocols in place, individuals were able to interact in person again.

We were able to utilize the Sensory Garden for outside fun activities. Keeping safety in mind we were able to find some community outings to join.

To accommodate the growth of the program, the barn at the Sensory Garden was renovated and winterized.

The day program is again planning expansion with an addition to the extension to the barn so we can move full-time to the beautiful Sensory Garden.

This is how we are entering 2021.



ICF/MIDDLE ISLAND IRA 2020 REPORT

By Shavetta Crawford, Operations Director

OVERALL ACHIEVEMENTS

- In April of 2020, The ICF Operations Director was given the nursing department to oversee in conjunction with the ICF's and the Middle Island IRA.
- Cheryl Mills was promoted to the Assistant Director Position and Andrea Protosow, a previous employee of Rise, returned to be the coordinator.
- The ICF program was restructured to have an Assistant Director and (1) Coordinator. This was purposed to save the agency approximately \$50,000.

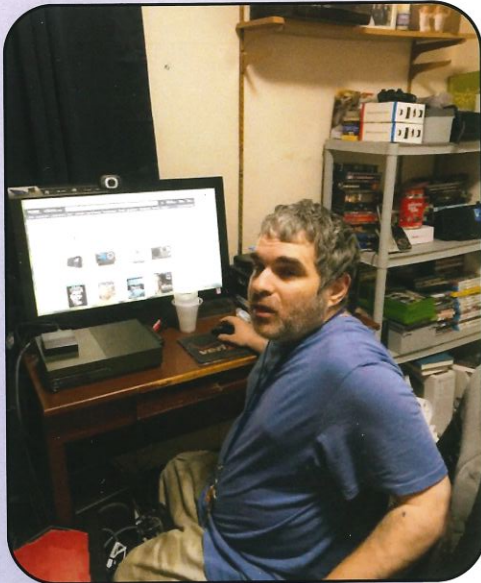
SITE SPECIFIC

Site 1 - Northville added a new addition, Hunter D., to the Northville family. Hunter is a young man who was aging out of his residential/school placement. OPWDD asked if we could assist and provide a home for him. I am happy to report that Paul Henry and Noel are still part of Northville's management team. We have added a Senior DSP position to the roster to assist with evening supervision and active treatment. The house has had extensive renovations, including having new flooring installed on the lower level, a removal of a portion of the wall in the kitchen to provide more of an open concept and improve the line of site from the living room and the kitchen. New flooring was installed in the kitchen, dining room, and living room. A proposal was submitted to have the roof replaced. The roof was replaced in early 2021. Northville survived 2 quarantines for COVID. The dedicated team members sheltered in- place for 2-week spans to ensure that Northville had adequate coverage and did not fall under minimum.

Site 3 - Calverton ICF welcomes Carl Latortue, Manager. We had a group of team members who sheltered in place for 2- week spans to ensure that the house did not go below the staffing ratios.

Site 5 - I am happy to report that Debra Gholson, Manager, Hillary Moore, Assistant Manager, and Brittiany Bond, Senior DSP team pulled together, especially during the pandemic. These team members also sheltered in- place for 2-week spans to ensure that the house did not fall under minimum during COVID-19.

Site 7 - Cutchogue ICF - Cutchogue welcomes Ildiko Czigany, Residential Manager. Stacey Crocker, Assistant Supervisor, has been with Rise for 20 years. The Cutchogue team members had a trying year. This team stuck together. Cutchogue had to close their house down for almost 2 months due to COVID-19. The staff were amazing, and several team members sheltered in place for several 2-week spans to make sure that the house did not fall under the minimum staffing and to prevent the spread of COVID-19.



Site23 - Ridge ICF - has had medical challenges. Three of the individuals have been hospitalized and (1) even vented, due to various illness. The house has so many medical appointments due to the medical follow up that is needed. The house required more staffing and nursing supervision. Ridge is now at full capacity, (10). Paula, Residential manager, has been with the agency for over 23 years. She is dedicated!

Site 32 - Middle Island IRA - Miriam Cuadra, the Residential Manager. Middle Island was hit by COVID-19. The team members sheltered in-place for 2-week spans. All team members chipped in to ensure that the individuals were safe, even when the individuals were all diagnosed with COVID. The manager was stricken, as well. This team was so dedicated and acted so responsively in the absence of their manager.



ALL PROGRAMS

I am so impressed with the care and consideration that our team members have shown this past year during the pandemic. Our residents have been on Quarantine for over a year. The team members must ensure that the house is cleaned/ disinfected several times a day, take the individuals temperatures several times a day, oversee hand washing several times a day, screen everyone who visits the house, provide day programming services because day programs have been closed, assist the individual's appointments, and so many other mandated practices that had to be instituted during the pandemic. The individuals were not able to see their families and go on home visits. I am grateful that even though most of the residents were diagnosed with COVID-19, there were no fatalities.

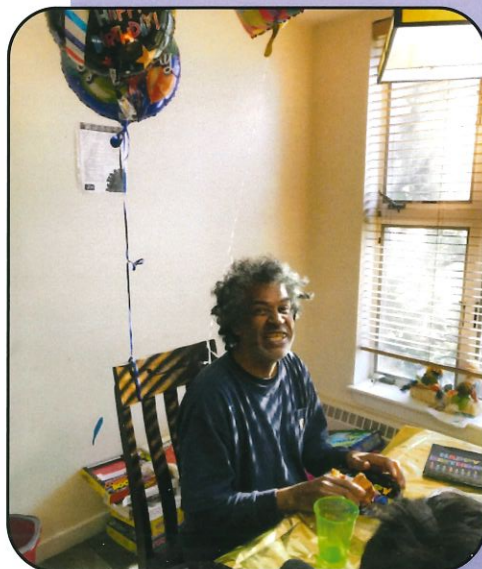


NURSING

It has been difficult to fill nursing slots. We have been down (2) RN positions. There has been an increase in the nursing salaries, with the hopes to be more competitive.

COLLABORATIONS

ICF and IRA Team work closely. We have been meeting fill our vacancies from within and then screening potential residents together. We have been working diligently to make our programs cohesive and mainstream our practices. We have been meeting fill our vacancies from within and then participating in screening potential residents together. We have been working diligently to make our programs cohesive and mainstream our practices.



ANNUAL QUALITY IMPROVEMENT / COMPLIANCE REPORT

By Megan Kolsch, QI Director / Corporate Compliance Officer

QI & Compliance have been responsible for all reporting of COVID events, as well as notifying the Local Health Department, Justice Center and OPWDD/MH with positive COVID results for both employees and individuals receiving our services. The level of scrutiny has been extremely involved and time consuming. RISE has also received COVID external audits, and we have succeeded with minimal findings. All COVID positive event for OPWDD require a 625 investigation and have been submitted and approved to date.

The QI Department completed the following internal support visit (regulatory) QI is working with Program Administration on ensuring all areas are systemically corrected. Program Administration is responsible for submitting a plan of corrective action to QI to ensure systemic correction. All areas identified have been rectified. QI team does validate supporting documents to reduce repeat deficiencies.

- Horseshoe IRA
- Jamesport ICF
- Lakeview IRA
- Middle Island IRA
- Northville ICF
- Osborne MH
- Patti Lane IRA
- Ridge ICF
- Sutton IRA
- Riverleigh MH Supported Housing
- Roanoke- MH Supported Housing
- Tuthill IRA\
- Randal IRA
- Northville ICF
- Jamesport ICF

- QI has developed a more objective audit tool for MH Supervised and MH Apartment Treatment Program and a separate audit tool checklist for Supportive Housing. The new MH audit tool for supervised/certified residence will be piloted with QI and Operations Director this coming month.
- Focused audit on Level of Care documentation was completed in ICF's – several concerns identified by QI and rectified by the team.
- Informed Consent Committee Procedure was developed this month to streamline the process better.
- QI Director developed Construction Safety Plan for Life Safety Code certified programs (ICFs and Middle Island IRA)

➤ QI/Compliance has completed (3) billing related investigations all areas identified are being rectified to ensure compliance, especially with regards to Level of Care documentation- all billing will be electronic as of June 1-2021, this will improve billing compliance overall.

➤ QI has developed a new satisfaction survey for both OPWDD, MH and PWV to compile results by those we support. (goal of completion is end of July)

OPWDD/OFPC conducted the following external re-certification visits in the past year:

➤ June of 2020 COVID audits began in the OPWDD residences. All areas identified were immediately rectified. COVID standards have now been integrated into routine regulatory audits.

➤ Both MH and OPWDD require survey's to be completed on vaccination updates weekly.

➤ Ridge ICF areas in nursing were identified as well as in investigations. All area identified have been systemically corrected and CAP submitted to OPWDD and approved.

➤ Jamesport ICF area identified include ensuring a thorough investigation, staff training with diets, and the staff training with regards to asking the screening COVID questionnaire. All areas were systemically corrected.

➤ Northville ICF- areas identified include behavioral services and environmental concerns during roof installation. * A 60-day letter was issued on 5/4/2021. In the areas of Condition of participation for governing body, client behaviors, Facility Practices and Physical Environment. The QI Director, the ICF Assistant Director, the Director of Behavioral Supports, Maintenance Director and ICF Operations Director worked collaboratively on the corrective action plan. This was sent on.

➤ All external Corrective Action Plans submitted to OPWDD is being validated by the QI department to ensure systemic correction.

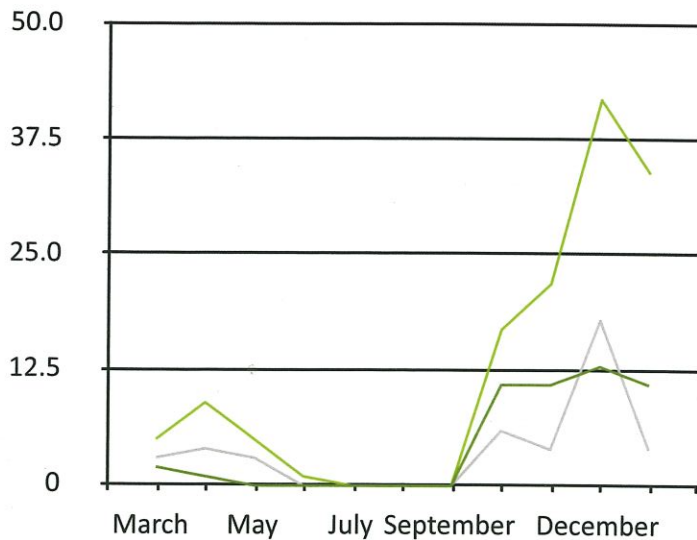
➤ Randal Road IRA received a re-certification visit from OPWDD and one area was identified – the need to increase staffing.

➤ The Justice Center completed an audit of CAP submitted all areas requested were sent to JC for final CAP validation.

➤ QI/Compliance conducted a billing review for level of cares and all areas identified were corrected.

Category/Classification	Number of Incidents	Percentage
Minor Notable Occurrence		
Injury	2	100%
Theft/Financial Exploitation	0	0%
Totals:	2	100%
Occurrence (On or after 06/30/2013)		
Injury	0	0%
Medication Error	0	0%
Other	0	0%
Theft/Financial Exploitation	0	0%
Totals:	0	0%
Reportable Abuse and Neglect		
Deliberate inappropriate use of restraints	0	0%
Neglect	1	50%
Obstruction of reports of reportable incidents	0	0%
Physical Abuse	1	50%
Psychological Abuse	0	0%
Sexual Abuse	0	0%
Unlawful use or administration of a controlled substance	0	0%
Use of aversive conditioning	0	0%
Totals:	2	100%
Reportable Significant		
Choking, with known risk	0	0%
Choking, with no known risk	1	10%
Conduct between individuals receiving services	1	10%
Inappropriate use of restraints	0	0%
Injury, with hospital admission	0	0%
Medication Error with adverse effect	0	0%
Missing Person	0	0%
Mistreatment	6	60%
Other Significant Incident	1	10%
Other mistreatment	0	0%
Seclusion	0	0%
Self-abusive behavior with injury	0	0%
Theft/Financial Exploitation	1	10%
Unauthorized Absence	0	0%
Unauthorized use of time-out	0	0%
Totals:	10	100%
Serious Notable Occurrence		
Choking, with no known risk	0	0%
Death	1	50%
ICF Violation	0	0%
Injury	0	0%
Sensitive Situation	1	50%
Theft/Financial Exploitation	0	0%
Unauthorized Absence	0	0%
Totals:	2	100%

Grand Total : 16



OPWDD- COVID Positive, Significant Incidents and Allegations of Abuse/Neglect since January /2021

Name of Program	Classification	Status
Calverton ICF	COVID positive Staff	Closed
Randal Road IRA	COVID positive Staff	Closed
Tuthill's IRA	COVID positive Staff	Closed
Kings Street Supportive IRA	Minor Notable Incident	Closed
Middle Island IRA	Mistreatment	Closed /unfounded
Ridge ICF	Mistreatment	Closed/Founded
Sutton IRA	COVID positive staff	Closed
Jamesport ICF	Mistreatment	Closed unfounded
Middle Island IRA	COVID positive staff	Closed
Lakeview IRA	COVID positive staff	Closed
Tuthill IRA	Significant Incident Other	Unfounded
Northville ICF	COVID positive staff	Closed
Calverton ICF	COVID positive staff	Closed
Ridge ICF	Allegation of Neglect	Closed/Substantiated.
Randal Road IRA	Reportable Significant Incident Theft/Financial Exploitation	Founded/Closed
Calverton ICF	Conduct Btw. Individuals served	Founded/Closed
Evergreen IRA	Allegation of Physical Abuse	Open/Unsubstantiated.
Calverton ICF	Mistreatment	Open/Under investigation
Cutchogue ICF	Choking with no known Risk	Closed/Founded
Calverton ICF	Mistreatment	Open/Under investigation
Evergreen IRA	Death	Open

OMH- COVID Positive, Significant Incidents and Allegations of Neglect since January 2021

Name of Program	Classification	Status
North Roanoke CR	Wrongful Conduct	Closed unfounded.
Hampton Bays CR	Wrongful Conduct	Closed/Unfounded
Aquebogue CR	Allegation of Abuse/Neglect	Closed/ Unsubstantiated
North Roanoke CR	Death	Death
North Roanoke CR	Death	Death
Wainscot CR	Significant Incident- Sexual Assault/ Excessive Police Calls	Closed/Unfounded
Wainscott CR	Wrongful Conduct	Closed/Unfounded
Hampton Bays CR	Significant Incident – Sexual Assault	Open/Unfounded

Covid-19 Updates:

Vaccinations have been the present focus for individuals served and valued essential staff. Both MH and OPWDD have requested data for vaccinations for both individuals and staff, this is done electronically through a secure data base on a weekly basis.

Measures we utilized with suspected/confirmed Covid-19 residents included staggering shower/bathroom usage if a second facility was not available as a designated Covid-19 space, delivering meals within one's bedroom, and isolating them from other individuals they were in proximity with, such as their roommate.

- Residence (+)
- Staff (+)
- Total count (recovering/New cases):

QUALITY IMPROVEMENT REPORT, CONTINUED

Over the past 13 months we have only had 37 confirmed Covid-19 tests among our residences, which is 21% of the individuals we serve as an organization. Furthermore, as we hit another spike in December, we have tested any/all individuals in close contact with a positive staff member and continue to monitor the situation very closely. As a result, of recent exposures within our administrative office and our Program Without Walls, RISE took the precautions to close the administrative office and PWW to prevent further exposure and to conduct cleaning and sterilization measures.

Based off these statistics 19 of our 32 facilities have encountered an exposure/potential exposure to Covid-19, which is 53.12% of our facilities (approximately 120 individuals or 71.08% of the 166 individuals we assist). As a result, of our efforts as a company approximately 2/3 of our individuals did not contract Covid-19 as a consequence of our safety measures.

Going Forward:

We have also updated our recent Covid-19 internal policy and procedures multiple times to reflect changes within the state/internal regulations to better assist the community that we serve. Most recent update to include vaccinations-as of April 2021.

The QI Department continues to facilitate and chair the incident review committee (IRC) monthly, through Microsoft TEAMS. The OMH allegations of abuse/neglect and other significant incidents are significantly down. More Live meetings are occurring now as COVID % have decrease.

Accomplishments:

The QI team continues to chair the monthly Human Rights Committee meetings to ensure the individual(s) behavior support plans and psychotropic medication regimes are not in violation to the individuals rights. This has been completed via Microsoft TEAMS.

The QI Director and team continue to teach abuse prevention minimally 4-5 times per month and as needed. The QI department also teaches on HIPAA and Corporate Compliance.

The QI Director conducted a 2nd training on Human Rights Training for Nursing and IRA and ICF management trainings.

The QI team also participates in the OMH quarterly trend meetings and the IRA quarterly trend meetings. In April this month meeting was held, and QI attended to review and provide input to non-reportable events which are analyzed and discuss how to minimize and prevent repeat trends when possible.

The QI Department works closely with the Program Coordinator, Managers and Directors on ensuring incidents are closed as required.

The QI Department continues to attend and help facilitate all external audits for re-certification and ensure corrective action plans are submitted to OMH/OPWDD/DOH/OFPC timely as required.

"It always seems impossible until it's done."

– Nelson Mandela

The QI department attends external QI task force meetings monthly and the quarterly compliance meetings with other provider agencies. This past month, QI attended the Spring DQI provider training and disseminated the power point to ensure awareness of hot topics for OPWDD Surveys.

The QI Director/CCO shared the Interim Billing Guidance for ICF with appropriate parties as required.

The QI Director revised financial Personal Allowance Policy for OPWDD both IRA and ICF managers were all trained by their respective program administrators. QI verified that all managers were trained.

The QI Director develop a new safety construction plan procedure for our LSC certified programs to ensure compliance. Both IRA and MH will be implementing this as a best practice.

The Justice Center conducted a Corrective Action Plan (CAP) Audit for an allegation of abuse/neglect from June of 2019 was completed and some areas were insufficient therefore they will be corrected and maintained in the POCA binder.

The QI Director continues to chair the Human Rights Committee and Incident Review Committee meetings via Microsoft TEAMS.

The QI Director/Corporate Compliance Officer also investigates all concerns relating to HIPAA compliance, billing compliance and overall regulatory compliance. (any corporate compliance issues are tracked and available upon request)- a recent call was placed.

The QI Director recently developed monthly billing compliance verification forms to attest that all billing reports are meeting the OMIG requirements. The Program Manager and Program Coordinator/Director are required to complete and submit monthly.

The QI Director is piloting a new updated audit tool for Licensed MH residences, and IRA/ICF OPWDD residences. This audit tool will help with increasing the objectivity of an internal audit and be more data driven. Overall, the QI department works in full collaboration with all program directors and clinical directors to ensure regulatory compliance and effect systems for operations.

The QI/Compliance Department has developed a satisfaction survey for individuals served as well as families/advocates.

COVID 19 Update: The QI Department has been instrumental in assuring all local, state, and federal guidelines are disseminated to our essential staff, managers, coordinator, and directors. The Local Heath Department, OPWDD and the Justice Center all must be notified of COVID positive cases for both the individuals we support and our staff. All LHD directives must be followed. (see confidential tracking)

MENTAL HEALTH DEPARTMENT - 2020 RECAP

By Cherita Brown, Mental Health Operations Director



Year 2020 proved to be a time of uncertainties, isolation, and fear related to the global COVID-19 pandemic. Throughout the year, Mental health program staff bore all risks, evolved with the multitude of policy changes, and placed the needs of the Individuals before their own selves and families. Essential workers allowed us to push forward with our mission of providing high quality services, connectivity to mental health/substance abuse/intensive treatment and adjusted to a virtual way of doing business while RISE worked diligently to have PPE available, forward-thinking sanitation equipment, and systemic implementation to ensure direct oversight of Operations. The Individuals were subjected to periods of quarantine, and separation from those who meant the most to them whereas pre-pandemic, we promoted community integration, inclusion, and bonding. This switch developed newly identified behaviors, exacerbation of mental health diagnoses and comorbidity. RISE's mental health department will carry on with our goals to promote independence, wellness, and assist all Individuals in their journey to recovery.

Highlights from 2020

SAFETY PRECAUTIONS:

- Hourly handwashing/sanitation implemented; Laundry sanitizer applied to all clothing to sanitize while washing each week; Mandatory CDC & DOH flyers were posted around the site.
- Full PPE provided and worn daily by staff/visitors. If any Individual displayed symptoms of COVID-19, they were encouraged to self-quarantine, take temperatures daily, and wear PPE while in the common areas. RISE Administration made sure supplies were available and disseminated on a weekly basis. When visitors were restricted (OMH Guidance), all applicable signs were posted at every doorway to alert them.
- RISE's vendor was deployed to sanitize the homes with Microban each time there was a potential exposure, or confirmed positive case of COVID-19
- Health screening forms and temperature checks (contactless) required upon entry to any MH Program. If a temperature was above 100 degrees, then the staff was immediately sent home/for testing.
- SPA candidates were required to produce a negative COVID test, and self-quarantine onsite for 14 days to reduce exposure. Throughout the year, the MH department avoided any delays in provided safe housing placement.
- Weekly monitoring of the "micro-cluster" areas to ensure Individuals/staff received up-to-date information on high-exposure areas within the community.
- The Supportive Housing Program Advisor implemented all above noted safety precautions, disseminated memorandums, and continued to meet regulatory standards with face to face visits, as often as deemed necessary.

RECREATION/ADVOCACY/SUPPORT:

- Developed a transportation list which allowed the Individuals to sign up for community outings while respecting the Executive order to social distance while in close contact.
- Cabin Fun – not Fever: Staff visited the programs with board games, arts/crafts and playing cards for a week of "Cabin fun, not fever." This helped lifted the spirits of the Individuals and staff alike.



- Virtual game nights
- Intimate Relationship group-offered monthly; paid by RISE. This group allowed for a safe space for Individuals to share sexual trauma, and educate themselves on healthy relationships, boundaries, and decision-making.

Support Roles

BEHAVIORAL INTERVENTION SPECIALIST:

Visits every Community residence on a weekly basis. The BIS shadows staff to offer hands-on training, enforce a person-centered approach, and educates members on how to identify new behaviors while successfully addressing ongoing behaviors by way of active programming, reinforcements, and formal behavior plans. In some cases where the Individuals' behavior has become dangerous, we successfully implemented restrictions with the consent of all, backing from Administration with considering to Human rights. Furthermore, the behavioral specialist teaches de-escalation and proactive measures monthly. All team members have this as a required course on their transcript. Lastly, BIS is available 24/7 for triage/support.

BENEFIT SPECIALIST:

Successfully manages all benefits for the MH/IRA/ICF programs- supervised by the MH Operations Directors. The Benefit specialist has reduced loss of revenue, related to rental arrears, in the MH program by \$6,752, IRA by \$6,695 comparing 2019- 2020-year end. Additionally, she has worked to increase SNAP income from NYS- yielding an increase of \$8,000 from the prior year.

MEDICATION SPECIALIST:

Medication Supervision Training updated numerous times throughout the year to safeguard regulatory standards, and RISE's best practices. The Medication specialist implement 1:1 onboarding, shadowing, and direct oversight of staff's certification/de-certifications. An abbreviated curriculum was established to target documentation vs. supervision failures. The Medication Specialist visits each Community residence and Apartment program on a bi-monthly basis, provides a written report of findings, triages matter with team members and is solution-driven. The Medication specialist provides education and training on a weekly basis for one-month after all medication changes. Her efforts have reduced medication errors, streamlined process, and offered an added layer of support to everyone.

Home Improvements

RISE's mental health department strives to promote a home-like environment. A range of improvements occurred throughout the year such as: bathroom remodeling, fresh painting, new furniture/appliances, stabilization of foundation, roof repairs, driveway updates, installation of new kitchen(s), lifetime plank floors, and outside awnings to protect the Individuals from inclement weather while smoking safely (50 ft. from home). These projects will continue in year 2021- which a focus on the Individuals bedrooms.

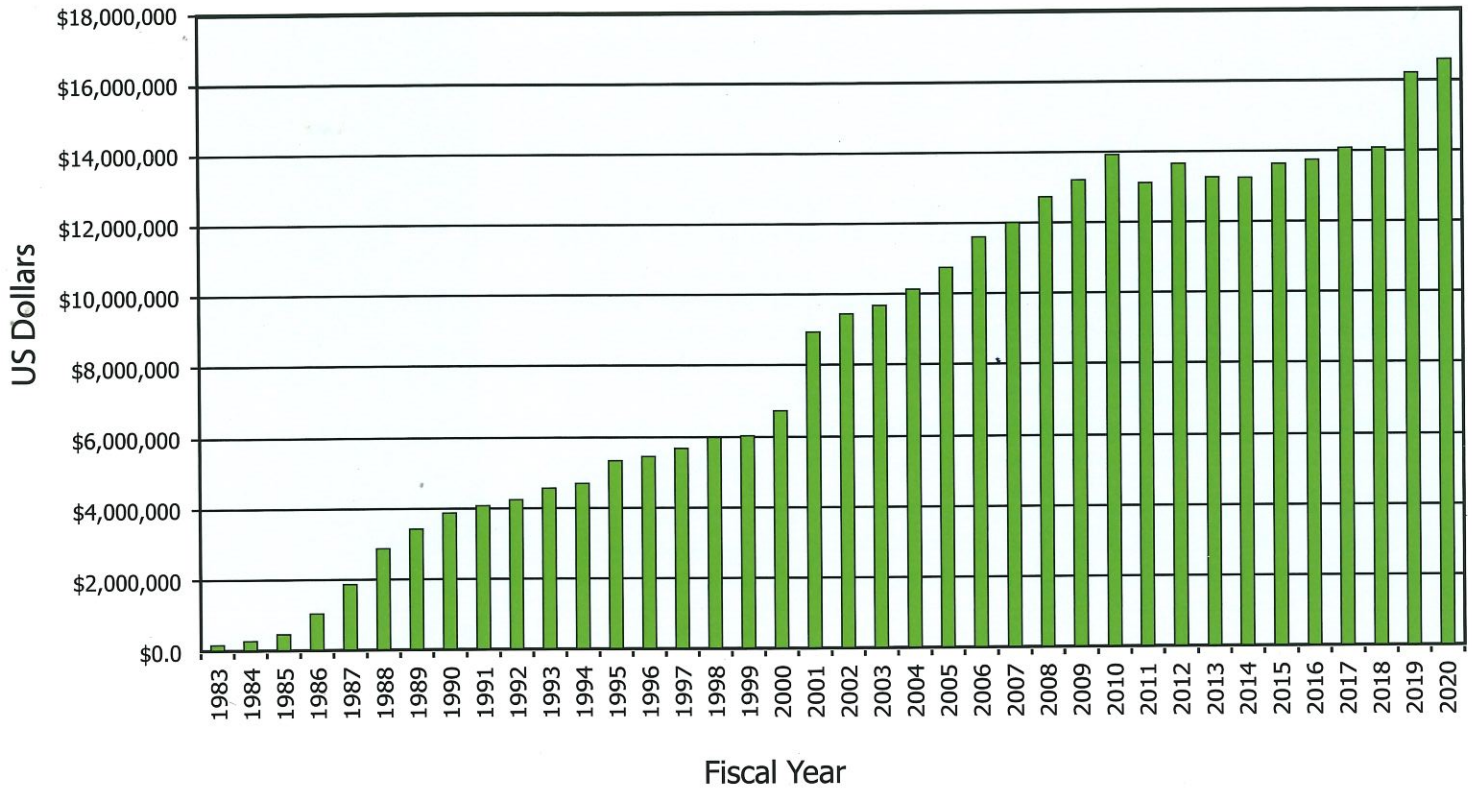
Future Direction

RISE endorses a culture of diversity while striving to retain effective, goal-oriented employees. With a vulnerable workforce, staffing deficits continue to exist. However, through public relations, internal referral systems, teamwork and publicizing of RISE's positive mission, we will continue to provide services to Individuals with severe Mental illness.

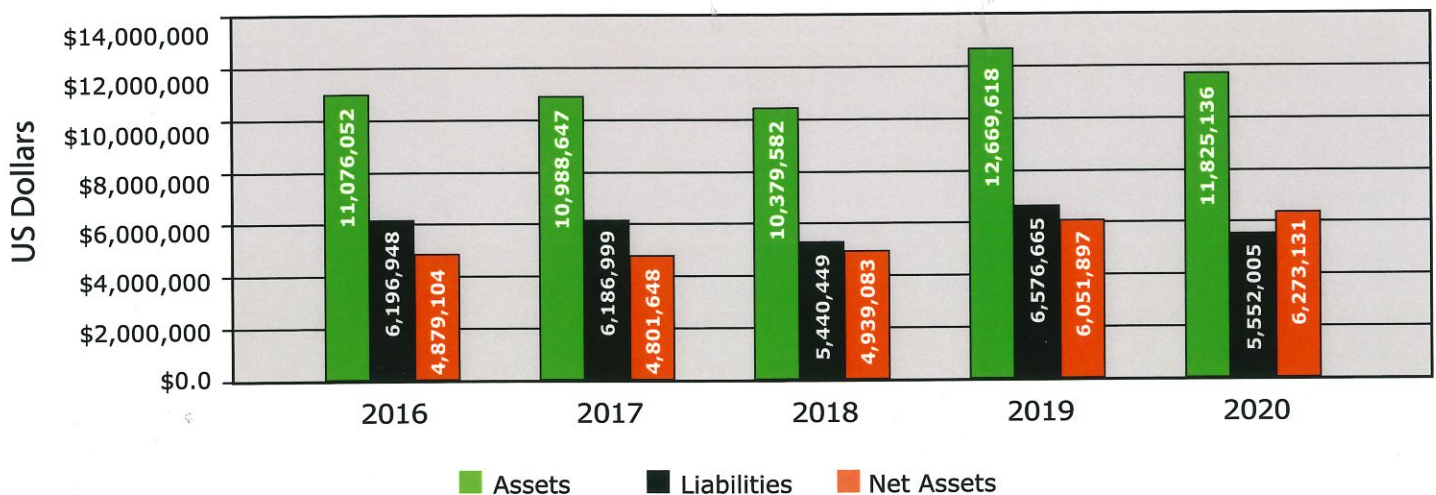


FINANCIALS

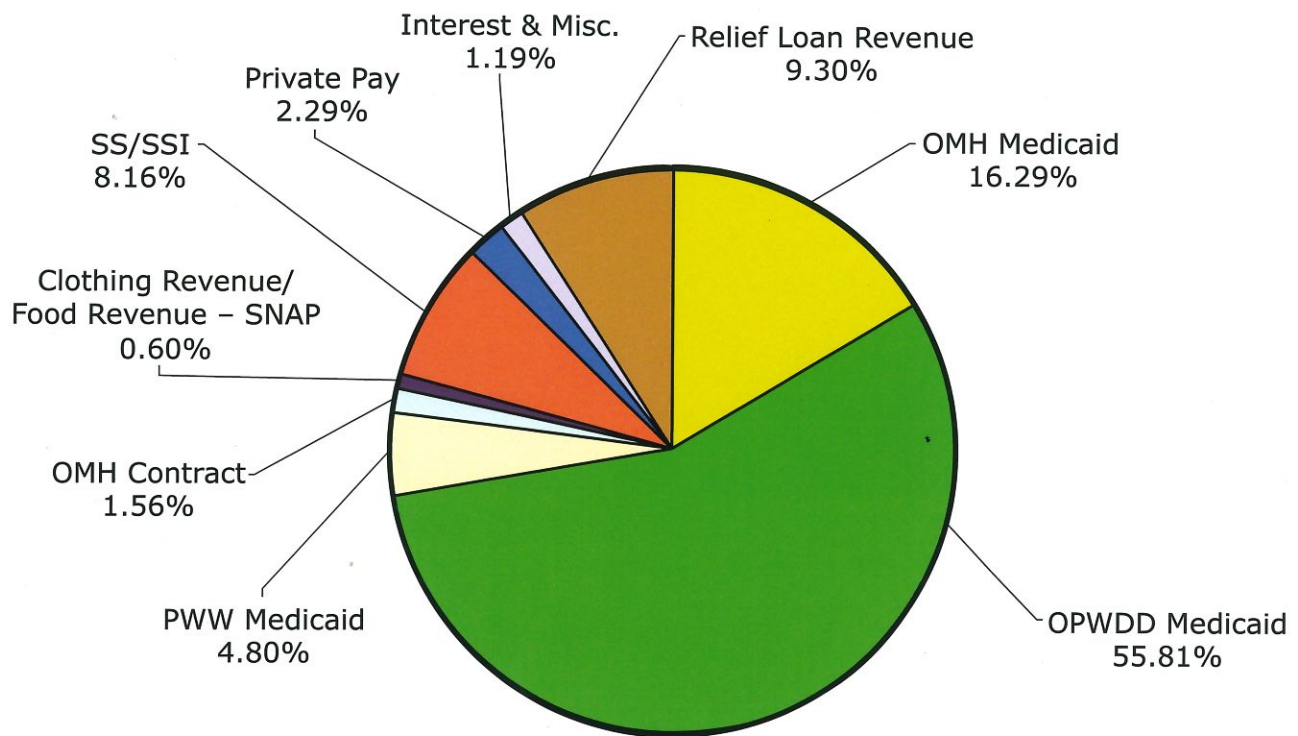
A.D.D., Inc. Annual Revenue



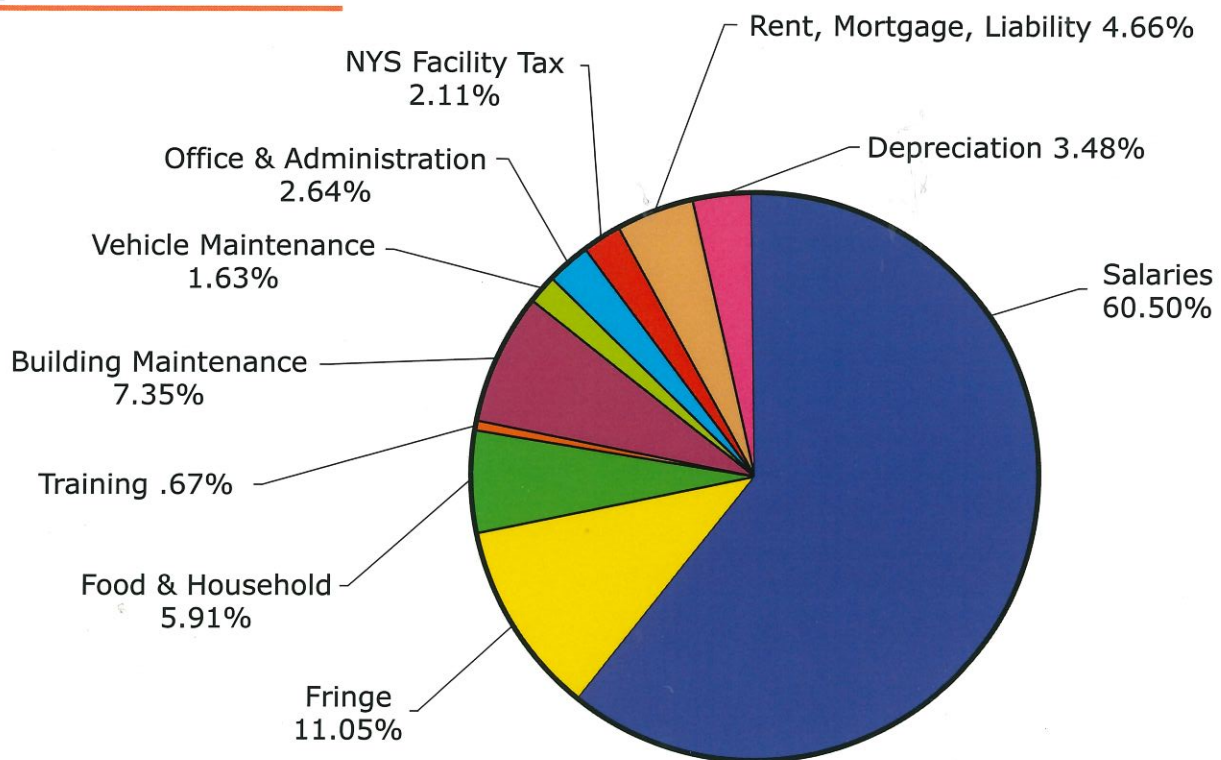
Balance Sheet



Revenue Distribution By Funding Source



Expense Distribution





Main Office Location



Sensory Gardens

DD/ICF Program

- 1 - Northville
- 3 - Calverton
- 5 - Jamesport
- 7 - Cutchogue
- 23 - Sally Lane

MH Program

- 2 - West Tiana Road
- 4 - Roanoke Ave
- 6 - Aquebogue
- 8 - Hampton Bays
- 9 - Roanoke Apt.
- 10 - Main Road, Aquebogue
- 11 - Riverleigh
- 12 - Washington
- 13 - Wainscott
- 16 - Ostrander
- 17 - Nadel
- 25 - Kyle Road
- 26 - King Street
- 27 - Lincoln
- 28 - Osborne
- 29 - Roanoke Apt.

DD/IRA

- 14 - Horseshoe Drive
- 15 - Cross River
- 18 - Tuthills Lane
- 19 - Lakeview
- 20 - Evergreen
- 21 - Randall Road
- 22 - Patti Lane
- 24 - Sutton Place
- 30 - Kings Drive
- 31 - Carmen View
- 32 - Middle Island

**I think that
when the dust settles,
we will realize
how little we need,
how very much
we actually have, and
the true value
of human connection.**



**901 East Main Street, Suite 508
Riverhead, New York 11901
Phone: (631) 727-6220 Fax: (631) 727-6553
Visit our Website: www.RiseLifeServices.org**