



# SCFS

Steinway Child and Family Services

*Working for you in the Community*

**Annual Report 2009-2010**

**Human Services with a Human Touch**



## SCFS

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Steinway Family and Child Services is dedicated to helping people of all ages. It offers mental health, case management, HIV/AIDS, social and residential services. With programs for all, SCFS targets underserved populations; no one is turned away because of an inability to pay.

Headquartered in Queens, Steinway programs operate from free-standing clinics, schools, supportive residences and client homes. Emergency help is available to every Steinway consumer, round-the-clock, every day of the year.

### General Information

718 389-5100

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

# From the President and the Chair of the Board of Directors



This annual report covers Steinway's activities in 2009-10: a year of accomplishments for us. But Steinway's new achievements result from almost four decades of *providing human services with a human touch*. Started in 1973 as a mental health provider, SCFS has become a large, multi-service agency with 17 programs in four New York City boroughs.

Mental health care is and has always been SCFS' largest service. However, the array of mental health programs we offer and the range of populations we serve has expanded over the years. Steinway now has the capacity to provide community-based treatment to adults, children, adolescents and families with problems that span the spectrum of mental illnesses.

In 2009-10, we treated 3,500 clients at free standing and school-based clinics. The agency opened its first mental health clinic in the South Bronx. Demand for services was so great, that we quickly doubled the size of this clinic's staff.

We are also extending mental health services to Brooklyn by opening a satellite clinic at the headquarters of the Black Veterans for Social Justice. Steinway is proud to help those who served our country and their families.

Mental health programs for children and families also grew. Young people now account for 55% of our clinical mental health clients. In the Bronx, we are experiencing success with an innovative program that concurrently provides therapy and case management to children in crisis.

Case management services, our second largest program continued to expand. Our programs serve adults with chronic and persistent mental illnesses and children and adolescents with serious emotional disabilities. In January of 2010, Steinway case management services for adults became available in the Bronx.

SCFS' pioneering initiatives for people with or at risk for HIV/AIDS continued growing. Our three-year-old HIV testing program for the first time reached out to faith-based institutions and Steinway is now able to do HIV Rapid Testing. Our work in this area means that people will get treatment if needed and we are helping to diminish the spread of HIV.

We want to emphasize that all SCFS programming is based on the agency's commitment to treating the whole person. Mental illness cannot be divorced from physical ailments, economic need and other factors. It is the reason Steinway created a Food Pantry to ensure that consumers will not have the additional burden of wondering how to feed their families.

Steinway is also committed to serving people across the lifespan. It is why we offer two programs for older adults that address the special needs of older Central Harlem residents.

All that gets done at Steinway is premised on the efforts of good people. We thank them all. In this annual report, you will learn about all of SCFS' programs. We hope this illustrates our goal of improving the functional abilities of people so that they can lead richer, more productive lives.

Mary D. Redd, LCSW, ACSW  
President and CEO

Renold Damiani  
Chair, Board of Directors

# One Year at Steinway: A Statistical Glance

- **17 programs** offer mental health, social service, HIV/AIDS and residential services.
- **722** adults served in Steinway's free-standing clinics.
- **1082** children and families served in the clinics.
- **800** adults and children were enrolled in case management programs.
- **105** people were tested for HIV.
- **16,123** young adults and adolescents reached through CAPE, an HIV/AIDS initiative.
- **92%** of all revenues went directly into client services.
- **20** children and adolescents lived at the agency's 2 community residences.
- Over **8,000** contacts with older people in programs solely dedicated to senior citizens.
- Staff **doubled** at Steinway's new Bronx mental health clinic to meet rising demand.
- Over **64,000** people got food from the Steinway Food Pantry.
- More than **30** training sessions helped staff deliver state-of-the-art services.



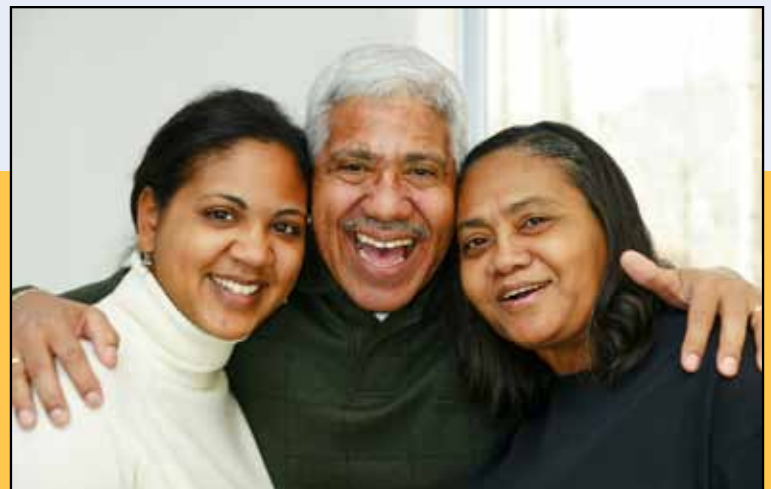
# Programs and Services



*“We design services that people need. That explains the variety and excellence of our programs and their cultural competence.”*

*- Dr. Pasquale DePetris, Chief Operating Officer*

- 1. Mental Health Services**
- 2. Case Management**
- 3. HIV/AIDS Programming**
- 4. Senior Services**
- 5. Social Services**
- 6. Income Support Assistance**
- 7. Technical Support Services**



# 1. Mental Health Services

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## For Adults:

*“At Steinway, mental health programs are warm, supportive and targeted to attaining treatment goals. And we get results.”*

*- Betty Turner Ross, Director of Mental Health Services*

Mental health care is Steinway’s largest service. The agency operates four freestanding and several satellite clinics. In 2009, the Steinway Clinic absorbed the Queensbridge Clinic. The merged clinic is located at the agency’s Long Island City headquarters. The Martin de Porres Clinic serves Astoria, Flushing and Woodside. The Howard Beach Clinic also in Queens, became a part of Steinway in 2001. Steinway’s newest is the Cordlandt Avenue Clinic in the Bronx which has doubled in size since it opened in 2009.

Clinics provide individual, group and family therapy. They also offer medication therapy and management. For clients with more complex needs, Steinway can refer clients to its own case management programs and to other more intensive mental health services.



### Women and Depression: Steinway Addresses a National Problem

The most common reason women seek help from Steinway is depression. 72% of all clinic clients are women and approximately 80% of them are treated for depression. These percentages mirror national trends but women at Steinway have some unique characteristics.

They are far more likely to be minority or immigrants. A disproportionately high number come from broken homes and have parents who abused alcohol and drugs. Many have been physically or sexually abused.

Typical of women being treated at Steinway for depression is Rita, whose parents came to Queens from Guyana. Family pressure over schooling led to a severe depression. Overwhelmed, Rita became despondent and turned inward. With therapy and medication management, her life improved dramatically. Rita learned new ways to interact with her family and to put her studies in perspective. With treatment, Rita finished nursing school.

### Returning From Prison and Beating the Odds

After leaving prison, Thomas wanted a new life. For him that included more education, a job and improved relationships. To attain these goals, Thomas knew he needed mental health care which led him to Steinway

With therapy, he has come to understand why he got involved in crime. Now, Thomas has completed college and is pursuing an advanced degree in business. He is also doing a lot better at forming trusting relationships.

Thomas is committed to reaching his treatment goals but he knows that a very high percentage of former prisoners return to jail. He is determined to beat the odds. So are the people who work with him at Steinway.



## Mental Health Services (continued)

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### For Children, Adolescents and Families:

*Every child I treat has the potential to bloom and all the clinical work we do together makes that promise a reality.*

*- Redmond McBrinn,, Child and Adolescent Therapist*

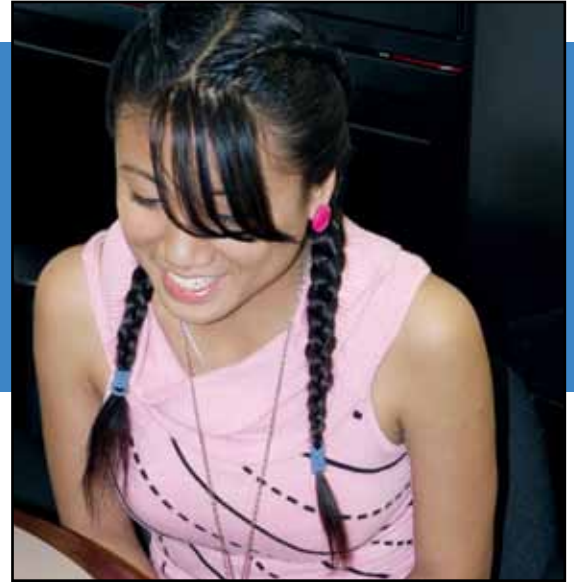
Steinway was established to serve children, adolescents and families. Today 55% of consumers at its mental health clinics are young people. In addition to therapy, these youngsters can get medication therapy and management.

Because helping youngsters with emotional disorders is a family affair, SCFS engages parents and guardians in the treatment process. Before treatment begins, a therapist works with parents and, when feasible, the child, to create a treatment plan that includes mutually agreed upon goals. Length of treatment is dependent on attaining those goals.

In addition to the clinics, Steinway has other programs for young people. Its On-Site Program brings mental health services to four schools in Queens. SCFS has two residences for children and adolescents with serious emotional disorders who are unable to live at home. The first is in Queens and serves boys aged 8 to 14. The second is in Brooklyn and serves for girls aged 13 to 18.

SCFS also runs a special program for young people in crisis. The Intensive Crisis Stabilization and Treatment Program, one of only two initiatives of its kind, is a hybrid mental health/case management program.





## Mental Health Services (continued)



### Melony B: Dreams to Pursue

When Melony B was 11, she spent three months as a psychiatric inpatient. Melony was also having difficulties living at home.

So, Melony went to live at a Steinway's residence after leaving the hospital. She remembers her arrival: "I was timid, depressed and hesitant about living with 7 other kids. I'd already missed a year of school and was afraid to return."

Residence staff taught her new ways to interact with adults and peers. Because every activity at the residence is designed to improve a child's functional ability, Melony was able to return to school where she found it easier to focus on her studies. She also found the residence to be "more like a home" than the therapeutic environment it actually is.

After leaving the residence, Melony stayed in contact with Steinway staff who continued to offer encouragement. They even raised money so Melony could celebrate her high school graduation.

Melony got her first apartment and is pursuing an associate's degree at a community college.

She works in an after school program run by her foster care agency. Melony hopes to be a teacher and a writer. As she puts it, "I've come a long way but really I'm just starting. I have dreams to pursue."

## 2. Case Management

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*Our case managers offer individualized care. They know their clients and make sure they get the precise mix of services they need.*

*- Karen Clark, Director of Case Management Programs*

Steinway operates case management programs for adults with chronic and persistent mental illnesses and for children and adolescents with serious emotional disabilities. Case management, the agency's second largest program, is available in Queens and in the Bronx.

At Steinway, case management is premised on the belief that consumers need a variety of services to maintain stability and to remain at work, at school and in the community. Consumers with more complex problems work with an intensive case manager; those with a greater ability to live independently are served by a supportive case manager.

Steinway's highest level of case management is found in the Home and Community Based Waiver Program. It serves children and adolescents at highest risk for out-of-home placement or hospitalization.



### Nicole P: A Youth Advocate with a Special Prospective.

Nicole P., 18, is a Youth Advocate for Steinway's Home and Community Based Services Waiver Program (HCBS). Being hired for this job represented quite a change for a remarkable young woman who had only recently been a client of that very same program.

Her new job is helping youth overcome difficult problems. According to Nicole, "When I was in the program, I wished that I'd had someone my own age to share experiences."

Steinway believes in the importance of peer advocates and uses them in several programs. Talking with a peer has been found to be an effective therapeutic tool in turning around the lives of young people with serious emotional disabilities.

The valedictorian of her high school class, Nicole received a partial scholarship to attend Queensborough Community College from the Harvey Milk School. She was also honored by Mayor Bloomberg in a ceremony for high school leaders. But when she came to the HCBS nobody could have predicted such an excellent outcome for young woman.

At the HCB, Nicole worked with Kimberly Tibbs, her Individualized Care Coordinator. It was Ms. Tibbs' job to address all of her new client's needs. Nicole was experiencing problems at home, in school and with a difficult relationship so she and Ms. Tibbs assisted joined forces to develop a comprehensive service plan. Or as Nicole says: "Steinway gave me everything."

In a little more than a year, Nicole progressed to the point where she was ready to leave the HCBS. Steinway was delighted to have been there when needed.

We are equally delighted to welcome her back as a staff member.

### 3. HIV/AIDS Programming

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*Our programming is for populations with or at high for HIV/AIDS. Often these groups have not gotten the most benefit from treatment advances. Literally, we give people a second chance at life.*

*- George Farrell, HIV/AIDS Coordinator*

Steinway is a leader in HIV/AIDS programming for outer borough people with or at risk for HIV/AIDS. It runs three HIV/AIDS programs. For those with HIV/AIDS living in the community, Steinway's CAPE program provides case management. CAPE also does extensive advocacy, outreach and education. TPEP, which educates teenagers about HIV/AIDS, was started through the efforts of Congressman Joseph Crowley (7th CD). The agency's newest program is its HIV testing program which began in 2008. Since its start, over 1,400 people have been tested.

#### A New Hiv Testing Initiative Gets Results

William Cuadrado a member of Steinway's HIV Testing program, has been to a lot of health fairs, community events and faith-based organizations over the last three years. He is doing extensive outreach to get people tested for HIV. His supervisor George Farrell says "We want Mr. Cuadrado and other outreach workers to be constantly on the move. Our goal is to help those at highest risk for HIV/AIDS."

The three-year-old program began when New York City's Health and Hospitals Corporation (HHC) asked Steinway to collaborate on its HIV testing effort. At the program's end, well over a 1000 people had been tested. HHC noted that Steinway had been unusually effective in reaching young people, a group not usually responsive to HIV outreach efforts.



Since then, Steinway has received financial support for HIV testing from the National Black Leadership Commission on AIDS whose funds are distributed by the New York City Council's Communities of Color Initiative. The program has reached out to faith-based organizations, including a mosque and a Hindu temple.

According to Mary D. Redd, Steinway President and CEO, "doing HIV testing is a natural for us. We are strongly committed to wellness and to serving at-risk populations. I am pleased that Steinway, which has been partnering with health care providers to do testing, is now licensed to do Rapid HIV testing on its own."

## 4. Senior Services: GEM and NORC

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The fastest growing population group in New York City is people aged 65 and older. Because Steinway has a commitment to people across the lifespan, it offers two model programs for minority seniors. Its Grandparents Empowerment Movement or GEM program assists grandparents who assume child-raising responsibilities from adult children unable to care for their offspring. The children come to live with their elder relatives because their natural parents have died, suffer from mental and substance abuse illnesses or have been incarcerated.

Like many housing developments, Esplanade Gardens, a Harlem-based apartment complex has a large and growing older population. For them, Steinway runs an initiative akin to a Naturally Occurring Retirement Community or NORC program. It insures that members and their friends stay healthy, active and involved. Every year, the NORC makes over 8,000 contacts with Esplanade Garden residents. Offering health, wellness and recreational/educational services. Staff also works with the families of program members when necessary.

## 5. Income Support Services

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Because so many Steinway clients lack basic necessities, the agency created the Steinway Food Pantry. It has become SCFS' fastest growing program because of the economic downturn. Use of the pantry has nearly doubled from 2008 to 2010. The Pantry provides healthy food, nutritional information and can help people get food stamps and other income supports.

## 6. Technical Support and Fiscal Services

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Ensuring that Steinway continues all its vital work is the responsibility of the Quality Management and Human Resources Departments. Training keeps staff up to date on a wide variety of issues. Quality Management insures that programs meet standards, incorporate best practice standards and promptly addresses problems. The Human Resources Department handles all employee-related issues.

SCFS' Fiscal Department prepares SCFS' budget and oversees its day-to-day finances.



# SCFS' Programs

## Mental Health Services

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### **Steinway Clinic**

22-15 43rd Avenue, Long Island City, NY 11101-3825  
Karen Nemeroff, LCSW-R, Supervisor and Assistant Director of  
Mental Health Services

### **Martin DePorres Clinic**

4-21 27th Street, Astoria, NY 11102-4510  
Rosalie Wilson, LCSW, Supervisor

### **Howard Beach Clinic**

151-20 88th Street, Howard Beach, NY 11414  
Susan Appelman, MA, ACSW, CASAC,  
Program Director

### **Courtlandt Avenue Clinic/ICST**

522 Courtlandt Avenue, Bronx, NY 10451  
Angela Perez, LMFT, Program Director  
Program Director

## Children, Adolescent and Families

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### **On-Site Clinic –**

**PS 76 and 112, IS 26 and 204** (District 30, Queens)  
41-36 27th Street, Long Island City, NY 11101-3825  
Helen Boynowsky, LCSW, Supervisor

### **Astoria Community Residence**

11-40 31st Avenue, Astoria, NY 11106  
Kelly Ionescu, Program Coordinator

### **92nd Street Community Residence**

260 East 92nd Street, Brooklyn, NY 11212-1450  
Laura Coley, Program Coordinator

## Case Management

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### **Queens Adult Blended Case Management**

22-15 43rd Avenue, Long Island City, NY 11101  
Amber Mallory, MSW, Program Director

### **Bronx Adult Blended Case Management**

369 East 148th Street, Bronx, NY 10455  
Adonna Kersey, LMSW, Program Supervisor

### **Bronx Children's Blended Case Management**

369 East 148th Street, Bronx, NY 10455  
Annette Pomberg, MSATR, Program Director

### **Home and Community Based**

#### **Waiver Services (HCBWS) Program**

22-15 43rd Avenue, Long Island City, NY 11101-5018  
Emmanuel Odigie, LMSW, Program Director

#### **Queens' Children's Blended Case Management Program**

22-15 43rd Avenue, Long Island City, NY 11101-5018  
Emmanuel Odigie, LMSW, Program Director

## HIV/AIDS Services

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### **Case Management, Advocacy, Prevention and Education (CAPE) Program**

22-15 43rd Avenue, Long Island City, NY 11101-5018  
George Farrell, Program Coordinator

### **Teen Peer Education Program (TPEP)**

22-15 43rd Avenue, Long Island City, NY 11101-5018  
Vanessa Brooks, Program Coordinator

### **Community of Color Initiative-FBO**

22-15 43rd Avenue, Long Island City, NY 11101-5018  
William Cuadrado, Program Coordinator

## Services for Older People

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### **Grandparent's Empowerment Movement (GEM)**

700 Lenox Avenue, Building 6, Suite 1, New York, NY 10039  
Requithelia Allen, Facilitator

### **Esplanade Gardens Senior Program/NORC Program**

700 Lenox Avenue, New York, NY 10039  
Mary D. Redd, LCSW, ACSW, Program Director

## Income Support Services

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### **The Steinway Food Pantry**

22-15 43rd Street, Long Island City, NY 11101  
Jannett Taylor, Coordinator  
Technical Support Services

## Technical Support Services

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### **Quality Management & Risks Assessment Department**

Nardine McCleod, MSW Director

### **Human Resources Department**

Aurelio Gooden, Director

### **Facilities Management**

Craig Himmons, Director

# Donors

## Foundations and Charities

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Black Leadership Commission on AIDS: Communities of Colors  
City Geba Lodge #1009 and Foundation  
City Harvest  
Federation of Protestant Welfare Agencies  
Food Bank of New York City  
New York Clothing Bank  
Penny Harvest  
United Way of New York City  
Yoko Ono Foundation [One Foundation]

## Corporations and Businesses

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Astoria Community Center (ACS)  
DTC, Depository Trust and Clearing House  
Friars Club & its Sunshine Committee  
21st Street Main Post Office, Long Island City  
Silvercup Studios  
Standard Motors, Inc.  
Raich, Malte & Ende, LLP  
T.R. Designs, Inc.

## Individual Donors

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Dr. Emery Berczeller	Renold Damiani	Gail Mitchell
Lavonnie Brinkley	Beverly Farrar	Lydia M. Pitts, Esq.
James Bryant	Irene P. Farrar	Julia Price
Anne Browen	Roderick A Goyne	Mary D. Redd
Launie Brown	Larry Hammel	Floree Roberson
Gloria R. Boyland	Renee Harper	Barbara Turner
Velma Cannon	Tara Griffin, Esq.	Anonymous (6)

## Program Funders

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### New York State

Department of Health – AIDS Institute  
Department of Health  
Education Department  
Office of Mental Health

### Grants

Manhattan Borough President's Office  
New York City Council – Manhattan Delegation  
New York State Legislature: Communities of Colors  
New York State Legislature: Honorable Catherine Nolan  
New York City Department for the Aging  
New York City Department of Youth & Community Development

# Financials

## Statement of Revenue, Expenses and Changes in Net Assets.

### Fiscal Year 2010

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#### Revenue

Mental Health Services	5,156,414
Family Support/Case Management Services	7,343,946
Preventive Services	1,582,135
HIV/AIDS Programming	5,059,792
Other	248,574

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**Total Revenue** **19,390,861**

#### Expenses

Program Services	18,130,768
Management	1,311,431

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**Total Expenses** **19,442,199**

EXCESS (Deficiency) of public support  
and revenues over expenses (51,338)



*"All of our support services – fiscal, human resources, MIS and maintenance – have one purpose, insuring that SCFS is able to provide the best to the people it serves."*

*- Lewis E. Duckett, Vice President for Finance and Administration*

# Board Members

## Officers

Renold Damiani, Chairperson  
Larry Hammel, Vice Chairperson  
James M. Bryant, Treasurer  
Gail Mitchell, Secretary



## Members

Launie Brown  
Tara A. Griffin, Esq.  
Julia Price



# Executive Staff

Mary D. Redd, LCSW, ACSW, President and CEO  
Salvación Bonete, MD, Medical Director  
Pasquale DePetris, Ph.D., Vice President and COO  
Lewis E. Duckett, Vice President of Finance and Administration  
Jannett Taylor, Director of Administrative Support Services  
Ana Tejada, Executive Associate/ Fund Development



# Senior Staff

Tommy Allen, Director of Finance  
Frantz Fleury, Director of Accounting  
Romeo Uykhilam, Director of Budget and Revenue  
Betty Turner Ross, Division Director, Mental Health Services  
Karen Clark, Division Director, Case Management Services  
Aurelio Gooden, Director of Human Resources  
Nardine McCleod, Director, Quality Assurance  
and Risk Management  
Robert Jorlett, Residence Program Director  
Craig Himmons, Director of Facilities Management



*In 2010, Lydia M. Pitts, Esq., one of Steinway's dearest friends and strongest supporters, passed away. At the time of her death, Ms. Pitts was Vice Chairman of SCFS' Board of Directors and had served on that body for nearly 25 years. She was also Vice President and General Counsel for AXA Equitable. Ms Pitts brought an extraordinary range of skills to her work at Steinway. Her knowledge, wit and her extraordinary humanity is sorely missed by the entire Steinway family.*

Writer: Norman Katz

Design and Printing: Meridan Printing

Photography: Principal photographer, Thomas P. Geyer. Additional Photography, William Cuadrado and Lewis E. Duckett..



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Long Island City, NY 11101-3852  
(718) 389-5100  
[www.steinway.org](http://www.steinway.org)

Based in Queens, Steinway is a comprehensive human service provider with 17 programs in four New York City boroughs. It is dedicated to helping underserved people. Steinway programs serve all regardless of ability to pay.