

Approaching the New Year with Gratitude

As we start 2017, let's take stock of the people who make Federation of Organizations what it is.

First, I would like to recognize the selfless efforts our employees put into their work, day in and day out. The challenging work of helping individuals in need takes dedication and determination and is crucial to our clients and communities. To choose this type of work takes a certain kind of commitment. Just because it's a job does not make it any less important.

Throughout the year, we receive many letters from our clients and partners. In this issue, you'll read letters of thanks to Federation and staff members for helping individuals through difficulties and recovery. These letters demonstrate the powerful impact of the work that we do here at Federation.

On behalf of our organization's leadership, I want to thank each and every member of the Federation family – staff, volunteers, partners, community and corporate supporters – for your tireless work on behalf of the individuals we serve.

We appreciate all that you do! Best wishes to everyone in the New Year!

Steve McCarthy, CFO
Federation of Organizations



A Letter in Praise of Kelly Cenatiempo

Our employees make a huge difference in the lives of the individuals we serve. Following is an excerpt from a letter we received in December 2016 about Care Coordinator Kelly Cenatiempo:

"I would like to take this opportunity to tell you about an outstanding employee: Kelly Cenatiempo. . . . I know she is very, very busy but she always remembers me. Kelly always asks if I need anything and helps in any situation I may have. She always goes the extra mile for me.



"For example, I called her about being so very low on oil. She told me not to worry and I got an oil delivery within 24 hours . . . amazing what she accomplished for me!

"I am a senior citizen and people don't help you like she does. Her expertise is wonderful and it shows in her job and knowledge through her years in this position. She is an asset to your team at Federation of Organizations."

Sincerely,
Ms. Fisher

The Snowball Effect of Successful Recovery

When Laurie came into Supportive Scattered Site Housing in April 2016, she found it difficult to transition to independent living and was resistant to accessing services. However, her case manager was patient and persistent.

Eventually, Laurie began to realize and believe that other people cared about her wellbeing. She began attending the PROS program in West Babylon. Then, through the Residential Transitional Support Services provided by her case manager, Laurie began treatment with a therapist and a psychiatrist.

At every turn, Laurie found solace in writing about her recovery experiences. She wrote two articles that were published in the PROS Knows newsletter. In "Trash the Ash," she describes her efforts to stop smoking. Her article "What Is a Post Traumatic Stress Disorder and HyperVigilance?" discusses hypervigilance as a symptom of PTSD.

After the newsletter was distributed to PROS program participants, there was an increase in attendance in classes.

Laurie said that she was "surprised and excited" when she found out that eleven more people had joined a class after reading her contribution to the newsletter.

"Laurie is a perfect example of how Supportive Services can facilitate mental health recovery, and she has inspired others in her classes through her writing and sharing," said Maria Saperstein, Program Supervisor of Supported Housing, team B at Federation.

Asked how writing has helped in her recovery, Laurie stated: "Journaling stills my mental chaos and soothes my spirit."

With a New Home and Job Prospects, Matthew Sees a Brighter Future

Matthew, a young man living with mental illness, had a pattern of running away from home, when symptomatic, and engaging in behaviors that put him at risk.

After a hospitalization, Matthew came to Federation. With the help of the Recovery Concepts program and Supportive Housing, Matthew is on the road to recovery and making progress toward his personal goals.

Group therapy has helped Matthew learn skills toward becoming independent. These included coping and basic living skills, disability education and intensive relapse prevention, as well as how to write a resume, fill out employment applications and prepare for job interviews.

Among many signs that Matthew's hard work was paying off was his getting rehired at his old job at 7-Eleven. Federation's support didn't end there. Matthew receives ongoing rehabilitation and support services twice a month to check in on his progress at work, reinforce coping skills and help him continue working toward personal goals.

With that solid foundation, Matthew has gone on to secure a position at United Parcel Service (UPS). The job puts him much closer to his goal of becoming a truck driver there.

With better job security, Matthew took another step. He moved out of his parents' house and into Supportive Housing in the community – something that provides ongoing support while promoting independence.

Matthew's new residence and job were far away from the West Babylon PROS program where he developed so many skills. However, thanks to Federation's multiple locations, Matthew was able to transfer to another PROS program without any interruption in services.

"Matthew is a shining example of how comprehensive services in multiple locations supports successful recovery," said Jamie Palm, Rehabilitation Therapist and Vocational Coordinator, Recovery Concepts. "He has worked hard to break old patterns, and now his life is full of hope and promise."



Gloria Finds Hope and a Job She Loves

When work is fulfilling, it can give life a sense of purpose and make life more meaningful.

Gloria knew that, and it led her to reach out to Federation's ACCES-VR Supported Employment Program. After working as a peer advocate for many years, shifts in technology and required computer skills were making it difficult for her to fulfill her job duties.

At Federation, she worked one-on-one with job coaches, focusing on employment that better matched her skill set, preparing her resume and honing her interview skills. Applying what she learned, her efforts were rewarded. Gloria was hired as a greeter at Walmart.

"This job is a perfect fit because I love working directly with people," Gloria said. "I am less stressed and very happy working closer to home."

With the ongoing support of Federation's vocational services, Gloria has made a smooth transition and is stable in her new job.

No Longer Homeless, Lynette Offers Thanks



Left to Right: Mary Clare Champion Program Coordinator, Carissa Romano Physician Assistant, Lynette, Yvette Boisier Program Manager

This past July, Lynette was living in a woman's homeless shelter. She had lost her job and her home following the progressive worsening of end-stage renal disease.

That's when Federation's Nursing Home Diversion Supportive Housing Program staff stepped in. They recognized the gravity of Lynette's situation as she dealt not only with the emotional and physical displacement of being homeless, but with the additional challenge of maintaining a strict dialysis schedule and special diet.

Responding quickly, the program staff did everything they could to find Lynette a place to live. By October, Federation staff had placed Lynette in an apartment near her children, transportation, services, and her doctors.

In her own words, here is an excerpt from Lynette's email to Federation:

"The apartment is beautiful. I have difficulty getting around at times, so the fact that I have so many stores and buses nearby is a Godsend. I feel so much more at ease, safe and human again – for the first time in a long time. There's a lot to be said for having peace of mind! Everyone from yourself, the Program Manager Yvette Boisier, my social worker Mary Clare, Daniel my case worker, to the nurses have all treated me with dignity and respect and have been wonderfully kind and accommodating. This means the world to me. . . . I worked hard my entire life, but once I became ill and could no longer work my world was turned upside down. So thank you for restoring my dignity."

Moving Mountains...One Day at a Time

Empowerment and motivation can help anyone achieve their dreams and are core principles of a person-centered approach. Founded by Carl Rogers in the 1940s, this approach is based on the belief that every human being has the capacity to fulfil their own potential. This principle has been guiding Federation's staff for years as they successfully help people help themselves.

Randy, a 55-year-old, who lives in Federation's Scattered Site Housing, began working with Case Manager Elizabeth Accordino in May 2016. She found that he was having difficulty taking his medication, was experiencing distressing side effects and was growing increasingly concerned that those effects would last forever.



Accordino provided Randy with medication training, so that he would understand the purpose of the medication and how it would help him. Once Randy understood that such medications must be taken consistently and work most effectively over time, he began to view the medication as being worthwhile. Eventually, he recognized that it helped him function better.

Accordino also helped Randy develop a strategy for discussing his concerns with his medical treatment team. She even got Randy to view the things he enjoys – such as biking and working with tools – as useful for coping with symptoms and dealing with challenges to recovery.

By practicing this person-centered approach to recovery, Accordino is able view each individual's situation as unique and important. This empathetic approach helps guide her as she develops a trusting relationship free from judgment.

"We try to understand the individual's issues personally," said Accordino. "It helps us see the clients from their perspective and addresses any false beliefs that may be in place."

For Randy, once the goal of medication is fully attained, he will work on achieving another goal of improving socialization. Along with Accordino, Randy's social worker and his psychiatrist are committed collaborators in his recovery.

"Person-centered...[is] something that has always been at the core of what Federation does," Accordino said.

Irving Berkowitz Residents Grateful for Flu Shots

On November 16, 2016, the Irving Berkowitz Residence (IBR) in Brentwood hosted a flu shot clinic. A pharmacist from Medford Chemists came on site and administered vaccinations to six residents and one staff member.

Bringing the flu shots directly to IBR made it much easier for residents to get this potentially life-saving vaccine. The residents expressed gratitude to both IBR and to Medford Chemists for making this opportunity possible.

Step by Step, Ivan Builds a New Life

Turning your life around takes courage, determination, faith and hard work.

Since being released from prison in 2015, Ivan has focused on making a new life for himself. He is succeeding, with help from Federation and other community-based services.

After his release, Ivan lived at Pilgrim Psychiatric Center and, within six months, moved to Federation's Massapequa Community Residence. Working with a counselor and a treatment team, Ivan has steadily made progress towards his personal goal of living independently in the community.

Today, Ivan takes medications on his own and follows his treatment plan. He found a part-time job at Macy's, which he enjoys. Ivan shows up to work on time, every day.

"Ivan has the personal motivation to achieve his ultimate goal of independence," said Joe Pilla, Supervisor, at Federation's Massapequa Community Residence. "He has worked incredibly hard to turn his life around and still strives to do better with every passing day."

Between attending work five days a week, reporting to his parole officer on time and attending scheduled appointments each week, Ivan makes time to attend Mosque every Friday and credits his religion as one of the driving forces of his recovery.

Ivan has also worked to repair and improve his relationships with friends and family members, which strengthens his community of support and puts him closer to reaching every goal he sets.



Congratulations to all of the Federation Team's Accomplishments!

Philip Matcovsky is celebrating his 30th anniversary
with Federation

Joe Ortloff is celebrating his 25th anniversary
with Federation

Karen Leggio became Director of Strategic
Partnerships and Resource Development

Jason Vandewater became Director of
Clinical Services

Lori-Ann Szadok became Associate Director of
Residential Services

Honora Stephen became Director of
Outreach Services

Ali Rosen became Director of
Community Housing Support Teams

Tisha Silvera is graduating from St. Joseph's College
with her Master's in Human Services Leadership

Mary Claire Campion received her Sifi certification

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