

**PROVIDING HOUSING AND SUPPORT
SERVICES FOR OVER 40 YEARS**

2021 ANNUAL REPORT



Transitional Services of New York for Long Island, Inc.

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



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As we welcome the advent of a new year, Transitional Services of New York for Long Island, Inc. (TSLI) reflects on the lives the Agency has touched throughout 2021 by continuing to provide stable housing, support services, valuable vocational training, employment and ensuring the health and safety of our residents. For over forty years, TSLI has been dedicated to helping individuals and families increase their independence and improve their life skills.

Although this year our staff and residents have continued to be faced with unexpected challenges due to the pandemic, we faced it with caution and care. Who would have thought wearing a mask in public or private would be a symbol of protecting our personal health and protecting the health and safety of those around us? The demonstration of determination from our staff to protect the residents and those around us has been nothing short of commendable and admirable. Through dedication and selflessness, our staff will continue to effectively respond to the challenges presented by this deadly virus. In spite of our best efforts, we experienced an increase in hospitalizations and loss of life amongst our residents and staff which saddened us all. We have instituted many protective measures such as universal mask wearing, the sanitizing of all homes and offices, ensuring that a sufficient amount of PPE is available at the sites and providing a vaccine incentive for both staff and residents. With the help of our funding sources we were able to provide motorhomes at some of our sites for any resident who was exposed to, or tested positive for, COVID-19 and needed to quarantine. This policy allowed infected residents to continue to have access to the monitoring and assistance they might need while ensuring their safety and the safety of others. Going forward into 2022, with the unpredictability of this virus, our Agency will continue to ensure the safety of residents and staff.

WHO WE ARE....

Transitional Services of New York for Long Island, Inc. (TSLI) is a 501(c)(3) Human Services 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 participants' work skills and increase marketability, which will result in an increased level of self-sufficiency.

Last year, Gabriella shared with us her story ...

In November of 2019, Gabriella began her career with TSLI as a Case Manager for both the Supervised Living and Apartment Program at Holtsville. In just under two months she was promoted to Senior Case Manager. In June 2021, Gabriella's continued dedication to the mission of the Agency led to her promotion to Program Supervisor of both the Supervised and Apartment Program at Holtsville. Gabriella's strong work ethic, understanding of the needs of the residents and the program are evident in her swift promotions. Everyday she works hands on with the residents to promote their skills to work toward their goal of independent living.



Having worked for TSLI since 2018, Cris shares with us his "why"

In June of 2018, Cris began his career with TSLI as a Counselor at the Supervised Living Program at Central Islip. Over the course of the next 3 years, Cris was willing and able to accommodate multiple positions at multiple locations based on the needs at each of our sites. In August of 2021, Cris' continued dedication to the mission of the Agency, along with his hard work, led to his promotion to Program Supervisor of the Supervised Living Program at Central Islip.

"I always wanted to work somewhere where I could make a difference. Working with the Agency has taught me a lot. The person sitting next to you could be going through something that you might not even think about as a struggle. Mental health has definitely taught me to have more patience. What sets this job apart, is the unexpectedness of each day, but being able to handle the most serious of incidents to ensure the safety of the residents; this I find rewarding. Having the desire to want to help others and the ability to focus on the positives has been a huge asset working in this field. From assisting residents with small tasks such as money management and organization to larger tasks such as coping skills to manage symptoms or maintain their sobriety; whatever the task, its a rewarding feeling."



"I've never had a personal experience with someone close to me who struggled with a mental health disorder or addiction; however, working in this Agency has given me a better understanding and compassion to handle whatever comes my way and for that I am grateful. I know it's our job to educate the residents; however, in some ways I feel that they teach us."

Over the course of 2020 & 2021, TSLI celebrated two 20-year staff anniversaries. It is with great pleasure we congratulate Vera Woodard and Sharon Johnson for 20 years of continued dedication to the Agency.



Sharon Johnson



Vera Woodard



Thomas Lyons & Edward Caballero

Thomas Lyons has been the Property Manager for our Agency for the last 15 years. He was a huge asset ensuring all of the sites' maintenance, physical plant, site emergencies and remodels; all of which were handled in a timely and efficient manner. Upon Tom's retirement, Edward Caballero, who has experience in construction and has owned his own home remodeling company, has joined our Agency to take over the management of our properties. He will continue our effort to ensure the safety of our residents and staff and support the mission of our Agency. Tom, who will be clearly missed, is wished all good things in his new chapter of retirement.

It is with great pleasure that we express our gratitude to all of our staff in support of their continued effort and desire to drive forward the mission of the Agency.

WITH OUR THANKS...

The Agency endeavors to convey a spirit of gratitude both within the organization and the community, as we all work toward the common goal of assisting others to improve their life skills, so they may reside in the most independent setting possible. The pandemic has limited our ability to participate in events; however, the community has continued to show their support more than ever and for that we could not be more thankful.



Our Agency was chosen by Home Depot's Community Impact Grants Program.



Subaru selected our Agency for a second year in a row to donate blankets, scarves, hats and gloves.



TSLI received so many donations from our community which made for an extra special holiday for our residents.



Thanks to a generous monetary donation from one of our resident's family members, residents were able to enjoy an outing to a Mets game over the summer.

The generosity of the Long Island community enables TSLI to continue to provide needed assistance to the residents in our housing programs. We thank you again for your support of TSLI's mission and look forward to your continued support.

TSLI Pathways Program

Since 1977, TSLI has operated the Pathways Program which has provided safe, stable housing and supportive services to its 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 on-call 24/7. All applicants are referred to the program through the Single Point of Access.

Upon entry, residents work with staff to create a Service Plan which focuses on current needs and skills that will enable them to live in the most independent setting possible. Goals and objectives are then established to help the residents develop these skills. Residents work individually, as well as in groups, to provide the best opportunity to become active community participants. Pathways' residents are assisted in a variety of skill areas including; working on daily life skills, assistance with medication management, cooking and other skill development to enable them to live more independently.



Residents showing off their amazing skills from our Annual Talent Show



Residents enjoying their Thanksgiving dinner

Residents receive assistance in the following areas:

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

Curtis Gibbs, TSLI, 20 Years



"We've been through a lot over the years, good times, bad times and everything in between. We've shared joy, laughter and sometimes tears. You were one of my rocks from upstairs in Unit D to downstairs in Unit E. I will miss you my Gentle Giant. Sleep well. "- Sharon Johnson, Program Coordinator

COVID-19 has had a devastating impact on both our staff and residents. The loss of life, the impact on staffing and the uncertainty of this pandemic, has greatly impacted our Agency. We continue to remain optimistic for the future, while implementing increased safety measures at the sites, salary increases & benefits to attract more applicants, all so we can provide support to the most vulnerable of populations through this difficult time.

In Memory of and Gratitude for his time with the Agency.





Residents enjoying our Annual Fall Picnic & Talent Show 2021



SERVING RESIDENTS WITH A DUAL DIAGNOSIS

Applicants may have a dual diagnosis of mental illness and substance abuse. Often, applicants are screened for placement in one of TSLI's two eight-bed units in the Building 70 site, which are designed to support their needs. Residents in these units receive intensive support to focus on managing the symptoms of their mental illness while simultaneously maintaining their sobriety. Due to the large number of dual diagnoses referrals, many residents are also served at other TSLI sites. All Pathways' Programs are able to provide a level of support for these residents. In addition to implementing the Substance Abuse Prevention Policies and Procedures, TSLI ensures access to support services in the community for all Mentally Ill Chemically Addicted (MICA) residents. Substance abuse prevention goals may also be added to the residents' Service Plans (SP) 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.



TSLI's Pathways Program offers housing with individualized support services to chronically mentally ill adults. In order to be considered for admission, interested applicants must submit an application to the Single Point of Access (SPA).



Residents in our Apartment Treatment Program enjoying a Community Meeting.

Resident Movement: Pathways Programs

In order to prepare for movement, each resident establishes a realistic discharge goal upon entry to the program. A skills assessment is completed and a Service Plan is developed outlining the smaller steps needed to reach his/her discharge goal. Throughout their residency, staff work in consultation with residents' 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 improve skills related to their health and safety, as improvement in these areas is 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.

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.

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

Occupancy

Supervised Program	94%
Apartment Program	95%
Supported Housing	94%

Internal Movement to:

A program providing increased support services 82%

More independent living 18%

Intake Stats

• Dual Diagnosis	72%
• Generic	28%
• AOT	21%

Referrals

Accepted	37%
Withdrawn	50%
Denied	11%
Pending	2%
Total Referrals:	86

Discharge Placements: 48 total

Independent Housing 31%	Family 13%
Hospital 8%	Nursing & Rehab Facility 8%
Deceased 2%	Incarcerated 2%
Adult Home 15%	Internal Moves 27%
Supported Housing 6%	

TSLI Summit: A Supported Housing Program

Summit serves both Severe and Persistent Mental Illness (SPMI) and MICA individuals and families in community-based homes. In 2021, the Summit Program provided housing and services to twelve individuals, including one family. Residents apply for housing in the Summit Program via SPA and Coordinated Entry. Case management and support services are provided along with permanent housing. Staff conduct site visits with the residents at least weekly for support services to help them succeed in functioning independently in the community. The Summit Program focuses on goals to assist the residents including: 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. In compliance with the US Department of Housing and Urban Development (HUD), TSLI follows Housing First principles when screening its applicants and ensures that low barrier criteria for admission are considered.

Summit Program Outcomes

84% of residents maintained their housing

9% of residents obtained and maintained employment

67% obtained at least one objective in their Service Plan

55% of residents with a substance abuse history remained sober

100% of residents worked on managing the symptoms of their mental illness

TSLI: Supervised Living Program

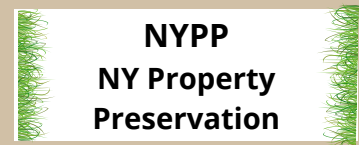


Matthew shares his story with us...

I moved into TSLI in November 2019 and since then have worked on my goals with support from staff. I am currently attending classes at Suffolk County Community College and working toward obtaining HVAC certification. I am hoping to complete my classes and obtain my certification next spring. After doing so, I plan to look for employment in the field and would like to obtain my own apartment after I start working. My time at TSLI has helped me to have a sense of self and driven me to make a change so I can achieve all of my goals. Living here has been a journey and has helped me to be more ambitious.

Thank You

On behalf of Transitional Services of New York for Long Island, Inc, the Board of Directors, staff and residents, we would like to extend our sincere gratitude for the donations year after year. Because of the support you have given to our agency, we are able to enhance our efforts to serve the residential and social needs of many of Long Island's most vulnerable. During these most challenging times you have thought of us and the people we serve by generously giving a portion of what you have to them. Please know how much we appreciate your thoughtfulness and care.



Although we were unable to hold our annual fundraiser due to the pandemic, we wish to thank all of our loyal donors who gave so generously:

Larry Grubler & Bonnie Arguilla (TSLINY)
Adele Hoffman
Adrianna Barry (Zoom Drain L.I.)
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Dime Community Bank
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*Thank!
You!*