

2015



Bay Community Support Services

2015 Annual Report



Bay Community Support Services

Annual Report FY 2015



Bay Community Support Services is a full-service agency that has been providing quality support services for individuals with disabilities throughout Maryland **for over 20 years.**

A Message from the Board President

I am delighted to be elected as the new President of Board of the Directors of Bay Community Support Services (Bay-CSS), and proud to present our Annual Report for fiscal year 2015. Bay-CSS has demonstrated leadership in providing an array of services to people with disabilities throughout Southern and Central Maryland. Bay-CSS provides opportunities for individuals through effective, innovative, and thoughtful services.

Bay-CSS changes lives, improves families, and develops communities. We make people smile. Our services enable people with varying abilities, ages and life situations to live and work successfully and become productive in their communities. This report highlights the challenges, programs, and accomplishments in pursuit of our mission. Each year provides a plethora of challenges to overcome as well as opportunities to excel; 2015 has been no different.



Bay-CSS Board President, Ike Puzon, pictured with Bay-CSS Director of Operations, Michelle Tilman, and his wife and Bay-CSS Board Member, Diann Puzon

In spite of monumental challenges, our leadership, management team and direct care staff continue to provide top-quality services to our consumers and have set a standard of excellence for others to emulate. Bay-CSS is constantly seeking ways to improve direct care to our clients. We involve our Board of Directors, our staff and clients in reviewing our strengths and weaknesses in order to improve our delivery of services. The challenges we face every day are daunting for any organization or family. Bay-CSS is surrounded with rising operating costs, decreases in government funding, increased and changing regulatory guidance, and a grim funding environment. This report will delineate a list of accomplishments achieved by the Bay-CSS Team in the areas of Board of Directors development, employee development, improving financial management, optimization of operations, networking, and fund raising.

The accomplishment I am most proud of is our staff delivering excellent services to our clients 24/7 in the face of constant challenges. We keep our clients and their development as our number one goal. There are many metrics of an overall Agency effort to be the BEST in everything we do. We focus on providing our consumers the opportunity to live life to its fullest and achieve their own productive goals in the community. This level of satisfaction on the part of our consumers would not be possible without engaged and effective leadership, a top-notch management team, dedicated direct-care staff, committed volunteers, and generous donors and sponsors.

We appreciate your time and talent, and most definitely seek your continued financial support. Please accept my passionate gratitude for your efforts, dedication, time and financial support. I ask that you join me and the entire Bay-CSS Team in renewing your commitment to supporting people with disabilities to attain their fullest possible employment productivity and inclusion into the everyday life of the community, along with assuring their rights, entitlements and choices and educating the community to improve awareness and understanding of people with disabilities. An indicator that we are achieving our goals is when you see our clients and our staff smile and have fun.

Ike Puzon
Board President

A Message from the Executive Director

It is my pleasure to present to you Bay Community Support Services' (Bay-CSS) Annual Report for Fiscal Year 2015 - an exciting year of many changes and accomplishments. I'm always amazed when I look back over the achievements of the past years at what Bay-CSS has accomplished and FY 2015 was no exception.

Wow! In one year Bay-CSS managed to move both of our offices, bring in six new vehicles, hire a Nursing Director, a Day Program Director, begin a new Consumer Satisfaction Survey process, totally revamp our website, become licensed and start two new Activity Centers along with receiving \$368,548 in grant funding and ended the year with an outstanding Financial Audit! Please look at our "accomplishments" page. Bay-CSS has been busy!

And, those achievements don't speak to the real "life-changing" accomplishments that need to be mentioned here and those are the achievements of the people we provide services to such as the jobs they've attained and retained, the life skills that were learned, the friends made... the many smiles and the challenges overcome, the thank you letters received from family members; all of the intangibles that makes what we do so very important. Those achievements are what we're all about and most proud of accomplishing! Makes me smile just thinking about it....

All of these accomplishments are only possible through the incredible efforts made by a lot of people who believe what we do is important. Thank you to our Bay-CSS employees and volunteers. The wealth and breadth of knowledge, skills, ideas, hard work and genuine caring continues to move us forward in ways we never imagined. I am in awe of our employees and the depth of their love for the people we serve. The challenges faced and the energy given to overcome obstacles daily forever keeps me inspired.

I'd like to also take a moment to thank Mike Mead who has given of himself as our Board President for the past thirteen years. Through thick and thin, he's been there and believed in us and helped us to move forward with our very important mission. Thank you Mike, we couldn't have done it without you! And welcome to Ike Puzon who takes over as our President. Thank you Ike, I look forward to working with you the next two years!

I'd like to also acknowledge my appreciation to the people we provide services to and their families whose dreams we continue to share. Thank you for supporting and guiding our path forward. And of course, my thanks to those individuals and companies who believe in our mission enough to support our cause through financial donations. It's a team approach and everyone's support is needed and appreciated. Our challenges endure. Our mission endures and continues to gain strength and importance. Thank you to all of you, and I look forward to your continued support as we meet the challenges of FY 2016 together.

With warm personal regards,

Mitzi Bernard
Executive Director



Bay-CSS Executive Director, Mitzi Bernard, pictured with Bay-CSS Board Member, Ian Fairclough

About Bay-CSS

Agency Overview

Bay-CSS is a leader of services to people with disabilities throughout Southern and Central Maryland. Our services promote the capabilities of individuals with varying abilities, ages and life situations to live and work successfully in their communities.



The values of independence, choice and safety are emphasized in our residential, community supported living arrangement, individual and family support services, day activity centers and our vocational services.

Services are provided to individuals who have different levels of abilities and who need different levels of assistance. Employees are trained to meet the individualized needs of each person we serve. Services are provided to individuals who have intellectual disabilities, autism, behavioral needs, blindness/severe visual impairments, cerebral palsy, head injuries, severe

hearing impairments, epilepsy/seizure disorders, orthopedic needs, specific learning disabilities, speech/language impairments, spina bifida, spinal cord injuries and other neurological disabilities.

Bay-CSS is licensed through the Maryland Developmental Disabilities Administration (DDA) to provide quality direct care services through Personal Assistance, Individual and Family Support Services, Vocational, Day Activity Centers and Residential Services.

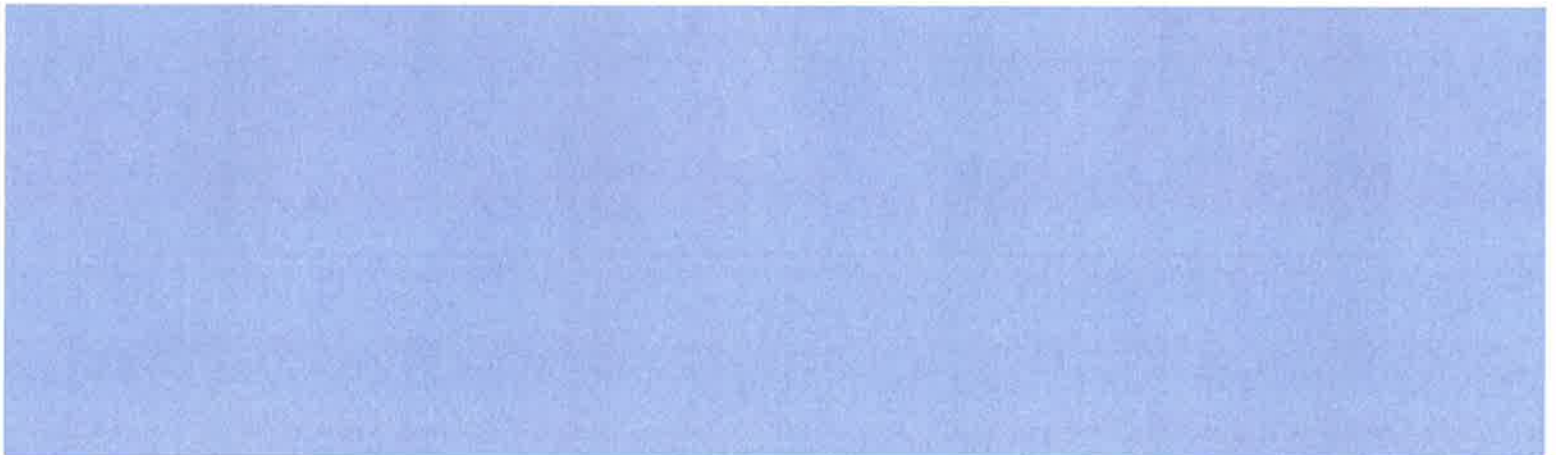


Our Mission

Supporting individuals with disabilities to attain their fullest possible employment productivity and inclusion into the everyday life of the community, along with assuring their rights, entitlements and choices and educating the community to improve awareness and understanding of individuals with disabilities.

Our Vision

We achieve our mission through empowering a high quality, progressive team environment that promotes innovative and responsive services for individuals with disabilities.



The Agency's Growth and Development

Bay-CSS History

Bay Community Support Services, Inc. (Bay-CSS) has been providing services to people with disabilities in Southern and Central Maryland since 1989. The Agency has grown and evolved through the years. Starting as a Service Committee of United Cerebral Palsy of Maryland (UCP of MD) in 1989, services were offered to individuals in Anne Arundel, Calvert, Charles and St. Mary's Counties.

A very dedicated group of incredible volunteers and a few staff members of UCP of MD got together and began the process of creating United Cerebral Palsy of Southern Maryland (UCP of So. MD). Through these efforts, the UCP of So. MD "Service Committee" was born. Working under the auspices of UCP of MD, board members were recruited, By-Laws were written, a 501c3 non-profit status was obtained, an incorporation designation was established, licenses were applied for, and many new policies and procedures were written. It was a great effort by a lot of wonderful people who believed in the cause.

In 1991, the Service Committee formally spun-off from UCP of MD to become United Cerebral Palsy of Southern Maryland, Inc. At that time, the annual budget was somewhere around \$80,000 a year. Services were offered through the residential program to one home in Millersville, Supported Employment services were offered to less than ten individuals, and Individual Support Services to a only a few additional people. There was one very small office in Annapolis, and a part-time coordinator who worked out of the Health Department in St. Mary's County. From there, the agency prospered and grew.

Fast forward 20 years and a lot has changed to impact who and how services are provided to individuals with disabilities. Many laws, viewpoints, economics, fundraising, internet technology, and the needs of our communities changed. Individuals with a broad range of disabilities began needing services, not just individuals with cerebral palsy, and this inspired the Board of Directors to look towards creating a name that could better describe the Agency, its programs and services, and the individuals receiving those services. Thus the new name of Bay Community Support Services was created on October 1, 2011.

Today, Bay-CSS provides services to over 200 individuals each year who have a variety of abilities, strengths, needs and disabilities. Many different community services are offered which include residential, supported employment, community supported living arrangements, day activity centers, individual support services and family support services. Over 200 people are working for Bay-CSS with an annual operating budget of over \$7,500,000 through offices in both Edgewater and Greenwell State Park in Hollywood, Maryland. The core belief that individuals with disabilities should be part of their communities continues to move Bay-CSS forward into an exciting new future.

Bay-CSS continues to grow and prosper to this day. Always striving to improve. Always striving to be progressive. Always trying to change the lives of individuals with disabilities.



Organizational Structure

Bay-CSS Board of Directors

The listings below reflect the Agency's Board of Directors and Department Heads for FY 2015, and do not reflect the current listings.

Mike Mead, [President](#)
 Marie Bennett, [Vice President](#)
 Michael Quinn, [Treasurer](#)
 Cathy Lavender, [Secretary](#)
 Robert Pender
 Jerry Pantaleo
 Rosalie Calhoun
 Waymond Detwiler
 Delegate Theodore J. Sophocleus
 Joe McDevitt
 Paula Tookey
 Ian Fairclough
 Ike Puzon
 Diann Puzon



Bay-CSS Department Heads

Mitzi Bernard, [Executive Director](#)
 Michelle Tilman, [Director of Operations](#)
 Tom Bonomo, [Chief Financial Officer](#)
 Gail Fletcher, [Director of Day Services](#)
 Rica Todd, [Operations Manager](#)
 April Krauth, [Personnel Administrator](#)
 Rene Zylka, [Human Resource Administrator](#)
 Brandy Blackstone, [Communications Manager](#)



Programs & Family Support Services

Overview

Bay Community Support Services, Inc. (Bay-CSS) provides a wide array of services to individuals with disabilities throughout Southern and Central Maryland. These services promote the ability of people with varying abilities, ages and life situations to live and work successfully in their communities. The values of independence, choice and self-determination are emphasized.



Bay-CSS is licensed through the Maryland Developmental Disabilities Administration (DDA) to provide quality direct care services through Community Supported Living Arrangement Services, Individual and Family Support Services, Day Activity Centers, Vocational Services and Residential Services.

Individuals interested in services need to first go through the application process with the Developmental Disabilities Administration www.ddamaryland.org/howtoapply.htm. This is usually accomplished through help from Resource Coordination. Your local office can be found at www.ddamaryland.org/coordinators.htm. They understand the steps of applying. If you need assistance, please feel free to call (410) 224-4205 or email: baycssinfo@baycss.org.

Residential

The Bay-CSS Residential Program offers caring, live-in services in a home-like atmosphere within typical neighborhoods throughout Southern and Central Maryland. Services include 24-hour case management, assistance with activities of daily living, socialization, medication oversight, recreation and transportation. Bay-CSS provides support and training to increase participation in activities of daily living and to promote independence. We assist each person in identifying, planning to meet, and accomplishing goals that are aimed at improving their quality of life. People are encouraged to enjoy their interests such as shopping, attending worship services and participating in community activities.



Supportive Living

Bay Community Support Services, Inc.'s Supported Living Program includes Individual Support Services and Personal Supports Program. These services are provided to individuals living in their homes, and are tailored to meet an individual's needs and goals. Typical services include: drop-in attendant care, recreational activities, architectural modifications, consulting, transportation and the purchase of adaptive equipment.

For more information about Bay-CSS Residential and Supportive Living Programs, please contact Bay-CSS at (410) 224-4205 or email: baycssinfo@baycss.org

Personal Supports

Bay-CSS offers customized services to individuals in their own homes that are tailored to meet the individual (or family's) abilities, needs and goals. Typical services include but are not limited to drop-in attendant care, respite, recreational activities, architectural modifications and transportation.

Individual and Family Support Services

Bay-CSS provides individualized support services to individuals with disabilities in their own homes through either the Individual Support Services or the Family Support Services. These services are again customized to support individuals living at home and are typically direct care services, transportation, equipment purchases etc.

Eligibility for service funding is through the Developmental Disabilities Administration www.ddamaryland.org. For more information about Bay-CSS Supportive Living Programs, please contact Bay-CSS at (410) 224-4205 or email: baycssinfo@baycss.org.

Supportive Employment

Bay Community Support Services, Inc.'s (Bay-CSS) supports individuals with disabilities to be successfully employed in their communities. Services are customized and can include assessments, job coaching, transportation, purchase of equipment and job carving.

Paid employment is sought for each individual based upon individual choice and ability. Job satisfaction and paid employment is the goal for each individual served. Relationships are developed with employers throughout the community that can also foster initial work experiences as well as stepping stones to more challenging and higher paying jobs.



Day Activity Centers

Bay-CSS Activity Centers provide a variety of opportunities for individuals with developmental disabilities to develop the skills and supports they need to improve the quality of their lives. The programs that we provide all share commitment to helping participants reach their highest potential and maximize their ability to develop valued roles and meaningful relationship in the community. Bay-CSS offers two Day Activity Centers—one in Edgewater, Maryland and the other at Greenwell State Park in Hollywood, Maryland. The following activities are offered at each location:

Greenwell State Park Activity Center: Life-skills training, volunteering, fishing, interaction with the park animals, nature walks, bird watching, canoeing, gardening, cooking, therapeutic and recreational horseback riding, transportation, handicapped accessible, and much more.

Edgewater Activity Center: Life-skills training, volunteering, picnics, bowling, cooking, art lessons, computer classes, field trips (museums, zoo, parks, etc.), holiday and everyday celebrations, therapeutic and recreational swimming, transportation, and much more.

FY 2015 Accomplishments

July 2014 – June 30, 2015

- 97% of Bay-CSS' Supported Employment participants are employed through 62 employers throughout Anne Arundel and St. Mary's Counties.
- The Bay-CSS Day Program has partnered with over 25 volunteer locations for our participants to help give back to the community and learn vocational skills. These volunteer arrangements take place throughout the year.
- The first of the lift-equipped vehicles awarded to Bay-CSS through the MTA 5310 grant was delivered to the Millersville group home in October. The vehicle is valued at \$64,303.
- We became licensed and opened the Edgewater and Greenwell State Park Activity Centers (formerly named Day Hab Programs) in January.
- Four new agency vehicles (valued at \$39,555 each) that were awarded through the 2013 MTA 5310 grant were delivered in June 2015. The beautiful vehicles were a welcome addition to our fleet.
- A special grant award of \$138,400 was received from the Taishoff Foundation in May to hire a Nursing Director and to purchase a new equipped van. A heartwarming celebration was held on Tuesday, May 26, 2015 at Bay-CSS' Bellefield Residential Group Home, where Bay-CSS Staff, Board Members and Clients came together to express their heartfelt gratitude to the Taishoff Foundation for their generous contribution to the Agency.
- 115 volunteers assisted Bay-CSS throughout the year by volunteering on the Board of Directors and other service committees, helping to plan and run fundraising events and assisting with the upkeep of our residential group homes throughout Anne Arundel, Calvert, Charles and St. Mary's Counties.
- Bay-CSS' Anne Arundel County Administrative Office and Activity Center moved from West Street in Annapolis to a beautiful, central location on Braverton Street in Edgewater in August to better serve the county.
- Residential Coordinators became mobile in August, creating more accessibility to Direct Care Staff and Clients.
- Bay-CSS designed and began using a client management system to assist Bay-CSS to become paperless. The system was implemented in September.
- Our Agency automated our Consumer Satisfaction Survey System on our website to better track consumer satisfaction.
- An automated Employee Satisfaction Survey through Survey Monkey was implemented to better track employee satisfaction.
- The 9th Annual Bay-CSS Golf Tournament was held on Monday, September 8, 2014 at the Golf Club at South River in Edgewater, and raised almost \$22,000 for the vital programs and services that our Agency provides to individuals with disabilities in Central and Southern Maryland.



Top Picture: Bay-CSS Executive Director, Mitzi Bernard, and the Agency's newly hired Nursing Director, Barbara Chester, thank Rob Taishoff of the Taishoff Foundation for the generous grant that made Barbara's position and the new lift equipped vehicle possible. Bottom Picture: Then Bay-CSS Board President, Mike Mead, and Bay-CSS Executive Director, Mitzi Bernard, pose with the beautiful new Agency Van.

FY 2015 Accomplishments, Cont.

July 2014 – June 30, 2015

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- The Bellefield Residential Group Home was named house of the year at the Annual Employee Appreciation Banquet held in October. This was accomplished by winning the Dare to Care challenge not once, but twice – scoring the highest total points out of 12 homes – 2 out of 4 quarters for FY 2015.
- The 3rd Annual Walk, Run & Roll that took place on Saturday, April 25, 2015 at Historic St. Mary's City and raised almost \$15,000 to aid the individuals with disabilities whom we are proud to serve.
- A \$5,000 grant was awarded from PNC in April to be used for operations funding.
- A grant of \$1,625 from the United Way of Central Maryland was awarded in June to Bay-CSS to make repairs to the gutters at the Millersville group home.
- A \$1,000 grant was awarded in March from the Rotary Club Annapolis to purchase a new laptop for the Supportive Employment Department.
- Two residential clients participated in two 5K runs with the assistance of Team Navy – a group of Naval Academy men and women volunteers. The runs took place in October and April.
- Bay-CSS' St. Mary's County Administrative Office and Activity Center moved from Lexington Park to Greenwell State Park in Hollywood in January. Our beautiful new location has so much to offer our clients from fishing and kayaking to therapeutic horseback riding to garden projects and more.
- Participants of our Day Program are teaching other participants new skills such as sewing, speaking Spanish, creative writing/poetry, theater/acting, graphic design and costume design. This initiative will be offered year round.
- Bay-CSS combined group homes in St. Mary's County in March. Thus enabling individuals to engage in more activities and to live with people that they have more in common with and choose to live with.
- The Activity Center participants formed a bowling team and walking club. The newly formed activities are on-going year-round.
- The new and improved Bay-CSS Website went live in April.
- Volunteers from the University of Maryland Charles Regional Rehabilitation Center assisted with yard care and maintenance at our Lisa Drive Residential Group Home in Waldorf, Maryland during the Annual Christmas in April National Rebuilding Day Event on Saturday, April 25, 2015.
- Our own Executive Director, **Mitzi Bernard**, was selected to receive the 2015 Tribute to Women and Industry (TWIN) Award! She received her award in a ceremony held on June 4, 2015 at the Westin Annapolis Hotel.



Youth Mission Trip Volunteers from Pennsylvania volunteered at numerous Bay-CSS residential group homes in the Anne Arundel County area during the month of July.

Bay-CSS Supporters

List of Donors/Sponsors

Donations are greatly appreciated and are used to fund the comprehensive services we provide to individuals with disabilities throughout Central and Southern Maryland. Below is a list of the generous individuals and companies who supported Bay-CSS with kind donations that range from single, monetary support and planned giving to vehicle donations and corporate sponsorships during FY 2015.

FY 2015 Donors

Katharina Von Kellenbach, PhD
Dyson Building Center
Ann Mudd Wills
Eugene and Kathleen Fornadley
Mike & Mary Mead
Anthony Stettler
Brandy Blackstone
Quality Built Homes
Mitzi Bernard
Richard Paddock
Dennis & Doris Marshall
Marie Bennett
Robert W. Burton II and Lynn M. Burton
Olive P. Mochler
Bruce and Deborah Klein
Walter Irving Jr. and Brenda Johnson
Cathy Lavender
Jane E. Levinson
Susan F. Briguglio
Deborah Garrison
Joseph and Patricia McDevitt
Daniel Puzon
Martin Fairclough
Anthony Stettler
Barbara Hamm
Richard & Melissa Paddock
Sandra Dyson
Sandra Haley
G.L. Gilbert
Alicia M. Cully
The Dorsey Law Firm
Edith S. Pulscak
Taishoff Family Foundation
Richard and Melissa Paddock
Sandra Dyson
Sandra Haley
Ike & Diann Puzon
Waymond Detwiler
Excelon Corporation
John Spencer

Walk, Run & Roll

Donors

Mike Mead
Celeste Adams
Joseph O. Cox T/A The Reel Thing
Rosalie Calhoun
Eugene & Kathleen Fornadley
G.L. Gilbert, B.S., M.A.
Alicia M. Cully
The Dorsey Law Firm
Edith Pulscak
Daniel Howard
Waymond Detwiler
Amelex, Inc.
Keith Mayes
Lane & Associates, Inc.
Gryphon Technologies, L.C.
Karen Rishar
Joe & Patricia McDevitt
Jeff & Sarah Mead
Ike & Diann Puzon
Dan Nardo
Doris Cooper
Brandy Blackstone

Gold Sponsors

Dan Nardo of Annapolis Yacht Sales
W. Rogers & Associates
Puzon Associates

Silver Sponsors

W.M. Davis, Inc
Administrative & Consulting Solutions, Inc
McConkey Insurance—Erie
St. John's Broadcreek Episcopal Church
St. Clements Hundred
Next Level Technology
Mike & Mary Mead
7th District Optimist Club
The Blackstone Lighthouse

Bronze Sponsors

Southern Tire & Auto Centers
Chesapeake Employers Insurance

Bronze Sponsors, Cont.

Imagine One Technology & Management, Ltd
Avian, LLC
Kevin J. McDevitt, LLC
Future Fitness, LLC/DBA World Gym
The Law Office of JoAnne M. Wood, LLC
The Law Office of Troy C. Hansen, LLC
Cathy Lavender
Sunrise Solutions, Inc
SMECO
Woodlawn Properties, LLC & Slak Wines & Vineyard
Old Line Bank
Marine Land Systems, LLC
One America

Golf Tournament

Donors

Suzanne F. Briguglio
Drs. Grimm & Sawyer
SMECO
Emily Barber
Karen Brooks
Martin Fairclough
St. John's Broadcreek Episcopal Church

Tournament Sponsors

The Brick Companies

Birdie Sponsors

Human Services Company
Annapolis Yacht Sales
Bingo World
Terrapin Pharmacy

Tee-some Sponsors

Dan Nardo of Annapolis Yacht Sales
Karen Rishar of PenFed Realty
Puzon Associates
PNC

Lunch Sponsors

RJP/USI
BDG/EBCA
OneAmerica

Contest Sponsors

Next Level Technology
Mike & Mary Mead
Benefit Design Group
Chesapeake Employers' Insurance Company
Brown, Goldstein, Levy
Americle Healthcare

Golf Cart Sponsors

Mullen, Sondberg, Wimbush & Stone, P.A.

Breakfast Sponsors

Sunrise Solutions, Inc.

Green/Tee Sponsors

Quality Built Homes

The Great Give

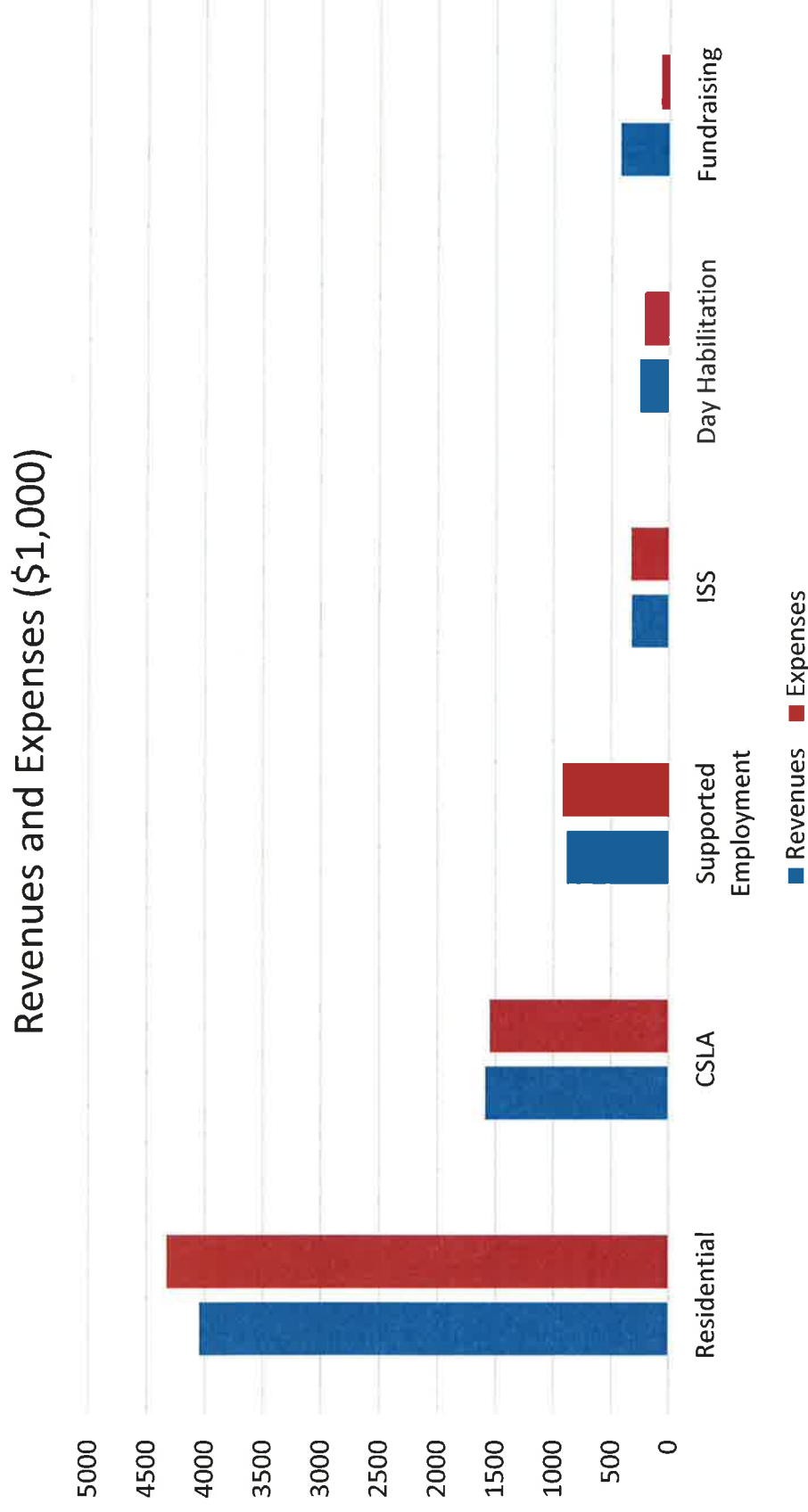
Richard & Melissa Paddock
Sandra Haley
Olive Mochler
Anthony Stettler
Barbara Hamm
Sandra Dyson
Daniel Puzon
Dennis & Doris Marshall
Suzanne F. Briguglio

Grant Funders

Maryland Transit Administration
Taishoff Foundation
Rotary Club of Annapolis
PNC
United Way of Central Maryland

For more information about making a donation to Bay Community Support Services, Inc., please visit the Bay-CSS website at www.baycss.org or call Brandy Blackstone at (301) 863-8870, ext. 322. Monetary donations can be mailed to Bay Community Support Services, Inc., Attn: Brandy Blackstone, 25410 Rosedale Manor Lane, Hollywood MD 20636.

Bay CSS Financial Report for the Twelve Months Ending June 30, 2015



Contact

Bay Community Support Services



Please contact Bay-CSS to learn more about our comprehensive programs and services.



Edgewater Office

3168 Braverton St., Ste 300
Edgewater, Maryland 21037
(410) 224-4205 - Office
(410) 224-0763 - Fax



Hollywood Office

25410 Rosedale Manor Lane
Hollywood, MD 20636
(301) 863-8870 - Office
(301) 863-8891 - Fax

