



# We care

Wellness

Comprehensive Assessment

Rehabilitation

Employment

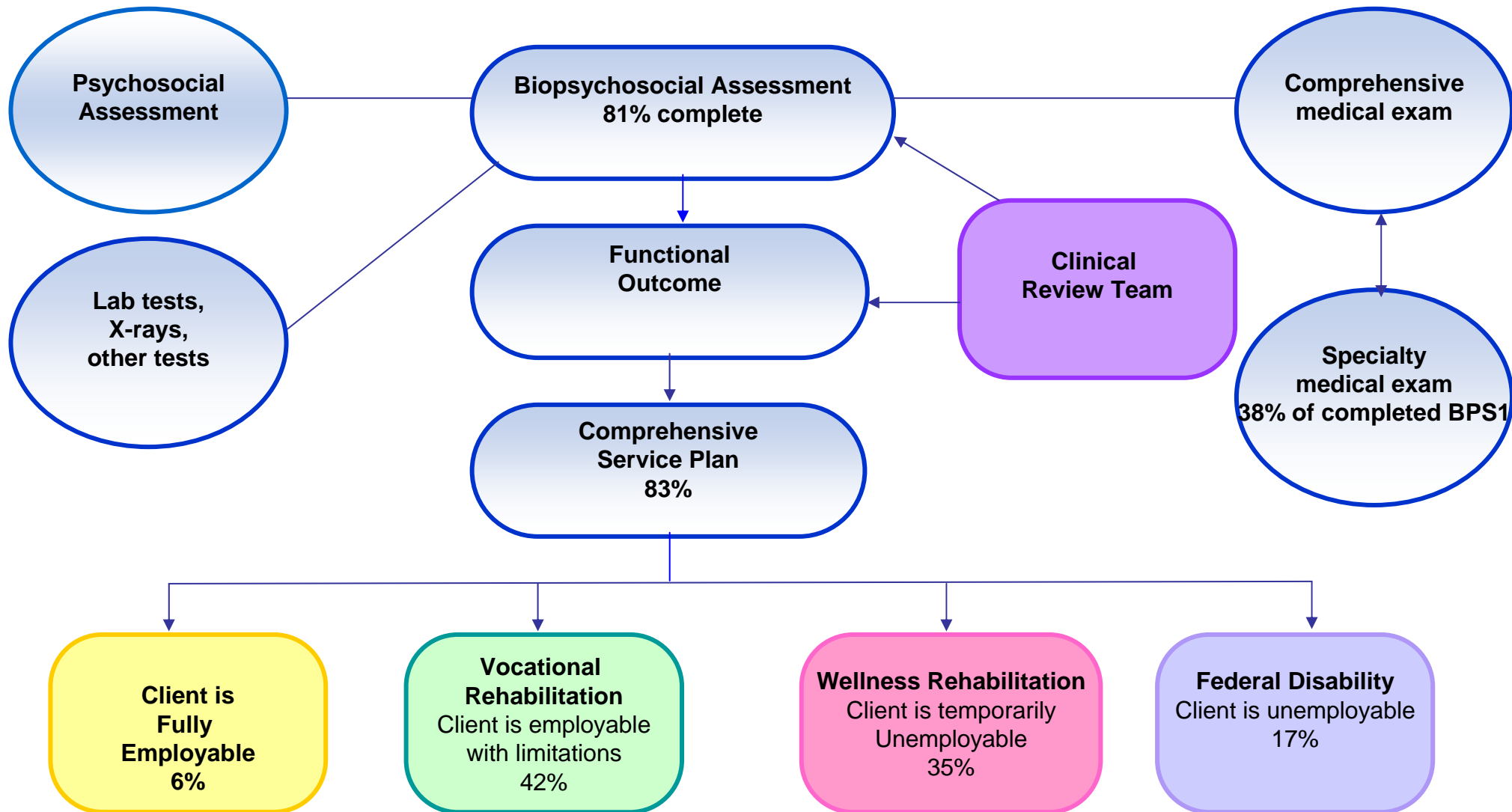
## **NYC HRA's Declining Caseload: Individuals with Clinical Barriers to Employment**

- A significant number of people remaining on cash assistance in New York City have complicated clinical barriers to employability including medical, mental health, and substance abuse conditions.
- To address their needs while building on lessons learned from past experience, five years ago HRA developed a new program model called WeCARE.

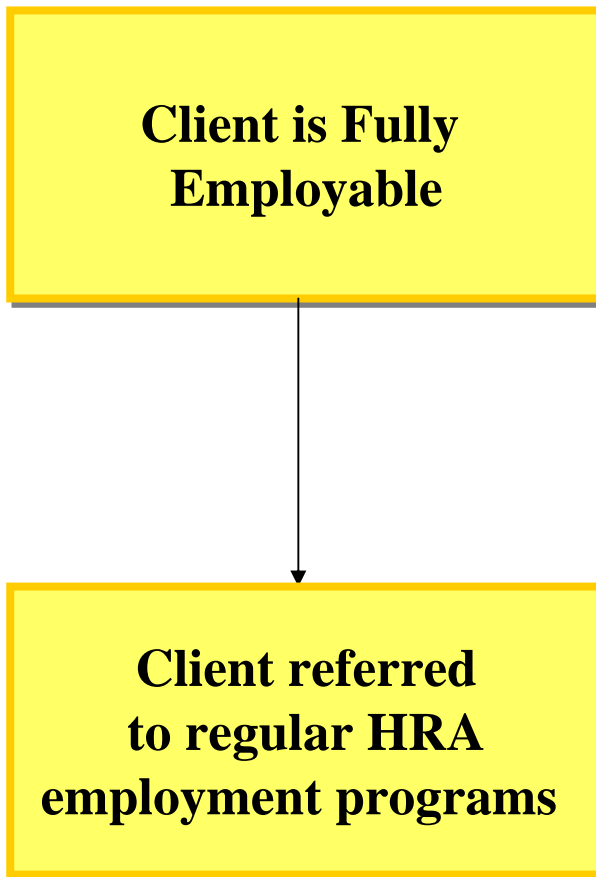
- After a competitive solicitation, HRA selected two primary contractors and their subcontractors to operate WeCARE:
  - FEGS Health Human Services Systems
    - Medical Assessment Sites
  - Arbor Employment and Training, Inc.
    - Medical Assessment Sites
    - Vocational Rehabilitation Service Site

# The WeCARE Assessment Model

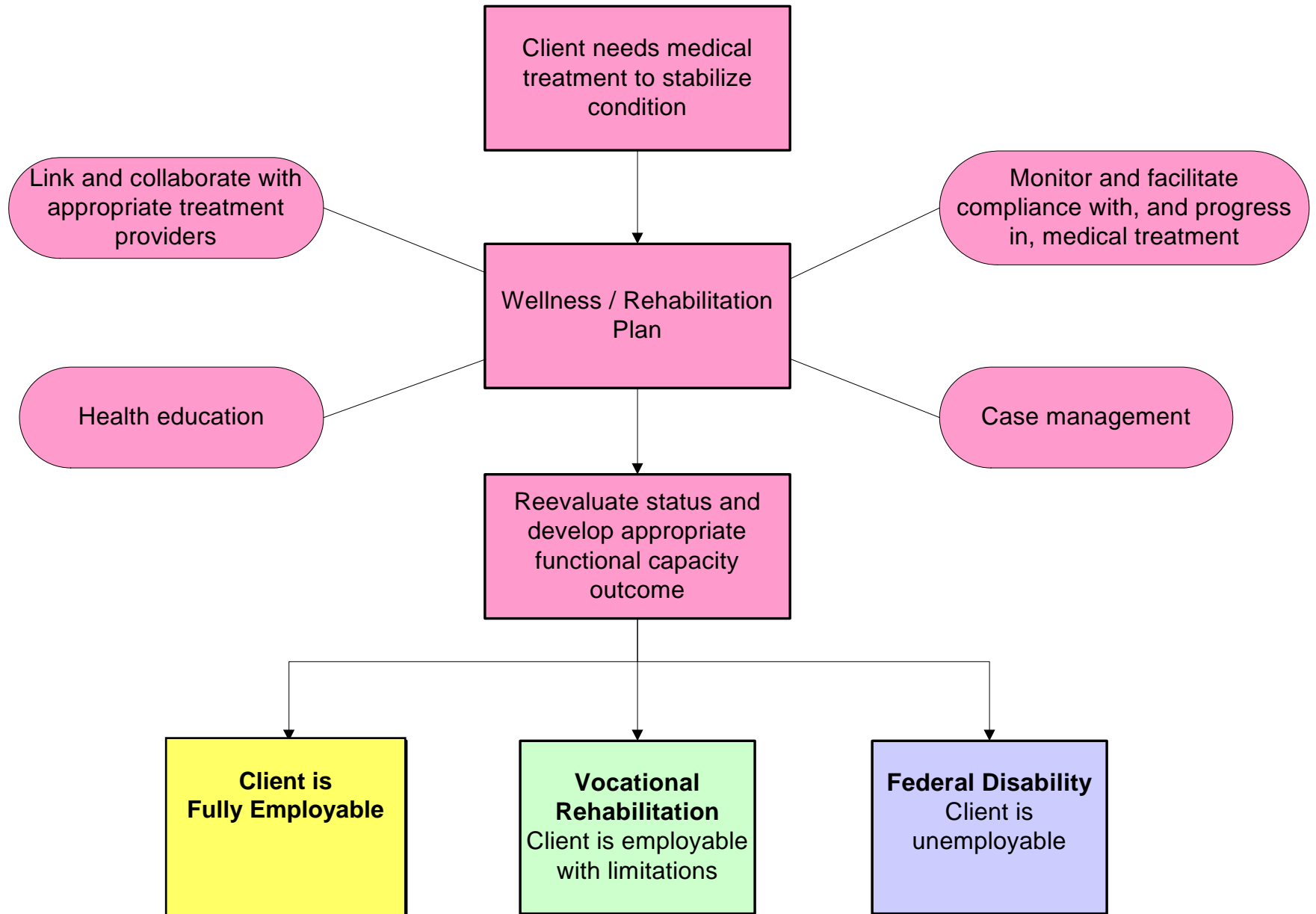
## February 2005 – November 2009



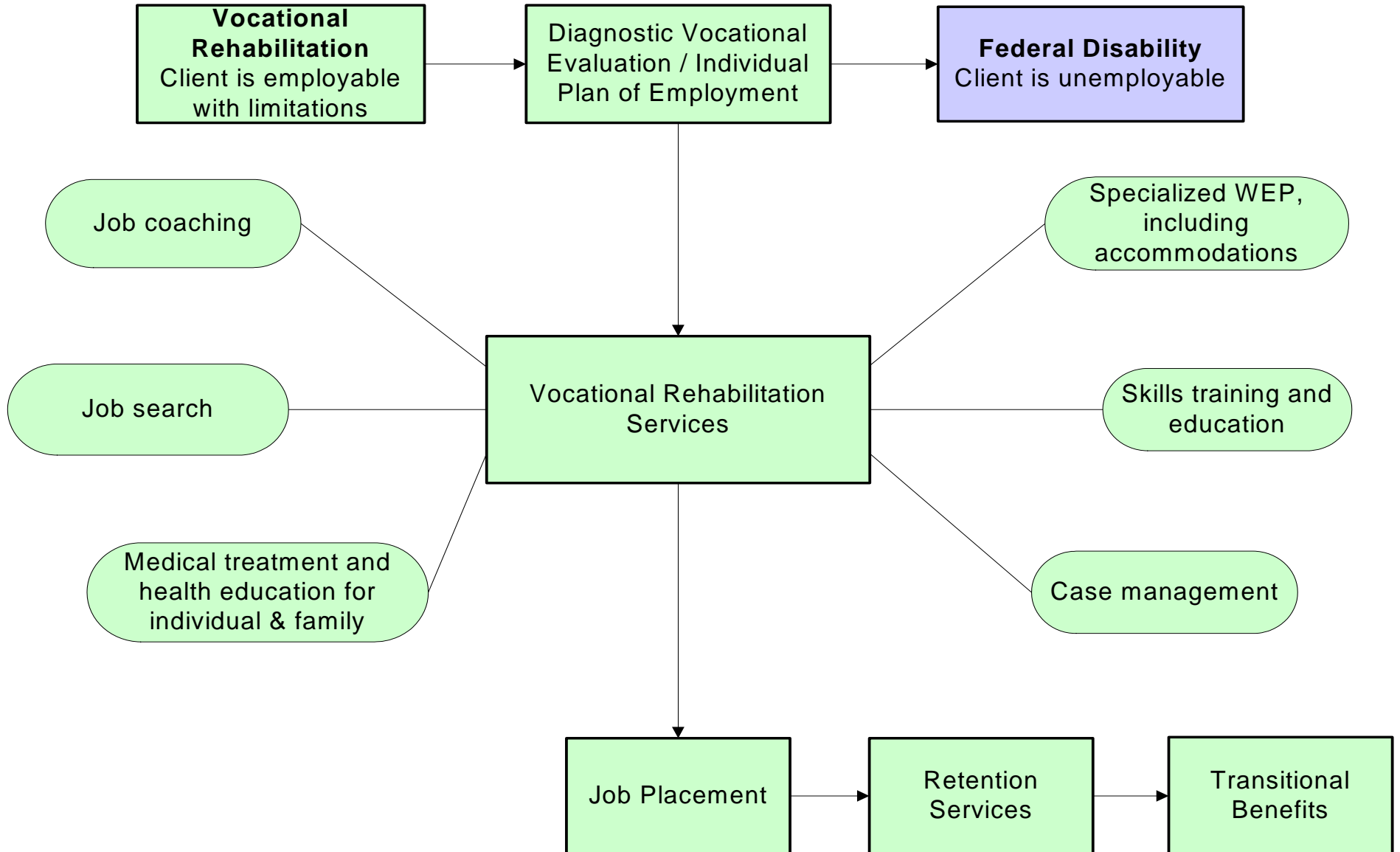
# **HRA Customized Assistance Services – WeCARE Fully Employable**



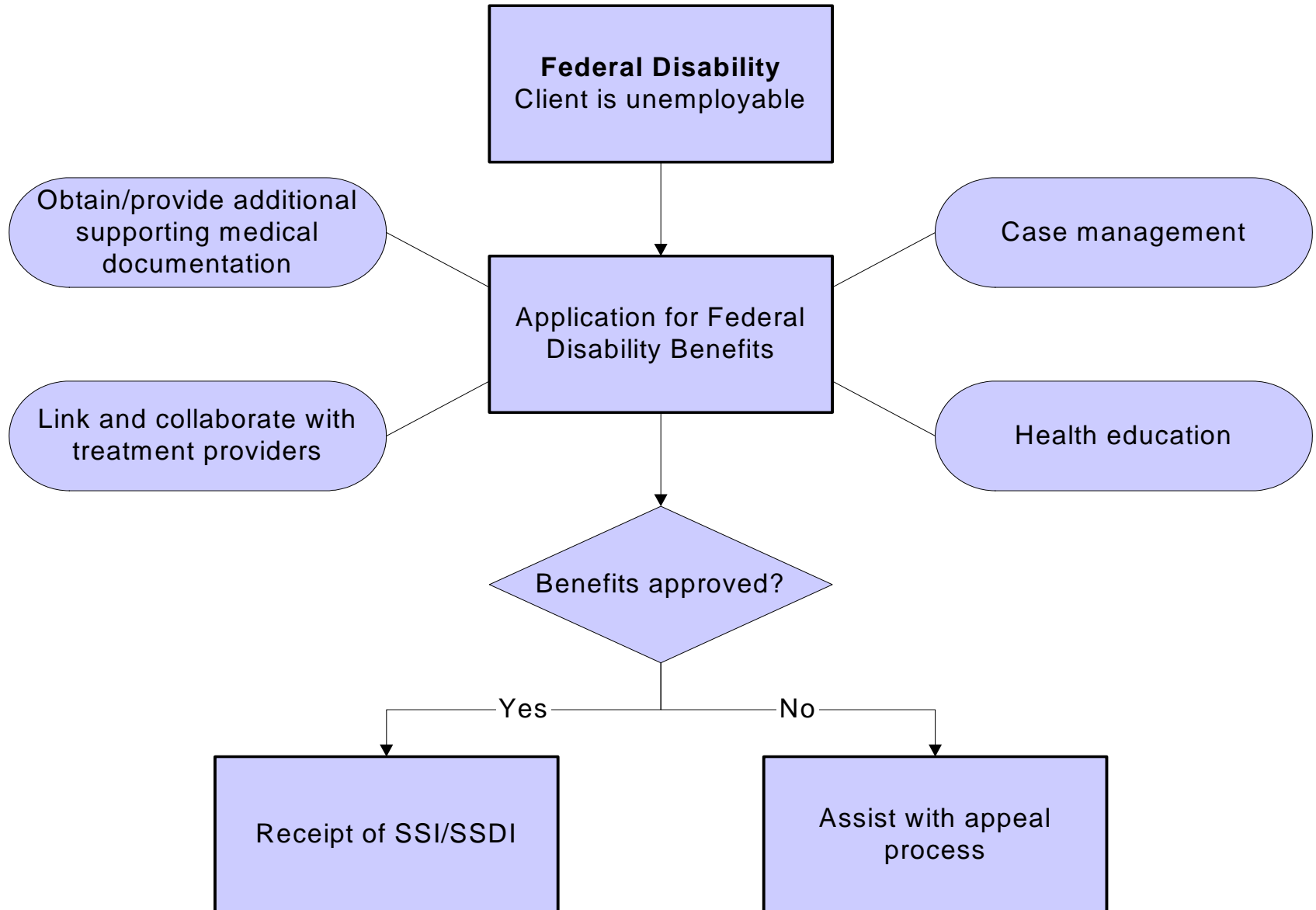
# HRA Customized Assistance Services - WeCARE Wellness Rehabilitation



# HRA Customized Assistance Services - WeCARE Vocational Rehabilitation



# HRA Customized Assistance Services - WeCARE Federal Disability

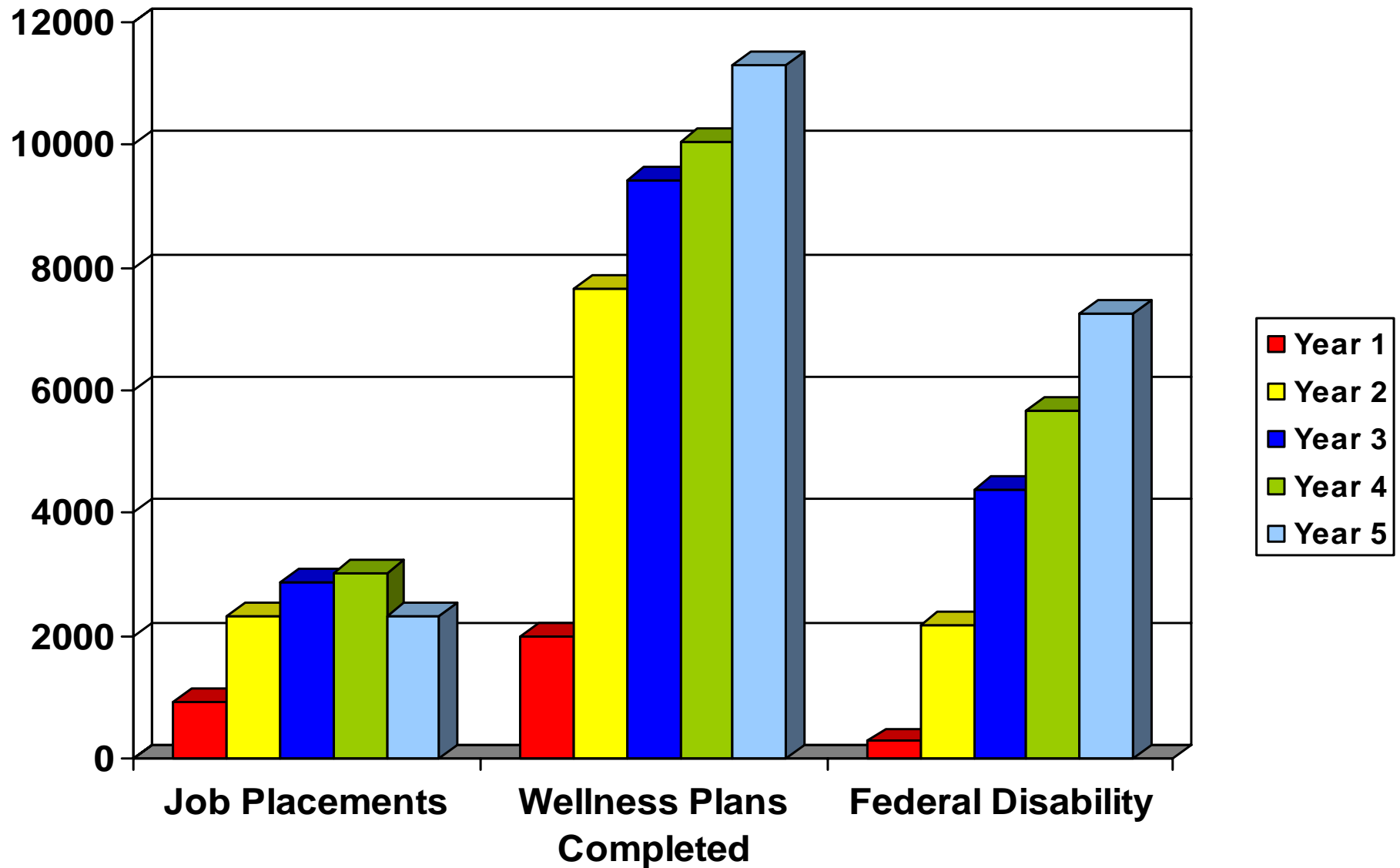




## Program Outcomes

- Over 11,000 job placements with 74% retention at 6 months.
- 27% of clients who complete DVE are placed in jobs.
- Over 18,500 SSI awards with award rate on initial application improving.
- Over 38,000 wellness plans completed.

# WeCARE Milestones By Contract Year



## Some Findings

- Outreach, one component of case management, appears to be an effective tool in increasing participation in WeCARE activities
- A number of individuals require emergency medical intervention at the time of their BPS assessment
- The most common medical problems are psychiatric, orthopedic, respiratory and cardiac
- Many individuals with medical/mental health limitations to employment have co-morbid substance abuse disorders

# WeCARE

WeCARE incorporates the following new and important program elements:

- Holistic assessments
- Continuum of integrated services from assessment to rehabilitation to self-sufficiency under one umbrella contract
- Clinical focus and support
- Proactive Wellness Plans to facilitate compliance with treatment
- Vocational rehabilitation starts with a comprehensive evaluation
- Case management services

The logo features the word "WeCare" in a serif font, with "We" in a smaller size above "care". The text is partially enclosed by a blue circular graphic element that overlaps the top and left sides of the letters.

**WeCare**

# **WeCARE Contact Information**

**Mike Bosket**

**Assistant Deputy Commissioner**

**Human Resources Administration**

**Customized Assistance Services**

**2 Washington St, 17<sup>th</sup> Floor**

**New York, New York 10004**

**(212) 495-2622**

**[bosketmi@hra.nyc.gov](mailto:bosketmi@hra.nyc.gov)**

# F·E·G·S

HEALTH AND HUMAN SERVICES SYSTEM

*Partnerships for a Changing World*<sup>®</sup>





## *About F·E·G·S*

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*The mission of F·E·G·S Health and Human Services System has remained constant for almost three-quarters of a century: To meet the needs of the Jewish and broader community through a diverse network of high quality, cost-efficient health and human services that help each person achieve greater independence at work, at home, at school and in the community, and meet the ever-changing needs of business and our society.*

*F·E·G·S has assisted more than three million people since its founding in 1934 by the Federation of Jewish Philanthropies, now UJA-Federation of New York, of which F·E·G·S is a beneficiary agency.*

*Today, F·E·G·S is one of the largest and most diversified not-for-profit health and human services organizations in the United States.*

*Each year F·E·G·S touches the lives of over 100,000 people – some 10,000 each day – at more than 300 locations throughout New York City and Long Island, providing a comprehensive array of services that create opportunities and improve the lives of those we serve.*

*Partnerships for  
A Changing World®*

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# Overview of F·E·G·S Health and Human Services System







# *F·E·G·S - WeCARE Division*

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## *Mission Statement*

*Supporting New York City's welfare reform initiatives, our Mission is to empower NYC cash assistance clients with disabilities to transition off cash assistance and to achieve their highest levels of self-sufficiency. We carry out our Mission by assisting individuals to obtain either employment or, for those clients determined not able to return to work, federal disability benefits.*

*Through respect, communication, and teamwork, clients receive consistently high quality services. Our innovative, holistic approach includes an assessment of our clients' medical and mental health needs; case management, vocational rehabilitation, job placement, job retention, and wellness services; and assistance with applying for federal disability benefits.*

## *Vision Statement*

*All F·E·G·S WeCARE clients are highly motivated and empowered to achieve their maximum level of self-sufficiency, serving as a source of inspiration to others.*

*Partnerships for  
A Changing World®*

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# *F·E·G·S WeCARE Division*

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*In pursuing our Mission, we have established the following core values for F·E·G·S WeCARE:*

**Working Together** *We have an unwavering commitment to fostering a collaborative environment within and across our own units as well as with our external partners in order to provide a seamless continuum of care for our clients. We consider our clients to be an integral part of our team effort.*

**Entrustment** *We continually strive to garner the trust of our clients, our partners, and each other. Through open and honest interactions on a daily basis, we exemplify this fundamental need in establishing value-driven relationships with others.*

**Communication** *Actively listening with an empathic ear to the concerns and perceptions of our clients, our partners, and each other allows us to gain a deeper understanding of a person's motivations, desires, and needs, allowing for a greater fulfillment of our goals.*

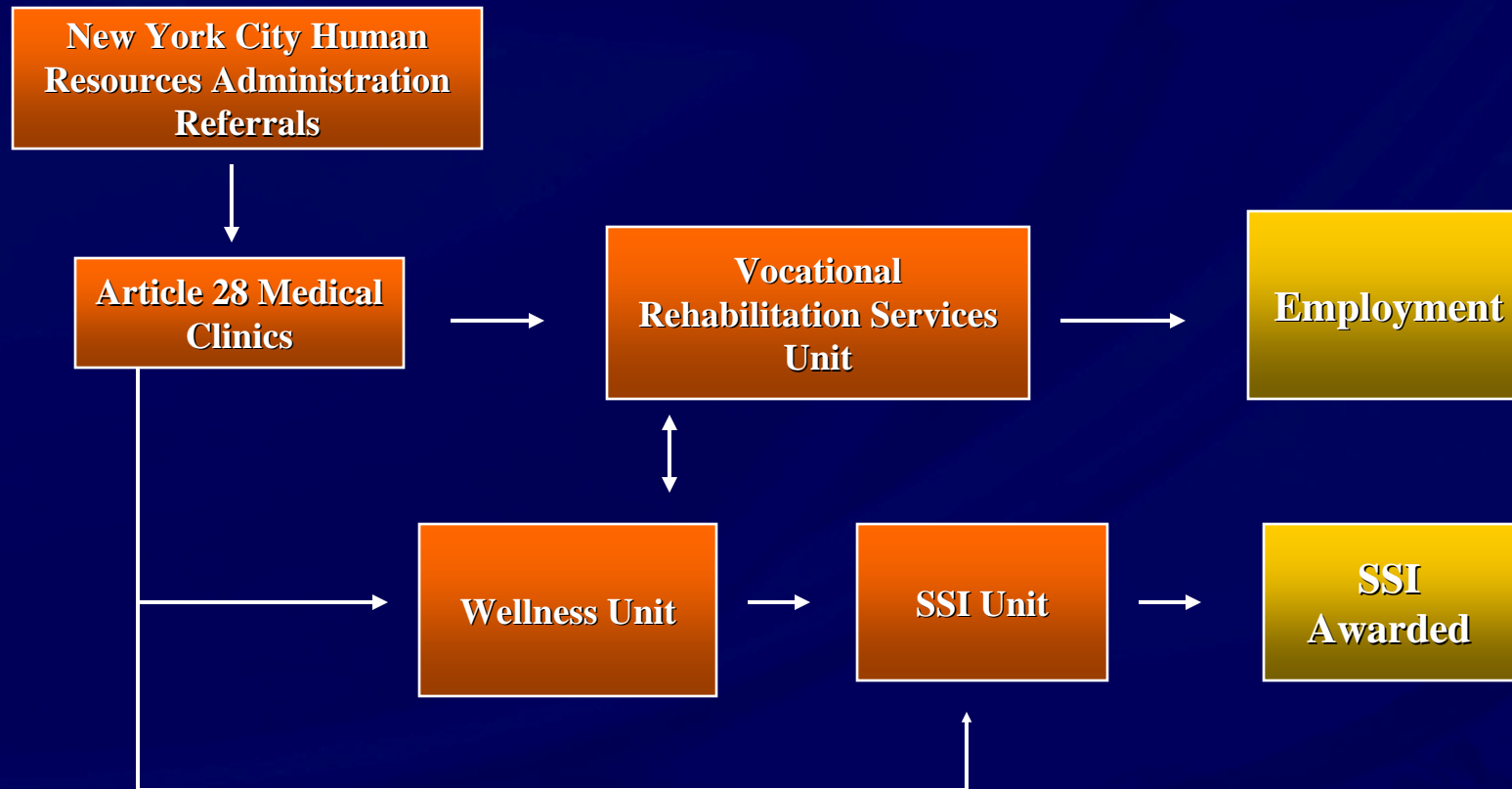
**Advancement** *We are passionate about providing both our staff and our clients with the best opportunities to realize and achieve their highest levels of potential in both the personal and professional areas of their lives. This value is at the core of what WeCARE is all about.*

**Respect** *Our attitude is one of an unconditional positive regard for our clients, our partners, and each other in everything we do. This attitude transcends norms and culture and elevates dignity of the human spirit to a universal level.*

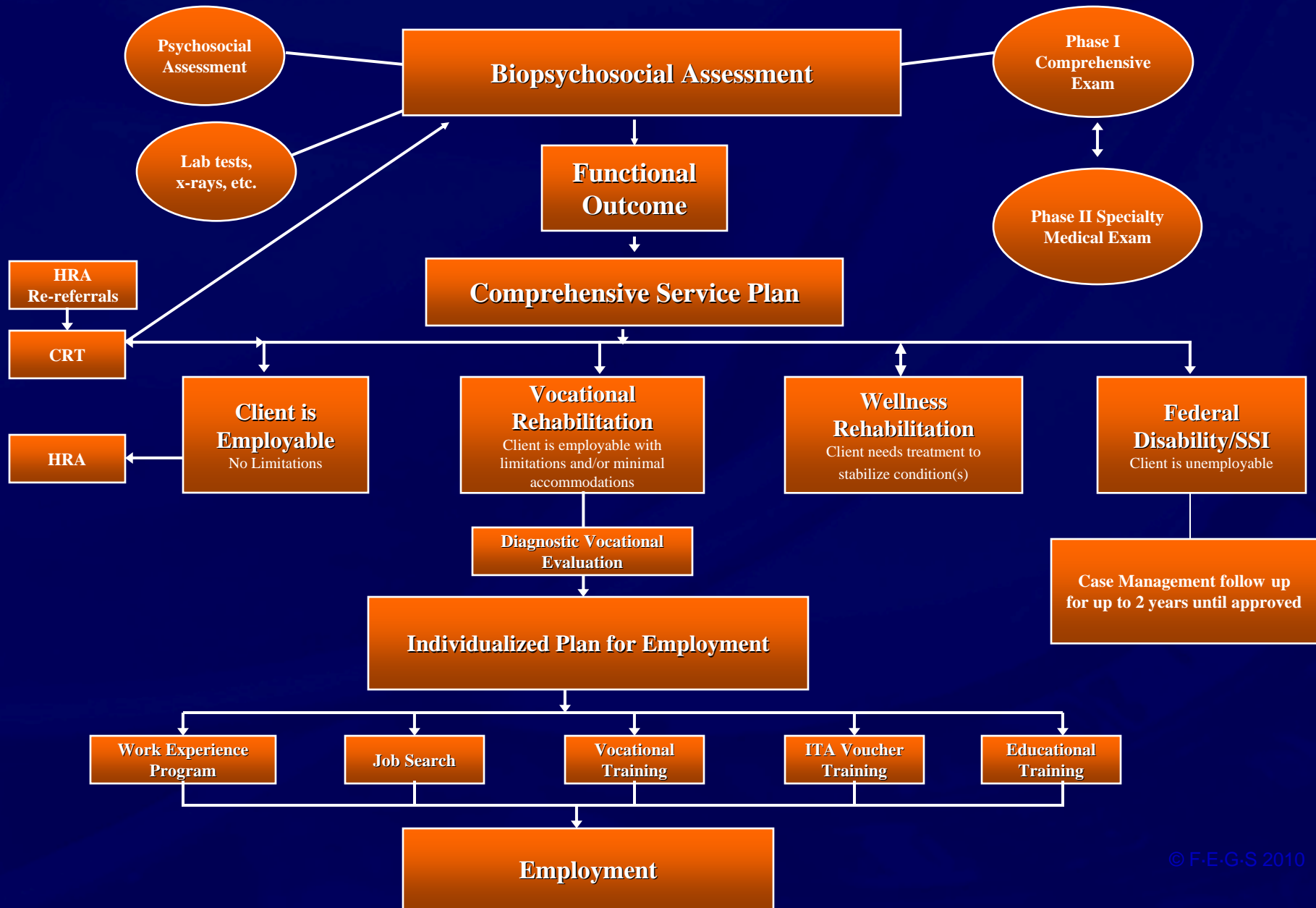
**Ethics** *We are honest with ourselves and others. We hold ourselves to the highest ethical standards in all of our dealings. We accept responsibility and accountability for all we do. Integrity is not simply a value to us; it is who we are.*

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A Changing World®*

# *F·E·G·S WeCARE Client Flow*



# F·E·G·S WeCARE- Service Delivery Model



# *F·E·G·S WeCARE - Program Structure*

## *F·E·G·S Health & Human Services System*

315 Hudson Street, New York, NY  
2432 Grand Concourse, Bronx, NY

Services: DVE · IPE · VRS · Post Employment · Wellness · SSI · CRT · CSP

### *Article 28 Subcontractors*

Services: BioPsychoSocial Assessment

#### *The Institute for Family Health*

350 West 51<sup>st</sup> Street  
New York, NY

#### *Bronx-Lebanon Hospital Center - Fulton Clinic*

1276-A Fulton Avenue  
Bronx, NY

#### *Bronx-Lebanon Hospital Center - Hunts Point Clinic*

882-886 Hunts Point Avenue  
Bronx, NY

# F·E·G·S WeCARE – Table of Organization

Gail Magaliff  
Chief Executive Officer

**Executive Support**  
Ira Machowsky, Executive VP  
Angela Falcone, CFO  
Alfred P. Miller, Executive Consultant  
Leonard Silver, Consultant

**Ongoing Consultation**  
Carolyn Cocotas, Senior VP, QA, Corporate Compliance & Inspector General  
Virginia Cruickshank, Senior VP, Employment, Career & Workforce Development  
Jill Moscovitz, Senior VP, General Counsel  
Lewis Greenly, M.D., Medical Dir.  
Jean Murray, Director, QA Programs

Jonas Waizer, Ph.D.  
Chief Operating Officer

Mitchell Netburn  
Senior Vice President

Charmela Gonzales  
Executive Secretary

Raul A. Ramos, M.D.  
WeCARE  
Medical Director

Sheryl Pringle, M.D.  
CRT Physician

Stephanie Mayfield  
Assistant Director  
Clinical QA

Cynthia Gonzalez  
Senior Director  
SSI & Wellness Programs

Beatrice Rodriguez-Falu  
Assistant Director  
Bronx  
Wellness & SSI

Clinical  
Review Team

Gabe Sofos  
Associate Vice President

Roberta Solomon  
Assistant Vice President  
**Vocational Rehabilitation  
Services (VRS)**

Karen Berniker  
Director  
Manhattan  
VRS

Lisa Blumenfeld  
Director  
Bronx  
VRS

Yasheena Jackson  
Associate Director  
DVE & Instruction  
Manhattan

Myra Mayo  
Assistant Director  
Case Management  
Manhattan

Lucia Morales  
Assistant Director  
Case Management  
Bronx

Nancy Smith  
Assistant Director  
DVE/IPE  
Bronx

Allison Messina  
Senior Director

Lashawn McCauley  
Assistant Director  
Job Development &  
Placement

Post-  
Employment

Priscilla Rivera  
Assistant Vice President  
**Article 28 Clinics, Training  
& Strategic Planning**

Davida Cohen  
Director  
Manhattan Clinic

Miriam (Ines) Castro  
Associate Director  
Hunts Point Clinic

Vacant  
Associate Director  
Fulton Clinic

Gary DiDona  
Assistant Director  
Training &  
Strategic Planning

Francesca Fiore  
Assistant Vice President  
**Business Management  
& Operations Support**

Gus Victoria  
Director  
Operations & Analysis

Selina Lopez  
Assistant Director  
Operations

Nasiveli Sarygulova  
Associate Director  
Billing

Sam Aliberti  
Assistant Director  
Business Operations

Yvonne Duffus  
Assistant Director  
Data Analysis & Reporting

Marie Colette Leon  
Assistant Director  
SCU

January 2010

# *Support Units*

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- Reporting and Data Analysis
- Billing
- Help Desk
- Case Creation Unit
- Service Coordination Unit
- Reception
- Timekeeping
- Operations Specialist Unit
- Scanning Unit
- Training Unit
- Purchasing
- Facilities Operations
- Medical Director
- Quality Assurance – Medical
- Quality Assurance - Programs

# *F·E·G·S WeCARE Contact Information*

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Mitchell Netburn

Senior Vice President

F·E·G·S WeCARE

315 Hudson Street, 4<sup>th</sup> Floor

New York, NY 10013

(212) 366-0036

[mnetburn@fegs.org](mailto:mnetburn@fegs.org)