Improving Lives, Protecting Rights

Commission Activities 2000 - 2001

NEW YORK STATE COMMISSION ON QUALITY OF CARE
FOR THE MENTALLY DISABLED

George E. Pataki
Governor

Gary O'Brien, *Chair*
Elizabeth Stack, *Commissioner*
Angelo Muccigrosso, *Commissioner*

Mission Statement

To improve the quality of life for individuals with disabilities in New York State, and beyond, and to protect their rights by:

- Ensuring and advancing programmatic and fiscal accountability within the state's mental hygiene system through independent oversight;
- Providing case-specific and systemic investigative and advocacy services, and
- Offering impartial and informed advice and recommendations on disability issues to government officials, program operators, individuals with disabilities and their families and advocates, and the public-at-large.

Valued and Guiding Principles

Charged with a variety of investigatory, advocacy and educational activities, our work is guided by the following principles:

Committed and Courageous Independence

We will carry out the agency's mission on behalf of individuals with disabilities undeterred by extraneous factors.

We will gather information and data independently, making findings and recommendations as we see them, consulting with but not controlled by outside parties.

We will be a voice for the often voiceless, "the everyman" disabled or not, singing praise where praise is due, explaining ways in which services could be improved and expressing righteous outrage when they are not.

Compassion

We will walk in the shoes of the Commission's stakeholders, enter their lives by listening and responding with truthfulness and caring.

Integrity

In our labors, we will exercise diligence in our quest for accuracy, fairness, and the truth through careful research and analysis, attention to detail, application of reasonable standards, and the invitation of peer review and dialogue.

Respect

In our efforts to uphold their rights and improve the quality of life for people with disabilities, we will always treat each other as we treat the people we serve.

Preface

The New York State Commission on Quality of Care for the Mentally Disabled is responsible for overseeing the operations of the Offices of the New York State Department of Mental Hygiene[1] and for administering certain federal and state funded advocacy programs for individuals with developmental, mental and other disabling conditions. While Article 45 of the Mental Hygiene Law details the powers, duties and functions of the Commission, its mission, put simply, is to improve lives and protect the rights of individuals with disabilities.

This mission, however, is not uniquely the Commission's. It is a goal shared by consumers, their families and advocates, facility and program operators, regulators and other government officials who establish standards of care and finance service delivery systems, as well as the public at large.

What is unique about the Commission's role in this shared endeavor is its independence. Unencumbered by the weighty tasks of day-to-day service delivery and long-range policy and financial planning, the Commission is free to step back, objectively assess the quality of care offered by service systems, and impartially speak on behalf of those who depend upon such systems. This gift of independence is one that is not to be taken lightly; it must be used wisely.

To that end, in early 2000 the Commission solicited the input of those who have a stake in the success of the Commission's mission. Representatives of consumer, family, advocacy and provider groups, Commissioners and senior staff of operating and regulatory agencies within the mental hygiene system, officials from the Governor's Office and the Division of the Budget, members and staff of the Legislature, as well as the Commission's own staff and Advisory Council, were invited to suggest ways in which the Commission can best exercise its independent authority to further improve lives and protect the rights of individuals with disabilities.

The ensuing dialogue resulted in a Strategic Plan, published by the Commission in June 2000, to guide Commission oversight and advocacy activities over the next several years as it approaches it's 25th year of operation in 2003. Several goals for external Commission activities were articulated in the plan:

- Maintaining and improving the Commission's traditional oversight activities, and monitoring new and emerging service trends and modalities within the mental hygiene system;

---

1 The Department of Mental Hygiene is comprised of the Office of Mental Health, the Office of Mental Retardation and Developmental Disabilities and the Office of Alcoholism and Substance Abuse Services.

- Endeavoring to ensure that persons with mental disabilities served primarily by non-mental hygiene agencies receive services that effectively meet their needs;

- Advocating for and empowering persons with disabilities in exercising their rights; and

- Promoting excellence and fostering public awareness of the Commission's mission and services.

This report provides an accounting of the Commission's major activities and accomplishments for the period January 1, 2000 through December 31, 2001 in pursuit of these goals, undertaken with the strong and continuing support of Governor George E. Pataki and the New York State Legislature.

Contents

Maintaining and Improving Traditional Oversight Activities and Monitoring New Service Trends and Modalities

The conduct of individual case investigations, as well as broader programmatic and fiscal reviews, has been the backbone of the Commission's efforts to improve lives and protect the rights of individuals with disabilities since its first year of operation in 1978. That year, the Commission took action on 350 complaints and deaths brought to its attention, conducted programmatic reviews of three psychiatric and developmental centers, and commenced an investigation into the fiscal operations of a 190-bed private school for individuals with developmental disabilities.

Much has changed since then. Smaller, community-based models of care have largely replaced the State institutions of yesteryear. Legislative and regulatory initiatives have strengthened the Commission's investigative and review functions. And, facilities are required to report a broader array of events to the Commission for its review and, when deemed necessary, intervention.

But one thing has remained constant according to the individuals involved in the Commission's strategic planning process, and that is the value of the Commission's "traditional" oversight activities as vehicles for:

- ✓ Keeping tabs on the pulse of the mental hygiene system;
- ✓ Offering program operators, regulators and policy makers impartial assessments of the quality of services and suggestions for improvement;
- ✓ Assuring consumers, their families and advocates that questions and concerns about care will be addressed; and
- ✓ Deterring abuse, neglect and unscrupulous practices by referring individuals and programs for appropriate administrative, civil or criminal action, and by reporting investigative findings and outcomes.

Individual Case Activities and Investigations

Maintaining a toll-free help line (1-800-624-4143), the Commission aided over 45,000 people in 2000 and 2001 who called in need of assistance in navigating New York's service systems or with questions or concerns about their care or that of a loved one. When offering advice over the phone, or making contacts with facilities or programs on the callers' behalf failed to resolve concerns, Commission staff took direct action by conducting care and treatment reviews: examining clinical records, visiting facilities, interviewing program staff and offering recommendations to resolve the matters at hand.

Commission staff, on call 24-7 to receive and immediately commence investigations into allegations of abuse of children residing in mental hygiene facilities, responded to over 400 such reports during the period. Investigations into these reports, transmitted to the Commission from the State Central Register for Child Abuse and Maltreatment, are intended to, first, immediately assure the safety of the involved children and, within sixty days, determine whether child abuse or maltreatment, as defined in Social Services Law, occurred, thus paving the way for appropriate remedial action by facilities and the registration of offenders with the State Central Register.

Commission staff also reviewed over 17,000 reports of patient or client abuse, as defined in the regulations of the respective Offices, and over 5,000 deaths. In addition to investigating untoward events, facilities are required by law to report incidents of abuse and deaths to the Commission for its review and possible action. Upon review of the events reported in 2000 and 2001, the Commission assigned over 1,000 abuse allegations and more than 400 deaths for further inquiry and investigation, usually when the investigation by the facility seemed lacking, or the death appeared to be unusual or due to other-than-natural causes and warranted closer scrutiny. The Mental Hygiene Medical Review Board, a panel of unsalaried medical experts with backgrounds in forensics, pathology, psychiatry, surgery, internal medicine and pharmacology appointed by the Governor, assisted the Commission in these investigations.

Each of the Commission's investigations resulted in a written report to the facility, detailing the findings and offering recommendations, when indicated, to improve the quality of care, further safeguard the well-being of consumers or enhance facility operations, including the conduct of incident investigations.

To improve upon the Commission's management of case activities, a centralized intake unit was created in 2000 and, in 2001, data bases established over the years to track the various types of cases handled - i.e, deaths, child abuse allegations, adult abuse allegations, etc. - were merged, thus facilitating the monitoring of all case activities and creating a mechanism to more readily identify all Commission investigations involving any particular facility over time and their outcomes.

Individual Case Activities and Investigations
January 2000 - December 2001

The Numbers:

Toll Free Calls for Assistance	47,397
Care and Treatment Reviews	494
Child Abuse Investigations	415
Adult Abuse Reports Reviewed	17,521
Adult Abuse Reports Assigned for Further Inquiry	1,024
Death Reports Reviewed	5,167
Death Reports Assigned for Further Inquiry	457

Some Stories Behind the Numbers:

An inpatient on a psychiatric ward of a general hospital called the Commission's Toll-Free Help Line and reported that while he was an amputee with a spinal cord injury who required a wheelchair for mobility, he had no access to a wheelchair since his admission one week prior. Commission staff called the hospital and the patient was promptly provided a wheelchair.

A woman called the Commission to report that her elderly father who lived alone had recently been released from a hospital and was not eating and neglecting his basic care needs. Help Line staff gave her the telephone numbers of the local Mobile Crisis Team and Adult Protective Services. Two hours later, the woman reported she had called the numbers the Commission had provided, that a team responded and her father was being re-hospitalized.

On a site visit to a residential program for children, during the course of a review of another matter, Commission staff found that bedrooms had no curtains, carpets were torn and ragged and bathrooms were filthy and dilapidated with broken fixtures. In response to the Commission's findings, the facility took the necessary steps to provide a safe, clean and appropriate environment, as verified during a follow-up Commission visit.

When a middle-aged resident of a group home for individuals with developmental disabilities died unexpectedly, the local medical examiner classified the death as a suicide due to a prescription drug overdose. This diagnosis raised serious concerns about medication management and supervision within the home. However, the Commission's investigation, aided with the input of the Commission's Medical Review Board, found no evidence to support the possibility of suicide; in fact, toxicological studies showed normal drug levels, and other clinical evidence indicated that death was due to a cardiac condition. Also, medication management and supervision practices in the home appeared appropriate. This information was shared with the medical examiner who, upon review, reclassified the death as being due to natural causes.

A Commission investigation at a group home revealed that one client was sustaining bruises from being restrained in a metal chair, which was contraindicated; other clients were enduring restrictive interventions beyond what was called for in their behavior plans; one client, who had no behavior plan in place, required 26 emergency physical restraints in a three month period; and staff, in general, were not following or did not know individuals' behavior plans. Follow-up visits by Commission staff, after corrective actions were reported by the facility in response to the Commission's report of findings, indicated that comprehensive and individualized behavior plans were in place for the residents, that staff were knowledgeable of the plans, and that they were being implemented appropriately.

After a woman in a community residence experienced a life-threatening hyperglycemic crisis, the Commission found that her diabetic condition was not well appreciated by her residential staff, who received little information from the medical clinic she attended. Also, staff did not sufficiently monitor her diet and, when she was sick with flu-like symptoms, they advised her to stop taking all medications, including medication for her diabetes, without consulting her physician, thus precipitating the crisis. Subsequent to the Commission's investigation, the agency provided all staff with training on managing and monitoring diabetes as well as consulting physicians concerning medical decisions; established a new 24 hour-a-day emergency medical contact system; engaged a new medical care provider; and established a protocol for sharing information between medical and residential staff.

Programmatic and Fiscal Reviews

Conditions or situations encountered during the course of individual case investigations and, in one instance, a request from the Assembly Committee on Mental Health, prompted the Commission to undertake broader examinations of certain programs within the mental hygiene system.

Elopement Study

In 2000, the Commission completed work on a study of elopements from child care facilities certified or operated by the Office of Mental Health (OMH) in 1998. The study was prodded, in part, by the Commission's child abuse investigation activities: often times, it is the elopement of a child that triggers a report of abuse or neglect. Seventy facilities, representing 90% of such facilities in the state, responded to a Commission survey and provided data relating to elopements by children in calendar year 1998. The information provided and analyzed by the Commission included the number and circumstances of elopements; admission, discharge and length of stay data; theories on why children elope; and measures facilities have taken to reduce elopements.

The study results were published in the Commission's April 2001 newsletter, ***Quality Care***, and are available on the Commission's website. Among the major findings were that in 1998:

- ✓ Overall, elopements were an infrequent occurrence in the majority of programs. Attention to security issues and the development of a therapeutic bond between children and staff were the two factors which most affected running-away behavior.
- ✓ While overall the rate of elopements was low, there was wide variability of rates among similar types of facilities.
- ✓ Excessive length of stay was cited as one factor contributing to the high rate of elopements from some Residential Treatment Facilities.

The study, the first of its kind in New York State, has been helpful to facilities in examining where they stand in supporting and protecting children by preventing their elopement.

Improper Billing Practices

An investigation into the suicide of a young patient of Transitional Services Inc. (TSI), which operates residential and outpatient programs in Queens, raised questions about the agency's financial practices, thus prompting a fiscal review.

While the Commission found no deficiencies in the agency's spending practices, major problems were noted in documentation and the nature of the services billed to the Medicaid program by the agency's continuing day treatment and clinic programs. As a result, the Commission recommended, and the Department of Health is seeking, restitution of $ 1.7 million.

The majority of the recommended disallowance related to the agency's continuing day treatment programs where Medicaid was billed as if clients had received five hours of service daily when in fact they were served only about one-half of that time. Additionally, inadequate record-keeping systems for attendance offered little proof that clients were actually present for therapy sessions.

There were also concerns about the size and content of group therapy sessions. Documents examined indicated that groups included up to 103 participants. At one continuing day treatment site, the average group size was 30 clients; at the other site, the average size was 19 participants. The size of such groups raised questions about the therapeutic value derived from the sessions by the individuals in attendance. OMH regulations require a continuing day treatment program to provide core services such as medication education, rehabilitation readiness assessment, and symptoms management. Yet at TSI, such services constituted less than 10 percent of the attended groups. It was not unusual to see clients attending other activities, like a movie group, while core service sessions, such as medication education groups or others, were cancelled due to lack of interest.

Similar problems with continuing day treatment programs were found during the Commission's examination of programs serving adult home residents. In response to concerns about services rendered to adult home residents, the OMH established an adult home surveillance team responsible for reviewing mental health programs serving these individuals.

Survey of Electro-convulsive Therapy Practices

In 2001, at the request of the Chair of the Assembly Committee on Mental Health, the Commission undertook a survey of Electro-convulsive Therapy (ECT) practices at state psychiatric centers. The purpose was to obtain information about the frequency of use of this form of treatment, the clinical profiles of the patients who receive it, and facilities' management of ECT. The survey was not intended to evaluate the efficacy of this form of treatment, which has outspoken proponents and opponents.

The Commission's findings were published in the August 2001 issue of ***Quality Care*** and are available on the Commission's website. It was found that:

- ✓ Five New York State facilities - Creedmoor, Manhattan, Pilgrim and Rockland Psychiatric Centers and the New York State Psychiatric Institute - offered ECT to 164 patients during the two year period June 1, 1999 through May 31, 2001. Approximately one-third of these patients were at the New York State Psychiatric Institute and enrolled in research projects.
- ✓ Record reviews indicated that these patients carried diagnoses for which ECT, according to scientific literature, has been proven to be an effective form of treatment. Most patients engaged in the treatment on a voluntary, as opposed to court-ordered, basis, and all the patients at the Psychiatric Institute engaged in treatment voluntarily.

- ✓ While all the facilities had policies in place governing the use of ECT which touched on issues such as indications for ECT, medical clearances, anesthesia, administration of ECT and post-ECT care, these policies, as well as policies regarding informed consent and the credentialing of physicians who administer ECT, varied widely.

The Office of Mental Health concurred with the Commission's observation of the need to establish ECT protocols that can be applied consistently in state facilities and that promote best practice while ensuring adherence to applicable statutory and regulatory standards safeguarding patient rights. OMH reported that the development of such standards is underway.

Commission Work Revisited

Prior Commission reviews were revisited during 2000 and 2001 in the form of criminal, civil and administrative actions.

In September 2000, the former Executive Director of Special Needs Program, Inc. - a not-for-profit agency operating a ten-bed residence and a transportation service for individuals with developmental disabilities in upstate New York - was sentenced in federal court to six months in-home confinement, five years probation and 500 hours of community service for fraudulently diverting Medicaid funds for personal use. He was also ordered to pay $250,000 in restitution to the Office of Mental Retardation and Developmental Disabilities (OMRDD). This plea-bargain agreement settled a nine-count indictment stemming from the Commission's 1999 programmatic and fiscal review, ***Exploiting Medicaid Through A Shell Not-for-Profit Corporation: The Case of Special Needs, Inc.***, which detailed how the Executive Director created a phantom board of directors, fabricated board minutes and awarded himself and family members inflated salaries and benefits.

That same month, a Certified Public Accountant (CPA) pled "No Contest" to a State Board of Regents' charge of professional misconduct arising from the Commission's 1996 report, ***Profit Making in Not-for-Profit Care: Part III, The Case of Queens County Neuropsychiatric Institute, Inc.*** New York State relies heavily on CPAs to accurately report on the financial condition of a vast network of not-for-profit agencies providing services to individuals with mental disabilities. In this case, however, the Commission found that the CPA failed to live up to his professional responsibilities, thus allowing the Institute's founder to divert hundreds of thousands of dollars intended for care. In light of the Commission's findings, the Institute's founder made restitution in a deferred prosecution agreement with the United States' Attorney's Office, to which the Commission had referred its findings. The Board of Regents' recent action against the CPA brought closure to the Commission's investigative recommendations.

In March 2001, a settlement was reached in a lawsuit brought by the State Attorney General seeking $100,000 owed to two elderly tenants of a failed senior citizens apartment project in Amsterdam, New York. The tenants' situation came to light during the Commission's 1998 investigation published as ***Exploiting Public Funds: The Misguided Mission of the Independent Living Center of Amsterdam, Inc.*** In tracing public funds intended for individuals with physical and developmental disabilities served by the Independent Living Center of Amsterdam (ILCA), it was found that the money was being diverted illegally to support ILCA's poorly conceived and mismanaged retirement project, into which the two elderly tenants had bought. Not only were the elderly tenants not receiving promised services, they had invested and were caught in what the Commission found to be a collapsing housing scheme. In addition to referring the matter of diverted public funds to OMRDD and the Office of Vocational and Educational Services for Individuals with Disabilities (VESID), which acted quickly in 1998 to, among other things, transfer services for ILCA's disabled clientele to a different agency, the Commission alerted the State Attorney General's Office to the plight of the two elderly tenants. The 2001 settlement essentially provided them complete restitution and enjoined the defendants from any business activity relating to the offer or sale of real estate securities in the state.

Also in 2001, the license of one physician was revoked and that of a second physician was suspended by the Department of Health for conduct evidencing moral unfitness and gross negligence. The physicians had arranged for and performed unnecessary surgical procedures on approximately 20 mentally ill residents of the former Leben Home for Adults in 1998. The Commission was tipped off to the unnecessary surgery by an anonymous caller. After a preliminary inquiry, during which the names of the patients and dates and nature of the surgeries were determined, the Commission referred the matter to the Department of Health. The Commission's Medical Review Board assisted the Health Department in reviewing the patients' need for surgery and issues relating to capacity to consent.

Monitoring New Service Trends and Modalities

During the report period, the Commission engaged in several activities to monitor new service trends and modalities. Commission staff sat on several committees and tasks forces relating to the development of new standards and guidelines for the use of restraint and seclusion in mental health facilities, the care and treatment of aging and forensic clients within the mental retardation and developmental disabilities service system, and the oversight of the governor's 1998 initiative to virtually eliminate the waiting list for residential services for people with developmental disabilities: New York State Creating Alternatives in Residential Environments & Services (NYS-CARES).

Additionally, as an increasing number of programs coming on line are funded by OMH or OMRDD, but not necessarily certified by those agencies, the Commission initiated a dialogue with both agencies to examine how the Commission's oversight activities can best be employed in monitoring such programs, particularly with regard to serious incidents including deaths and allegations of abuse.

Assisting People with Mental Disabilities Outside the Traditional Mental Hygiene System

Adult Homes

In 2000, the Commission completed a pilot study which fueled its resolve during the strategic planning process to act directly on behalf of individuals with mental illness residing in adult care facilities, commonly referred to as adult homes.

Approximately 30,000 people live in adult homes, certified by the Department of Health, which provide room, board and some assistance in daily living. Although adult homes were initially intended to serve a frail-elderly clientele, today more than 12,000 people with serious mental illness reside in this modality - more than the number of people residing in any class of facility operated or certified by the Office of Mental Health. Since the early 1990s, the Commission has funded two legal service agencies to provide legal and administrative advocacy for adult home residents.

In the pilot study completed in 2000, Commission staff visited 16 adult homes serving over 2,600 residents, most of whom were mentally ill. During the unannounced two-day visits, staff assessed conditions relating to:

- ✓ Housekeeping and Maintenance/Furnishings;
- ✓ Fire-Safety and Nutrition/Meals;
- ✓ Personal Care and Medication Management; and
- ✓ Resident Activities and Resident Rights Protection.

Of the 16 homes, three were graded as "good" on a standardized rating instrument, seven as "in need of improvement," and six as "poor." Those rated as poor had pervasive problems which not only compromised the quality of residents' lives, but adversely impacted on their health and safety. Commission findings in one 365-bed home, in fact, prompted the Health Department, in cooperation with the Office of Mental Health, to immediately relocate 60 residents until life-threatening conditions in their living quarters could be remedied.

Detailed Commission reports were issued to the adult home operators, with requests for plans of corrective action when problems were found, and shared with the Department of Health, which took administrative action against the poorest homes. Subsequently, four of the six poorest homes were closed, one home was transferred to an operator identified in the review as running one of the best homes, and the operators of the sixth home were referred to the Manhattan District Attorney for possible criminal acts.

Adult Care Facilities
Reviewed During the Pilot Project
and in On-Going Adult Home Activities
January 2000 - December 2001

Adult Care Facility	Capacity	County	
Adventist Home	49	Columbia	
Anna Erika Assisted Living	427	Richmond	
Bayview Manor*	229	Kings	
Bridgewell*	166	Erie	Now a Supported Housing Program
Brooklyn Manor	216	Kings	
DiAntoni's Home for Adults*	24	Rockland	Closed
Elm York Home*	286	Queens	
Garden of Eden Home	202	Kings	
Green Hills Estate	164	Rockland	
Hedgewood Home	200	Dutchess	
Hylan Manor Center*	62	Richmond	
Johnson's Adult Home	24	Chautauqua	
King Solomon Manor	240	Queens	
Lakeside Manor Home for Adults	200	Richmond	
Leben Home for Adults*	361	Queens	Now Known as Queens Adult Care Center
Loeb House for Adults	87	Rockland	
Long Beach Atlantic	200	Nassau	
Martin Residence	45	Columbia	Closed
Monticello Manor*	100	Sullivan	
New Brighton Manor*	130	Nassau	
New Monsey Park Home	263	Rockland	
New Haven Manor	123	Queens	
New Brookhaven Town House*	182	Suffolk	
New Rochelle Home for Adults	250	Westchester	
Ocean House Center*	125	Queens	
Seabay Manor	176	Kings	Now Known as Oceanview Manor
Pacific House Residence*	80	Kings	Closed
Park Inn Home*	181	Queens	
Queens Manor*	266	Queens	Closed
Rena's Residence for Adults	99	New York	
Renaissance Plaza	316	Broome	
Ridge Rest Home*	58	Suffolk	
Roscoe Manor	35	Sullivan	
Rosewood Terrace Home	40	Otsego	
Sanford Home*	200	Queens	
Seaport Manor*	346	Kings	Closing
South Country Adult Home	172	Suffolk	
Surf Manor Home for Adults	200	Kings	
Surfside Manor	124	Queens	
The Abbey	88	Albany	
Troy Adult Home	33	Rensselaer	
United Helpers Adult Home	40	St. Lawrence	
Valentine House	53	Rockland	
	Total Beds = 6,862		

*Indicates Inclusion in the Pilot Project

Ongoing Adult Home Reviews and Interagency Activities

The corrective and administrative actions taken in the 13 homes rated as "poor" or "in need of improvement" during the Commission's pilot study, directly touched and improved the lives of three-quarters of the residents who lived in the 16 homes included in the review. This reality prompted the Commission to make further adult home work a priority in its strategic plan.

With the support of the Governor's Office and The Division for the Budget, in 2000, the Commission established an adult home team that would provide an on-going capacity to conduct programmatic and fiscal reviews of adult care facilities. During 2000 and 2001, in addition to conducting follow-up visits to monitor the implementation of corrective action plans developed during the pilot study, the Commission conducted comprehensive reviews of 27 additional adult homes serving over 4,000 people. Again, reports of findings, with requests for plans of corrections where deficiencies were found, were issued to the adult home operators and the Department of Health, which in several cases initiated enforcement action to ensure corrective action. The Commission continued to monitor the implementation of promised corrective actions.

Based on concerns identified during these reviews, the Commission joined with the Office of Mental Health and the Department of Health to form an interagency workgroup to address the underlying, systemic issues which negatively impact on residents of adult homes serving significant numbers of persons with mental illness. Among the issues being addressed by the workgroup are: improving the state's surveillance of homes, including joint-agency inspections; enhancing the quality of mental health services afforded residents by programs certified by the Office of Mental Health to promote residents' recovery and independence; promoting improved consumer participation in services and protection of their rights; and facilitating the exchange of information among the state agencies which have a stake in the health, safety and quality of life of residents of adult homes. In order to formalize these activities, the Commission, Department of Health and Office of Mental Health signed a Memorandum of Understanding that provides for a continuing commitment by all three agencies to promote improvements in the quality of life for adult home residents.

Dollars and Sense within the Adult Home Industry

Woefully inadequate and dangerous conditions found in one adult home visited in 2000, Ocean House Center, Inc., compelled the Commission to undertake a detailed programmatic and fiscal review of the home and entities serving its 125 residents.

While it is frequently claimed by some that it is difficult to provide adequate services on the $28 a-day, or $10,164 a-year, adult home operators receive from each client's SSI funds, the Commission's findings on Ocean House tell a different story. As detailed in the Commission's December 2001

report, ***Exploiting Not-for-Profit Care in an Adult Home: The Story Behind Ocean House Center, Inc.***, considerably more public funds, approximately $37,000 a year per-capita, were expended on the home's residents. However:

- ✓ Ocean House operators diverted millions of dollars that could have been spent on client services for their personal gain over a five year period;
- ✓ Mental health providers improperly obtained hundreds of thousands of dollars in slightly over one year through double billing and by submitting claims for services which hardly met clients' needs, services such as coloring pictures in children's coloring books at a cost of $141 per person for a 15 – 20 minute session; and
- ✓ During the same period, a home health care agency received nearly a half-million dollars for services that should have been provided by the home's operators.

These findings resulted in the indictments of Ocean House's operators on various criminal charges brought by the Manhattan District Attorney; proceedings by the Health Department to recoup nearly a million dollars in improper billings to the Medicaid program by several providers; and increased monitoring by Office of Mental Health of outpatient programs serving adult home residents.

Moreover, they prompted a broader 2001 Commission inquiry which examined the costs and quality of services, including residential, health and mental health services, for residents of 11 of the largest down-state adult homes serving nearly 3,000 residents with mental illness. The Commission's study, ***Adult Homes Serving Residents with Mental Illness: A Study on Layering of Services***, published in 2002, established a foundation for discussion among advocates, operators and policy makers on more fiscally sound and clinically responsive means of using public funds to serve adult home residents with mental illness.

Interfacing with the Criminal Justice System

During the Commission's strategic planning process, family members, advocates and program operators repeatedly voiced concern over the numbers of individuals with serious mental illness consigned to the criminal justice system and the quality of their care. Nationally, it is estimated that the number of people with mental illness in jails and prisons is five times the number of patients in state hospitals.

Under the federal protection and advocacy program, the Commission provides funding to legal service and other corporations to offer an array of advocacy services for individuals with disabilities, including those who are incarcerated. But under state law, the Commission has no oversight responsibility for state or local correctional facilities - such is the responsibility of the NYS Commission of Correction.

Hearing the concerns expressed during the strategic planning process, the Commission took action to explore ways of advancing its moral obligation toward incarcerated individuals with mental disabilities where statutes do not pave a straight path.

In Spring 2001, the Commission convened a one-day meeting of Commissioners and senior staff of all New York State agencies that provide and/or oversee criminal justice or mental hygiene services. During the forum, representatives of the nine agencies present discussed the successes they have achieved, the continuing challenges they face, and ways in which the Commission might be of assistance in service to individuals with mental disabilities who interface with the criminal justice system. The dialogue centered on three themes: diverting incarceration; improving services for those incarcerated; and promoting community reintegration with appropriate services upon release from incarceration.

As a result of the meeting and follow-up discussions, the Commission:

- ✓ Reaffirmed its relationship with the Commission of Correction to ensure that complaints and concerns about conditions in correctional facilities are referred to COC for investigation;
- ✓ Partnered with the NYS Division of Probation and Correctional Alternatives to provide staff assistance in the review of alternative-to-incarceration models and to provide training for DPCA staff; and
- ✓ Designed a study, with field work commencing in 2002, of the experiences and needs of a random sample of state prison inmates who received mental health services, subject to the Commission's jurisdiction, while incarcerated in 2000.

Advocating For & Empowering People with Disabilities

Complementing the Commission's individual case investigation and programmatic and fiscal review activities is the work of a statewide network of programs sponsored by the Commission to advocate for and empower people with disabilities in the exercise of their rights. In 2000 and 2001 these programs enjoyed considerable success and growth.

Surrogate Decision Making Committee Program: Statewide Expansion

Accessing appropriate medical care in a timely manner is a basic need of all individuals, but sometimes a difficult task for individuals whose disabling conditions raise concern about their capacity to consent to care. Assisting these individuals is the goal of the Commission's Surrogate Decision Making Committee (SDMC) program which, with the support of the Governor and the Legislature, became operational statewide in 2001.

> "overall, this program is an exceptionally humane way to provide care for individuals who are incapacitated. It expedites treatment..."
> ***Psychiatric News,*** January 22, 2002

Established as a demonstration project in a handful of counties in 1986, the SDMC program was created as an alternative to the court system to provide authorization for non-emergency medical care for individuals who lacked the capacity to consent to treatment and had no legally authorized surrogate decision maker. The pilot SDMC program relied on panels of trained volunteers, consisting of attorneys, medical experts and advocates, to hear cases and render decisions on the individual's capacity to consent, the availability of authorized decision makers, and the need for medical treatment. Available to residents of OMH and OMRDD facilities in the pilot project counties, the program was deemed a success in an independent evaluation: consents for necessary major medical care were secured through SDMC in an average of 12 - 14 days, or sooner on an expedited basis, whereas courts often took weeks and months. In 1990, the program was made permanent and approved for statewide operation, but funding constraints hampered significant expansion.

In 1998, Governor Pataki approved additional funding that enabled the Commission to incrementally expand SDMC's operations, with a goal of making the program available statewide in 2001. Over the course of 2000 and in early 2001, volunteers were recruited and they, as well as residential facility operators and major health care providers, were trained for SDMC operation in 23 counties. In June 2001, the program became operational statewide.

The program now consists of over 1,000 panel-member volunteers across New York. In 2000 and 2001 SDMC resolved over 1,600 cases, involving treatments ranging from routine dental care under anesthesia to complex cardiac surgery, bringing the total number of people served since 1986 to over 6,200. Continuing to render decisions within two weeks of petition, or within days in expedited cases, the SDMC Program was featured in the January 18, 2002 issue of *Psychiatric News* for its innovativeness and quality service to individuals with mental disabilities.

Maintaining and Enhancing a Statewide Network of Advocacy Services

Facing eviction because a family member is disabled? Denied access to entitlements? Need assistance in appealing a child's educational plan? Refused transportation or accommodation because of a wheelchair?

These are among the thousands of problems successfully resolved in 2000 and 2001 by a state-wide network of regionally based agencies funded by the Commission to provide administrative and/or legal advocacy for individuals with disabilities.

Under federal and state statutes, the Commission is responsible for administering several advocacy programs, including:

- ✓ The Protection and Advocacy for Persons with Developmental Disabilities (PADD) program and the Protection and Advocacy for Individuals with Mental Illness (PAIMI) program which respectively serve people with developmental disabilities and mental illness;
- ✓ The Client Assistance Program (CAP), which assists individuals with a wide variety of disabilities secure training and services leading to employment and independent living;
- ✓ The Protection and Advocacy for Individual Rights (PAIR) program, serving people with disabilities not covered by the federally authorized PADD, PAIMI or CAP Programs;
- ✓ The Technology Related Protection and Advocacy program, which aids disabled individuals who require assistive devices (e.g., wheelchairs, special communication equipment, etc.) in their every-day lives; and
- ✓ The Adult Home Advocacy program, established by New York State law in 1995 to provide advocacy services on behalf of people with mental disabilities residing in adult homes.

Administered by the Commission, these advocacy services are offered by not-for-profit agencies with which the Commission contracts in various regions throughout the state. This contractual and regional model for service delivery allows for timely, efficient and locally-responsive advocacy efforts.

In addition to the thousands of people who received information and referral services — i.e., brief written or oral information about rights, services and resources — from the Commission's advocacy network, over 10,000 people received direct individual advocacy services through the network in 2000 and 2001. Services included counseling and advice, mediation and negotiation services, assistance in administrative appeals and representation in individual litigation. Over 60,000 additional individuals were the potential beneficiaries of group advocacy efforts by the network during this time frame, through facility inspections, court-ordered monitoring of conditions of facilities and class action litigation. These individuals and groups of clients were assisted in issues relating to education and employment, transportation, securing entitlements and other benefits, health care, and housing, to name but a few. The following cases are illustrative of the work of the Commission's advocacy network.

Two contract agencies, Disability Advocates, Inc. and MFY Legal Services, Inc., partnered with a private firm in a lawsuit on behalf of the previously mentioned 20 + residents of the former Leben Home for Adults who underwent surgery alleged to have been unnecessary. The suit seeks compensatory and punitive damages as well as declaratory and injunctive relief against the defendants, who include the former operators of the home, a home health aide who provided services in the home and the agency which employed her, Parkway Hospital, where the surgeries were performed, and two physicians at Parkway Hospital.

Legal Services of Central New York assisted a 52-year old female Viet Nam veteran who had been denied Social Security benefits several times despite her psychiatric diagnoses and history. She had become homeless in the absence of income. Legal Services staff represented the woman at a hearing which resulted in a favorable decision. The client received retroactive payment and continuing benefits, and was able to secure permanent housing.

On Long Island, Nassau/Suffolk Legal Services Committee Inc. joined with other advocates in seeking improved compliance with the Americans with Disabilities Act on the part of a public transportation provider. Their advocacy efforts were successful in securing changes to a fixed route system regarding accommodations for visually and mobility impaired passengers.

Neighborhood Legal Services, Inc. (NLS) wrote to an art gallery in western New York on behalf of a wheelchair-dependent client who could not gain access to the gallery. When the gallery did not respond, NLS commenced a law suit against the gallery and the county council for the arts under the Americans with Disabilities Act. Subsequently, NLS successfully negotiated a settlement with the two defendants that provided for full program access by January 1, 2002.

In central New York, a young woman with developmental disabilities was denied access to public housing due to her disability. The local housing authority felt that she would be vulnerable and fall victim to a crime in such housing. When the Commission's PADD agency requested an informal hearing on the woman's behalf, the housing authority reversed its position and the woman secured housing.

In 2001, the Commission expanded its advocacy network by establishing the Protection and Advocacy for Beneficiaries of Social Security (PABSS) program, a new federally funded statewide advocacy service which became operational in the summer of that year. Authorized by the federal Ticket To Work and Work Incentives Improvement Act, this program is designed to provide advocacy services to assist recipients of Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) obtain, maintain or regain employment.

Knowledge is Power: Empowering Through Training

In 2000 and 2001, the Commission and its contract advocacy agencies provided training to nearly 28,000 consumers, advocates, family members and interested parties on matters relating to disability services and rights. Among the many topics addressed in statewide and regional forums were:

- ✓ Special Education and Educational Advocacy
- ✓ Transition from School to Work and Adult Life
- ✓ Guardianship and Future Planning
- ✓ Self Advocacy
- ✓ Mediation
- ✓ SSI/SSDI Benefits
- ✓ Assisted Outpatient Treatment (Kendra's Law)
- ✓ Americans with Disabilities Act
- ✓ Ticket to Work and Work Incentives Improvement Act
- ✓ Age Discrimination in Employment Act

In each year, the Commission also offered its Disabilities Awareness Program to thousands of school children from around the state. The program is designed to dispel myths about disabilities and people who live with disabilities, through classroom lectures and essay and art contests. In June of 2000 and 2001, award luncheons were held at the Executive Mansion to celebrate each academic year's contest winners. Their works were also presented in special editions of the Commission's newsletter in the Fall of each year and are available on-line at the Commission's website.

In 2001, the Commission also completed another installment of its on-going video series, ***Disability and the Law***. The award-winning series is co-produced with the NYS Bar Association and broadcast on local cable television stations throughout New York. Videos are also available for purchase and can be ordered through the Commission's website. The most recent installment focuses on Traumatic Brain Injury.

Promoting Excellence
&
Fostering Awareness of Commission Services

It is rare that someone calls the Commission to register a "compliment." Most people call with complaints or concerns about care, or to report serious, untoward and frequently tragic events. However, in pursuit of these matters and in the field daily, Commission staff have opportunities to witness many exemplary programs.

Initially hired for their wealth of skills, Commission staff, in their statewide work, continue to be exposed to a breadth of clinical and other practices rarely seen by clinicians and administrators of any one program in New York - practices which should be replicated.

In developing its strategic plan, the Commission decided to capitalize on this reality and to dedicate some of its energies to promoting excellence: to seize opportunities presented by conferences, speaking engagements, written materials and other means to spotlight exemplary programs as well as alternatives to practices which the Commission's experience has shown to be less than desirable.

As the information shared in this endeavor arises out of the Commission's everyday work, pursuit of this goal also advances another objective: fostering awareness of the Commission's services. The following are examples of Commission activities in 2000 and 2001 in these complementary areas.

"Promise of Opportunity"

In March 2000, the Commission joined with the NYS Developmental Disabilities Planning Council (DDPC), the Self-Advocacy Association of New York State (SAANYS) and the Office of Mental Retardation and Developmental Disabilities (OMRDD) to launch the "Promise of Opportunity" initiaitive. More than 700 direct care staff, agency administrators, consumers, family members and advocates attended an initial two-day conference and met in small teams to examine, discuss and foster best practices in the areas of: person-centered planning; recruiting, supporting and retaining direct support staff; and creating truly individualized service environments. More of a commitment than a simple conference, the attendees were invited to bring the information shared back to their home communities and to participate in local regional forums to spread the lessons learned to an increasing number of people who share in the dream of making NYS-CARES a reality. NYS-CARES - New York State Creating Alternatives in Residential Environments & Services - is Governor Pataki's initiative to virtually eliminate the waiting list for residential services for people with developmental disabilities.

During the remainder of 2000 and 2001, Commission staff participated in "Promise of Opportunity" regional forums across New York, attended by well over 1,000 additional providers, advocates and consumers and their families who continued to explore ways of replicating model and innovative approaches to service delivery.

NYS Distance Education and Learning Project (NYSDEAL)

As an outgrowth of "Promise of Opportunity", the Commission, the DDPC, SAANYS, OMRDD and the Office of the Advocate for Persons with Disabilities jointly developed and were awarded a grant from the State Office for Technology to develop an on-line training program for employees within the developmental disabilities service system.

State-operated facilities and over 1500 not-for-profit programs report that issues relating to maintaining a well-trained work force are of paramount concern in providing service to individuals with developmental disabilities and their families. The NYSDEAL project will provide standardized statewide training in best practices for staff, and do so in a cost-effective manner.

The first training modules under development will focus on: medication administration, incident management and investigation, and case management services.

Speakers Bureau

On an average of twice a month, during 2000 and 2001, Commission staff made presentations on best practices to agencies and hospitals as part of their in-service training or grand rounds programs. The topics ranged from investigation procedures to financial practices. Agencies interested in this free service can schedule a Commission presentation by contacting Bill Combes at (518) 388-2887 or billc@cqc.state.ny.us.

Increased Use of the Internet

Information today is but a mouse-click away and at your desk in a matter of seconds. Receiving nearly two million hits on its website annually, the Commission has endeavored to use this tool wisely. In concert with the State Office for Technology, the Commission has made the site more user friendly and compatible with the Governor's e-commerce and e-government initiatives: a search engine enables one to research topics appearing on the site, in this report and in past Commission newsletters and reports; and icons bring the visitor to all branches of government service.

Increasingly, the website is used to profile best practices and to share Commission news. Recent additions posted in 2000 and 2001 include:

- ✓ The Commission's regular newsletter, *Quality Care*;
- ✓ Quarterly reports prepared for the Legislature profiling cases of note and ongoing Commission activities;
- ✓ Best practices relating to Selecting an Independent CPA and Not-for-Profit Board Governance, the latter piece offering links to web sites researched by the Commission and found to offer sound and critical advice of import to members of Boards of Directors; and
- ✓ Case studies dealing with diabetes management as well as vacation planning.

Visit the website at cqc.state.ny.us and send your comments to our webmaster: marcusg@cqc.state.ny.us.

Speaker's Bureau Topics			
Legal	**Investigations**	**Fiscal**	**Life Planning**
Rights of Minors in Decision-Making	Child Abuse in Facilities	Board of Directors Training	Advance Directives
Ethical Issues in Representing People with Disabilities	Adult Abuse & Death Investigations	Current Legislation on Intermediate Sanctions	End of Life Decisions
General Rights of People with Disabilities	Sexuality & Consent	Diversion of Funds	Guardianship: Why & How To
Legislative Process	Record Reviews	Personal Allowance Fund Issues	Future Planning: Wills, Trusts, Estates
Americans with Disabilities Act & Section 504 of the Rehabilitation Act	Restraint & Seclusion	Not-For-Profit Pitfalls: Could This Happen to You?	The Protection and Advocacy for Beneficiaries of Social Security Program
Human Rights Law & Public Policy	Could This Happen in Your Facility?		
Legal Ramifications of Child Abuse Reporting	Less Adversarial Advocacy		
Commission on Quality of Care Overview	Abuse/Neglect: What Is It and How to Stop It		

Postscript: 9/11

No accounting of recent events would be fitting without acknowledging and reflecting on the tragedy of 9/11. The year needs no reference; the date alone pinpoints the moment in history that life as we knew it as Americans changed.

In the immediate aftermath of 9/11, the Commission's Help Line grew eerily quiet. Staff stationed, or in New York City on site visits, volunteered their clinical skills where help was needed. Upstate staff - nurses, Red Cross volunteers or firemen - offered their assistance, and the Commission made its New York City office space available to staff of other agencies displaced by the attacks, and updated its website to provide information on relief services.

In the days that followed, reports of service consumers who died in the Trade Center attacks started to come in. So did word of the tireless and heroic efforts by staff of mental hygiene programs to assist their clients and the community-at-large in a city traumatized by the senseless violence and immobilized by security and search and rescue measures. There were also the reports of service recipients who made room in their residential and day programs for others who had been displaced from their programs.

In a flash, 9/11 reflected our human condition. In that moment, we realized how vulnerable we all are, no matter how seemingly safe, able and healthy. We also realized how resilient we are, and our power, no matter how frail we are by virtue of circumstance or disability, to share in mutual recovery by simply caring, in whatever way, large or small.

These paradoxical lessons of 9/11 are not new. Rather, they are reminders of why all New Yorkers share in the mission of improving lives and protecting rights: it defines us as a civilized people. In concluding this report of activities for the years 2000 and 2001, the Commission recommits itself to fulfilling its unique role in this shared mission.

Appendices

Mental Hygiene Medical Review Board

Michael Baden, M.D.
Harvey Bluestone, M.D.
Jerry Broman, M.D.
Peter Fisher, M.D.
Irwin Hassenfeld, M.D.
Arnold Merriam, M.D.
Saul Moroff, M.D.
Moritza Molina, M.D.
Sophia Socaris, M.D.
H. David Stein, M.D.
Dan Thompson, M.D.
Edward Timm, Pharm.D.
Heidi Van Bellingham, M.D.

Advisory Council to the Commission

Dale R. Angstadt
James Bopp
Grace E. Clench
Mary H. Derby
Sr. Bernadette S. Downes, C.I.J.
Judy Eisman
Shirley B. Flowers
Richard P. Johnson
Joan E. Klink
Deborah S. Lee
Jeffry Luria, Ph.D.
Anna Marie Lusins
David Mandel
E. Regis Obijiski
Dimitra Risueno
Milo I. Tomanovich, Esq.
Elizabeth Wickerham

Surrogate Decision-Making Panel Members

Margaret Abbott
Ezra Aboodi
Mary Abraham
Theo Abraham
Richele Abrams
Penny Abulencia
Stephen Acquario
Cynthia Stewart Adamo
Edward Adams
Darlene Adelson
David Adelson
Anthony Adorante
Sandra Affolder
Diana Aguglia
Patricia Al-Ali
Linda Alario
Jacqueline Aldinger
Josephine Alexander
Lucy Alexander
Christ Alexander
Daniel Aliberti
Marcia Alissandrello
Betty Allen
Patty Allen
Blair Allen
Carrie Allen
Norine Allen
Carol Allen
Patricia Allenson
Leah Almeleh
Marianne Alpert
Michele Altieri
Mark Alvord
Josephine Amarosa
Roger Ambrose
Pam Amerige-Pulaski
Alice Amodeo
Meryl Amster
Patrick Anders
Nora Anderson
Ann Anderson
Sandra Anderson
Shauna Anderson
Carol Anderson
Barbara Anderson
Regina Anderson-DeCarr
William Andrews
Paulann Andrews
Lori Andrieu
Constance Angelini
Jeanette Angeloro
Kathryn Angiolillo
David Antonucci
Gail Antos
Lisa Antrim
Robert Apple
Stanley Applebaum
Mark Applewhite
Theodore Araujo
Judith Arentsen
Richard Armitage
Karen Armstrong
Drew Arnold
Merita Ashbery
Chris Ashman
Steven Assael
Marilyn Astarita
Sam Atkinson
Kermit Augustine
Eleanor Ayers
Matthew Babcock
Mary Elizabeth Babcock
Amindra Babilonia
Liz Baganz
Gail Bagazzoli
Jody Lynn Bahar
Edith Baickle
Jean Bailey
Margery Baittle
Laurel Baker
Kathy Fiato Baker
Vicki Baldwin
Robert Baliff
Cora Baliff
Angela Balletto
Elize Banarsee
William Banks
Raymond Bara
Claire Barabash
Seymour Barasch
Charles Barker
Thomas Barletta
Susan Barlow
Richard Barnes
Maxine Barnett
Winnifred Barnett
Terri Barr
Bruce Barrett
Christina Barry
David Barszewski
Dawn Barthel
Mary Bartowski
Joshua Barwick
Jeanette Baskin
Joy Baskin
Dipu Basu
Ruth Battaglia
Paul Battiste
Marilyn Baxter
Patricia Bayack
Heather Bazan
Bruce Becker
Janet Bedney
Lea Bedore
Maria DeMarco Begley
Glen Begrow
Martin Belkowitz
Rosemary Bell
Horace Belton
Howard Benatovich
Carmen Benitez
Allan Bentkofsky
Paul Benveniste
Cynthia Beres
Sam Berger
Juhi Beri
Marc Berk
Allan Berkowitz
Irving Berkowitz
Elizabeth Berman
Erica Berman
Barry Berman
Maria Bernal-Rabasco
Conrado Bernardo
Anthony Bernini
Patrick Berrigan
Robert Beshaw
Carol Bickart
William Biggee
Yvonne Bisel
Merlyn Bissell
Jane Bissell
Nancy Bizub
Sheldon Blackman
Linda Blackmar
George Blakeslee
Mary Blakley
Thomas Blank
Myra Blasius
Sheldon Blitstein
Mary Bloomquist
Trudy Bloomquist
Walter Blount
Cynthia Blythe
Madeline Bobet
Edith Boehme
Elwood Bogart
Barbara Bohomey
Renee Bona
Mary Ann Bonini
Lizbeth Booth
Mary Boscardin
Michael Bosquet
Carlise Bossard
Suzanne Bottigliero
Penny Bowen
Jeanne Bower
Robert Bowser
Kenneth Boyce
Michael Brace
Joseph Brady
Anne Brady
Marie Brane'
Joseph Braziller
Ken Braziller
Mary Breheney
John Brennan
Andrew Bressner
Palma Brigano
Roslyn Brilliant
Patricia Broadbelt
Maureen Brooks
Colleen Brosnan
Ginette Brouard
Colleen Brown
Charles Brown
Ethlyn Gean Brown
Mary Browne
Patricia Brunetti
Lynne Brush
Marie P. Buckley
Sondra Bufis
Shirley Bullard
Robert Burger
Mark Burger
Walter Burke
Francis Burke
Douglas Burleigh
J. Christopher Burns
Mary Burris
Melvin Burruss
Rachel Burton-Sharrow
Karen Butler
Tyrone Butler
Raymond Butler
Keith Byron
Alan Cabelly
Mary Calabrese
Esther Caletka
Irene Calicchio
Marianne Calise
Jack Callaghan
Jane Cameron
Patricia Campanaro
Vivian Campbell
Eleanor Campbell
Dana Canavan
Joseph Canino
Michael Carbonaro
Jane Carey
Timothy Carey
Carol Carioti
Darlene Carley
Shawn Philip Carlson
Barbara Carney
Gene Carney
Jill Carr
Palma Carr
Rokki Knee Carr
William Carroll
Marie Carrubba
Maryjoan Case
James Cashen
Evelyn Caska
Mary Cassidy
Claudia Catalano
Catherine Chabrier
Geoffrey Chanin
Elizabeth Chapman
Donald Chesworth
Rosaria Chiarello
Jeanne Marie B. Christensen
Robert Cincotta
Joseph Clark
Leslie Clark
Mary Ann Clark
Dennis Clary
Christine Claxton
Frances Clemente
Doris Clevinger
Gail Cochrane
Ronnie Cohn
Danelle Colistra
Eleanora Collins
Robin Collins
Deborah Combs
Louis Comeau
Peter Comerford
David Commender
Frank Como
Dorothy Condon
Carissa Conley
Tracy Connor
Dennis Consumano
Catherine Conway
Roxanne Conway
Walter Cook
Kay Cook
Penny Coon
Barbara Coon
Sonja Cooper
John Cornish
Karen Cornwell
Mary
Corrigan
Mark
Corwine
Craig Cosenza
Carol Cosgrove
Colleen Costigliola
Roberta Courtade
Larry Covell
June Crawford
Ida Crawford
Susan Cross
Lisa Crouch
Amanda Beth Crowley
Danny Cuciti
Leslie Cumming
Kevin Currier

Surrogate Decision-Making Panel Members

Linda Curtis
William Cuthbert
Margaret Dadd
Beverly E. Dalton
Anthony D'Amore
Holly Dargush
Diana Darris
Robert Davey
Mark Davidson
Jordan Davis
L. Richard Davis
Hilary Davis
Raymond de Silva
Joan Dean
James DeBerry
Michel DeBottis
Lori Decker
Jean Ann Decker-Zambrano
Dianne DeCurtis
Edward Degnan
Frank Della Posta
Anthony Dellicarri
Jerry DeLuise
Michael Dempsey
Dorothy Dempsey
Sandra DeMyer-Gapin
Victoria DeNinno
Sharon Denman
Heidi Dennis
Regina DePumpo
Mary Derby
Nancy Desando
Joy Devita
Stephen Diamond
Susan Diamond
Jacqueline Dias
Herbert Dicker
Jo Dickinson
Vincent Dicks
Dorothy DiDomenico
Marguerite Dieffenbach
Kimberly Dieteman
Gladys Jean Diji
Suzanne D'Incecco
Rebecca Dishaw
Mary Ellen Diver
Carrie Divine
Patrick Donahue
Vincentia Dondero
Patricia Donohue
Valerie Donovan
Barry Donowitz
Gail Donus
Nancy Dougherty
Lori Doughty
Colleen Downes
Lori Ann Drake
Doris Drucker-Katz
Jean DuCoffe
Cassandra Duff
Martin Duke
Elizabeth Dumas
Jane DuMoulin
Heather Durant
Robert Dworkin
Michael Dwyer
Patrick Dwyer
Anthony Earley
Lori Edwards
Gregory Edwards
Maria Eisenhauer
Patricia Ellison
Charlene Endal
Debra English
Tina Eskreis-Nelson
Susan Evans
Richard Everitt
Doreen Faber
Jude Fabiano
Nancy Faccone
Rose Marie Fairley
Frank Fanshawe
Helen Farrell
Elizabeth Argar Fass
Tina Fassnacht
Salvatore Fauci
Lawrence Faulkner
Mary Fay
Ramona Febo-Boarman
Marcia Feiertag
Ellen Fein
Bill Felton
Jamie Ferman
Helen Feron
Ellen Ferrara
Joan Fertig
Valerie Findlay
Maryl Christina Fish
Gail Fishkind
James Fishler
Loraine Fleming
Margaret Flint
Ellen Flowers
Patricia Foley
Carmel Foley
Vicki Forbes
R. Adam Forno
Irene Francis
Michael Fraser
Angelo Fratercangelo
Donna Frazier
Elizabeth Frederick
Mark Frering
David Freshi
Lisa Friedman
Patricia Frungillo
Julianne Furlong
Mary Gage
Louis Gallagher
Debra Gallagher
Margaret Gallagher
Joann Galley
William Gandy
Barbara Ganster
Bonnie Ganzekaufer
Pamela Gardner
Theresa Gardner
Charlotte Gardner
Margaret Gardner
Pamela Doyle Gee
Ira Gelinson
Geneva Genovese
Gail Ghigliotti
Dana Gibbs
Jody Gil
David Gilbert
Roberta Gill
Carleton Gillette
Amy Gillette
Kathleen Gilliam
Sushila Gillis
Charles Githler
Roni Glaser
Leo Glass
Martin Gleeson
Catherine Gogan
Donald Goldfarb
Mark Goodwin
Sandra Gorenstein
Joel Grace
Karen Grant
Thomas Grant
Nancy Grant-Miller
Lisa Graves
Kenneth Graves
Mark Green
Peggy Ann Green
Thelma Green
Jack Green
Barbara Greene
Isabelle Grenon
Judd Grey
Margaret Griffin
Patrick Griffiths
Ruth Groebner
Owens Grogan
Jean Marie Grout
Sharon Kovacs Gruer
Jacqueline Guerrier
Evelyn Gulliksen
Mark Gustin
Rita Haahn
Susan Haggett
Irene Hakanson
Sinai Halberstam
Rosa Hall
Patricia Hall
John Hamm
Elaine Hammond
Kelly Hamula
M. Shae Hanford
Kathleen Hannan
Kelly Hannon
Maggie Hansen
Janet Hansen-Moyes
Anne Hanson
Patricia Harding
William Harker
John Harkulich
Claire Harnick
Joanne Harpel
Tami Harpster
Lynne Harrison
Robert Hartnett
Susan Harvey
Susan Harwin
Helen Hauser
Janice Hawkins
Kathleen Healey
Mary Healy-Sedutto
Michael Heaney
Susan Heath
Mary Heavey
Betty Helmsworth
Jean Hendrickson
Karen Henley
Carol Hermann
William Herrick
Henry Hertl
Jennifer Hinshaw
Janice Hirsch
Stephan Hittmann
Rosemary Hoag
Elva Hodgers
George Hoehmann
Jon Holcombe
Walter Holland
Jeffry Hollander
Cathleen Hollywood
Arthur Holmberg
Jennifer Holmes-Blair
James Holtzworth
Kristin Holub
Jane Honeyman
Jacqueline Hoops
Beth Hopkins
James Horan
Eve Horbat
Roberta Horne
David Hornick
Gary Horton
Marie Horton
Sheryle Hosking
Jack Houk
Mari Howard
Sharon Huck
Lydia Hucker
Grace Hudak
Gregory Hudecki
James Hughes
Robert Kingsley Hull
Debra Huntington
MaryAnn Husnay
Connie Hynes
Salvatore Iacullo
Beth Imperial-Rogers
Paige Ann Ingalls
Anne Jackson
Stephen Jacobs
Seymour Jacobson
Paul Jaffe
Janis Jastrebski
Jeffrey Jensen
JoAnn Johnson
Richard Johnson
Beverly Johnson
Larry Johnson
Marla Jonas
Jennifer Jones
Mary Jones
Tracy Jong
Kimberly Kadziolka
Judith Kahn
Don Kamin
Ellen Kanner
Patricia Karnatski
Pamela Kasa
Roy Kaufman
Kate Kaufman-Burns
Alice Kayser
Janet Kazes-Garrison
Regina Keddell
Susan Keiser
Mark Keller
Paul Kelly
Joseph Kelly
Barbara Kelly
Kathryn Kendall
Zarina Khan
Margaret Kibler
Pauline King
Charles King
Andrea King
Darlene Kinney
Charles Kirschner
Donna Kitchin
Stacy Kitt
Louis Klein
Earl Klein
Jennifer Kline
Joan Klink
Kathleen Knaak-Cole
Patricia Knamm
Marie Knapp
Patricia Knuth

Surrogate Decision-Making Panel Members

Margaret Kolodzey
Deborah Kolomick
Diane Kopitowsky
Ann Korabik
Maneck Kotwal
Herbert Krauss
Mary Krebs
Carol Kriesberg
Jocelyne Kristal
Bina Kumar
Cathy LaBarge
Laure Lafontant
Joanne LaForge
Lawrence Lagarenne'
Eunice LaLonde
Pamela LaLonde
Deanna Lamb
Joseph Lamendola
Barbara Lamoreaux
Diane Lang
Kathleen Lang
Delores Langford
Susan LaPlante
Helen LaRue
Sylvia Lask
Bonnie Laugen
Bertha Laury
Ann Marie Lavallo
Dawn LaVigne
Francis LaVigne
Kevin Lawkowski
James Lawler
Fran Lawless
Christine Lawrence
John Lawrence
Lorriane Lawson
Robert Lazow
Philip Learned
Chung Lee
Donald Lefari
Sharon Lehmann
Ronald Lehrer
Risa Leonard
Juliette Levin
Debra Lewis
Randall Lewis
Kimberly Lewis
Ted Lewis
Frederick Lewis
Marcia Lieb
Mai Lutterus Liinve
Beth Linderman
Dora Lipman
Bonnie Lisbona
Alison Lisefski
Ronald Litchman
Harold Litteer
Thomas Lloyd
Lynette Loadholt
Carl Lobdell
Roy Lockwood
Paul Loiselle
Geoffrey Long
Sandra Longworth
Constance Lopez
John Lounsbury
Linore Lounsbury
Guido Loyola
Rhys Ann Lukens
Robert Lukow
Dana Lundberg
Anastasia Lupe
Mitchell Lurye
Arthur Lussi
M. Kathleen Lynn
Gary Maas
Audrey MacDougall
Ellie Mack
Michael MacWilliams
Carl Madonna
Gary Maffei
Eileen Mahar-Mallon
James Maher
Josephine Maimone
Linda Mainetti
Laura Malachowski
Carolyn Malenda
Joanne Mallon
Catherine Maloy
Roger Manning
Robert Manor
Polly Maouris
Mary Marcantonio
Richard Marchese
Mary Jo Marchisello
Sara Marcille
Maureen Marcus
Barbara Margolis
Ari Markenson
Jeffrey Marks
Stella Marrs
Andrew Marshall
Rita Martin
Shirley Martin
Jean Martin-Cinelli
Victor Martini
Joan Masaitis
Barbara Masi
Kathaleen Mason
JoAnn Matthewson
Emily Maute
Terri Maxymillian
Michele Mayer
Robert Mayo
Kevin McCardle
June McCarrell
Thomas McCluskey
Michele McConville
William McDonald
Gerald McDonald
Brigid McGinley
John McGlenn
Janet McGlone
Jane McGrady
Regina McGraw
Peter McHugh
Kathy McKeever
Colin McMahon
Nora McQueeney
Janet Meaney
Lisa Meissner
Angel Mejias
Marcia Menasse
Ann Marie Menendez
Alan Merkin
Henrietta Messier
Mildred Messmer
Mark Metzger
Edward Mevec
David Meyers
Harold Meyers
Angela Mezzomo
Linda Miele-Cavallaro
Tracy Miller
Anita Miller
Selma Miller
Margaret O'Grady Miller
Rosa Miller-Martin
Judith Mills
Joann Mills
Joseph Mineo
Nelli Mitchell
Stuart Mitchell
Lynda Molesworth
Robin Moller
Michael Monahan
Richard Monck
George Monk
Wendy Monroe
Patricia Monteverde
Susan McDonald Montrose
Michelle Montroy
Joanne McElroy Moore
Rosalyn Moore
Sallie Moore
Andrea Moran
Sherman Moreland
Stephanie Moriarity
Jean Morris
Patricia Morrison
Moira Morrissey
Steven Mosenson
Norma Moss
Kim Mosteller
Therese Mudd
Robert Muhlnickel
Judy Munson
Eileen Murphy
Lisa Murphy
Edward Murphy
John Murphy
Janet Murphy
Mary Ellen Murphy
Debbie Murray
Catherine Myers
Ellen Naidus
Virginia Nailor
Elaine Nakovics
Donald Napolean
Hinda Naschke
Ann Nehrbauer
Joan Nelson
Danielle Newman
W. Bruce Newman
Mary Nicholls
Frederick Niebuhr
William Night
Joan Niles
Peter Nilsson
Toni Nixon
Kristen Northrup
Margaret Worden Norton
Toni Norton
Pamela Nowinski
Robert Nugent
Lawrence Nusbaum
Kevin O'Brien
Timothy O'Connor
Karen Odock
Pat O'Hara
Nancy O'Hara-Kraft
Patricia Okoniewski
Elizabeth Oliver
Barry Organ
Judy O'Rourke
Sara Ort
Phyllis Osborne
Marion Ostrander
Philip O'Sullivan
Melissa Ottenstein
Sheila Otto
Ellen Owens
Samuel Pagano
Margaret Paine
Carolyn Pal
Margaret Palmer
Judith Palumbo
Barbara Pancari
Laura Panek
Donald Pangburn
Michelle Paniccia
Polly Panzella
Joseph Paris
Margaret Parise
Carol Park
Sharon Parker
Mary Parker
Kurt Parry
Michael Pasternack
Joan Pastore
Denise Paszkiewicz
Jill Patel
Nora Pavlak
Renee Peay
Andreas Pederson
Jane Ann Peer
Darlene Peets
Paul Peets
Phyliss Pellet
Marjorie Perfetti
Everett Person
Barbara Petak
Jean Petela
Linda Peters
Karen Petrie
Margaret Petrosino
Tanya Pfaff
Flo Pflaster
Jacqueline Phillips
Collette Phillips
Siebert Phillips
Gary Piccione
Daphne Pickert
Barbara Pioli
Alva Pisapia
George Plevretes
Thomas Plimpton
Beatrice Plympton
Darlene Podolak
Carol Poisman
Elizabeth Polisoto
Erno Poll
Aileen Pollack
Davis Pollack
AnnMarie Pollard
Aaron Pomerantz
Paul Pontiff
Patricia Potocar
Diane Price
Marian Prince
Valorie Joy Promisel
Onofrio Puleo
Carol Puschaver
David Putney
John Quain
Jack Rabin
Edythe Raiten
Stephen Ramos
Mary Randall
Joseph Ranni

Surrogate Decision-Making Panel Members

Mary Rappole
Margaret Raustiala
Joanne Reaffel
Richard Reich
Fiona Reid
Ann Reilly
Elaine Reinke
Paul Reiter
Stephanie Repak
Kevin Rex
Louise Rheem
Judy Rhodes
Elizabeth Hiddemen Rice
Richard Rice
Glenn Rickles
Elizabeth Riker
Rain Rippel
Leslie Rivkin
Irene Roach
Peter Robbins
Joan Lensky Robert
Donna Robinson
Melvin Robinson
Matthew Rock
George Rockman
Robert Roe
Maureen Romer
Bernice Romig
Irene Ropelewski
Lisa Rosen
Philip Rosenberg
Neal Rosenberg
Michael Rosenberg
Linda Ross
Wendy Rothstein
Patrick Rourk
Richard Rowe
Debra Royce
Judith Rubin
Isaac Rubin
Cheryl Rundle
Karen Russell
Claudia Russell
Mary Ellen Ryan
Patricia Ryan
Michael Ryan
Kathleen Ryan
Linda Sager
Jane Salchli
Rebecca Salerius
Anthony Salerno
Sandra Samimi
Mavis Sampson
Margaret Sandercock
M. Madeline Sansevere
Carman Santor
Dante Santora
Michael Sarner
Donna Saskowski
Tracy Sawyer
Patrick Sayer
Scott Sayward
Carol Scal
Randy Schaal
Juli Schaefer
John Scheffel
Janet Scheiber
Suzanne Schein-McLemore
Ann Scherff
Mark Schneider
Shirley Schoener
Ellen Schoonover
Peter Schreier
Irene Schukin
Isabel Schwartz
David Sears
Linda Sears
Cara Seekings
Colleen Seeley
Steven Segall
Shelley Seidenberg
Steven Seidman
Linda Selby
Jack Sender
Richard Sepe
John T. Servodidio
Theresa Sgrulletta
Kristen Shaheen
Rita Shantzis
Mildred Shapiro
John Sharon
Barbara Sherman
Debra Sherman
Israel Sherman
Alla Shkolnik
Barbara Short
Helene Shulkin
Eric Shults
Joanne Siegal
Carolyn Siegel
Albert Siewers
Ann Silberman
Millicent Silver
Rachel Silverman
Carl Silverstein
Cheryl Simeone
Marjory Scarlet Simmons
WilliamSimmons
Crystal Simmons
Carla Simpson
Phillip Simpson
Randy Siper
John Peter Sipp
Lorraine Siskavich
Lisa Sizeland-Ross
Nancy Skiff
Paulette Sladkus
Erica Slezak
Arthur Small
Mary Ellen Smith
Brenda Smith
Carolyn Smith
Kellie Smutz
Kevin Snider
Elizabeth Snyder
John Sparrer
Malcolm Spector
Jerome Sperber
Marlene Sprague
Traci Stahl
Carolyn Stalker
Carol Staves
Rosemarie Stazzone
Jeanne Stearns
Lori Stefferson
Evelyn Stefos
Ronnie Steinwolf
Beverly Stenglein
Thomas Stephens
Philip Sterdt
Sandra Stevens
Maureen Stewart
Charles Stewart
Robert John Stewart
Brenna Stewart
Timothy Stickelman
Wendy Stickley-Ocker
Christina Stile
Claire Stratford
Oscar Straus
Susan Streeter
Howard Strongin
Risa Sugarman
Catherine Sullivan
Mary Sullivan
James Sullivan
Merle Sullivan
Kathy Summa
Nadean Summers
Jill Sussman
Jean Swinnerton
Mary Switzer
Patricia Swolak
John Szolnoki
Jan Tacoronti
Karen Taddeo
Susan Tanuis
Clinton R. Taplin
Eli Taub
Darleen Taylor
Joan Taylor
Claudia Taylor
James Tebo
Paul Tendler
Barbara teRiele
John H. Thomas
Carolyn Thomas
Anne Thompson
Caryl Tierney
Richard Timo
Susan Todd
Stacey Torchio
Monica Toye-Smith
Joseph Trachtenberg
Gerry Trautz
Kendra Travis
Thomas Trevett
Maryellen Tria
Gloria Trombly
Helen Trowbridge Hanes
Kimberly Tubo
Nora Tulchin
James C. Tunny
Josena Turner
Toni Turner
Aaron Tyk
Eleanor Tyler
Sharon Tyo
Jan Ulman
Lyn Nicole Uterano
Judith Valenti
Linda Van Buskirk
Craig Van Vessem
David Vandenburgh
Barbara Venete
Viena Victoria
Ralph Vinchiarello
Linda Virelli-Gucker
John Von Ahn
Cheryl Wahl
Barbara Wale
Elliot Wales
Susan Wallach
Timothy C Walsh
Stephen Walsh
Maureen Walsh
Amy Walsleben
Gail Warchol
Crystal Ward
Sue Watson
Diane Webster-Brady
Eileen Wegman
Barry Weiner
Rosalie Weiner
Ellie Weinstein
Cindy Weissend
Pamela Wellman
Mark Flack Wells
Lauren Welsh
Frances Wenderlich
Mary-Lee Westbrook
Frederick Wetzel
Michelle Whitcomb
Daniel White
Camille Wicher
Barbara Widrig
Edward Wilcenski
Shirley Wilcox
Ken Wiley
Richard Willert
Kimball Williams
Karl Williams
Peter Williams
Maria Willis
Lesmore Willis
Scott Wing
Amy Winn-Claus
Jodi Witman
Alden Wolfe
Kathryn Wood
Alice Woodford
Joanne Woodside
Ronald Wozniak
Amy Wysoker
Diane Yaddow
Amy Yero
James Yonai
Patricia Young
Judith Young
Daniel Young
Donna Young
Patricia Zaccari
Jennifer Zagami
Terence Zaleski
Mel Zalkin
Beth Zaprowski
Merryl Snow Zegar
Martha Zell
Charles Zelows
Claire Zerbe
Beth Zerrahn
Karen Ziemianski
Thomas Zimmerman
Molly Zimmerman
Judy Zirin-Hyman
Ronald Zito
Elissa Zucker
Jay Zuckerman

Advocacy Services Network

Region/Agency	Services Offered
Statewide	
New York State Commission on Quality of Care Advocacy Services Bureau 401 State Street Schenectady, NY 12305-2397 (518) 388-2892 1-800-624-4143	Statewide Coordination of: PADD, PAIMI PAIR, CAP PABSS
New York City & Vicinity	
New York Lawyers for the Public Interest 151 West 30th Street, 11th Floor New York, NY 10001-4007 (212) 244-4664	PADD, PAIMI PAIR, CAP PABSS
Center for Independence of the Disabled in New York, Inc. 841 Broadway, Suite 205 New York, NY 10003 (212) 674-2300 (Voice or TTY)	CAP
Brooklyn Center for Independence of the Disabled, Inc. 2044 Ocean Avenue, Suite B-3 Brooklyn, NY 11230 (718) 998-3000 (718) 998-7406 (TTY)	CAP
Long Island Region	
Long Island Advocates, Inc. 2868 Merrick Road Bellmore, NY 11710 (516) 783-1450	PADD
Touro College Jacob J. Fuchsberg Law Center 300 Nassau Road Huntington, NY 11743 (631) 421-2244 Ext. 333	PAIMI
Long Island Advocacy Center, Inc. Herricks Community Center 999 Herricks Road New Hyde Park, NY 11040 (516) 248-2222 (516) 877-2627 (TTY)	CAP

Advocacy Services Network

Nassau/Suffolk Law Services Committee, Inc. — PAIR
1757 Veterans Highway, Suite 50
Islandia, NY 11749
(631) 232-2400

Hudson River Region

Capital District Center for Independence, Inc. — CAP
855 Central Avenue, Suite 110
Albany, NY 12206
(518) 459-6422 (Voice and TTY)

Westchester/Putnam Legal Services — PADD, PAIR
4 Cromwell Place
White Plains, NY 10601
(914) 949-1305

Disabilities Law Clinic at Albany Law School — PADD
80 New Scotland Avenue
Albany, NY 12208
(518) 445-2328

Disability Advocates, Inc. — PAIMI, PAIR, PABSS
5 Clinton Square, 3rd Floor
Albany, NY 12207
(518) 432-7861

Westchester Independent Living Center, Inc. — CAP
200 Hamilton Avenue, 2nd Floor
White Plains, NY 10601-1812
(914) 682-3926 (914) 682-0926 (TTY)

North Country, Central and Southern Tier Region

North Country Legal Services, Inc. — PADD, PAIMI
100 Court Street
Plattsburgh, NY 12901
(518) 563-4022 1-800-722-7380
and
P.O. Box 648
Canton, NY 13617
(315) 386-4586 1-800-822-8283

Legal Services of Central New York, Inc. — PADD, PAIMI, PAIR, PABSS
The Empire Building
472 South Salina Street, Suite 300
Syracuse, NY 13202
(315) 475-3127

Advocacy Services Network

Legal Aid Society of Mid-New York, Inc. — CAP
255 Genesee Street, 2nd Floor
Utica, NY 13501
(315) 732-2131 (Voice and TTY)

Resource Center for Independent Living, Inc. — CAP
409 Columbia Street
Utica, NY 13502
(315) 797-4642 (315) 797-5837 (TTY)

Legal Aid for Broome/Chenango Cos., Inc. — PADD
30 Fayette Street
P.O. Box 2011
Binghamton, NY 13902
(607) 723-7966

Western Region

Western New York Advocacy for the Developmentally Disabled, Inc. — PADD
590 South Avenue
Rochester, NY 14620
(585) 546-1700

Neighborhood Legal Services, Inc. — PADD, PAIMI
295 Main Street — CAP
Ellicott Square Building, Room 495 — PAIR
Buffalo, NY 14203 — PABSS
(716) 847-0650 Statewide Technology Related Protection and Advocacy Program

Regional Center for Independent Living, Inc. — CAP
1641 East Avenue
Rochester, NY 14610-1616
(585) 442-6470 (Voice and TTY)

Western NY Independent Living Project, Inc. — CAP
3108 Main Street
Buffalo, NY 14214-1384
(716) 836-0822
(Voice and TTY)

Commission Staff

Executive
(518) 388-1281

Gary O'Brien, Chairman
Elizabeth Stack, Commissioner
Louis Billittier, Commissioner
[† 8/2/2000]
Angelo Muccigrosso, Commissioner
[since January 2001]
Mindy Becker
Marcus Gigliotti
Thomas Harmon
Sally Rook

Legal Services Bureau
(518) 388-1270

Robert Boehlert, Counsel
Patricia Johnson
Jerome Luhn
Gary Masline
Linda Rule

Fiscal Investigations/Cost Effectiveness Bureau
(518) 388-2835

Walter Saurack, Director
Richard Cicero
Michael Kester
Robert Myers
James Newell
Raymond Rutnik
John Rybaltowski
James Tunney

Bureau of Quality Assurance, Investigations, and Program Oversight
(518) 388-2851

Mark Keegan, Director
James Barnhardt
Barbara Beebe
Peter Behm
Nancy Bell
Katherine Bishop
Doreen Bowser
Michaeleen Campbell
Mary Craven
Cindy Davidson
Linda Delaney
Craig Freis
Erik Geizer
Carole Greene
Anne Harrienger
Elise Herzog
Randal Holloway
Debra Johnson
Paul LaFleur [† 7/2/2001]
Gerald Montrym
Sheryl Morrison
Barbara Myles
Rene Paluba
Deborah Perry
Mark Rappaport
Linda Sheridan
Rosemarie Turnbull
Diane Wienclawski

Policy Analysis Unit
(518) 388-2835

Robert Melby, Director
Carol Ackerman
Elizabeth Chura
Patricia Morlock
Betty Meyer
Lisa Murray
Karen Myers
Isabel Sculco
Kathy Serino
Pamela Williams
Inge Zimmerman

Advocacy Services Bureau
(518) 388-2892

Marcel Chaine, Director
Megan Batcher
David Brown
William Combes
Jacqueline Garcia
Thomas Gilbert
Sandy Griesbeck
Catharine McHugh
Michael Peluso
Michele Scambelluri
Robin Worobey
Sylvia Wheeless

Administrative Services Bureau
(518) 388-2804

Richard Schaefer, Director
Gino Benvenuto
Mark Carhart
Linda Cavanagh
Maria Collura
Thomas Corrado
Sheila Holloway
Brian Kennedy
Deborah McCrum
Donna Rendano
Kathy Runkle

Surrogate Decision-Making Program
(518) 388-2820

Thomas Fisher, Director
Patrice Caldwell
Sandra Gigliotti
Noreen Haupt
Bonnie Ivey
Darlene Mayo
Mary Miner
Beth Rogers
Lynne Wright

Contacting the Commission

Website: www.cqc.state.ny.us
E-mail: marcusg@cqc.state.ny.us

Phone:

Quality Assurance Complaints/Calls for Assistance:
1-800-624-4143 (voice and TTY) FAX: (518) 388-2860

Executive Offices: (518) 388-1281 FAX: (518) 388-1276

Press and Freedom of Information Law Officer: (518) 388-1270

Counsel's Office: (518) 388-1270

Death Investigations: (518) 388-2854
FAX: [e.g., Incidents, Deaths] (518) 388-2860

Policy Analysis: (518) 388-2835

Fiscal Unit: (518) 388-2835

Administrative Bureau and Personnel: (518) 388-2804

Advocacy Services: (518) 388-2892 FAX: (518) 388-2890

Surrogate Decision-Making Committee Program: (518) 388-2820
FAX: (518) 388-2828 or (518) 388-2829

Newsletter: (518) 388-1277

George E. Pataki
Governor

New York State Commission on Quality of Care for the Mentally Disabled
401 State Street
Schenectady, NY 12305-2397