

21ST ANNUAL NEW YORK SUPPORTIVE HOUSING CONFERENCE

THURSDAY JUNE 29
MARRIOTT MARQUIS
1535 BROADWAY NYC



**Supporting Staff at Concern Housing
Post Pandemic...**



William Chidsey
Program Supervisor Surf Vets Place



Matthew Mangiapane, LMFT
Program Director Liberty Landing



Jim Mutton, LMSW
Associate Executive Director of NYC Operations



Donna Parker, MS
Program Director East Patchogue



Robin Smith, LCSW-R
Associate Executive Director of LI Operations



Karen Taylor, LCSW
Deputy Director of NYC Operations



OUR MISSION IS TO PROVIDE HOUSING AND SERVICES THAT ENRICH LIVES AND STRENGTHEN COMMUNITIES.



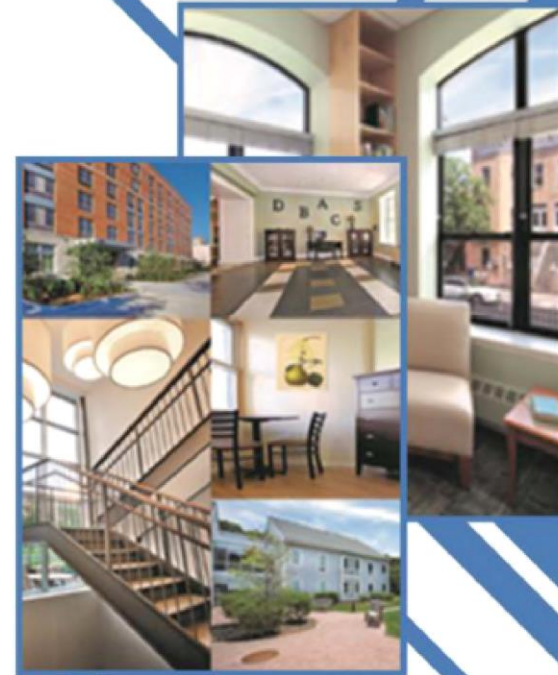
"EVERYONE DESERVES A PLACE TO CALL HOME"



ABOUT



- ❖ 50+ Years Old...
- ❖ Over 450 Employees
- ❖ 275 + sites
- ❖ Current Capacity – over 1,750 residents (2000 adults 250 children)
- ❖ Approx. 650+ units in development
- ❖ Over \$400 million in capital raised in the past 5 years





[SURF VETS PLACE](#)



[RENAISSANCE VILLAGE](#)



[LIBERTY LANDING](#)



[CONCERN BERGEN](#)



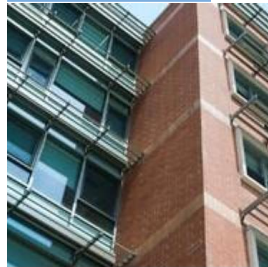
[NORWOOD TERRACE](#)



[LIBERTY VILLAGE](#)



[PROJECT HOME START](#)



[BROOKLYN SUPPORTED HOUSING](#)



[OPPORTUNITIES V](#)



[SHARE XIV](#)



[THE CONCERN HEIGHTS APARTMENTS](#)



[THE MACDOUGAL STREET APARTMENTS](#)



[THE ROCHESTER AVENUE APARTMENTS](#)



[SUSAN RYDER RESIDENCE EAST](#)



[CONCERN EAST PATCHOGUE](#)



[SHARE XIII](#)



[SHARE XII](#)



[CONCERN RIVERHEAD](#)



[POLLACK GARDENS](#)



[DEHART HOUSE](#)



[SHARE XI](#)



[SHARE X](#)



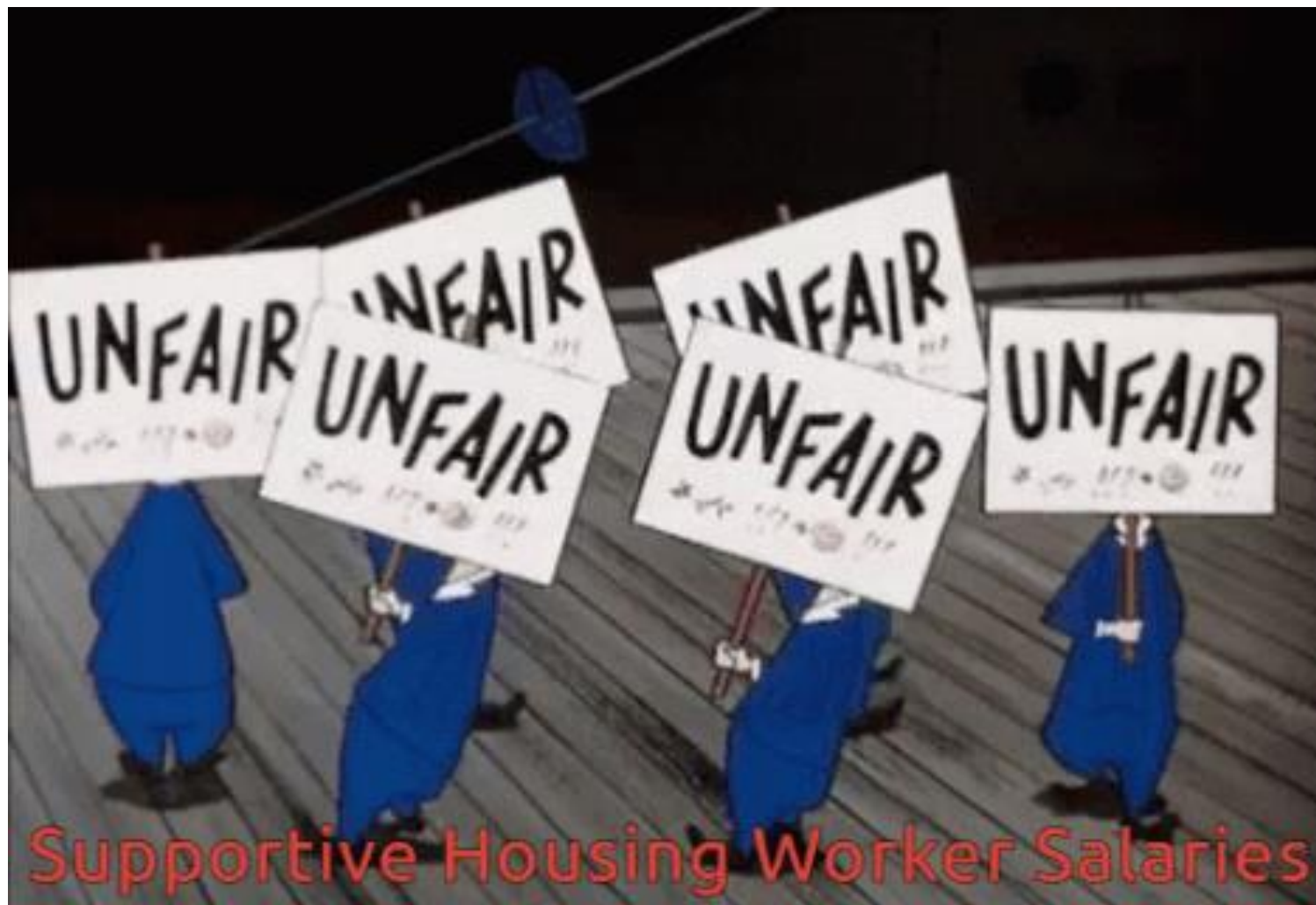
[HHAP IV](#)



[HHAP III](#)

The State of Our Industry Post Pandemic





Supportive Housing Worker Salaries



EMPLOYEE RECOGNITION & STAFF APPRECIATION

***Thank
You***



Recognition:

public appreciation or acclaim for one's achievement, service, or ability

Appreciation:

a feeling or expression of admiration, approval, or gratitude



Concern Housing has historically been
both a client-centered
and
staff-centered organization.

It became even more important to
ensure the extension of
heartfelt appreciation and recognition
to staff post-Covid 19.

The Great Resignation of 2021

According to the U.S. Bureau of Labor Statistics, over 47 million Americans voluntarily quit their jobs in 2021. This was an unprecedented exit from the workforce, spurred on by Covid 19.

Concern Housing, whose staff had remained in place throughout 2020, at the height of the pandemic, performing at extraordinary levels to ensure the provision of quality care and services to residents, was no stranger to this exodus.

Concern Housing Ramps Up Efforts to Firmly Establish a Culture of Caring and Appreciation

Examples include:

- The Concern Chronicle – a monthly newsletter distributed agency-wide in which individual employees, departments, and programs, are spotlighted. Individual spotlight winners receive \$100 Amazon gift cards. Department or program winners are treated to planned outings, i.e. Dave & Busters, Long Island Ducks games, etc.
- Encouraging and supporting programs/departments to engage in team building activities outside of the workplace. Outings have included:
 - Bowling
 - Top Golf
 - Luncheons

Concern's Culture of Caring and Appreciation

- Connection to MMP consulting to support with appreciation and recognition efforts
- Cup of Coffee Coworker Appreciation program – pay it forward in email
- Ticket raffles/giveaways:
 - NY Knicks
 - Brooklyn Nets
 - NY Mets
 - LI Ducks
 - Northport Theater
 - Broadway shows
 - Lion King
 - Waitress
 - Christmas Spectacular

Concern's Culture of Caring and Appreciation

- Agency sponsored events:
 - Stop the Stigma Run
 - Michael Murphy Run Around the Lake
 - Odyssey House Run
 - EOC 5k 4 Fighters Run
 - Advocacy Rallies
- Training opportunities:
 - Complete the CPI Integrated Mental Health/Addictions Treatment Training Certificate and received \$100 Amazon gift card
 - Staff identified trainings to help enhance skill sets and proficiency
 - Staff Training Committee
- Rising star staff invited to:
 - ACL Management Symposium in Saratoga Springs
 - ACLAIMH Conference at the Sagamore Resort

Concern's Culture of Caring and Appreciation

- SPARC program (Special Performance/Achievement Recognition & Commendation) – employees nominate colleagues
- Staff Development Committee
- Wellness incentives, including health & fitness tips/events; Apple Watch giveaways
- Scholarships
 - Linzie Davis Scholarship Program: year-round reimbursement for licenses and certifications
 - Annual Scholarship Program: up to \$1,500 awarded to up to 10 part-time or full-time employees; no length of service requirement
 - Educational Assistance Program: for full-time employees in the process of completing a Graduate Degree; no length of service requirement. Awards are in the form of a loan (up to \$4,000), subject to annual budget, in return for employee's agreement not to resign from Concern Housing employment for a minimum of 2 years following course completion. Loans are forgiven if this requirement is met.









Concern's Culture of Caring and Appreciation

Of course, we also work to increase salaries and extend bonuses to all staff whenever possible!



**DIVERSITY
EQUITY
INCLUSION**



Concern creates the DEI Committee in 2021,
and our Board of Directors approves the
Vision and Mission Statement:

“To promote an organizational culture that embraces individuality through policies and practices of equality, inclusion, diversity and accessibility for all.”

Since the DEI Committee's Inception...

- The DEI Corner was added to the Concern Chronicle.
- A DEI Staff Survey was distributed to all staff.
- Collaboration with Human Resources to post job openings on diverse job boards.
- HR asks new hires of any preferred pronouns and adds this to their email signature when an account is created.
- DEI interview questions were distributed to Concern's hiring managers.
- Special diversity days were identified throughout the year and supported with the ordering of corresponding material to distribute to programs and staff.
- The Annual Staff Satisfaction Survey, Resident Satisfaction Survey, and Exit Interview were reviewed and modified to include DEI questions.



- We continue efforts to create Safe Spaces:
 - Main office bathroom signs changed from gender-specific to 'Restroom'
 - Displaying safe space signs in offices
- Instructions were provided to staff on how to change email signature statement to include any preferred pronouns or statement/quotes.
- DEI ice breaker game was played at the Annual Holiday Party
- We continue efforts to Integrate Peers/Residents

- Guest speakers were secured and agency-wide trainings were held:
 - April Francis-Taylor, BOCES: 3-part agencywide training
 - § Understanding Culture, Identity and Bias
 - § Was that a microaggression?
 - § Creating Safe and Braving Spaces for Better Communication
 - ASAP's Justice, DEI Virtual Summit
 - LGBT Network Workplace Summit
 - Erase Racism
 - LGBT Network 101 Workplace Training

Diversity, Equity, and Inclusion Tenant Committee

Background

Nearly 50 years ago, Concern Housing made a commitment to advocate for those individuals whose voices were not heard. We continue to work together to promote justice, equity, diversity and inclusion for every American. In order to more effectively confront our own biases and further our commitment to social change, we have formed the Diversity, Equity & Inclusion Committee made up of a diverse group of staff members from every level of the organization. Its mission is to promote an organizational culture that embraces individuality through policies and practices of equality, inclusion, diversity and accessibility for all.

Goals

Concern Housing is working to establish a new committee focused on the needs of our tenants by inviting you to join and collaborate with each other to promote the values of equity, diversity, and inclusion in a positive, healthy, and safe environment.

**Keep reading to find out how you can help
Concern work towards this goal!**

Contact us!

tenantDEI@concernhousing.org



*Everyone
deserves a
place to call
home.*



Laura Molden 631-978-3224
lauramolden@concernhousing.org

Francine Alogna 631-758-0474
francinealogna@concernhousing.org

Our Goals



DEI GOALS

Our mission is to promote an organizational culture that embraces individuality through policies and practices of equality, inclusion, diversity, and accessibility for all.

This involves equity in our housing and services, including equal access and opportunities for all.

OUR VALUES

Our key values include:

- Fostering diversity in housing services for our tenants.
- Diversity among our staff which is reflective of the individuals our organization services.
- Allowing our residents to share experience, differences, and embrace individuality in a positive, healthy, and safe environment.
- Promoting a living environment which allows and encourages overall wellbeing and a sense of belonging.

COMMITTEE MEETING GOALS

The Tenant DEI Committee aims to meet once monthly over Zoom, to encourage participation from all of our housing sites, including those on Long Island and in NYC.

There will be limited Concern staff attendance in order to provide a safe space for residents to share their thoughts, experiences, and ideas.

Work done by this committee will be brought to the attention of the Staff DEI Committee at monthly committee meetings to ensure your voices are heard.

For those not comfortable with or unable to use Zoom, please reach out to your case manager or to tenantDEI@concernhousing.org for in-person attendance options. For those without email access, please reach out to Francine Alogna or Laura Molden via telephone.

Only together can we change our future.....



The core principle of the DEI Tenant Committee is to foster an agency culture that embraces diversity, equity, and inclusion. It is our goal to ensure that no individual served feels marginalized or set aside due to race, religion, national origin, gender, sexual orientation, or any other diverse criterion. We will advocate for policies and practices that promote diversity, inclusion, equity, and accessibility within Concern Housing services.

If you're interested in joining our committee, reach out to:
tenantDEI@concernhousing.org

or

Laura Molden 631-978-3224
Francine Allogna 631-758-0474

Concern's Critical Incident Stress Management (CISM) Team



Robin Smith, LCSW-R, Associate Executive Director of Long Island Operations

Karen Nauss, Director of Admissions

Karen Leggio, LMHC, Director, Renaissance Village

Karen Taylor, LCSW, Deputy Director of NYC Operations

Matthew Mangiapane, LMFT, Director Liberty Landing

MISSION STATEMENT

The mission of Concern's CISM team is to provide support, information, and referrals if needed, to Concern staff and residents who may have been involved in, or exposed to, a critical incident.

What is Critical Incident Stress Management?

- A comprehensive intervention system for managing traumatic events that occur within our programs.
- Interventions include preventative preparation & education, assessment, and ultimately individual & group crisis intervention.
- External resources are provided based on necessity
- Services are provided within hours or days of a critical incident.

Other Definitions

- CRITICAL INCIDENT- an event that has the potential to create significant distress, can overwhelm usual coping mechanisms, and can cause impairment in work or personal activities.
- CRITICAL INCIDENT STRESS- a normal reaction to an abnormal event.
 - Includes cognitive, physical, emotional, behavioral, and spiritual signs and symptoms that can occur during and/or after a traumatic event.

Brief History of CISM

- The International critical Incident Stress Foundation (ICISF) was founded in 1989 and is a non-profit dedicated to CISM work & training.
- Roots of CISM can be found going back to the 1970s in EMS professions.
- First developed to support military Veterans and civilian first responders (police, fire, ambulance workers, etc.)

Brief History of CONCERN'S CISM

- In 2013 a Concern site experienced a significant incident. Directors researched support systems and discovered ICISF & CISM.
- CISM was presented to our Executive Director, Ralph Fasano, who provided his full support.
- In early 2014 CISM takes off and begins to grow across the agency.

Brief History of CONCERN'S CISM

- The CISM team attends various presentations & trainings. Outside agencies connect with Concern for CISM responses.
- The team provided external trainings about Concern's CISM development.
- As the agency grew, so did the need for expanding CISM.

Experiences & Trauma

- Whether they're new staff, recent graduates, or seasoned MH providers, experiencing trauma at work isn't the 1st thing on their mind.
- As any agency grows, there is the risk of increased incidents.
- A solid team provides support, empathy, an ear to listen or a shoulder to cry on.
- CISM supports staff & clients through significant events that could create trauma for individuals.

Concern CISM Response

- What happens when a critical incident occurs?
- The regional Director is notified, and they will reach out to the CISM team.
- The team will respond quickly to the program's staff & management to coordinate an in-person response.
- If in-person is not possible within 24 hours then program still will be contacted over the phone and speak individually to those affected.

Concern CISM Response

- Affected staff are encouraged to openly share their feelings about the incident.
- Staff can discuss their thoughts on the incident itself, the on-site response, the outcome, etc. Discussion is open & not shared outside of the meeting(s).
- The CISM team provides resources including info on stress management, understanding the body's chemical response, identifying coping skills.

Concern CISM Response

– Goals of Initial CISM Team Responses:

- **Critical Interventions! A TEMPORARY, but ACTIVE & SUPPORTIVE entry into the life of individuals or groups during a period of distress.**
- **Provide information**
- **Provide a sense of leadership**
- **Reduce any sense of chaos**
- **Control rumors**
- **Increase cohesion and morale**
- **Restore to adaptive functions**

Concern CISM Response

– Goals of CISM Meeting & On-going Support:

- Mitigate the impact of the event
- Reduce distress
- Accelerate the recovery process
- Discuss coping methods
- Identify those who may need additional support

Resource Examples

What Are Your Signs of Stress?

Physical Signs:

- Headaches
- Tension or pain in neck, back, or stomach
- Digestion difficulties, constipation, diarrhea
- Stuttering or stammering
- Excessive sweating
- Tremors or twitches
- Heart palpitations, panic attacks
- Increased or decreased appetite
- Insomnia or hypersomnia
- Cravings for certain foods
- Skin conditions (acne, eczema, psoriasis)
- Dry mouth
- Hair loss

Mental Signs:

- Poor concentration
- Forgetfulness
- Memory loss
- Lack of organization
- Confusion
- Difficulty making decisions
- Rumination about details
- Suspicious or hostile attitudes
- Nightmares

Emotional Signs:

- Anxious moods
- Depressed moods
- Angry moods
- Crying spells
- Excessive worrying
- Irrational fears
- Feelings of hopelessness
- Suicidal or homicidal thoughts

Behavioral Signs:

- Irritability
- Impatience
- Defensiveness
- Blaming, judging others
- Social withdrawal
- Nervous habits
- Reduced motivations
- Increased use of alcohol, drugs

Resource Examples

10 Ways to Become More Resilient

By Kendra Van Wagner, About.com

Research has shown that while some people seem to come by resilience naturally, these behaviors can also be learned. The following are just a few of the techniques you should focus on in order to foster your own resilience.

1. Build Positive Beliefs in Your Abilities

Research has demonstrated that self-esteem plays an important role in coping with stress and recovering from difficult events. Remind yourself of your strengths and accomplishments. Becoming more confident about your own ability to respond and deal with crisis is a great way to build resilience for the future.

2. Find a Sense of Purpose in Your Life

After her 13-year-old daughter was killed by a drunk driver, Candace Lightner founded Mother's Against Drunk Driving (MADD). Upset by the driver's light sentence, Lightner decided to focus her energy into creating awareness of the dangers of drunk driving. "I promised myself on the day of Cari's death that I would fight to make this needless homicide count for something positive in the years ahead," she later explained. In the face of crisis or tragedy, finding a sense of purpose can play an important role in recovery. This might involve becoming involved in your community, cultivating your spirituality or participating in activities that are meaningful to you.

3. Develop a Strong Social Network

Having caring, supportive people around you acts as a protective factor during times of crisis (Jones). It is important to have people you can confide in. While simply talking about a situation with a friend or loved one will not make troubles go away, it allows you to share your feelings, gain support, receive positive feedback and come up with possible solutions to your problems.

4. Embrace Change

Flexibility is an essential part of resilience. By learning how to be more adaptable, you'll be better equipped to respond when faced with a life crisis. Resilient people often utilize these events as an opportunity to branch out in new directions. While some people may be crushed by abrupt changes, highly resilient individuals are able to adapt and thrive.

5. Be Optimistic

Staying positive during dark periods can be difficult, but maintaining a hopeful outlook is an important part of resiliency. Being an optimist does not mean ignoring the problem in order to focus on positive outcomes. It means understanding that setbacks are transient and that you have the skills and abilities to combat the challenges you face. What you are dealing with may be difficult, but it is important to remain hopeful and positive about a brighter future.

6. Nurture Yourself

When you're stressed, it can be all too easy to neglect your own needs. Losing your appetite, ignoring exercising and not getting enough sleep are all common reactions to a crisis situation. Focus on building your self-nurturance skills, even when you are troubled. Make time for activities that you enjoy. By taking care of your own needs, you can boost your overall health and resilience and be fully ready to face life's challenges.

7. Develop Your Problem-Solving Skills

Research suggests that people who are able come up with solutions to a problem are better able to cope with problems than those who cannot (Jones). Whenever you encounter a new challenge, make a quick list of some of the potential ways you could solve the problem. Experiment with different strategies and focus on developing a logical way to work through common problems. By practicing your problem-solving skills on a regular basis, you will be better prepared to cope when a serious challenge emerges.

8. Establish Goals

Crisis situations are daunting. They may even seem insurmountable. Resilient people are able to view these situations in a realistic way, and then set reasonable goals to deal with the problem. When you find yourself becoming overwhelmed by a situation, take a step back to simply assess what is before you. Brainstorm possible solutions, and then break them down into manageable steps.

9. Take Steps to Solve Problems

Simply waiting for a problem to go away on its own only prolongs the crisis. Instead, start working on resolving the issue immediately. While there may not be any fast or simple solution, you can take steps toward making your situation better and less stressful. Focus on the progress that you have made thus far and planning your next steps, rather than becoming discouraged by the amount of work that still needs to be accomplished.

10. Keep Working on Your Skills

Resilience may take time to build, so do not become discouraged if you still struggle to cope with problematic events. According to Dr. Russ Newman, "research has shown that resilience is not an extraordinary thing but is rather ordinary and can be learned by most anyone" (2002). Psychological resilience does not involve any specific set of behaviors or actions, but can vary dramatically from one person to the next. Focus on practicing some of the common characteristics of resilient people, but also remember to build upon your existing strengths.

The Importance of Self-Care



By practicing authentic self-care, you can begin to elevate your levels of compassion satisfaction, maintain balance & wellness, and ward off compassion fatigue, burnout and secondary traumatic stress.

Self-care is not about self-indulgence, it's about self-preservation.