



Office of Alcoholism and  
Substance Abuse Services

ANDREW M. CUOMO  
Governor

ARLENE GONZÁLEZ-SÁNCHEZ, M.S.,  
L.M.S.W.  
Commissioner

May 11, 2016

UPS GROUND

Ms. Donna Colonna  
President and Chief Executive Officer  
Services for the Underserved, Inc. as Sponsor,  
Palladia, Inc. as Operator  
10<sup>th</sup> Floor  
305 Seventh Avenue  
New York, New York 10001

Re: Provider #39050  
Operating Certificate #190511888  
PRU #52858

Dear Ms. Colonna:

Operating Certificate #190511888 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 Services for the Underserved, Inc. as Sponsor, Palladia, Inc. as Operator to operate a Part 819 chemical dependence community residential service at 170-172 East 107<sup>th</sup> Street, New York, effective June 1, 2016.

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

Services for the Underserved, Inc. as Sponsor, Palladia, Inc. as Operator 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  
Director

Bureau of Certification and Systems Management

Enclosures

Ms. Donna Colonna  
Page 2 of 2  
May 11, 2016

cc w/encs.: Charles W. Monson  
Steven Rabinowitz  
Gideon Rabino  
Gail Keeler  
Hillary Kunins, MD, MPH, MS (NYC Dept. of Health and Mental Hygiene)  
Gail Goldstein (NYC Dept. of Health and Mental Hygiene)  
Norma Carmona-Rodriguez (NYC Dept. of Health and Mental Hygiene)  
Gareth Old (Chair, Board of Directors, Services for the Underserved, Inc. as  
Sponsor, Palladia, Inc. as Operator)  
Gloria Wallace (Program Director, Services for the Underserved, Inc. as Sponsor,  
Palladia, Inc. as Operator)

**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:	Services for the Underserved, Inc. as Sponsor Palladia, Inc. as Operator
Active Parent Corporation:	
Certified Program/Service Reviewed:	Community Residential

Building:	
Room/ Floor	
Street Address:	170-172 East 107th Street
City and Zip Code:	New York, 10029

Provider Number:	39050
Operating Certificate Number:	1905 11888
Recertification Review Number:	NY15239
Recertification Review Conducted:	3/8/2016 to: 3/11/2016

PRU Number(s): 52858 Capacity: 80

**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	3.27	3.61		3 years
▶ Service Management	4.00	3.92		3 years
▶ Facility	n/a	3.27		
▶ 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

**FISCAL VIABILITY REVIEWS**

**Term**

- Fiscal viability package not submitted.
- Fiscal viability determination not applicable, given the service provider is a governmental entity or New York State Department of Health certified hospital (Article 28).

**Fiscal Viability Levels**

<u>Current Ratio</u>	<u>Total Ratio</u>
<u>Current Assets to Current Liabilities</u>	<u>Total Assets to Total Liabilities</u>
.90 to 1.0 = 3 year Certificate	1.0 to 1.0 = 3 year Certificate
.60 to .89 = 2 year Certificate	.60 to .99 = 2 year Certificate
.40 to .59 = 1 year Conditional Certificate	.40 to .59 = 1 year Conditional Certificate
< .40 = 6 month Conditional Certificate	< .40 = 6 month Conditional Certificate

Current Ratio 1.21 Overall Ratio 1.42 3 year

**CERTIFICATE TERM**

The term for the enclosed Operating Certificate is three years

State of New York

# Office of Alcoholism and Substance Abuse Services

Pursuant to the provisions of Article 32 of the Mental Hygiene Law

## Services for the Underserved, Inc. as Sponsor Palladia, Inc. as Operator

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

170-172 East 107th Street  
New York, New York 10029-3905

Program Name(s)

Esperanza Transitional Shelter

Service(s)

- Part 819 Community Residential - 80 beds



*Charles W. Monson*

CHARLES W. MONSON  
ASSOCIATE COMMISSIONER

190511888

CERTIFICATE NUMBER  
Renewed

EFFECTIVE DATE: June 01, 2016  
EXPIRATION DATE: May 31, 2019