

# 2024 ANNUAL REPORT



Transitional Services of New York for Long Island, Inc.

**PROVIDING HOUSING AND  
SUPPORT SERVICES FOR 47 YEARS**

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

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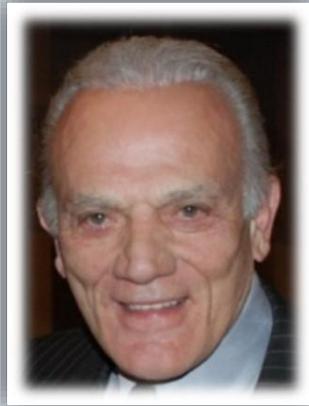


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# EXECUTIVE UPDATE



## **Bruno J. LaSpina, Chief Executive Officer**

As we usher in the new year, Transitional Services of New York for Long Island, Inc. (TSLI) reflects on the lives that have been impacted by the services we provide. For the past 47 years TSLI has continued to provide safe and stable housing, support services, valuable vocational training and employment to those diagnosed with a Serious and Persistent Mental Illness. In 2024, we are proud to say that TSLI assisted over 146 individuals and families to increase their independence and improve their life skills.

In 2024, now more than ever, the residents entering our programs present with a multitude of challenges, including co-occurring disorders related to substance abuse and medical issues. The Agency is providing training to address new challenges, including Aging in Place, LGBTQ, and increased alcoholism and drug dependence.

Through the efforts of both staff and residents working together, over 62% of all discharges from the Agency were to a more independent setting.

In addition, over 9% of the residents were gainfully employed and all the residents in our programs secured necessary clinical linkages. Simultaneously, due to the lack of outside available resources to address these issues, TSLI staff worked tirelessly to provide the most optimal care to our residents.

In 2024, the New York State (NYS) Legislature and our Governor placed a growing focus on mental health services. As a result, there were several amendments to our NYS budget which allowed for us to provide a 5% Increase which included a Cost-of-Living Adjustment (COLA). In addition, the New York State Office of Mental Health (NYSOMH), continued the Bonus Program, through March 2024 for current staff retention and new hires. These incentives had a profoundly positive impact on the retention of current staff and enable us to maintain a highly qualified and capable workforce. For 2025, the Governor is aware of the need for New York to continue to work towards creating an increased stable and qualified workforce to care for individuals experiencing significant mental health challenges.

This year, we continued to collaborate with the Office of Mental Health and were able to secure additional Capital funding in the amount of over \$4,500,000 for the total rehabilitation of two of our Supervised Programs located in Central Islip and Holtsville. In addition, DASNY RFA in the amount of \$400,000, was awarded to the Apartment Program at Chanel. These renovations will positively upgrade the living environment for the residents who reside in these programs, and we look forward to its commencement in 2025.

On behalf of our Board of Directors and Administration we invite you to read on about our many accomplishments in 2024.

# 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 participants' work skills and increase marketability, which will result in an increased level of self-sufficiency.

**Apartment Program staff at Ronkonkoma share their experiences and insights working for TSLI.**



I have worked for TSLI for twelve years. Through the years I have learned so much from working here as well as working directly with the residents. I believe that it has helped me to grow into a better version of myself. I am grateful to work with such a hard-working and dedicated team in Ronkonkoma. Through all the challenges that we face, we all continue to show up every day with a positive attitude toward our work. Being able to help the residents and see the progress they make toward obtaining more independent housing is rewarding as we are able to see the positive impact that our work efforts has upon them. I look forward to continuing my work for TSLI and to continue to provide a positive impact on the lives of our residents.

**Tina Rizzo, Program Coordinator**

Four years of helping people in mental health housing reveals the true strength in every step toward independent living. It's about building trust, resilience, and celebrating each small victory that leads to a brighter future.

**Amanda McDonnell, Senior Case Manager**



With a background in the human services, I strive each and every day to make a difference in the lives of all those we encounter in this field. Starting my career at TSLI has been so rewarding, as it has shown me my true passion of going above and beyond for those in need. Coupled with my background in psychology, I aim to help every resident to reach their goals along the way and to achieve a more independent housing setting. The Apartment Program at Ronkonkoma is a truly gratifying work environment where I hope to learn more in years to come through my passion and dedication.

**Hallie Schaefer, Case Manager**

# 2024 Management Team and Staff Surveys

We are proud to share the positive results of the 2024 Staff and Management Team surveys.

The surveys were completed anonymously, a Task Force reviewed the results, and a final report was routed to staff.

Staff overwhelmingly portrayed their satisfaction with their work environment, supervisors, and the Administrative staff.

Staff expressed why they enjoy working for TSLI, which included working alongside their co-workers and supervisors, rewarding work, and a clear sense of teamwork.

Despite the ongoing challenges the supervisors and managers face on a day-to-day basis, morale is ranked high, and all respondents reported TSLI is a good organization to work for. The Agency's positive relationship with the community and external service providers was noted.

We are sharing this good news at the end of yet another challenging year. We hope that you feel as proud as we do to be associated with TSLI.

Once again, we want to thank our Board members for the loyalty and trust that you place in us.

## 2024 Survey Comments



*"I enjoy my responsibilities and feel like I have autonomy."*

*"It is rewarding to see the progress made by the residents to improve their overall well being."*

*"I had no experience coming into this field, I have learned a lot from the hands-on experience."*

*"My supervisor offers support, and I am aware that I can ask for help when needed."*

*100% of the staff report: "My supervisor is available to answer my questions and assist me in developing my skills."*

**Wear Red for a Cause Day**

# 2024 Resident and Resident Family Surveys

The Resident and Family Surveys showed overall positive feedback.

100% of the family responses stated:

- Staff are responsive to their inquiries and/or requests.
- Since entry, the residents' health issues have been adequately addressed.
- The family members are satisfied with the services provided by TSLI and they would recommend TSLI to others.

98% of the residents stated staff respect their confidentiality.

96% of the residents reported that staff are available to meet with them as needed.

94% of the residents stated they received a clear description of the program; and were treated respectfully by staff.

## **The family members responded:**

**"I appreciate TSLI for providing a structured environment for my brother."**



## **Spring Fling 2024**

**"The staff has been extremely helpful. Greatly appreciated!"**

**"I thank the staff for all they do, every day, day in and out."**

## **The residents responded:**

**"This program helped me to schedule my doctor appointments, budget my money, be assertive, to complete my daily living skills, and take care of my health."**

**"I hold and take my own medication; I shop for food for myself; handle my own money."**



## **Annual Fall Picnic 2024**

**"The assistance from TSLI and Summit have given me the chance to go back to school and practice healthy thinking and goals."**

## Resident Santino – “TSLI keeps me out of trouble”

Prior to living at TSLI, Santino was homeless for 8 years. While he started off living in his mini van, he eventually was living on the streets with few resources. Santino would go the gym to shower and look for places where he could spend the night. Eventually, Santino found himself sleeping on the streets. While living on the streets, he struggled to remain substance free.

In February 2024, Santino entered the Supervised Program at Building 70. Santino “loves living in TSLI; he loves cooking in the kitchen and having a bathroom to shower in. Living in TSLI, I like to abide by the rules, as they keep me in check and out of trouble.”

“TSLI has helped me to gather my thoughts, get proper sleep, and lessen my anxiety. Dinner meals are excellent; I love home cooked meals.”

I thank Sue, my Program Coordinator in Unit C. She is “the best!” She has worked with me to ensure I stay on track and focus on my goals of sobriety and maintaining my mental health.



Santino

“While homeless, I had up to four jobs at the same time. It was tough living in my car for so long. Saying I am comfortable here at TSLI is an understatement.”

TSLI strives to be a diverse and inclusive workplace that values our staff and strives to make everyone feel equally involved in and supported in all areas of the workplace.

Women represent 71% of the workforce, of those 24% hold leadership roles and an additional 24% hold supervisory roles.

40% of the Workforce are Under-Represented Minority (URM)<sup>1</sup>



**PROVIDING SERVICE TO OUR RESIDENTS IN  
COOPERATION WITH & GRANTS AWARDED BY...**



**Office of  
Mental Health**



*Long Island Region COC*



<sup>1</sup> UNDERREPRESENTED MINORITY (URM) - IS DEFINED AS A U.S. CITIZEN WHO IDENTIFIES AS BLACK/AFRICAN AMERICAN, HISPANIC/LATINO, OR AMERICAN INDIAN. ALL OTHER RACE/ETHNICITY CATEGORIES OR NON-U.S. CITIZENS ARE CONSIDERED AS A NON-UNDERREPRESENTED MINORITY

# TSI Pathways Program

Since 1977, TSI 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; 24 Nassau residents are served. 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. Residents work individually, as well as in groups, to provide the best opportunity to become active community participants.

By offering events and celebrations the residents are encouraged to socialize with each other and in the community.



## SERVING RESIDENTS

### WITH A DUAL DIANGOSIS

Applicants may have a diagnosis of substance abuse secondary to their primary diagnosis of mental illness. Often, applicants are screened for placement in one of TSLI's two eight-bed MICA 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 are also served in 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 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 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
- Community Integration



### Resident Survey (73% response):

#### Of those responding:

- 94% stated the program was clearly described to them.
- 98% stated staff respected their confidentiality.
- 94% stated staff treat them respectfully and respond quickly to problems.
- 96% stated staff are available to meet with them as needed.
- 89% stated their cultural beliefs are respected.
- 87% are satisfied with the staff support they receive to manage their medication.

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 assists 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 up to six months.

## Resident Movement: Pathways Programs

*The mission of the Pathways Program is to assist residents to develop their independent living skills so they may live in the least restricted environment possible.*

*In 2024, there were admissions to the Pathways Program.*

### Occupancy

Supervised Program 91%  
Apartment Program 93%  
Supported Housing 92%



### Intake Stats

Dual Diagnosis	68%
Generic	32%
AOT	7%

### Internal Movement:

9 residents moved to a more independent setting.  
8 residents moved to a more supervised setting.  
18 residents moved laterally.

### 149 Referrals were received in 2024:

32 Referrals were admitted into the Pathways Program

#### Dispositions:

Accepted 21%	Denied 23%
Withdrew 48%	Returned 7%
Pending 1%	

### Discharge Placements

31 Residents discharged from TSLI Pathways in 2024

Apartment Treatment Program 10%

Family 3%	Supported Housing 16%
Independent Housing 23%	Supervised CR 3%
Hospitals 3%	Unknown 6%
Deceased 3%	Room and Board 10%
Adult Homes 13%	Nursing Home 10%

## Summit Program Outcomes

85% of residents maintained their housing

8% of residents maintained employment

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

92% of residents attained at least one objective in their Service Plan

38% of residents with a substance abuse history remained sober



Admissions: 3 referrals were accepted to the Summit Program.

Discharges:  
1 resident moved to an unknown location

# TSI Summit: A Supportive Housing Program

Established in 1993, the TSI Summit Program provides permanent Supportive 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 2024, the Summit Program provided housing and services to thirteen individuals, as well as one family. In 2024, the Medicaid Compliance Officer conducted one Resident Interview at TSI Summit and viewed one RILS Service provided by staff. The oversight ensures the residents are receiving Service Planning.

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 monthly to provide support services to help them to succeed in functioning independently in the community.

The Summit Program focuses on goals to assist the residents. These 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. In compliance with the US Department of Housing and Urban Development (HUD), TSI follows Housing First principles when screening its applicants; this ensures that low barrier criteria for admission are considered.

# TSLI Celebrated Direct Support Professional Week

## 9/9/24 through 9/16/24



**TSLI/HHB CELEBRATES  
DIRECT SUPPORT PROFESSIONALS' WEEK  
9/09/2024-9/16/2024**

### **MONDAY FUN-DAY**

**WEAR YOUR FAVORITE SPORTS TEAM  
OR SCHOOL APPAREL TODAY!**

### **TEE-DYE TUESDAY**

Rock your tie-dye gear today:  
the brighter the better!

### **Wake up Wednesday**

Enjoy breakfast on us!  
It will be delivered to each site.

### **THROWBACK THURSDAY**

Rock your threads from way back when and dress for your favorite decade today!

### **Fantastic Friday**

**WEAR BLUE TODAY TO  
REPRESENT TSLI/HHB**



## Direct Support Professional Week



**Direct Support Professionals**

**We know who our real heroes are!**

What does being a Direct Support Professional or a Direct Care Professional mean to you?

It is extremely rewarding to provide the support and assistance needed for our residents to achieve their goals! Jamie A

Providing the necessary tools and skills in a judgement free environment to ensure they can successfully succeed within the community! Lisa A

Showing up to help change the lives of others one day at a time! Hallie S

Giving back to the community and being a trusted and helpful resource to the people I serve! Julia D

Being part of the solution in a world where it can be tough for those who face so much difficulties due to their diagnoses is truly rewarding! Grisel R

Daily necessary skills such as finance budgeting, cooking, cleaning, social interactions, & promoting mental health!

They say if you love what you do, you never work a day in your life! Darrell D. Gianna C

**Transitional Services of New York for Long Island, Inc. Haven House/Bridges, Inc.**

**Ka-Pow!** **ZAP!** **BOOM!** **POW!**

Staff morale and teamwork are an essential part to our goal of making TSLI a place where staff are proud to work.



The managers enjoy an afternoon learning how to cook Coq au Vin and *Crème brûlée*.



Follow us on facebook TSLI/HHB



Follow us on Instagram tsli\_hhb

**Special thanks to the 2024 donors who  
donated to our fundraiser on the Benefactor,  
Sponsor and Ambassador levels.**



Michael Mendicino/  
66 GIBBS RD LLC



Bruno J. LaSpina, CEO



William & Amy Handwerker

Please accept this donation and a Thank You for all the years you have provided care for my brother, David.

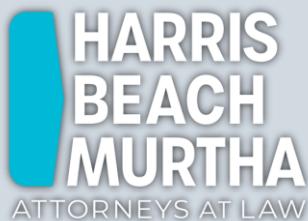
I know he is no longer in your program, but I know you have given him much needed care.

Thank you,  
Dorothy

Thank you to the 2024 donors who  
donated to our fundraiser on the  
Patron and Supporter levels.



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# 2024 Annual Human Services Award

## Thank you to our supporters



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Happy to be able to support your efforts. Have a  
great holiday season.

All the best,  
Larry Grubler and Bonnie Arguilla/  
TSI NY

Please accept our donation in recognition of the  
remarkable work you do and in commitment to  
the residents you serve.

To each and every member of this inspiring  
organization, thank you for your dedication  
enhancing the lives of Long Island residents  
through your wide array of housing and support  
services. Here's to 47 remarkable years!

Warm regards,  
MaryBeth (Board of Directors) & Jim Griffin