Supporting People with Disabilities since 1989

Annual Report 2011

“i matter”
“i matter”
Community Options, Inc.
Supporting People with Disabilities since 1989

“i matter”
Community Options, Inc. was incorporated on February 9, 1989 to develop residential and employment supports for people with severe disabilities, utilizing technology and training. As a national agency, Community Options has participated in institutional closure and community residential placement for thousands of people across several states. Community Options does not administer any large congregate programs, recognizing that people with the most severe disabilities need environments, equipment, clinical and staff support that are tailored to their very specific needs. In its history, the agency has developed a reputation for quality, cost effective administration that encourages individual choice and flexibility.

The officers, management and staff of Community Options, Inc. have many years of experience in providing community based residential and employment support to people with mental retardation, autism, physical disabilities, traumatic brain injury and dual diagnoses. The agency has developed an expertise in working with state and county based authorities to facilitate community placement for persons moving from institutions. This expertise includes utilization of national staff to support locally recruited executive directors in submitting individualized service plans, locating and securing appropriate homes, condos and apartments and recruiting and training experienced staff. Community Options also hires state of the art consultants to assist staff in designing and operating services that meet very specific needs.

Additionally, the organization is experienced in providing International support services in the UK, Eastern and Western Europe, and the Middle East.
Dear Friends of Community Options:

Community Options continues to be a leader in helping others gain financial independence by incorporating hard work with ethics, creativity and the desire to make life a place where we can all thrive and grow. We have grown exponentially over the last 22 years. Community Options has an operational budget of about $65 million. We support thousands of people and we pride ourselves on helping each one of them come closer everyday to becoming more independent. We are optimistic about our future. We know that the technology, the resources and the drive are all within our grasp waiting to be harnessed with strong partnerships.

We remain excited about the possibilities of developing strong relationships with our friends in Moscow, Lima, and Cairo. Our organization is committed to helping others develop entrepreneurial businesses to augment the quality of life for persons with disabilities and their families. We also want to work with governments to show the efficacy of contracting with non-profits as principle NGOs. It is anticipated that stronger ties can in fact be developed in Russia, South America and Egypt with the right partners dedicated towards sustainable operations for their citizens.

Warmest Regards,

Robert Stack
President & CEO
What is this ubiquitous little i? i-pods, i-books, i-phones. The little i means information. It has become an icon for cutting edge technology, integrated communication, instant and portable music and literature, the logo of a vibrant culture of youth, energy, freedom, and joy.

The i world does not discriminate. Young, old, rich, poor, black, brown, yellow, red, white can participate, contribute, and benefit. Optimists see the i world as a chance to create communities without boundaries, to provide each person with tools to reach out with uncensored ideas and visions, to find kindred spirits despite the barriers of space language, and nationality.

The i world and its products are flexible; people can tailor them to meet their individual habits, preferences, and needs. People with disabilities who can tune in to the i world are not flagged as disabled. For Community Options and the people we support, the i world is a new opportunity to advance our mission. For us, the i stands for individual and the message that each person is important and valued. We want the men and women we support to know in their hearts and show by their actions that i matter!

“i matter”
The Community Options’ philosophy is founded on choice. Families and individuals who select our services join our staff as part of a team to develop a residential plan based on the preferences of the individual in need of supports.

Residential Services

Home is a special entry port for the i world, the place where we can connect face to face with friends and family and through technology with businesses and organizations around the world. Community Options’ stakeholders understand the fundamental importance of home as a physical and an emotional support, especially for people with significant disabilities.

The i world liberates people from the boundaries that keep them from engaging with the global community. The majority of people with disabilities want to live independently in community settings or with family members. Community Options develops housing and supportive services that are specialized to meet the needs of individuals with disabilities. We buy, build, renovate and furnish the kind of homes that we want for our own families, promote individualized ownership, and empower those we serve to choose the setting that best meets their needs.
Employment Services

Employment is one of the core services provided by Community Options. We believe that everyone who wants to work should be given the support to do so, despite the level of their disabilities. To that end we have developed an array of income producing projects, from entrepreneurial businesses that employ people with and without disabilities, to supported employment with one to one job coaching, to landscaping and cleaning teams, to individual micro-enterprises. We will do whatever needs to be done to help people experience the self-esteem that comes with getting a paycheck or owning a business.

Our own Option Quest program provides community activities for people who are not yet interested in competitive employment. Its goal is to demonstrate the kind of jobs that exist in communities, to develop social skills, and to match people with volunteer or part time work. Option Quest is a portal, an entry to the world of employment.
Transition student with coworkers giving a tour at Robert Wood Johnson University Hospital
Transition Services

STEP - School to Employment Program

The transition from school to work is a challenging time for young adults. For young people with disabilities, these challenges can be overwhelming. Sampling different types of employment opportunities is often the best way for students preparing to enter the world of work to assess preferences and aptitudes.

This is the core concept of STEP. Starting at the end of a student's junior year, we work with students, families and child study teams to identify those individuals interested in and best suited for our program. What makes this program particularly effective is that the participating students spend their last year in school at one of our selected places of employment.

Generally, up to a dozen different career experiences are available at each participating workplace. Students rotate through a number of different internships throughout their final year to explore possible career choices. This unique school-to-work experience allows total workplace immersion and, consequently, provides a seamless combination of classroom instruction, career exploration, and on-the-job training and support. These real life experiences, combined with training in employability and independent living skills, provide students with significant disabilities optimal opportunities for a successful transition from school to work and a productive adult life.
The world was founded through innovation. Innovations develop when individuals create strategies to challenge the status quo and open up new opportunities where obstacles once existed. Community Options Enterprises, Inc. (COE) was established to develop and operate entrepreneurial businesses that successfully integrate people with disabilities into the workforce. By operating businesses such as a flower shop, copy centers, and shared office facilities, COE confronts the barriers to working in community based settings instead of sheltered training centers or workshops. These businesses are owned and operated by COE in order to enhance job training and employment opportunities for people with disabilities. The following are a few examples of the opportunities available to people with disabilities to help them proudly say, “imatter.”
Vaseful Flowers and Gifts is a charming flower shop that offers high quality floral services and delivery to anywhere in the world. While working at Vaseful, employees are able to learn valuable retail skills such as credit card processing, dictating phone orders, retrieving and processing of orders received through our website, shipping and distribution, inventory management, and of course, floral processing and arranging. We are committed to serving our customers with the finest floral arrangements and gifts, backed by our 24-hour guarantee. We are located in New Brunswick, NJ. www.vaseful.com

Presents of Mind is a luxuriously appointed store filled with trendy, classic, and humorous gifts, gourmet foods, local art, and exotic teas. Our retail associates, looking to gain valuable career experience in retail and store management, have the opportunity to learn point of sale software, soft-selling and customer relations skills, retrieving and processing of orders received through our website, inventory management, store layout and design, and different forms of presentation and display. Our store focuses on meeting the demands that our customers deserve. Presents of Mind is located in Mount Olive, NJ. www.presentsofmind.org

The Daily Plan It is a complete office, conference and copy center that offers beautifully furnished office rental space or virtual tenancy to a variety of businesses. Some of the services provided to the tenants include professional receptionist services, clerical support, high-speed color copying and on-site concierge services including dry cleaning pick up and delivery. Employees receive valuable work experience in areas such as customer service, inventory management, quality and database management, as well as facilities maintenance. The Daily Plan It has locations in Morristown, Princeton and Moorestown, NJ and Dallas, Texas. www.dailyplanit.org

Just Add Water is the latest enterprise in our family of businesses. Located in Hillsborough, NJ, this state of the art building is a unique tea shop and catering facility that provides job training opportunities related to the foodservice industry.
The Daily Plan It

Moores-town, New Jersey

Princeton, New Jersey
The world benefits the global community by providing for the sharing of resources and information. Community Options recruits local business leaders to advise our professional supported employment staff, forming the Community Options Business Advisory Councils (COBAC). COBACs advise Community Options executive directors on local economic trends, establish and maintain corporate and civic connections, and raise funds for local programs. Council members provide expertise in identifying vendors, analyzing local labor markets, locating job opportunities, and developing business plans for micro-enterprises.

COBAC members include representatives from Robert Wood Johnson, Staples, NJ Association of Women Business Owners, Yardville National Bank, Haldeman Ford, Pepper Hamilton, First Washington State Bank, Sovereign Bank, the National Association of Catering Executives, lawyers, consultants, prominent builders and business leaders. They can truly say i matter because they have been directly responsible for job placement and independent business start-ups for the people we support.

“Our innovations develop when individuals create strategies to challenge the status quo and open up new opportunities where obstacles once existed.”
The world constantly develops upgrades as new innovations become available, and old technologies become outdated.
The world constantly develops upgrades as new innovations become available, and old technologies become outdated. Training is an essential part of maintaining and improving the quality of services. The Community Options training team develops appropriate instructional curricula and training modules to address identified needs. The team works with the regional vice-presidents and local executive directors to review and schedule training.

Evaluation
James Conroy, Ph.D., Founder and President of the Center for Outcome Analysis in Pennsylvania, under contract with the State of New Jersey, conducted an evaluation of 172 people with disabilities who left New Jersey’s Johnstone Training and Research Center during the last decade. The data indicated that the people served by Community Options had more significant disabilities than individuals served by other provider agencies, and scored higher on quality of life measures, including physical home environment, integration, independence, earnings, friendships, and opportunities to make choices.

“"The world constantly develops upgrades as new innovations become available, and old technologies become outdated.""
The Cupid’s Chase 5K Run is Community Options national fundraiser held in major cities across the country on Valentine’s Day weekend.

Community Options proudly thanks First Lady of New Jersey, Mary Pat Christie, for serving as the National Honorary Chair Person of the 2011 Cupid’s Chase 5K Run.
In an effort to address the disparity that people with disabilities experience everyday, Dr. Clarence York and Robert Stack created The York Foundation, an IRS tax-exempt organization under 501(c)3, identification number 22-3839872.

The York Foundation intends to establish a $5 million endowment to further our effort to help empower individuals with disabilities. The Foundation seeks to assist individuals with disabilities in achieving their maximum potential by integrating independence, self-determination, and productivity into all facets of their lives.
Financial Summary - FY 2010

Revenue $68,999,423

State & County Funds $31,335,967

Fundraising/Other $2,266,931

Program Service Fees $35,396,525
Expenditures:

- Residential Services: $49,183,538
- Employment Services: $12,047,108
- Administration: $4,801,944
- Depreciation: $2,393,840

Total Expenditures: $68,426,430
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*These Combined Financial Statements represent Community Options, Inc. and affiliates. Please contact Community Options or the auditing firm of WithumSmith+Brown for more detailed financial statements.*
Community Options, Inc.
Board of Directors

Robert Stack, President/CEO
Pocono Lake, PA

Timothy P. Dunigan, Chairman
Hershey, PA

Frank Zak, Treasurer
Cleveland, OH

Tom Burdick, Trustee
Morristown, NJ

Lindsay Aquilina, Trustee
New York, NY

Delia Donahue, Trustee
Belle Mead, NJ

Peter Dulligan, Trustee
Cresskill, NJ

Derek Wright, Trustee
Pittsburgh, PA

Clarence York, Trustee
New York, NY

Svetlana Repic-Qira, Secretary
Riverdale, NJ
Robert Stack  
Founder, President and Chief Executive Officer of Community Options. He has an MBA and is a graduate of the University of Dayton. Mr. Stack also attended the University in Friborg, Switzerland, University of Rome and the University of London. He also taught at Kent State University where he received the Graduate Student Teaching Award and he is a current Adjunct Professor at Kean University.

Mr. Stack has extensive international experience in entrepreneurial business development and non-profit management. He has spoken throughout the world on employment for persons with disabilities using a social entrepreneurial model. He was a keynote at the Yale Goldman-Sachs School of Management and has given the plenary session at the National Council of Negro Women USAID conference in Cairo, Egypt, and at Perspectiva in Moscow, Russia on entrepreneurial management, business development and advocacy.

Bright Rajaratnam  
Chief Financial Officer, has an MBA from Rutgers University and a Certified Management Accountant degree from the United Kingdom’s Institute of Cost and Management Accounting. He has over 20 years of experience in non-profit accounting.

Courtney Eidel  
Vice President of Human Resources and Quality Management, holds a M.B.A. from Georgian Court University and a B.S. in International Business and Management from Montclair State University. Courtney has over ten years of experience in employee relations, talent management and compensation and benefits in both for-profit and non-profit organizations.
Regional Vice Presidents

Karen Hensley
oversees operations in Kentucky, South Carolina, Tennessee and New Mexico. She holds a Bachelor’s degree in Health Education and also holds a Master’s degree in Therapeutic Recreation and Administration from Murray State University. She over twenty years of experience in supporting individuals with disabilities.

Svet Repic-Qira
oversees operations in New Jersey, Connecticut, and Pennsylvania. Ms. Repic-Qira holds an MA in Psychology and a Bachelors degree from the University of Connecticut. She is also a Licensed Professional Counselor. She began her career at Community Options in 1998 as an assistant manager in residential services and acted as an Executive Director for the North Jersey office for three years prior to her current appointment. Svetlana is also the Secretary of Community Options’ Board of Directors.

Jessica Guberman
Vice President of Marketing and Development, has a Bachelor of Arts degree in Sociology and Women’s Studies from SUNY New Paltz, Master of Science degree in Addiction Psychology from Capella University and Doctoral Degree in Psychology from Madison University. Jessica has 17 years of nonprofit experience and specializes in state and federal contract enhancement and operations.

Naomi Linder Perlman
Director of Development, holds a J.D. from Fordham University School of Law and a B.S. from the University of Massachusetts. Naomi specializes in securing major gifts, special events and is also a practicing attorney. Throughout her legal career, she has been an advocate for families and children with disabilities.
Management

Connecticut
Jeffrey Moyer, Farmington, received his BA from Colgate University. He has served in the field of human services for the past 14 years. Jeff is dedicated to providing quality services for people with disabilities and brings a great depth of knowledge and valuable experience.

Illinois
Brooke Reynolds, Chicago, has a Bachelors degree from the University of Arkansas in Recreational Therapy. She came to Community Options as a Service Coordinator for TBI clients and was the Executive Director of the Manhattan operation. Brooke has six years of case management and director experience working with persons with various developmental disabilities and mental health issues.

Kentucky
Jennifer Edmundson, Bowling Green, is currently finishing her Masters degree at Western Kentucky University in Strategic Leadership. She has over 10 years of experience working with people with disabilities and brings strong management skills and quality assurance systems to Community Options.

Carla Spencer, Benton, holds a MBA from Indiana University and a BS in Institutional Administration and Chemistry from Appalachian State University. Carla has worked with individuals with disabilities in Kentucky since 2005 in a senior management role and is a licensed dietician and nutritionist with experience in ICFMR facilities. She is knowledgeable of the Kentucky Division of Intellectual Disabilities procedures and regulations as well as the Medicaid Waiver Services.

New Jersey
Christopher Dixon, Managing Director of Community Options Enterprises, Inc. He holds a Master’s Degree in Healthcare Administration and a Bachelor’s Degree from Brockport University, and is a certified Project Management Professional (PMP). Chris is responsible for the operational oversight and development of COE’s business enterprises, transitional education programs, creative services, and supported employment programs.

Robert Heller, Burlington County, holds a Bachelor’s Degree in Political Science from Rutgers University. Before being promoted to Executive Director, Robert worked for over 8 years as the Quality Assurance Coordinator for New Jersey, Pennsylvania and Connecticut. He has over 11 years experience working with people with severe disabilities.

Mildred A. Mendez, Mercer County, has a Master of Science degree in Management from the New Jersey Institute of Technology and a Bachelor of Science degree in Social Work from Adelphi University. She is an experienced advocate and passionate about providing excellent service and resources.

Diane D’Orazio, Ocean/Atlantic/ Monmouth Counties, holds a BA in Psychology from Montclair State University. She has worked with Community Options previously as the Executive Director for North Jersey and Executive Director for Monmouth, Ocean and Atlantic Counties. She has been working with people with disabilities for over 20 years.

Nicole Palma, Sussex/Passaic Counties, holds a Bachelor of Arts degree in History and Psychology from Rutgers University. She has been working with people with developmental disabilities since 2002. Prior to her role of Executive Director, she was assistant Executive Director for Northern New Jersey.

Ayesha Patrick, Somerset/Essex Counties, holds a Bachelor of Arts in Sociology and Criminal Justice from Caldwell College. She has over 14 years of experience working with the mental health population and people with developmental disabilities.

Chris Stack, Middlesex County, has a Bachelor’s Degree in economics from the College of New Jersey. He has worked in the disability field for over seven years including working with individuals in Peru, South America. Previously Chris was the Executive Director of the Santa Fe, New Mexico operation.

Meredith Quinn, Bergen/Morris/Essex Counties, holds a BA in Social Work from West Virginia University and a MSW in Social Work from New York University. She is a licensed Master Social Worker in the state of New Jersey. Meredith has previous experience working with diverse populations that include geriatrics, sexual abuse, and mental health.

New Mexico
Lori Anderson, State Director of New Mexico, holds a Masters from Wright State University with a Bachelor’s degree from the University of Toledo in Psychology. She has 18 years of experience in all aspects of non-profit management including performance and quality improvement, community leadership, fund-raising activities and accreditation experience with CARF (Commission on Accreditation of Rehabilitation Facilities).

Marie Velasco, New Mexico, received her Bachelors of Science from Loyola University of Chicago with a Minor in Political Science. She has 22 years experience working with persons with disabilities, the elderly and persons with mental illness. Marie has extensive experience in operating and developing programs in New Mexico.
Pennsylvania

Bridget Haney, Pittsburgh, has a dual Master’s degree in Rehabilitation Counseling and Vocational Evaluation from West Virginia University. She was the first Executive Director of Bucks County, Pennsylvania, and assisted in the establishment of the Pittsburgh office.

Tara Colleen Macatee, Psy.D, Bucks County, has a Doctoral Degree in Clinical Psychology with a specialty in assessment as well as a Masters Degree in Marriage and Family Therapy from Chestnut Hill College.

South Carolina

Dorothy Goodwin, South Carolina, holds a Bachelor’s Degree in Psychology from the University of South Carolina and has extensive experience working with people with disabilities throughout South Carolina. Dorothy has over 25 years of experience in administrative and programmatic services and a long-standing relationship with the South Carolina Department of Disabilities and Special Needs.

New York

Cynthia Barnaby, Syracuse, holds a B.A. in Psychology from Columbia College and an A.A.S. in Mental Health from North Country Community College. She has worked in the human service field for over 25 years and has extensive experience working with individuals with varying needs. She is knowledgeable of OMRDD procedures and regulations as well as the Medicaid Waiver Services.

Josephine Calder, Brooklyn, NY, holds a BA in Sociology from the University of Texas and an MBA from Long Island University. Josephine has extensive managerial experience in working with individuals with developmental disabilities and traumatic brain injuries. Prior to joining Community Options, Inc. she worked within the Traumatic Brain Injury waiver as a Regional Resource Development Specialist. Josephine has over 20 years experience in the OMRDD field and specializes in Development, Quality Assurance, and Staff Training for OMRDD programs.

Indira Green, Manhattan, received her Bachelors of Liberal Arts degree from St. John’s University of Queens, and Masters in Social Work from Fordham University, New York. She has more than 10 years experience working with individuals with disabilities, the elderly, children and families.

Todd Hansen, Binghamton, has a Bachelor’s degree from the State University of New York at Cortland in Therapeutic Recreation and held a license as a CTRS. He has 14 years of management experience in a variety of Human Service fields.

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Community Options Enterprises, Inc.

Board of Directors

Robert Stack, President/CEO
Pocono Lake, PA

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Berwyn, PA

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Princeton, NJ

Paul Hritz, Trustee
Hritz Enterprises

C. Herbert Schneider, Trustee

Andrew Agger, Trustee
Windsor, NJ

Baber Ghauri, Trustee
Abington, PA

Jessica Guberman, Trustee
Succasunna, NJ
National Office
16 Farber Road
Princeton, NJ 08540
Office: 609-951-9900
Fax: 609-951-9112

Connecticut
The Office on Main Street
321 Main Street
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Office: 860-678-4417
Fax: 860-678-4484

Illinois
828 West Grace, Suite 1510
Chicago, IL 60613
Office: (773) 899-2058

Kentucky
1721 McIntosh Drive
Suite B
Bowling Green, KY 42104
Office: 270-780-9330
Fax: 270-780-9332
805 Main Street
Benton, KY 42025
Office: 270-906-2161
Fax: 270-906-2284

New Jersey
Daily Plan It
212 West Route 38, Suite 200
Moorestown, New Jersey 08057
Office: 609-265-7749
Fax: 856-380-4072

Daily Plan It
707 Alexander Road
Bldg. 2, Suite 208
Princeton, NJ 08540
Office: 609-514-9494
Fax: 609-243-0045

Daily Plan It
150-152 Speedwell Avenue
Morristown, NJ 07960
Office: 973-971-0082
Fax: 973-971-0083
127 Route 206 South
Suite 28
Hamilton, NJ 08690
Office: 609-581-0652
Fax: 609-581-1638

Presents of Mind
240 Route 206
Flanders, New Jersey 07836
Office: 973-927-8500
202 North Main Street
Forked River, NJ 08731
Office: 609-693-1700
Fax: 609-693-6222

Just Add Water
2230 Camplain Road
Hillsborough, NJ 08844
Office: (908) 231-6762
Fax: (908) 526-0873

241 Molnar Drive
Elmwood Park, NJ 07407
Office: 201-797-0692
Fax: 201-797-0695

41 William Street
Wayne, NJ 07470
Office: (973) 872-7111
Fax: (973) 872-7121

Vaseful Flowers & Gifts
172 Hamilton Street
New Brunswick, NJ 08901
Office: 732-545-5894
Fax: 732-545-0161
Toll Free: 877-VASEFUL
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<th>City</th>
<th>Office Phone</th>
<th>Fax Phone</th>
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<td>New Mexico</td>
<td>2720 San Pedro N.E.</td>
<td>Albuquerque, NM</td>
<td>505-265-7936</td>
<td>505-265-9685</td>
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<td>2500 Missouri</td>
<td>Las Cruces, NM</td>
<td>575-532-9275</td>
<td>575-521-1662</td>
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<td>811 St. Michael’s Dr. Suite 107</td>
<td>Santa Fe, NM</td>
<td>505 989 1471</td>
<td>505 983 2617</td>
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<td>New York</td>
<td>161-65 Woodruff Avenue</td>
<td>Brooklyn, NY</td>
<td>718-940-8600</td>
<td>718-940-8377</td>
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<td>New York, NY</td>
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<td>Langhorne, PA</td>
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<td>215-956-0857</td>
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<td>900 Sarah Street, Suite 205</td>
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<td>412-431-7079</td>
<td>412-488-6247</td>
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<tr>
<td>South Carolina</td>
<td>110 Oak Park Drive, Suite C</td>
<td>Irmo, South Carolina</td>
<td>803-732-9242</td>
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<tr>
<td>Tennessee</td>
<td>5751 Uptain Road, Suite 407</td>
<td>Chattanooga, TN</td>
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<td>5th W. 2nd Street</td>
<td>Cookeville, TN</td>
<td>931-372-0955</td>
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<td>2815 Patriot Way</td>
<td>Nashville, TN</td>
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<td>Texas</td>
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<td>Amarillo, TX</td>
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<td>San Antonio, TX</td>
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