

**TRANSITIONAL SERVICES  
FOR NEW YORK, INC.**

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ANNUAL REPORT 2022

*A Not-For-Profit Mental Health Agency*

*We Help People Rediscover Themselves!*

A LETTER  
FROM THE  
CHIEF  
EXECUTIVE  
OFFICER



Dear Friends:

While I too worry about recession, interest rates, inflation, prices of gas, COVID 19, Monkeypox, the war in Ukraine and a multitude of other stressors that are consuming our lives, I also marvel at how much Transitional Services has grown over the last year and how many more lives we impact daily and how many more need services

The COVID-19 pandemic has negatively affected many people's mental health and created new barriers for people already suffering from mental illness and substance use disorders. During the pandemic, about 4 in 10 adults in the U.S. have reported symptoms of anxiety or depressive disorder, a share that has been largely consistent, up from one in ten adults who reported these symptoms from January to June 2019. Information gathered in July 2020 also found that many adults are reporting specific negative impacts on their mental health and well-being, such as difficulty sleeping (36%) or eating (32%), increases in alcohol consumption or substance use (12%) and worsening chronic conditions (12%) due to worry and stress over the coronavirus. As the pandemic wears on, ongoing and necessary public health measures expose many people to experiencing situations linked to poor mental health outcomes, such as isolation and job loss.

I looked at my annual report message from 2019 to see what I wrote about and the topic was about a question I was asked, "What do you think the leading illness will be in the United States by 2030?"

The correct answer to the query was "Mental Illness." After some research, I found that "Depression is expected to become the single largest healthcare burden by 2030." This was before the pandemic.

This year, in addition to program growth and continued financial stability, we generated a new Strategic Plan for July 1, 2022 through June 30, 2025. While the plan outlines a number of objectives, there is one specifically that addresses Post Pandemic Initiatives with goals of returning to pre-pandemic operations.

We as a nation are not "out of the woods," but TSINY kept its workforce intact, has been able to increase salaries, expanded programs, such as The Miele, which will include twenty-seven (27) studio apartments to be occupied by low- and moderate-income seniors over the age of 62 and forty-two (42) studio apartments to be occupied by previously homeless individuals from the New York City shelter system. We also purchased another building next door to The Delson where we will begin development on 50 new units. I am very proud of what we were able to accomplish

TSINY services are going to continue to prove to be even more necessary in the future and we continue to stand by proudly and serve the citizens of New York City by providing a whole host of rehabilitative and support services you will read about in this annual report. Your support, both emotional and financial, means the world to us because it helps us do what we do best: Help People REDISCOVER THEMSELVES and lead a healthier life and transition to a point where they have the tools and resources to function better on a daily basis.

With warm regards,

Larry S. Grubler, Psy.D.  
Chief Executive Officer

**TRANSITIONAL SERVICES FOR NEW YORK, INC.** is a not-for-profit multi-faceted mental health corporation which, in contract with New York City and the State of New York, provides community-based services to individuals with mental disabilities. Transitional Services admitted its first clients for residential services in 1975 and currently serves over 4000 individuals annually.

### **MISSION STATEMENT**

**TRANSITIONAL SERVICES FOR NEW YORK, INC.**'s human service professionals work with persons with mental illness to help to enrich their lives. We utilize a broad spectrum of client-centered services to support growth and empower individuals to achieve increased levels of independence and self-reliance.

### **VISION STATEMENT**

**TRANSITIONAL SERVICES FOR NEW YORK, INC.** is working to become a recognized leader in the human services field by providing innovative and effective programs.

### **VALUES STATEMENT**

**TRANSITIONAL SERVICES FOR NEW YORK, INC.** staff will deliver effective programs with compassion, integrity, and professionalism. We expect all staff to put our clients' needs first while respecting ourselves and each other as we provide hope to those who participate in our programs.

This past year marked a shift in our work, moving away from operating in pandemic mode and moving toward post-pandemic permanency in our operations. TSINY has become accustomed to working in a COVID environment. Our multilayered COVID prevention protocols, utilization of PPE, strict adherence to COVID isolation and quarantine guidelines, internal contact tracing and encouraging vaccine uptake has allowed us to manage cases of COVID within our walls with little disruption due to COVID spread amongst our staff and the individuals receiving support. Adjusting to

the cadence of this post-pandemic life at TSINY has allowed us to refocus on how COVID has impacted the expectations of the staff delivering services at TSINY, as well as the people who use those services to maximize their recovery from mental illness. Our experience utilizing telehealth to deliver treatment, case management and social determinant supports throughout the pandemic, coupled with the utilization of remote work arrangements for our staff, illuminated opportunities for the expansion of services beyond the traditional brick-and-mortar model of mental health care. This past year saw the Agency closely examining questions about who desires telehealth as part of their plan of support, the efficacy of telehealth in delivering specific mental health supports, and how remote work will fit into TSINY's current practices and strategic goals. While we have leveraged our experience to develop sound policies and practices for both remote work and telehealth, we look forward in the coming year to honing our telehealth work and developing best practices in the use of technology in mental health care.

As other organizations did, we adjusted to the great resignation and workforce shortage issues this past year. Despite these challenges, our dedicated staff delivered support to the TSINY community as we envisioned. Our Adult Protective Services program managed 1,825 cases over the year, working with New York City's most vulnerable adults to remove serious risks of harm in their lives. Our Case Management programs reached 587 individuals, helping them coordinate their care and connecting them to resources that support their lives in the community. Our Social Determinant programs helped 445 people access employment services, education services and peer support. A total of 201 people used our Crisis Respite Program to avoid costly emergency department or inpatient psychiatric care to manage a mental health crisis. Our Rehabilitation & Recovery programs provided treatment and support to 885 individuals as they moved forward with their own mental health

recovery goals. Our Community Residence programs provided 260 individuals with rehabilitative living as they prepare to move on to their own apartments in the community. Our Supportive Housing programs provided 445 individuals and families with supportive services and rental subsidies to sustain their independent living.

This past year saw three important developments for TSINY. The first milestone was the permanent licensing of our crisis respite program, Miele's Crisis Respite, by the New York State Office of Mental Health. This program was developed as a demonstration project to introduce alternatives for using emergency departments and inpatient care to manage a mental health crisis. This innovative peer service program offers an open door setting with 24-hour support for someone experiencing a

development. Our construction timeline was challenged due to COVID delays and considerable flooding during Hurricane Ida, but our development team pushed forward, and we anticipate our first tenants in September 2022. This 70-unit building offers permanent supportive housing to 42 individuals who are chronically homeless and recovering from mental illness. Additionally, the program offers 28 units of low-income housing for the community, including older adults. Our final accomplishment of the past year is the addition of the Community Oriented Recovery & Empowerment services program for Medicaid managed care beneficiaries. This program allows TSINY to offer rehabilitation and recovery supports to individuals when and where they need them, with an emphasis on providing supports in someone's own home or in the community when it will best support them.



mental health crisis while developing tools and supports to mitigate a crisis in the future. The program's licensing allowed us to bill Medicaid managed care and has solved the program's looming financial sustainability issue. The second major milestone was entering the final stretch of construction for The Miele's, our newest housing

Foundation	Purpose	Amount	Date
NYC Council (Dromm)	Turn the Page...Again	\$50,000	8/26/21
NYC Council (Dromm)	Residential	\$5,000	8/26/21
NYC Discretionary (Dromm)	Clinic Upgrade	\$10,000	8/26/21
NYC Discretionary (Braunstein) Office of Children & Family	Community Residences	\$25,000	9/21/21
Bayside Business Association	Community Residence	\$750	9/23/21
NYC Council (Vallone)	Residential	\$5,000	9/24/21
NYCB Foundation	Turn the Page...Again	\$1,000	10/18/21
The Hyde & Watson Foundation	Apartment Program	\$12,000	10/27/21
Capital One	Empowerment Center Crisis Program	\$5,000	12/1/21
NYC Discretionary (Braunstein) NYC DOHMH PHS FY2022	Residential Program	\$25,000	5/25/22

## Consolidated Statements of Unrestricted Activities (\$ x 1,000)

Years ended June 30

	2022	2021	2020
	Preliminary	As audited	As audited
<b>Revenue</b>			
Fees for services	\$ 10,517	\$ 9,821	\$ 9,483
Government contracts	19,325	17,248	15,889
Client residential fees	2,496	2,537	2,472
Rents	1,438	1,355	1,148
Developer's fees		652	450
Other program income	126	385	518
	<u>33,902</u>	<u>31,998</u>	<u>29,960</u>
<b>Expenses</b>			
Supportive housing	17,053	15,727	14,574
Community residences	6,777	5,583	5,585
Outpatient services	3,646	3,779	3,734
Case management	3,529	4,011	2,706
Administration	3,098	3,077	2,775
	<u>34,103</u>	<u>32,177</u>	<u>29,374</u>
<i>Income/(loss) before public support</i>	<u>(201)</u>	<u>(179)</u>	<u>586</u>
<b>Public support:</b>			
Special event income	109	-	109
Special event expense	(41)	-	(29)
	<u>68</u>	<u>-</u>	<u>80</u>
Grants & contributions	2,144	501	273
Fundraising expense	(61)	(60)	(57)
	<u>2,151</u>	<u>441</u>	<u>296</u>
<b>Unrestricted net assets:</b>			
<b>Net operating income</b>	<b>1,950</b>	<b>262</b>	<b>882</b>
Investments	(1,477)	2,608	313
Debt extinguishment	1,529		
Pension/compensation liability		(412)	(1,198)
Change in prior years' contracts	316	9	390
Completed construction	808	778	750
Depreciation & amortization	(1,535)	(1,637)	(1,889)
Beginning of year	23,012	19,395	18,011
Limited partners' share of losses	1,987	2,009	2,136
End of year	<u>\$ 26,590</u>	<u>\$ 23,012</u>	<u>\$ 19,395</u>

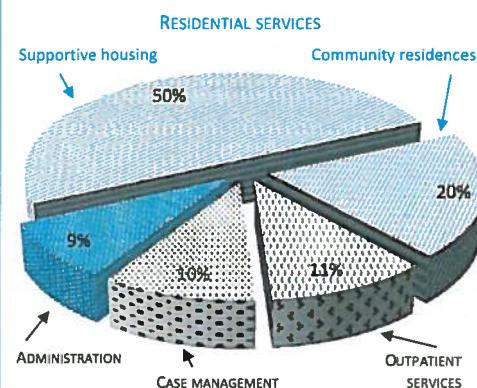
## Consolidated Balance Sheets (\$ x 1,000)

at June 30

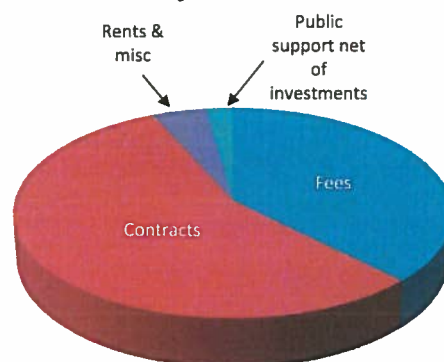
### Assets

Cash & equivalents	\$ 2,051	\$ 2,988	\$ 1,993
Cash - Replacement reserves	910	684	366
Cash - Security deposits received	12	12	12
Total cash	<u>2,973</u>	<u>3,684</u>	<u>2,371</u>
Accounts receivable	8,390	5,370	3,980
Investments	9,333	12,470	6,416
Financiao assets	20,696	21,524	12,767
Prepaid expenses & other assets	178	69	89
Security deposits paid	668	642	540
Property & equipment	69,024	60,333	49,544
	<u>\$ 90,566</u>	<u>\$ 82,568</u>	<u>\$ 62,940</u>
<b>Liabilities</b>			
Payables & accrued expenses	\$ 2,385	\$ 5,522	\$ 1,908
Accrued compensation	1,964	1,818	1,518
Deferred revenue	7,137	3,390	19
Deferred construction funding	19,676	17,765	18,528
Due to government funders	4,635	4,210	4,208
Liability for pension benefits	5,368	5,368	5,031
Security deposits received	12	12	12
Nonrecourse mortgages	20,991	16,436	6,429
Mortgages & loans	1,034	2,713	2,851
	<u>\$ 63,202</u>	<u>\$ 57,234</u>	<u>\$ 40,504</u>
<b>Net assets</b>			
Unrestricted	\$ 24,032	\$ 20,883	\$ 18,549
Board designations	2,558	2,129	846
	<u>26,590</u>	<u>23,012</u>	<u>19,395</u>
With donor restrictions	135	126	117
Noncontrolling interest	639	2,197	2,924
	<u>\$ 27,364</u>	<u>\$ 25,335</u>	<u>\$ 22,436</u>
	<u>\$ 90,566</u>	<u>\$ 82,569</u>	<u>\$ 62,940</u>

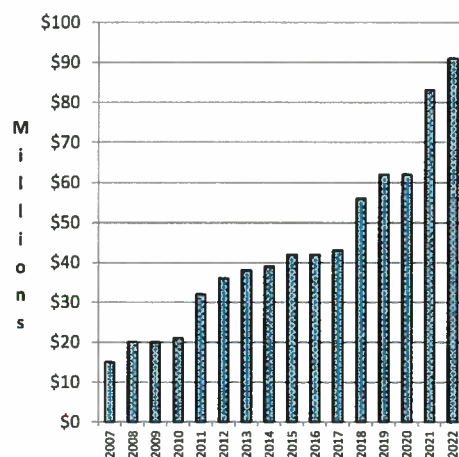
## Where the Money Goes



## Where the Money Comes From



## Growth in Assets



### An Important Note

This does not constitute a presentation of TSINY's financial statements in accordance with generally accepted accounting principles.

Such a complete presentation would include statements of donor restricted activity, noncontrolling activity, of cash flows, of functional expenses and footnotes.

### **Board of Directors**

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