



A letter from our President and CEO

Exciting changes happening at RCS in 2019



What a busy year 2019 has been. So many things have changed for the better, and we are looking forward to many more to come. At the beginning of the year, we were faced with the need to restructure the agency and ensure that the new management structure will be able to carry Richmond forward into the future and also to allow us to go into the managed care system as a well-prepared and robust agency. Developmental disabilities field is moving from fee for service payment to a managed care system. This change will be the most significant change that the OPWDD system has ever faced, and it will affect the way

agencies do business. We expect this change to take place in the next two years. The move has already started with the formation of Care Coordination organizations in July of 2018. Medicaid Service Coordination as we knew it was replaced with Care Coordination to provide for conflict-free care coordination, as required by the federal government.

Richmond's new organizational structure will be able to prepare the agency for this new system. I am happy to share with you all the changes that we made. There are four new positions that we introduced this year.

Vice President of Operations (Edward "Eddie" Sofia) is the new position that oversees running of all residential and day program services. This position provides supports and oversight to directors, managers, supervisors, and DSPs in all group homes, 919 building and day programs. VP of Operations is in charge of the smooth running of day to day services to our residents and day program participants.

Vice President of Clinical Services (Anthony Pavlacka) is another new position that oversees all professional services for Richmond. This position is in charge of providing supervision and supports to community nurses, physical, occupational and speech therapy departments, behavioral and person-centered (QIDP) services, admissions department as well as medical providers.

Chief Strategic Officer (Penny Lynn Pagliaro) this is another new position that will be in charge of developing new programs (OPWDD and others) and will also be the lead person in transition to the managed care system.

Director of Facilities (Dave Powell) this position is tasked to oversee housekeeping, laundry, maintenance, transportation departments as well as the environmental modification program. This position ensures that all our facilities and vehicles are safe and good looking.

In addition to new positions, I am also happy to announce the new **Director of Quality Enhancement Department**, Frances Laden. You can read more about Fran, Penny, Dave, Anthony and Eddie on page two.

I am confident that these new positions and new staff will allow Richmond to move forward, grow, develop new programs and prepare for managed care, so that Richmond can thrive and continue to provide quality lives for people with developmental disabilities.

Paca

Telemedicine Comes to Richmond

We are happy to be included in a Telemedicine grant from New York State. This five-year grant will provide funding for telemedicine equipment and provider services to all our group homes and 919 building. We will be working with Station MD, a group of ER doctors, who will triage all medical calls and decide if a person should go to the emergency room. They will also be able to write prescriptions and arrange for a follow up with a person's primary medical provider.

Telemedicine will help us decrease the number of unnecessary ER visits while providing excellent medical care to all residents. This is another way that Richmond prepares for managed care and the change that it will bring. In managed care, there are several indicators of quality of care that an agency provides. One of those indicators is the number of ER visits and specifically the number of unnecessary ER visits (ones that don't result in hospitalization).

A huge THANK YOU goes to Duane Schilke, our Board member, for including Richmond in this project.

*We're Proud to Achieve
Quality Assurances Accreditation*



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Staff News

David Powell

Director of Facilities Management

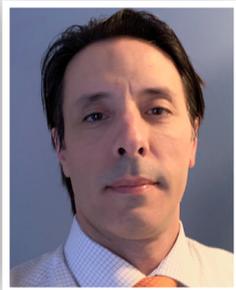


My name is Dave Powell, Director of Facilities Management and a new member of the executive team since January 2019. Prior to this promotion, I held the following positions here at RCS; Resident Manager, Facilities

Manager and Assistant Director of Operations. My tenure in all these positions has been fantastic. I have learned a lot in each position and have worked and continue to work extremely hard to provide the best quality services to the individuals we support at RCS. As Director of Facilities Management, I have also been given the opportunity to manage RCS EMOD program (Environmental Modification). This State run program provides home and vehicle modification for the individual living at home with family. It's been a pleasure working for RCS for the past 18 years.

Edward Sofia

Vice President of Operations



My name is Edward Sofia, and I am the recently appointed Vice President of Operations. For nearly 25 years, I have supported children and adults with developmental disabilities in NYC and Westchester

County. My experience developing and managing residential, vocational, and day programs led to my hire as Richmond's Director of Day Habilitation Services in December 2017. Our day programs are uniquely structured to serve adults requiring a higher degree of physical and medical supports, with an emphasis on movement and mobility through the use of adaptive equipment and assistive technology. Our program's management, clinical team, and direct support staff are all aligned with our movement philosophy. In my new role, I will continue to support our day habilitation programs, but will also have the opportunity to offer the same direction and leadership to Richmond's residential services, including our Individualized Residential Alternatives (IRAs) and Intermediate Care Facilities (ICFs) located in communities throughout

Westchester County. My goal is to further develop opportunities empowering children and adults with developmental disabilities to live healthy, self-determined lives. I hold a Bachelor of Arts degree in English Literature from the City University of New York, and a Master of Professional Studies degree in General and Special Education from Manhattanville College.

Penny-Lynn Pagliaro

Chief Strategy Officer



Penny joined Richmond Community Services in February of 2018. She has over 20 years of experience working in the human services field. She is a graduate of Long Island University

with a Masters of Science in Education. Penny will be bringing new programs to Richmond in her new position and helping the agency transition to managed care. She has a passion for working with individuals with disabilities and has two children with developmental disabilities. She enjoys spending time with her family and advocating for individuals with disabilities.

Anthony Pavlacka

Vice President of Clinical Services



Anthony Pavlacka re-joined the Richmond Community Services team, as the Chief of Behavioral and Person-Centered Services, in August 2018, after a five-year hiatus. Anthony is a Board Certified

Behavior Analyst (BCBA) and New York State Licensed Behavior Analyst (LBA), whom began his career as a Behavior Specialist with RCS, back in 2011.

In January 2019, Anthony was promoted to the Vice President of Clinical Services for RCS. Anthony brings his organizational-behavioral leadership to an exceptional team of multi-disciplinary clinical professionals, establishing the strategic direction of Clinical Services for the organization. Anthony also oversees the dietary department.

Anthony received his Bachelor of Arts degree in Psychology from Concordia College (Bronxville), and a Master of Arts degree in Educational Psychology from New York University. Anthony com-

pleted his coursework in applied behavior analysis (ABA) through the Florida Institute of Technology, upon which he earned his BCBA certification.

Anthony is a dynamic leader and clinician committed to supporting children and adults with intellectual and developmental disabilities. He is a trusted mentor to staff and peers, with experience across operational and clinical aspects of human services.

Anthony has held several leadership positions in New York and California, supervising and mentoring clinical professionals, providing exceptional support and services, to individuals and families of those diagnosed with intellectual and developmental disabilities.

In his spare time, Anthony enjoys physical fitness, hiking, and spending time with his wife and family.

Frances Laden

Director of Quality Improvement



Frances Laden is an executive professional with extensive experience in Corporate Compliance, HIPAA, incident management, quality assurance, audits and program management. With over 16 years of experi-

ence, Frances has developed, implemented and directly managed operational systems to ensure Direct Support Professional Core Competencies and compliance with OPWDD waiver and state funded Medicaid billing as well as Person Centered regulatory requirements.

Her vast experience in the IDD field also includes supervision of agency programs such as Medicaid Service Coordination, IRA and ICF program planning, ISS (Individual Support Services), FSS (Family Support Services) and the coordination, implementation and maintenance of quality improvement programs that support the basic rights of individuals served and agency CQL (Counsel for Quality leadership) Accreditation. Frances founded one of NYS's first Compliance Networks. Today the Compliance Network consists of approximately 75 participants, representing over 55 not-for-profit OPWDD agencies. The network provides access to resources and information relating to federal and state regulatory agencies such as OPWDD, OMIG, Justice Center, OIG, CMS, HHS, and OCR standards and regulations. The Network provides a venue for active members to forge lasting ties with other professionals in our industry, sharing best practice and providing mentorship for new Compliance Officers and Quality Directors.

This was our first annual Staff appreciation masquerade ball. It was held at Castle Royal in Yonkers on November 16th, and it was a party celebrating all Richmond staff and especially those with milestone years of service. The event was organized by the Employee appreciation committee that consists of DSPs, HR, and WFD staff as well as professional and management staff. It was a great success, and fun was had by all.



**Our 2018 Wine Event—
a great success for
Richmond and great
fun for all.**



Invest in Us

Your generous support helps pay for, among other needed things, specially designed lifts and tables, comfortable and inviting residential rooms, tracking systems, adaptive and assistive technology, as well as supporting our direct care professionals doing physically and emotionally demanding work every day.

Donate at richmondcommseru.org or our Facebook page.



Mildred and Desalina

Welcome to Our Newest Board Member, Akeem H. Jamal

Akeem H. Jamal currently serves as the Special Assistant to the Mayor in the City of Yonkers. He brings years of experience, youth, and a willingness to serve the members of Richmond Community Services. Akeem brings a proven track record of robust and creative ideas to Richmond, utilizing his skills and expertise in Communications. Akeem holds a Bachelor's degree from Fordham University and will pursue an MBA degree.

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Events

Visit Our Website at
richmondcommserv.org

Annual Golf Outing

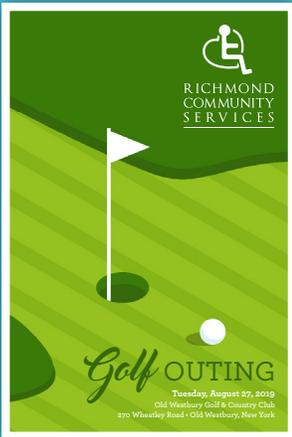
Tuesday August 27, 2019

*Old Westbury Golf and Country Club
Westbury, NY*

Sponsorship opportunities available.

Your support will improve the quality of life of the people supported in our programs and residences.

Further information will follow.



Wine Event

Date and location to be announced

Sponsorship opportunities available.
Further information will follow.



Mission Statement

Richmond Community Services, in partnership with all of the community, supports children and adults with developmental disabilities and their families, to achieve the highest quality of life through individualized services, life enhancing strategies, education, and advocacy, with particular expertise in meeting the needs of those with complex health issues.

Spring 2019 Newsletter

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