

TRANSITIONAL SERVICES OF NEW YORK FOR LONG ISLAND, INC.



Touching Lives...

...and Empowering Dreams

2015 Annual Report

Executive Update

As we enter our 38th year of operation, TSLI continues to serve an increasingly challenging population.

Last year, TSLI/HHB's 25th Annual Human Services Celebration honored Theresa Regnante, President and CEO of United Way of Long Island and John Durso, United Way of Long Island Board of Directors Chairman and the International Vice President of the United Food and Commercial Workers.

Over the last 25 years, many of our supporters have in one form or another assisted our programs, either in their public or personal capacity. Theresa and John perfectly embody that description.

There is little question that the support and advocacy they represent is more critical today than ever before. Clearly, the challenges faced by our programs today are far different from those we confronted less than five years ago. The number of clients with co-occurring disorders, substance abuse and mental illness coming into our mental health program is no longer the exception. The number of residents coming to our programs from correctional facilities is no longer the exception. Homeless families from the streets are no longer the exception. Add to the profile of this more challenging population, programs such as ours have experienced the reduction or the total absence of diverse client services. This creates a new, sometimes overwhelming, persistent challenge to the staff working in our programs. The government agencies we depend upon for support are clearly faced with their own fiscal challenges which require our programs to do more with less.

Regarding other aspects of our ongoing programs this year our 2011 New York State Office of Mental Health (NYSOMH) Capital Construction Grant (CCG) work has been completed with recent renovations at many of our TSLI Pathways program's homes.

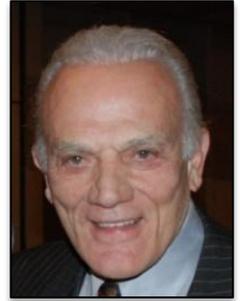
Our 2014 CCG grant request in the amount of \$820,388 was approved by the NYSOMH in 2015 and renovations to the TSLI Pathways and Summit homes are in progress. This is the first time Summit, our Supported Housing Program, was included in a CCG grant.

Our Special Employment Program (SEP) which provides job training and paid employment in a supported work setting employed more clients in 2015 than in prior years. Due to program cutbacks for mentally ill individuals and the demand for placement in SEP, TSLI continues to seek additional funding sources for this program. Additional private sector funding was secured from the Knapp-Swezey Foundation, which allowed us to continue to operate and expand the SEP program.

Also in 2015 TSLI was one of several successful responders to the Suffolk County Department of Social Services (SCDSS) Court Diversion Program (CDP). We will be contacted by SCDSS if a decision is made to expand the program in the future.

Clearly without the support of the TSLI Board of Directors and the many individuals and private sector businesses and foundations that provide financial support to ensure the success of TSLI's programs, all of what we achieve would not be possible. Our staff members prove their commitment to TSLI every day by providing a supportive, caring environment to the families and individuals who live in our homes and apartments and provide them with the opportunity to become self-sufficient. As we enter 2016, with your support, TSLI will continue to ensure our residents lead full and enriched lives.

Bruno J. LaSpina
Chief Executive Officer



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Agency Mission

Transitional Services of New York for Long Island, Inc. (TSLI) is a 501(c)(3) human service agency, which provides housing and support services to mentally ill adults. TSLI also provides permanent housing and support services to mentally ill homeless individuals and families. Our goal is to enable participants to live in the community at the highest level of independence possible. TSLI provides job training and personal skill development to mentally ill persons pursuing reintegration into the competitive workforce. Our objective is to develop participant's work skills and increase marketability, which will result in an increased level of self-sufficiency.

Transitional Services of New York for Long Island, Inc. extends a heartfelt thanks to the following agencies and organizations for their loyal and generous support of our mission

Bethpage Federal Credit Union

US Department of Housing & Urban Development (HUD)

Knapp-Swezey Foundation

Long Island Cares

Long Island Coalition for the Homeless

New York State Office of Mental Health

New York State Office of Temporary and Disability Assistance

~ NYSSHP – New York State Supported Housing Program

Russo, Karl, Widmaier & Cordano, PLLC

Town of Islip Community Development Agency

United Way of Long Island





Office of Mental Health (OMH) Capital Construction Grant Renovations

BEFORE & AFTER...



Kitchen & Bathroom at the Summit Program's Fairview Residence



Kitchen & Bathroom at the Summit Program's Oakland Residence



BEFORE & AFTER...



Kitchen at the Supervised Program at Smithtown A



Kitchen & Bathroom at the Supervised Program at Smithtown B



CCG Renovations Underway

In 2015, TSLI was awarded \$820,388 from the New York State Office of Mental Health (OMH) to complete substantial capital improvements to Pathways and Summit Program properties. Some of the rehabilitation projects included roofing, fencing, windows as well as the projects featured in this report. See photographs above and on the opposite page illustrating the remarkable transformation.

These enhancements will serve to update both the interior and exterior space of our programs so that TSLI can continue to provide residents with a safe, home-like environment in which to grow and thrive.

TSLI Pathways Program

Since 1977, TSLI has operated the Pathways Program which has provided safe, stable housing and support services to its approximately 125 residents in Suffolk County (Long Island), New York. The Supervised Living Programs, located in Smithtown, Holtsville, Central Islip and on the grounds of Pilgrim Psychiatric Center in Brentwood, provide 24 hour supervision and support to residents. The Apartment Program sites, located in Brentwood, Holtsville, Port Jefferson and Ronkonkoma are staffed 7 days a week and are available via telephone after business hours. All applicants must be referred to the program via Single Point of Access.

Applicants undergo a comprehensive screening and intake prior to admission. Admission and placement is largely determined by a resident's abilities as well as their willingness to participate in programming.

Pathways' residents are assisted in a variety of skill areas in addition to housing, support and supervision. Upon entry, residents work with staff to create a service plan which focuses on their Discharge Goal of more independent living. Goals and objectives are then established to help the residents develop the skills needed to reach their discharge criteria. They work individually, as well as in groups, to gain and maintain the skills necessary to become active community participants.

Residents receive assistance in the following areas:

- Assertiveness Training
- Community Integration/Resource Development
- Daily Living Skills Training
- Health Services
- Medication Management and Training
- Rehabilitation Counseling and Skill Development Services
- Socialization
- Substance Abuse Prevention Services
- Symptom Management



Residents also receive instruction in Fire Safety and Exit Drills In The Home (EDITH), Personal Safety Education, Smoking Cessation, Dieting, Exercise, Healthy Eating, Meal Planning and Food Shopping, Money Management, Entitlement Education, Vocational Training and Education and Community Integration. The Pathways' Program Service Plan Outcomes are captured in the table on the following page.

A Turn for the Better: Meet Janice

Some might say she had an ideal life; with a Bachelor's in Psychology from C.W. Post and a full-time position as a Teacher's Assistant (TA) in the Plainedge School District's Special Education Program - Janice was off to a fantastic start. When Janice's grandmother died, however, Janice noticed a decline in her mental health. After being terminated from her TA job, a tale too upsetting for her to recount due to the connection she felt towards the children she mentored, Janice began to ricochet from in-patient stay to residential program.

Janice, who was subsequently diagnosed with Schizoaffective Disorder (Bi-polar Type) and Borderline Personality Disorder, entered TSLI's Supervised Living Program at Building 70 in the Spring of 2014. After becoming acclimated, she wasted no time working to develop her skills. Once depressed and prone to emotional episodes, Janice transformed into a more self-assured, spirited woman who now utilizes her "WRAP Toolbox" (Wellness Recovery Action Plan) provided by her clinicians when feeling stressed or upset. Someone who once had difficulty managing her medication regimen, now holds and manages a 30 day supply. Someone who was unsure if employment would ever be possible again, now holds a position in TSLI's Maintenance Opportunity Program (MOP) - a position she relays, "...gives [her] a sense of accomplishment."

While she is appreciative of the clinical guidance she has received at her day program, Western Suffolk Center, Janice credits much of her success to the dedicated and caring staff at TSLI's Building 70. From transporting her and assisting her at sensitive medical appointments, to teaching her how to budget her money, Janice is extremely grateful for the time and patience staff have showed her.



"Mental illness is something many suffer from each day. Although we face obstacles, it is not hard to work through these challenges we face. Each and every individual has the ability to come and sing a new song each day."

Janice wholeheartedly agrees that her future looks bright. She intends to continue to hone her skills so that she can graduate to TSLI's Apartment Program and looks forward to increasing her days at MOP. She also hopes to become involved in NAMI (National Association for Mental Illness) so that she can share her story with others. Janice will also continue to do what she loves: coloring, jewelry making and writing. Janice summed up her experience in an inspiring piece she wrote about her life struggles, "Mental illness is something many suffer from each day. Although we face obstacles, it is not hard to work through these challenges we face. Each and every individual has the ability to come and sing a new song each day." Janice so poignantly reminds us that with determination and a strong support system, triumph over one's disability is possible.

Pathways Service Plan OUTCOMES

| 10/1/14 - 9/30/15 | | Number of residents who have open SP objectives | Number of residents who made progress | Number of residents who attained objectives | Number of residents who attained goals | Percent of residents who made progress | |
|-------------------|--|---|---|---|--|--|---|
| 146 | Total Residents Served* (may be more than number of residents in program due to transfers) | | | | | | |
| 1 | Advocate for themselves and respond to medical, safety and personal issues. | 83 | 81 | 62 | 33 | 98% | |
| 2 | Control and reduce anti-social behaviors. | 13 | 13 | 11 | 2 | 100% | |
| 3 | Identify their needs for community support; access community resources and maintain linkages. | 56 | 50 | 39 | 13 | 89% | |
| 4 | Plan, shop for and cook nutritious meals; eat a balanced diet. | 12 | 12 | 10 | 4 | 100% | |
| 5 | Manage their finances. | 73 | 62 | 45 | 13 | 85% | |
| 6 | Maintain their personal hygiene, appearance and living quarters in a clean and safe manner. | 82 | 71 | 49 | 18 | 87% | |
| 7 | Identify their health needs and maintain their health. | 102 | 92 | 74 | 20 | 90% | |
| 8 | Manage their medication regimen. | 136 | 128 | 115 | 29 | 94% | |
| 9 | Develop a vocational plan and pursue activities which will assist them to achieve employment. | 46 | 36 | 29 | 14 | 78% | |
| 10 | Communicate and interact with others; develop a social network. | 31 | 27 | 20 | 6 | 87% | |
| 11 | Acknowledge substance abuse problems; attain and maintain sobriety. | 30 | 24 | 14 | 5 | 80% | |
| 12 | Identify behavioral manifestations of their psychiatric symptoms and control such behaviors. | 85 | 76 | 62 | 20 | 89% | |
| 13 | Clarify future direction, identifying/specifying behaviors that impede goal setting, improving success outside program structure | 75 | 65 | 50 | 21 | 87% | Number of residents who graduated to a more independent setting |
| | | | | | | | 6 |
| 14 | Identify objectives and goals in their service plan. | # residents able to state their overall rehabilitation goal | % residents able to state their overall rehabilitation goal | # residents able to state at least 50% of their SP objectives | % of residents able to state at least 50% of their SP objectives | | |
| | | 137 | 94% | 132 | 90% | | |

Pathways Admissions/Discharges



Housing continues to be a major priority and need for mentally ill adults. Interested applicants submit an application to the Single Point of Access (SPA).

MICA

Applicants may have a diagnosis of substance abuse secondary to their primary diagnosis of mental illness. These persons are characterized as Mentally Ill Chemical Abusers (MICA). Often, applicants are screened for placement in one of TSLI's two eight-bed MICA units in the Building 70 site. Residents in these units receive intensive supports to focus on managing the symptoms of their mental illness while simultaneously maintaining their sobriety. Due to the large number of MICA referrals, many are also served in other TSLI sites. All Pathways' Programs are able to provide a level of support for MICA residents.

In addition to implementing the Substance Abuse Prevention Policies and Procedures, TSLI ensures access to support services in the community for all MICA residents. Substance abuse prevention goals may also be added to the residents' Individual Service Plans (ISP) to assist them to maintain their sobriety. These services may include transportation to substance abuse prevention meetings and to MICA clinical services.

AOT

Applicants may also be court-ordered through Assisted Outpatient Treatment (AOT) to secure housing with services. Without housing and services, these individuals would be at risk for living safely, as they have been considered a risk to themselves or to the community.



2015 Statistics

Admissions: 14

Discharges: 14

Supervised Program Occupancy: 94%

Apartment Program Occupancy: 99.5%

Total Referrals: 51

MICA Referrals: 32

AOT Referrals: 2

Of Pathways' 51 referrals:

39% were accepted

24% declined admission

37% withdrew their application

RESIDENT DAY ACTIVITY STATISTICS AT A GLANCE

Of the 132 residents served....

.....123 participated in a Clinical Treatment Program.

.....7 participated in a Vocational Program.

.....3 were enrolled in an Educational Program.

.....31 maintained Competitive Employment.

Note: Residents may be involved in one or more day activities.

SAVE THE DATE!

TSLI/HHB Human Services
Awards Dinner
Thursday, November 17, 2016
6pm
UPSKY Hotel, Hauppauge, NY



RESIDENT MOVEMENT: PATHWAYS PROGRAMS

The mission of the Pathways Program is to assist residents to develop their daily living skills so that they may live in the least restrictive environment possible.

In order to prepare them for movement, each resident establishes a realistic discharge goal to achieve during their stay. A skills assessment is completed and an individual service plan is developed outlining the smaller steps needed to reach their discharge goal. Throughout their residency, staff work in consultation with their clinicians to improve their daily living skills and effectively manage their medical and mental health.

Many residents enter TSLI's Supervised Living Program with the plan of developing the necessary skills to graduate to TSLI's Apartment Program. While residing in the Supervised Living Program, staff focus on assisting residents to hone skills related to their health and safety as improvement in these areas are paramount to their success in a less supervised setting.

Other residents look to TSLI's Supervised Living and Apartment Programs as a stepping stone to independent community living such as Section 8, Supported Housing and/or a private rental apartment.

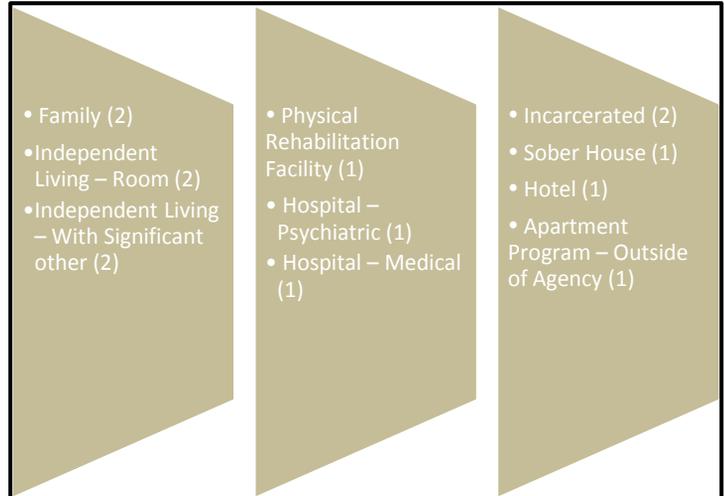
Regardless of their discharge goal, staff work with residents and their clinicians to assist them to secure housing which best suits their needs.



Supervised Living Program at Building 70

DISCHARGE PLACEMENTS

During the period of 10/1/14 to 9/30/15, fourteen Pathways residents discharged from the Agency. Refer to graphic below for discharge destinations.



Once a resident has a viable residence to move into and a potential discharge date, program staff and the Discharge Department will assist the resident to formulate a Discharge Plan. The Discharge Plan focuses on housing, clinical linkages, support services and finances. TSLI also provides follow-up services for discharged residents for a period of six months.



Apartment Program at Ronkonkoma



Supervised Living Program at Holtville

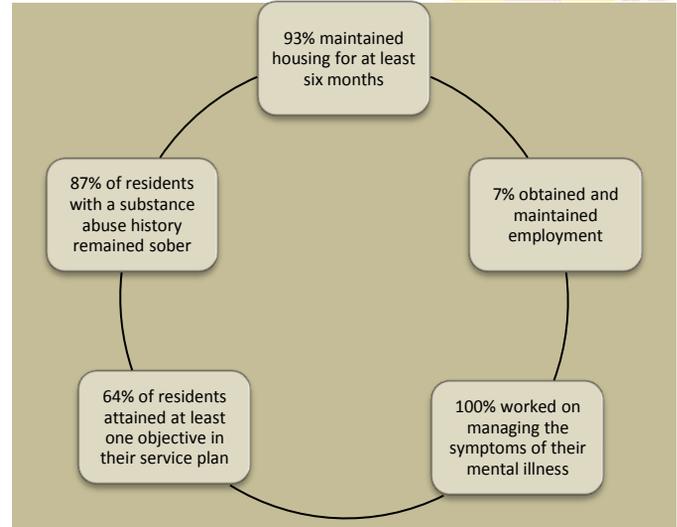
TSLI SUMMIT: A SUPPORTED HOUSING PROGRAM

Established in 1993, the TSLI Summit Program provides permanent Supported Housing with support services. Summit assists individuals and families faced with homelessness.

Summit serves both Severe and Persistent Mental Illness (SPMI) and MICA individuals and families in community-based homes. In 2015, the Summit Program provided housing and services to twelve individuals and two families. Residents apply for housing in the Summit Program via SPA.

Case management and support services are provided along with permanent housing. Dependent on clinical input and the resident's desire for support services, staff conduct site visits with the residents at least once per week for support services to help them succeed in functioning independently in the community. The Summit Program focuses on goals to assist the residents which include: registering school-age children in school and developing skills in the areas of parenting, household management, symptom management, money management, health maintenance, self-advocacy, community integration (including maintaining necessary health and psychiatric linkages) and developing educational and vocational skills.

SUMMIT PROGRAM OUTCOMES



Conquering Obstacles: Anthony's Story

Anthony entered TSLI's Summit Program in November of 2014. After an extensive history of mental health issues, violent behavior and bouts of homelessness, Anthony was in need of some stability in his life. As a boy suffering from Bi-Polar Disorder, Anthony endured a difficult childhood. He was institutionalized between the ages of 5 to 16 due to violent behavior and achieved no more than a first grade education. Anthony's inability to read proved challenging when he entered the workforce. He made do, however, holding positions in lighting, shipping, cooking and custodial arts.

Anthony acknowledges that the support he has received from the Summit Program has proven invaluable as it has kept him from having to live on the street or in emergency shelters. Since his entry, he has made strides in his journey towards independent living. In the past, Anthony would not consistently ingest his prescribed medication as he was unable to afford it. Today, he holds and reliably ingests a 5 day supply. In addition, he has ventured into the community, utilizing public transportation, to complete his marketing. He will begin working with Literacy Suffolk - an organization dedicated to assisting individuals to learn how to read. Going forward, Anthony would like to improve his diet, secure employment and move into an apartment with his wife.

Today, Anthony has finally found the safe, stable living environment he had been craving. TSLI commends Anthony for his perseverance as he works to overcome his personal obstacles so that he can live the most independent life possible.



Division Manager, Deborah Sanderson
& Summit Residents enjoy the
Holiday Magic festivities



SPECIAL EMPLOYMENT PROGRAM (SEP)

SEP PARTICIPANTS
2015
Total: 35
TSLI Residents: 29
Community-Based Residents: 6

In addition to seeking vocational opportunities within the community, TSLI residents, as well as appropriate applicants from the community may pursue employment in TSLI's Special Employment Program (SEP). SEP began in 1986 and for the past 30 years has provided mentally ill adults the opportunity to develop their work skills and relationships.

In 2015, SEP increased its workforce by 53% to 35 workers; up from 23 workers in 2014. In addition to hiring TSLI residents, SEP also outreaches to other mental health programs, residential programs and case management organizations. Currently six of the workers are from outside referral sources. Additionally, the Assistant SEP Specialist is a consumer.

SEP's long-term goal is to integrate workers into the competitive job market. For many of the workers, this has been their first introduction to work for which they earn a minimum wage. Transitioning to more independent work settings is often impaired by the chronicity of the worker's illnesses, as well as limited public transportation. SEP provides assistance with resume writing, job application completion and interviewing skills when needed.

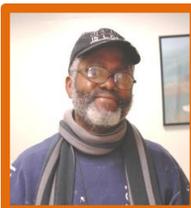


As always, staff provides each participant with ongoing support and assistance required for each member to sustain employment.

In 2015, SEP received grants of \$75,000 and \$5,000 from the **Knapp/Swezey Foundation** and **Bethpage Federal Credit Union (BFCU)**, respectively. It is due to the generous support of these benefactors which allows the Agency to continue to successfully operate SEP and provide our employees with the skills and personal attention required for them to effectively function in the workplace. These monies will continue to fund client wages and mandated benefits, as well as overall program operations. The loyal support of these funders is invaluable to the sustainment of this vital program.

"In a climate of decreasing programmatic and vocational options for those diagnosed with serious mental illness, it is gratifying to know that we continue to provide Supported Employment opportunities despite challenges with securing funding. We serve workers with varying abilities, some will move onto competitive employment, while others will continue to be maintained in a supported environment. All achievements, no matter how large or small, are acknowledged by SEP staff and appreciated by the workers."

SEP Division Manager
Deborah Sanderson



SEP SPOTLIGHT ON... DANIEL

Described by SEP Vocational Specialist, Nancy Pierre-Louis, as one who, "takes initiative and is excellent at working with his peers," Daniel, as they say, has arrived. The youngest of eight children, Daniel turned to alcohol and later to drugs to mask the symptoms of his mental illness. This, however, does not resemble the man he is today. A six year resident of TSLI's Summit Supported Housing Program, Daniel now boasts 15 years of sobriety and holds the title of the newly appointed Crew Chief of SEP's Painting Crew.

Daniel takes pride in the technical skills he has learned while employed with SEP – skills that he feels are easily transferable in the competitive job market. Daniel has gained familiarity using the burnishing, waxing and carpet cleaning machines as well as learned how to "cut" and "roll" when painting. Of these tasks, Daniel reported favoring painting as it, "...helps you to focus your mind to more positive things."

When he is not working, Daniel tends to his spiritual health by attending church and a faith-based Men's Accountability Group once a week. Likewise, he maintains his physical health by attending kickboxing classes twice a week. Daniel enjoys drawing cartoon characters and playing the keyboard. He is interested in continuing these hobbies with the hopes of having his music produced someday.

Daniel is grateful to TSLI for the opportunity to turn his life around. In his experience, both the housing and vocational programs have taught him valuable life skills, chief among them, responsibility. He appreciates his supervisors for allowing him flexibility and independence within his position and thanks them for entrusting him in his new role. The Agency wishes him continued success!

Agency Events

Over the course of 2014/15, TSLI celebrated 10-year anniversaries, held the 3rd Annual Agency Picnic, hosted a Management Dinner and participated in a variety of locally held events in support of TSLI's collaborators. The Agency endeavors to convey a spirit of gratitude both within the organization and within the community as we all work toward the common goal of assisting others to improve their daily living skills so they may reside in the most independent setting possible.

Agency wide events geared to integrate the resident into the community and provide opportunities for the residents to socialize were held. The Fall Picnic and Talent Show, Spring Fling, trip to Fire Island and Holiday Magic (Summit) are among the perennial favorites of the residents.



Program Supervisor, Susan Driscoll and HHB Shelter Worker, Laveda Cameron celebrate 10 years of employment.



Chanel residents Greg & David at the Spring Fling



ADL Supervisor, Sue Todd and Building 70 resident, Janice hit the dance floor at the Spring Fling

3rd Annual Agency Picnic



In June 2015, the Agency held the Third Annual Agency Picnic at Veterans Memorial Park in St. James, NY. The catered event was well attended by both TSLI and HHB staff and their family members/guests. The picnic featured a DJ, spin art and games.

The venue, complete with Sprinkler Park, athletic courts and a fenced playground provides an ideal setting for staff to socialize with co-workers and guests.



Pathways Incident Management



The TSLI Incident Management Plan evaluates trends and patterns in Incident Management and identifies appropriate preventive and corrective action plans to ensure the health and safety of the residents and the quality of care they receive. The Incident Review Committee (IRC) identifies patterns and trends to determine the timeliness, thoroughness and appropriateness of the Agency’s response to the incidents which have occurred. The IRC also discusses all Significant Incidents; Deaths and Allegations of Abuse/Neglect, as determined by the New York State Justice Center and reviews all investigations of these events. As warranted, the IRC will make additional recommendations for preventive and/or corrective action plans. During the past year (12/1/14 to 11/30/15) there were 35 reported incidents as compared to 27 incidents the previous year. The breakdown of incidents is as follows:

| Reportable Incidents 2015 | |
|-------------------------------------|----------------|
| Category | # of Incidents |
| •Assault | 4 |
| •Falls With Injury | 11 |
| •Falls Without Injury | 1 |
| •Accidental Injury | 1 |
| •Allegation of Abuse/Neglect | 1 |
| •Missing Client | 14 |
| •Medication Event | 2 |
| •Fire Setting | 0 |
| •Crimes | 0 |
| •Death | 1 |
| •Inappropriate Sexual Behavior | 0 |
| •Suicide Attempt | 0 |
| •Missing Subject of AOT Court Order | 0 |
| •Fight | 0 |
| Total Incidents: | 35 |

As per the Protection of People with Special Needs Act (PPSNA), effective 2013, agencies must follow a Code of Conduct which serves as a code of basic ethical standards and obligations to assist recipients to lead safe, vital and productive lives. The Code of Conduct informs staff of their role as mandated reporters. The Code of Conduct is signed by all employees upon hire and annually thereafter. All employees sign annually in June.

“TSLI has always placed great emphasis on Incident Management to ensure the safety and welfare of the residents we serve. Due to effective training and staff dedication we meet these goals. Our thorough reporting and solid corrective action plans are continually recognized by the New York State Office of Mental Health (NYS OMH).”

Christine Stuhmuller
Program Director



There were no reported incidents for the following categories in 2015:

| | |
|--|-----------------------------|
| Suicide Attempt | Fire Setting |
| Adverse Drug Reaction | Injury of Unknown Origin |
| Self-Abuse with Injury | Choking |
| Sexual Assault | Contraband |
| Sexual Contact: Non-Consensual (adult) | Crime |
| Sexual Contact: Consensual (adult) | Verbal Aggression by Client |
| Mistreatment | Other |
| Inappropriate Sexual Behavior | Fights |
| Missing Subject of AOT Court Order | |

Incident Management Stats Continued

Missing Clients accounted for 40% of the reportable incidents this year, which is 21% greater than the previous year. In most cases the person missing was a MICA resident and drug use was a factor in the event. In other cases persons who were missing have a legal history. The IRC noted this year an increase in referrals to TSLI from Correctional Facilities, largely due to the increase of persons with mental illness being served in the Criminal Justice System. The Mental Health Courts are working with SPA to make referrals to Community Residence programs to aid in the treatment of mental health with supports such as Mental Health Court, Parole, Probation and AOT.

Falls with Injury accounted for 31% of the reportable incidents this year, which is 17% greater than the previous year. All however, were found to be accidental in nature. Each incident was investigated and it was determined that staff could not have prevented these falls.

The four assaults account for 11% of the reported incidents, which is 4% greater than last year. There were no resulting injuries.

There was one Accidental Injury, which accounted for 3% of the reportable incidents. This is 19% less than the previous year. While this is a substantial decline there does not appear to be any reason based on trend or pattern of behavior.

Medication events accounted for 6% of the reportable incidents for the year, which is 1% less than the previous year. Supervisory staff continues to work with staff on how to effectively apply Medication Policies and Procedures to ensure accurate medication management.

There was one Death this year which is equivalent to the previous year. The resident was a 67 year old Apartment Program resident diagnosed with esophageal cancer. The Medical Examiner determined that he died from natural causes. An investigation was completed; there was no foul play or preventative measure that staff could have implemented to prevent his death.

There was one report for Allegation of Abuse/Neglect by a staff member compared to none last year. The Justice Center found the allegation of psychological abuse to be Unsubstantiated; and the allegation for failure to interact with the resident in a professional manner, Substantiated as Category 3; neglect that does not seriously endanger the service recipient. The Justice Center agreed with the TSLI Corrective Action Plan and had no further recommendations.

Of the 35 incidents this year, there were 7 significant incidents as per the Justice Center's Vulnerable Person's Central Register; the significant incidents were as follows: four Falls with Injury and three Missing Clients. In addition, there was one Death and one Allegation of Abuse/Neglect. All were investigated and the Findings/Conclusions and Recommendations were reviewed by the IRC and deemed appropriate.

For the incidents that occurred during this review period the breakdown of harm and risk is as follows:

| Level of Harm | # | Level of Risk | # |
|---|----|---|----|
| Level 1: no physical/psychological harm to minor harm | 28 | Level 1: no risk or slight risk of complication or harm | 29 |
| Level 2: moderate physical injury or psychological harm | 6 | Level 2: potential for moderate injury | 5 |
| Level 3: life threatening injury or psychiatric condition | 1 | Level 3: risk of life threatening harm | 1 |

Our thanks to TSLI's Incident Review Committee for your time, effort and valuable input

Dr. Richard Bonanno, TSLI Board President
 Adele Hoffman, Parent Representative
 Lindsay Meyer, Chief Operating Officer
 Jennifer Pollina, QA & Development Specialist
 Barbara Posillico, LSCW
 David Siegel, TSLI Resident
 Christine Stuhlmuller, Program Director
 as well as the rotating program staff who have attended

TSLI continues to strive for the highest level of incident management to ensure that all events are handled effectively and in a timely manner. During this review period, all incidents were handled appropriately and staff worked with the residents to secure services as needed. This year's Quality Assurance audit on Incident Management highlighted this. Eight of the nine objectives we met fully, receiving the highest score. The remaining objective of completing and reviewing NIMRS reports in a timely manner declined slightly. Supervisory staff will work with staff to develop in this area. This coming year the Agency will continue to maintain sound Incident Management and staff will be trained and educated to maintain this goal.

PUTTING THE “QUALITY” IN QUALITY ASSURANCE

Program evaluation is an essential component to the success of any well run organization. Data serves as a barometer to the Agency of the efficacy of systems, site’s compliance with policy, appropriate program placement of residents, as well as satisfaction amongst its residents and employees. From this information, changes are made, as warranted, to ensure excellence – that is, to create an environment where both residents and employees flourish.

TSLI conducts audits throughout the year to evaluate a variety of internal systems and to ensure quality. Sites and reviewers are randomized to promote optimum, unbiased audit results.

Audit areas include:

| | |
|---------------------|----------------------------|
| Service Planning | Special Employment Program |
| Resident Records | Finance |
| Intake/Discharge | Personnel Records/Training |
| Medication | Physical Environment |
| Self-Preservation | Transportation |
| Computer Systems | Activities of Daily Living |
| Incident Management | Medicaid Compliance |



Audit results are prepared in final reports for each area. Patterns and trends are analyzed and areas requiring improvement are identified with resolutions. Noteworthy in 2015, audit results indicated an overall improvement with the handling of computer systems and storage and transportation. The Agency showed consistency in the areas of intake/discharge, medication management, incident management, personnel, physical plant/self preservation and resident record.

Utilization Management Review: TSLI conducts a Utilization Management Review for each Pathways resident upon entry to determine appropriateness for entry and annually thereafter. In addition to an examination of resident progress on their Service Plan goals/objectives, management conducts a personal interview with each resident. During the interview, residents have the opportunity to provide input on their current residence, their future movement goals and how the Agency and/or program staff can assist them to reach their goals. Evaluators use this tool and the resident meeting to determine the appropriate level of care for the resident and make recommendations to help them achieve their goal of more independent living.



Jennifer Pollina
QA & Development Specialist

“For me, it’s about making sure TSLI’s programs are operating at an optimal level rather than just simply ‘operating’.”

PUTTING THE “QUALITY” IN QUALITY ASSURANCE CONTINUED

Medicaid Compliance: Since 1992, the Pathways Program has been a provider of Medicaid-approved reimbursable services to program residents. To ensure compliance, the agency follows an internal Compliance Program and Compliance Protocol which was developed from guidelines set forth by the New York State Office of Mental Health (OMH) and the New York State Office of the Medicaid Inspector General (OMIG). In addition to ensuring that licensing is current and the billing of services is appropriately handled, the agency mandates that staff attend comprehensive training upon hire and annually thereafter. Staff are encouraged to report those suspected of fraudulent behavior to the HR Manager: the agency-designated Medicaid Compliance Officer, without fear of retaliation.



Surveys: TSLI Administrative Staff seek input regarding general operations and programming from the program residents and their families, as well as direct care and management staff via annual surveys. Results are evaluated for recommendations on system improvements. For the Management and Direct Care Staff results, a Task Force is created to provide a forum in which staff from all sites, programs, tenure and hierarchy can review survey areas and present resolutions. This year, results for the Management and Staff Surveys were particularly positive. Both surveys noted overall satisfaction in their position including sufficient support, assistance and training from their supervisor. Program staff meet with residents to review their input in relation to their own site's results and a complete report of all TSLI sites is created based on the final input and Administrative dispositions. Family members who voice concerns and share their names receive personal letters which address concerns and offer solutions (e.g., an invitation for a site tour).



“LIVING” UNITED

Staff at TSLI's Administrative Offices show their support of United Way of Long Island's LIVE United campaign. Each Veterans Day, participants honor Long Island's military families by purchasing and wearing t-shirts in solidarity. Funds collected benefit local military families in need. The Agency is proud to be a part of this annual salute to our servicemen/women.





25TH ANNUAL HUMAN SERVICES AWARD CELEBRATION HONORING THERESA REGNANTE & JOHN DURSO

For the Agency's 25th Annual Human Services Award Celebration, TSLI/HHB selected not one, but two very special honorees: United Way of Long Island's (UWLI) President and Chief Executive Officer, Theresa Regnante and President of the Long Island Federation of Labor & Chairman of the UWLI Board of Directors, John Durso. Both honorees, individually and collectively have made it their life's mission to advocate, support and effectuate real change for the disadvantaged on Long Island.

Theresa serves as President and Chief Executive Officer of UWLI, where she has been a catalyst for positive change since 2009. UWLI, founded in 1964, supports over 100 community partners in the development of strategic initiatives that have measurable and lasting impact.

Under Theresa's stewardship, UWLI has shifted the focus of its mission to education, income and health – the building blocks for a quality life. In 2010, United Way of Long Island launched the LIVE UNITED campaign to engage communities in a more inclusive strategic effort.

Theresa's leadership has transformed United Way of Long Island to strengthen the workforce and social services sector to better serve our community. The organization has advanced its role as a provider of green construction training for special populations and technical building services for energy efficient homes and has launched employment-gearred initiatives that blaze a new trail of success for youths and veterans. Since 2009, More than 265 students have graduated from United Way's YouthBuild and VetsBuild Programs with one-third moving into construction jobs, one third into other careers and one-third pursuing higher education.

John R. Durso serves as an International Vice President of the United Food and Commercial Workers (UFCW), Vice President of the Retail, Wholesale and Department Store Union (RWDSU), an affiliate of the UFCW, and a Vice President of the New York City Central Labor Council.



UWLI YouthBuild staff and participants



Legislator & Presiding Officer DuWayne Gregory, Executive Director of The Safe Center, Sandra Oliva, Suffolk County Executive, Steve Bellone, President & CEO of the United Way of Long Island and co-honoree, Theresa Regnante, President of the Long Island Federation of Labor and co-honoree, John Durso and TSLI/HHB CEO, Bruno LaSpina

He is a lifetime member of the New York branch of the NAACP, a board member of the Long Island Association, Vision Long Island, Nassau Community College Foundation, and is also the Chairman of the United Way of Long Island Board of Directors. He also serves on Governor Cuomo's Regional Economic Council, the Long Island Community Development Corporation, the Rauch Foundation, John Thiessen's Children's Foundation, the Queens Chapter of the American Cancer Society, and is the Chairman of the Nassau County Living Wage Advisory Board.

A great admirer of President Theodore Roosevelt, John believes that his greatest accomplishments are his four grown children; John Jr., Michael, Jessica, and Jim. He is also a proud grandfather of three. John is married to Peggy, who was a 27-year member of Local 338 RWDSU/UFCW.

TSLI/HHB CEO, Bruno LaSpina emphasizes the importance of the co-honorees support as it relates to the continued vitality of Agency programming:

"The government Agencies we depend upon for support are faced with their own fiscal challenges and as such require programs to do more with less. This new demanding reality makes the support of Theresa and John more critical to our sustainability than ever."

TSLI/HHB expresses its gratitude to both Theresa and John for their loyal service to Long Island's underserved and for being visionary leaders in both the for-profit and non-profit sectors. Their support of and contributions to Long Island's disadvantaged are instrumental to the human services industry.

With Thanks & Gratitude...

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Rachel Kerdman; Board Member, Jon Ruiss, Esq. & the Honorable Richard Horowitz



Honoree Theresa Regnante & United Way of Long Island staff

“You have not lived today until you have done something for someone who could never repay you.”

~ John Bunyan



Irwin Contracting, Inc.

...to those who continue to pledge their support to our Agency.



TSLI/HHB staff (L to R): Brenda Logan, Jamie Abruzese, Carrie Scomillio, Angela Klyvert and Alicia Chanda



Barbara Posillico with TD Bank staff



TSLI Board Vice-President, Kay Posillico, Carlyn Gordon and Barbara Posillico enjoy their silent auction winnings



Suffolk County Legislator & Presiding Officer DuWayne Gregory commends the honorees for their service to the County



Daughters of past honoree & TSLI Board Member Francis X. McCaughey, Mary Beth Griffin & Anne Sommerfield



TSLI/HHB Chief Operating Officer, Lindsay Meyer, Suffolk County Executive, Steve Bellone & Program Supervisor, Anne Gordon

ADDITIONAL ACKNOWLEDGMENTS

Transitional Services of New York for Long Island, Inc. thanks the following corporations, small businesses, schools and private citizens for the gifts of their time and thoughtful donations.

Volunteers & Donations

- ClearVision Optical
- Commack Middle School
- East Meadow HS Key Club
- Holiday Inn
- Holiday Magic Staff
- Howard Watsky, Necessity Funding
- Mount Pleasant Elementary School
- Safie Salon, Massapequa
- Tracy & Andre (Annual Birthday Gift Donation)



Holiday Inn volunteers, via the United Way of Long Island's LIVE UNITED program, beautify the grounds of TSLI's Holtsville site



TSLI would also like to thank our dedicated staff and Board of Directors who serve as the backbone of the organization and help to make a difference in the lives of our residents.



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