

# STEINWAY FORUM

STEINWAY CHILD AND FAMILY SERVICES **SCFS**  
HUMAN SERVICES WITH A HUMAN TOUCH VOL. 2, NO. 1

## Steinway Offering New and Expanded Programs

After more than 35 years of service, Steinway remains a growing enterprise. It has three brand new programs and three others are expanding. Much of the growth is in underserved Bronx communities. Whether new or expanded, these initiatives deliver client-focused services that produce measurable outcomes.

Of particular importance to Steinway is its first Bronx mental health clinic. According to Betty Turner Ross, Director of Mental Health Services, "the new clinic ensures that troubled adults and children can get treatment close to home which contributes to successful outcomes."

At the clinic is a new program that combines mental health treatment with case management. The Intensive Crisis Stabilization and Treatment Program is for children and adolescents at imminent risk for hospitalization. What sets it apart from case management programs is that the child's therapist is also the case manager.

"Usually", Gail Hart, Director of the ICSTP noted, "case managers insure that clients get mental health care. Here, the therapist takes on a nontraditional role by linking the client to a broad array of needed services." *Continued on page 3*



*Brendan Collins, Steinway's Director of HIV/AIDS services and Lorena Flores, Director of Steinway's CAPE program.*

## Steinway And New York City Hospitals Unite To Fight HIV/AIDS

Steinway is joining with New York City's Health and Hospitals Corporation to test more at-risk people in Queens for HIV/AIDS. The new alliance comes at a time when the City is exploring new ways to halt the on-going spread of HIV among young people, especially those of color.

New York remains an epicenter of the HIV/AIDS epidemic. Over 100,000 New Yorkers have AIDS and the City has one of the nation's highest HIV infection rates. The epidemic continues to have a devastating impact on minority and low income families – the populations Steinway serves.

The Steinway/HHC alliance means that more people with HIV will get treatment before the virus

develops into AIDS. As important, the testing program will help prevent the spread of HIV to others. According to Brendan Collins, Steinway's Director of HIV/AIDS services, "our goal is to make HIV testing a standard part of regular medical care."

The testing initiative uses peer advocates to reach groups at high risk for HIV/AIDS. Lorena Flores who directs Steinway's CAPE program says: "Advocates go to community centers, shelters, housing projects and places frequented by men who have sex with men."

"Peer advocates are very good at this kind of outreach," Collins indicates. "They share common experiences and backgrounds with our target

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# The Whole Client

**A Word from Mary D. Redd:**  
*Steinway President and CEO*



With this issue, we re-launch Steinway's newsletter. The big news about SCFS is that we are thriving; the reason is our focus on the total person. We believe that you just cannot treat mental health problems in a vacuum.

Helping Steinway people means attending to their collective needs. Poverty, joblessness, physical health, family instability, inadequate housing and other issues can and do

impede mental health treatment. So, we take a holistic approach in all of our programs.

Clients, for example, can move from one type of mental health program to another as their needs change. We sometimes find that a person coming to Steinway for mental health care may be unable to cope on a day-to-day basis. That client can then move to one of our case management programs which provide more comprehensive assistance.

A commitment to the whole client can be found in all of Steinway's newest programs. Our new Bronx mental health clinic, for example, includes an Intensive Crisis Management and Treatment Program that uniquely combines treatment with case management. Equally, our innovative Powerful Families programs keep highly troubled families intact and teach skills which allow them to flourish.

Steinway is also a proponent of "wellness". This school of thought stresses the important link between physical and mental health. Many people served by Steinway have poor diets, get little exercise and live with a good deal of stress. Unknowingly, they become prime candidates for heart disease, high blood pressure, diabetes and other chronic conditions.

Steinway believes that a healthier lifestyle can translate into longer, more complete lives. So we work with clients to promote their general wellness.

Those coming to SCFS frequently have complex problems but I want to emphasize they are not intractable. Resolving them requires the humanistic approach to service delivery that is our trademark.



Mary D. Redd

# Steinway gets a new home:



After 15 years at its present Long Island City address, Steinway is moving four blocks away. The new home, near to several subway lines will continue to be easily accessible to clients. Construction of Steinway's new headquarters is well underway with the move scheduled for this summer. Steinway started life in Long Island City 37 years ago; it is proud to continue as a part of this diverse community.

## SCFS Credits

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## Steinway's People: A Look at Our Clients



### Engaging a Teenager

Two years ago, 17-year-old Jennifer was very angry and verbally abusive. "Just anything would get me annoyed," she recalls. Since then

things have changed dramatically. Jennifer, with considerable help from Irma Irizarry, her Steinway Case Manager, is a happier teenager.

Now she enjoys friends, extra curricular activities and school. Jennifer also gets on better with her mother and her developmentally delayed older sister. She has stopped running away from home and is focusing on college and careers.

At 15, Jennifer did not yet understand the high price she paid for being so angry. She responded to friends, family and strangers with curses and defiance. In turn, they responded by rejecting or ignoring Jennifer. She and her mother argued endlessly. Her school work suffered.

Behavioral change began with Jennifer's enrollment in the Bronx Children's Blended Case Management Program. Ms. Irizarry's goal was to help Jennifer by providing her with comprehensive mental health, social, recreational and educational services.

In the beginning, Jennifer "didn't like" the interference. "I was uncomfortable the first time she came to our house." But Ms. Irizarry was not

easily deterred. She kept calling and her persistence paid off. As Jennifer says: "I finally found someone I could talk to. She's cool."

Eventually, Jennifer started to participate in the programs and activities that Ms. Irizarry proposed. She joined a teen group run by the Case Management Program which she grew to like. She also enjoyed the program's day trips. Jennifer began therapy at her school. She has just joined Steinway's Teen Peer Education Program which educates young people about HIV/AIDS, safer sex and abstinence.

Because Jennifer trusted Ms Irizarry, the case manager could focus on anger management and, in particular, on curbing her cursing. "I wanted her to understand that the aggressive behavior and the bad language were self defeating."

The beneficial effects of the Bronx Case Management Program have come in every area of Jennifer's life. She is now one of the best students in her class. At home, she and her mom are better communicators and Jennifer has become more willing and better able to help care for her sister.

Jennifer is one of almost 400 young people and families assisted annually by the Bronx Children's Blended Case Management Program. It is New York City's largest case management program for children and adolescents. Ms Irizarry is one of 21 case managers in the program. ■



Jennifer with her Case Manager, Irma Irizarry

## Unite To Fight HIV/AIDS

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populations. The advocates can alleviate the stress surrounding a decision to get tested for HIV."

SCFS is uniquely qualified to work with HHC. The agency runs one of New York City's largest supportive housing programs for people with HIV/AIDS and their families. Through its CAPE and TPEP programs, Steinway educates adults and adolescents at risk for HIV and works with people with HIV/AIDS who live independently. ■

### Steinway's HIV/AIDS Programs at a glance:

- The Scatter Site Housing Program provides homes to more than 200 people with HIV/AIDS a year. They are visited by Steinway staff at least bi-monthly.
- The CAPE (Case Management, Advocacy, Prevention and Education) Program touches the lives of more than 15,000 people with or at high risk for HIV/AIDS annually.
- Each year 40 adolescents graduate from TPEP (Teen Peer Education Program). Teens are a group at high risk for HIV infection.

## New and Expanded Programs

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Steinway has also extended its Teen Peer Education Program and its Powerful Families initiative to the Bronx. TPEP educates adolescents about HIV/AIDS and addresses the issues of safer sex and abstinence. Its first Bronx class started in March. Powerful Families is a program for New York's most troubled families. With help these families remain together and children stay safe.

Outside of the Bronx, a second SCFS residence for adolescents with serious emotional disorders has opened. Located in Brooklyn, the residence provides a home for 8 girls, many of whom have histories of psychiatric hospitalization. This facility will soon be joined by a third residence in Manhattan.

According to Robert Jorlett, Director of Residential Services, "New York City has an acute shortage of supportive residences for young people. As Steinway expands in this area, we fill a gap in the mental health system." ■

# Staff Profiles



## Salvacion Bonete, MD: Steinway's Doctor

Dr. Salvacion Bonete is Steinway's Medical Director. She evaluates, prescribes and manages medications for clients, and supervises 7 other

psychiatrists at Steinway's mental health clinics. Dr. Bonete also regularly consults with SCFS therapists. Her goal: "changing the future of clients for the better."

Dr. Bonete arrived at Steinway in 1989 to work in the agency's preventive program which assists troubled families. "My first SCFS assignment allowed me to do what I really wanted – work with young people and their parents."

Born in the Philippines, Dr. Bonete went to medical school in that country. She came to the United States to complete her medical education in adult, child and adolescent psychiatry at the Mount Sinai School of Medicine at Elmhurst Hospital. Board certified in child and adolescent psychiatry, she has put all this training to good use at Steinway.

Based on her early experiences, an unbreakable bond formed between Dr. Bonete and the agency. "Gradually, I became involved with clients in all the programs." The result was Dr. Bonete's appointment as Medical Director, a post she has held for 15 years.

Dr. Bonete speaks with affection about her work with children at Steinway. "You get to

watch them grow up and get better in front of your eyes," Dr. Bonete says. "I'm pleased when they come back to visit after they've left for college. It is also gratifying to think about how many youngsters we've kept out of hospitals."

While Dr. Bonete prescribes medications, she is a strong advocate of talk therapy. "Medications relieve symptoms but do not address the underlying problems. That can only be achieved in

the sessions that occur between a patient and a clinician. The medications make the therapeutic process easier."

"When I first started at Steinway only 10% of patients were on medications. That number has increased by more than sevenfold. The result is that our ability to successfully address mental illness and its symptoms has grown enormously."

Patients know they can depend on Dr. Bonete. She sees them at least once a month and when necessary more frequently. The doctor is also in regular contact with their therapists.

In addition to her work at Steinway, Dr. Bonete passes along her considerable knowledge and experience to those training in psychiatry. As Assistant Clinical Professor at the Mount Sinai School of Medicine, she teaches both residents and child fellows.

In her 18 years at Steinway, Dr. Bonete has seen enormous changes. "When I first came, we were so small. Now we've become a multi-service agency with the ability to help people in many



ways. That growth is for the good. The individuals depending on us have complex problems and very few places to get help for them."

Dr. Bonete says that when she started working at Steinway, "I was sort of moonlighting but that changed quickly. I got very involved and I came to love my work here. As she says, "the best and most gratifying job is to be paid for something you love to do." ■

# SCFS Program Notes:

## Queensbridge Clinic

The Queensbridge Clinic, which operates from Steinway's Long Island City headquarters, has a new Spanish-speaking parenting group. Almost a quarter of those served at Queensbridge are Latino. Group members will learn skills that make child-rearing easier and less stressful.

## Martin dePorres Clinic

The holidays can be difficult for many people with mental health problems. In response, the Astoria-based Martin dePorres Clinic offered a holiday blues group. Also new are a socialization group for boys and a group that teaches clients about treatment and medication.



## Howard Beach Clinic

In December, the Howard Beach Clinic started a group for the adult children and families of substance abusers. Because of their family history, these individuals are at higher risk for substance abuse problems themselves. Howard Beach also broke a service record in the January with 1,028 kept appointments.

## Onsite Program

The Onsite Program, with mental health clinics in 2 elementary and 2 intermediary schools in Queens, is working with school administrators to get more children the help they need. Because school staff is now more able to identify emotional problems, referrals have risen. Two of the 4 programs are at capacity.



## Home and Community Based Waiver Program

The Home and Community Based Waiver Program is expanding. The Queens-based program, serving adolescents at high risk for hospitalization or out-of-home placement, will grow from 60 to 72 youngsters. The expansion comes at the request of New York State, which funds the program, and results from HCBW' excellent past performance.

## Preventive Services

Preventive Services is testing a curriculum that teaches parents to raise children and adolescents with emotional problems. The Incredible Years which has been successfully used across the country has not been tried with the high risk families served in Preventive Services programs. Testing the curriculum is being supported by New York City, Casey Family Programs and the Marguerita Casey Foundation.

## Steinway Food Pantry

The Steinway Food Pantry, an emergency food provider to over 17,000 people, has received new funding from some good friends. New York's City Council gave \$13,125 in a first-time grant to the pantry and the City's Emergency Food Assistance Program continued contributing with a \$5,000 grant. In an unusual gift, Feed the Children passed along a donation of children's books from Star Bright Books to the pantry. Their generosity enables the pantry to feed both the bodies and minds of needy New Yorkers.

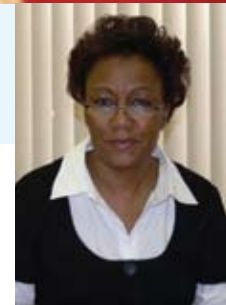
## Community of Color and Scatter Site Housing Programs

The Community of Color and Scatter Site Housing Programs spearheaded Steinway's participation in Black HIV/AIDS Awareness Day. Steinway co-sponsored a conference that took a comprehensive look at Blacks, HIV/AIDS and at prevention, treatment and education efforts. Special focus was placed on expanding the rate of HIV testing among Blacks. The Scatter Site Housing program is one of New York's largest residential programs for people with HIV/AIDS.

# Mental Health Made Easy A Clinician's Perspective



By Betty Turner Ross, LCSW-R  
Director, Mental Health Services



Deciding to get mental health treatment can often be difficult. People ask themselves numerous questions about whether or not to get help. They want to know things like:

- *Do I need treatment?*
- *Where is the best place to go for help?*
- *How much will it cost?*

This column is dedicated to answering these and other frequently-asked questions about you and your mental health.

One question often heard by Steinway therapists is: "What happens when I start treatment? Beginning treatment is often a stressful time. Taking the mystery out of what happens in your first sessions makes these meetings less difficult. So, here is what occurs when you arrive at one of our clinics.

### We will:

- *Assess your problem and determine whether or not you need therapy*
- *Assign a therapist if you do*
- *Develop a treatment plan with defined goals*
- *Schedule appointments*

Remember **you are an active partner** in starting therapy. Clinicians, no matter how skilled, cannot get results unless you buy in. Once treat-

ment begins, the therapist will work with you on determining and working toward goals.

### Your clinician will:

- *Increase self awareness so you can better understand your problems*
- *Help change negative behaviors*
- *Improve your ability to function on a daily basis*
- *Determine if you might benefit from medication in addition to therapy*

As treatment progresses, your therapist will periodically review the original treatment plan. Each assessment determines what to do next and, finally, when to end treatment.

I want to emphasize that mental health treatment works. Whether you have a mild disorder or a more serious illness, treatment can lead to a reduction of incapacitating symptoms and an improved quality of life. Remember, more than 80% of people in therapy improve with treatment. So if you start, chances are you will benefit.

In the next *Steinway Forum* we'll take a look at what happens when you think your child or adolescent might need mental health care. ■

# Want to know more about Steinway?

Check out our updated and expanded website: There you will find an overview of SCFS and a comprehensive look at of each of our 22 programs. Steinway's latest annual report is also included.



[www.steinway.org](http://www.steinway.org)



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