



November 14, 2011

UPS GROUND

Ms. Susan Delehanty
Executive Director
Citizen Advocates, Inc. d/b/a North Star Industries
209 Park Street
Malone, New York 12953

Re: Operating Certificate #131110717

Dear Ms. Delehanty:

Operating Certificate #131110717 is issued by the Office of Alcoholism and Substance Abuse Services (OASAS) pursuant to the New York State Mental Hygiene Law. This Operating Certificate renews authorization for Citizen Advocates, Inc. d/b/a North Star Industries to operate a Part 822 chemical dependence outpatient service at 209 Park Street, Malone, and including the certified sites listed on the Operating Certificate Addendum, effective December 1, 2011.

The two year term of the Operating Certificate is based on the scores identified on the attached *Operating Certificate Renewal Compliance Summary Sheet*.

Citizen Advocates, Inc. d/b/a North Star Industries is responsible for complying with applicable building occupancy limitations and securing any necessary approvals from other governmental entities.

This Operating Certificate is to be prominently displayed at the service site.

The Mental Hygiene Law requires services to be operated in accordance with the terms of the Operating Certificate. Therefore, please carefully examine this certificate and notify the Bureau of Certification immediately if it contains any inaccuracies.

Sincerely,

Janet L. Paloski
Acting Director
Bureau of Certification and Systems Management

Enclosures

Ms. Susan Delehanty
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cc w/encs.: Charles W. Monson
Kathy Murphy
Tim Donovan
Holly Livingston
Gail Keeler
Rate Based Provider Unit (DOH)
Suzanne Goolden (Director, Franklin County Community Services)
Charles Mason (President of Board, Citizen Advocates, Inc. d/b/a North Star
Industries)
Beth Lawyer (Associate Director, Citizen Advocates, Inc. d/b/a North Star
Industries)

**NEW YORK STATE OFFICE OF ALCOHOLISM AND SUBSTANCE ABUSE SERVICES
DIVISION OF QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT -- BUREAU OF CERTIFICATION**

OPERATING CERTIFICATE RENEWAL - COMPLIANCE SUMMARY SHEET

| | |
|-------------------------------------|---|
| Provider Legal Name: | Citizen Advocates, Inc. d/b/a North Star Industries |
| Active Parent Corporation: | |
| Certified Program/Service Reviewed: | Outpatient Services |

| | |
|--------------------|-----------------|
| Building: | |
| Room/ Floor | |
| Street Address: | 209 Park Street |
| City and Zip Code: | Malone, 12953 |

| | |
|-----------------------------------|-------------------------|
| Provider Number: | 40410 |
| Operating Certificate Number: | 1311 10717 |
| Recertification Review Number: | AL11058 |
| Recertification Review Conducted: | 6/13/2011 to: 6/14/2011 |

PRU Number(s) 5048 Capacity:

RECERTIFICATION REVIEW COMPLIANCE RATING TABLE

| <u>Compliance Scores</u> | <u>Compliance Ratings</u> | <u>Term of Renewed Operating Certificate</u> |
|--------------------------|---------------------------|--|
| --- | Quality Services Review | 9 months |
| --- | Red Flag Deficiency(ies) | 6 months |
| 0 - 1.75 | Noncompliance | 6 months |
| 1.76 - 2.50 | Minimal Compliance | 1 year |
| 2.51 - 3.25 | Partial Compliance | 2 years |
| 3.26 - 4.00 | Substantial Compliance | 3 years |

RECERTIFICATION REVIEW RESULTS

COMPLIANCE STATUS

| | <u>Quality Indicator</u> | <u>Overall</u> | <u>Yes/No</u> | <u>Renewal Term</u> |
|---|--------------------------|----------------|---------------|---------------------|
| ▶ Case Records | 2.54 | 2.89 | | 2 years |
| ▶ Service Management | 4.00 | 4.00 | | 3 years |
| ▶ Red Flag Deficiency(ies) | | | | |
| (For specific Red Flag Deficiency(ies), please refer to Program Review Report issued at conclusion of Recertification Review) | | | | |
| ▶ Quality Services Review | | | | n/a |

FACILITY INSPECTION RESULTS

| <u>Site#</u> | <u>Address</u> | <u>Site Type</u> | <u>Ins #</u> | <u>Date</u> | <u>Deficiency</u> | <u>Renewal Term</u> |
|--------------|--|------------------|--------------|-------------|-------------------|---------------------|
| 3738 | Sullivan Cottage, Long Lake Wesleyan Church, Route 30, Long Lake 12847 | AL | 16747 | 6/3/2010 | None | 3 years |
| 5955 | Lane Emporium, NYS Route 30 at Elm Lake Road, Speculator 12164 | AL | 16959 | 3/31/2011 | None | 3 years |
| 6377 | 209 Park Street, Malone 12953 | ML | 16744 | 7/23/2010 | None | 3 years |
| 7119 | 2nd Floor, 114 Wawbeek Ave, Tupper Lake 12986 | AL | 15531 | 2/4/2010 | None | 3 years |
| 6861 | 1st Floor, 70 Edgewood Road, Saranac Lake 12983 | AL | 16727 | 1/27/2011 | CAP Completed | 3 years |

Site Type Codes

| |
|--------------------------|
| ML - Main Location |
| AL - Additional Location |
| Apt - Apartment |

Deficiency Code Examples

| |
|--|
| Red Flag - imminent structural failure; fire service sprinkler system disabled; or a required exit that is permanently blocked |
| Significant - pathways to exits blocked; fire alarm systems in trouble mode; or broken stair treads |
| Notable - any other OASAS or building code violation |

NEW YORK STATE OFFICE OF ALCOHOLISM AND SUBSTANCE ABUSE SERVICES
DIVISION OF QUALITY ASSURANCE AND PERFORMANCE IMPROVEMENT -- BUREAU OF CERTIFICATION

OPERATING CERTIFICATE RENEWAL - COMPLIANCE SUMMARY SHEET

FISCAL VIABILITY REVIEWS

- | | |
|---|----------|
| <input type="checkbox"/> Fiscal viability package not submitted. | 6 months |
| <input type="checkbox"/> Data received insufficient to determine fiscal viability. | 6 months |
| <input type="checkbox"/> Current financial position NOT viable; however, an acceptable financial recovery plan submitted. | 2 years |
| <input type="checkbox"/> Current financial position viable; however, overall financial position NOT viable. | 2 years |
| <input checked="" type="checkbox"/> Current and overall financial positions viable. | 3 years |
| <input type="checkbox"/> Fiscal viability determination not applicable, given the service provider is a governmental entity or New York State Department of Health certified hospital (Article 28). | n/a |

CERTIFICATE TERM

The term for the enclosed Operating Certificate is two years

State of New York

Office of Alcoholism and Substance Abuse Services

Pursuant to the provisions of Article 22 of the Mental Hygiene Law

Citizen Advocates, Inc.

d/b/a North Star Industries

is hereby granted this

CHEMICAL DEPENDENCE OPERATING CERTIFICATE

authorizing the operation of Chemical Dependence Services, in compliance with the requirements of
14 NYCRR Parts 800 and 814 and the laws and regulations of the State of New York

Site

209 Park Street
Malone, New York 12953

Program Name(s)

● Part 822 Outpatient Services

Service(s)

Additional Location(s) Addendum Attached



Charles W. Monson

CHARLES W. MONSON
ASSOCIATE COMMISSIONER

131110717

CERTIFICATE NUMBER

EFFECTIVE DATE: December 01, 2011

Renewed

EXPIRATION DATE: November 30, 2013

State of New York
Office of Alcoholism and Substance Abuse Services

CHEMICAL DEPENDENCE

ADDENDUM TO OPERATING CERTIFICATE NUMBER 131110717

**Citizen Advocates, Inc.
d/b/a North Star Industries**

CERTIFIED ADDITIONAL LOCATION(S)

As of December 01, 2011

| <u>Site</u> | <u>Service(s)</u> | <u>Site</u> | <u>Service(s)</u> |
|--|-------------------------------|--|-------------------------------|
| Sullivan Cottage Long Lake Wesleyan Church Route 30 Long Lake, New York 12847 | ● Part 822 Outpatient Service | Lane Emporium NYS Route 30 at Elm Lake Road Speculator, New York 12164 | ● Part 822 Outpatient Service |
| 1st Floor 70 Edgewood Road Saranac Lake, New York 12983 | ● Part 822 Outpatient Service | 2nd Floor 114 Wawbeek Ave Tupper Lake, New York 12986 | ● Part 822 Outpatient Service |