



FY 2016 Annual Report



Bay Community Support Services

Annual Report FY 2016



Bay Community Support Services is a full-service agency that has been providing quality support services for individuals with disabilities throughout Maryland **for over 25 years.**

A Message from the Board President

I am pleased to present our Annual Report for fiscal year 2016. Bay-CSS has demonstrated outstanding 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.

We make people smile. Bay-CSS makes families smile. Bay-CSS changes lives, improves families, and develops communities. 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 programs, and accomplishments in pursuit of our mission. Each year provides a plethora of challenges to overcome as well as opportunities to excel.

Despite immense challenges, our Board of Directors, 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, clients, and our community in reviewing our strengths and weaknesses 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.



Bay-CSS Board President, **Ike Puzon**, pictured with Bay-CSS Executive Director, **Mitzi Bernard**, and the FY 16 Employee of the Year, **Tommy Branson**.

The accomplishment I am most proud of is our staff delivering excellent services to our clients 24/7 in the face of 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 Board of Directors, agency 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 2016 - 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 2016 was no exception.

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 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 2017 together.

With warm personal regards,

Mitzi Bernard
Executive Director



Bay-CSS Executive Director, **Mitzi Bernard**, pictured with Bay-CSS Board Member and Service Recipient, **Ian Fairclough**, at Bay-CSS' Greenwell State Park Location.

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, personal supports, 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 2016, and do not reflect the current listings.

Ike Puzon, **President**
 Jerry Pantaleo, **Vice President**
 Robert Pender, **Treasurer**
 Ian Fairclough, **Secretary**
 Mike Mead
 Cathy Lavender
 Waymond Detwiler
 Delegate Theodore J. Sophocleus
 Joe McDevitt
 Diann Puzon
 Sarah Mead
 J. Sandra Bartlett, ESQ
 Dani Moen



Bay-CSS Department Heads

Mitzi Bernard, **Executive Director**
 Catherine Raines, **Director of Operations**
 Tom Bonomo, **Chief Financial Officer**
 Rachel Wallace, **Quality Assurance Manager/Day Hab/SE Program Coordinator**
 Rica Todd, **Operations Manager**
 Ta'Nar Scriber, **Operations Manager**
 April Krauth, **Human Resources Manager**
 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 Personal Supports, 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.



For more information about Bay-CSS' Residential Program, 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

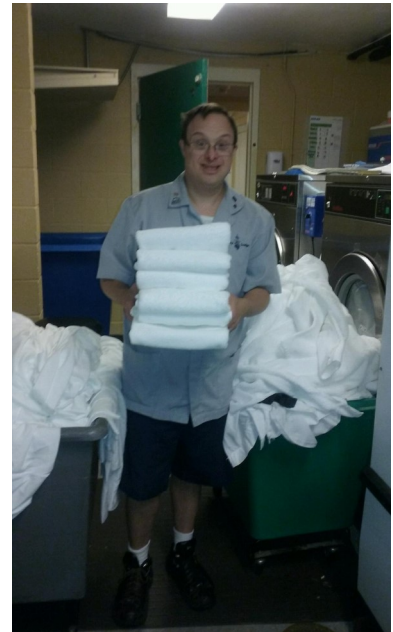
Bay-CSS provides individualized support services to individuals with disabilities in their own homes through either the Individual Support Services or the Family Support Services. These services are again customized to support individuals living at home and are typically direct care services, transportation,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

Supported 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, fishing, interaction with the park animals, nature walks, bird watching, canoeing, gardening, cooking, therapeutic and recreational horseback riding, transportation, handicapped accessible, volunteer opportunities and much more.

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

FY 2016 Accomplishments

July 2015 – June 30, 2016

HAPPY 25TH BIRTHDAY BAYCSS!

- 100% of Bay-CSS' Supported Employment participants are employed through 24 employers throughout the Anne Arundel Region, and 87% through 13 employers in the Southern Maryland Region.
- The Day Activity Programs have partnered with over 10 volunteer locations throughout Central and Southern Maryland for our participants to help give back to the community and learn vocational skills. These volunteer arrangements take place throughout the year.
- Participants of our Day Activity Program are learning about the customs, landmarks, monuments, and food of other countries in their Country of the Month studies. This initiative will be offered year round.
- Volunteers from CACI, Inc. assisted with paint touch-ups and yard care (weeding, raking, planting) at the Bay-CSS Bel Air Residential Group Home in California, Maryland and with cleaning our Agency vehicles at their office in Lexington Park, Maryland during the Annual Day of Caring Event sponsored by the United Way of St. Mary's County on Friday, September 11, 2015.
- The 10th Annual Bay-CSS Golf Tournament was held on Monday, September 14, 2015 at the **Golf Club at South River** in Edgewater, and raised almost \$46,000 for the vital programs and services that our Agency provides to individuals with disabilities in Central and Southern Maryland.
- The 4th Annual Walk, Run & Roll took place on Saturday, April 16, 2016. This fun, family-friendly event was moved to our **Greenwell State Park** location—a larger venue for the growing event. A 10k walk/run was added along with the return of the 5k walk/run and the popular roll course—an approved course for people with wheelchairs, and the races were officially timed courtesy of the Chesapeake Bay Running Club. The event was our most well-attended Walk, Run & Roll yet, and raised almost \$15,000 to aid the individuals with disabilities whom we are proud to serve.
- In April, Bay-CSS received a \$25,000 grant from an anonymous grant donor to go towards the purchase of a lift-equipped vehicle to be used in Southern Maryland. The vehicle gave Bay-CSS the ability to bring on additional individuals who needed transportation to paid employment, volunteer and activity programs.
- Volunteers from Delta Sigma Theta Sorority assisted with beautification projects at the agency's three residential group homes during the **Christmas in April** National Rebuilding Day on Saturday, April 30th.
- A special grant award of \$75,000 was received from the **Taishoff Foundation** in May to put towards the Bay-CSS Nursing Department that oversees the medical services to individuals served in our residential, vocational and in-home support services.
- Also in May, Bay-CSS received a \$2,500 grant award from **PNC Foundation**. These funds will go towards the agency's general operating expenses.



There was a great turnout for the 4th Annual Bay-CSS Walk, Run & Roll. There was a new location, the addition of 10k races, and the event was officially timed courtesy of the Chesapeake Bay Running Club.

FY 2016 Accomplishments, cont.

July 2015 – June 30, 2016

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- The first year at our new Greenwell State Park location was incredible. We were very pleased to be in such a beautiful location and have been busily putting programs together. The park offers accessible trails, boating, fishing, horseback riding and is just incredibly beautiful. We feel this new move energized our Day Activity and Supported Employment Programs.
- Quarterly House Dare to Care Inspections averaged 340 points -20 more than last year, showing that our staff Dares to Care about the people we serve!
- A new client satisfaction survey system was administered that runs constantly on the Bay-CSS webpage that allows for family members and friends to leave feedback for the Quality Assurance Manager. In addition, a new Annual Client Satisfaction System began to run concurrently at each individual's Individual Plan meeting. Data from the new system shows results are 90% positive!
- A new Strategic Plan was developed looking at the where the Board of Director's and Management would like to see the agency go. After much work, discussion, planning and meetings, a final version was developed on October 22, 2015.
- The Annual Bay-CSS Employee Appreciation Banquet was held at the Rod 'N' Reel Restaurant in Chesapeake Beach on Thursday, October 15, 2015. It was a wonderful and touching event where the dedicated staff were honored for their commitment and hard work on behalf of the individuals with disabilities who we're proud to serve. Board Members and Department Heads made dedications and presented a lot of awards for longevity and excellence:

Employee of the Year—Tommy Branson

House of the Year— Bellefield Court

Coordinator of the Year—Monique Forrester

Supervisor of the Year—Wanda Willett

Office Staff Person of the Year—Renee Wallace

Driver of the Year—An Vuong and Tangela Jones

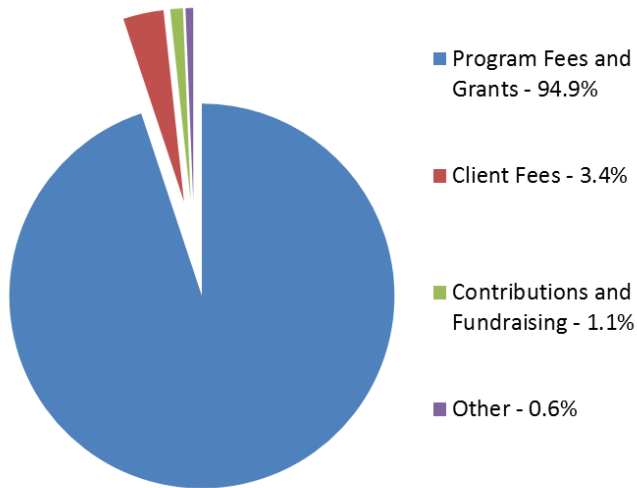
- Bay-CSS implemented a new internal Transportation Committee.
- Arranged volunteer opportunities for Community Service Volunteers working in the offices and at the group homes, coordinated with on-site staff to supervise the volunteers and to forward the required paperwork.
- We had approximately 209 volunteers working for us during the year to include the Board, Development Committee, Community Service individuals, office volunteers and our event volunteers. This is an increase of almost 100 volunteers from last year. We receive volunteers through many volunteer registrations, local schools and area colleges, civic organizations and community service.



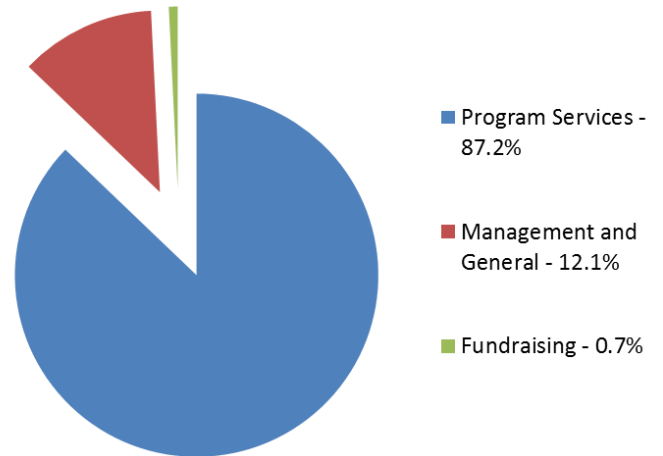
Our Greenwell State Park location offers accessible trails, boating, fishing, horseback riding and more in an incredibly beautiful location.

Bay CSS Financial Report for the Twelve Months Ending June 30, 2016

Revenues in \$1,000

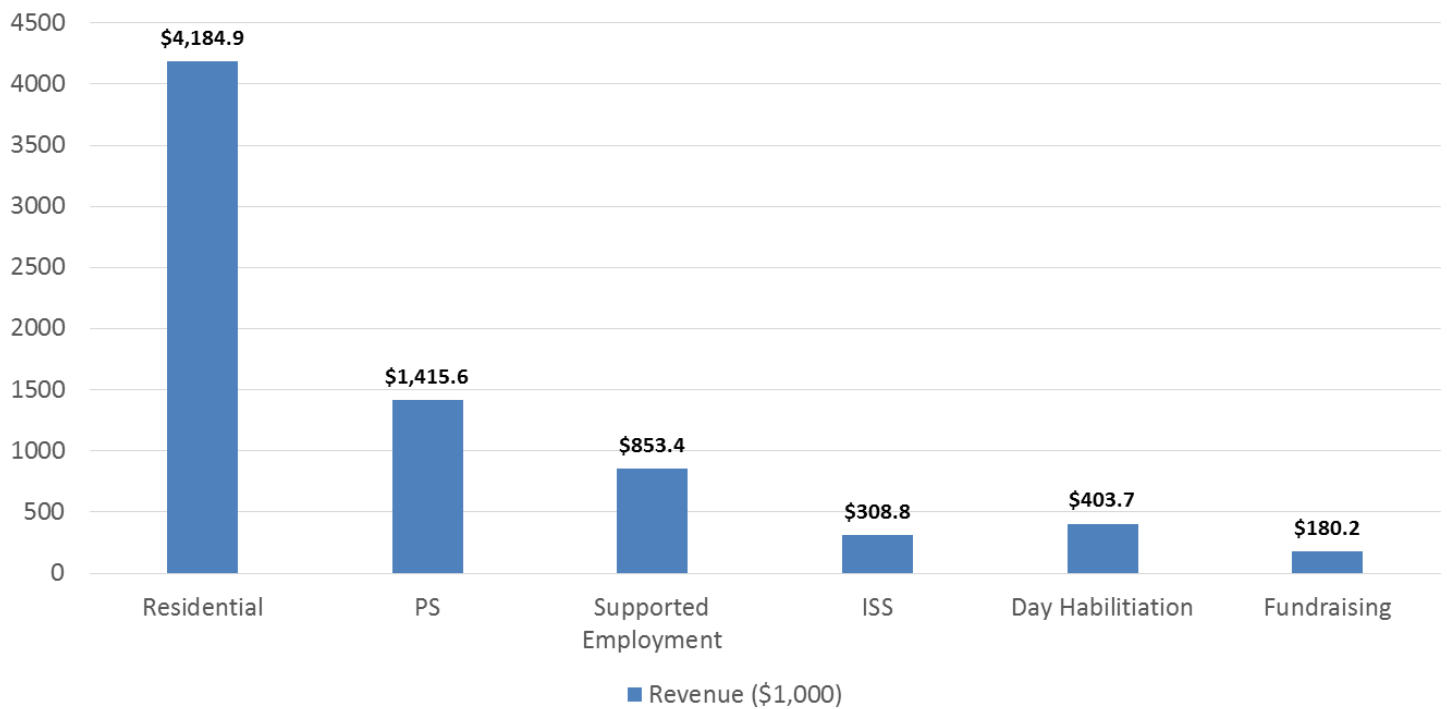


Expenses in \$1,000



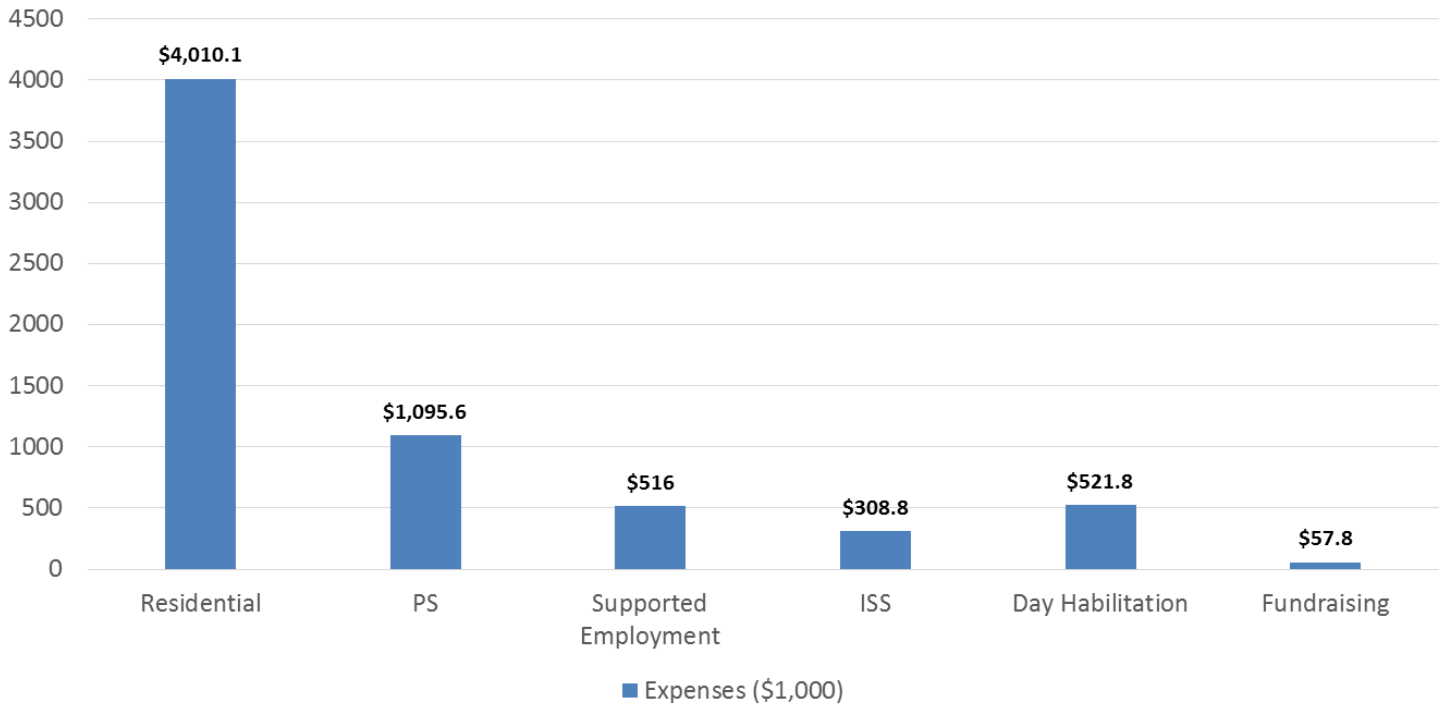
Bay CSS Financial Report for the Twelve Months Ending June 30, 2016

Revenue (\$1,000)



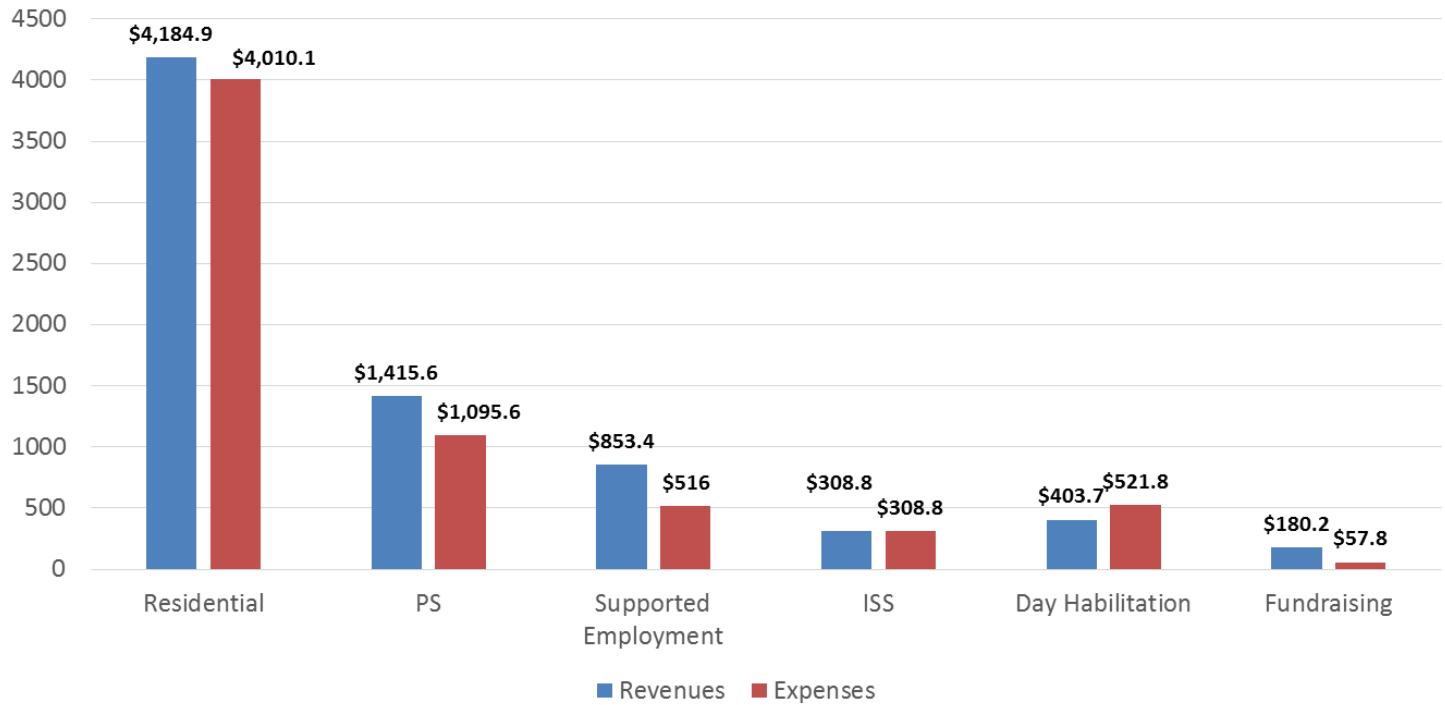
Bay CSS Financial Report for the Twelve Months Ending June 30, 2016

Expenses (\$1,000)



Bay CSS Financial Report for the Twelve Months Ending June 30, 2016

Revenues and Expenses (\$1,000)



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 2016.

FY 2016 Donors

Joan B. Lavender
Waymond and Leila Detwiler
Michael and Susan Fritz
Jackie and Denver Sanders
Patricia Fletcher
Terri Almarez
Doris and Dennis Marshall
Julie Dieux
Mitzi Bernard
Ann Mudd Wills
Peter Gillispie & Carole Sanner
John and Mary Ryan
James J. Minnucci
Richard and Melissa Paddock
Robert W. Bussey
Jane T. Minnucci
Irene and Edward McDonald
Barbara Hamm
Suzanne F. Briguglio
Severn Savings Bank
Gayle Parlett
Denise Hanna
Walter J. Johnson, Jr.
Daniel and Diann Puzon
Francis and Patricia McDevitt
Martin and Lois Fairclough
Catherine B. Lavender
Deborah B. Garrison
April and John Moses
Anthony Stettler
Richard A. Chilcoat
Catherine Zuza
AA Auto Electric Service Inc
Peter Gillespie
The Arc of Central Chesapeake
Jonathan Hutchings
Melwood Horticultural
Training
April and John Moses

Walk, Run & Roll

Donors

Mike Mead
Suzanne F. Briguglio
Joseph G. Feldman
Morris and Cynthia Blackstone
Ledo Pizza (Dough Rollers Associates LLC)
Christopher and Kathleen Perlick
Hung L. Barber
Kirk and Anne Forrest
McConkey Insurance Agency
Ike and Diann Puzon
Joe and Pat McDevitt
Jeff and Sarah Mead
Brandy Blackstone
Don Goosetree
Waymond Detwiler
Brian Straub
Julie Heil
Ruddy Duck Restaurant
Gregory and Sherrye Urtz
Edith S. Pulscak
Mitzi Bernard

In-Kind Donors

Comcast Newsmakers
Hometown karaoke & DJ Services

Gift Donors

Panera Bread
Woodlawn Farm
Outback Steakhouse
Kenny's Flowers
Mike Mead
Blackbelt Academy
Yo-kool Yogurt Shop
Giant
Cheeseburger in Paradise
Salsa's Mexican Café
Precision Tune Auto Care
Golden Corral
Food Lion
Mr. Tire
Haircuts Plus
The REX
Olde Town Pub
Applebee's Restaurant
Checkers

Walk, Run & Roll, cont.

Gift Donors, cont.

Don Goosetree/Frito Lay
Morris Point Restaurant
iHop Restaurant
Starbucks
Peggy Romanoff
Walmart
Cathy Lavender

Gold Sponsors

Mike and Mary Mead

Silver Sponsors

Puzon Associates
Imagine OneTechnology & Management, Ltd.
Next Level Techology
McConkey Insurance Agency

Bronze+ Sponsors

ACS
Dan Nardo/Annapolis Yacht Sales

Bronze Sponsors,

Woodlawn Farm
Southern Tire & Auto
Cathy Lavender
Law Offices of Kevin J. McDevitt, LLC
SMECO
W. Rogers & Associates
St. Mary's Automotive
World Gym
Sunrise Solutions
MetroCast Communications
St. John's Episcopal Church
AVIAN, LLC
Chesapeake Employers Insurance

Golf Tournament

Donors

Huong Barber
Ann Mudd Wills
Drs. Grimm and Sawyer
Jean Long

Bay-CSS Supporters

List of Donors/Sponsors, cont.

Golf Tournament, cont.

Donors, cont.

Charles E. Day & Associates
Advance
John and Mary Ryan
Joseph G. Feldmann
Mutual of America
Gregory and Audrey Morris
Francis Joseph and Patricia Mary McDevitt
Norman and Rebecca Stiegler

In-Kind Donors

Comcast Newsmakers

Gift Donors

Panera Bread
Starbucks
Bayside Bull
Giant Foods
Walmart
Greene Turtle
Smyth Jewelers
Carrabas Restaurant
Lex Birney/The Brick Companies
Cathy Lavender
The Golf Club at South River
Springhill Suites
Governor Martin O'Malley
Adam's Taphouse Grille
Bertucci's Restaurant
Gordan Biersch Restaurant
Annapolis Marriott Waterfront
Southwest Airlines
Compass Point Golf Course
Watermark Cruises
Dave & Buster's
Annapolis Canoe & Kayak
Boatyard Bar & Grill
Carroll Creek Café
Cinemark Egyptian 24
Brio's Taphouse Grille
Fitness Together
Westin Annapolis Hotel
Tsunami Restaurant
Bob and Joanne Lavender
Peggy Romanoff
Lorraine Berry
Yellowfin Restaurant

Golf Tournament, cont.

Tournament Sponsors

The Brick Companies

Eagle Sponsors

ACS

Birdie Sponsors

Annapolis Yacht Sales
Terrapin Pharmacy

Tee-some Sponsors

Dan Nardo/Annapolis Yacht Sales
Puzon Associates
Next Level Technology
Domenick & Associates
USI Insurance Services
PNC

Contest Sponsors

Dan Nardo/Annapolis Yacht Sales
Mike and Mary Mead
Brown, Goldstein & Levy

Golf Cart Sponsors

Dan Nardo/Annapolis Yacht Sales
Mullen, Sondberg, Wimbish &
Stone, P.A.

Green/Tee Sponsors

Quality Built Homes
KarenRishar/PenFed Realty
Colonial
First Nonprofit Group
Akers Financial Group
Delta T

Vehicle Donations

Stuart and Patricia Tilman
Matthew R. Shaffer
Dana Moen
Raymond and Kevin Detwiler

Giving Tuesday

Mitzi Bernard
Norman Stiegler
Daniel and Diann Puzon
Tim Wilbricht
Sally B. Ludwig
Mick and Cindy Blackstone

Grant Funders

Taishoff Foundation
PNC
An Anonymous Funder

2016

Summary

Review of FY 2016

In this report, we have highlighted some of the Agency's major accomplishments for FY 2016. In FY 2016 we opened a new residential group home in Anne Arundel County, revitalized our agency's nursing program, and raised almost \$103,000 in grant funding. We are very excited about the outlook for our agency as we head into our 25th year of serving individuals with intellectual and developmental disabilities throughout Central and Southern Maryland.



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

