



Office for People With Developmental Disabilities

ANDREW M. CUOMO
Governor

THEODORE KASTNER, MD, MS
Commissioner

VIA USPS CERTIFIED MAIL & EMAIL

November 22, 2019

Nerissa Denaro, Executive Director
Trinity Assistance Corporation
3545 Buffalo Road
Suite 2
Rochester, NY 14624

John Denaro, President, Board of Directors

Dear Mr. & Mrs. Denaro:

The purpose of this letter is to notify you that Trinity Assistance Corporation was placed on Early Alert effective November 15, 2019, due to a number of significant concerns.

In order to ensure that individuals with developmental disabilities in New York State receive appropriate services and protections, the Office for People With Developmental Disabilities (OPWDD) has established an internal Early Alert Committee. The purpose of the Early Alert process is to monitor the performance of a provider that has been unable to sustain compliance with applicable laws and regulations and/or that has significant fiscal issues that may affect the health and safety of individuals receiving services.

OPWDD has placed your agency on Early Alert due to the following concerns:

- Systemic and pervasive compliance concerns in the areas of:
 - Nursing and Healthcare Oversight and Monitoring
 - Medication Administration
 - Staff Training
 - Incident Management
 - Protective Oversight

While on Early Alert, OPWDD will monitor your agency's progress and will determine whether your agency has the ability to remedy the deficient practices and sustain compliance. While your agency is on Early Alert, however, OPWDD will not consider any requests for expansion of services and may suspend any expansion that is in process.

Executive Office

44 Holland Avenue, Albany, New York 12229-0001 | 866-946-9733 | www.opwdd.ny.gov

Please note that the Commissioner of OPWDD may revoke, suspend or limit an operating certificate at any time upon a determination that the agency has failed to comply with the terms of its operating certificate or with the provisions of applicable statutes, rules or regulations as noted in Mental Hygiene Law (MHL) §16.17[a]. In addition, OPWDD reserves the right to pursue further action.

Representatives from OPWDD will meet with your agency to discuss the Early Alert process further and OPWDD's expectations. The meeting will be scheduled at a time that is convenient for you and the Board. If you have any questions, please contact Brian O'Donnell, Statewide Director, Bureau of Program Certification at (518) 474-3625.

Sincerely,



Leslie M. Fuld
Deputy Commissioner
Division of Quality Improvement

cc: Board of Directors
Theodore Kastner, Commissioner
Roger Bearden, Executive Deputy Commissioner
Tammy Devine, Deputy Director, Division of Quality Improvement
Brian O'Donnell, Statewide Director, DQI, Bureau of Program Certification
Barbara Van Vechten, Statewide Director, Incident Management and Continuous Quality Improvement Units
Karisa Capone, Director, Incident Management Unit
Richard Cicero, Director of Audit Services
Abiba Kindo, Deputy Commissioner, Service Delivery-Regional Offices
Jacquelyn Leigh Best, Regional Offices-Statewide Operations Director
Ellen Hardy, Director, Region 1
Willow Baer, General Counsel
Josh Olsen, Deputy Counsel, Counsel's Office
Joanne Howard, Director, Fiscal Reporting and Data Analysis
Martha Dalton, Associate Commissioner, Division of Enterprise Solutions
Earl Jefferson, Director, Central Operations