

SCFS

Steinway Child And Family Services, Inc.

Human Services with a Human Touch

www.steinway.org

Steinway: The Overall Picture

Since 1972, Steinway Child and Family Services has provided mental health, residential and human services to people in Queens, Brooklyn, the Bronx and Manhattan. The agency is committed to community-based care and to the diverse populations that make their home in New York City. Annually, 3,500 children, adults and families benefit from Steinway's 21 programs.

SCFS initiatives are targeted to:

- Poor, minority, underserved and immigrant people
- Children and adolescents
- Families
- People with or at risk for HIV/AIDS
- Senior citizens

Programs operate from 9 community-based locations.

- Services are offered at freestanding clinics, schools, residences and in clients' homes.
- Headquartered in Queens, Steinway is a true part of the communities it serves.

Steinway plays a critical role in:

- Alleviating debilitating symptoms and maximizing functional ability
- Avoiding more intensive mental health interventions
- Keeping families intact
- Providing culturally competent care
- Serving people with at risk for HIV/AIDS

Steinway offers a range of programming including:

- Mental health services
- Case Management
- Preventive services
- HIV/AIDS services
- Residential programs
- Services for older people
- Family Education and Empowerment

Fees are based on ability to pay. No one is turned away for financial reasons. Emergency services for all clients are available around-the-clock, 365 days a year.

General Information:

(718) 389-5100

www.steinway.org

SCFS: Facts At A Glance

- A 501C (3) tax-exempt charitable corporation, Steinway had a budget of \$17 million in 2006.
- 92% of revenues go directly to client services.
- Only 6% of clients can pay for services or have private health insurance.
- State-of-the-art care is insured through quality management and training programs.
- Therapists are all appropriately credentialed.
- The agency is governed by a 12-member board of directors.
- A consumer satisfaction survey reveals satisfaction rates of more than 95%.

Mental Health Services

SCFS runs 3 mental health clinics and their satellites Queens and the Bronx. The clinics, whether targeted to adults or young people, provide a group of core services.

Core Mental Health Services

- Creation of a strength-based treatment plan
- Individual, family and group therapy
- Crisis intervention
- Case management
- Medication therapy
- Referrals to other services and entitlements

Steinway clinics form therapeutic groups to address common client concerns. They work on honing parenting skills, family problems, anger management and bereavement. Arts and crafts groups also contribute to the treatment process.

Four of Steinway's clinics are school-based. For all programs serving young people, parents and legal guardians participate in the treatment process. In clinics serving adults the majority of clients are female. However, in clinics serving children and adolescents the majority of clients are male.

Clinic referrals come from community groups, schools, managed care providers, residential centers, faith-based institutions, hospitals, drug/alcohol programs, mobile crisis teams, provider agencies, New York City and State and former and current clients. Funding for mental health programs come from New York State and City, Medicaid, Medicare, private insurers, donors and self payment.

*Steinway's --freestanding clinics operate weekdays and Saturdays.
For specific times, call SCFS' general information number.*

1. The Steinway Clinic

SCFS' flagship mental health clinic, the Steinway Clinic is located in Queens at the agency's Long Island City headquarters. It primarily serves people from Western Queens. In 2009 SCFS merged its Steinway and Queensbridge clinics into one unit.

The Steinway Clinic: Yearly Statistics

- Serves 172 adults - 63% of them are female and 37% male
- Serves 96 children and adolescents
- Provides 9,950 client contacts
- Is staffed by 24 full and part time therapists including psychiatrists
- Client population: 39% African American, 32% Caucasian, 25% Latino and 4% other
- Services in English and Spanish

2. The Martin DePorres Clinic

The Martin DePorres clinic serves people of all ages but places special emphasis on children and adolescents. Clients come from Astoria, Flushing and Woodside.

The Martin de Porres Clinic: Yearly Statistics

- Serves 72 adults - 60% of them are female and 40% male
- Serves 44 children and adolescents
- 4,500 client contacts
- Is staffed by 8 full and part time therapists including psychiatrists
- Client population: 48% African American, 30% Latin, 22% Caucasian and 10% other
- Services in English, Spanish, Italian and Portuguese

3. The Howard Beach Clinic

This clinic joined SCFS in 2001 but has been in existence for over 30 years. The Howard Beach Clinic serves Southwestern Queens. It is the largest of Steinway's freestanding clinics.

The Howard Beach Clinic: Yearly Statistics

- 216 adults - 59% of them female and 41% male
- Serves 75 children and adolescents
- Provides 11,529 client contacts
- Is staffed by 25 full and part time therapists including psychiatrists
- Client population: 72% Caucasian, 17% Latino and 8% African American
- Services in English, Spanish and Italian

4. The Courtlandt Avenue clinic

Steinway newest clinic is also its first in the Bronx. The Courtland Avenue clinic is designed to meet the needs of an underserved area and to augment other SCFS Bronx based programs.

The Courtlandt Avenue Clinic: First Six Months Statistics

- 28 adults - 52% of them female and 48% male
- 94 children and adolescents
- Provides 216 client contacts
- Is staffed by 7 full and part time therapists including psychiatrists
- Client population: 49% Latino, 41% African American and 10% other
- Services in English and Spanish

Services For Children, Adolescents And Families

Children and adolescents account for 65% of all clients. Historically committed to young people, Steinway operates school-based clinics in Queens and Brooklyn. By situating clinics in schools, SCFS knows that youngsters are more likely to be available for treatment. Steinway staff also work with school personnel. SCFS also runs two residences for children with serious emotional disorders who cannot be treated while living at home.

1. Queens On-Site School-Based Programming

The On-Site School-Based Program operates in District 30 in Queens at PS 76, 176 and 204.

The three sites serve young people with emotional disorders. On-Site youngsters and their parents receive individual and family therapy.

Queen On-Site Program: **Yearly Statistics**

- Serves 56 children and adolescents - 54% are male and 46% female
- Provides 1,675 client contacts
- Is staffed by 3 full and part time therapists including psychiatrists
- Client population: 58% African American, 32% Latino, 10% other
- Services in English and Spanish

2. Community Residence Program

The Community Residence Program is for children and youth needing out of home treatment. Residences provide a living environment that allows young people to remain in the community.

The residence program is Steinways most intensive initiative for children and youth. There are currently two residences, one in Brooklyn for girls aged 12 to 17 and one in Queens for boys 11 to 14.

The Community Residence: **Yearly Statistics**

- Each residence can serve up to eight children and youth at a time
- Each residence is staffed by 20 full time and part time child care workers, administrators, case managers, psychiatrists and nurses
- Staff is on call round-the-clock, 365 days a year
- Residence staff works to return clients to parents and legal guardians as quickly as possible

Case Management Services

Steinway case management programs serve adults with chronic and persistent mental illness and children and adolescents with serious emotional disorders. Each client is supported by a team that includes two intensive case managers and one supportive case manager. Steinway case management programs operate in Queens and the Bronx. Clients with severe problems receive *intensive case management* which provides a high level of support. And those with more functional ability get *supportive case management*. Clients can move easily from one level of care to another. Case management referrals for children and adolescents come from SPOA (Single Point of Access). Funding for all Steinway case management programs comes from New York State and Medicaid.

Case management begins with the creation of a strength-based service plan. While case management is a recent phenomenon, its underlying philosophy is consistent with Steinway's traditional belief in the importance of comprehensive care. The agency has always held that people with serious mental illnesses have multiple needs. They require on-going support and should be served in the community.

Services:

- Keep clients with chronic mental illnesses stable.
- Avert or minimize hospitalizations and emergency room visits.
- Avoid out-of-home placements for children and adolescents.
- Ensure that problems are addressed quickly.
- Assist clients in reaching personal goals.

Goals:

- Getting mental health care and staying in treatment.
- Securing housing, medical care and income supports.
- Staying on medication.
- Getting supportive services and navigating other service systems.

1. The Adult Blended Case Management Program

Based in Long Island City, Adult Blended Case Management serves individuals aged 18 and older in Queens. Clients have severe and persistent mental illness and are at high risk for hospitalization. Many have had repeated hospital stays. Five case management teams assist a maximum of 220 clients.

Adult Blended Case Management: **Yearly Statistics**

- 309 clients assisted
- 55% receive intensive case management and 45% receive supportive care management
- Serves a population that is 37% Caucasian, 31% African American, 18% Latino, 5% Asian and 9% other
- Services provided in English, Creole, Spanish, French and Mandarin

2. The Bronx Children's Blended Case Management Program

The Bronx Children's Blended Case Management Program is New York's largest case management program for young people. Clients range in age from 5 to 17. Seven case manager teams serve a maximum of 308 clients.

The Bronx Children Blended Case Management Program: **Yearly Statistics**

- 465 children and families assisted
- 55% receive intensive case management and 45% receive supportive case management
- Clients are 55% Latino, 39% African American and 6% other
- Services provided in English and Spanish

3. The Home and Community Based Services (HCBS) Program

HCBS is for children and adolescents at highest risk for out-of-home placement or hospitalization. It is the most intensive of all Steinway case management programs. HCBS serves a maximum of 60 children and adolescents aged 5 to 18 living in Queens. Care is overseen by an individualized care coordinator.

The HCBS Program: **Yearly Statistics**

- 126 children and families assisted
- Serves a far larger number of males than females
- Clients are 45% African American, 26% Latino, 17% Caucasian and 12% other
- Services provided in English and Spanish

4. The Queens Children's Blended Case Management Program

Linked to HCBS, The Queens Children's Blended Case Management Program serves those aged 5 to 17. One case management team and a supervisor staff the program. When children no longer require the level of support offered by HCBS, they can move easily to this blended case management program.

The Queens Children's Blended Case Management Program: **Yearly Statistics**

- 70 children and families assisted
- 57 % receive intensive case management and 43% receive supportive case management
- Clients are 41% African American, 21% Latino and 17% Caucasian
- Services provided in English and Spanish

5. Intensive Crisis Stabilization and Treatment Program (ICST)

The intensive Crisis Stabilization and Treatment Program, Steinway's newest initiative, is a hybrid case management/mental health program. Designed to provide immediate services, ICST is for children and adolescents aged 5-17 at imminent risk of hospitalization. A 12-week program, ICST reduces a child's symptoms, addresses the precipitating crisis and provides comprehensive case management services to the family. Staffed by therapists, services are provided at home and children and families are seen an average of two to three times a week. Steinway's ICST, which is part of the Courtlandt Avenue Clinic, is the only service of its kind in the Bronx and one of two in a New York City.

ICST: **Yearly Statistics**

- Serves 110 children in 4 annual cycles
- Staffed by 4 intensive crisis stabilization therapists, 1 outreach worker and 2 supervisory and support staff
- Services are provided in English and Spanish

Preventive Services

Steinway Preventive Services are for families with children and adolescents at high risk for being placed in a foster care home, or a residential treatment facility where there has been a report of child abuse and/or neglect. Steinway's two prevention programs currently have a capacity to serve 180 families. The families in this program are tracked by New York City's Administration for Children's Services (ACS). Over 90% of those in SCFS preventive services are assigned by ACS which funds the initiative. Parents getting Steinway preventive services are helped to address issues such as mental and substance abuse illnesses, domestic violence and sexual abuse. Participants take a mandatory parenting skills course and can also attend lectures, seminars and social events.

1. Bronx Preventive Services

Bronx Preventive Services is located in the South Bronx and has the capacity to serve 105 families. A highly-rated parenting skills program has a graduation rate of 95%. Bronx Preventive Services works in tandem with health care providers, schools, faith-based institutions, community groups and businesses to stabilize families.

Bronx Preventive Services: **Yearly Statistics**

- 185 families assisted
- 14 staff members
- 48% of those served are Latino, 45% African American and 7% other
- Assisted 130 females, 30 males and 320 children
- Services provided in English and Spanish

2. Queens Preventive Services

Based at Steinway's Long Island City headquarters, the Queens Preventive Services is for families from Western Queens. It has a capacity of 75 families. Queens Preventive Services works in tandem with health care providers, schools, faith-based institutions, community groups and businesses to stabilize families.

Queens Preventions Services: **Yearly Statistics**

- 116 families assisted
- 9 staff members
- 40% of those served are African American, 35 % Latinos and 22% Caucasian
- Assisted 121 females, 132 males and 253 children
- Services provided in English and Spanish

3. Powerful Families

Steinway newest preventive service is the Powerful Families Program. Developed by the Casey Foundation which focuses on minority families, Powerful Families helps parents develop leadership skills, manage family finances and act as their own advocate. Steinway is extending its own program from Queens to the Bronx and helping four other human service agencies launch Powerful Families initiatives. Powerful Families offers classes conducted in English and Spanish. Based on its expertise, Steinway is also working with the Casey Foundation to develop new parenting skills and family dynamics programs. Funding for Powerful Families comes from the Casey Foundation, the United Way and New York's Administration for Children's Services.

Powerful Families: **Yearly Statistics**

- 165 people have participated and 140 have graduated since 2005
- 90% of graduates are women
- 59% are African American and 41% Latino

HIV/AIDS Programming

SCFS was among the first of the outer borough, human service agencies to understand the changing nature of the HIV/AIDS epidemic and its impact on poor and minority populations. By addressing an emerging need, Steinway laid the foundation for the network of HIV/AIDS services that now exists in Queens.

SCFS offers several HIV/AIDS-related programs. It runs one of New York City's largest supportive house programs for people with HIV/AIDS and their families. Open to all with HIV/AIDS, the program includes many people with a concurrent diagnosis of mental and/or substance abuse illness. Steinway also educates adults and adolescents at risk for HIV infection and helps people with HIV/AIDS who live independently to stay healthy.

1. The Scatter Site Housing Program

Steinway's Scatter Site Housing Program has 180 apartments throughout Queens and Brooklyn. Residents all have case managers and a supportive service plan. They receive substance abuse and mental health services, apartment maintenance, supportive care services and referrals. The program helps people live longer, healthier lives. With supportive care there has been a 80% decline in deaths among residents. Those in the program are helped to move on to independent living and a large number do so. The program is funded by the New York City Human Resources Administration.

The Scatter Site Housing Program: Yearly Statistics

- Served 205 people who were visited bi-monthly
- 57% of residents are African American 33% Latino and 10% other
- 17 staff members including 9 case managers
- Over 75% of clients are seen bi-weekly

2. The CAPE and TPEP Program

CAPE offers case management, advocacy, prevention and educational services to individuals at high risk for contracting HIV/AIDS. CAPE coordinates medical, mental health and substance abuse care for people with HIV/AIDS and insures that social service and housing needs are met. Prevention and education efforts focus on individuals at high risk for HIV. The Teen Peer Education Program (TPEP) targets adolescents, a group that is among those at highest risk for HIV infection, with an effective and popular prevention course. The New York State AIDS Institute funds CAPE and TPEP.

CAPE/TPEP: Yearly Statistics

- CAPE directly and indirectly reaches approximately 15,000 people
- 30 persons participate in CAPE's case management program
- TPEP graduates approximately 40 adolescents annually
- 6 staff members work at CAPE and TPEP

Services For Older People

1. The Esplanade Gardens Seniors Program

Large numbers of senior citizens remain at home after retirement. When these individuals live in close proximity, they form a *naturally occurring retirement community* (NORC). Esplanade Gardens, a cooperative housing development in Harlem, has a formally organized NORC staffed by Steinway. The Esplanade Gardens NORC helps older people function independently through recreational, cultural and educational activities in conjunction with case management and health services. The Esplanade Gardens NORC is funded by Steinway, Council Member Inez E. Dickens, 9th C.D. Speaker Christine Quinn and the New York City Council, Associated Black Charities, and the Manhattan Borough President's Office.

Esplanade Gardens NORC: **Yearly Statistics**

- Over 7,050 residents reached by direct contact or telephone
- 2,000 people got referrals, case management or had their families contacted

2. The Grandparents' Empowerment Movement (G.E.M.)

G.E.M. is a Harlem-based, self-help, membership organization for grandparents with childcare responsibilities. Children come to live with grandparents for many reasons. Their natural parents may have substance or mental health illnesses, they may be incarcerated or have life-threatening illnesses. Steinway staff helps grandparents relearn parenting skills, build advocacy networks and assist natural parents so that they can resume responsibility for their children. Each year G.E.M. has 1,034 contacts with members. G.E.M. is funded by Steinway, the Yoko Ono Foundation and by Council Member Inez E. Dickens, 9th C.D., Speaker Christine Quinn and the New York City Council.

Income Support Services

1. The Steinway Food Pantry

Steinway's free food pantry is open to those in SCFS programs and to the public. It offers food and nutritional information in English and Spanish and helps people secure food stamps and other entitlements. The pantry is funded by Steinway and through contracts with the United Way of New York, the Food Bank of New York and City Harvest. It accepts donations. The pantry is open from 10:00 a.m. to 1:00 p.m. on Fridays and on an emergency basis.

The Steinway Food Pantry: **Yearly Statistics**

- Provides food to over 23,400 people
- Provides nearly 25,000 Bags of food annually

Technical Support Services

1. Training and Quality Management Departments

Keeping Steinway at the vanguard of community-based human service providers is the responsibility of its Training and Quality Management Departments.

The Training Department enables staff to work at their optimal level and insures that the most state-of-the-art therapeutic strategies are employed at the agency. Trainers cover a multitude of clinical, practice and legal issues. By identifying specialized needs, clinical staff plays a key role in developing the training agenda. The program utilizes trainers from within and outside of the agency.

The Quality Management Department insures that Steinway programs offer the highest level of care and reflect the agency's mission. The Department insures that SCFS programs are in compliance with agency and government standards. It also evaluates programs, measures results and conducts research.

Renold Damiani
Chairman Board of Directors

Mary D. Redd, LCSW, ACSW
President and CEO