

Haven House/Bridges, Inc.
Annual Report 2015

Touching lives...



...and empowering dreams.

Executive Update — Bruno LaSpina, CEO

On April 1, 2015 Haven House/Bridges, Inc. (HHB), after many years of trying to resolve a “less than arms-length” distance regarding the rental of two houses from Transitional Services of New York for Long Island, Inc. (TSLI), HHB relinquished the operation of the Bridges Hagen/Twin Lawns homes to another Emergency Shelter provider, Penates. The transfer was accomplished smoothly and TSLI remains the landlord of the houses. HHB continues to actively pursue additional sites to expand the program. The Suffolk County Department of Social Services Housing Administration has provided some insight into areas which can be developed in Suffolk County. A Community Advisory Committee for not-for-profits designed to work with the Suffolk County Government was formed and is scheduled to meet semi-annually. HHB will continue to address the established committee goals, including Living Wage Mandates, Administrative Costs, Client Obstacles regarding obtaining permanent housing and the design of future homeless shelters. We are partnering with Suffolk County to work towards being part of future department initiatives, helping Suffolk County and the shelter providers to ensure the homeless population of Suffolk County continues to receive quality services in as normal and homelike setting as possible.



HHB continues its efforts to safeguard the programs, the residents we serve and the dedicated staff who work throughout our programs. On behalf of this Agency’s administration, we appreciate and thank all of the staff, as well as the ongoing support provided by the Haven House/Bridges, Inc. Board of Directors.

MISSION STATEMENT

Haven House/Bridges, Inc. is a 501(c) (3) human service agency, which provides emergency shelter for homeless families and permanent housing with support services for low-income individuals and families with HIV/AIDS in Suffolk County, New York. Our goal is to enable participants to live in the community at the highest level possible.



HHB SHELTER PROGRAMS

HHB offers 5 Emergency Shelters (ES) for homeless families who are referred by the Suffolk County Department of Social Services (SCDSS) Central Housing Division for admission.

Support services include 24-hour staff supervision, life skill development assistance and referral services. The program assists residents to find permanent housing and develop life skills such as:

- Socialization
- Parenting
- Apartment Management
- Money Management
- Nutrition
- Meal Preparation
- Self-care (e.g. health, personal hygiene)



Residents are assisted with establishing linkages to Educational Programs/ Vocational Training, Substance Abuse Prevention, Mental Health Care, Child Care, Parenting Support and Physical Health Services.

HHB SHELTER STATS

RESIDENTS SERVED IN 2014

FAMILIES SERVED

<i>Allison Court</i>	<i>37</i>
<i>Bridges</i>	<i>60</i>
<i>East 2nd</i>	<i>28</i>
<i>Gibbs</i>	<i>28</i>
<i>Haven House</i>	<i>56</i>
<i>Mindres</i>	<i>34</i>



ADULTS SERVED

<i>Allison Court</i>	<i>42</i>
<i>Bridges</i>	<i>73</i>
<i>East 2nd</i>	<i>32</i>
<i>Gibbs</i>	<i>33</i>
<i>Haven House</i>	<i>70</i>
<i>Mindres</i>	<i>45</i>

CHILDREN SERVED

<i>Allison Court</i>	<i>42</i>
<i>Bridges</i>	<i>73</i>
<i>East 2nd</i>	<i>32</i>
<i>Gibbs</i>	<i>33</i>
<i>Haven House</i>	<i>70</i>
<i>Mindres</i>	<i>45</i>



HHB Shelter Program Demographics 2014



Age of adults in program:

19-58, Median age 27

Age of children in program:

0-20, Median age 4

History

24% Domestic Violence
21% CPS Involvement
5% Mental Health
2% Substance Abuse

Employment

79% Unemployed
21% Employed

Race

58% Black
21% White
16% Hispanic
1% Asian
4% Other

Length of Stay in Program

29% Less than 1 week
17% Still in residence at the end of 2014
16% Less than 1 month
11% Less than 2 months
9% Less than 3 months
8% Between 5-8 months
5% Less than 4 months
4% Between 8-13 months

Marital Status:

78% Single
11% Married
7% Separated
2% Divorced
1% Common Law
1% Widow

Head of Household Education

42% High School Diploma/GED
37% Some High School
9% College/Trade/License
8% Some College/Trade
4% Less than 8th grade education

Prior Living Arrangements

36% Shelter Program
35% Friends/Relatives
14% Motel
13% Permanent Housing
2% Other

Discharge Destination

39% Unknown Destination
37% Other Emergency Shelter
14% Permanent Housing
9% Friends/Relatives
1% Other



STAFF SPOTLIGHT: MEET LAVEDA

Laveda Cameron began working for HHB on May 9, 2005 as a Shelter Worker at Bridges. Since her hire, Laveda has held a number of different positions. She has worked as a Case Manager, a Senior Case Manager and currently works as a Shelter Worker at Allison Court. In 2015, Laveda celebrates her 10th Anniversary with HHB.

In Laveda's opinion, the knowledge she gained of each of the different responsibilities associated with several positions she has held continue to advance her ability to do the very best job.

"Staff work with the residents as a team. We are focused and motivated every day. In this way, we help the residents to meet their goals and find permanent housing. Having staff who work as a team makes the day better for everyone."

"Recently the HMIS Case Management online system has been implemented for staff to track resident admissions and discharges at the sites." Laveda finds the system very helpful since, in her words, "it is so easy to use".

"I have a lot of respect for the supervisors I have worked with. Kelly Nawrath and Angela Klyvert are hands down the best supervisors I have worked with. I learned a lot from both of them and have been able to put my training into use at HHB."

"It all comes back to teamwork, with my supervisors and my co-workers, I am better able to perform my job."



"LIVING" UNITED

Staff at HHB'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.

SAVE THE DATE

**PLEASE JOIN US FOR THE TSLI/HHB
ANNUAL HUMAN SERVICES DINNER & SILENT AUCTION
THURSDAY, NOVEMBER 19TH AT 6PM, UPSKY HOTEL, HAUPPAUGE
CONTACT CARRIE SCOMILLIO AT 631-231-3619
FOR TICKET AND SPONSOR INFORMATION**

Quality Assurance

HHB conducts a total of 16 different QA audits throughout the year in order to evaluate a variety of internal systems. Sites and reviewers are randomized to promote optimum and unbiased audit results. Audit areas include:

Supervision Records
Training
Transportation
Personnel (HR)

Resident Records
Computer Systems
Physical Environment and Self Preservation

Audit results are prepared in final reports for each area. Patterns and trends are analyzed and areas requiring improvement are identified with dispositions.

Overall, results of this year's QA audits were consistent with results from last year and the majority of the objectives were met. Resident charts were found to be organized, detail oriented and reflective of the independent living skills and case management services provided to HHB residents. Auditors found HHB's physical plant to be tidy, free from hazards and in a good state of repair. Likewise, Agency vehicles were clean, safe and routinely serviced as scheduled. The Agency's consistency in these areas is attributed to the training staff receive over the course of the year to ensure all resident, site and staff needs are met.



Surveys: HHB offers an opportunity to all staff members to provide their input on a variety of areas via Staff and Management surveys. Results are evaluated for input and suggestions on system improvements. Task Forces are created to provide a forum in which staff from all sites, programs, tenure and hierarchy can meet to review survey areas and formulate solutions.

The Staff Survey was completed by 74% of non-management staff. The Management Survey was completed by 70% of the Management Team. Supervisory staff reported having a positive relationship with their supervisor and the administration and as well as positive morale in their position. Direct care staff feel adequately trained for their position and are viewed as competent by their supervisor. Nearly 90% of those surveyed reported overall job satisfaction.

The Staff Survey Task Force met to discuss issues including improving direct care staff's morale, time management skills and methods of increasing program staff at the sites. All issues were administratively reviewed. Agency and programmatic changes were made as warranted and staff were informed of the results.



24TH ANNUAL HUMAN SERVICES AWARD CELEBRATION HONORING STEPHEN DEMAIO

Stephen DeMaio, PRH BS, a native of Long Island has owned and managed Lowe Drugs located in downtown Smithtown, New York for the past 26 years. A graduate of the Brooklyn College of Pharmacy, Steve began his career working for King Kullen installing and developing pharmacies within local supermarkets. When an opportunity presented itself for Steve to purchase his own pharmacy at Lowe Drugs, he accepted the challenge and has since built his business to what it is today: a vital community resource filling an average of over 35,000 prescriptions for thousands of patients annually.

Steve works alongside his wife Suzanne, who he met in Junior High School. They recently celebrated 30 years of marriage. The DeMaio's pride themselves on the personal care and attention that Lowe Drugs offers their patrons and the surrounding community. "We run an old fashioned 'Mom and Pop' pharmacy where our number one priority is our patients." Suzanne, who Steve describes as the "heart and soul of Lowe Drugs," thinks nothing of personally preparing and delivering meals to some of their neediest patrons.

TSLI was fortunate to be introduced to Steve in 1990. Over the past 25 years, Steve has worked collaboratively with our staff to manage the drug regimens of the hundreds of residents served in our mental health programs. Steve has also offered his services, pro bono, to train TSLI staff and assist program residents with the management of their medications. Steve works with several not-for-profits and has stated he holds TSLI in the highest regard, based on TSLI's attention to detail, resident care and professionalism.

Steve is an active member of the Long Island Pharmaceutical Association and, like TSLI, has a special interest in serving those who are less fortunate, as well as a sincere involvement in the community at large.



*Bruno LaSpina, CEO presents the
24th Human Services Award to
Honoree, Stephen DeMaio*

Bruno LaSpina, CEO captures the essence of Steve DeMaio in his remarks at the Human Services Awards Celebration:

"He is that rare provider of a critical service who emphasizes a sense of personal responsibility and care which has clearly carried over in his service to the health needs of our program"

Steve's hobbies include his passion for golf and time spent with his family. In the future they look forward to spending as much time as possible with their children, and in time, hope to be blessed with grandchildren.

Highly personable, knowledgeable and professional, Steve DeMaio and Lowe Drugs have become the cornerstone of health and wellness for our residents. The Agency is grateful for his dedicated service and looks forward to his continued involvement with TSLI.

With Thanks &
Gratitude...

Ambassadors

BETHPAGE FEDERAL CREDIT UNION
CONFERENCE ASSOCIATES, INC.
CUE BROKERAGE CORP.
THE GRIFFIN, MCCAUGHEY & SOMMERFIELD FAMILIES
IRWIN CONTRACTING, INC.

Sponsors

BEMIS COMPANY FOUNDATION
SANDRA OLIVA
PERLMAN, SCHLEIFER & PERRONE



Honoree Steve DeMaio celebrates his Human Services Award with wife, Suzanne and family.



Bethpage Federal Credit Union



Irwin Contracting, Inc.

*“We make a living by
what we get. We make a
life by what we give.”
- Winston Churchill*

...we honor those who generously lend their
support to our Agency.



Kay Posillico, Board of Directors President & Lindsay Meyer, Chief Operating Officer



Family of last year's honoree, the late Francis X. McCaughey, James & Mary Beth Griffin & Anne Sommerfield



Bruno LaSpina, CEO and the Board of Directors (Marcia Field, not pictured) congratulate Human Service Award honoree, Steve DeMaio and wife, Suzanne.



Janine Taylor, HHB Director of Operations & Jennifer Pollina, QA/Development Specialist



(L to R) Janet Bernzott, HHB Controller with Gary Lombardi, Board Member, Joel Schleifer, CPA & Jon Ruiss, Board Member

ADDITIONAL ACKNOWLEDGMENTS

Haven House/Bridges, Inc. wishes to extend a heartfelt thanks to the following agencies and organizations for their 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

MAC AIDS Fund

New York State Office of Temporary and Disability Assistance

~ NYSSHP – New York State Supported Housing Program

~ OSAH—Operational Support for AIDS Housing

Russo, Karl, Widmaier & Cordano, PLLC

Town of Islip Community Development Agency

United Way of Long Island

Crafty Hands Group at St. Thomas of Canterbury Church,
Smithtown

Commack Middle School

ClearVision Optical

Suffolk Transportation Services



HHB 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.

HHB'S VILLAGE PROGRAM

HHB's Village Program provides permanent housing to low income homeless individuals with HIV/AIDS. The program assists residents to maintain their status in the community while managing the effects of a devastating disease.

Village provides both housing and case management to its residents. Small caseloads ensure that residents receive intensive and individualized support services. Staff provide residents with necessary resources and education on the management of substance abuse, mental/medical health issues; transportation; obtaining childcare; entitlements training; HIV/AIDS education and crisis intervention, to name a few.

In addition to resident fees, the Village Program receives funding for personnel services and program operations from the Office of Temporary and Disability Assistance (OTDA) via New York State Supported Housing Program (NYSSHP) and Operational Support for AIDS (OSAH), respectively.



Resident Accomplishments

In addition to the routine successes the HHB program participants make in completing daily tasks to maintain their health, finances, household maintenance and overall well being, many achieved additional accomplishments.

- One resident began addressing medical health issues with treatment.
- One resident's daughter received multiple awards for her artwork, and as a result, a Newsday article written about her. In June 2014, she graduated high school and at the end of the summer both mother and daughter moved to independent housing in California, as the daughter received a college scholarship to pursue an Art degree.
- All school aged children graduated to the next grade level.
- One resident returned to school to pursue a Nursing Degree at Suffolk County Community College. His long term goal is to not be supplemented by Social Security Disability (SSD).
- One resident was able to maintain her physical health and stay out of the hospital.
- One resident, who is competitively employed, started college.
- One resident, who recently entered the housing program in November 2014, independently attempted to secure Public Assistance benefits.
- Five residents maintained employment.
- One resident, with a history of hoarding behavior, independently cleaned and organized her apartment.
- One resident is working with staff to clean clutter from her apartment.

A New Beginning: Tamara's Story

Tamara and her then 6 year old daughter, Jada, were forced to seek alternative housing when Tamara's mother, with whom they were living, decided to move out of the area. From there, Tamara and Jada relocated to an apartment within someone's residence. After residing there for the better part of three years, they found themselves homeless once again when their landlord lost the house. What followed were several brief stays with family, each of which ultimately ended in their eviction. An HIV-positive self-proclaimed alcohol abuser who was suffering from clinical depression, Tamara was in dire need of a stable supportive housing environment in order to ensure a healthier life for her and her child.

In April of this year, Tamara and her daughter got the break they so desperately needed – permanent housing in Haven House/Bridges' Village Program. Their transition to Supported Housing was seamless. Now with safe, stable housing secured, the pair began to establish roots and spread their wings. In June, Jada completed elementary school with high academic honors and now looks forward to the challenges of junior high school. Tamara, whose health is remarkably stable, successfully maintained her sobriety for the past year. She is interested in pursuing a career in medical billing and has begun to apply to local technical schools in order to make this happen.

For this mother/daughter family unit, a new chapter of their life has only just begun to be written. With a combination of staff support and Tamara's tenacity, their future looks bright. Haven House/Bridges, Inc. is content knowing that in some small way, this family's success can be attributed to the safe, affordable housing and case management services that the Village Program offers its residents.

IT TAKES A VILLAGE...



This past Spring, Three Village Central School District students Alli Pollina (L) and Ashley Lyman (R) coordinated a local fund drive to raise money for the residents in HHB's Village Program. The 8th graders, who attend R.C. Murphy Junior High School in East Setauket, purchased and assembled Easter Baskets complete with ingredients for a holiday meal, candy/gadgets for the kids as well as gift cards to local clothing stores for all family members. HHB thanks these young women for the generosity of their time and spirit.

Many Thanks...



Suffolk Transportation Services and
Huntington Coach Corporation donation of
bus service for the 2014 Holiday Party.

...to those organizations and
individuals who gave of their
time, provided goods/services
and shared their talents for the
benefit of the residents of
Haven House/Bridges.



ClearVision Optical
Toiletry Drive Donation

*"None of us has gotten
where we are solely by
pulling ourselves up from
our own bootstraps. We got
here because somebody
bent down and helped us."*

- Thurgood Marshall



Commack Middle School
Sock Donation



Community Service
Blanket Project



Community Service Project
Holiday Ornament Donation



Crocheted blanket donations from the Crafty
Hands Group of St. Thomas of Canterbury
Episcopal Church in Smithtown, NY

Village Program is Granted a “MAC”over

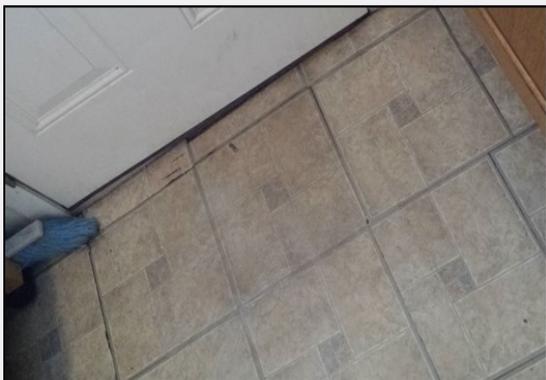
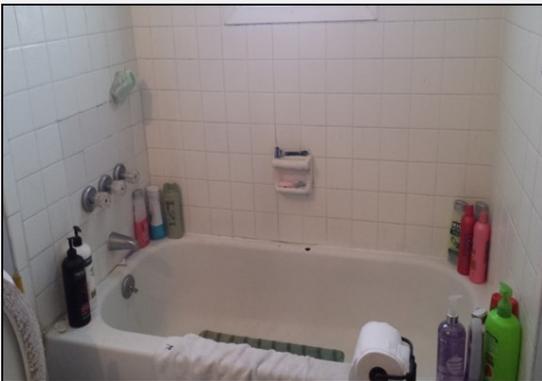
In December 2014, the Village Program was awarded a generous grant from the MAC (Cosmetics) AIDS Fund. Grant monies were used to complete a variety of home improvement projects including the gut rehabilitation of one unit's bathroom, the installation of grab bars, the upgrade of one residence's exterior lighting, the replacement of flooring and several appliances in two homes.

The Agency is appreciative of MAC's consistent support of our program.

BEFORE



AFTER



HOLIDAY MAGIC

Holiday Magic grew out of a grassroots volunteer effort spearheaded by attorney, Charles Russo. With the assistance of his law firm, Russo, Karl, Widmaier & Cordano and scores of volunteers, "Holiday Magic" solicits donations from local corporations, banks, small businesses and private donors with one goal in mind: to bring holiday spirit to the homeless, displaced youth residing in nearby shelters and/or foster care situations. Now in its 26th year, "Holiday Magic" serves over 20 not-for-profit organizations housing families in need.

HHB staff ask the young residents in the shelter to compose a personal 'Holiday Wish List'. Typically, the children request items such as clothing, shoes, toys and materials for art projects/crafts. Each December, residents enjoy a celebration including pizza and dessert. Afterwards, all presents are personally delivered by Santa Claus. This event allows children, both big and small, the opportunity to enjoy the holidays in a profound way. HHB extends sincere thanks to Charles Russo, Esq. and his team at "Holiday Magic" for brightening the holidays for our residents.



Agency Events

Throughout the year, Agency-wide social events are held to commemorate special occasions such as employment anniversaries and the celebration of holidays. This year, HHB honored Shelter Worker, Laveda Cameron who recently joined the ranks of those employed 10 years. TSLI/HHB also coordinated the Agency Family Picnic which was held in Veterans Memorial Park in St. James. The event featured a DJ, barbeque cuisine and treats for the children including spin art, sno-cones and cotton candy.

TSLI/HHB HOLIDAY PARTY



HR Assistant, Brenda Logan (L) and Division Managers, Kelly Nawrath (C) & Angela Klyvert (R) at the Annual Holiday Party



10th ANNIVERSARY DINNER

Director of Operations, Janine Taylor (L), honoree Shelter Worker, Laveda Cameron & Division Manager Kelly Nawrath

3rd Annual Agency Picnic



INTRODUCING: THE MCCAUGHEY RESIDENCE



To commemorate the longstanding service of HHB Board of Directors President, Francis "Frank" X. McCaughey, who lost his battle with cancer in December 2012, the Agency found it fitting to dedicate HHB's Mindres Emergency Shelter in his memory. The dedication ceremony and reception, held in October 2014, was well attended by HHB program staff, members of Frank's family and the site's residents. The event served as a warm tribute to a man who was a dedicated supporter of our Agency. While Frank McCaughey will be sorely missed, his legacy lives on in the McCaughey Residence.



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