

Rosh Hashanah Greetings from Our Executive Director, Yerachmiel Stern, LCSW

As the High Holy Days approach, I would like to wish the whole Pesach Tikvah family a happy, healthy, and most prosperous year. As you all know, our agency has reached tremendous heights that it has never achieved before. I'm forever grateful to every staff member for the interminable devotion that you demonstrate each and every day. Especially in difficult circumstances, I appreciate your fortitude and optimism. I look forward to a year of success in all our programs and clinics. It's all of you who make Pesach Tikvah as great as it is.



Pictured above: Yerachmiel Stern speaking at the 10 year anniversary celebration for Esther Deutsch

Pesach Tikvah's Oldest Holocaust Survivor Passes Away at 105

Fraidy Zupnick was 105 years old when she recently passed away. She was a longtime client of the Senior Services department, and the oldest Holocaust survivor that they served.

She suffered greatly during the Holocaust and moved between several camps before landing in Auschwitz. She was the only member of her family to survive.

Pesach Tikvah's Senior Services Holocaust survivors program started caring for her 25 years ago. Pesach Tikvah intervened to meet all of her needs.

Dedicated staff member Rochie Weinberger was Fraidy Zupnick's helper for the past several years. She was 97 years old when Rochie Weinberger got to know her. (She had previously been attended to by Susan Weinberger.) Since she had no family to look in on her, Pesach Tikvah looked after every aspect of Fraidy Zupnick's life including housing, paperwork, expenses, and medical care — even her hearing aid. Zupnick B"H had good neighbors in the project where she lived who looked in on her, and Rochie was constantly in touch with them.

Faidy Zupnick was very grateful that Pesach Tikvah came to her. She would always call Rochie if she was ever in trouble or needed help. Rochie always went to the UJO to certify Zupnick's papers for housing and to secure emergency funding if necessary. Rochie Weiberger also took Fraidy Zupnick out a lot. She was Zupnick's window to the outside world. She visited her in the hospital when Zupnick had pneumonia.

Two other staff members helped Fraidy Zupnick. Sarah Blima Gestetner, the volunteers manager for Senior Services, made sure that volunteers came to her every single week. Staff member Shoshie Soibelman would step in often to act as a liaison between Pesach Tikvah and Zupnick's aides. Zupnick also received translation services from Pesach Tikvah.

Pesach Tikvah was a major factor in Fraidy Zup-

nick's life. Senior Services worked so closely with her. A great thanks goes out to Rochie Weinberger, Sarah Blima Gestetner, Shoshie Soibelman, and of course program director Zalman Kotzen. This is the kind of quiet, dignified work that Pesach Tikvah is always doing in the community.

CCBHC National Webinar Led by Yisroel Len

On August 21st, Yisroel Len, our Director of Data Analytics and CCBHC Evaluator, led a nationwide webinar attended by representatives from all Certified Community Behavioral Health Clinics (CCBHCs) across the United States. The purpose of this workshop was to support clinics that are facing challenges with data reporting.

Beginning in 2026, every CCBHC will be required to report a standardized set of metrics and statistics to the federal government. Yisroel's presentation focused on how to leverage data analytics to improve workflows and streamline the data collection process in preparation for this mandate.

A key concept he introduced was the Data Lifecycle — a process that begins with data collection through agency workflows, followed by automated data aggregation into a centralized database, and finally, dashboard creation for analysis and decision-making. Yisroel emphasized that this process often reveals inefficiencies in existing workflows and highlights strategies for capturing data more accurately and efficiently. In short, using analytics not just to measure outcomes, but to improve the way we collect and analyze data itself.

All CCBHCs utilize an Electronic Health Record (EHR) system to manage clinical workflows. At Pesach Tikvah, our EHR is InSync, where staff document session notes, treatment plans, diagnoses, and billing information. Drawing from his experience with building automations, Yisroel shared valuable feedback on optimizing

EHR usage to improve data quality.

Another focus of the workshop was automation — specifically, how to combine data from multiple sources to a single database to create actionable dashboards. At Pesach Tikvah, we use Power BI for dashboarding, and many departments already rely on tools developed by Yisroel and his team. These include dashboards for tracking treatment plan compliance, PHQ-9 collection, active patient counts, and therapist session logs.

The webinar featured two panelists: Yisroel Len, who spoke about analytics and data quality, and Amanda Zwereki, who addressed the management side of CCBHC Quality Measurement operations.

With support from SAMHSA, over 1,600 individuals registered for the event with more than 700 attending live. The federal government designated this as a required training for all CCBHCs nationwide.

Yisroel's leadership and expertise were also recognized during SAMHSA's weekly evaluators meeting, where he presented an open-source tool he developed to help CCBHCs calculate the metrics required for federal reporting. He also initiated a CCBHC Evaluators chat group to foster collaboration and knowledge-sharing among clinics.

Pesach Tikvah continues to be at the forefront of data analytics for CCBHCs, and we remain committed to supporting other clinics in their analytics journey.

A special thank you to Alex Gursky, who wrote much of the code for the open-source tool, and Max Friedman, who contributed to the development as well. Sara Leah Newman, our EHR lead, and Hendy Roth, our CCBHC Director, also played critical roles and deserve recognition for their efforts.

Together, we are building a stronger data foundation for the future of behavioral health care.

Focus On: Nemah Levy, Simpatico InSync Support

Each month, we feature an unsung hero of Pesach Tikvah – someone who contributes something indispensable to the organization. This month, we spoke with Nemah Levy about her work at Pesach Tikvah.

Q: What is your position at Pesach Tikvah?

A: I provide InSync support for Simpatico.

Q: Can you describe what that role entails?

A: I train providers on how to accurately enter their notes into the system and address any issues they encounter with their accounts. I'm responsible for creating new provider accounts and managing all aspects of InSync for Simpatico. I also assist staff members with any technical issues they may have related to the platform. Essentially, if it's InSync-related, I'm involved.

Q: How long have you been with Pesach Tikvah?

A: I joined the organization in June 2024.

Q: Are you currently working on any interesting projects?

A: Yes! Right now, I'm focused on ensuring that all accounts are in order and that providers are submitting their notes on time. We're cleaning things up to make sure everything runs as efficiently as possible. It's rewarding to see things falling into place.

Q: What do you enjoy most about working at Pesach Tikvah?

A: The leadership here is truly exceptional — kind, supportive, and genuinely inspiring. It motivates you to go the extra mile. Pesach Tikvah has been one of the best places I've ever worked. It feels like a family. Simpatico is filled with amazing staff and management, and it's a real pleasure to be part of such a dedicated team. What I especially appreciate is the organization's commitment to client care. We don't

just provide services — we strive to make sure our providers are making a meaningful difference in our clients' lives. That's something I'm very proud to be part of.

Q: What are your goals for the future at Pesach Tikvah?

A: I hope to remain with Pesach Tikvah for many years and continue to grow professionally within the organization.

Q: You've developed a reputation for going above and beyond. What does that mean to you?

A: For me, it's all or nothing. I take my work very seriously, and I genuinely love what I do. I don't rest until everything that needs to be done is taken care of. That's just who I am — committed to seeing things through to the end.

A great thanks goes out to Nemah Levy for her dedication to Pesach Tikvah, and the vital work she does. Would you like to suggest an unsung hero of Pesach Tikvah for next month's newsletter? Email ckurtz@pesachtikvah.org to make a suggestion.

Good News from Pesach Tikvah Programs

Welcome back to everyone who was upstate this summer! Pesach Tikvah is abuzz with activity as the New Year begins. Thank you to everyone for your extraordinary contributions to the community.

CCBHC:

- Sabrina Feit passed her social work licensing exam and is now LMSW. Mazal tov!
- We have a new nurse, Chaya Ragofsky, who will be doing medical screeners and physical health monitoring for clinic clients.
- Rivkie Gourarie is doing case management at the 926 location.
- We have a few new staff members: Zissy

Rosenbaum, Sara Itah Eisenberg, and Noa De-itsch. Welcome!

Clinics:

- 926: Mazal tov to Esti Kahan on her wedding!
- 5309: Director Esther Deutsch celebrated ten years of service at an event held at 5309. Mazal tov, Esther!
- 5309: Mazal tov to Tamar Itzkowitz on her engagement!
- 5309: Goodbye and warm wishes to Shira Schwartz; she's making aliyah.
- 5309: The art therapy groups have started!
- 5309: They are hiring a few more providers for wrap around support for clients who need more than just therapy, for children and adults.
- 640: Welcome to Reuven Russek, MSW and Yoeli Breier, SWI.

The Training Institute:

- Welcome to Lea Scharf's new assistant Nechama Greenberg!
- An excellent training schedule will be announced after Yontif.

School Satellite Program:

- The first peer supervision for the year was an opening breakfast with all the therapists and Aaron Zev Herbstman.
- Welcome to new therapist Binyomin Baum!
- Welcome to new therapist Yoel Halberstam!
- Welcome to new therapist Y. Fridman!

Senior Services:

- Senior Services had an event for the Holocaust survivors at a local simcha hall. There was a great turnout. Everyone got a big package of honey cookies to take home. They had a beautiful singer, Yentl Schwartz, who everyone loved.
- Senior Services is delivering Rosh Hashanah gifts to 100 Holocaust survivors. The gift is a lovely netilas yadayim set along with a beautiful poem and New Year well wishes.

Kesher Connection:

- The program is continuing to grow, and Kesher Connection welcomes back all of their staff back to the office who spent the summer upstate.
- Kesher Connection hired four new supervisors in the children's program: Dr. Krystallynne Mikle, PHD, Eli Knopfler, LCSW, Esther Tepfer, LCSW, and Diane Sedaghat, RN. Welcome!
- Adults took on two great new care managers: Yittu Lefkowitz — has extensive experience in the community as an advocate, volunteer and group leader for elderly people. Blimy Blier — has been a care manager for four years with Chai Lifeline and will now work for Kesher Connection in their adult program.

COMHAB: COMHAB is experiencing continued success. Thank you to Director Diana Masri for her on-going efforts.

ICF: The ICF continues its impeccable care of its residents.

CORE: The CORE program continues to provide peer support and psychosocial rehabilitation services to its members, enabling them to pursue goals related to socializing, daily living, education, and employment. Two of CORE's members have recently been connected to employment through the ongoing efforts of their IPS Employment Specialist, Julien Saka. Chazak V'Amatz!

CFTSS/Simpatco: CFTSS has been receiving excellent feedback from parents. A quick story: A parent reported that after receiving play therapy through CFTSS, her previously traumatized and withdrawn young child was smiling and playing with her friends again. Thank you to Bruchy Endzweig and the entire amazing CFTSS team for caring so much about every single child enrolled in Simpatco.

Billing: Mazal tov to Esty Dresdner on the birth of a baby girl!

HR:

- Mazal tov to Yonina Kaminetzky on her engagement!
- Mazal tov to Chana Alkhabbaz on the birth of a baby girl!