

## Successful Principals' Training with Chanie Juravel

On February 19th, Pesach Tikvah's Training Institute and the Yeshiva Satellite Program once again absolutely knocked it out of the park with their second Principal's Summit. Over 100 principals, teachers, and resource room staff from around the city came to the event, which was beautifully and professionally orchestrated. The room was stunning – Pesach Tikvah really gave the principals an aesthetically pleasing and very dignified experience.

Lea Scharf, LCSW, Director of the Training Institute, opened the event with remarks. Because it was Beis Adar, she discussed Megillas Esther. Her message was that if we understand another person's language, we can understand the depth of a person's intentions and issues. When we understand them, that's when the healing begins. She remarked that the mechanchos are able to understand a wide variety of children's needs and are able to provide support for the children.

The keynote speaker, Chanie Juravel, is a LCSW and also has a long career in chinuch. She is a well known lecturer and has a private practice in Monsey. She wrote a book called *Sefira in Our Lives*, a relationship-based manual on the middos of Sefira, which some schools have implemented in their curriculum. She spoke about anxiety in children, but everything she said was also applicable to adults. For everyone who could not be at the event, here is a recap of Chanie Juravel's tools for dealing with anxiety – they really are insightful and helpful and could benefit most people. These are not direct quotes. These are the practical takeaways from her talk.

### Have a Level of Acceptance

Remember that the bad times will end. You can be in the toughest spot, and nothing is forever. Yet we need to validate and empathize with people when they are stuck. Referencing Queen Esther, Avram Avinu, Rochel Imenu, Devorah, and Yosef haTzadik,

she said that all of the greats became greatest on the day they never wanted to live through. Part of bitachon is knowing that this is the day that I'm living and all of the feelings I am having are what I am supposed to be having. Say to yourself, "This is my real life. How am I going to use it?" The miracle is that we can change how we see our lives. We can focus on what we can control. Hashem gives us the toolbox to live the lives that are ours.

### Understand that Anxiety is Proof that What You Fear is Not Happening Now

The most wonderful tool to help with anxiety is de-catastrophizing. Create four columns: The first column is all your worst fears. Write an exhaustive list until there are no more to list. The second column: What is the likelihood of the scary thing happening? Third column: If it did happen, how would you cope? What would you have to do? Last column: What is more likely to happen? This process takes the anxiety seriously. Once you allow the anxiety to be heard, it can be reduced.

### Empathize with People Who Are Having Anxiety

Chanie Juravel spoke about this in the context of teachers and students. Just empathizing with a person means simply being there with her and acknowledging what she is feeling and going through. No matter how disappointed we are in a person we have to consider where he or she is emotionally. What is going on in her life that she is feeling and behaving in such a way? You don't have to be supportive of the person's feeling – some thoughts and feelings need to be challenged. Validate the feeling, but bring the person back to reality.

One strategy is to teach students (and ourselves) to use the word "notice" when talking about feelings. When we say, "I notice I am feeling anxious," the anxiety is diminished by 50%. Why? It's not that we are anxious; the anxiety is a voice that is affecting us. Noticing it means we are removing it from ourselves. We can empathize with others by saying, "I

notice you are feeling down,” so that the person can see that what she is going through is not a part of herself.

*Thank you to Lea Scharf for organizing this event, and to Rabbi Grunwald and our Executive Director Yerachmiel Stern for their support, and of course Chanie Juravel.*

## Michael Seidenfeld of Wurkfit Taught Accountability Skills at Workshop

On Wednesday, March 11th, managers and staff were privileged to receive a training on communication and accountability from Wurkfit’s Michael Seidenfeld. A longtime corporate trainer, Michael Seidenfeld delivered a helpful skills lesson with humor and clarity. For everyone who did not attend, here is a recap of the skills he taught:

### **Know Your Job**

Do you know what your responsibilities are? Do you know what your employee’s responsibilities are? Do you know what is not your responsibility? In corporate settings, a surprising number of people don’t know what their job entails, even after years of doing it. We want to be sure that everyone is clear on what his or her responsibilities are. Where does your job end and someone else’s start? If you do not know, be sure to ask.

### **A Manager is a Coach**

Sports teams and employees have this in common: they have a coach. The manager is a coach. His or her job is not to be on the field playing, it is to establish goals, provide feedback, and hold people accountable. He has to lead by example. Even if you only manage one person, you’re a coach. Managers ensure that everyone has training and accountability for his or her work.

### **Communicate with Specifics**

A lack of clarity ensures that a task won’t get done. When you communicate in the workplace, be clear. Whenever you give over a task or responsibility, make clear: Who is responsible; What are the details of the task (what you need from the person you are addressing); When is it due. “ASAP” means a lot of different things to different people. Give a specific time. Be sure to assign a time to tasks that are

not time sensitive so that they don’t get lost. When responding to requests, be crystal clear about what you plan to do and when you plan to deliver it.

### **Be Accountable**

Take ownership of your work. That means don’t blame others when things go wrong; look for your part in the issue. Don’t avoid or delay. Don’t wait for reminders – act in a timely manner on your own volition. Ownership does not mean, “I’m going to own things that I have no control over.” It means looking at your part and doing what you can do.

### **Hold Others Accountable**

The hardest subject covered, holding people accountable takes some finesse. Michael Seidenfeld gave the following guidelines for holding people accountable with respect and dignity: Stick to the facts – discuss the facts of the situation only without stories or judgments; Be assertive – don’t be passive, aggressive, or passive aggressive (sarcasm, snide remarks, underhanded comments); Use “I” statements not “You” statements to avoid putting the person on the defensive; Be honest and clear; Don’t make it personal.

*We hope that everyone who attended feels empowered to take ownership of his or her work. We would like to thank Zack Teper and Shlomi Helwa for bringing in and setting up the beautiful lunch that followed the workshop.*

## Nechama Seidenfeld Trained the IFC Staff in Interpersonal Skills

Dr. On Thursday, March 12th, Nechama Seidenfeld of Wurkfit (the wife and business partner of Michael Seidenfeld) taught a helpful and humorous workshop on interpersonal skills for the ICF staff. Since most of you do not work for the ICF, here are the practical takeaways from her talk. They are useful for everyone.

### **We Are in the People Business**

We don’t just provide services, we serve people. We are in the people business. The most important part of our business is creating an environment that people want to come back to. That starts with the staff, how we relate to each other and how we relate to the people we serve.

## The Three Things We Need to Do

Communicate, collaborate, and care – the three C’s. All day at work, that’s what we need to do. The better you are at these things, the more successful you are in the modern workplace.

## When Someone Takes What You Said the Wrong Way

The reality is that because people are so different from each other, we speak in different ways and interpret what others say in different ways based on our backgrounds and personal narratives. Not everything that is said is heard, and not everything that is heard is said. “Said,” doesn’t just mean words – it also means body language. 55% of what the world understands from us is our body language – our nonverbal. We judge other people by their body language. It’s instinctive to make up a narrative based on someone’s body language. That ends in conflict and resentment. Resentment reduces capacity to work.

Whenever reality is less than our expectations, we get resentful. A lot of times in misunderstandings, we built an expectation because of what we thought someone said. What we can do is work on our own communication skills.

## Name It to Tame It

Nechama Seidenfeld taught a very simple technique called “Name It to Tame It.” All we have to do is stop, take a few breaths, and acknowledge how we are feeling. When we do that, our feelings of anger or resentment decrease, and our logical brain is able to step up. She suggested breathing in through your nose and out through your mouth for five, ten, or twenty breaths. Then name how you feel.

## The Keys to Communication

Do we want to be right, or do we want to be smart? Do we want to double down on our position on an issue, or do we want to have a pleasant and unified workplace? Here are the techniques:

- 1) Switch seats: That means when I talk, I put myself in the position of the other person. One person’s experience of a scenario can be entirely different from another’s.
- 2) Be curious: Hearing the other person’s perspective means being curious about it. Curiosity is the opposite of fighting. Share your perspective and

hear their perspective. It can be fascinating to hear the other person’s story.

- 3) Believe the other person: Even if you think he is blatantly lying. If you ask enough questions, you’ll still bridge the gap of misunderstanding.
- 4) Give and get clarity: Slow down your speech. Especially when you are giving instructions or information, go through the 4 W’s of clarity: Who, What, When, and Where. Once you have said it, affirm with the person that she has clarity of who, what, when, and where. Make sure the person knows who is responsible. Also clarify what success looks like – what it actually means to be successful, broken down into parts. Clarify what when means, because “shortly” means something different to everyone. Here’s what where means: where do I end and where do you start?

This is how to ensure that what is said is heard and what is heard is said.

## Active Listening

- 1) Pay attention: Put down whatever you are doing. You can have boundaries with people and tell them you can only talk for a set amount of time.
- 2) Withholding judgment: It’s just walking in their shoes. You don’t have to say she is right, you just have to hear what she says.
- 3) Patience: Nechama Seidman tells herself, “The purpose of this conversation is connection not content.”
- 4) Body language: Maintain gentle eye contact. Practice fronting – turning your body to face the person.

*A great thanks goes out to Joe Bistricher and Yerachmiel Stern for organizing this event.*

## Focus On: Blimi Baumhaft, LMSW, Functional Family Therapy Supervisor

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

Q: What is your position at Pesach Tikvah?

A: I am the Functional Family Therapy (FFT) Supervisor.

Q: What is Functional Family Therapy?

A: It is a CFTSS program. It launched a year ago. We do in-home family therapy. It is for families with children aged 11-21.

Q: What was your training like?

A: An in-person trainer came to the office at Pesach Tikvah. She was from the Functional Family Therapy headquarters. She gave us an introduction to FFT, and taught things like how to engage the family competently. Teenagers are many times very resistant. Sometimes the parents are embarrassed, lost, or feeling incompetent as parents. So we learned a lot about how we can motivate the family that they can change. In family therapy, a very strong focus is on relationships. The relational function is very strong.

We had more trainings online. Then I had an externship. I worked with families and teens who are involved in the juvenile system for mandatory therapy. It was in-person and supervised by other therapists. Through the externship I learned the family therapy model more tightly and more strongly. I learned that baby steps, small changes, can have a much bigger impact on a family than we give it credit for.

Q: What is your background?

A: I worked for CFTSS as a therapist for teens since CFTSS at Pesach Tikvah started in 2021. I was one of the early providers. I give music lessons, so I brought that in and turned it into a therapeutic music experience. Through this I saw how important creating a support system for the teens was. When the opportunity to do Functional Family Therapy came up, I asked to be part of the team because I really feel passion to help families recreate their relationship, heal together, communicate better, and learn to be there for each other.

Q: What do you like about working at Pesach Tikvah?

A: They work with their providers. They make sure that we're happy. They make sure to compensate well. They're flexible about the areas we can travel to. Any time there is an issue, I can always reach out. It is a supportive environment.

Q: What are your upcoming goals for Functional Family Therapy?

A: We are looking to strengthen what we created. We want to increase family sign-ups. Some families have been skeptical about the idea of family therapy – some parents like when providers just work with their children. We are working on destigmatizing the family therapy idea. We also are getting stronger with our engagement motivation skills, to be sure that families feel that it is important for them to be invested in family therapy.

Q: What is it like to work with families?

A: What we generally see is teens feel very misunderstood by their parents. They want more independence. They want more space. Often parents are more controlling. We find that parents have a hard time understanding their teens' needs. Teens are more impulsive and more emotional. Teens get dysregulated. When children become teenagers, their behaviors change. Parents ask, "What happened to my child?" We do a lot of psychoeducation and parenting skills work. We help the parents to understand that this is normal for teens, and we help the teen understand his or her parents. We teach skills that the families can return to after they graduate from FFT. They will have a better understanding of each other's boundaries and needs. We see this across all families.

Q: How would another provider refer a client to Functional Family Therapy?

A: We are accepting new clients in Crown Heights, Flatbush, and Williamsburg. It would be an internal referral. The provider would reach out to Gitty Solomon. Gitty will forward the information to us and we could reach out to the family.

Gsalamon@ptsimpatico.org

7183055077 ext1406

Q: Is there anyone you want to give a shout out to?

A: I would like to acknowledge my coworkers Hena Mandelbaum and Hinda Dalfin.

*A great thanks goes out to Blimi Baumhaft, LMSW 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.

## Yisroel Len Presented to the New York State Assembly on CCBHC Clinics

In late February, our Data Director Yisroel Len had the opportunity to present to members of the New York State Assembly on Certified Community Behavioral Health Clinics (CCBHCs).

He was grateful to share the presentation with Elizabeth Mauro (Endeavor Health Services) and Kristin Kight, MPH who generously lent their knowledge and expertise. Thank you to Assembly Member Sam Berger for hosting and his continued dedication to improving mental health care for New Yorkers. Thank you to Pesach Tikvah - Door of Hope Social Service Agency for sponsoring the event. And thank you to all those who attended, asked questions and engaged with him.

Yisroel Len is always happy to share more about the impact and success of the CCBHC model.

## CORE Honors Julien Saka, Employment Specialist

Through IPS Employment CORE Services, Julien's work focuses on empowering individuals to achieve meaningful employment and personal growth, even in the face of challenges. Under Julien's direction, the CORE program provides personalized support, guidance, and advocacy to our CORE members to help them navigate both professional and everyday hurdles. Julien supports members in exploring their employment interests and skills, creating/revising their resumes, conducts rapid job searches, supports members through the interview process, and continues to provide unlimited on-the-job support.

One example of Julien's work and its impact involves a CORE member who is a musician. Despite struggling with late mornings, habitual fatigue, and brain fog, this individual has been able to develop a consistent routine, break through the silence, and unleash his musical talents. With Julien's support, he has competed alongside accomplished musicians in our communities, performing at simchas, while gaining recognition and the fulfillment of pursuing his passion professionally. He continues to build up his musical career!

Another success story involves assisting a CORE member who received a letter from Social Security regarding an overpayment due to simultaneously receiving SSI while returning to work. Through careful communication and advocacy with the Social Security Administration, Julien helped negotiate a manageable payment plan, easing the financial burden while encouraging the client to continue working at a sustainable pace. This approach ensures that work and financial stability remain achievable goals without creating overwhelming stress. Julien functions as a benefits counselor alongside his role as an employment coach.

*Julien's services are available exclusively to CORE members. Please note that CORE eligibility is predicated upon an SMI diagnosis such as Bipolar Disorder, Schizophrenia, OCD etc., and CORE members have typically had multiple hospitalizations in their past. To inquire about CORE eligibility for an individual who could benefit from employment services, please email Pearl Ostreicher, CORE Program Manager at [postreicher@pesachtikvah.org](mailto:postreicher@pesachtikvah.org).*

## Excellent Sand Tray Training by the Training Institute

Dr. Jodi Mullen, PhD gave a training on Sand Tray therapy. She has taught this workshop several times before at Pesach Tikvah and keeps being invited back because she is so effective. Everyone absolutely loves her. Many attendees gave feedback that it was their favorite training. It was a hands-on workshop. Over 70 therapists registered. Each therapist received sand and figurines to take back to the clinics.

Feedback from participants:

- She was amazing and this was my favorite training! She presented it so well and it was so hands on.
- This was beyond amazing! Really life changing. Jodi was so authentic and so knowledgeable. I am excited to use sand tray with my clients! She also gave me encouragement, seeing someone like her who is a "pro" and been in the field for over 30 years, talking about intuition and not "trying to say the perfect thing." I want to reread all my notes and remind myself of all the lines that she said! I really appreciated this training. Thank you!.

“trying to say the perfect thing.” I want to re read all my notes and remind myself of all the lines that she said! I really appreciated this training. Thank you!

- Loved the experience and definitely plan incorporating sand tray in practice.

## Good News from Pesach Tikvah Programs

February and March were full of great work and unity among staff. Although we are going through a tough audit, everyone is doing amazing and really showing up to the organization. Thank you all!

### Leadership:

Our executive director, Yerachmiel Stern, LCSW, earned his CASAC certification. It allows him to formally provide addiction services and oversee our OASAS program. It will allow people to go from CASAC-T status to CASAC status. He began course work for it in 2020. Mazal tov! Another feather in the cap of our roundly appreciated and well-liked Executive Director.

### Clinics:

- 926: Yiddish lessons level two are starting. Contact Aaron Zev Herbstman for information. There is a Google form if you want to sign up.
- 926: The women’s DBT group is filling up. Contact 718-875-6900 Ext. 1184 Bberkowitz@pe-sachtikvah.org to refer a client.
- 5309/4111: Ita Kislack got engaged. Mazal tov!
- 5309/4111: Blima Schweibel had a baby. Mazal tov!
- 5309/4111: Front desk said goodbye to Bruchy Scharf and Nechama Bookbinder. We are grateful for their contributions and wish them much hatzlocho on future endeavors.

### Yeshiva Satellite Program:

Thank you to the Yeshiva Satellite Program for continuing to serve the community.

### Senior Services:

- On February 16, Senior Services took the Holocaust survivors to the Hobby House for ceramics painting and a beautiful lunch.

- In February, there was a group therapy event for seniors. Susan Weinberger, LCSW led the group. She spoke about emotional regulation. A light dinner was served and following the class there was a painting activity.
- On March 9, Senior Services had a luncheon for Holocaust survivors in a hall with a catered meal. A professional singer came to entertain. The survivors were gifted a tablecloth for yontif.
- On March 17, Senior Services hosted group therapy for seniors. Malky Gestetner, LCSW came from Lakewood to speak. She spoke about walking the middle path, about mindfulness, and about breathing exercises. Light dinner was served. Afterwards we had a nutritionist, Judy Stern, talk to the ladies about how to live a healthy lifestyle incorporating chair exercise.

### Kesher Connection:

- Ruchie Lustigman had a baby. Mazal tov!
- Welcome to HHSC CMs and staff: Chaim Fixler, Natalie Gomez, Ashleigh Cyrus, Nagieliss Belliard, and Mohamed Barrie.
- Welcome to assistant auditor to Perl Lunger, Sarah Thomas.

### CORE:

- Thank you to Pearl Ostreicher for ongoing distinguished leadership.

### COMHAB:

- Thank you to Diana Masri for her excellent ongoing work!

### Simpatico:

- Mazal tov to Peri Weber on the birth of her baby girl!
- Mazal tov to Esther Grunzweig on the birth of her baby boy!
- CFTSS continues to show up for the families and those in need with care, presence, and compassion, meeting each person where he is.

### ICF:

- It was great to see the unity and professionalism of the ICF staff at the training.

**Human Resources:**

- Mazal tov to Shlomi Helwa on his son's engagement!

**Finance:**

- Isser Rosenberg's daughter had a baby girl.  
Mazal tov!



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