

**Greater New York Hospital
Foundation, Inc.**

**DISASTER
RELIEF FUND
FOR
CRISIS COUNSELING
AND
MENTAL HEALTH
SERVICES**

**Funded Projects and
Programs**

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Foreword

In the days immediately following September 11, 2001, the Greater New York Hospital Association (GNYHA), through its not-for-profit affiliate, the Greater New York Hospital Foundation, Inc. (GNYHF), established the Disaster Relief Fund for Crisis Counseling and Mental Health Services. The fund was set up in anticipation of the significant need and ongoing demand for mental health services—particularly in the area of post-traumatic stress disorder—in the wake of the tragic events of that day.

The programs and projects supported by GNYHF's Disaster Relief Fund, which are described in this booklet, highlight the innovative ways that the New York City area's health care community responded to the mental health care needs of those affected by the events of September 11. As described here, the GNYHF Disaster Relief Fund supported the expansion of existing mental health services and the creation of new programs, including special counseling programs, such as group therapy sessions and community outreach projects, and other innovative mental health services for victims of the tragedy, their family and friends, and the general public, as well as special programs for emergency response officers, police officers, firefighters, and health care workers.

GNYHF received contributions to its Disaster Relief Fund from over 860 corporate and individual donors representing 41 states from around the country. With this generous support, GNYHF was able to provide grants to programs and projects at 32 health care organizations, and each one of these efforts is described in the pages that follow. For those interested in supporting these programs and projects with additional donations, the appropriate contact name and information are provided with each description. These important programs and projects represent just one part of the health care system's response to the tragedy and reflect the tireless effort, strong commitment, and high level of response that the entire health care system has shown since the morning of September 11, 2001.

Kenneth E. Raske
President
Greater New York Hospital Association

Bellevue/NYU Program for Survivors of Torture

The Bellevue/NYU Program for Survivors of Torture provides comprehensive medical and mental health treatment to survivors of torture and war trauma. Many clients of the program are immigrant survivors of torture and war trauma now living in the New York City area who, in many cases, were traumatized again by the World Trade Center disaster. In addition, the program provides training to other health care professionals on the impact of trauma, including post-traumatic stress disorder. GNYHF funds helped to increase staff time and staff size to meet the increased demand for the program's expert services that occurred after September 11. As part of the staff expansion, the program retained a psychologist who provided counseling services to bombing survivors who were providing eyewitness testimony during the criminal trials on the American embassy bombings in Kenya and Tanzania.

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Beth Israel Medical Center

Beth Israel Medical Center has created a multidisciplinary team comprising staff from the Department of Psychiatry with specialized skills in trauma and grief counseling. The team has the capacity to train other psychiatric and primary care physicians on the detection, treatment, and psychotherapy of trauma and grief counseling. The project has built upon Beth Israel Medical Center's crisis counseling experiences during September 11 and its aftermath, which included providing mental health services at Ground Zero and the Family Assistance Center at Pier 94, as well as at other counseling centers and public education forums. GNYHF funds have supported the establishment of the multidisciplinary team and training sessions, including a training session on disaster preparedness that all departmental staff attended.

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Elmhurst Hospital Center

Since September 11, Elmhurst Hospital Center has received referrals for crisis counseling and crisis debriefing, and has provided evaluations for treatment and ongoing treatment services, treating over 60 individuals and families directly affected by the World Trade Center disaster. GNYHF funds have supported hospital outreach efforts to the local Hispanic and Asian immigrant communities, including a "Peace Night" that included a performance by a local theater group, arts and crafts, speakers, and presentations.

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Flushing Hospital Brookdale Hospital, The Bruner Center Jamaica Hospital Medical Center

Flushing Hospital and the Bruner Center of Brookdale University Hospital and Medical Center have created separate outreach and public education programs to identify and reach out to Queens and Brooklyn families and their children who are suffering quietly from the effects of the World Trade Center disaster. The programs target the children of the many sung and unsung heroes, survivors, and victims of September 11. In coping with trauma, children are often expected to resume their normal lives, and they often show only subtle signs of distress. If left undiagnosed and untreated, these symptoms of stress can manifest into serious psychological problems as these children become teens and adults. The goal of the programs is to use a psycho-educational model to reach out to these children and their families. The programs will be partnering with Jamaica Hospital Medical Center, which will provide a thorough needs assessment of the families and children identified through the programs' outreach. GNYHF funding supported program activities, including outreach activities.

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Gouverneur Healthcare Services

Gouverneur Healthcare Services, the public health care facility located closest to the World Trade Center, began providing crisis counseling services on the afternoon of September 11 and believes that, given its location, there will be a long-term need for counseling in the community related to September 11. In response, Gouverneur Healthcare Services has created a special initiative to train staff in post-traumatic stress disorder, with the goal of creating a dedicated outreach team to educate and assess local residents and groups in their natural environment. GNYHF funding has helped support the planning of the trauma and recovery training workshops for staff, which has included the creation of a workgroup that has identified key topics to cover. A full workshop schedule has been created and workshops have begun.

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Hillside Hospital

Hillside Hospital, a hospital within the North Shore–Long Island Jewish Health System, is establishing a dedicated behavioral health team trained to recognize and treat the specialized mental health problems and stress symptoms that emerge from disasters. The health team will comprise personnel from Hillside Hospital/Long Island Jewish Medical Center, who will be trained in identification of disaster-related behavioral health symptoms and syndromes, effective public education and outreach efforts, and psychotherapeutic and related treatment techniques. GNYHF funding has helped the hospital hire a project manager, who has gathered background information from which a training curriculum will be created and has begun to recruit specialists to make up the team.

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Jacobi Medical Center/North Central Bronx Hospital

Jacobi Medical Center/North Central Bronx Hospital increased their capacity to meet the needs of the number of patients seeking their services, as well as handle the number of requests for consultations and evaluations from primary care service providers and area schools. To accomplish this, the facilities provided clinical staff with additional training in post-traumatic stress disorder (PTSD), acute exacerbation of chronic PTSD, relapse prevention/early intervention strategies, and cultural and ethnic issues. The facilities are also developing educational material for staff and patients to further the project's community outreach. GNYHF funds supported these various efforts.

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John T. Mather Memorial Hospital

John T. Mather Memorial Hospital has expanded its crisis intervention services by implementing special mental health assessment, screening, and referral services and providing staff training related to post-September 11 service needs. The hospital's goal is to train all direct care staff, including nurses, doctors, and social workers, in assessing and treating post-traumatic stress disorder. GNYHF funds supported the creation of the materials for the training sessions.

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Lenox Hill Hospital

Lenox Hill Hospital has been providing assessment and crisis counseling through its Outpatient Center for Mental Health (OCMH) since September 11. The program began as a walk-in center, providing free mental health assessment and crisis counseling services during the first 10 days after September 11, and grew into a larger mental health crisis program, which offers, at a significantly reduced fee and for free, individual counseling, group counseling, and medication services. A special part of these services has been a group therapy session comprising participants who lost a close family member or a friend on September 11. GNYHF funds have helped Lenox Hill Hospital increase the number of individuals served by these programs, as well as supported a community outreach educational lecture, *Post-Traumatic Stress Disorder: Life After Trauma*, which was developed by two clinicians in OCMH's Anxiety Disorders Program.

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Lincoln Medical and Mental Health Center

Lincoln Medical and Mental Health Center received an increase in the number of patients from the South Bronx community it serves seeking mental health services through its emergency room and Department of Behavioral Health Services/Psychiatry in the months after September 11. Utilizing treatment staff trained in the Federal Emergency Management Agency model, Lincoln Medical and Mental Health Center was able to meet the needs of those individuals seeking September 11–related mental health services and continues to be ready to offer appropriate care when needed. GNYHF funding helped Lincoln Medical and Mental Health Center sustain its mental health services during this period of increased need.

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Long Island College Hospital

Long Island College Hospital has implemented an Early Intervention Program at its Outpatient Alcohol and Substance Abuse Clinic. The program is in response to evidence of increased use of alcohol or drugs by individuals coping with the anxiety and stress related to the World Trade Center attacks. The program trains staff to recognize the signs of those at risk for alcohol and drug use, has an educational program on healthful methods of stress reduction, and has community outreach that separately targets adolescents, adults, and senior citizens. GNYHF funding has supported a part-time clinical staff member to provide outreach, assessment, referral, and counseling services to the increased numbers of individuals who will be reached through program activities.

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**Metropolitan Hospital Center
Harlem Hospital Center
Lincoln Medical and Mental Health Center
Morrisania/Belvis Diagnostic and Treatment Centers
Renaissance Health Care Network**

Since September 11, the health facilities listed above, which are all part of the Generations Plus/Northern Manhattan Network, have worked to meet the mental health needs of their local communities, some of the most underserved communities in New York City. Services have included stress management group sessions immediately following the disaster to long-term outreach efforts at churches, schools, and family centers in the weeks and months that followed. With GNYHF support, the Generations Plus/Northern Manhattan Network hired a senior social worker to increase its capacity to meet the crisis counseling needs of its community. The social worker has provided assessments, intakes, evaluations, referrals, outreach, and individual and group counseling services.

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Mount Sinai Medical Center, Psychiatry Care Center

Mount Sinai Medical Center will enhance its Child and Adolescent Outpatient Psychiatry Clinic and Children After Trauma Care and Health (CATCH) program. These programs have seen a significant increase in the numbers of parents and children suffering from post-September 11 trauma, with many suffering from a prior trauma. GNYHF support will help fund a Resource Entitlement Coordinator, who will help people in these programs access newly available resources for World Trade Center-affected populations and other traditional entitlement programs. The position will help free up clinicians to provide care to the increasing numbers of patients who continue to flood these programs.

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NewYork-Presbyterian Hospital

NewYork-Presbyterian Hospital augmented its traditional counseling services by providing a wellness and healing program to hospital workers at risk for secondary stress syndrome due to their work with survivors of the World Trade Center attack. The program focuses on staff from two departments: the Burn Center, whose staff treated the 21 burned survivors of the World Trade Center, in both an inpatient and outpatient setting, and the Psychiatry Department, whose clinicians have worked intensely with many of the survivors and bereaved loved ones of victims. GNYHF funds helped NewYork-Presbyterian Hospital hire a wellness consultant who has developed a twice-a-week lunchtime program of yoga, meditation, and breathing exercises for hospital staff.

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NYU Downtown Hospital

NYU Downtown Hospital established a Community Assistance Program, an education and counseling program for local businesses and residents who work and live near the hospital, communities in closest proximity to the World Trade Center. Staffed by a multidisciplinary team of providers from across the Mount Sinai/NYU Health System including social work, the Employee Assistance Program, psychiatry, psychology, and corporate wellness, the program provides on-site and off-site Group Educational Sessions on topics such as Stress and Coping, Getting Back to Work, and Talking with Children about Traumatic Events, as well as individual assessment and referral services. GNYHF funds helped sustain program services and enabled the program to provide more individualized screening and counseling services.

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NYU Hospitals Center

In response to the enormous stress placed on its hospital staff during September 11, including staff members coping with individual loss as they treated victims, NYU Hospitals Center implemented a series of innovative workplace measures to provide a safe, supportive, and reassuring environment to enable health workers to continue to do their jobs during uncertain times. The measures included sensitivity training for department supervisors on workplace stress indicators and regularly scheduled town hall meetings to increase communication among all staff and supervisors. GNYHF funds helped support this ongoing effort, which included the creation of an advisory counsel comprising senior NYU Hospitals Center staff to guide the mental health efforts, the hosting of additional mental health workshops for staff, and efforts to publicize this effort to other health care providers by giving presentations at various industry events. In addition, GNYHF funds are supporting the hospital's effort to develop a mental health manual based on its workplace interventions, which will serve as a model for other hospitals and health care facilities coping with the provision of health care under stressful conditions. The guide can be used to supplement disaster plans in current policy and procedure manuals.

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North General Hospital, Department of Psychiatry

With GNYHF support, North General Hospital was able to hire a social worker to be the Disaster and Crisis Coordinator to expand mental health outreach and crisis services to meet the needs of the hospital's East Harlem communities. The new coordinator has developed a culturally sensitive outreach plan that includes interventions tailored to the residents of Harlem and El Barrio, with a special emphasis on September 11 survivors and those directly affected by the attacks. Phone outreach has been conducted to local community-based organizations (CBOs) to let them know about the hospital's services, which include formal presentations, workshops, and on-site counseling. The coordinator has also developed a special program for staff of CBOs to address their mental health needs, as well as to prepare them to screen and refer clients in need of mental health services.

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North Shore–Long Island Jewish Health System

North Shore–Long Island Jewish Health System, through its School Mental Health Alliance (SMHA), Department of Child and Adolescent Psychiatry, is implementing Project CARES: From Trauma to Recovery, to promote the well-being and recovery of children in the region. Focusing on a local, selected school district, Project Cares provides informational and support programs to school personnel, families, and students. Specific services have included consultation and professional development, presentations to families and community members, and small-group and school-wide discussions with students. In addition, with input from district families and school personnel, Project Cares has developed a printed workbook, *Hope, Healing, and Remembrance: One Year Later*, which includes guidelines for educators on holding September 11 memorial events and information on the signs and symptoms of post-traumatic stress disorder, normative child and adolescent responses to trauma, and related therapeutic resources.

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North Shore University Hospital

With GNYHF support, North Shore University Hospital in Manhasset, a hospital within the North Shore–Long Island Jewish Health System, has piloted a program to provide services to children and adolescents on Long Island affected by the events of September 11. The program targets two populations—children attending schools that were highly affected by September 11 and children of emergency service providers—and offers services both directly to those populations and to help teachers and others help these children cope with stress resulting from September 11. In addition, the program created a Peer Trauma Education Program, which trains high school students to educate their peers about the impact of traumatic events, particularly terrorism, and when and where to seek professional help if needed.

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Queens Hospital Center

Queens Hospital Center has implemented a number of mental health outreach projects for the local Dominican and Indian immigrant communities. Since September 11, the hospital has received referrals for crisis counseling and crisis debriefing, and has provided evaluations for treatment and ongoing treatment services, treating over 40 individuals and families directly affected by the World Trade Center disaster. GNYHF funding supported a workshop and presentation on depression by an outpatient psychiatrist at Queens Borough Public Library; a series of depression screening forums that took place before and during the week of September 11, 2002; and other such outreach events.

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St. John's Episcopal Hospital, South Shore

St. John's Episcopal Hospital provides neighborhood outreach and counseling services to Far Rockaway. Hospital staff under the direction of the Department of Psychiatry, Pastoral Care, and Human Services has been providing individual counseling, public education, and community outreach, including canvassing diners and shopping centers and providing door-to-door outreach as the community continues to recover from both the World Trade Center attack and the crash of American Airlines Flight 587 in November 2001. GNYHF funding helped St. John's Episcopal Hospital hire two part-time community outreach workers to coordinate and expand activities, which has included meetings with area community-based organizations that are running bereavement and counseling groups, the production of an informational brochure on available services, leading art therapy groups at local schools and churches for elementary school children, and attendance at various community events.

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St. Luke's-Roosevelt Hospital Center

St. Luke's-Roosevelt Hospital Center has implemented innovative outreach and recreational services as part of its outpatient mental health services. The services are aimed at vulnerable populations at risk for further social isolation and depression as a result of the World Trade Center disaster and the stress of ongoing threats. Many of these vulnerable individuals have reported difficulties in shopping, taking subways, being in crowds, and even taking walks. In response, St. Luke's-Roosevelt Hospital Center has been providing monthly English/Spanish calendars and handouts highlighting free activities, kid-friendly spots, and spiritual/healing events being held in the local community. The hospital is in the process of training Psychology, Occupational Therapy, and Creative Arts Therapy student volunteers who will chat with patients, offering them recreational suggestions and helping them to plan social activities, hobbies, and pastimes. The hospital will also offer similar telephone support services. Additionally, the hospital is working with hospital staff interested in organizing social events and has established protocols to help event planning, as well as a centralized bulletin board to list the events. GNYHF funding has supported all these outreach and recreational efforts.

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Saint Vincent Catholic Medical Centers

Since September 11, the Saint Vincent Catholic Medical Centers' Behavioral Health Division has provided over 4,000 stress management treatments, which include massage therapy and acupuncture services. Saint Vincent's Behavioral Health Division was selected by the New York City Fire Department to provide crisis counseling for firefighters assigned to lower Manhattan, as well as for firefighters stationed at Staten Island firehouses. GNYHF support helped Saint Vincent increase the hours of its two acupuncture detox specialists, which has enabled the medical center to sustain and expand acupuncture treatment and massage therapy services to two schools located near Ground Zero. The teachers of two high schools have received treatment twice a week for several months and GNYHF funding has helped the continuation of these services through the remainder of 2003.

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South Nassau Communities Hospital

In response to the counseling needs of area families, as well as requests from residents in the surrounding communities, South Nassau Communities Hospital established a World Trade Center Child and Family Counseling Program in a downtown Rockville Centre storefront. The program provides support and professional counseling for families and children, including therapeutic play areas geared specifically to the developmental needs of children in various age groups. This special program has provided parents with time to rebuild their lives with the comfort of knowing that their children are in a healing and nurturing environment. Rockville Centre lost 13 people in the World Trade Center attacks, leaving 33 children behind. The program is modeled after the hospital's award-winning Mental Health Counseling Center and its SIBSPlace (Survivorship in Brothers and Sisters) program, which provides support and counseling services to siblings of children with cancer and other serious illnesses. GNYHF funds helped the hospital purchase supplies such as materials and toys for the program.

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Staten Island University Hospital

In response to September 11, Staten Island University Hospital expanded the services of its counseling programs and implemented new programs to meet the mental health needs of Staten Island residents. Staten Island was greatly affected by the World Trade Center attacks because of the numbers of police officers and firefighters who live there, as well as a number of World Trade Center workers from Staten Island who died in the disaster. The hospital's new and expanded services included providing crisis counseling at its ambulatory mental health sites and at local area schools and establishing special September 11 group counseling sessions. GNYHF funds supported increases in staff time, which helped Staten Island University Hospital provide the new and expanded services.

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Trinitas Hospital

Trinitas Hospital's Department of Behavioral Health and Psychiatry has been offering a wide range of crisis counseling, therapy, and other mental health services to individuals suffering from the September 11 tragedy since that time. For the one-year anniversary of September 11, the Hospital's Family Resource Center joined with a coalition of school and mental health professionals who worked with children and adolescents to offer additional counseling services at no charge and welcome walk-ins during this time. In addition, the clinical staff is developing literature on Resiliency, How to Cope and Heal, Sensitivity, Stress Management, and other topics. The literature will be mailed to schools in Union County, New Jersey, and will be available for use in school-based workshops for students, parents, and teachers. GNYHF funds supported Trinitas Hospital in these various efforts.

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