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Transitional Services of New York for Long Island, Inc.

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***PROVIDING HOUSING AND SUPPORT SERVICES FOR  
OVER 30 YEARS***

**2018 ANNUAL REPORT**

TSLI would 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.



## Board of Directors

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**Max Schneier, JD**  
(1916-2002) Honorary Chairperson

**Francis X. McCaughey**  
(1942-2012) Honorary Chairperson

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**Marcia K. Field, Esq.**  
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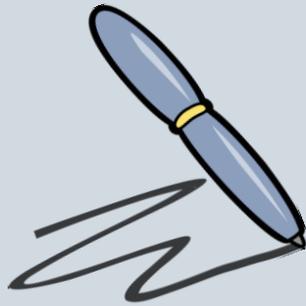
**Kay Posillico, LCSW**  
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Member

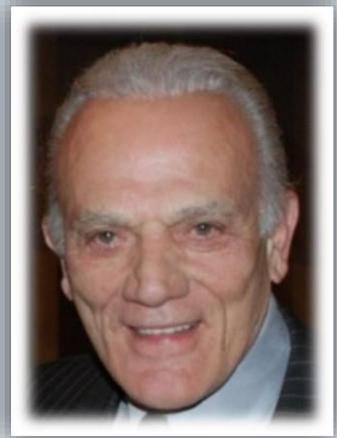
**Jon Ruiss, Jr. CPA/Esq.**  
Member

**Mary Beth Griffin**  
Member

# Executive Update



*Bruno J. LaSpina,*  
Chief Executive Officer



As we begin the new year Transitional Services of New York for Long Island, Inc. (TSLI) reflects on the lives the Agency has touched throughout 2018 by providing stable housing, support services, valuable vocational training, and employment. For over forty years, TSLI has been dedicated to helping individuals and families increase their independence and improve their life skills.

I would like to take this opportunity to first thank our staff who work diligently to provide support to our residents in vital life skills areas. Everyone plays a key role ensuring the health, safety and rehabilitation of TSLI's residents. An example of staff's dedication and determination is directly reflected in this past year's Summit program annual monitoring visit, as well as, Pathways program re-certification audit from the Office of Mental Health, favorably resulting in a 3-year recertification. Continued success in this area can also be associated with our Quality Assurance (QA) Department. The impact evaluation tools, measuring 16 vital areas of the Agency, are purposefully designed to address needs within each program and ensure policy and procedure adherence, thus providing opportunities to establish best practices. These reviews have led to progressive advancements and ideas, and the incorporation of new trends in service provision, which cannot be emphasized enough. These advancements reinforce staff in their mission to support the residents in our programs to establish benefits, find employment, and most importantly live at the most independent level possible.

As we continue the interior and exterior renovations to our residential programs funded by the Office of Mental Health (OMH), we additionally recognize funding to support our Special Employment Program from the Islip Community Development Agency (ICDA), as well as, the Cruise Industry Charitable Foundation (CICF). Our appreciation of CICF's generous support, as well as, the continued support of OMH and ICDA cannot be stressed enough.

Recently we honored James Manseau at the 28<sup>th</sup> Annual Human Services Award Celebration. Without question, this year's event was unlike any other. While many were unable to attend, due to the weather conditions, it was a true sign of devotion to the mission of our Agency for those who were there, and furthermore, to those who reached out to offer their support in the days that followed.

I would also like to acknowledge our Board of Directors. Their dedication, consistent and uncompromising support of the Agency makes all that we do possible.

In the coming year, TSLI will continue to strive to further the Agency's mission by encouraging growth and progress both within and outside of its programs. We look forward to writing TSLI's next chapter.

To those of you just getting to know us, we thank you for your interest in TSLI. We hope that some of what you see here encourages your involvement in accomplishing the mission of our Agency.

Over the course of 2018, TSLI celebrated two 10-year staff anniversaries, one 30-year anniversary, 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 towards the common goal of assisting others to improve their life skills so they may reside in the most independent setting possible.

*It is with great pleasure that we thank the staff of TSLI for all that they have done, acknowledge their continued effort, and recognize their desire to continue to drive forward the mission of the Agency.*

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*John Thornton, Maintenance, and Sharon Jenkins, Night Counselor, pictured with Lindsay Meyer, COO, and Janine Taylor, DO, as they were honored for 10 years of dedication to the Agency in 2018.*

“Sharon has been the Night Counselor at the Supervised Living Program at Smithtown B for the past 10 years. Sharon excels in her position as a Night Counselor. She is a hardworking and valuable employee, always presents with a positive attitude, is caring, and dedicated to supporting the needs of the residents. She is an asset to the Agency and is a pleasure to work with.”

~Jamie Abruzese, Division Manager

“John has been employed with the Agency for the past 10 years. He has grown to be a key member of the Maintenance Department. He is hard working and dedicated. John is respected and well-liked by his co-workers, staff and Management and continues to be an asset to the Agency.”

~Tom Lyons, Property Manager

“Linda celebrated 30 years with the Agency this past November. Linda holds a vital role within the Bookkeeping Department. She is hard-working and conscientious and is willing to take on any task assigned to her; she exemplifies the skills necessary to maintain accuracy within the department. Linda is a valued asset to the Agency.”

~Janet Bernzott, Controller

*Linda Gehres, Bookkeeper, pictured with Janet Bernzott, Controller, was honored for 30 years of dedication to the Agency in 2018.*



**CONGRATULATIONS!**



# SHARING OUR WHY...

*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*



Susan Driscoll, Program Coordinator Supervised Living Program at Building 70

Marissa Cosentino, Jessica Torma, Anne Gordon Program Supervisors TSLI



*Having worked for TSLI/HHB for over thirteen years, Susan shares with us her why ...*

"In 2004, my younger brother, at age 23, was diagnosed with Schizophrenia and Bi Polar Disorder. He was hearing voices described as threatening, scary, and without ceasing; they told him that he was worthless. I soon realized he was a completely different person, with two different lives. Who he was before his illness and who he was now. My brother who was once outgoing, now avoided conversation because he could not focus with the distraction of the voices in his head, would not leave his room because he thought that detectives were waiting outside for him, covered his windows with dark construction paper so that no one could spy on him. Getting out of bed, showering, going to the bank, shopping, these were all tasks that he now struggled to accomplish.

I can't help but wonder what would have happened if I was able to convince him to enter a program like ours. If he had my colleague Sharon urging him to shower and how this would help him feel good about himself. If he had Marissa helping him schedule appointments so he can manage his medical and psychiatric needs. If he had Anne telling him how to cope with his symptoms so he didn't lose hope. If he had Jessica to vent to or simply make him laugh. There is no doubt in my mind that had my brother lived in a program such as this, I could tell his story differently.

Working for TSLI, I continue to learn invaluable skills which allowed me to guide my brother down the right path. The compassion I had for my brother extended to the residents I now support. The memory of my brother serves as a motivation and a reminder of why I am dedicated to this profession. I have a deep understanding of the impact of mental illness; from the perspective of our residents, their families, and the staff. How each day defines its own struggle, or how someone may rely on alcohol or substances to provide a sense of escape.

A moment I keep close in my mind, is a conversation with my brother. He was upset and said to me 'I know I wasn't the greatest kid growing up, but what did I do to deserve this?'. My heart broke. How do you answer that? Our residents never asked for this life, to have strained relationships with their family or to suffer from a debilitating disease. I am committed to making sure that our residents have the best chance possible to succeed. With our help, and your support of our Agency, I know that our residents will."



TSLI Management Team

# TSLI Pathways Program

Since 1977, TSLI has operated the Pathways Program which has provided safe, stable housing and support 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 via the Single Point of Access. 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 current needs and skills that will enable living at the most independent level possible. Goals and objectives are then established to help the residents develop these skills. They work individually, as well as in groups, to provide the best opportunity to become active community participants.



*Residents enjoying the Annual Fall Picnic and Talent Show & the Mental Health and Wellness Association's Annual Chili Cook Off*

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 enjoying the Annual Spring Fling & Fire Island Picnic*



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.

## 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' 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.



*Residents enjoying the holidays together*



*Sue Telfer, Resident, receives congratulations from Bruno LaSpina, CEO, for successfully quitting smoking in 2018*

**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).**

In order to prepare for movement, each resident establishes a realistic discharge goal to achieve during their stay. A skills assessment is completed and a Service Plan is developed outlining the smaller steps needed to reach their 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 hone 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.

## 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.**

50%  
GRADUATED TO MORE  
INDEPENDENT LIVING  
WITHIN TSLI

### Discharge Placements

|                          |                              |
|--------------------------|------------------------------|
| Independent Housing 12%  | Family 20%                   |
| Sober House 4%           | Hospital 8%                  |
| DSS Emergency Housing 4% | Nursing & Rehab Facility 12% |
| Supported Housing 12%    | Room & Board 8%              |
| Deceased 4%              | Unknown 4%                   |
| Apartment Treatment 4%   | Adult Home 4%                |
| Incarceration 4%         |                              |

### Internal Movement

To:

- ❖ A program providing increased support services 50%
- ❖ More independent living 50%

44%  
MOVED ON TO MORE  
INDEPENDENT LIVING

# 95  
REFERRALS

### Intake Stats

| Referral Type |          |
|---------------|----------|
| Generic       | 48 (50%) |
| MICA          | 47 (50%) |
| AOT           | 26 (27%) |

### Referral Disposition

|                  |          |
|------------------|----------|
| Accepted         | 26 (27%) |
| Withdrawn        | 36 (38%) |
| Denied           | 29 (31%) |
| Returned to SPA  | 3 (3%)   |
| Pending          | 1 (1%)   |
| Total Referrals: | 95       |

*Brand new handicapped accessible bathroom at our Smithtown Supervised Living Program, made possible with funding from the New York State Office of Mental Health.*



Summit serves both Severe and Persistent Mental Illness (SPMI) and MICA individuals and families in community-based homes. In 2018, the Summit Program provided housing and services to twelve individuals, including two families. 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 are considered.

# 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 Program Outcomes

- 85% of residents maintained their housing
- 28% of residents obtained and maintained employment
- 100% of residents worked on managing the symptoms of their mental illness
- 40% of residents attained at least one objective in their service plan
- 42% of residents with a substance abuse history remained sober

# Special Employment Program (SEP)



*SEP participants gathered for the annual luncheon.*



*SEP participants using brand new equipment, made possible with funding from the Cruise Industry Charitable Foundation.*



**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 31 years has provided mentally ill adults the opportunity to develop their work skills and relationships.**

In 2018, SEP served 29 workers. In addition to hiring TSLI residents, SEP also outreaches to other mental health programs, residential programs, and case management organizations. Currently four 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 minimum wage. Transitioning to more independent work settings (aside from this work experience) remains a challenge due to 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. As always, staff provide each participant with ongoing support and assistance particular to each member to sustain employment.

# Andrew Shares His Story



*Andrew shared that “SEP has helped [him] become part of a team within a supportive group setting.”*

Andrew entered one of TSLI’s Supervised Living Programs in 2012. He received support to achieve the goals outlined in his Service Plan, including obtaining employment, and progressed into more independent living. In 2016, Andrew moved into one of TSLI’s Apartment Programs where he currently resides.

Although Andrew has a history of previous employment, he was interested in learning a skill in a supportive environment that would enable him to work more competitively within the community in the future. Andrew entered the SEP program in September of 2017. He maintains regular mental health appointments and perfect work attendance.

Andrew plans to develop his skills with SEP so that he may obtain a full-time competitive employment position as a painter within the community in the future.

## SEP PARTICIPANTS

**2018**

**Total: 29**

**TSLI Residents: 23**

**Community-Based Residents: 6**

*Nancy Pierre-Louis, Senior Vocational Specialist, shares that “Andrew possesses a positive attitude and is motivated to grow and learn.”*

In 2018, SEP received a \$25,000 grant from the Knapp-Swezey Foundation, a \$12,000 grant from the Cruise Industry Charitable Foundation (CICF), as well as, a \$10,000 grant from the Town of Islip Community Development Agency. It is due to the generous support of funders like these 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 fund personnel and operational costs associated with the program. The Agency thanks Dave Knapp & the Knapp-Swezey Foundation, the Grants Committee with the CICF, and the Town of Islip Community Development Agency for helping to sustain this vital program.



*Bruno LaSpina, TSLI CEO*  
*James Manseau, Executive VP BNB*

## *28th Annual Human Services Award Celebration*

### *Honoring James Manseau*

The 28<sup>th</sup> year of the celebration of our Annual Human Services Award was held in November of 2018. The purpose of this award is to recognize an individual in our community who supports the efforts of programs such as ours. This year, we honored such a person James Manseau, Executive Vice President and Chief Retail Banking Officer for BNB. He has assisted BNB with growing their assets and branches throughout Suffolk and Nassau Counties and into Manhattan and Queens. For over 30 years James has developed successful, long term banking relationships in the Long Island Business Community. Besides his role in sales and customer experience, he also reviews and implements technology and has been instrumental in establishing BNB's reputation for personal service and active community involvement.

It is the support of people such as James that enhances our efforts, to serve the residential and social needs of many of Long Island's mentally ill. We honor and recognize James for the generosity and support he has displayed towards our programs. James remains accessible and responsible throughout the year to the needs of our community. In James we have found a loyal advocate for our Agency.

Notably, we are not the only ones who benefit from James' care and concern for others. Along with his work at BNB, James has served on the Board of Directors of United Cerebral Palsy of Long Island since 2014 and has been on several other board committees, including Cooley's Anemia Foundation Suffolk Chapter. Additionally, James, along with his wife Bridgit, volunteer their time and resources to their parish church, St. Anthony's CYO.

These factors present an image of an involved and caring member of our community and truly an ideal recipient of this year's Human Services Award.

We honor and recognize James for his service to the community and for the generosity and support he has displayed towards our programs. TSLI congratulates James as the recipient of this year's Human Services Award.

*“This organization not only helps people in their moment of immediate need, it helps raise them up so they may become self-sufficient, a chance for a better life”  
~James Manseau*



## TSLI/HHB 28th Annual Human Services Award Celebration

### Sponsors

HUB International Limited  
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Sandra Oliva

Ambassadors  
BNB Bank  
Cue Brokerage

***With Gratitude***



*"I admire the work of the staff, who dedicate their lives to helping those that need it most."  
~James Manseau*

*"I like the skills I have learned."  
~Resident*

*"TSLI is a vitally needed and a most appreciated solution."  
~Community Member*

*I am very happy with staff, they are wonderful and it shows in my interactions with my mother."  
~Family member*

*I am glad staff assist me with my independence."  
~Resident*

# WITH OUR THANKS...

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 throughout the year.

- |  |   |
|--|---|
| DIRECT DATA CORPORATION                    | COMMACK MIDDLE SCHOOL                     |
| CLEAR VISION OPTICAL                       | WEST BABYLON MIDDLE SCHOOL                |
| BABYLON VILLAGE GIRL SCOUTS                | SCHOOL                                    |
| PAJAMAS FOR PEACE – IN HONOR OF SANDY HOOK | CLINICAL TRIAL MEDIA                      |
| VICTIMS (FRIENDS ACADEMY & CHAN FRANCIS)   | 1 <sup>ST</sup> BAPTIST CHURCH, DEER PARK |
| CHRISTMAS MAGIC                            | FACEBOOK FUNDRAISER BY CHRISTINE RESIGNO  |
| HUNTINGTON COACH                           | LORRAINE GREGORY COMMUNICATIONS           |
| SUFFOLK TRANSPORTATION                     |   |



*Books for Babies*



Steven J. Cianciabella, President  
Cue Brokerage Group, LLC



*Contemporary Computer Services, Inc.*



*Hope Missionary Baptist Church*



*Girl Scouts Gold & Silver Award  
Cara Griffin & Olivia Dorrian*

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&  
GRANTS AWARDED BY...**

*Bethpage Federal Credit Union*

*US Department of Housing & Urban Development  
(HUD)*

*Knapp-Swezey Foundation*

*New York State Office of Mental Health*

*Town of Islip Community Development Agency*

*Cruise Industry Charitable Foundation*



*TSLI participates in the United Way of Long  
Island's Mission United campaign*



**SAVE  
THE DATE!**

PLEASE JOIN US FOR THE  
29TH ANNUAL  
HUMAN SERVICES  
DINNER & SILENT AUCTION

**Thursday, November 21, 2019  
at 6pm**

**Contact Carrie Scomillio at  
631.231.3619**

**For ticket and sponsor  
information**

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Transitional Services of New York for Long Island, Inc.

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840 Suffolk Avenue  
Brentwood, NY 11717  
631.231.3619 [www.tsli-hhb.org](http://www.tsli-hhb.org)

