



**Office for People With  
Developmental Disabilities**

ANDREW M. CUOMO  
Governor

THEODORE KASTNER, MD, MS  
Acting Commissioner

**VIA USPS CERTIFIED REGULAR MAIL & EMAIL**

March 6, 2019

William Sammis, Executive Director  
Crystal Run Village, Inc.  
420 Schutt Road Extension  
Middletown, NY 10941

John Dunne, President, Board of Directors  


Dear Mr. Sammis and Mr. Dunne:

The purpose of this letter is to notify you that Crystal Run Village, Inc., was placed on Early Alert effective March 4, 2019, due to several 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 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
  - plans of nursing service
  - behavioral supports
  - protective oversight
  - staff training with particular regards to meal supervision and consistency which resulted in two 45 day letters being issued within the last two weeks.
  
- Tracking and monitoring of incidents during the period of 2/1/18 thru 2/6/19, identified that:
  - The agency has reported 16 choking events, resulting in the deaths of three individuals.
  - The agency has failed to put adequate and effective preventative measures in place to assure that individuals are consistently supervised during meals and/or around food, as needed, and served meals in the proper consistency to minimize the likelihood of choking.

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Executive Office

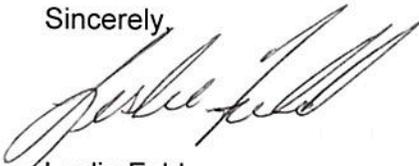
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- Six (6) DQI surveys since 8/2018 have identified issues with meal consistencies or supervision lapses during meals, including the survey at the Route 208 IRA on 1/16/19 which had a second choking death on 2/6/19.
- There have also been serious incidents involving lapses in nursing oversight and monitoring that have not resulted in the agency implementing and assuring adequate systemic corrections and 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.

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 Fuld  
Deputy Commissioner  
Division of Quality Improvement

cc: Board of Directors  
Theodore Kastner, Acting Commissioner  
Roger Bearden, Acting Executive Deputy Commissioner  
Tammy Devine, Deputy Director, Division of Quality Improvement  
Brian O'Donnell, Statewide Director, DQI, Bureau of Program Certification  
Karisa Capone, Director, Incident Management Unit  
Richard Cicero, Director, Audit Services  
Robert Borchers, Deputy Audit Director  
Abiba Kindo, Deputy Commissioner, Service Delivery - Regional Offices  
Jacquelyn Leigh Best, Regional Offices – Statewide Operations Director  
Willow Baer, Acting General Counsel  
Joanne Howard, Director, Fiscal Reporting and Data Analysis  
Martha Dalton, Associate Commissioner, Division of Enterprise Solutions  
Earl Jefferson, Director, Central Operations  
Joan Volpe, Director, Region 3  
Josh Olsen, Senior Attorney, Counsel's Office