

Improving Lives, Protecting Rights

Keeping the Dream Alive

NYS Commission on Quality of Care

For the Mentally Disabled

2002 - 2003 Activities

Foreword

This report coincides with the 25th Anniversary of a dream - that of providing the highest quality services to New Yorkers with mental disabilities.

Spurred by the scandalous conditions of the Willowbrook State School in the 1970s, conditions which then newly elected Governor Hugh Carey called unworthy of New York State, and abuses at other facilities, New York embarked on a major overhaul of its mental hygiene system. Shepherded by Governor Carey, Senator Frank Padavan, Chair of the Senate Mental Hygiene and Addiction Control Committee, and Assemblywoman Elizabeth Connelly, Chair of the Assembly Mental Hygiene, Mental Retardation/Developmental Disabilities and Alcoholism and Substance Abuse Services Committee, and supported by advocates and service providers in the public and private sectors, legislation was enacted in 1977 dismantling the often-criticized and overly bureaucratic structure of the Department of Mental Hygiene. The legislation created three autonomous offices, each with its own dedicated mission, leadership and budget to serve the uniquely different needs of people with mental disabilities:

- The Office of Mental Health (OMH);
- The Office of Mental Retardation and Developmental Disabilities (OMRDD); and
- The Office of Alcoholism and Substance Abuse Services (OASAS).

The 1977 reform package also created the Commission on Quality of Care for the Mentally Disabled, which commenced operations in 1978. The Commission was charged with providing independent oversight of the three offices for the purpose of offering the Governor and the Legislature, Commissioners of the Offices and program operators informed, yet impartial, advice and recommendations to ensure that service recipients receive the highest quality of care in a cost effective and responsible manner.

The reorganization of the Department of Mental Hygiene paved the way for advances in service delivery, including the downsizing of large institutions; the development of small, community-based residential and non-residential programs; the inclusion of more partners, especially consumers and family members, in mission-driven service planning; and the evolution of philosophies concerning care and what constitutes *quality* care. Twenty-five to thirty years ago the system struggled, often unsuccessfully, to provide basic custodial care for the masses as a benchmark of quality. Today, the caliper increasingly used for assessing quality is the degree

to which services and supports are designed to meet the needs and wishes, hopes and desires of the individual recipient.

The service system of today looks much different from that of yesteryear. But that wasn't simply the result of reorganization. The transformation was achieved through the continued hard work of Governors Cuomo and Pataki, legislative leaders and members, agency commissioners and countless public and private sector staff, consumers and advocates who shared in the dream of Governor Carey, Senator Padavan and Assemblywoman Connelly. These men and women seized every opportunity offered in the reorganization and subsequent years to further that dream.

The literally hundreds of staff and volunteers who have worked for the Commission over the past 25 years also labored to further that dream, specifically through their participation in investigations of complaints, deaths and reports of abuse; systemic studies of policy, program and fiscal issues; the Surrogate Decision Making Program; and the provision of educational and advocacy services.

Is the dream fulfilled? No, but it is being pursued aggressively. *Quality* is an ever-evolving ideal. And when fallible humans care for each other, providing the *highest quality* of service is, naturally, a formidable challenge. But the beauty of certain dreams is that they call for pursuit, regardless of the challenges.

With this report on activities during the 25th Anniversary of its genesis, the Commission recommits to the dream which gave rise to its birth, and pledges to continue, with its partners in that dream, the pursuit of the highest quality of care for New Yorkers with disabilities.

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Introduction

Much like the system it oversees, the Commission has changed over the past 25 years, embracing new challenges and opportunities to serve people with disabilities.

While the Commission's enabling legislation focused its activities on programs operated or certified by the Office of Mental Health (OMH), the Office of Mental Retardation and Developmental Disabilities (OMRDD), and the Office of Alcoholism and Substance Abuse Services (OASAS), over the years that focus has expanded.

Beginning in 1980, with the designation of the Commission as New York State's administering agency for the federal government's Protection and Advocacy (P&A) system, the Commission's purview broadened as the P&A system evolved to represent and support people outside "traditional" mental hygiene programs as well as people with physical disabilities or other disabling conditions.

In 1986, the Commission took on a quasi-judicial task – administering the Surrogate Decision Making Committee (SDMC) program which, as an alternative to courts, facilitates informed decision-making on behalf of certain people with disabilities who require non-emergency medical care but lack the capacity to consent to such and have no legally authorized surrogate available or willing to do so.

And, in the 1990s, the Commission's investigative jurisdiction was expanded to include adult homes, certified by the Department of Health, which serve significant numbers of people with mental disabilities.

Despite these and other changes which have shaped the Commission's current scope of operation, its mission has remained the same: to improve lives and protect the rights of people with disabilities.

To further advance that mission as it approached its 25th Anniversary of operation, the Commission engaged in a strategic planning process to guide future activities. Representatives of consumer, family, advocacy and provider groups, commissioners and senior staff of operating and regulatory agencies, as well as officials from the Governor's Office, Division of the Budget and Legislature were invited to share their perspectives on Commission operations, issues impacting people with disabilities, and priorities for Commission action.

The ensuing dialogue resulted in a plan, published in June 2000, to guide Commission oversight and advocacy activities through the year 2003, its 25th Anniversary.

Four overarching goals were identified in the plan:

- Maintaining the Commission's traditional oversight activities, and monitoring new and emerging service trends and modalities within the mental hygiene system;
- Endeavoring to ensure that persons with mental disabilities served primarily by non-mental hygiene agencies receive services which 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, 2002 through December 31, 2003 in pursuit of these goals.

Maintaining Traditional Oversight Activities & Monitoring New Service Trends and Modalities

Case Activities

As the cornerstone of the mental hygiene system should be the individual it was designed and built to serve, it is only natural that responding to individuals' complaints and concerns, investigating allegations and untoward events, and conducting program reviews form the heart of the Commission's oversight functions. Such activities:

- Present opportunities to provide program operators, regulators and policy makers unbiased assessments of the quality of services and suggestions for improvement, assessments and suggestions rooted in the experiences of service consumers;
- Assure consumers, families, advocates and providers as well that concerns about care will receive a fair and objective review;
- Deter further abuse, neglect and unscrupulous practices through the reporting of findings and the referral of individuals and programs for appropriate administrative or legal sanctions; and
- Enable the Commission to keep tabs on the pulse of the system.

To achieve these ends, the Commission staffs a toll-free telephone line for people who have concerns about their care, or that of a loved one, or who are in need of assistance in navigating the system; reviews all allegations of abuse and deaths occurring within the system, conducting direct investigations into those where facility investigations seem lacking or the nature of the event warrants independent scrutiny; maintains investigative staff on call 24 hours-a-day, seven days-a-week; and conducts hundreds of announced and unannounced site visits and program reviews yearly.

In 2002 and 2003, the level of these activities reached heights unprecedented in the Commission's history. Nearly 60,000 calls for assistance were received and responded to, over 25,000 reports of death and alleged abuse were reviewed, and over 2,000 direct investigations and program reviews were conducted.

**Individual Case Activities and Changes:
2000 - 2003**

	1/1/00-12/31/01	1/1/02-12/31/03	%Change
Toll-Free Calls for Assistance +23	47,393	58,168	
Care and Treatment/Program Reviews	494	496	+<1
Child Abuse Investigations	415	511	+23
Adult Abuse Reports Reviewed	17,521	20,195	+15
Adult Abuse Reports			
Assigned for Further Inquiry	1,024	1,399	+37
Death Reports Reviewed	5,167	5,691	+10
Death Reports			
Assigned for Further Inquiry	457	631	+38

Examples of Individual Case Activities: 2002 - 2003

A family member contacted the Commission on behalf of his brother who lived in a group home and frequently sustained bruises of unknown origin, raising suspicions of possible abuse. The Commission investigation revealed that the likely cause of the injuries was the individual's difficult-to-control seizure disorder; however, information about the seizures and their treatment was not being adequately communicated between the group home and the individual's private neurologist. At the Commission's suggestion, better lines of communication were established enabling the neurologist to know more about the nature, frequency and duration of seizures, and residence staff to better implement the neurologist's recommendations.

An investigation into a suicide on a psychiatric unit of a general hospital prompted revision in policies on supervision levels. The case involved a young man admitted to the hospital for suicidal ideation. Upon admission, the gentleman would give no information to assist staff in their assessment of his mental status or potential lethality. He was placed on a level of supervision requiring 15-minute checks, the facility's standard level for those patients whose psychiatrists have not ordered a more intensive level of supervision. That night, in between 15-minute checks, the patient killed himself. In response to the Commission's findings, the hospital now requires that patients, who do not provide sufficient information to allow a thorough mental status examination, be placed on a constant observation status, for their safety and that of others, until such an examination can be conducted.

Watching Over the Children

Watching over children receiving residential care in New York's mental hygiene system is an everyday activity for Commission staff. Under Social Services Law, allegations reported to the State Central Register's hotline for child abuse and maltreatment (1-800-342-3720) involving children in OMH or OMRDD residential facilities are routed to the Commission for

investigation. On call 24 hours-a-day, seven days-a-week, Commission investigators respond to these reports within 24 hours to assure the safety of the children involved and to determine whether the report is “indicated” – i.e., there is some credible evidence that abuse or maltreatment, as defined in social Services Law, occurred – or “unfounded.”

Definitions of Child Abuse and Maltreatment

Social Services Law, Article 6, Title 6, defines an abused child in residential care as one whose custodian:

- inflicts or, with knowledge or deliberate indifference, allows to be inflicted any injury with causes death, serious or protracted disfigurement or protracted impairment of physical health, protracted impairment or loss of the function of any organ, or a serious emotional injury;
- creates a substantial risk of such injury; or
- commits, promotes, or knowingly permits the commission of a sex offense against such child.

A maltreated, or neglected, child in residential care is defined as one whose custodian:

- inflicts by act or omission physical injury, excluding minor injury, by other than accidental means;
- creates a substantial risk of physical injury, excluding minor injury, by other than accidental means;
- intentionally administers any prescription drug other than in substantial compliance with the physician’s prescription; or
- fails to comply with state regulations involving the care and treatment of children, resulting in foreseeable and serious emotional injury, or in physical injury, excluding minor injury.

In 2002 and 2003, the Commission conducted over 500 child abuse and maltreatment investigations. Most of the investigations (63%) pertained to allegations of physical abuse by staff, including the inappropriate use of, or excessive force during, restraint (6%). Lax supervision and staff negligence were the focus of 14% of the cases. Inappropriate sexual contact between staff and children or between children was alleged in 12% of the cases, with psychological abuse or other forms of mistreatment constituting the remaining 11% of cases investigated.

In 14% of the cases investigated, the care provided or the conduct of staff was found to be substandard, warranting recommendations and remedial action. In 6% of the cases, the level of harm, or risk of harm, to children was sufficient to warrant “indicating” the case under Social Services Law, which has serious implications for the custodian’s future work with children.

During the same period, pursuant to its authority under Mental Hygiene Law, the Commission conducted over 80 clinical or programmatic reviews in facilities serving children, with more than half resulting in recommendations for improved care and treatment.

**Children’s Activities
2002 – 2003**

Child Abuse Investigations: N = 515 Cases

	Total Cases	Indicated Cases	Cases Resulting in Recommendations
OMH Operated Facilities	68	4	12
OMH Licensed Facilities	145	12	22
OMRDD Operated Facilities	46	0	3
OMRDD Licensed Facilities	256	14	35

Clinical/Programmatic Reviews: N = 85 Cases

	Total Cases	Cases Resulting in Recommendations
OMH Operated Facilities	3	2
OMH Licensed Facilities	37	20
OMRDD Operated Facilities	5	4
OMRDD Licensed Facilities	40	22

Examples of Children’s Activities: 2002 - 2003

In the course of child abuse investigations at a center serving individuals with developmental disabilities, the Commission became concerned over the center’s use and role of “substitute” workers. These per-diem staff were not provided the same level of training as other direct care staff, did not have access to individuals’ histories, and were not trained in clients’ individual service and/or behavior management plans. While such workers can appropriately be used for general supervision purposes, at this center, it was found that they were being assigned to provide one-to-one coverage for clients whose unique needs posed heightened supervision challenges. Unaware of these unique needs and not trained in appropriate interventions, the substitute staff were at a loss to protect the clients from self- or other-injurious behaviors. At the Commission’s request, the OMRDD provided the center guidance and technical assistance in developing policies on the training and proper use of substitute staff.

An investigation into the alleged sexual abuse of an adolescent girl by a staff member on an inpatient psychiatric unit yielded sufficient credible evidence to indicate the report and involve local police. It also resulted in revisions to the hospital’s policies on reporting allegations of abuse to external parties for appropriate administrative and criminal investigation.

Electroconvulsive Therapy for Individuals with Developmental Disabilities

Following its 2001 survey of Electroconvulsive Therapy (ECT) practices in State psychiatric centers, in 2002 the Commission was requested by the Assembly Committee on Mental Health to undertake a review of ECT use with people who have developmental disabilities. As no program operated or certified by OMRDD performs ECT, the Commission secured hospital-based diagnostic and procedure data from the Department of Health for the year 2000. These data indicated that 15 individuals with a diagnosis of mental retardation or developmental disability underwent ECT in eight hospitals statewide in 2000. Through site visits, record reviews and staff interviews, the Commission examined the diagnostic profiles of these individuals and the hospitals' compliance with standards governing the use of the procedure.

It was found that all 15 individuals carried additional psychiatric diagnoses (major depressive disorders, schizophrenia, etc.) and, in one case, a medical diagnosis (neuroleptic malignant syndrome) for which ECT, according to scientific literature, has been proven to be an effective form of treatment. (A diagnosis of mental retardation or developmental disability alone is not sufficient reason for ECT.) It was also found that, for the most part, facilities had adequate policies and procedures in place for securing informed consent for the procedure, privileging physicians in the use of ECT, and the actual administration of the therapy. At a couple of hospitals, however, it was felt that procedures for securing informed consent could be strengthened. The facilities responded positively to the Commission's suggestions on this issue.

Medical Care for People with Developmental Disabilities

A family member's complaint, not about the quality of her loved one's medical care, but about the need and cost for such, led to a programmatic and fiscal review of a not-for-profit agency providing outpatient medical services to over 10,000 people with developmental disabilities residing in 13 counties. The Commission's review of the agency's operations and a sample of claims for reimbursement submitted between 2000 and 2002 raised serious concerns about the medical necessity of some services rendered, reimbursement rate-setting methods which inflated revenues far above costs, and the inter-locking relationships among this agency and other providers who referred individuals for services. More fundamentally, the review raised the question of the appropriateness of agencies, such as this one, being certified to provide clinic services under the jurisdiction of the Department of Health (DOH), as opposed to being under the jurisdiction of OMRDD, which certifies clinic programs designed to provide cost-effective health and habilitative services specifically geared toward people with developmental disabilities.

The Commission referred its findings and recommendations to DOH, OMRDD and the Attorney General's Office for further review and appropriate action. The matter was ultimately settled with the facility discontinuing the services questioned by the Commission and agreeing to repay \$2.5 million inappropriately billed to Medicaid.

Monitoring New Service Trends and Modalities

Conducting case investigations and program reviews is one way to ensure that services are responsive to the needs of individuals. But, despite its value in improving care, it is also a reactive intervention. During the report period, the Commission continued to proactively promote quality services as an active participant in various committees and task forces working on new service trends and modalities, bringing to these forums and discussions information and experience gleaned from its retrospective reviews.

Among the groups the Commission worked with are the NYS Developmental Disabilities Planning Council, NYS Council on Children and Families, various committees for OMRDD's residential and forensic initiatives, and the NYS Division of Probation and Community Alternatives' Shared Services Committee.

Assisting People with Mental Disabilities Outside the Traditional Mental Hygiene System

During its strategic planning process, the Commission was urged to devote attention to two groups of individuals with mental disabilities being served outside the “traditional” mental hygiene system: those in adult homes certified by the Department of Health (DOH); and those within the criminal justice system.

Monitoring Conditions in Adult Homes

During the report period, the Commission conducted 82 site visits to 56 adult homes serving over 8,500 people, most of whom have mental disabilities. Each home underwent a comprehensive review by a two-three person team which visited unannounced. During the two-day reviews, through observations, record reviews and staff, and resident interviews, teams assessed:

- Basic living conditions, including housekeeping, furnishings and maintenance;
- Fire, safety and food service/nutritional issues;
- Personal care and medication management;
- Resident activities; and
- Protection of resident rights.

Reports of findings, with recommendations or requests for plans of corrective action, were issued to the adult homes visited. Copies of the reports were also provided to DOH, which ensured that facilities responded to the Commission’s findings.

Nineteen (19) of these facilities, serving nearly 3,000 people, underwent at least one, and in several cases, many follow-up visits as the Commission monitored conditions and the implementation of corrective action plans.

Inside One Adult Home, And Out

During their two-day visit to a 30-bed adult home on Long Island, Commission staff found significantly deficient conditions. The home reeked of urine and body odor; some residents wore the same dirty clothes for both days and were poorly groomed; although there was ample food in storage, residents were served a peanut butter and jelly sandwich, two cookies and tea for dinner. While juice was on the menu, it was not served. Checking cupboards it was found that there were not enough glasses to serve everyone a cool beverage. Bedrooms, common areas and bathrooms were filthy and had broken furniture/appliances; most bathrooms lacked toilet paper, soap, and towels; some rooms lacked smoke detectors and the fire alarm system was not audible

in all areas of the facility. A review of medication records revealed many medication errors; and the posted activity schedule, which announced the offering of only eight hours of activities during the week, was not being followed.

Following the Commission's visit and report of findings, DOH cited the home for various violations and threatened civil penalties. Shortly thereafter, the operator announced plans to close the home. The Commission visited several more times to monitor conditions during the closure process until all the residents were relocated.

Recently, the Commission had the opportunity to visit one of the former residents who is now living in a clean and well-appointed community residence which is supervised by an obviously caring staff. He reported that he really enjoys his new home, where he is learning to cook, take his own medications and care for his everyday needs. He looks forward to living independently someday - a goal not envisioned in his prior placement.

Adult Home Workgroup

With DOH, the Office of Mental Health and the State Office for the Aging, the Commission provided staff support to a workgroup established by DOH Commissioner Antonia Novello, M.D., Dr.P.H., and charged with examining issues relating to adult homes and offering recommendations to improve care and the quality of life for adult home residents.

The workgroup included advocates and adult home residents, adult home operators and representatives of agencies providing health, mental health and other services to residents of adult homes.

As a result of the workgroup's activities, in late 2002, DOH announced several initiatives to improve the lives of adult home residents which were reflected in the Executive Budget Proposal for fiscal year 2003-2004. These included:

- independent clinical, psychiatric and functional assessments of adult home residents to determine their needs and preferences;
- enhanced medication management systems;
- improved social and recreational services;
- increased advocacy and legal support to protect residents' rights; and
- improved case management and coordination to assure that appropriate care and services are delivered.

A Study on the Layering of Services

The workgroup's recommendations concerning improved case management and service coordination were supported in part by a report completed by the Commission in 2002: ***Adult Homes Serving Residents with Mental Illness: A Study on Layering of Services.***

The study, which focused on the 11 largest adult homes in the greater New York City area serving over 2,600 residents, found that many residents received multiple layers of services from different service providers. These services were often costly, fragmented, and sometimes unnecessary. Also, they often appeared to be revenue-driven, rather than based on need.

While it is commonly claimed that the \$28 per day in public funds expended to support a resident in adult homes is insufficient, the study showed that almost three and one-half times that amount is really being spent, but in a disjointed, patch-work fashion with little assurance that the needs of the residents are being met.

The Commission released the study to the workgroup and key state agencies, as they considered structural changes or alternatives to the adult home modality, with the fundamental question: Are there ways in which the funds currently being spent each year to support an adult home resident could be better utilized on his or her behalf?

Other Adult Home Studies

In 2003, the Commission commenced two studies pertaining to adult homes. The first focused on health needs and medical services provided to adult home residents. The second is a fiscal and programmatic review of adult homes with assisted living components. Findings will be described in a subsequent report.

Prior Adult Home Work Revisited

Prior Commission reviews in adult homes were revisited in 2002 and 2003 in the form of criminal, civil and administrative actions.

In 2002, the operators of Ocean House, a 125 bed adult home, were indicted by the Manhattan District Attorney's Office. They were charged with Grand Larceny, First and Second Degree, Scheme to Defraud in the First Degree, multiple counts of Falsifying Business Records in the First Degree and Offering a False Instrument for Filing in the First Degree. The charges stemmed from financial transactions detailed in the Commission's 2001 report: *Exploiting Not-for-Profit Care in an Adult Home: The Story Behind Ocean House Center, Inc.*

Also as a result of that report, DOH moved to recoup nearly \$750,000 in improper Medicaid billings from entities serving Ocean House residents: \$15,934 from Ocean House Transportation, Inc.; \$261,930 from St. John's Episcopal Hospital; \$388,818 from First to Care, Inc.; and \$68,281 from two physicians in the employ of St. John's Episcopal Hospital.

A Certified Public Account (CPA) pled "no contest" to multiple charges of negligence in his duties as a CPA for the former HI-LI Manor Home for the Aged, the operator of which was sentenced to 30 months in prison for bank fraud and embezzlement following a Commission investigation. Charged by the State Education Department's (SED) Office of Professional Discipline, the CPA agreed to a penalty of a one-year stayed suspension, a concurrent one-year probation and a fine of \$2,500.

In 2003, another CPA surrendered his license after being charged with professional misconduct by the SED's Office of Professional Discipline. This followed a Commission investigation into Bayview Manor Home for Adults.

Criminal Justice System Activities

Under state law, the Commission has no authority to oversee the criminal justice system. However, the Commission's strategic planning process reinforced its sense of moral obligation to individuals with mental disabilities who interface with that system. As such, in 2001, the Commission met with state agencies involved in the criminal justice and mental hygiene fields to discuss ways in which the Commission might be of assistance in a shared mission: quality services for people with mental disabilities. The resulting dialogue led to partnerships with agencies on several projects.

Alternatives to Incarceration

In 2002, the Division of Probation and Correctional Alternatives (DPCA), under its Services for a Shared Population initiative, began awarding grants for model Alternatives-to-Incarceration programs specifically designed for individuals with serious mental illness. To ensure the success of these programs, DPCA requested assistance from other agencies and a committee, Services for a Shared Population: Defendants and Offenders with Mental Illness, was formed involving representatives from state and local government. The Commission was invited to serve on the committee.

By 2003, seven of these programs were in operation in various parts of the state; each was unique and served a distinct target population (children vs. adults, males vs. female, etc.). As such, it was felt that each had valuable stories to tell about “starting from scratch” and bringing mental health and correctional systems together. To facilitate this exchange of information, the Commission provided funding through the DPCA for an independent study of the programs, to identify factors that facilitate or inhibit the appropriate diversion of individuals with mental illness from incarceration. The study, *Closing the Gap: Clarifying the Parameters*, identifies elements that promote the success of programs delivering community forensic mental health services, as well as strategies to be used in implementing model programs in other jurisdictions of the state.

Additional information on this topic is available at www.dpca.state.ny.us under Specialized Projects.

Mental Health Services in State Correctional Facilities

With the cooperation of the Department of Correctional Services (DOCS), the Commission conducted a review of mental health services in state correctional facilities. The retrospective review, which included site visits, record reviews and interviews with staff and inmates, followed 40 inmates who, in 2000 and 2001, had received inpatient psychiatric care at OMH’s Central New York Psychiatric Center and outpatient services offered by satellite clinics operated by the center in various prisons.

The review identified positive aspects of care, such as specialized treatment units and the expansion of treatment options for inmates. Opportunities for improvement, however, were noted in the areas of medication administration/management, strengthening treatment planning and treatment strategies, ensuring that mental health issues are consistently considered in DOCS’

disciplinary process, monitoring and treating inmates with mental health needs in disciplinary housing units, and maximizing the therapeutic value of other special units.

In late 2003, the Commission briefed OMH, DOCS and the Governor's Office on its findings – findings which offered independent support and underscored the importance of initiatives they were planning on undertaking. DOCS adopted regulations addressing the mental health needs of inmates in the disciplinary process and the Executive Budget proposal for fiscal year 2004-2005 supported the development of additional and enhanced mental health services in prisons, including special treatment units.

Advocating For & Empowering People with Disabilities

The Commission's efforts to improve lives and protect rights through case investigations and program, policy and fiscal reviews are complemented by the work of a network of programs administered by the Commission and designed to assist and empower people with disabilities in the exercise of their rights.

In 2002 and 2003, these programs were very successful in their aims.

Surrogate Decision Making Committee Program

Accessing appropriate medical care in a timely fashion is a fundamental need of all people. But for some it is difficult, particularly when their capacity to consent is compromised and they have no legally authorized surrogate willing or able to consent on their behalf. Assisting these individuals is the goal of the Surrogate Decision Making Committee (SDMC) program.

Historically, authorization for non-emergency medical care for people who lacked the capacity to consent for such, and had no legal guardian or surrogate decision maker to do so, had to be secured from the courts. This involved a protracted process which could delay needed medical attention for weeks, if not months in some cases. The SDMC program was created as an alternative to the courts. Individuals residing in facilities certified or licensed by OMH or OMRDD who require medical care, but lack the capacity to consent to or refuse treatment, can have their cases determined by an SDMC panel.

The four-member volunteer panels - consisting of an attorney, medical professional, family member and advocate - review documentary evidence, interview the individual, receive testimony from care providers and make three determinations:

- Does the individual have the capacity to make this decision for him/herself?
- If not, is there a legally authorized surrogate to make the decision on the person's behalf? And,
- If not, is the proposed medical intervention in the person's best interest?

On average, the panels' determinations are issued within two weeks from the date of application for SDMC assistance. If requested, cases can be resolved on an expedited basis within a couple of days.

Initially started as a pilot program in several counties in 1986, the program was made permanent in 1990, and began county-by-county expansion during the late 1990s, becoming operational statewide in 2001. With over 1,300 volunteer panel members, the SDMC Program resolved 2,849 cases in 2002 and 2003, 67% more than the number of cases heard in the prior two years. The cases ranged from routine dental care under general anesthesia to complex surgical procedures.

SDMC in Action

A resident of a facility in Central New York was admitted to a hospital where his condition rapidly deteriorated and he was placed on a ventilator. On April 4th, hospital staff contacted the SDMC program with an urgent request for permission to treat. The patient required placement of a peripherally inserted central catheter (PICC line) and insertion of a feeding tube (PEG tube). SDMC staff educated hospital staff about the SDMC process, and the forms necessary to proceed with the case were received late in the afternoon of April 4th. SDMC staff contacted panelists and other interested parties, generated the necessary hearing documents and scheduled a hearing for April 5th. SDMC staff traveled to Syracuse on April 5th to provide administrative support during the hearing. Panelists visited with the patient on the ventilator unit before determining that the patient lacked the capacity to make his own decision regarding the proposed medical treatments. They took testimony and determined that no legally authorized surrogate was available or willing determination. The panel voted that the proposed major medical treatment was in the best interest of the patient and authorized the insertion of a PICC line and PEG tube. Less than one full day had passed from the time of the initial request from the hospital to the time the panel rendered a decision providing consent for the procedures.

The Citizens Budget Commission awarded the SDMC program an honorable mention in its *2002 Prize for Public Service Innovation* stating that the program “has attained commendable results in providing timely, professionally-appropriate health care for the mentally disabled.”

Maintaining a Statewide Network of Advocacy Services

A woman in the North Country missed three mortgage payments while hospitalized and was at risk of losing her house. A man confined to a wheelchair could not attend village board meetings in Central New York because they were held on an inaccessible floor of a principal building. A person was denied access to an independent apartment in a subsidized housing program in the Hudson Region because he resided in an adult home. A 50-year-old woman who had recently become blind needed independent skills training, but her request for services was denied. And in the downstate area, a woman on a psychiatric ward was strip searched, as were

all the other female patients, when it was found that she had a glass bottle of perfume which staff considered contraband.

Miles apart and facing different challenges and problems in their lives, these five individuals had one thing in common in 2002 and 2003: the assistance of a statewide network of agencies administered and funded by the Commission. These agencies provide administrative and legal advocacy for individuals with disabilities. Through their intervention, the woman's mortgage difficulties were resolved and she kept her house; the village changed the location of its board meetings; the subsidized housing program amended its admission standards; the visually impaired woman received her training; the psychiatric facility replaced search policies with ones more respectful and protective of individuals' privacy and rights; and over 100,000 other people with disabilities received assistance in protecting their rights.

Under federal and state statutes, the Commission administers the following advocacy programs:

- The Protection and Advocacy for Persons with Developmental Disabilities (PADD) program and the Protection and Advocacy for Individuals with Mental Illness (PAIMI) program which, as their names imply, 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, which serves people with disabilities not covered by the federally authorized PADD, PAIMI or CAP programs;
- The Protection and Advocacy for Assistive Technology program, which aids individuals with disabilities who require assistive devices (e.g., wheelchairs, special communication equipment, etc.) in their every day lives;
- The Protection and Advocacy for Beneficiaries of Social Security (PABSS) program, which provides advocacy services to assist recipients of Social Security Disability

- Insurance (SSDI) and Supplemental Security Income (SSI) obtain, maintain or regain employment;
- The Protection and Advocacy for Persons with Traumatic Brain Injury program which provides legal and non-legal advocacy services for individuals with traumatic brain injury; 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.

The Commission contracts with not-for-profit agencies in various regions of the state to carry out advocacy activities consistent with the federal and state mandates. This contractual/regional model allows for timely, efficient and locally-responsive advocacy services.

In 2002 and 2003, the Commission's network of advocacy agencies provided information and referral services - i.e., brief written or oral information about rights, services and resources - to over 25,000 people. Nearly 9,000 individuals received direct, one-on-one advocacy services through the network. These services included counseling and advice, mediation and negotiation services, assistance in administrative appeals and representation in litigation.

Additionally, 100,000 people were represented in the network's systemic advocacy efforts, which included non-litigation advocacy, court-ordered monitoring and class action litigation.

Examples of Group & Systemic Advocacy Efforts

Disability Advocates, Inc. partnered with other rights organizations and a private law firm to bring suit in federal court alleging that NYS Office of Mental Health and NYS Department of Correctional Services have failed to respond to the serious mental health needs of state prisoners with mental illness.

Statewide regulations and policies concerning the availability of motorized wheelchairs in nursing homes and the provision of appropriate access and reasonable accommodations for homeless persons with disabilities in the Temporary Housing Assistance Program were favorably revised as a result of settlements reached in litigation brought by Nassau/Suffolk Law Services Committee, Inc.

MFY Legal Services, Inc., joined by Disability Advocates, Inc. and a private firm, represented 17 residents of an adult home who were subject to unnecessary and invasive surgical procedures, winning \$7.5 million on the individuals' behalf in a settlement with most of the parties.

New York Lawyers for the Public Interest, Inc. reached a settlement in the *Brad H. V. City of New York* lawsuit compelling New York City to provide discharge planning services for inmates with mental illness within the city's jail system.

In the Hudson Valley, Disability Advocates, Inc. advocated for and continued to monitor transportation companies' services for visually impaired persons and their compliance with the US Department of Transportation's ADA regulations.

Issues with which the advocacy network assists people, on either an individual or group basis, include: architectural accessibility, assistive technology, education, employment, entitlements, guardianship/conservatorship, health care, housing, transportation and the exercise of any civil rights. A complete listing of agencies within the Commission's advocacy network is in Appendix C.

Knowledge is Power

Empowering people to protect and exercise their rights by providing them with needed information through education and training is an everyday activity for the Commission and its advocacy network. In 2002 and 2003, the Commission and its contract agencies provided training to nearly 31,000 consumers, advocates, family members and interested parties on matters relating to disability services and rights. Topics included:

- 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 2002 and 2003, award luncheons were held at the Executive Mansion to celebrate each academic year's contest winners. Their works were also presented in the annual edition of *Disabilities Awareness*, a newsletter supported by the Commission and written and edited by high school students with and without disabilities, for students with and without disabilities. As its name implies, the newsletter is intended to raise awareness about disability issues.

With the New York State Bar Association Committee on Issues Affecting People with Disabilities, the Commission co-produced three new installments of the award winning video series *Disability and the Law*, shown on local cable television stations throughout New York. The first, *Leveling the Playing Field*, explores the importance and growth of sports and recreational activities for people with disabilities and features important legal actions involving athletes with disabilities and reasonable accommodations. *Supplemental Needs Trusts* explains the basics in establishing supplemental needs trusts, which allows a family or friend to set aside funds for a loved one with disabilities to meet everyday expenses without jeopardizing governmental financial supports. In *Parent to Parent: Negotiating the Special Education Years* experienced parents offer practical advice to newer parents of children with disabilities who are entering school and encountering the dizzying array of federal and state laws.

A catalogue of all the videos in the *Disability and the Law* series is posted on the Commission's website. Videos can be purchased at a nominal fee.

Promoting Excellence & Fostering Awareness of Commission Services

The Commission has been fortunate to have recruited a highly skilled workforce, most of whose members have spent many years working in related fields before joining the Commission. In the course of their statewide work with the Commission, these men and women encounter and examine situations and practices, gaining a wealth of information that few administrators, managers, clinicians or staff of any one agency have the opportunity to glean.

Often, given the nature of the Commission's work, these situations and practices are problematic - few people call the Commission to register a compliment about a program. But in the resolution of problems, better or best practices are found from which others can learn. And, sometimes in their journeys, Commission staff find excellent programs worthy of replication elsewhere.

As such, in its strategic planning process, the Commission made sharing information, from which others could learn in their quest for quality and excellence, a priority. As the information shared arises from its everyday work, the process of sharing fosters awareness of the Commission's services so that others may avail themselves of such when needed.

Case Studies

During the report period, the Commission published four case studies. The studies, intended for use as quality assurance and training tools, are part of an ongoing series of case studies, drawn from Commission investigations, entitled *Could This Happen in Your Program?*

The studies published in 2002 and 2003 addressed issues relating to: Diabetes Management, Physical Restraint and Interventions, Bathing Safety, and Vacation Planning. These, and all the studies in the series, are available on the Commission's website.

Newsletter

Like most agencies, the Commission publishes a newsletter. Four issues of *Quality of Care* were published in 2002 and 2003. In addition to providing updates on Commission activities and news germane to the field, the newsletters featured articles aimed at promoting quality and excellence in serving people with disabilities. Among these articles were:

- *Selecting an Independent CPA* which described the important role played by independent certified public accountants and offered advice for not-for-profit agencies on the selection process.
- *The Ethical Way* which offered advice for not-for-profit agencies on developing and implementing an organizational code of ethics.
- *Parents, Please Heed!* which suggested tips on first steps in planning for future residential placement of a child.
- *Living with Spina Bifida* which shared the author's experiences on how he and others with disabilities want to be perceived and treated.
- *Inclusion Does Work!* which described scenes from a local school district.

Recent issues of the Commission's newsletters are available on the Commission's website.

Speakers Bureau

The Speakers Bureau was created as a vehicle for interested parties to gain the Commission's perspective on certain topics or issues ranging from sexuality to end-of-life decision making. A complete list of topics is presented in Appendix D. As part of this program, in 2002 and 2003, Commission staff made over 90 presentations to agencies across the state. Agencies interested in this free service can schedule a Commission presentation by contacting Bill Combes at 518-388-2887 or Bill.Combes@cqcaped.state.ny.us.

NYSDEAL

During the report period, Commission staff offered their advice and assistance to the OMRDD in its development of a New York State Distance Education and Learning project (NYSDEAL). NYSDEAL provides on-line, standardized training for employees within the developmental disabilities service system. The first course, *Home and Community-Based Waiver Services*, will be followed by others on topics such as medication administration, and incident management and investigation which the Commission helped develop.

Looking Ahead

Nearing the end of its three-year strategic plan, in Fall 2003, the Commission re-engaged in a planning process to guide its activities over the next three years: 2004 through 2006.

As in 2000, partners in the mission of improving lives and protecting rights of people with disabilities were invited to share their thoughts on the Commission's role in this shared endeavor and issues the Commission should examine or activities it should undertake in the coming years. The Commission met with and listened to representatives from the Governor's Office, Legislature, Division of the Budget and other state agencies. Similar meetings were held with service recipients, family members, advocates and service providers.

Participants re-affirmed the Commission's four major goals: maintaining traditional oversight; assisting people outside the traditional mental hygiene system; advocating for and empowering people with disabilities; and promoting excellence and fostering awareness of Commission services. The Commission was also encouraged to continue its work in adult homes and the criminal justice system.

Based on the dialogue, the Commission was able to identify a number of new issues or projects that would receive the Commission's attention in the coming years. These included:

- Devoting increased attention to the operations of the Office of Alcoholism and Substance Abuse Services;
- Conducting programmatic and fiscal reviews of the continuing day treatment program and the Medicaid case management program;
- Exploring issues relating to children's services; and
- Examining the feasibility of expanding the SDMC program and the Commission's advocacy programs;

The Commission looks forward to reporting on its activities in these areas in the future.

Appendices

Appendix A

Mental Hygiene Medical Review Board Members

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 Thomposon, M.D.
Edward Timm, Pharm. D.
Heidi Van Bellingham, M.D.

Advisory Council Members

Dale R. Angstadt
James Bopp
Grace E. Clench
Mary H. Derby
Judy Eisman
Shirley Flowers
Richard P. Johnson
Joan E. Klink
Deborah S. Lee
Jeffry Luria, Ph.D.
Anna Marie Lusins
E. Regis Objiski
Milo I. Tomanovich, Esq.
Elizabeth Wickerman

Appendix B: Surrogate Decision-Making Panel Members

Nan Abbott	Helen Altman	Eleanor Ayers	Marilyn Baxter	Ellen Blumstein
Margaret Abbott	Joan Altomonte	Dawn Babbage	Patricia Bayack	Michael Bobseine
Judy Abbott	Amy Altson	Matthew Babcock	Annabel Bazante	Gail Bock-Wagner
Neva Abboud	Mark Alvord	Mary Elizabeth Babcock	Bruce Becker	Ellen Boegel
H. James Abdella	Josephine Amarosa	Amindra Babilonia	Daria Becker	Edith Boehme
Sarah Abeles	Roger Ambrose	Edward Baer	Suzanne Beddoe	Margaret Boelke
Lenore Beth Abend	Maria Ambrosio	Liz Baganz	Lea Bedore	Elwood Bogart
Maria Abeyounis	Marlane Amelio-Skinner	Gail Bagazzoli	Maria DeMarco Begley	George Bogdan
Ezra Aboodi	Lorenzo Ameno	Jody Lynn Bahar	Joseph Belevich	Barbara Bohomey
Sharon Aboulafia Oken	Pam Amerige-Pulaski	Edith Baickle	Martin Belkowitz	Jennifer Bohr
Mary Abraham	Kathleen Ames	Paul Bailey	Rosemary Bell	Rose Boiano
Theo Abraham	Alice Amodeo	Jean Bailey	Carl Bellavia	Margaret Boismenu
Joseph Abraham	Meryl Amster	Margery Baittle	Nancy Bellinger	Mary Ann Bonini
Penny Abulencia	Shirley Anastasia	Rotimi Bajulaiye	Marian Bellucci	Elizabeth Furco Bonita
Janice Acar	Cheryl Ancrum	Laurel Baker	Stephen Bellus	Patricia Boorum
Elizabeth Ackerman	Patrick Anders	Barbara Baker	Horace Belton	Lizbeth Booth
Thomas Ackerman	Norma Anderson	Daniel Baker	Amanda Bement	Mary Boscardin
Stephen Acquario	Marlene Anderson	Raymond Baker	Howard Benatovich	Carlise Bossard
Carl Adamec	Shauna Anderson	Marie Bakharia-Ifill	Carmen Benitez	Suzanne Bottigliero
Cynthia Stewart Adamo	Jacqueline Anderson	Vicki Baldwin	Ginger Benlifer	Michael Bousquet
Patricia Adams	Carol Anderson	Deborah Baldwin	Lisa Bennice	Kerry Bovenzi
Edward Adams	Ann Anderson	Cora Baliff	Mary Bennis	Penny Bowen
Jeffrey Adams	Barbara Anderson	Robert Baliff	Charles Benton	Jason Bowman
Ruth Adams	Sandra Anderson	James Ball	Cynthia Beres	Robert Bowser
George Adamson	Regina Anderson-DeCarr	Anthony Ballato	Diane Berger	Kenneth Boyce
Jennifer Adamson	Rita Andolina	Angela Balletto	Lynn Berger	Michael Brace
Alida Addeo	Leonard Andrew	John Ballow	Sam Berger	Roberta Bradley
Darlene Adelson	William Andrews	David Baltch	Victor Berger	Ianthe Bradshaw
Janet Ades	Paulann Andrews	Elize Banarsee	Vivian Berger	Joseph Brady
Edward Adiele	Lori Andrieu	William Banks	Deborah Bergey	Anne Brady
Thomas Adinolfi	Constance Angelini	Minnie Bannister	Marc Berk	Rebecca Braisted
Henry Adler	Diana Angell	Raymond Bara	Allan Berkowitz	Benita Branciforte
Anthony Adorante	Jeanette Angeloro	Jack Barak	Sheila Berman	Regina Brandow
Sandra Affolder	Lynette Angus	Joanne Barak	Erica Berman	Marie Brane'
Abiola Agboola	Margaret Antiaris	Seymour Barasch	Elizabeth Berman	Lisa Brateman
Angela Agett	Anton Antomattei	Charles Barker	Barry Berman	Eileen Braun
Diana Aguglia	David Antonucci	Bonnie Barkley	Maria Bernal-Rabasco	Joseph Braziller
Elizabeth Ahl	Gail Antos	Thomas Barletta	Conrado Bernardo	Mary Breheney
Patricia Al-Ali	Lisa Antrim	Susan Barlow	Anthony Bernini	John Brennan
Linda Alario	Stephanie Apell	Richard Barnes	Diane Bernstein	Mary Brennan
Jacqueline Aldinger	Robert Apple	Verletta Barnes	Jeff Bernstein	Jane Brenon
Christ Alexander	Stanley Applebaum	Margaret Barnes	Patrick Berrigan	Andrew Bressner
Josephine Alexander	Mark Applewhite	Winnifred Barnett	Robert Beshaw	Mary Lynn
Lucy Alexander	Theodore Araujo	Deborah J. Barone	Elizabeth Best	BrezsnyakPalma Brigano
Daniel Aliberti	Maria-Nieves Arce	Deborah M. Barone	Patricia Bethin	Michelle Brigiotta
Marcia Alissandrello	Judith Arentsen	Ellis Barowsky	April Beyer	Roslyn Brilliant
Rita Allen	Theodora Argyros	Terri Barr	Carol Bickart	Robert Bring
Dana Allen	Lisa Armband	Monica Barrera	Jennifer Bienstock	Phaedra Britt
Frederick Allen	Richard Armitage	Bruce Barrett	William Biggee	Bryan Brockway
Patty Allen	Drew Arnold	Deanna Barrett	Emmanuel Bioh	Maureen Brooks
Carrie Allen	Jeanne Aronson	Beatrice Barrett	Bonnie Biondillo	Stephen Brooks
Judi Allen	Karin Arrospide	Christina Barry	Yvonne Bisel	Marianne Brooks
Teresa Allen	Isabel Arthur	Morna Barsky	Scott Bishop	Sally Brooks
Samuel Allen	Merita Ashbery	David Barszewski	Mary Bisig	Patricia Brooks
Sherwin Allen	Bruce Ashline	Dawn Barthel	Jane Bissell	Colleen Brosnan
Carol Allen	Chris Ashman	Mary Bartowski	Nancy Bizub	Maire Brosnan-Katavolos
Raymond Allen	Sheela Aspinall	Mona Baskin	Sheldon Blackman	Ginette Brouard
Betty Allen	Steven Assael	Joy Baskin	Linda Blackmar	Charles Brown
Nancy Allen	Marilyn Astarita	Rhonda Baskin	Joseph Blader	Dawn Brown
Norine Allen	Claire Atalla	Jeanette Baskin	Sandra Blake	Colleen Brown
Patricia Allenson	Diane Atkinson	Francesco Bassi	George Blakeslee	Ethlyn Gean Brown
Leah Almeleh	Lynne Attanasso	Denis Bastible	Thomas Blank	Mary Browne
Robert Alpert	Brian Attea	Dipu Basu	Myra Blasius	Corinne Brownell
Peter Alsen	Kermit Augustine	Barbara Bates	Sheldon Blitstein	Patricia Brunetti
Norman Alterman	Kristine Augustyniak	Ruth Battaglia	Mary Bloomquist	Martina Brunner
Karen Alterman	Curtis Axelsen	Paul Battiste	Trudy Bloomquist	Lynne Brush
Ruth Alterman	Gordon Aydelott	Denise Bauer	Walter Blount	Mary Buck
Anthony Altimari	Anne Ayers	Robert Bauer	Carla Blumenthal	Marie P. Buckley

Dru Buesing	Lois Chojnacki	Kevin Currier	Linda Donahue	Chris Fink
Sondra Bufis	Lesia Christen	Linda Curtis	Vincentia Dondero	Robert Fiore
Shirley Bullard	Jeanne Marie B.	William Cuthbert	Patricia Donohue	Maryl Christina Fish
Sharron Burak	Christensen	Margaret Dadd	Valerie Donovan	Howard Fishkin
Mark Burger	Sanford Church	Beverly E. Dalton	Barry Donowitz	Gail Fishkind
Robert Burger	Edward Cigna	Mary Joan D'Amore	Nancy Dougherty	James Fishler
Francis Burke	Robert Cincotta	Anthony D'Amore	Lori Doughty	Maureen Flanigan
Walter Burke	Joseph Clark	Susan Dann	S. Jeanne Dowden	Isabelle Fleming
William Burkhart	Leslie Clark	Anthony Danna	Dianne Dowling	Loraine Fleming
Douglas Burleigh	Mary Ann Clark	Holly Dargush	Colleen Downes	John Flemma
J. Christopher Burns	Dennis Clary	Linda DaSilva	Muriel Doyne	Margaret Flint
Mary Burris	Christine Claxton	Robert Davey	Lori Ann Drake	Kristine Flower
Helen Burrows	Frances Clemente	Mary David	Amy Drake	Ellen Flowers
Melvin Burruss	Doris Clevinger	Jennifer Davidson	Steven Drelich	Carmel Foley
Rachel Burton-Sharrow	Gail Cochrane	Mark Davidson	Doris Drucker-Katz	Patricia Foley
Raymond Butler	Katheleen Coen	Bonnie Davis	Ilse Dubiel	Susan Folts
Karen Butler	Elaine Cohen	Eileen Davis	Jean DuCoffe	Vicki Forbes
Keith Byron	Kenneth Cohen	Hilary Davis	Cassandra Duff	Edward Ford
Alan Cabelly	Ronnie Cohn	Jordan Davis	Claudette Duff	Anne Fordham
Diane Cagino	Kimberly Colburn	L. Richard Davis	Martin Duke	R. Adam Forno
Gloria Cahalan	Mary Jo Cole	Diane Davis	Phyllis Duke	Cheryl Foti
Peggy Cain	Lois Cole	Marvin Day	Elizabeth Dumas	Sondra Fox
Mary Calabrese	Mary Colimon-Pierre	Trevor D'Broun	Jane DuMoulin	Sharon Fox
Steven Calcagno	Danelle Colistra	Joan Dean	Mary Rose Duncan	Christopher Fox
Vince Calcara	Robin Collins	James DeBerry	Ellen Dunleavey Taira	Donna Fox
Esther Caletka	Eleanora Collins	Michel DeBottis	Heather Durant	Dennis Fox
Irene Calicchio	Deborah Combs	Ken Dechman	Laura Dworetzky	Charles Frampton
Marianne Calise	Louis Comeau	Lori Decker	Robert Dworkin	Elinor France
Maryanne Calkins	Peter Comerford	Jean Ann Decker-	Patrick Dwyer	Irene Francis
Jack Callaghan	David Commender	Zambrano	Don Dzwonkowski	Beatrice Frank
Alice Callahan	Frank Como	Dianne DeCurtis	David Eaker	Michael Fraser
Spenta Cama	Richard Compson	Martha Deed	Michael Ecklund	Donna Frazier
Omani Camacho	Dorothy Condon	Angela DeFiore	Lydia Edelhaus	Elizabeth Frederick
Anne Cambria	Christie Conetta	Rona Degenstein	Richard Edwards	L.J. Freitag
Jane Cameron	Bonnie Connelly	Edward Degnan	Karen Ehrhardt	Mark Frering
Patricia Campanaro	Tracy Connor	William DeJoy	Seth Eisenberg	David Freshi
Penny Campanelli	Barry Conroy	Colleen Delcore	Lisa Eisenberg	Anita Frey
Eleanore Campbell	Dennis Consumano	Frank Della Posta	Maria Eisenhauer	Steven Frey
Vivian Campbell	Roxanne Conway	Anthony Dellicarri	Elizabeth Eldredge	Frances Friedberg
Allison Campbell	Catherine Conway	Jerry DeLuise	Keith Elkins	Lisa Friedman
Kenneth Canfield	Kay Cook	Caroline Demers	Patricia Ellison	Gerri Friefeld
Joseph Canino	Walter Cook	Michael Dempsey	Diane Emanuele	Jerry Frisicaro
Michael Carbonaro	Penny Coon	Dorothy Dempsey	R. Greg Emerton	Patricia Frungillo
Theresa Carbone	Barbara Coon	Sandra DeMyer-Gapin	Charlene Endal	Julianne Furlong
Katherine Carbone	Sonja Cooper	Victoria DeNinno	Debra English	Mary Gage
Lilibeth Carey	Renee Coppins	Sharon Denman	Barbara Epstein	Debra Gallagher
Timothy Carey	Sharon Corey	Heidi Dennis	Lisa Erickson	Louis Gallagher
Carol Carioti	John Cornish	Marian Dent	Gerald Erion	Margaret Gallagher
Shannon Carle	Russell Cornman	Regina DePumpo	Tina Eskreis-Nelson	Nancy Gallup
Darlene Carley	Karen Cornwell	Mary Derby	John Esper	Sonja Galofaro
Shawn Philip Carlson	Mary Corrigan	Nancy Desando	Andrea Ester	Alfonse Gambacorta
Kathleen Carmody	Mark Corwine	Raymond deSilva, Jr.	Susan Evans	Allison Gamble
Barbara Carney	Carol Cosgrove	Marilyn Desnerck	Doreen Faber	Barbara Ganster
Gabrielle Carr	Colleen Costigliola	Catherine Desormeaux	Jude Fabiano	Edna Ganzs
Jill Carr	Ryan Coutlee	Joyce Devine	Nancy Faccone	Colleen Gardiner
William Carroll	Larry Covell	Joy Devita	Leslie Fagan	Pamela Gardner
Marie Carrubba	Robert Craig	Joan DeVito	Rose Marie Fairley	Margaret Gardner
Terri Cartalano	William Cramer	Judith DeWitt	Frank Fanshawe	Theresa Gardner
Thomas Carter	Patricia Crandall	Susan Diamond	John Fantauzzi	Charlotte Gardner
Maryjoan Case	Sonia Crannage	Lorraine Diamond	Myrna Farquhar	Nina Gargon
Arthur Casey	June Crawford	Stephen Diamond	Helen Farrell	Vanda Garneau
James Cashen	Ida Crawford	Jacqueline Dias	Eric Farrell	Jean Garrow
Evelyn Caska	Patricia Crippen	Jo DiBlasio	Elizabeth Argar Fass	Henry Gazes
Claudia Catalano	Molly Crist	Herbert Dicker	Tina Fassnacht	Scott Gee
Beverly Cavness	Leonida Cristobal	Wanda Dickerson	Michele Fatone	Pamela Doyle Gee
Susan Centonza	Susan Cross	Jo Dickinson	Salvatore Fauci	Ira Gelinson
Catherine Chabrier	Thomas Crossett	Vincent Dicks	Lawrence Faulkner	Geneva Genovese
Robin Chagares	Heather Crossett	Dorothy DiDomenico	Mary Fay	Helene Georgis-Corey
Janet Chakwin	Elaine Crossley	Marguerite Dieffenbach	Ramona Febo-Boarman	Krisztina Gers
Irene Chan	Lisa Crouch	Gladys Jean Diji	Marcia Feiertag	Nancy Getler
Geoffrey Chanin	Amanda Beth Crowley	Suzanne D'Incecco	Michael Feldman	Gail Ghigliotti
Elizabeth Chapman	Catherine Crumlish	Rebecca Dishaw	Bill Felton	Jody Gil
Suzanne Charles	Danny Cuciti	Kathleen Dittenhofer	Henry Fernandez	Roberta Gill
Mary Rose Chasler	Michael Culligan	Mary Ellen Diver	Ellen Ferrara	Sushila Gillis
Cynthia Chesner	Leslie Cumming	Carrie Divine	Beverly Ferrugia	Colleen Gilmore
Donald Chesworth	Kathryn Cummings	Michele Doherty	Joan Fertig	Michael Gilroy
Nwachi Chigbundu	Janet Cummins	Bert Dohl	Patricia Fiden	Jennifer Gilston
Paul Chojnacki	Paula Currie	Patrick Donahue	Valerie Findlay	Nancy Girard

Charles Githler	Betty Helmsworth	Larry Johnson	Joan Kohn	Marcia Lieb
Leo Glass	Jean Hendrickson	John Johnson	Terri Kolasinski	Joseph Lieberman
Robin Glass	Karen Henley	Richard Johnson	Deborah Kolomick	Mai Lutterus Liinve
Martin Gleeson	Michael Heron	JoAnn Johnson	Diane Kopitowsky	Maureen Lindberg
Catherine Gogan	William Herrick	Katherine Johnson	Julie Korneffel	Carolyn Lindenbaum
David Goggins	Paulette Herring	Marla Jonas	Anoush Koroghlian Scott	Beth Linderman
Donald Goldfarb	Diane Herrmann	Virginia Jones	Sandra Kotin	Dora Lipman
Mary Ellen Goodell	Henry Hertl	Juliana Jones	Stacy Kraft	Susan Lis
Anne Gooding	Julie Hewitt	Sarah Jones	Herbert Krauss	Bonnie Lisbona
Mark Goodwin	Jennifer Hewson	Linda Jones	Mary Krebs	Alison Lisefski
Sandra Gorenstein	D. Elizabeth Higgins	Amy Jones	Elizabeth Kress	Jeffrey Lisnow
Beth Gorrie	Judith Hill	Connie Jones	Carol Kriesberg	Ronald Litchman
Joel Grace	Timothy Hime	Jennifer Jones	Jocelyne Kristal	Harold Litteer
Charles Graney	Elsa Himes	Thomas Jones	Bruce Krog	Lynette Loadholt
Heather Grant	Janice Hirsch	Cindy Jordan	Alison Kroon	Carl Lobdell
Thomas Grant	Stephan Hittmann	Linda Joy-Barone	Maria Kuethe	Linda LoCascio
Karen Grant	Rosemary Hoag	Mark Juda	Alan Kulchinsky	Cleveland Lockett
Nancy Grant-Miller	Elva Hodgers	Fran Judge	Bina Kumar	Roy Lockwood
Lisa Graves	Adele Hodlin	Jerry Judin	Karen Kwilecki	Paul Loiselle
Kenneth Graves	George Hoehmann	Laurie Kadet	Cathy LaBarge	Richard LoMonaco
Cynthia Gray-Hardy	Thomas Hoering	Kimberly Kadziolka	Robin LaBarge	Geoffrey Long
Anita Grays	David Hoffman	Judith Kahn	Debbie LaCelle	Sandra Longworth
Thelma Green	Jon Holcombe	Don Kamin	Debbie LaDue	Constance Lopez
Jack Green	Jacqueline Holladay	Ellen Kanner	Laurie LaFaver	Andrea Lopitz
Peggy Ann Green	Walter Holland	Louis Kaplan	Laure Lafontant	Linore Lounsbury
Barbara Greene	Jeffry Hollander	Patricia Karnatski	Joanne LaForge	John Lounsbury
Isabelle Grenon	Susan Holler	Pamela Kasa	Kevin Lager	Guido Loyola
Margaret Griffin	Cathleen Hollywood	Illene Katkin	Pamela Lalonde	Ralph Lucariello
Jennifer Griffiths	Arthur Holmberg	Alan Katkin	Eunice LaLonde	Rhys Ann Lukens
William Griffiths	Jennifer Holmes-Blair	Roy Kaufman	Deanna Lamb	Robert Lukow
Patrick Griffiths	James Holtzworth	Heidi Kaufmann	Joseph Lamendola	Janice Lum
Patricia Griswold	Jane Honeyman	Alice Kayser	Barbara Lamoreaux	Dana Lundberg
Ruth Groebner	Jacqueline Hoops	Janet Kazes-Garrison	Bonnie Lancaster	C. Richard Lunt
LaRae Grosso	Beth Hopkins	Regina Keddell	Diane Lang	Anastasia Lupe
Sharon Kovacs Gruer	James Horan	Eugene Keeler	Kathleen Lang	Anna Marie Lusins
Jacqueline Guerrier	Eve Horbat	Ilona Kegler	Delores Langford	Arthur Lussi
Evelyn Gulliksen	Roberta Horne	Jacqueline Kelleher	Sue Lanigan	Laura Luzzi
Raghuvijai Guntur	David Hornick	Mark Keller	Michael Lanigan	Michael Lynch
Mark Gustin	Marie Horton	Laurel Kelley	Susan LaPlante	M. Kathleen Lynn
Janet Gutterman	Gary Horton	Barbara Kelly	Helen LaRue	Alice Lyon
Lorna Guyett	Sheryle Hosking	Joseph Kelly	Sylvia Lask	Gary Maas
Carolyn Habib	Sharon Houghtling	Paul Kelly	Suzanne Latimer	Audrey MacDougall
Susan Haggett	Jack Houk	Jacalyn Kelly	Bonnie Laugen	Helen Mack
Irene Hakanson	Theron Howard	Richard Kelly	Bertha Laury	Ellie Mack
Sinai Halberstam	Jessica Howser	Margaret Kelly	Ann Marie Lavallo	Verdell Mack
Marilyn Hale	Richard Hoyt	Richard Kelly	Francis LaVigne	Donna Mackenzie
Patricia Hall	Jane Hubschmitt	Kathryn Kendall	Dawn LaVigne	John Maclutsky
Rosa Hall	Sharon Huck	M. Katherine Kennedy	Kevin Lawkowski	Michael MacWilliams
M. Helene Hamlin	Grace Hudak	Karen Kerendian	James Lawler	Carl Madonna
John Hamm	Gregory Hudecki	Debra Kessler	Fran Lawless	Carol Magaro
Elaine Hammond	Patricia Hudelson	Robert Keyser	Ronile Lawrence	Eileen Mahar-Mallon
Farah Hammoud	Victoria Hudson	Zarina Khan	Christine Lawrence	Suzanne Mahler
Kelly Hamula	Carol Huebsch	Margaret Kibler	John Lawrence	Gordon Mahley
Amelia Handzel	Robert Kingsley Hull	Alice Kiley	Lorraine Lawson	Josephine Maimone-
M. Shae Hanford	Susan Hunter	Patrick Kilker	Robert B. Lazow	Tobias
Kelly Hannon	Debra Huntington	Lee Kimmel	Janet Le	Linda Mainetti
Maggie Hansen	Anne Huntington	Pauline King	Philip Learned	Laura Malachowski
Janet Hansen-Moyes	Dorothy Hyde	Andrea King	Chung Lee	Carolyn Malenda
Anne Hanson	D. Janelle Hyer-Spencer	Charles King	Carol Lee	Donald Malin
John Harkulich	Mary Beth Hynes	Daniel Kingsley	Donald Lefari	Catherine Maloy
Claire Harnick	Michael Hynes	Darlene Kinney	Susan Legacy	Ann Manion
Tami Harpster	Connie Hynes	Porter Kirkwood	Ronald Lehrer	Daniel Mannix
Tracy Harrienger	Salvatore Iacullo	Charles Kirschner	Paris Leibenguth	Mary Marcantonio
Ted Harries	Beth Imperial-Rogers	Donna Kitchin	Kenneth Leibowitz	Richard Marchese
Janie Harrington	Paige Ann Ingalls	Stacy Kitt	Joan Leinwand	Susan Marchincin
Jean Hartmann	Ronald Inskeep	Candy Klaeyesen	Pamela Lenaghan	Mary Jo Marchisello
Susan Harvey	Diane Ioannou	Sandra Klawon	Mary Lenard	Sara Marcille
Sara Hatch	Catherine Isobe	Ilene Kleckner-Friedman	Elizabeth Lenehan	Maureen Marcus
Helen Hauser	Judith Israeli	Louis Klein	Risa Leonard	Ari Markenson
Janice Hawkins	Susan Jackson	Alan Kleinman	Gregory Leonard	Jeffrey Marks
Gayle Hayes	Anne Jackson	Lynne Klimchok	Shirley Lepsesty	Sandra Marland
Kelly Hayle	Myrna Jaffe	Cheryl Kline	Joyce Levin	Stella Marrs
Kathleen Healey	Paul Jaffe	Jennifer Kline	Juliette Levin	Jean Marsillo
Mary Healy-Sedutto	Sharon Jasek	Joan Klink	Ted Lewis	Russell Martin
Michael Heaney	Janis Jastrebski	Kathleen Knaak-Cole	Randall Lewis	Rita Martin
Susan Heath	Jeffrey Jensen	Patricia Knamm	Debra Lewis	Shirley Martin
Mary Heavey	Louis Jerome	Marie Knapp	Kimberly Lewis	Jean Martin-Cinelli
Bromwyn Helene	Sherry Jerome	Patricia Knuth	William Leykam	Victor Martini

Barbara Masi	Christina Moraski	Sara Ort	Linnea Powell	Linda Ross
Stephen Masiar	Sherman Moreland	Phyllis Osborne	Scott Prenoveau	Wendy Rothstein
Kathaleen Mason	Stephanie Moriarty	Tara O'Shaughnessy	Sandra Preston	Patrick Rourke
JoAnn Matthewson	Jean Morris	Marion Ostrander	Diane Price	Richard Rowe
Betty Maus	Janice Morris	Michele O'Sullivan	Robert Prignoli	Debra Royce
Cosimo Mautone	Patricia Morrison	Trina Otamere	Eileen Prisk	Isaac Rubin
Terri Maxymillian	Moirra Morrissey	Melissa Ottenstein	Fay Privatera	Judith Rubin
Michele Mayer	Geraldine Morse	Sheila Otto	Valorie Joy Promisell	Linda Rumbaugh
Carla Mayhugh	Steven Mosenson	Ellen Owens	Onofrio Puleo	Cheryl Rundle
Robert Mayo	Norma Moss	Jacqueline Pacos	Carol Puschaver	Virginia Rushey
Kevin McArdle	Kim Mosteller	Samuel Pagano	David Putney	Karen Russell
Hassie McCarney	Therese Mudd	Margaret Paine	John Quain	Claudia Russell
June McCarrell	Robert Muhlneckel	Carolyn Pal	Janine Quinlan	Mary Ellen Ryan
Thomas McCluskey	Daryl Mulwane	Margaret Palmer	Jack Rabin	Michael Ryan
Kris McConville	Sheila Mulwane	Judith Palumbo	Edythe Raiten	Patricia Ryan
Michele McConville	Denise Munson	Barbara Pancari	Barbara Rakusin	Kathleen Ryan
Gerald McDonald	Jill Muntz	Laura Panek	James Ralston	Gershon Sabol
William McDonald	Edward Murphy	Donald Pangburn	Stephen Ramos	Janet Sabol
Jennifer McDonnell	Eileen Murphy	Michelle Paniccia	Ellen Rampino	Joseph Sacco
Phyllis McDougall	Janet Murphy	Joseph Paris	Mary Randall	Mary Sage
Carol McEntarfer	Lisa Murphy	Margaret Parise	Joseph Ranni	Linda Sager
Noel McFarlane	Mary Ellen Murphy	Carol Park	Margaret Raustiala	Jane Salchli
Brigid McGinley	Karen Murphy	Sharon Parker	Anne Ray	Rebecca Salerius
John McGlenn	John Murphy	Nancy Parks	Chris Rediehs	Anthony Salerno
Janet McGlone	Debbie Murray	Griffith Parry	Melanie Jo Reed	Cindy Salerno
Suzanne McGovern	Helen Muskus	Kurt Parry	Liz Reeves	Randie Salmon
Jane McGrady	Donna Myers	Laurene Passet	Catherine Reeves	Olga Saltzman
Regina McGraw	Richard Nadan	Michael Pasternack	Mark Rehm	Sandra Samimi
Peter McHugh	Ellen Naidus	Joan Pastore	Jane Reich	Mavis Sampson
Geralyn McKiernan	Virginia Nailor	Robin Pastore	Richard Reich	Margaret Sandercock
Vicky McKinney	Elaine Nakovics	Denise Paszkiewicz	Delcia Reid	M. Madeline Sansevere
Sally McKinnon	Kouli Nalpantidis	Jill Patel	Fiona Reid	Yvonne Santiago
Suzanne McLemore	Donald Napoleon	Nora Pavlak	William Reigelman	Carman Santor
Colin McMahan	Linda Napolitano	Patricia Pawlick	Ann Reilly	Dante Santora
Patricia McNamee	Hinda Naschke	Cynthia Paxhia	Janet Reims	Janice Sargent
Nora McQueeney	Rina Nathan	Mary Payne	Elaine Reinke	Michael Sarner
Janet Meaney	Angela Nazzaro	Renee Peay	Christine Reister	Donna Saskowski
Lisa Meissner	Ann Nehrbaauer	Jane Ann Peer	Paul Reiter	Jennine Sauriol
Marcia Menasse	Edward Nekvapil	Barbara Peet	Stephanie Repak	Tracy Sawyer
Anne Marie Menendez	Joan Nelson	Darlene Peets	Kevin Rex	Patrick Sayer
Alan Merkin	Paul Nelson	Marjorie Perfetti	Louise Rheem	Scott Sayward
Marian Merlino	Alicia Nemec	J. Reynolds Perlee	Judy Rhodes	Carol Scal
Henrietta Messier	Miriam Netter	Everett Person	Elizabeth Hiddemen Rice	Paul Scano
I. Bruce Messinger	Dana Newell	Barbara Petak	Richard Rice	Randy Schaal
Mildred Messmer	W. Bruce Newman	Jean Petela	Glenn Rickles	Juli Schaefer
Mark Metzger	Danielle Newman	Nancy Peters	Lorraine Rieck	Michael Schafer
Edward Mevec	Mary Jo Nichol	Linda Peters	Wouter Rietsema	Susan Scheelar-Stein
Julia Meyer	Mary Nicholls	Susan Peters	Amy Rigabar	Ann Scherff
Harold Meyers	Vivian Nickless	Wendy Peterson	Elizabeth Riker	Mark Schneider
David Meyers	Frederick Niebuhr	Margaret Murphy	Janice Riley	Shirley Schoener
Angela Mezzomo	William Night	Peterson	Barbara Ring	Melisa Schonfield
Linda Miele-Cavallaro	Joan Niles	Karen Petrie	Robyn Ringler	Ellen Schoonover
Bonnie Lee Mikula	Peter Nilsson	Margaret Petrosino	Randi Rios-Castro	Jack Schranz
Anita Miller	Mary Nixdorf	Tanya Pfaff	Rain Rippel	Maaryon Schravendeel
Margaret O'Grady Miller	Rosanna Nocero	David Pfeffer	Mary Ritchie	Peter Schreier
Lindsay Miller	Kristen Northrup	Barbara Phair	Leslie Rivkin	Isabel Schwartz
Selma Miller	H. Toni Norton	Siebert Phillips	Irene Roach	Kathleen Schyndler
Joanne Mills	Francis Novak	Collette Phillips	Peter Robbins	Hugh Scott
Judith Mills	Robbin Novak	Jacqueline Phillips	Joan Lensky Robert	Jill Scott
Joseph Mineo	Pamela Nowinski	Daphne Pickert	Donna Robinson	Dewitt Scott
Randolph Mitchell	Robert Nugent	Paula Pickett	Melvin Robinson	David Sears
Stuart Mitchell	Barbara Nunn	Betty Pierce	Janet Robinson	Linda Sears
Lynn Moerman	Lawrence G. Nusbaum	Barbara Pioli	Anne-Marie Rocchio	Colleen Seelye
Stephen Molello	Kevin O'Brien	Mike Pisa	Matthew Rock	Steven Segall
Lynda Molesworth	Michael O'Brien	Alva Pisapia	George Rockman	Robert Seidenberg
Robin Moller	Timothy O'Connor	Patricia Pitts	Carmen Rodrigues	Shelley Seidenberg
Michael Monahan	Mary O'Connor	George Plevretes	Robert Roe	Steven Seidman
Richard Monck	Edsel O'Connor	Thomas Plimpton	Durin Rogers	Linda Selby
George Monk	Beth O'Donnell	Beatrice Plympton	Barbara Rohmer	Jack Sender
Wendy Monroe	Dolores O'Donnell	Darlene Podolak	Maureen Romer	Richard Sepe
Patricia Monteverde	Oliver Ogbonna	Carol Poisman	Bernice Romig	John T. Servodidio
Susan McDonald	Nancy O'Hara-Kraft	Elizabeth Polisoto	Benjamin Romney	Theresa Scrulletta
Montrose	Holly O'Hern	Erno Poll	Irene Ropelewski	Kristen Shaheen
Michele Montroy	Susan Olinger	Davis Pollack	Lisa Rosen	John Sharon
Rosalyn Moore	Elizabeth Oliver	AnnMarie Pollard	Michael Rosenberg	Phyllis Sheldon
Sallie Moore	Lily Olson	Paul Pontiff	Philip Rosenberg	Leslie Shellenbarger
Joanne McElroy Moore	Barry Organ	Andrea Portenoy	Neal Rosenberg	Cheryl Shepard
Andrea Moran	Judy O'Rourke	Patricia Potocar	Dawn Rosine	Victoria Sheppard

Barbara Sherman	Timothy Stickelman	Ellen Tynan	Lillian Wittmeyer
Israel Sherman	Wendy Stickley-Ocker	Sharon Tyo	Carol Wloch
Debra Sherman	Christina Stile	Janet Ullrich	Alden Wolfe
Eileen Shields	Karen Stockholm	Jan Ulman	Susan Wolfe
Alla Shkolnik	Ina Stone	Bonnie Unser	Kathryn Wood
Helene Shulkin	Serena Stonick	Lyn Nicole Uterano	Joanne Woodside
Eric Shults	Claire Stratford	Edward Vacca	Ronald Wozniak
Joanne Siegel	Oscar Straus	Judith Valenti	Beverly Wright
Carolyn Siegel	Susan Streeter	Cynthia Valik	Amy Wysoker
Albert Siewers	Howard Strongin	Peter Van Allen	Diane Yaddow
Ann Silberman	Celia Strow	Linda Van Buskirk	Carol Yaggie
Joanne Silecchio	Mark Stumacher	W. F. van den Houten	Amy Yero
Millicent Silver	Risa Sugarman	Myrna Van Der Molen	James Yonai
Rachel Silverman	Lori Sullivan	Linda Van Mort	Annette Yost
Carl Silverstein	James Sullivan	Craig Van Vessem	Judith Young
Stacey Simcox	Kathleen Sullivan	David Vandenburg	Rebecca Young
Cheryl Simeone	Mary Sullivan	Kelly VanNote	Daniel Young
Mark Simmons	Merle Sullivan	Joanne Varrichio	Patricia Young
William Simmons	Michael Sullivan	Barbara Vente	Ellen Marie Young
Crystal Simmons	Nadean Summers	Michael Veruto	Donna Young
Marjory Scarlet Simmons	Jill Sussman	Viena Victoria	Patricia Zaccari
Philip Simpson	Ronald Sutton	Ben Viglietta	Terence Zaleski
Carla Simpson	Diane Swanson	Mary Katherine Villani	Mel Zalkin
Janet Sims	Donna Sweeney	Ralph Vinchiarello	Melody Zampogna
Myra Sincoff	Rachel Swift	Linda Virelli-Gucker	Ann Zebrowski
Judith Singer	Jean Swinnerton	Susan Virostek	Merryl Snow Zegar
Randy Siper	Patricia Swolak	Lynette Vitanza	Charles Zelows
John Peter Sipp	Thomas Sy	John Von Ahn	Beth Zerrahn
Kathryn Siwek	Karen Szalkowski	Wendy Waasdorp	Claire Zerbe
Lisa Sizeland-Ross	John Szolnoki	Jennifer Waite	Diane Ziemba
Paulette Sladkus	Jan Tacoronti	Barbara Wale	Karen Ziemianski
Janice Slaton	Karen Taddeo	Elliot Wales	Pam Zimmerman
Erica Slezak	Toni Talbot	Kathleen Wall	Thomas Zimmerman
Catherine Sliwinski	Susan Tanuis	David Wallace	Molly Zimmermann
Arthur Small	Lillian Tapp	Susan Wallach	Ronald Zito
Leo Smalley	Eli Taub	Timothy C. Walsh	Jay Zuckerman
Patricia Smith	Randolph Taylor	Stephen Walsh	Patricia Zugibe
Mary Ellen Smith	Joan Taylor	Maureen Walsh	
S. Jean Smith	Emilia Taylor	Amy Walsleben	
Nancy Smith	Claudia Taylor	Linda Walters	
Brenda Smith	Darleen Taylor	Gail Warchol	
Kellie Smutz	Michelle Taylor	Crystal Ward	
Kevin Snider	Paul Tendler	Sue Watson	
Cynthia Snyder	Barbara teRiele	Linda Weaver	
Michelene Sohnen	Timothy Teter	Diane Webster-Brady	
Ruth Solberg	Karen Thayer	Francis Weimer	
Sande Sommers	John H. Thomas	David Weinstein	
Gussie Sorensen	Ventryce Thomas	Ellie Weinstein	
William Sorrells	Carolyn Thomas	Cindy Weissend	
Denise Spagnola	Michael Thompson	Pamela Wellman	
John Sparrer	Anne Thompson	Mark Flack Wells	
Malcolm Spector	Caryl Tierney	Lauren Welsh	
Jerome Sperber	Georgianna Timmerman	Frances Wenderlich	
Richard Spillane	Richard Timo	Mary-Lee Westbrook	
Wesley Springhorn	Matthew Titone	Susan Westling	
Michael St. Leger	Susan Todd	James Westman	
Maria Stachowski	Beverly Todd	Frederick Wetzel	
Paul Stadler	Anne Tommaso	Kirsten Whittemore	
Carolyn Stalker	Melodie Tompkins	Camille Wicher	
Laurel Stanley	Steven Tompsett	Barbara Widrig	
Marjorie Starkman	Roxanne Torres Beecher	Shirley Wilcox	
Carol Staves	Debra Toussaint	Ken Wiley	
Rosemarie Stazzone	Roni Beth Tower	Debra Willer	
Jeanne Stearns	Monica Toye-Smith	Karl Williams	
Lori Stefferson	Joseph Trachtenberg	Peter Williams	
H. David Stein	Joseph Trapani	Nicole Williams	
Ronnie Steinwolf	Monika Trapl	Lisa Williams	
Beverly Stenglein	Gerry Trautz	Sybil Williams	
Karen Stephens	Thomas Trevett	Thomas Williams	
Thomas Stephens	Maryellen Tria	Kimball Williams	
Philip Sterdt	Helen Trowbridge Hanes	Maria Willis	
Jack Stern	Thomas Trunkes	Lesmore Willis	
Sandra Stevens	Georgia Tucci	Lisa Wilson	
Maureen Stewart	Nora Tulchin	Scott Wing	
Brenna Stewart	Toni Turner	Amy Winn-Claus	
Damon Stewart	Susan Twardowski	Glenn Witecki	
Mary Lou Stewart	Aaron Tyk	Jodi Witman	
Robert J. Stewart	Eleanor Tyler	Claudia Wittenbrook	

Appendix C: Advocacy Services Network

Service Codes

AH	Adult Home Advocacy
AT	Protection & Advocacy for Assistive Technology
BSS	Protection & Advocacy for Beneficiaries of Social Security
CAP	Client Assistance Program
DD	Protection & Advocacy for Individuals with Developmental Disabilities
IR	Protection & Advocacy for Individual Rights
MI	Protection & Advocacy for Individuals with Mental Illness
TBI	Protection & Advocacy for Individuals with Traumatic Brain Injury

REGION/AGENCY

Statewide

<p>New York State Commission on Quality of Care Advocacy Services Bureau 401 State Street Schenectady, NY 12305 (518) 388-2897 1-800-624-4143 Services: Statewide coordination of all contract offices for AH, AT, BSS, CAP, DD, IR, MI and TBI</p> <p>Legal Services of Central New York, Inc. The Empire Building 472 Salina Street, Suite 300 Syracuse, NY 13202 (315) 475-3127 Services: Statewide TBI</p>	<p>Neighborhood Legal Services, Inc. 295 Main Street Ellicott Square Building, Room 495 Buffalo, NY 14203 (716) 847-0650 Services: Statewide AT</p>
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New York City

<p>Brooklyn Center for Independence of the Disabled, Inc. 2044 Ocean Avenue, Suite B-3 Brooklyn, NY 11230 (718) 998-3000 (718) 998-7406 (TTY) Services: CAP</p> <p>Center for Independence of the Disabled in New York, Inc. 841 Broadway, Suite 205 New York, NY 10003 (212) 674-2300 (Voice and TTY) Services: CAP</p>	<p>MFY Legal Services, Inc. Mental Health Law Project 299 Broadway, 4th Fl. New York, NY 10007 (212) 417-3850 Services: AH</p> <p>New York Lawyers for the Public Interest 151 West 30th Street, 11th Floor New York, NY 10001-4007 (212) 244-4664 Services: BBS, CAP, DD, IR and MI</p>
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Long Island Region

Long Island Advocacy Center, Inc.
Herricks Community Center
999 Herricks Road
New Hyde Park, NY 11040
(516) 248-2222 (516) 877-2627 (TTY)
Services: CAP

Long Island Advocates, Inc.
4250 Hempstead Turnpike, East Building, Suite 19
Bethpage, NY 11714
(516) 735-5466
Services: DD

Nassau/Suffolk Law Services Committee, Inc.
1757 Veterans Highway, Suite 50
Islandia, NY 11749
(631) 232-2400
Services: AH and IR

Touro College
Jacob J. Fuchsberg Law Center
300 Nassau Road
Huntington, NY 11743
(516) 421-2244 Ext. 331
Services: MI

Hudson River Region

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

Disabilities Law Clinic at Albany Law School
80 New Scotland Avenue
Albany, NY 12208
(518) 445-2328
Services: DD

Disability Advocates, Inc.
5 Clinton Square
Albany, NY 12207
(518) 432-7861
Services: BSS, IR and MI

Legal Services of the Hudson Valley
4 Cromwell Place
White Plains, NY 10601
(914) 949-1305
Services: DD and IR

Westchester Independent Living Center, Inc.
200 Hamilton Avenue
White Plains, NY 10601
(914) 682-3926 (914) 682-0926 (TTY)
Services: CAP

North Country, Central & Southern Tier Region

Legal Aid Society of Northeastern New York, Inc.
100 Court Street
Plattsburgh, NY 12901
(518) 563-4022 1-800-722-7380
Services: DD and MI

Legal Services of Central New York, Inc.
The Empire Building
472 Salina Street, Suite 300
Syracuse, NY 13202
(315) 475-3127 1-866-475-9967
Services: BSS, DD, IR, MI and TBI

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

Western Region

Neighborhood Legal Services, Inc.
295 Main Street
Ellicott Square Building, Room 495
Buffalo, NY 14203
(716) 847-0650 (718) 847-1322 (TTY)
Services: BSS, CAP, DD, IR, MI and TBI

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

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

Appendix D: Speakers Bureau Topics

Legal Issues:

Rights of Minors in Decision-Making: The speaker will address the issue of individuals with developmental or other disabilities participating in decisions which may ultimately change their lives. Individuals below the age of 18 are still considered minors and under the decision-making capacity of their parents unless emancipated. Procedures are available to review questions regarding protection from mistreatment.

Ethical Issues in Representing People with Disabilities: The discussion centers on capacity to give consent and balancing best interests with personal autonomy.

General Rights of People with Disabilities: The attorney presenter discusses the rights of individuals with disabilities under the various civil rights laws and reviews the general rights of all citizens.

Legislative Process: The main focus of this presentation is how a bill gets passed and how the State Legislature conducts its business.

Americans with Disabilities Act & Section 504 of the Rehabilitation Act: Both pieces of legislation provide for the civil rights of individuals with disabilities and require “reasonable accommodations” in employment and public facilities. The presenter will provide an overview of what a person with a disability should expect for “reasonable accommodation” and the obligations on the part of the public to provide them.

Human Rights Law & Public Policy: This topic concentrates on New York State Laws which establish rights for persons with developmental disabilities and how public policy either incorporates those rights or makes changes to accommodate them.

Legal Ramifications of Child Abuse Reporting: The attorney presenter discusses the mandates for professionals to make a child abuse report and the importance of avoiding frivolous claims.

Commission on Quality of Care and Advocacy for Persons with Disabilities’ Overview: The Commission has been an oversight agency over the Office of Mental Retardation and Developmental Disabilities and the Office of Mental Health since 1978. The presenter will discuss the various powers and responsibilities of the Commission along with many of the lessons learned over the past twenty-four years.

Investigations:

Child Abuse in Facilities: The Commission investigator will discuss the appropriate ways to conduct an investigation, including information gleaned from Commission institutional abuse cases which are reported to the Child Abuse Registry.

Adult Abuse & Death Investigations: Similar to the presentation on child abuse investigation, the presenter will discuss proper abuse investigation techniques in addition to various Commission findings.

Sexuality & Consent: Ways to determine capacity to give consent utilizing the clinical team is the main focus of the presentation. Also, there is a discussion regarding the criminal issues which arise when one person is unable to give consent.

Restraint & Seclusion: There will be will be a discussion of the Commission findings which were given in evidence to Congress with regard to a need for monitoring of these practices in facilities.

Could This Happen in Your Facility: The Commission has published a very instructive compendium of lessons learned from its investigations. Yes, such problems could happen in your facility and it is important to learn from the mistakes of others.

Less Adversarial Advocacy: The speaker addresses ways to be less confrontational and more conciliatory, but assertive, when advocating on behalf of individuals with disabilities.

Abuse/Neglect: What is It and How to Stop It: The presenter will draw upon her twenty years of experience at the Commission to discuss ways of preventing abuse in facilities through staff development techniques and internal monitoring systems.

Fiscal:

Board of Directors Training: The speaker concentrates on the fiduciary responsibilities of Board members. Members must know what is happening in an agency, beyond merely attending quarterly meetings.

Current Legislation on Intermediate Sanctions: The speaker will discuss the sanctions which can be levied against agencies which do not have strict accounting of their funds.

Diversion of Funds: The speaker will discuss recent Commission investigation findings with regard to executive directors siphoning funds from non-profit agencies.

Personal Allowance Fund Issues: It is extremely important that agencies have discrete accounts for the personal allowance portion of the individual's Supplemental Security Income (SSI). The speaker will discuss the best way to insure financial protection.

Not- For-Profit Pitfalls: Could This Happen to You? Similar to the care and treatment pitfalls from “Could This Happen.....,” there are many lessons learned with regard to accounting pitfalls which have befallen non-profit agencies.

Life Planning:

Advance Directives: The attorney presenter will cover the essential elements of a living will, health care proxy, and, power of attorney, particularly with regard to judging the individual's capacity to sign such documents.

End of Life Decisions: Who has the authority to make decisions on behalf of an individual with developmental disabilities with regard to the termination of life support? The attorney presenter will help provide the answer.

Guardianship: Why & How To: The discussion will center on the "pros" and "cons" of an Article 17A guardianship with a review of the petition process. Subsequent "hands on" training with all of the necessary forms for filing a 17A petition may be scheduled as well.

Future Planning: Wills, Trusts, Estates: The presentation will follow the format of the Developmental Disabilities Planning Council publication "Planning for the Future: A Guide for Families and Friends of People with Developmental Disabilities."