

## Residential Services

TSINY provides supervised living and supported housing to over 600 individuals a year. We offer a wide variety of housing situations that range from short-term, supervised community residence programs to extended-stay supported housing programs. Our programs are located in New York City and its surrounding counties.

The supervised community residence programs consist of single and shared living quarters with program amenities such as exercise rooms, recreation areas, libraries, kitchens and dining facilities. In these settings, staff are onsite 24 hours a day and individuals receive supportive services that prepare them to live independently. These services address budgeting, cooking, meal planning, personal hygiene, grooming, cleaning, self-advocacy skills, managing one's finances and accessing treatment services to aid in one's rehabilitation and recovery from mental illness. Services are also available to assist individuals to access community services, return to school and return to work. Two of our community residences, the Hope Houses, offer enriched services that are tailored to individuals who are diagnosed with mental illness and a developmental disability.

The Apartment Treatment Program is located throughout the borough of Queens with the majority of apartments in the neighborhoods of Flushing, Queens Village, Kew Gardens Hills and Corona. While in the Apartment Treatment Program, individuals receive services that are tailored to individual needs and can be delivered on a daily basis or on a weekly basis. The Apartment Treatment Program prepares an individual to move into a supported apartment or independent housing in the community. We help individuals utilize and improve their previously learned skills or abilities, manage their own apartment, improve the management of their treatment services, their use of community resources, the ability to self-advocate, build and maintain social networks and support networks. Staff are located in a centralized office and are available 24 hours a day.

For more information and admission requirements, please contact our Intake Department at (718) 343-0248 extension 140.

### Address

Transitional Services for New York, Inc.  
10-16 162nd Street  
Whitestone, NY 11357

#### Intake Department

242-01 Braddock Avenue  
Bellerose, New York 11426  
Tel: (718) 343-0248 extension 140  
Fax: (718) 343-2317

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

## Supported Housing Program

Individuals who have achieved the level of rehabilitation and recovery to enter the Supported Housing Program live independently in their own apartments in the community. Supported Housing is an extended-stay program where tenants receive case management services and a rental subsidy to help support their independent living. The Supported Housing Program provides rental subsidies for legal apartments throughout the New York City borough of Queens and Nassau County. Apartment types range from studio units to three-bedroom units and the program allows for families.

Since the Supported Housing Program is an independent living program, tenants are required to demonstrate good tenancy behaviors and the ability to manage their finances, treatment and environment with a minimal amount of assistance from staff members. Generally, our tenants come from community residences, homeless shelters, family living situations, hospitals or from substandard living situations.

Individuals must be self supporting and have an income, typically from wages, pensions, Public Assistance or Social Security sources. They are involved in some sort of daily activity which may be employment, volunteering, school or an outpatient program. Tenants pay one third of their monthly income toward their rent and pay for their monthly expenses, such as food, utilities, travel and entertainment. Transitional Services provides every new tenant with the furnishings they need to make their new apartment complete as well as comfortable.

While in the Supported Housing Program, tenants receive monthly contact from their case manager who will work with them to make sure that their needs are being met. They may provide direct assistance, such as negotiating repairs with the landlord. They also provide referrals to local community services, such as healthcare, vocational services, benefit advocacy or treatment services. Supported Housing staff is available to each tenant 24 hours a day in the event of an emergency.

For more information on our Supported Housing Program, please contact our Intake Department at (718) 343-0248 extension 140.

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10-16 162nd Street  
Whitestone, NY 11357

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Fax: (718) 343-2317

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## Miele's Respite

Miele's Respite provides a soft landing for people experiencing a psychosis-related or emotional crisis. The program provides an alternative to hospitalization in a setting that is staffed by a mixture of peers and clinicians. The goal is to provide a calm, warm and safe environment that aims to assist in working toward personal recovery goals.

### Services and Amenities Provided

- Peer support
- Optional groups to fit your interests
- Recreation and socialization
- Private guest accommodations
- Access to Wi-Fi (laptops available upon request)
- Walking distance to Alley Pond Park
- Kitchen and dining area for daily meals
- Living room with cable television
- Access to community resources
- Stay is from 1 – 7 days
- Self-service laundry facility onsite
- Close to public transportation
- Guest rooms equipped with a telephone

### Address

Transitional Services for New York, Inc.  
10-16 162nd Street  
Whitestone, New York 11357

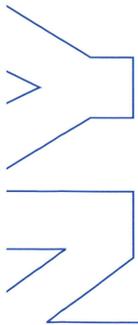
Referrals may be made to Miele's Respite directly at:  
Tel: (718) 464-0375

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Whitestone, New York 11357

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Tel: (718) 464-0375



## Behavioral Health Care Coordination

TSINY's Behavioral Health Care Coordination Program provides care management to individuals with serious mental illness and/or chronic health conditions. The program goal is to assist individuals in improving wellness and encourage coordinated access to community-based healthcare while preventing avoidable use of emergency room and in-patient healthcare. Care Coordinators assess the individual person's physical health, mental health, substance abuse, and social service needs and work with each person to develop an integrated plan of care to address each need. The Care Coordinator also helps individuals manage their plan of care by accessing appropriate services, facilitate communication across health care providers and assist the person in following the plan of care.

The following services are provided:

- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional care from inpatient to other settings with appropriate follow-up
- Individual and family support, which includes authorized representatives
- Referral to community and social support services

### Criteria for Admission

To be admitted for services, an individual must be at least 17½ years old and meet one of the following three conditions:

1. A serious mental illness
2. Two chronic conditions (e.g., mental health condition, substance abuse disorder, asthma, diabetes, heart disease, BMI over 25 or other chronic conditions)
3. One qualifying chronic condition (HIV/AIDS) and the risk of developing another.

### Address & Program Hours

Monday through Friday: 8:30 AM – 5:30 PM.  
After-hours coverage is also available for recipients in a crisis situation.

For more information, please contact the Program Director.

#### Behavioral Health Care Coordination

90-27 Sutphin Boulevard, 5th Floor  
Jamaica, New York 11435  
Tel: (718) 526-8400 ext. 7186  
Fax: (718) 297-8658

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

## Mobile Outreach

TSINY's Mobile Outreach Program provides case management, mental health treatment, service linkages and referrals for essential services to adults with mental illness. Recipients are trained to identify and manage their symptoms and initiate contact with appropriate treatment and self-help services. Mobile Outreach provides a timely intervention for adults who are first entering behavioral health treatment or have become disengaged from treatment and other essential services to support them in the community. The program aims to minimize inpatient care and emergency room usage by strengthening a person's community-based supports. We include families and friends when desired. The program employs a Rapid Response to a referral where a case manager completing an initial assessment of needs in a person's home. In-home counseling and support is then delivered on a weekly basis.

Bilingual staff use culturally sensitive approaches to provide services to recipients. The program's psychiatry staff provides a mental status exam and prescribes medications as needed. The program nursing staff administers I.M. medication and provides education about medical needs and managing chronic health conditions. Individuals are encouraged to work and socialize in the larger community to enhance a sense of belonging, pride and satisfaction that comes from being an engaged citizen. Linkages are established or reinforced with existing programs in the community, as well as TSINY's own comprehensive network. Recipients are also linked to other types of community resources when needed.

### Eligibility requirements include:

- 1) Axis I diagnosis or presumed Axis I diagnosis
- 2) Residing in New York City
- 3) Presently un-served by any traditional mental health outpatient treatment provider due to having dropped out or lack of knowledge of resources
- 4) 18 years and over

### Address & Program Hours

Monday: 9 A.M. – 5 P.M.  
Tuesday – Friday: 9 A.M. – 6 P.M.  
Saturday: 12 P.M. – 4 P.M.

For more information please contact the Assistant Director.

**Mobile Outreach Program**  
90-27 Sutphin Blvd, 5th Floor  
Jamaica, New York 11435  
Tel: (718) 526-8400 ext. 7139  
Fax: (718) 297-8658

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

## Adult Protective Services (APS)

Adult Protective Services (APS) is a state-mandated program that provides services to individuals 18 years and older living in Queens, Manhattan and Brooklyn suffering from mental and/or physical impairments. These individuals are unable to manage their own resources, carry out the activities of daily living or protect themselves from abuse, neglect, exploitation, and other hazardous situations, and have no one willing and able to assist them.

The goal of the program is to promptly address the risks faced by eligible clients through the implementation of services tailored to the individual's needs so that they can live a productive and independent life within their homes in the communities.

APS services for eligible clients include:

- Referral for psychiatric evaluation and/or medical examination.
- Assistance in obtaining and recertifying for Medicaid and home care.
- Payment for rental and utility arrears.
- Assistance in obtaining public assistance benefits and/or Social Security Income (SSI) and Social Security Disability (SSD) benefits.
- Referral for Guardian ad Litem for eviction prevention in Housing Court.
- Referral to NYPD and District Attorney to address allegations of exploitation and abuse.
- Heavy duty cleaning.
- Petition for community guardians to manage financial and domestic affairs.
- Referral to Mobil Crisis.
- Referral for Meals on Wheels.
- Financial management services.
- Home care services.
- Assistance with family type home/supportive housing.

## Address & Program Hours

Monday – Friday: 9 A.M. – 5 P.M.

For more information, please contact the Program Director.

### Adult Protective Services

90-27 Sutphin Boulevard, Suite 404

Jamaica, NY 11435

Tel: 718-425-3010

Fax: 718-704-2048

All referrals for APS services must go to:  
APS Central Intake Line (CIU): 212-630-1853

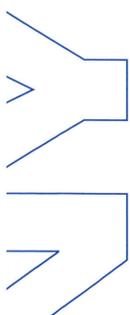
[www.tsiny.org](http://www.tsiny.org)

## **Counseling & Crisis Center (Clinic)**

TSINY operates a New York State licensed outpatient mental health clinic located in Jamaica, Queens. The Clinic provides a broad range of mental health services to those seeking help, including but not limited to, therapy and medication management. Our goal is to provide treatment that facilitates recovery, rehabilitation and a fulfilled life. We seek to assist and support individuals experiencing a variety of mental health-related issues that may include depression, anxiety, bereavement, schizophrenia, relational conflict and other traumatic issues. A variety of modalities are offered to clients, including both short-term and long-term therapy, family therapy and group therapy. Our therapeutic staff also offers crisis intervention, advocacy, linkage and referrals. Our nursing staff offers health monitoring services in addition to giving injections and drawing blood for lab testing. The Clinic also provides assessments and referrals for those needing a more intensive or structured service. Services are provided to adults (at least 18 years old) residing in New York City. Clients may involve family members under the age of 18 in family sessions.

### **Criteria for Admission**

Admission follows a two-part intake process conducted by a licensed clinician and psychiatrist or psychiatric nurse practitioner. Please contact the Clinic to inquire if insurance is accepted or to learn about sliding scale fees for those without insurance.



### **Address & Program Hours**

Monday: 9 A.M. – 6 P.M.  
Tuesday through Friday: 10 A.M. – 9 P.M.  
Saturday: 10 A.M. – 3 P.M.

For more information, please contact the Director.



90-27 Sutphin Blvd, 5th Floor  
Jamaica, New York 11435  
Tel: (718) 526-8400 ext. 7131  
Fax: (718) 297-8658

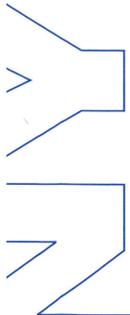
[www.tsiny.org](http://www.tsiny.org)

## Personalized Recovery Oriented Services (PROS)

TSINY PROS is a comprehensive, recovery-oriented program for individuals with serious mental illness or those with co-occurring disorders. The program integrates evidence-based practices, clinical treatment, recovery, rehabilitation and support in a single, person-centered environment. Services are rooted in a strengths-based approach. Participants learn to use their inherent strengths and supports to overcome barriers that are preventing the achievement of their personal goals. TSINY PROS supports participant's life role goals in many areas, including employment, education, socialization, housing and community integration. Participants are directly involved in all aspects of services from goal setting to the development and periodic review of individualized recovery plans.

Community rehabilitation and support services are designed to help individuals live successfully in the community by managing their mental health condition, restoring skills and establishing or developing supports. Intensive rehabilitation services provide time-sensitive specialized interventions. Ongoing rehabilitation and support services are designed to assist individuals to attain and retain integrated competitive employment. Clinical treatment focuses on symptom management, addresses a functional barrier related to a life role and includes the integration of improved physical health with mental health recovery.

Scheduled activities provide a setting where participants may gather to socialize, interact or participate in group activities. These activities offer opportunities to learn, practice and enhance recovery skills.



### Address & Program Hours

Monday through Friday: 9 A.M. – 3 P.M. (Group Services)  
Individual and Family Services are offered until 5:00 P.M.

For more information, contact the Program Director

#### PROS

90-27 Sutphin Boulevard, 5th Floor  
Jamaica, New York 11435  
Tel: (718) 526-8400 ext. 7122  
Fax: (718) 297-8658

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

## The Empowerment Center

The Empowerment Center provides a range of individual and group peer services designed to engage individuals in recovery. The Center's services assist individuals expand their capacity to manage their own health, wellness and recovery. The Empowerment Center focuses on delivering services that meet the needs of individuals in terms of three social determinants of behavioral health – economic stability, social inclusion and health promotion. The Center is staffed by Peers who synthesize their own lived experiences of recovery and evidenced-based supports to assist each Center member to develop a vision of their own recovery. The Center engages members and teaches them how to use the many supports available at the Center and in their community to aid in their recovery efforts.

The following are but a few of the services being offered at the Center. These services are aimed at addressing barriers to recovery goals and enhancing personal empowerment:

- Training in personal advocacy
- Assistance navigating healthcare, benefits and entitlements systems
- Developing community-based recovery networks, social support networks and natural support systems.
- Overcoming barriers and anti-stigma initiatives
- Technology instruction
- Specialized instruction in English as a second language (ESL),
- Exploration of education and employment opportunities
- Leisure-time activities and socialization
- Steplink - a support group for persons in dual recovery. This group is modeled after the 12-step program to provide mutual encouragement in recovery efforts.
- Social networking
- Peer Specialist mentoring
- Wellness and Recovery Action Plan (WRAP) development
- Financial literacy workshops and individual counseling to enable an understanding of financial matters and to build skills in the management of one's personal finances.

### Criteria for Admission

Prospective members must be living with a psychiatric condition. Applicants must show a willingness to work on personal growth and engage in mutual support.

### Address & Program Hours

Monday, Tuesday, Thursday, Friday: 11 A.M. – 7 P.M.  
Wednesday: 10 A.M. – 5 P.M.  
Saturday: 3 P.M. – 7 P.M.

For more information on admission requirements, please contact the Program Director.

**The Empowerment Center**  
90-27 Sutphin Boulevard, Suite 401  
Jamaica, NY 11435  
Tel: 347-238-2555  
Fax: 718-704-2049

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

## Education and Training Resource Center

The Education and Training Resource Center (ETRC) is a program dedicated to assisting recovering adults enter and succeed in academic settings. Services are designed to assist students in the following:

- Achieving functional literacy
- Preparing for High School Equivalency testing
- Wellness Recovery Action Plan development to support stress management and other recovery objectives
- College orientation, preparation, admission and ongoing supports
- Referral to community-based educational services
- Technical training program review and referral
- Civil service employment test preparation
- Increasing student awareness of financial aid and other funding resources for education and training activities
- Enhancing student awareness of reasonable accommodations and supports available in academic settings
- Building an effective peer and professional support system.
- Providing interim financial assistance for books, transportation, etc.
- Increasing information on trade and apprenticeship opportunities



### Address & Program Hours

Tuesday, Wednesday: 4 P.M. – 7 P.M.  
Thursday: 1 P.M. – 7 P.M. (Walk-In Hours: 1 P.M. – 4 P.M.)  
Friday, Saturday: 1:30 P.M. – 4:30 P.M.

For more information, please contact the Director.

**Education and Training Resource Center**  
90-27 Sutphin Blvd, 5th Floor  
Jamaica, New York 11435  
Tel: (718) 526-8400 ext. 7189. Fax: (718) 297-8658

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

## Turn the Page... Again! - Affirmative Business Program

TSINY has always believed that recovery is tied to the workplace. We support affirmative business as a way for consumers to learn the skills needed to compete in the workplace. Recovery is an integral outcome of this model. Workers are trained to perform tasks that employers would value. We create our own niche for consumers in the workplace. With this in mind, TSINY has created our own affirmative business for the Queens Community.

The program offers training and employment opportunities for individuals with a mental illness or co-occurring disorder and a history of homelessness who have historically faced obstacles in obtaining and sustaining employment due to lack of supports, training and the stigma of mental illness.

Opportunities are available for:

- Part-time transitional employment that enables development of a documentable work history while addressing work adjustment/attitude issues.
- Training in the variety of positions involved in working in and running a retail operation.

### Address & Program Hours

#### Program Hours

Monday – Friday: 9 A.M. – 7P.M.

Saturday: 10 A.M. – 4 P.M.

Sunday: 10 A.M. – 3 P.M.

For more information, please contact the Director of Employment Services.

#### Turn the Page...Again!

39 -15 Bell Boulevard  
Bayside, New York 11361

Tel: (718) 767-2341

Fax: (718) 767-2342

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