

# Center For Social Change

## 2013 ANNUAL REPORT

Reaching New Heights







**Sajid Tarar**

*Chief Executive Officer*

**T**he building of a satisfying and fulfilled life for individuals with developmental disabilities does not just happen. From an early age, the efforts of parents, family and teachers are all focused on establishing a foundation on which a life as an adult can be based. And, when that time comes, it is providers such as CSC that accept the responsibility of maintaining these efforts. In order to meet this responsibility, Center for Social Change provides a wide range of supports to those we serve. To do so, CSC takes great pride in the cadre of dedicated, committed, and well trained staff that we have developed over the years. The efforts by CSC’s leadership to foster, and recognize, staff success has led to a consistently increasing satisfaction level of staff, and a steadily increasing length of staff tenure. CSC’s commitment to

“promotion from within” was evident in the creation of a new House Manager position, as select direct support staff were given the opportunity for significantly increased responsibility in the management of the homes in which they worked. Additionally, promotion of existing staff to a position of Coordinator has resulted in increasingly improved operation across each group of homes.

CSC is proud that so many individuals have, during the past year, elected to have CSC be their provider of choice. Their vote of confidence makes it incumbent on CSC to make every effort to meet their expectations, and this is a responsibility that CSC gladly assumes.

**S**ince opening its doors more than 20 years ago, Center for Social Change has been committed to enabling as many individuals as possible to thrive in communities of their choice. Through a careful stewardship of its resources, CSC has, during the year just past, been able to provide a full range of community-based supports to more than fifty new individuals. The approximately eleven individuals who moved into CSC’s homes and the more than forty individuals who newly began receiving day program supports are all benefitting from CSC’s vision that a life fully based in the community is a life that is rich and full of opportunity.



**Jesse Singh**

*Chief Operating Officer*

CSC readily accepts the responsibilities that accompany supporting individuals with developmental disabilities, and we take pride in our dedication to providing supports of only the highest quality to those we serve. It is an exciting challenge to ensure that all of those who have chosen CSC to support them are safe inside and outside of their homes, happy with their lives, connected to friends and family, and thriving in their communities. At CSC, these challenges are seen as opportunities for service to others, for continued development of a well-trained and dedicated staff, and for helping those whom we support to share in all that a life well-lived has to offer.

# *E*xpansion of community-based programs

and supports is a goal to which Center for Social Change is committed. One significant outcome of this commitment was this year's opening of CSC's Adult Medical Day Care Program. This program serves a critical role in enabling individuals with complex medical needs to have those needs met in comfortable, home-like settings rather than in the more institutional settings.

CSC identified the need for such a program nearly eight months ago, and began to complete the many steps required to open the doors. These initial activities took more than six months of dedicated work to complete, but finally all was in place to bring individuals into the program.

Meetings were held to educate the wider community about the services to be provided. In-service trainings were performed at hospitals and nursing homes, and outreach was made to Social Workers within the Department of Aging, Baltimore County Department of Health Department, and the Department of Health and Mental Hygiene to inform them of this new community resource. Within a short time, 28 individuals were referred to, and have begun to receive services from, the program. The social, cognitive, and medical status of each was carefully assessed in order that the program designed for each would meet their unique needs.

A typical day begins with CSC providing transportation from each individual's home to the program. Catered breakfast, snacks, and lunch are served during the day, with a special



commitment to serving only whole grains, fresh fruits, and “Heart Healthy” meals; all meals are based on menus prepared by the program dietician for each participant.



Throughout the day, the two full-time and eight part-time administrative and direct support staff provide a varied, structured, schedule of activities designed to strengthen the physical, cognitive, social, and creative skills of each individual. Exercise sessions, cooking classes, “brain games”, arts and crafts, Beauty Day, and community outings- all provide the wide range of stimulating activities to help all participants remain engaged within their communities. All program activities are provided



in a setting that includes a library, multiple fire places, a movie theater, luxurious seating throughout, and spacious and bright surroundings.

Just as importantly, each participant has all of their medical needs met by the primary care doctor, registered nurse, dietician, social worker, physical therapist, occupational therapist, psychiatrist, and Infectious Disease specialist, all of whom provide on-site services at the program.

CSC is very proud to be able to offer a wide range of crucially important community-based services to those with medical needs in a comfortable and inviting setting. We look forward to increasing the numbers of program participants to the licensed complement of seventy two within a few short months.





# *G*rowth in programs

typically requires an increase in the physical assets that support those programs. This is apparent at CSC, where, during calendar year 2013, an additional eleven individuals moved into CSC homes; an additional seventeen individuals began receiving supports through CSC's various day programs; and an additional twenty eight individuals began receiving services at CSC's newly licensed Adult Medical Day Program.

The growth in the Residential Program, CSC's largest program, has led to the opening of two new homes, the re-opening of one home, and the transition of an existing home from one that served children to one that now serves adults, all during 2013. Each opening or re-opening requires a significant investment in resources as physical modifications are made to each home so that the unique needs of each individual resident can be met. CSC's most recently purchased ranch home in Randallstown underwent a major renovation in order to be completely accessible to one of the individuals residing there who uses a wheelchair for mobility. CSC strives to create an atmosphere of "home" in all of its residences, ensuring that the personal wishes of each individual are honored to the greatest extent possible, and that the safety of all is guaranteed.

Transportation is a major component of all CSC programs. The Residential Program depends on well-maintained vehicles to provide individuals access to community resources including recreation, day programs, shopping, and medical care. Transportation to and from home to CSC or places of employment is provided for individuals in CSC's day programs, as is the case for all individuals who attend CSC's newly licensed Adult Medical Day Program. To accommodate these growing needs, CSC purchased eight new vehicles during the past year, including two "12 +2" mobility buses; four standard mini-vans; one 15 passenger van; and one wheelchair conversion minivan. With the purchase of these new vehicles, CSC now operates a fleet of fifty vehicles.

At CSC, all of our programs serve to assist those we support to build independent and connected lives to the greatest extent possible. However, we also understand the importance of being good stewards of the many resources, physical and otherwise, that enable these programs to be successful.



***D**uring calendar year 2013,* Center for Social Change has seen significant growth in the number of individuals who have elected to receive services through CSC's residential program. The eleven individuals who newly moved into CSC homes during the past year have moved from either their own family homes or from other programs. Each of these individuals, and their families, had choices about which provider they wished to receive supports from, and their choices to move to CSC reflect their belief that CSC had the most to offer. CSC is proud that these individuals, and their families, have bestowed their trust in us.



**D**eon's mother describes how she felt a sense of urgency in finding a new provider for her son's residential supports. She was concerned about the lack of stimulation that he was receiving at his current home, concerned that Deon was receiving little more than babysitting. Upon learning more about CSC from Deon's Service Coordinator, his mother felt confident that CSC would offer the structured environment that would be the best for Deon. She also expresses the extent to which she is impressed with CSC's Director of Programs, and how satisfied she is that the communication between her and CSC staff is so good; she believes that good communication is the key to success, and she appreciates knowing that she can communicate directly with Deon's Coordinator or others when there is a need. She is especially pleased with the success, so far, in staff assisting Deon in cutting back on his smoking. She is also pleased that staff is assisting Deon in planning and sticking to a budget, something that she knows will benefit him in the long term. Generally, Deon's mom notes that she is less worried about Deon, and that he is on a path to greater success.





**R**asneet's mother is very pleased that her daughter's move to CSC has gone so well. In the past, Rasneet had moved often from provider to provider, and had not been able to find long-term success in any placement. Now, things are going well, and her tenure with CSC is longer than all the rest of Rasneet's placements, except for one; this is a new-found stability that her mother is most pleased with. She is also pleased that CSC was willing and able to accommodate Rasneet's needs and unique diagnoses rather than deny entry into the program, as had been the case with other providers they had. What pleases Rasneet's mother the most, perhaps, is that Rasneet refers to the two nurses who help support her as her "sisters", and that Rasneet feels that they are like a second family to her. It is clear that Rasneet is enjoying her new home, is happy with this extended family and her friends, and that she is being taken good care of.



**F**or Bradley, CSC's ability to very quickly plan a program and provide a residential placement was critical to his avoiding becoming homeless. Now that his initial placement has been accomplished, he is very pleased that CSC is making it possible for him to move from his current location to a home of his choice in Howard County, the county with which he

is the most familiar and comfortable. He is looking forward to learning the budgeting and shopping skills that will lead to greater independence, and to being more on his own. Bradley's father feels that Bradley is on a path that will enable to him to "spread his wings" and craft a life that allows him to be on his own as much as is possible.



## *SC Employment Specialist* Nicole W.

understood that the new Maryland Live Casino could be a significant potential employer, and she therefore understood the importance of cultivating a working relationship with the casino. She helped the casino staff understand that CSC would provide multiple layers of support to those individuals who sought employment at the casino, and that she, and others, would do whatever was necessary in order for each individual to achieve successful employment. With these assurances having been given, and with William, the first applicant, having been successful in his job, Nicole created an environment in which those responsible for hiring at the casino were eager to identify similar employment opportunities for other individuals supported by CSC. As a result, in the months following the start of William's employment, both Alex V. and Nathan S. were assisted by Nicole in applying for employment with the casino, and each was hired.



Nathan S. has lived in a CSC-operated home for more than 9 ½ years, but until recently had received day program services by a different provider. However, hoping to work at the casino, Nathan orchestrated a change in his day program provider, and moved to CSC's Supported Employment program. Working with Nicole, Nathan completed an online application, and was invited for an interview, after which he was offered a position as a Steward in the casino buffet. Nicole assisted him in filling out the paperwork necessary for him to pass the background check and to apply, successfully, for a required gaming license. Nathan was now ready and able to work.

Nathan's job as a Steward primarily involves ensuring that the buffet area is kept clean and organized. With four to five co-workers, who he considers his family away from home, he puts out plates, disinfects and wipes all surfaces, and generally ensures that buffet customers are happy. He doesn't yet help prepare food for the buffet, but anticipates that, with more training, he can be considered for a transfer to a position as a prep cook.

Asked what he likes most about his job, Alex V. notes that he enjoys his work, the pay is good, and that there is food made available during his breaks in the Employee Dining Room. He eats his dinner there when he works, most often selecting the Chef's Special for the day. He also is proud to wear his uniform of checkered pants, white shirt, brown hat, and name tag.

Alex has worked for six months at the casino, and has had many new experiences. He clearly understands his responsibilities to his employer, and takes these very seriously. He looks forward to the opportunity for advancement, and sees a bright future for himself at the casino.

The relationship that CSC has developed with Maryland Live Casino has proven invaluable for William, Alex, and Nathan. It is with this success in mind that CSC looks forward to opportunities that this might create for others in CSC's Supported Employment program.



*Personal growth* is achieved whenever we experience something that is new to us. A unique and exciting opportunity for just such an experience was created this year, as CSC planned a set of week-long island cruises for the individuals we support, and for the staff who support them. After months of planning, each of two cruises departed from Baltimore with great anticipation, as the Carnival Pride made way for ports in Florida and the Bahamas.



Two days of sailing to the final destinations provided the perfect amount of time for everyone aboard to adjust to life at sea. The routine of cruise-life soon became the norm as cruise-goers explored all that the ship had to offer. The outside 9<sup>th</sup> deck, with its 24 hour food offerings, swimming pools, game tables, music and dancing, and miniature golf quickly became the place to be, and to be seen. A card game of Spades or Crazy Eights could almost always be found in session, overlooking the wide expanse of Atlantic Ocean.

Meals in the restaurant were an experience in and of themselves, as restaurant staff entertained diners nightly with singing and dancing between courses. For most individuals and staff, the night-time shows were unlike anything they had ever seen before, and many were on their feet throughout each performance. For many, visits to ports of call were the highlight of the trip, as the local culture was absorbed and souvenirs were purchased. And, for others, simply hanging out in the sunshine and enjoying the slow pace of cruising was the activity of choice.

Without a doubt, the memories of this year's cruise experience will long be a source of enjoyment to those who participated. The challenge for the coming year- what's next?





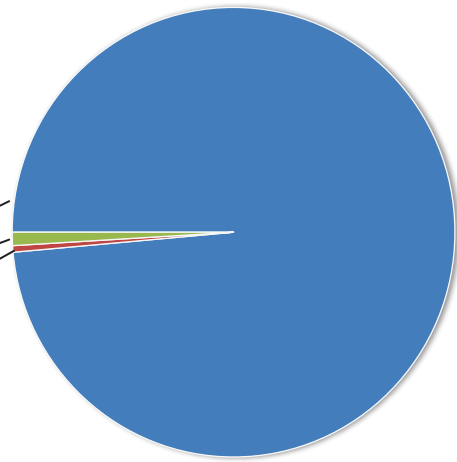
# Financials

## Income for Fiscal Year 2013

Program Income: \$12,489,007

Other Income: \$120,791

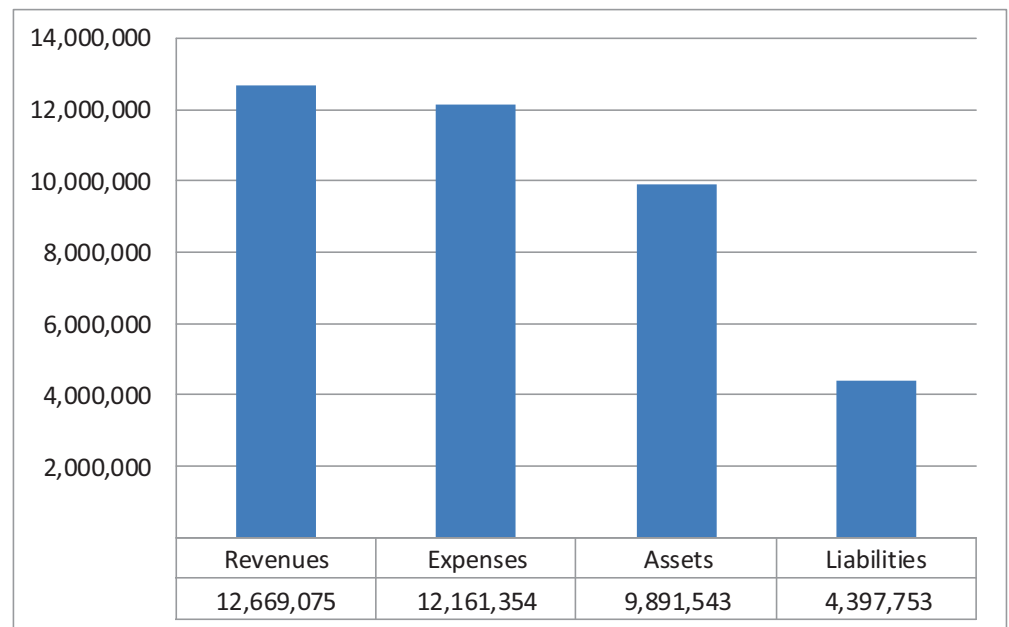
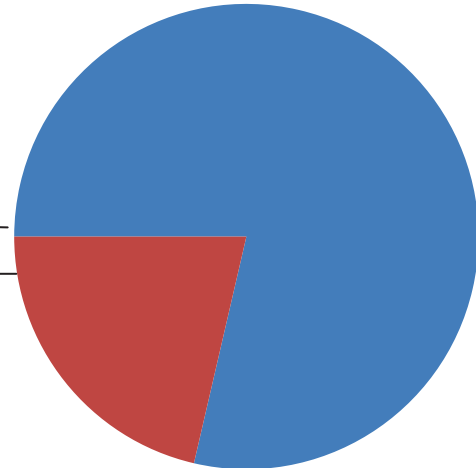
Grant Income: \$59,278



## Expenses for Fiscal Year 2013

Program Services: \$9,562,227

Supporting Services: \$2,599,127





## About Center for Social Change

Since 1993, Center for Social Change has been providing support services to people with developmental disabilities. We invite you to be a partner with our mission and vision to serve millions of children and adults with a wide range of disabilities.

## Mission

Our Mission is to provide services of the highest quality for people with cognitive and developmental disabilities and related disorders including autism that optimize each individual's independence and capabilities, ensure self-determination and rights and, with partnerships in the community, enhances their opportunities to live healthy, safe and valued lives.

## Vision

Our Vision is to provide programs and services to individuals with developmental disabilities and related disorders including autism to live and work in the community and exercise their rights, choice and freedom and to live independent of institutional life through integrated efforts of change agents who are passionate about changing lives of people with disabilities.

## Officers of the Board

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- Jesse Singh, Chief Operating Officer
- Raeshonda Smith, Secretary

## Board of Directors

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- Dr. Mohmund Waqar, Director
- Dr. Badar Shaikh, Director
- Sandeep Singh, Director

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- Arthur Gold, Director of Quality Assurance/Development
- Jai Nibber, Director of Operations
- David Miller, Director of Supported Employment/Day Program
- Caitlin Coale, Director of Adult Medical Day Care Center
- DeArndra Hendricks, Assistant Director of Programs
- Ghazala Chughtai, Assistant Director of Programs - Compliance
- Dr. Suresh K Gupta, M.D., P.A, Medical Director



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