

Your Voice, Your Vision, Our Support



**SPECIAL CITIZENS
FUTURES UNLIMITED**

Supporting Adults and
Children with Autism
Since 1976

Annual Report 2016

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Annual CEO Message

Dear Family and Friends,

Anniversaries are inherently times of reflection; an opportunity to celebrate what you have achieved, reflect on where you have been and look forward to what is yet to come. As Special Citizens celebrates its 40th year of providing services to men and women with Autism, allow me to do all three.



Since joining Special Citizens as CEO four years ago, this organization has gone through tremendous growth, but we have remained dedicated to having a lasting impact in the lives of the men and women we support. It is our shared mission to create a compassionate and inclusive world for men and women with Autism. And it is this focus that has pushed us to think strategically and creatively about where we need to go. No matter what challenges and changes Special Citizens has gone through, we have not lost focus on what matters.

When men and women come to our organization for services, whether it is for Day Habilitation or Residential Care or Prevocational Training, we welcome them into our *family*. **We do far more than provide services; we build loving homes and create inclusive communities for the men and women we support.** In many of our residences you will find the phrase: Our residents do not live in our workplace, we work in their home. Our staff lives and works by this motto. We are visitors in their space, and with that comes a responsibility, a respect and a high level of care not easily found.

We tirelessly and zealously advocate for people with Autism to be able to live their lives to their fullest potential. We support, mediate, legislate and care for each person, every single day, and then we do it all over again the next day. When we have achieved all of the goals we have set for ourselves and for the people we support, we make new ones and tackle those next. While there is still much to be accomplished, what we have done so far is pretty impressive.

We continue to invest in the foundation of the organization, in our communication and fundraising efforts, and in the staffing of the agency. We have created a Policy & Procedures Committee, Health & Safety Committee, Human Rights Committee and a Self-Advocacy Committee to ensure we are on track with our annual goals and to create and execute new ones that will lead us in a bolder direction. We

revamped our website and continue to cultivate our social media presence. We hosted our first fundraiser and art auction, partnering with a local restaurant where the people we support got hands on experience in the hospitality industry. We continue to invest in professional development and training for our staff of over 300 dedicated employees.

Our programmatic development continues to grow by leaps and bounds! We expanded and renovated a new floor at our Bronx Metro location to accommodate our growing Day Habilitation program, which includes an additional twenty new participants. And we are especially excited to announce the opening of our new Residence & Training Center on East 55th Street in Manhattan, where we will launch a social enterprise, *The Art of Autism*, to be operated by the people we support, in 2017.

Residential development and expansion continues to be another key aspect our progress. We have four new supportive apartments in the Bronx and Manhattan and approval to open a specialized Medically Frail Group Home, to address the particular needs of our aging population. Additional homes in Yonkers and Queens have been approved and their openings are fast approaching! These new properties have created space for us to welcome new residential participants who are aging out of New York State educational programs or transitioning out of other institutions.

For all of our dedication and hard work, Special Citizens has been awarded the New York State Behavioral Health Technology Enhancement Grant which has allowed us to outfit all of our programs with new computers and a New York City Department of Transportation grant wherein we were the proud recipient of ten new vans for programming purposes.

My tenure thus far, is a tenth of Special Citizens' distinguished 40-year history, but what my team and I have managed to accomplish in that time has been nothing short of phenomenal and it is my on-going pleasure to lead the charge. It continues to be my firm belief that there is no end to what we can do, what we can achieve, or what we can accomplish on behalf of and along side the men and women we support.

I am so grateful for your support and dedication. We could not do this without you and I look forward to working with you as we bring Special Citizens into its fifth decade.

Regards,

Jessica Zufall-Guberman, Ph.D.

Jessica Zufall-Guberman, Ph.D.
Chief Executive Officer

Mission / History

Special Citizens Futures Unlimited has a tenaciously dedicated group of parents to thank for its origins. Those dedicated parents of “Special Citizens” came together in 1976 to form our agency in an effort to advocate for ongoing adult programs for their children who had aged out of Special Education services and had little or no options for long-term housing or day programming. Nothing stops parents who advocate for their children, and as a result, with a three-year grant from the then OMRDD (now OPWDD), Special Citizens opened its first group home in Westchester (Cortland Intermediate Care Facility) on December 7, 1981. New facilities emerged over the years, as Special Citizens stayed ahead of the curve. Times and treatments were changing. Behavioral therapy and controlled learning environments emerged as primary treatments for many forms of Autism. Special Citizens was perfectly positioned to foster that change. As SCFU approaches its 40th anniversary in 2016, we acknowledge our gratitude to those courageous parents who started it all. Their desire for a loving and caring environment for their family members lives on at SCFU.



Leadership Team



XIAN EDWARDS, DIRECTOR OF RESIDENTIAL SERVICES

Special Citizens is an extension of myself and what I stand for; passion, honesty, and willingness to stand for what I believe socially and personally in an ethical manner. With each challenging opportunity, new developments, and response given from our men and women comes that feeling, a feeling of being a part of something that is bigger than myself. Working at Special Citizens means a lot to me. I am giving the opportunity to grow, share what I have learned, plant the seed of possibilities, and to be a part of the strong sounding board for individuals with autism.



KENDALL JOHNSON, CHIEF COMPLIANCE OFFICER

I am honored to be Special Citizens, Chief Compliance Officer. My position allows me to work in a field that empowers people who historically have been rejected by society. I am grateful to be entrusted with the awesome responsibility of creating and enforcing standards that enables others to live up to their potential and realize their dreams.



MELISSA FRISINA, PHR, SHRM-CP CHIEF ADMINISTRATIVE OFFICER

I feel that my role as the CAO provides me with a perfect blend of culture and challenge. Going to work and going home are equally looked forward to. I feel I have a team of people who work hard, collaborate and do what is right for the individuals we serve. There is never a day that is repetitive, something is not learned, and there is always a new project brewing which keeps the position interesting and full of excitement.



KATRINA POTTER, MANAGING DIRECTOR

Working as the Managing Director of Metro Day Services means being a part of developing and expanding the possibilities and potential for the people that we support in our programs. It means providing them with options such as: exploring new interests, becoming involved in the community, exploring vocational training, and presenting them with the opportunity to develop any other personal goals they may have. This is tremendously important to me that we are offering experiences they may not have elsewhere in their lives.

Leadership Team



MARGARET BUCZYNSKA, CHIEF CLINICAL OFFICER

Working at Special Citizens, in human services, enables me to contemplate human nature itself, with all its complexities. Supporting people with developmental disabilities is not just the agency's mission, but my own.



PRAVIN MASCARENHAS, CHIEF PROGRAMS OFFICER

Seeing the smiles on the faces of the people we support, after we have met their needs and helped them to fulfill their dreams, is where I get my job satisfaction.



ZELDA KEATON, SENIOR DIRECTOR OF PROGRAMS

I have the opportunity to work in an environment that promotes collaborative problem solving and individual initiative. Our work at Special Citizens is valuable and needed, and I am rewarded doing this work everytime I see the men and women we support thrive.



ALEX DIMAIO, DIRECTOR OF QUALITY ASSURANCE AND IMPROVEMENT

The men and women supported by Special Citizens and its dedicated support staff, collectively have made 2016 a year of great accomplishments. **WE** approach 2017 in solidarity, empowered and driven in the pursuit to promote and enhance independence, exercise our human rights and embrace our commonalities.

Leadership Team



**ALEXANDRA ST. CHARLES,
DIRECTOR OF DEVELOPMENT**

It is a pleasure to work with such a dedicated team of professionals.



JOHN MILES, CHIEF FINANCIAL OFFICER

I get to wake up every day and know that I am going to work, where we support a great group of people and help them to live a better life.



TRISTAN STOVALL, MEDIA COORDINATOR

I am honored to work for an agency where I can support individuals in various capacities. I enjoy seeing their growth on a day-to-day basis. I receive joy seeing their dreams fulfilled.

Programming - Awards and Initiatives

- Balancing Incentive Program (TOUCH)
- Aging Out Initiative (5 new group homes throughout 2017)
- Lighthouse Guild Acquisition (20 new people supported at Metro Day Habilitation)
- Behavioral Health Technology Enhancement Grant
- Streamlined our Vendor Management System
- Stabilized and Equalized Compensation for Direct Support Professionals
- New York Department of Transportation Grant (10 new vans)
- Yankee Community Fund Grant received for Community Habilitation

Institutional Closure via the Federal Olmstead mandate include moving people out of the following institutions and into small group homes:

- Brooklyn Developmental Center
- Broome Developmental Center
- Bernard Fineson Developmental Center

Program Development:

- Four new supportive apartments, two in the Bronx and two in Manhattan
- Medically Frail Group home approval for four men in South Yonkers (New Construction)
- New four-person IRA in the Bronx for three men with Autism
- Two new homes approved in Queens that will support ten people with Autism
- New Employee training site located at 55th street along with our new Social Enterprise Development, "The Art of Autism"



Community Habilitation Services

Special Citizens provides Community Habilitation Services to developmentally disabled individuals. Community Habilitation services are provided to individuals who do not reside in a residence, which is certified or operated by OPWDD, in accordance law. Community Habilitation Services are services and supports that are delivered in the individual's home or in a community setting, and therefore cannot be billed for when delivered at a site certified by OPWDD or at a site operated by OPWDD, which would be required to be certified if it were operated by another provider.



Compliance/Medicaid Service Coordination

Medicaid Services Coordination (MSC) department provides Medicaid Service Coordination to approximately 150 people with Intellectual and or Developmental disabilities. The department consists of three full-time Medicaid Service Coordinators and one Supervisor, who also carry a part-time MSC caseload. These services include coordinating habilitation programming, medical, therapeutic and educational services. Special Citizens MSC's also advocate for the best health and safety practices, and monitor the overall well being of those they serve. Additionally, they assist with maintaining public benefits and entitlements by working with individuals and advocates to ensure timely recertification and resolving entitlement agency technical errors and glitches.



Special Citizens MSC's ensure that each person who is supported, that their programming is chosen, designed and delivered in a person centered fashion, whereby the supported persons desires, needs, dreams and natural skills play the primary role in determining which services they receive. Special Citizens MSC department guarantees that each person who is supported has control over his or her services, supports, and programming. Special Citizens MSC's serve as supportive advisors in assisting each supported person and their advocates in obtaining the best-individualized services possible.

Compliance Department

Special Citizens Compliance Department ensures that the agency is in full compliance with all governing laws and regulations. The Compliance Department consists of the Chief Compliance Officer, a Medicaid Compliance Manager, and a Compliance and Special Project Coordinator. The department is responsible for auditing the agencies Medicaid Service Documentation for each program to ensure that all services are properly documented and thereby supports the agency's Medicaid billing.

The Compliance Department advises management of regulatory changes and requirements. It trains and assists management and staff regarding documentation and billing standards, HIPAA-HITECH requirements, the Corporate Compliance Plan, Whistleblower protections, and reporting requirements. The Compliance Department also assesses and advises management of program risks and recommends corrective measures. The Chief Compliance Officer maintains an anonymous hot-line where staff, supported individuals, advocates and community members and stakeholders can anonymously report incidents of non-compliance, in which cases the department investigates and recommends appropriate corrective action. Additionally, the Chief Compliance Officer drafts policies and procedures and chairs the Compliance and the Policies and Procedures Committee.



Quality Assurance and CQL

On March 3rd, 2016 Special Citizens completed its 18-month review with The Council on Quality and Leadership (CQL), during which we received a full compliance Person-Centered Excellence Accreditation Report. Our CQL accreditation will span the next four years. We continue to educate all employees, advocates, and supported persons on personal outcome measures. The addition of our Quality of Life Educator has produced great success in supporting outcomes, both individually and agency wide. By employing the CQL Personal Outcomes Measures interview tools, we have been able to ensure our supports and plans are person-centered. In 2016, we remain committed to the philosophies and values of person-centered and self-directed supports, across the scope of support settings and services.

Quality Assurance

The Quality Assurance and Improvement Department is responsible for ensuring adherence to internal controls that promote best practices and compliance to all federal, state laws and requirements. The QA/QI department completed a cycle of quarterly standardized internal audits and reviews, according to OPWDD regulations, for each program, monitored compliance and oversaw the safety and well-being of all individuals supported at Special Citizens Futures Unlimited. In addition, the

QA/QI Department has worked along with the Human Rights Committee in safeguarding the human rights of the men and women supported. QA also worked with the Compliance Department in achieving a four-year CQL accreditation, oversaw the creation of Special Citizens standing Informed Consent Committee and expanded the Incident Review Committee's functionality with the addition of sub-committees, tasked with monitoring all incidents on a program-to-program basis. The Quality Assurance and Improvement Department is proud of Special Citizens growth in 2016 and remains committed to the delivery and excellence of all its supports and services.



Expansion Goals



- Further program development in Westchester County to include larger space for the Spectrum Space Day Habilitation program, as well as additional group homes
- Develop a Child Care Center in the Bronx, which provides day care for children with disabilities, in an inclusive model for children with and without disabilities
- Case Management Services in the Southeast Region of Florida
- Create a social enterprise: “The Art of Autism” at our 55th Street location
- Develop the Pet Partners program for both day habilitation and residential programs
- Implement the iDream Fundraising Program

Pre-Vocation/Supported Employment

The Pre-Vocational Program has had an exciting year. The participants continue to work on an Educational series of videos that provide instruction, as well as humor, to help others learn from a particular subject matter. Some videos in this Educational Series include: "Dress for Success", "Holiday Party Etiquette", "Cultural Sensitivity", and "The SCFU Café". Mirroring the "SCFU Café" video, the participants were given an amazing opportunity to volunteer at a popular restaurant in Manhattan, Marcha Cocina, working directly with the owner and chef of the restaurant. Marcha Cocina also partnered with Special Citizens and the Pre-Vocational Program for Autism Awareness during the month of April.

Together, Special Citizens and Marcha Cocina held a fundraiser and benefit, selling artwork and jewelry created by Special Citizens participants, as well as holding raffles for donated goods. During the last year the Pre-Vocational Program benefitted from a series of factory tours to New York City businesses, to observe the different types of jobs that are available in the workforce. Some of the businesses included: New York Times, Shapeways (3D Printing facility), Voila Chocolat, Good Housekeeping Institute, as well as Custom Fabric Flowers.

SUPPORTED EMPLOYMENT

The Emmons Hiller Supported Employment Program has also had an exciting year. One of our Supported Employment participants received a raise in pay and was advanced to working 2 days per week. The participant, who was interested in Information Technology, continues to work on enhancing his knowledge in that field via continuing education classes at Baruch College. The 2 new participants to the Supported Employment program have been to numerous job fairs, interviews, volunteer sites, and continue to work obtaining the job of their choice.



Dreams Come True

Special Citizens is a non-profit organization that supports adults and children with Autism, while continuing to embrace person centered planning and promoting the quality of life.

Jennifer Patuleia, an individual supported by Special Citizens, accomplished a goal that she wanted to do for several years. Alongside Tatjana Obradovic, Behavior Support/Quality of Life Educator, Patuleia attended a summer Detox in the Poconos for your Body, Mind, and Spirit.

Patuleia described her experience stating, "I have wanted to do something like this of almost 20 years. I really enjoyed the weekend retreat and I embraced every minute of it."

The Family of Light Center hosted this retreat focusing on a Holistic Lifestyle of cleansing, rejuvenation of your body, full relaxation of your mind, and connection to your spirit.

Their menu consisted of organic vegetarian meals and snacks prepared by a gourmet chef. Patuleia expressed concern saying,

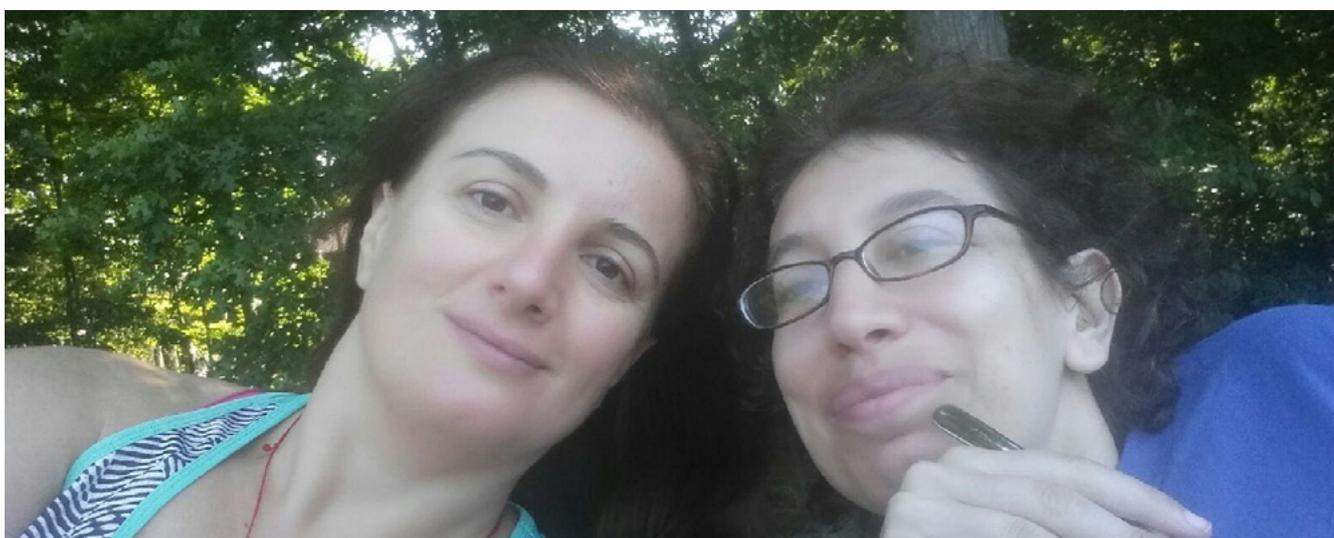
"I was a bit nervous with some of the food because the whole menu was vegetarian and I never in my life thought that I would never be able to cut back on meat and surprisingly I was able to do so."

She added, "I came back from it now eating avocado, hummus, guacamole, sweet potato, strawberries, blueberries, and raspberries."

Patuleia attributes liking the cuisine to their use of putting oils and organic spices on each meal. "I tried a little bit on my own to see if I like it, and I ended up eating seconds for a lot of it. Now I have incorporated eating all of this at home," said Patuleia.

Patuleia stated that her favorite activities were doing Yoga outdoors twice a day at sunrise and sunset, with a certified teacher. She stated, "Each day we did different poses. Some of the poses were a little difficult, but I tried my best to stick with it. She added, "I want to learn as many poses so I can to incorporate into my daily routine."

Some other activities she participated in were walking meditations in nature, Chakra balancing with crystals and essential oils,





healing meditation inside six foot copper pyramids, and fireplace circle gatherings.

Patuleia stated that she had a big experience while doing meditation and using Lavender and Serenity oils. "It started thunder storming outside. I have been afraid of thunderstorms since I was five years old."

She added, "Using Lavender and Serenity oils helped me to relax and I was able to sit through dinner while we had a thunderstorms going on. I am no longer afraid of thunderstorms."

Obradovic described how she felt when they arrived stating, "At first I was concerned because we were on a tight schedule each day from 7am-10pm."

She added, "I was grateful and amazed by Jennifer's strength and how quickly she adjusted to this new environment,



which included Jennifer waking up on time every morning and being ready to go within minutes."

Obradovic was impressed with Jennifer stating, "She took part in a two-hour long presentation, taking notes, being fully concentrated, asking questions and mingling with others afterwards."

Obradovic expressed excitement over seeing a dream for Jennifer come true. She stated, "I admire her persistence and patience."

She added, "Anyone who can say they have dreamed of doing something for 20 years and still continue with the dream not giving up, shows amazing strength and the ability to overcome obstacles. Seeing her fulfill her dream is deeply satisfying."

Patuleia stated, "If you have something you want to do, do not give up on it and always follow your dreams."

Chess Club Feature

During the summer of 2016, Special Citizens alum Christopher Chronopoulos accomplished his goal by challenging two Grandmasters in Chess.

Chronopoulos participated in the Summer 2016 Chess lecture and Simul Series at the Chess and Checkers House in Central Park. In these Simul series a Grandmaster or expert chess player will play up to 30 people at the same time.

Chronopoulos, who has been an avid chess player since 2008, described how he discovered this event stating, "My mentor who taught me how to play, presented me with an opportunity to challenge myself and play against Grandmasters." He added, "At first I was a little nervous but I enjoy taking on new challenges."

On Saturday, June 18th, Chronopoulos played against Georgian International Master and Woman Grandmaster Rusudan Goletiani. He discussed his preparation stating, "I prepared for this match by

playing numerous chess games online." He added, "I practiced on websites such as chesscube.com and chess.com, playing against people from all over the world."

Just before the match Chronopoulos stated, "I was very nervous going into the match with Rusudan because I didn't know the outcome, but I said let me just play my best and see what happens." He added, "During the match I was having fun but I was focused on trying to win. Chess is a power struggle between two opponents."

Chronopoulos fought valiantly against Goletiani, but resigned after 23 moves.

After the match he remained optimistic stating, "I had fun playing, and I am okay with losing because I tried my best and I can learn something from this experience."

After this event Chronopoulos began preparing for his next challenge. On August 27th, he played against Grandmaster and Bronx native John Fedorowicz. His





preparation for this match included playing chess matches online and studying old games played by Fedorowicz to help him become familiar with his style of play.

Going into the match Chronopoulos stated, "I want to come in with a clear mind, reminding myself that I am going to play a regular chess game, and hope for the best." He put up a great fight against Fedorowicz, but after having a losing position Chronopoulos resigned on his 40th move.

"The experience was interesting because I tried my best and at the end of the day there is nothing wrong with losing to a professional." He added, "One of my best moments was taking a picture with John after the match, and he autographed a chess belt that I designed."

The Chess and Checkers House hosts these chess simul events every summer. Chronopoulos is very optimistic about playing

next year. He stated, "I think this is a great challenge; it helps me to better understand the game and I want to learn more. I am excited about the opportunity to take on different Grandmasters every year.

Besides participating in the simultaneous exhibition, Chronopoulos assisted in setting up for the event. Catherine King, Manager of Chess & Checkers House, stated, "I was very happy to see Christopher. He was excited to help us set up all of the tables, chessboards, and pieces. We needed extra hands and he was more than delighted to help." She added, "Christopher was very appreciative of the Grandmaster taking time to play everyone."

When asked if is good for avid chess players to play against expert players, he stated, "Yes because you can learn who the grandmasters are, and you can learn lessons and techniques from each expert." He added, "Do not be afraid because win, lose or draw there is always a lesson to be learned."

Gifts From the Autistic Community

Author Anthony Pappas recently published his first book that gives a genuine and authentic view on what it is like to work with individuals with Autism and developmental disabilities.

It provides insight through the lens of the worker, the parents, and the individuals being supported. Pappas gives in-depth detail how working with the people with Autism has inspired him to love others and follow his own dreams and passions.

Pappas a native of Armonk, New York began working for Special Citizens Futures Unlimited, Inc. as a Community Habilitation Counselor in late December 2009.

Pappas recalls how challenging it was when he began working as an At Home Counselor. He stated, "I walked into the job actually knowing nothing about Autism. So I had to improvise and learn from experience. I would say patience is the most important tool you can have working in this field." He added, "There is no manual for Autism, but someone who picks up this book may have a little more of ahead start than I did."

He believes that working in the home of an individual with a disability requires teamwork from all parties involved. Pappas describes this as a "Trifecta", which is the parent, worker, and the individual receiving services to be on the same page.

Pappas soon discovered that working in this field would inspire him to follow his own dreams. "The first person I worked with really loved music and I didn't know how to communicate with him because he is non-verbal." He added, "One day I bought in my guitar to work. I knew a couple of chords so we would sit on the couch and I would play for him. He would not let me stop playing. He would tap me as a reminder to keep playing. Instead of playing for ten minutes and getting bored, I would play for an hour, so it really affected my self-discipline," said Pappas.

Shortly after this during his free time at home, Pappas would begin practicing playing the guitar and writing songs lyrics. He stated, "I didn't realize how creative I could be. Over the course of six and a half years, I have become a much more confident individual, and I really attribute that to the hearts and minds of the people that I work with."

During this time Pappas rediscovered his love for writing. He stated, "I had written several works of fiction, but I really wanted to tie in writing with my job because these are my two greatest strengths and passion". He added, "It was easy for me to write because it was my story and flowed out of me."

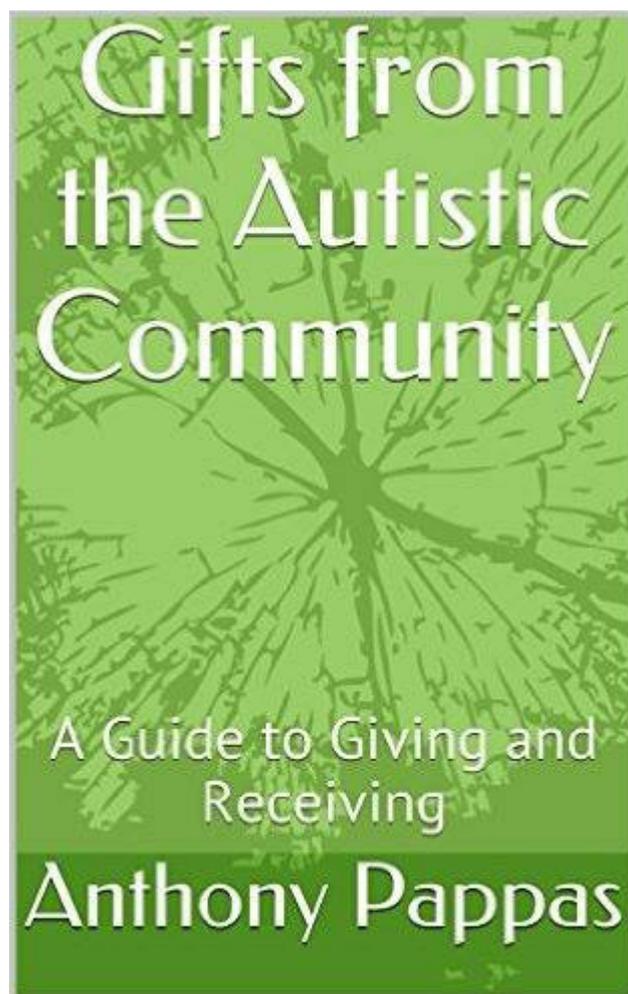
When asked why he wanted to write this book, Pappas stated, "I

want to give a voice to individuals with developmental disabilities and inspire people who work with this population.” He added some encouragement to the parents of these individuals stating, “I think that a parent who brings one of these special people into the world just has such an opportunity for personal growth and constant blessings from God.”

Pappas described how he came up with the title of this book. He stated,

“Gifts from the Autistic Community, comes from these individuals helping me to find myself, my passion, and my calling. That was a gift from them.”

Pappas reflects on his years of being a Community Habilitation Counselor stating, “I have never experienced anything more rewarding in my life than knowing that I have done good work with a special needs person.”



Annual Awards



Years of service

Leon John, Alexandria Vilorio, Yuriy Trayman, Nancy Alvarenga, Tracey Lousell, John Miranda-Bird, Margaret Buczynska, Denise Clarke (bottom)



Direct Support Professional Of The Year

Lorraine Elson, Yaniris Acevedo, Monique Rios, Bastenia Waugh, and Kairon McFarlane

Annual Awards



Rising Star Award
Eric Rodriguez and Alex DiMaio



Emmons Hiller Award
Cherina Hamilton



CEO Award
Lorraine Elson

Special Citizens' CEO Award

Most Influential Women's Award

Scavello's On The Island hosted the 7th annual Gala Awards on Tuesday, June 28th, 2016 to honor 25 of the Most Influential Women of 2016.

Jessica Zufall-Guberman Ph.D., Chief Executive Officer of Special Citizens was among this group of women receiving this prestigious honor. This award is given to a group of women who work hard to affect change and make the Bronx a better place.

Zufall-Guberman recalls the humorous account of receiving the news. "I was at the airport waiting to board a flight home from Florida and it was also April Fools Day when I received the call. I asked the woman who called if this was an April Fools joke, she laughed but assured me it was not. I was ecstatic."

She added, "I was with my children in the airport and when I got off the phone and told them, we all did a happy dance in the middle of the gate waiting area. It was a wonderful moment not only for me, but also a great moment to share with my children."

The award recipients are chosen leaders and role models who are celebrated for the work that they do. In October 2012, Zufall-Guberman was appointed as the CEO of Special Citizens Futures Unlimited, a New York nonprofit that provides services and support for children and adults with Autism and other developmental disabilities.

Zufall-Guberman stated, "I feel that within the realm of our universe, supporting people with Autism and other developmental disabilities, that I have helped to create a place in New York City and surrounding areas that families are proud of and one that the people we support consider their home and family."

Since joining Special Citizens her goals have been to re-position the organization in a manner that allows it to develop and support new people with developmental disabilities in group homes and day program service options.

She added, "My goals have been to lay a foundation that allows our organization to participate in the most exciting initiatives of the disability movement; institutional closure, aging out and the moving from brick and mortar day habilitation programs to supported employment."

Zufall-Guberman wants continue being a role model to her two children and she credits her success to the people she works with on a day-to-day basis. "I have the pleasure every day of coming to work and working with a team of people that inspire me to do more and do better." She added, "I am continually surrounded by people who challenge me, who I challenge, and as a result, we are able to do extraordinary work."

Zufall-Guberman has spent the last twenty years of her life advocating for people with developmental disabilities. This dedication has been the catalyst for her to receive numerous awards.

She was awarded New Jersey Business Journal Top Forty Under Forty in 2009, Philadelphia Smart CXO Executive Management Award in 2011, And Continental Who's Who Pinnacle Award in 2015. Zufall stated, "By far, this award is the highest honor I have ever received. I remain grateful and humbled."

Our CEO's article in Forbes

Working directly with the people supported by my organization has taught me so much more about leadership than if I had relied on my staff to handle all the interactions. That's why I make a conscious effort to spend in-person time with my team. Even though you can't always have as much face time with your team as you'd like, here are some simple ways to make sure the time you do spend with your employees is meaningful.

Show Your Employees You Understand The Demands Of Their Job

I have never been afraid to get my hands dirty. If you aspire to be a nonprofit leader, it would behoove you to also get your hands dirty at some point. Most nonprofits operate in the human services space, and to that end, if your employees know that you have done the work they do every single day, they are more inspired to work on their professional development and follow a similar career path.

As I go about my day and visit my organization's different sites, I am always greeted by wonderful people — people who have dedicated their lives to helping people with autism. During these visits, conversations start about various service areas, solutions, resources, and how to complete certain tasks. I make sure my solutions are always based on my own experiences as a direct care professional before I present them to my employees. There's an instant

Forbes



identification between you and your employees when they feel that you know exactly what they are dealing with on a daily basis.

Bring Everyone To The Table

Yes, there are times as a CEO when you need to have private meetings with your executive team, your assistant, your board of directors or various stakeholders. But there are also many other times where various levels of representation within your organization could be warranted in meetings, and also be very beneficial to moving the mission forward.

The next time you have a team meeting, invite people whom you usually work with on a day-to-day basis. Bring in the middle manager, the generalist from human resources, the new staff accountant from finance, the intern that just started a week ago, or a custodial staff person.

Bring them all in because, honestly, while being a CEO for a cause that I love has brought me incredible satisfaction in my professional life, where we sit as chief executive officers is a very different seat than anyone else in the organization. Hearing the vision and perspectives from a myriad of team members has been the most valuable resource to the overall success of all of the organizations I have had the privilege of operating.

Bottom line: don't work in a bubble. Don't isolate your team from the fundamental operational aspects of your organization. Bring them in, include them, be inspired by their ideas, and in turn, your leadership abilities will be completely enriched.

Special Events

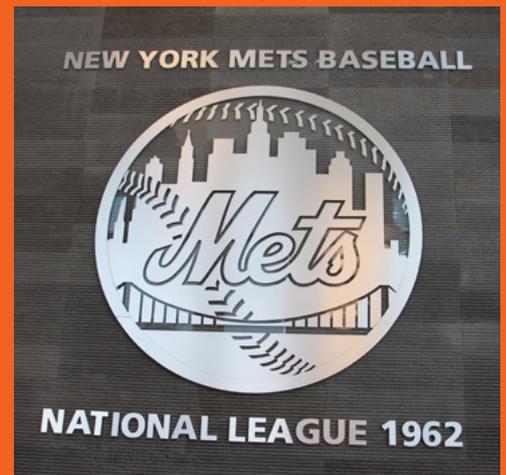
VIP CITIFIELD TOUR, MARCHA COCINA EVENT, LEGISLATIVE BREAKFAST



VIP Citifield Tour

Eric Rodriguez, Grace Ayala, Katrina Potter, Patrick Kemp, Diogenes Arauz, Tristan Stovall

Tristan Stovall, Eric Rodriguez, Katrina Potter, Diogenes Arauz, Grace Ayala



Legislative Breakfast



Paul Greenberger, Sheila Hill, Keir Coley, Adam Lieberman, Hiram Ortiz, Charles Jansco, Jackie Farrell, Leslie Moore, Rosalind McAllister, Katrina Potter, Kairon McFarlane



Hiram Ortiz, Sheila Hill



Hiram Ortiz, Sheila Hill, Adam Lieberman, Paul Greenberger, Charles Jansco, Keir Coley, Jackie Farrell, Leslie Moore

Marcha Cocina Event



Leslie Moore, Jairo de la Paz, (Owner of Marcha Cocina Bar)



Paul Greenberger



Jairo de la Paz (Owner of Marcha Cocina Bar), Paul Greenberger

United Nations Speaking Event



Adam Lieberman, an individual supported by Special Citizens spoke at this event. When asked how he felt upon receiving this news Lieberman stated, "I was sort of surprised but happy to receive the news. Speaking at the U.N. is a great honor."

Jessica Zufall, Ph.D., Chief Executive Officer of Special Citizens, recalls telling Adam about this honor. "It was a wonderful exchange. I don't think I will ever forget how his face completely lit up, he was so happy. For me, it allowed me to watch the dream of someone we support come true and to me, there is nothing more fulfilling than that."

"Being asked to speak at the United Nations' World Autism Awareness Day event two years in a row is an incredible honor. It means that people

are paying attention. It means that people know people with Autism have something significant to contribute to the conversation and should be brought to every table and meeting where their service requirements are being negotiated. As an agency, we are positively overwhelmed to be invited to and participate in this dialogue where we will have the attention of the world." Adam will participate in a segment called "Bridging the Inequality Gap." This discussion will focus on reducing inequality and discrimination by empowering persons with Autism and promoting their inclusion and full participation in society.

When asked what does World Autism Awareness Day mean to him, Lieberman stated, "There are

public ways of gaining attention for important causes and its interesting because we are trying to get attention for something that even experts do not fully understand. Yet it is important for people to promote their own understanding, and also to promote the general knowledge about Autism.”

The U.N. continues to host an event like this yearly, showing the importance of Autism Awareness. “I think it is important because the people on the Autism Spectrum are an important and often-misunderstood part of society. Having an event at the U.N. like this helps to encourage more understanding and more action towards inclusion in society,” said Lieberman.

Lieberman is excited to take on the challenge of speaking at the U.N. He stated, “It means that people are recognizing the value of what I have to offer in terms of tackling the issues that are relevant to people on the Autism Spectrum, and to people in society dealing with people on the Autism Spectrum. It also means I am challenged myself to come up with new ways of thinking about these issues.”

Zufall is excited that Lieberman will have this opportunity. She stated, “I think Adam is an excellent choice for this great honor because

Adam is gentle, brilliant and has a sophisticated manner in which to articulate what it means to be him, how he is affected by the world around him and how he wants to impact that world through his vision.”



Lieberman, a Queens College graduate in 1992 with a Bachelor of Arts in Computer Science, hopes to serve as an inspiration to anyone who hears what he has to say at the U.N. “Of course everyone is different, and I am not typical of anyone either on or off the Spectrum. It does mean that people with Autism can do things people would not expect them be able to do,” says Lieberman.

Technology Grant

Special Citizens Futures Unlimited was awarded a \$50,000 grant from the New York State Office of Mental Health (OMH). The Nonprofit Behavioral Health/Developmental Disability Providers Health Information Technology Investment program awarded this grant.

Special Citizens received this grant thanks to the help of Gerry Libertelli, Acting Chief Information Officer and A.J. Aroesty, Help Desk Administrator. There is a plan in place on how these funds will be allocated.

"We have worked on this project for about three months. This grant is allocated for desktop and support level computers. We will replace several computers in our group homes, plus purchase new computers for the computer labs in our Bronx and Elmsford Day Habilitation programs," said Libertelli.

The computer labs are used daily by the men and women supported in Special Citizens

Day Habilitation program. This grant will also strengthen their information technology infrastructure.

"We are super excited about this grant, it is going to help us move forward with a lot of upcoming projects. We recently purchased a new back system. This storage server is very helpful, and we plan on implementing a new phone system," said Aroesty.

Although Libertelli and Aroesty spearheaded this project they both insist that it was a group effort among Special Citizens staff. "It was very much a conjoint effort with us, management, and Day Habilitation staff. They made suggestions on what type of equipment we needed, and now we would like to provide it to them," said Aroesty.

Libertelli stated, "A.J. was invaluable, he attended several meetings with Day Hab staff who made recommendations on what we needed. There was a ton of A.J. in this project."



55th Street Training Site



In the summer of 2016, Special Citizens Futures Unlimited opened a dedicated training center in downtown Manhattan. This center focuses on training our workforce so employees are well prepared as they embark on their new journey with us. This site is also used to provide mandated OPWDD Regulatory trainings and to promote professional development.

Trainings include:

- Overview of Developmental Disabilities
- Corporate Compliance
- Defensive Driving
- Human Sexuality
- Approved Medication Administration Personnel (AMAP)
- First Aid/CPR/AED
- Strategies for Crisis Intervention and Prevention (SCIP)
- Management Training and Team Building
- Human Rights and Responsibilities – 633 Regulations
- Abuse and Incident Training – 624 Regulations
- Fire Safety

In addition, this site will be used periodically for our Prevocational Participants to assist them in preparation for real world activities.

Financial Statements

2014-2015

Revenue

Supervised IRAs	5,847,094.00
Independent Apts.	1,551,276.00
ICF	
COM. HAB	1,077,261.00
DAY HAB	3,266,648.00
MSC	228,302.00
PREVOC	173,405.00
DONATIONS	25,675.00
RESPIRE CARE	174,329.00
Other	295,888.00
	<u>12,639,878.00</u>

Residential Services	7,398,370.00
Habilitation Services	4,343,909.00
Service Coordination	228,302.00
Vocational Services	173,405.00
Respite Care	174,329.00
Fundraising / Other	321,563.00
	<u>12,639,878.00</u>

Expenditure

Program Services	10,153,703.00
Depreciation	458,344.00
Management & Administration	1,932,685.00
	<u>12,544,732.00</u>

95,146.00

Special Citizens Futures Unlimited

Statement of Activities

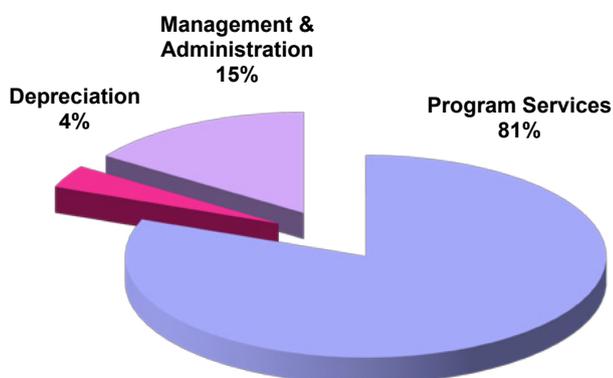
Year Ended June 30, 2016

Medicaid revenue	10,363,707
Participation fees	594,580
Contributions	25,340
Other revenue	<u>1,656,251</u>
Total revenue and support	12,639,878

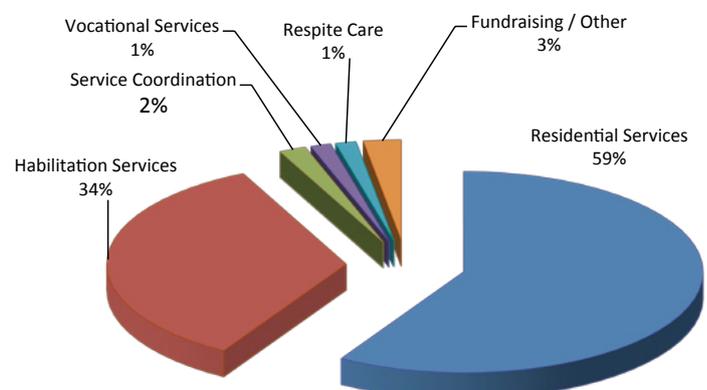
Expenses	
Program services	10,208,869
Management and administration	<u>2,335,863</u>
Total expenses	12,544,732

Change in net assets	95,146
Net assets, beginning of year	2,210,983
Net assets, end of year	2,306,129

Revenue 2015-2016



Expenditure 2015-2016



These Financial Statements represent Special Citizens Futures Unlimited, Inc. Please contact Special Citizens Futures Unlimited, Inc. or the auditing firm of Withum Smith+Brown for more detailed financial statements

Board of Directors



Victoria Berger-Gross – President



Joseph Patuleia – Vice President



Rick Ritt – Treasurer



Bob Beaudet – Secretary



Bonnie Hiller – Trustee

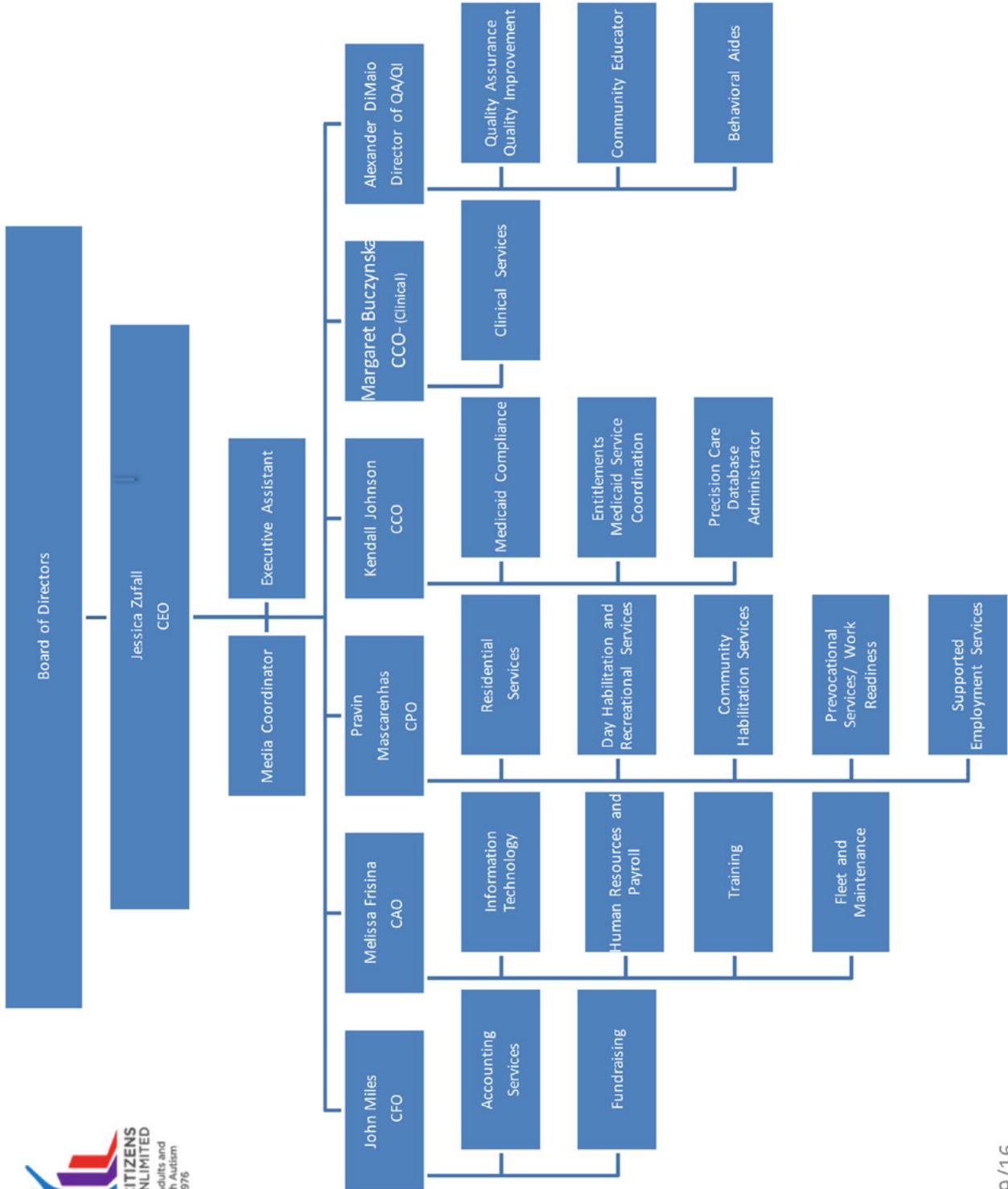


Mike Brown – Trustee



Michael Driscoll – Trustee

Organizational Chart



9/19/16





SPECIAL CITIZENS FUTURES UNLIMITED

**Supporting Adults and
Children with Autism
Since 1976**

Your Voice, Your Vision, Our Support