



SCFS

Steinway Child and Family Services

Working for you in the Community

Annual Report 2006-2007

Human Services with a Human Touch



SCFS

Steinway Family and Child Services is dedicated to helping troubled people of all ages with mental health, case management, protective, 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 brings services to where people live. 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

From the President and the Chair of the Board of Directors



This annual report covers the years 2006-7. But Steinway's newest accomplishments rest on 35 years of prior achievement.

Started in 1972 as a mental health provider, SCFS has become a multi-service agency with 21 programs in four New York City boroughs. In 2006-7, we served a total of 3,500 people. Despite our growth, Steinway remains at heart what it has always been, a community-based organization dedicated to people.

Mental health treatment continues to be SCFS' largest service. In 2006-7, we treated 1,200 clients at four free standing clinics and five school-based clinics. By adding a new wing to our Howard Beach Clinic, we were able to increase its patient population by 20%.

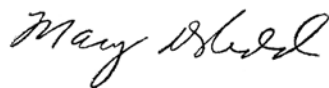
Programming for children and families, another Steinway mainstay, also grew. Because services for children at high risk for hospitalization are in short supply, we expanded Steinway's most intensive case management program for young people by 15%.

We also developed a new kind of program that provides both therapy and case management to children in crisis. It opened in 2007. Two years earlier, the Casey Foundation selected us to launch its Powerful Families program which serves very troubled families and keeps children safe.

We've also expanded our pioneering initiatives for people with HIV/AIDS. TPEP, a Queens-based teen HIV prevention program, was extended to the Bronx.

All that gets done at Steinway is premised on the efforts of good people. Over our history, professional and support staff, donors and volunteers have made a collective contribution that guarantees our ability to deliver high quality services. We thank everyone.

In the pages that follow, you will learn about all of SCFS' programs and a few of the people we've helped. The initiatives and individuals illustrate our goal of alleviating symptoms and improving functional ability so that people can lead richer, more productive lives.



Mary D. Redd, LCSW, ACSW
President and CEO



Renold Damiani
Chairperson

Steinway Then and Now: An Interview with Mary D. Redd

Mary D. Redd has headed Steinway for all but 5 of its 35-year history. As the head of SCFS and as an advocate, she has worked to bring high quality social services to underserved, poor, minority and immigrant populations. Here, Ms. Redd talks about her experiences at SCFS.



How did you get to Steinway?

Actually, I answered an ad. My expertise was in mental health care and I wanted to focus on young people. It was also important to me to work in a part of New York that lacked human services. Steinway was the perfect choice. Back then, Queens lagged behind the other boroughs when it came to providing community-based care.

What was the agency like when you arrived?

Only two of our free standing clinics, Steinway and Queensbridge, existed. My first project was to transform an independent counseling program at the Martin DePorres Community Center into a Steinway certified mental health clinic.

How did SCFS become so involved with children and adolescents?

We were involved from the start. Steinway was founded to address parent-child issues in Astoria's Greek community. As we reached out to housing projects in Western Queens, our commitment to minority young people expanded.

I also thought that staff working with young people should be proficient in two areas. I wanted them to be skilled clinicians and to know the child welfare system. With this dual expertise, Steinway became a leader in delivering school-based mental health services. It also made us an expert provider of preventive services.

What about other special populations?

Steinway always keeps an eye and ear on emerging needs. That's how we got into serving people with HIV/AIDS. A staff member thought we could contribute by offering residential services to those in Queens with HIV/AIDS. That was the start of our Scatter Site Housing Program. Soon, we introduced other initiatives. Because we were there early, lives have been saved. Our work in this area has been particularly gratifying for me.



How did Steinway evolve into a multi-service provider?

You can't help people by being narrowly focused. Mental health problems interconnect with health concerns, poverty, joblessness, empowerment, inadequate housing and a host of other issues. You get the best results when you determine the services a person needs and see that they are delivered. All our case management programs take this holistic approach. That is also why we run a food pantry.

You've taken an interest in programs for older New Yorkers. Why?

Those 65 and older have become a large group with discrete social service concerns. The Esplanade Garden Housing Project's Naturally Occurring Retirement Community gave us a chance to respond to those needs. The same is true for our Grandparents Empowerment Movement program. Here we are reaching out to grandparents asked to take on parenting responsibilities. Both these programs are models for serving older people in urban environments.

What about Steinway's future?

My parents reinforced in me the biblical enjoiner that: "To whom much is given, much is required." Those at Steinway have been given much and, each of us is committed to helping others. For this reason, I expect our future will be much like our past. We'll continue offering human services with a human touch and finding new and better ways to get the job done.

2006 & 2007 at Steinway: A Statistical Overview

- **21 programs** offer mental health, human service and residential services.
- **1,000** adults served.
- **650** children and adolescents served.
- **700** adults and children were enrolled in case management program.
- **16,123** young adults and adolescents reached through the CAPE program, an HIV/AIDS educational initiative.
- **92%** of all revenues went directly into client services
- **32** parents graduated the new *Powerful Families* program.
- **29** individuals with HIV/AIDS and their families got apartments through the Scatter Site Housing Program.
- **12** children lived at the community residence in Queens; plans were launched for a second residence in Manhattan.
- Over **8,000** contacts with older people in programs solely dedicated to senior citizens.
- **65** full and part time clinicians worked at freestanding clinics and school-based clinics.
- Over **17,400** people got food from the food pantry.
- More than **30** training sessions helped clinicians 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. Protective Services**
- 4. HIV/AIDS Programming**
- 5. Senior Services**
- 6. Income Support Assistance**
- 7. Technical Support Services**



1. Mental Health Services

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 treatment is Steinway’s largest service. The agency operates four freestanding clinics. Both the Steinway and Queensbridge Clinics are located at the agency’s Long Island City headquarters. The Martin de Porres Clinic serves Astoria, Flushing and Woodside. The Howard Beach Clinic is the agency’s newest and largest. Of the 1,000 people annually served at the clinics, 60% are children and adolescents. Clinics provide individual, group and family therapy. For clients requiring more help, the clinics offer medication therapy and referrals to case management programs.



Women and Depression: Steinway Addresses a National Problem

Women are more likely than men to utilize mental health services and the most common reason they seek help is depression. At Steinway, 72% of all clinic clients are women and approximately 80% live with depression. But while SCFS’ statistics mirror national trends, its clients have unique characteristics.

Women with depression at Steinway are far more likely to be minority or immigrants, which means treatment must be culturally competent. A disproportionately high number come from broken homes with parents who abused alcohol and drugs. Many have been physically or sexually abused.

Typical of them is Rita, whose parents came to Queens from Guyana. Rita’s depression resulted from family pressure to succeed at school. Overwhelmed, she became despondent. Unable to stop crying, Rita turned inward. It was at this low point that she also turned to Steinway. With therapy and medication management, things improved dramatically. Rita learned new ways to interact with her family and to put her studies in perspective. Her depression eased and, in June, Rita graduated from nursing school.

Returning From Prison and Beating the Odds

Having been in prison for participating in a violent drug ring, Thomas wanted a new life. For him, that included more education, a job and improved relationships. He knew that such a transformation would not occur by magic which is why Thomas came to Steinway.

With therapy, he has come to understand why he chose crime and violence. 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 completely achieving his treatment goals. But he understands that a very high percentage of former prisoners don’t succeed and return to jail. Thomas is determined to beat those statistical odds. So are the people who work with him at Steinway.



Mental Health Services (continued)

For Children, Adolescents and Families:

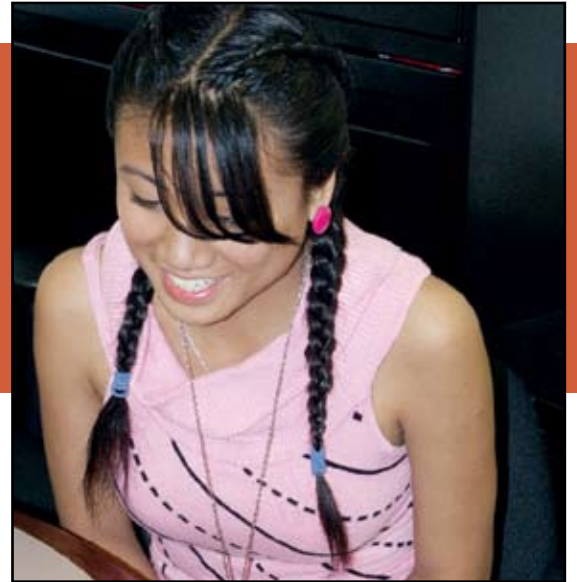
Every child I treat has the potential to bloom and all the clinical work we do together makes that promise a reality.

- Darlene Carrera, Child and Adolescent Therapist

To insure that young people get and remain in treatment, Steinway is *On-Site*, with four school-based mental health clinics in Queens and Brooklyn. For youngsters who have been or are at risk for hospitalization, Steinway runs a residence in Queens. It has a brand new Intensive Crisis Stabilization and Treatment Program that provides both therapy and case management. Because Steinway knows a child's mental health is a family affair, parents and legal guardians play a role in their child's therapy.

Steinway's Family Support Program helps the parents of children and adolescents with serious emotional disturbances. Its major component is a therapeutic respite program that gives parents a needed break from care-giving responsibilities. Respite care is offered after school and at a summer camp. While in respite care, children develop better socialization skills.





Mental Health Services (continued)



Melony Bumgardner: Dreams to Pursue

When Melony Bumgardner was 11, she spent three months as a psychiatric inpatient. In addition to her own problems, Melony was having difficulties with her father and a new stepmother.

Because of that, Melony went to live at Steinway's residence for children after leaving the hospital. She remembers her arrival: "I was timid, depressed and not looking forward to living with 7 other kids. I'd already missed a year of school and was afraid to return." For Melony, things were to quickly change for the better.

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 and do well. She found the residence to be "more like a home" than a therapeutic environment.

After leaving the residence, Melony stayed in contact with Steinway staff. They offered on-going encouragement and even raised the money so Melony could celebrate her high school graduation.

Now 21, Melony has her first apartment and is pursuing an associate's degree at a community college. She also works in an after school program run by her foster care agency.

Melony hopes to become 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

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 runs 5 case management programs in Queens and the Bronx. Two are for adults and three are for children and adolescents. Case managers see clients regularly. This helps them resolve day-to-day problems and move forward. With this kind of support, clients avoid unnecessary psychiatric hospitalizations and emergency room visits.

SCFS offers intensive case management for people requiring a lot of care and supportive care for those able to live more independently. A new initiative for children in crisis in Queens is a hybrid mental health/case management program and one of only two programs of its kind in New York City.



Karen Brown: A Case Manager with a Special Perspective.

Karen Brown is a Steinway Supportive Case Manager for children with serious emotional disturbances. Ms. Brown succeeds because she is trained and because her personal history parallels that of her clients.

Raised by an abusive father, Ms. Brown married a man with similar characteristics. The result – three of her children and Ms. Brown needed mental health care.

Steinway entered her life in 1994 when Ms. Brown's therapist recommended her for a job as a community outreach worker. Brown excelled at identifying community resources that could help clients.

She wanted more responsibility and returned to school to advance at the agency.

SCFS rewards talent and promoted Ms. Brown to her current position.

More than 20 very troubled families in the Bronx depend on her at any given moment. Her clients quickly come to understand what a remarkable ally they have acquired. During a crisis, she is always at their side.

Ms. Brown also makes a difference at less calamitous moments. "I spend a lot of time developing a support network for clients," she says. Ms. Brown reaches out to teachers, social workers, faith-based leaders and others in the community who can help her families.

Finally Ms. Brown works to empower families. "My real goal is for them to take control of their own lives. I know that these parents and children can improve. I am living proof of that."



3. Protective Services

Parents in our programs have multiple problems but we are committed to turning lives around. We empower parents so they and their children can reach their potential.

- Dr. A. Lenora Taitt-Magubane, Program Director, Bronx Preventive Services

Protective Services is for families whose children are being tracked for child abuse and neglect or who face foster care placement. Parents in Protective Services are helped to address issues such as mental and substance abuse illnesses, domestic violence and sexual abuse. Virtually all families in Steinway Preventive Services are assigned by New York City's Administration for Children's Services.

The agency has two protective services programs, one in Queens and the other in the Bronx. Steinway has one of the best records among New York City protective service providers for keeping families intact and children safe.

Powerful Families:

I know this agency really cares about families. That's why we've been able to implement a state-of-the-art program like Powerful Families.

- Angela Perez, Director, Preventive Programs

Powerful Families was introduced at Steinway in 2005. Parents in the program learn leadership skills and how to manage finances and advocate for themselves. Powerful Families uses an enriched and innovative parenting skills curriculum, developed by the Casey Family Programs which focuses on minority families. Because Steinway has been so successful in implementing this program, it has become a citywide leader in expanding Powerful Families. It is extending its own Powerful Families program from Queens to the Bronx and assisting other agencies launching this initiative.



4. HIV/AIDS Programming

HIV/AIDS programming is for populations that have not gotten the most benefit from treatment advances. Literally, we give people a second chance at life.

- Brandon Collins, Director of HIV/AIDS Services

Steinway is a leader in HIV/AIDS programming for outer borough people with or at risk for HIV/AIDS. With 180 apartments, SCFS runs one of New York City's largest scatter site housing programs for people with HIV/AIDS. With extensive support from staff, mortality rates for those in the scatter site housing program have dropped by 50%. For those living independently with HIV/AIDS, Steinway's CAPE program provides case management. It also does extensive outreach and education. TPEP, which educates teenagers about HIV/AIDS, was started through the efforts of Congressman Joseph Crowley (7th CD).

Keeping Teens Healthy: The Teen Peer Education Program

Lorena Flores, coordinator of the Teen Peer Education Program, is a second mother to a family of 240 teens and young adults. All are current and former members of TPEP and most call and visit frequently.

TPEP is for teens aged 13 to 21, a group at high risk for HIV/AIDS and other STDs. A TPEP meeting is often the first place where these young people can talk openly about sexuality. According to Premraj Deraj, a recent TPEP graduate: "you can ask questions that might make your own family uncomfortable."



Participants are expected to take what they learn at TPEP to the community. Veronica Barrios who graduated TPEP in 2005 speaks about safe sex at educational forums. Others use their knowledge to educate boyfriends, girlfriends and family members.

Graduates believe that TPEP helped them achieve life goals. Wendy Rodriguez, now at Skidmore College, credits the program for enabling her to get into the school of her dreams. Jagonmoy Chowdhury, once pressured to join a gang, chose TPEP and then college instead.

Flores expects a lot from her graduates. She wants them to make a contribution. With her encouragement, an unusually high number of TPEP grads train for social work, teaching, health care and other helping professions.



HIV/AIDS Programming (continued)



William S: Living and Thriving With HIV:

When he was 17, William S. had a very tough year. His mother was uncomfortable with his being gay and that year she asked William to find another place to live. He stayed with friends but feared homelessness. His seventeenth year also brought a diagnosis of HIV.

“Being HIV positive was a real shock. I believed I was going to die and thought more than once about suicide,” William remembers. “I also had some very immediate practical problems; I had no doctor and no permanent place to live.”

William was fortunate because he had an ally in the AIDS Center of Queens County (ACQC) and another in Steinway. SCFS found him a studio apartment in its Scatter Site Housing Program.

Steinway, however, was concerned about more than putting a roof over his head. William’s new home came with a case manager who visited him weekly. That way the agency knew William was taking care of his physical and mental health and getting his life back on track.

“Those early days were not easy,” William, who is now 23, recalls. “I was living on my own for the first time. I had a lot to learn about responsibility. My case manager was firm when necessary but I always knew she was on my side.”

Zoe Kosofsky, William’s original case manager, agrees with his assessment. “He was young and we questioned whether he was ready for independent living. We took the risk and it paid off. William got the message. With time, he made his apartment less of a gathering place for friends and more of a home.

As he grew more secure about himself and his health, William completed his GED and is currently attending LaGuardia Community College. He wants to be a high school teacher.

For the moment, William volunteers for Steinway as a peer advocate. “It is a way to return the help that was given to me when my life seemed so hopeless.”



5. Senior Services: GEM and NORC

New Yorkers aged 65 and older are the fastest growing population group in the City. Steinway has a commitment to people across the lifespan and it offers two model programs for 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 because their natural parents have died, suffer from mental health and substance abuse illnesses or have been incarcerated.

At the Esplanade Gardens Housing Project in Harlem, Steinway works with its Naturally Occurring Retirement Community or NORC to insure that members and their friends stay healthy, active and involved. Every year, the NORC makes over 7,000 contacts with Esplanade Garden residents. Offering recreational activities and referrals for case management and health services, NORC also reaches out to family members when necessary.

6. Income Support Services

Because so many Steinway clients lack basic necessities, the agency maintains a food pantry. The pantry provides food, nutritional information and helps insure that people get food stamps and other income supports.

7. Technical Support Services

Ensuring that Steinway continues all its vital work is the responsibility of the Training, Quality Management and Fiscal Departments. Training keeps clinicians up to date on numerous clinical, practice and legal issues and quality management insures that programs meet agency and government standards. The Fiscal Department both prepares SCFS budget and oversees its finances.



SCFS Programs

Mental Health Services

Karen Nemeroff, LCSW-R
Assistant Director, Mental Health Services

Steinway Clinic

41-36 27th Street, Long Island City, NY 11101-3825
Eve Blake, LCSW, Supervisor

Queensbridge Clinic

41-36 27th Street, Long Island City, NY 11101-3825
Adelaide Jacquet, LCSW-R, Supervisor

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

Children, Adolescent and Families

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

37th Street Clinic

355-37th Street, Brooklyn, NY 11232-2505
David Caserino, LMSW, Program Director

Family Support Services

45-11 31st Avenue, Astoria, NY 11103
Patricia Hines, Program Coordinator

Community Residence

11-40 31st Avenue, Astoria, NY 11106
Robert Jorlett, LMSW, Program Director

Case Management

Adult Blended Case Management

40-10 10th Street, Suite 2D/2E, Long Island City, NY 11101
Amber Mallory, MSW, Program Director

Bronx Children's Blended Case Management

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

Intensive Crisis Stabilization and Treatment Program (ICST)

369 East 148th Street, Bronx, NY 10455
Gail Hart, LCSW, Program Director

Home and Community Based Waiver Services (HCBWS) Program

240-15 Bridge Plaza North, Long Island City, NY 11101
Emmanuel Odigie, LMSW, Program Director

The Queens' Children's Blended

Case Management Program

240-15 Bridge Plaza North,
Long Island City, NY 11101
Emmanuel Odigie, LMSW, Program Director

Prevention Services

Bronx Preventive Services

369 East 148 Street, Lower Level, Bronx, NY 10455
Lenora Taitt-Magubane, Ed.D, LCSW, ACSW, Program Director

Queens Preventive Services

41-36 27th Street, Long Island City, NY 11101-3825
Angela Perez, LMFT, Program Director

Powerful Families

Angela Perez, LMFT
41-36 27th Street, Long Island City, NY 11101-3825

HIV/AIDS Services

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

41-36 27th Street, Long Island City, NY 11101
Lorena Flores, BA, Program Coordinator

Teen Peer Education Program (TPEP)

41-36 27th Street, Long Island City, NY 11101
Lorena Flores, BA, Program Coordinator

Scatter Site Housing Program

41-36 27th Street, Long Island City, NY 11101
Brendan Collins, LMSW, Program Director

Services for Older People

Grandparent's Empowerment Movement (GEM)

41-36 27th Street, Long Island City, NY 11101
Mary D. Redd, LCSW, ACSW, Facilitator

Naturally Occurring Retirement Community (NORC) Program

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

Income Support Services

The Steinway Food Pantry

41-36 27th Street, Long Island City, NY 11101
Jannett Taylor, Coordinator

Technical Support Services

Training Department

Patricia Vaughan, LMSW, Director

Quality Management Department

Maria Verna, MSW, Director

Finance and Administration

Lewis E. Duckett, Vice President of Finance and Administration

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Black Leadership Commission on AIDS:
Communities of Colors
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Marguerite Casey Foundation
Kids in Distress
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United Way of New York City
Yoko Ono Foundation [One Foundation]

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21st Street Main Post Office, Long Island City
Silvercup Studios
Standard Motors, Inc.

Grants

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New York City Council –Manhattan Delegation
New York State Legislature: Communities of Colors
New York State Office for the Aging
New York City Department for the Aging
New York State Senate: Hon. David Paterson

Program Funders

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Administration for Children's Services
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Human Resources Administration

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Financials

Statement of Revenue, Expenses and Changes in Net Assets.

Fiscal Year 2006

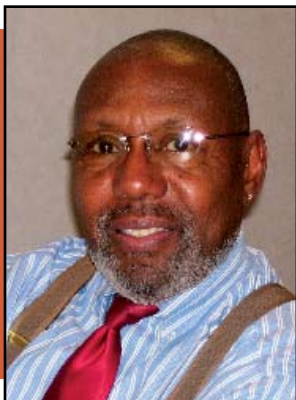
Revenue

Mental Health Services	4,558,400
Family Support/Case Management Services	5,814,800
Preventive Services	1,338,700
HIV/AIDS Programming	4,853,600
Other	249,100
Total Revenue	16,814,600

Expenses

Program Services	14,998,000
Management	1,597,000
Total Expenses	16,595,000

EXCESS (Deficiency) of public support and revenues over expenses	219,600
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“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

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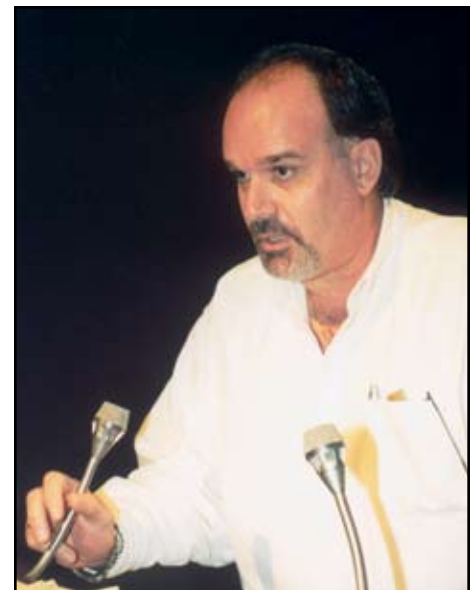


Executive Staff

Mary D. Redd, LCSW, ACSW, President and CEO
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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/ Development Associate

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Karen Clark, Director, Case Management Services
Brendan Collins, Director, HIV/AIDS Services
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Maria Verna, Director, Quality and Risk Management
Nicole Sterling, Administrative Assistant to Vice President and COO



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Steinway Family and Child Services
41-36 27th Street
Long Island City, NY 11101-3852
(718) 389-5100
www.steinway.org

Based in Queens, Steinway is a comprehensive human service provider with 21 programs in four New York City boroughs. It is dedicated to helping underserved people. Steinway programs serve all regardless of ability to pay.