

New Horizons Is Honored With National Accreditation



How can New Horizons know if we are truly good at what we do? Do we meet basic minimum standards? Are we average? Do we excel? Depending on who you ask and when you ask, the report on the quality of our services and supports may vary. The mark of quality can be a moving target. Since human service providers tend to shun any quantification of quality, can outcomes related to quality of life supports be objectified in a meaningful way? They can, and accreditation is one path toward gaining objectivity with quality.

On July 21st, New Horizons achieved the distinction of accreditation with the Council on Quality and Leadership (CQL). CQL is an international accrediting agency dedicated to leadership excellence in the definition, measurement and evaluation of personal and community quality of life for people with disabilities. NHR is only the fourth agency in New York State to have achieved this prestigious accreditation.

See more on page 2 & 3



A Note From the Executive Director...(continued from page 1)

Here is what this honor means to us: our organization has never chosen to be associated with only the minimum standards compliance necessary to ensure our licensure and accreditation solidifies this commitment; NHR's work in person-centered supports and measuring our success against international benchmarks will be expanding; our partnership with CQL and the high standards they set will strengthen our commitment to ethical principles and person-centered supports; the accreditation will position our organization favorable as a provider of choice for families, for our licensing agencies and for funding sources.

CQL says of itself: "The Council on Quality and Leadership is the recognized leader for person-centered supports and services for people with disabilities, people with mental illness and older adults. ...we establish real connections between theory and practice....develop and implement person-centered quality measures, performance indicators and evaluation methods....to be partners and mentors to our customers, showing them how they can become better at ensuring that all people lead lives of dignity and quality."

CQL shifts the definition of quality from program and process standards to personal outcome measures gleaned from thousands of people receiving services for several decades. Those measure are organized into three areas: who I am as the result of my unique life experiences and decisions; where I work, live socialize, belong or connect; and how I want my life to be.

For fourteen months, scores of New Horizons staff, people for whom we provide supports, family members and representatives from the community, re-tooled our way of thinking about and providing services in order to meet CQL expectations.

These efforts were ably led by Bill Beattie, associate executive director, who consistently re-directs the credit and hard work to his team. Bill announced: "Although hard work is still ahead of us we should take this moment to just enjoy the fruits of our efforts to date.

"First, I want to thank the most important people at our agency—self-advocates who significantly shaped the strategic direction of services—and the second most important group of people at NHR—all the direct support staff



The NHR Newsletter is a quarterly publication produced by the agency to keep our friends informed about NHR's current activities.

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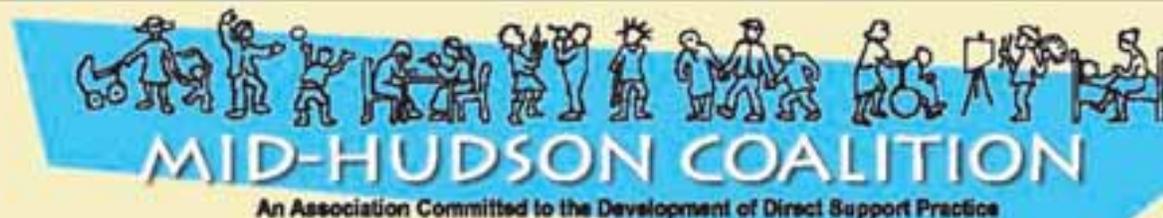
who have the closest relationship with our service recipients as well as the most intimate knowledge of them on a day to day basis. Our commitment to CQL’s human technology has been invaluable in achieving our goal of increasing person centered planning.

“In addition, our CQL Accreditation Committee has provided insights and determination to meet our objectives. The committee included: Sandi Swan, Sam Laganaro, Andrea Pollack, Jayne Violon, Barbara Mika, Fran Sitter, Nancy Howell, Terri Nightengale, Mae Smith, Beverly Kaufman, Lou Antonelli, and Monica Robinson. Special recognition is owed to Tom McCluskey and Dan Lynch for attaining the status of certified CQL trainers who, in turn, developed CQL skills with DSPs, coordinators/supervisors, nurses, clinicians, service coordinators, and agency administrators.”

New Horizons is pleased with the CQL accreditation which will demand of us a greater commitment to high quality services and supports benchmarked against international standards.

WELCOME MAUREEN!

Maureen Kangas,
Operations
Manager at the
Poughkeepsie Grand
Hotel & Conference
Center has joined
the New Horizons
Board of
Directors.
We are thrilled to
have her!



If you don't already know a DSP, someday you will.
www.midhudsoncoalition.org



Honor America's DSPs
National Direct Support Professionals Recognition Week
September 11-17, 2011

AROUND THE AGENCY NEWS

NHF Board Visits Gerry Road *by Beth Cookinham*

On Tuesday, June 21st, several members of the New Horizons Foundation Board of Directors went to visit Alison, Linda and Alicia at Gerry Road. The ladies gave Steve Reverri, Janna Whearty and Julia Kessler a tour of their home and then sat down to enjoy each other's company.



From left to right: Julia Kessler, Linda Sofka, Steve Reverri, Alicia D'Efeumia, Alison Heady, and Janna Whearty

Thank you to Alison, Linda, Alicia, along with Linda and Verona for their hospitality!

Clinton Corners Visits Disney Land *by Heidi Quinn*

In May, William Bride, David Diaz, Michael Brenner, Gina Heiser, and I went on vacation to Disney Land in Orlando, Florida! The guys had a wonderful time—running around from about 8am to 11pm every day for seven days because we wanted to see and do as much as possible. We went to MGM and Universal, a Pirate's dinner show, and Alligator Land to name a few!



From left to right: Michael Brenner & David Diaz

David was so amazed with the airplane ride and asked staff what road the plane was going to take to get there. When he realized the plane was going up in the air the look on his face was priceless.

I want to thank everyone who made this trip possible—especially Mr. Martin Elias for donating the money for the Clinton Corners staff for the Florida trip. The trip would not have happened if it wasn't for his generosity. Everyone enjoyed themselves and the memories will stay with us forever!



From left to right: Gina Heiser, David Diaz, William McBride & Heidi Quinn

Sign up to start receiving NHR's Quarterly Newsletter
Electronically by emailing info@nhrny.org

AROUND THE AGENCY NEWS

Fun at Relay for Life By Jerilynne Smith



In June, Susan Jackowski (left) and Rosie Romano (right) participated in the American Cancer Society's Relay for Life in Pine Bush to raise money for cancer research!

As part of the Real Estate Solutions team (which Susan was the captain of!), Rosie sold necklaces and car decals to raise money. The event was a huge success. There were over 800 participants and they raised over \$100,000!

For more information on Relay for Life, please visit their website at <http://www.relayforlife.org/>.

Staff Appreciation

William DeSomma, Residence Coordinator at Clinton Corners, celebrated **20 years** with NHR!



Christine Hayes-Harrison and Nigel Whitaker, both DSPs at Poughquag, also celebrated **5 years** with NHR!



Karina Montgomery and Kathleen McCarthy, both DSPs at Clintondale, both celebrated **5 years** with NHR!



New Horizons Foundation Annual Appeal 2011

The New Horizons Foundation Annual Appeal 2011 is currently underway. If you would like to contribute, please complete this form and return it with your tax-deductible donation payable to the New Horizons Foundation. We at NHR greatly appreciate your commitment to improving the quality of life for people with developmental disabilities.

Name

Address

City, State and Zip

Phone & Email

"Hope is a state of mind, not of the world. Hope, in this deep and powerful sense, is not the same as joy that things are going well, or willingness to invest in enterprises that are obviously heading for success, but rather an ability to work for something because it is good."

-Vaclav Havel

Please make checks payable to: *The New Horizons Foundation*, and mail to:
123 West Road, Pleasant Valley, NY 12569
Donations to the Foundation are fully tax deductible.

AROUND THE AGENCY NEWS

Maureen Munisteri: A Wonderful Life Well-Lived



How lucky we at New Horizons are to have had Maureen Munisteri in our lives for 20 years. Our good friend and colleague passed away on June 6th at age 44 due to a brief but intense encounter with cancer. She left us a legacy of deep and abiding love, a commitment to fun, and dedication to disarming honesty.

It is unusual for a Direct Support Professional at

New Horizons to have worked in only one location for all those years. The reason, as she very freely admitted, is that she was in love with the residents at our group home in Unionvale, and “I wouldn’t dream of leaving them...for selfish reasons. After all, they are my family as much as my family at home.”

Maureen’s good friend (and co-worker) of 20 years Lorraine DeNunzio jokes, “She was a pain in the butt, she never let me drive the van! But we loved each other anyway. All kidding aside, Maureen was well-liked by everyone and you always knew where you stood with her. She was also a strong advocate for the people she served, especially at med appointments.”

Mae Smith, a supervisor, recalls Maureen’s “ability to connect with people—those with disabilities and those of us who think we have no disabilities—in profound and heart-felt ways...on a soul level that made each of us evaluate our own commitments and principles.”

Co-worker Missy Frank said, “Maureen was a great influence in my life. She really made me want to be a better mother and employee. I am a better person for just having known Maureen.”

Cathy Civile on National Advisory Council

Cathy Civile, a certified direct support professional (DSP-C) at New Horizons’ Deer Run Residence in Wallkill, was invited by *Essential Learning* to serve on their advisory council. In May, Cathy had her first all-expenses paid trip to a national meeting in San Diego.

“We reviewed and discussed layout, content, curricula structure, and marketing strategies for personnel in the field of developmental disabilities, mental illness and nursing. We focused on end-user ease of access, understanding and organization of their vast library of coursework. As the only DSP on the council, I felt privileged to offer a perspective that no one else with hands-on service experience brought to the table. I was also honored to be in the company of some very intelligent movers and shakers such as James Gardner, the CEO of the Council on Quality and Leadership.”

Essential Learning offers online learning, staff compliance training and continuing education for behavioral health, mental health, addiction treatment, community health, developmental disability, community action and child welfare organizations.

In the past year the National Alliance for Direct Support Professionals (NADSP) accredited the on line offerings of *Essential Learning* as bona fide related instruction to be applied toward a DSP-C credential. Their web-based learning management system offers a library of courses that adheres the NADSP’s fifteen core competencies and code of ethics.



AROUND THE AGENCY NEWS

Congratulations to Jason for recently being awarded “Employee of the Month”. His nomination said the following: “Since starting at New Horizons, this employee has welcomed me and the changes that have occurred within Independent Living. He is a team player with a great sense of humor and helps with whatever is asked of him. Recently, Jason was asked to take on more responsibility with one of the people we provide services for. He accepted it without hesitation. I asked that person’s MSC about Jason, and she replied ‘Jason is a strong advocate for him and provides the support and structure he needs no matter what.’ Jason has the ability to take stressful situations and remain calm. He takes care of what needs to be done. Jason is able to work in two different apartments with two totally different people and be able to meet all their needs. Whether it is going to the mall or library with one or gardening, painting or BBQing with another. As Jason’s supervisor, I always know that when Jason is working, the folks he serves will always get the best possible care and support. Jason is their staff, friend and confidant.”

Spotlight On...

Jason Yoder



Morehouse Celebrates 10th Anniversary!

On Saturday, July 9th, friends and family gathered at Morehouse for some barbeque, fun, and a celebration of Morehouse’s 10 year anniversary. On behalf of Wendy, Karen, Jill, Beth, and Sharon, and all the wonderful staff at Morehouse, thank you for your love and support. Everyone had a blast!

Then.....



.....And Now!



Left to right: Marianna Cunningham, Karen Coburn moves in, Jill, Wendy, Karen, Beth & Sharon with Tom McCluskey

Left to right: Mrs. Bruschini & Jill Bruschini, Marianna Cunningham tends to the grill and Karen Coburn and her parents.



New
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Mission Statement:

The mission of New Horizons Resources, Inc. is to enable people with developmental disabilities to achieve fulfilling lives within their local communities by establishing a home, belonging, self-determination and respect.

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News from the Foundation Office Beth Cookinham, Foundation Director

SAVE THE DATES! Please visit our website for more information.

**New Horizons Foundation's
8th Annual
Fall Into Fashion Show**



**Thursday, October 6th, 2011
Poughkeepsie Grand Hotel
Poughkeepsie, NY
6pm**

**New Horizons Foundation's
17th Annual
Community Leadership Breakfast**

Honoring

**Anthony V. Campilii
Barbara & Stephen Lumb**

For their spirit, dedication and leadership in fostering a better life for all residents of the Hudson Valley.

Thursday, October 27, 2011 8:00 a.m.
Poughkeepsie Grand Hotel
Poughkeepsie, NY

\$40 per person
Charitable Contribution is \$15
Please RSVP by October 17th