

VOLUME I ISSUE 1  
DECEMBER 2010

*Our  
Community.*



*Our  
Concerns.*

# Far Rockaway & Five Towns — One Heart



Popular opinion is that it can't be done.

Popular opinion is that divisiveness is all-pervasive, and true unity a rare event.

## Popular opinion has obviously never seen Achiezer.

Every day at Achiezer, we witness a demonstration of community togetherness that is as extraordinary as it is touching. The magnificent work described in these pages can never be attributed to any single source; rather, it is a manifestation of the time, talents, devotion and resources of the entire community.

Day after day, Achiezer volunteers and donors breach barriers, giving to people they've never met, simply because others are in need. Though they span an enormous spectrum of professions and lifestyles, each one plays an active role in the comprehensive community support that Achiezer offers.

**Our community stands behind Achiezer — and our community stands because of Achiezer. If we could put a name to it, we would say we are witnessing our community's heart.**



## MEDICAL RECOMMENDATIONS

see pg. 4



## TABLE OF CONTENTS

- Introducing Achiezer .....2
- Popular Programs .....3
- A Day at Achiezer .....7
- Achiezer in the Press .....8
- Stories .....9
- Testimonials .....11
- Volunteers Speak .....13
- Community Receptions .....15
- New Developments .....17
- Programs and Services .....19
- Endorsements .....20
- Statistics ..... Back Cover

*Achiezer's one-stop resource for medical recommendations, crisis intervention, mental health support, and patient advocacy has touched the lives of over 1700 families in our community.*

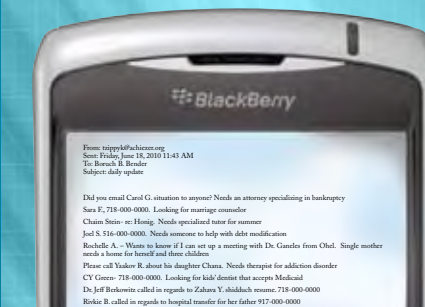
## MEALS 'N MORE

see pg. 5



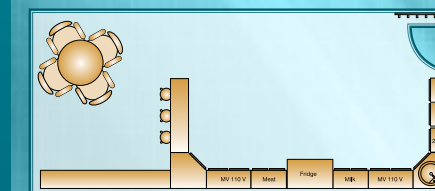
## A DAY AT ACHIEZER

see pg. 7



## NEW DEVELOPMENTS

see pg. 15



## Message from the Founder



Dear Friends,

Two short years ago, we gingerly set out on what was to become an incredible journey. During those first, tentative months, Achiezer was nothing more than a nebulous idea; the vague notion of creating a local organization that would serve as an all-purpose resource for every situation.

From the outset, Achiezer received enthusiastic rabbinic and communal support from across the spectrum. Everyone understood that Achiezer addresses real people,

real needs, real chessed—in OUR backyards. Our volunteer network grew by leaps and bounds, until, slowly but surely, Achiezer came into its own.

Two years have flown by, and Achiezer has developed in ways that we hadn't even dared to imagine. Currently, when members of our community are faced with any kind of issue—particularly when there is a crisis that does not fit into any sort of box—the gut reaction is, "Call Achiezer." We have become known as the place to turn to, in every situation.

For me personally, the past two years have been both an amazing and humbling experience. Daily exposure to the urgent needs of our own friends and neighbors, offset by the outstanding generosity of local volunteers, is enough to make anyone shake his head in wonder at the sheer greatness of spirit inherent in our own community.

Achiezer is our community's way of being there for one another. What a privilege it is to be able to facilitate and witness it all.

With best wishes,

*Boruch Ber Bender*

## Message from the Chairman of the Board



Dear Friends,

Achiezer has stepped in to fill a void, and has quickly become an invaluable resource to our community. The impressive number of people helped and the mind-numbing issues that Achiezer has untangled leave no doubt as to the organization's necessity.

I am constantly amazed by Rabbi Boruch Ber Bender's ingenuity and capability in resolving issues. His dedication and commitment to help every individual along with his positive attitude, make it a pleasure to be involved in Achiezer.

It is heartwarming to see our community's positive response to our services, and the constant requests to join our volunteer base. Thanks to you, our community can have confidence in knowing that we can be there for those in need, whenever the situation arises.

*Dovid Bloom*

### Founder and President

RABBI BORUCH B. BENDER

### Chairman of the Board

DOVID BLOOM

### Trustees

LLOYD KEILSON

RONALD LOWINGER

### Treasurer

ALAN BOTWINICK C.P.A.

### Executive Board

ALAN BOTWINICK

MOTI HELLMAN

LLOYD KEILSON

MOSHE SCHREIBER

ARON SOLOMON

SHULIE WOLMAN

### Board of Directors

MOSHE BLOOM

JAY GELMAN

CARMİ GRUENBAUM

RABBI DOVID GREENBLATT

MICHAEL KRENGEL

ARONİ PARNES

MENACHEM POLLACK

RABBI ARON ROSENBERG

ASHER SCHOOR

JOSH SZPILZINGER

JOEL YARMAK

### Legal Counsel

B. DAVID SCHREIBER, ESQ

### Behavioral Health Coordinator

DASI FROM, LMSW

### Administrative Assistant

ESTHER NAAMAT

*Note: Every story and anecdote contained within these pages is true. Identifying details have been obscured.*

## Chessed in Our Own Backyards | INTRODUCING ACHIEZER

Approximately six months ago and without Achiezer's prior knowledge, Matzav.com featured Achiezer.org's introductory video, attracting thousands of hits.

The following night, Achiezer received a phone call from a man in East Brunswick. His youngest sister, a Long Island resident, had been the victim of a traumatic brain injury. The injury was causing incessant bleeding in the brain, and the hospital to which she had been brought did not even have a pediatric trauma unit. His parents were there with the child, completely at a loss, and virtually collapsing from the stress. Could Achiezer help?

Immediately, several Achiezer volunteers were dispatched to the hospital, amongst them a social worker capable of providing moral support. Achiezer arranged for the girl's transfer to a prominent pediatric facility, and contacted a skilled pediatric neurosurgeon, waking him up after 1:00 AM.

At approximately 1:30 AM, the doctor walked into the

trauma unit, still in his pajamas. The surgery commenced immediately; thankfully, it was successful. Achiezer then arranged for the girl to be transferred to a top quality rehab center, despite the fact that the family's insurance was not accepted there.

Reflecting upon the event, the pediatric neurosurgeon did not mince words. "If not for the speed with which you acted," he told Achiezer volunteers, "there is no way that girl would have made it. You saved her life."

**"There is no way that girl would have made it. You saved her life."**

There is no denying the amazing Divine Providence inherent in the story. Yet, the incident raises the question: Why would Long Island residents need their son from East Brunswick to tell them about a local organization?

The question was disturbing, and at the same time, a catalyst for action. In publishing this newsletter, Achiezer's goal is to get the word out to the entire community: **Whatever the issue, whenever the time—we are here for you.**



## Countless Needs; One Solution | CRISIS INTERVENTION

Crisis intervention is Achiezer's specialty, a specialty that encompasses any sort of crisis imaginable. Medical emergencies, sudden accidents, children at risk, financial straits, divorce and abuse, behavioral health disorders—unfortunately, the list is endless. For every crisis, Achiezer creates, or has created, a custom-tailored solution.

A typical Achiezer scenario: A woman is newly separated with five children. Her husband has emptied their joint bank account, leaving her penniless. Their house is on the brink of foreclosure. Summer camp is an unheard-of dream; left at home, the children are wild and unruly.

The mother is floundering, and she has no idea where to even begin.

How does Achiezer come into the picture? On an average day, Achiezer will assist a woman such as this in applying for food stamps and Medicaid; connect her with a lawyer who will apprise her of her rights and advise her as to her best course of action, pro-bono; and negotiate a steep discount at a local summer camp. Achiezer will arrange counseling for the mother and children; find tutors for the children; and consult a loan modification expert in order to save the house from foreclosure.

This array of services is Achiezer's trademark. Whatever the area of difficulty, Achiezer's mandate is to be there for every individual in need, providing assistance and support from start to finish.

*For every crisis, Achiezer creates  
a custom-tailored  
solution*



## In the Nick of Time

### MEDICAL RECOMMENDATIONS

The calls come in daily.

"My daughter has a shattered wrist. The pediatrician recommends that we see a pediatric orthopedist, but which specialist will accept Medicaid?"

"My husband was taken to South Nassau Communities Hospital, but we don't know anything about the doctors there. And who is going to even look at us on a weekend?"

"We need a specialist in interventional cardiology; whom do you recommend?"

With over 1200 recommendations over the course of the past two years, the Medical Recommendation Program constitutes one of Achiezer's foremost services. From playground injuries to critical long-term care solutions, Achiezer provides all-inclusive medical guidance.

The program is the culmination of hundreds of hours of research, sourcing doctors, their specialties and locations, and even the insurances they accept. Specializing in local doctors and hospitals, Achiezer has acquired expertise that is widely recognized in the medical community.

In keeping with its philosophy of overarching care, Achiezer doesn't simply refer a patient to a doctor. By taking a comprehensive view of the entire situation, Achiezer is able to conceive of the best course of action for each particular circumstance. Treatments differ, locations vary, financial

and family variables must be taken into account.

"It's great to tell a patient who the top specialists are," Rabbi Bender comments, "but if the doctor won't take his insurance, how does this help him?"

One elderly patient was commuting to New Jersey three times a week for dialysis. Thanks to Achiezer, he was able to receive treatment at a local facility.

Another patient's dedicated husband had been driving his wife for twice-weekly oncology treatments, a two hour trip each way. Achiezer was able to find her superior care—twenty minutes from home.

A middle-aged woman was diagnosed with a large tumor. Achiezer recommended the proper doctor, rushed her X-rays to another professional to receive a second

opinion, and even arranged babysitting for the children of the family members so that they could be at the patient's side.

Available to patients 24/7, Achiezer's Medical Recommendation Program is literally lifesaving.



## A Taste of Home | MEALS 'N MORE

By their very nature, hospitals are lonely places. As many Long Island hospitals do not offer much by way of kosher food or amenities, patients and their family members were forced to spend some very uncomfortable Shabbosos.

Our local women could not countenance the thought. At Achiezer's behest, they designed Meals 'n More.

No caring hostess could do a better job of including everything a person could want for Shabbos, keeping in mind each patient's individual Kashrus preferences. The list is mind-boggling: Kiddush cups, grape juice, challah, fish with horseradish, soup, kugels, cutlets, salads, muffins, deli roll, pickles, condiments, fruit, snacks, cake, cookies, cutlery, tissues, reading material, chocolates—right down to the mouthwash, with the seal broken so that it may be used on Shabbos.

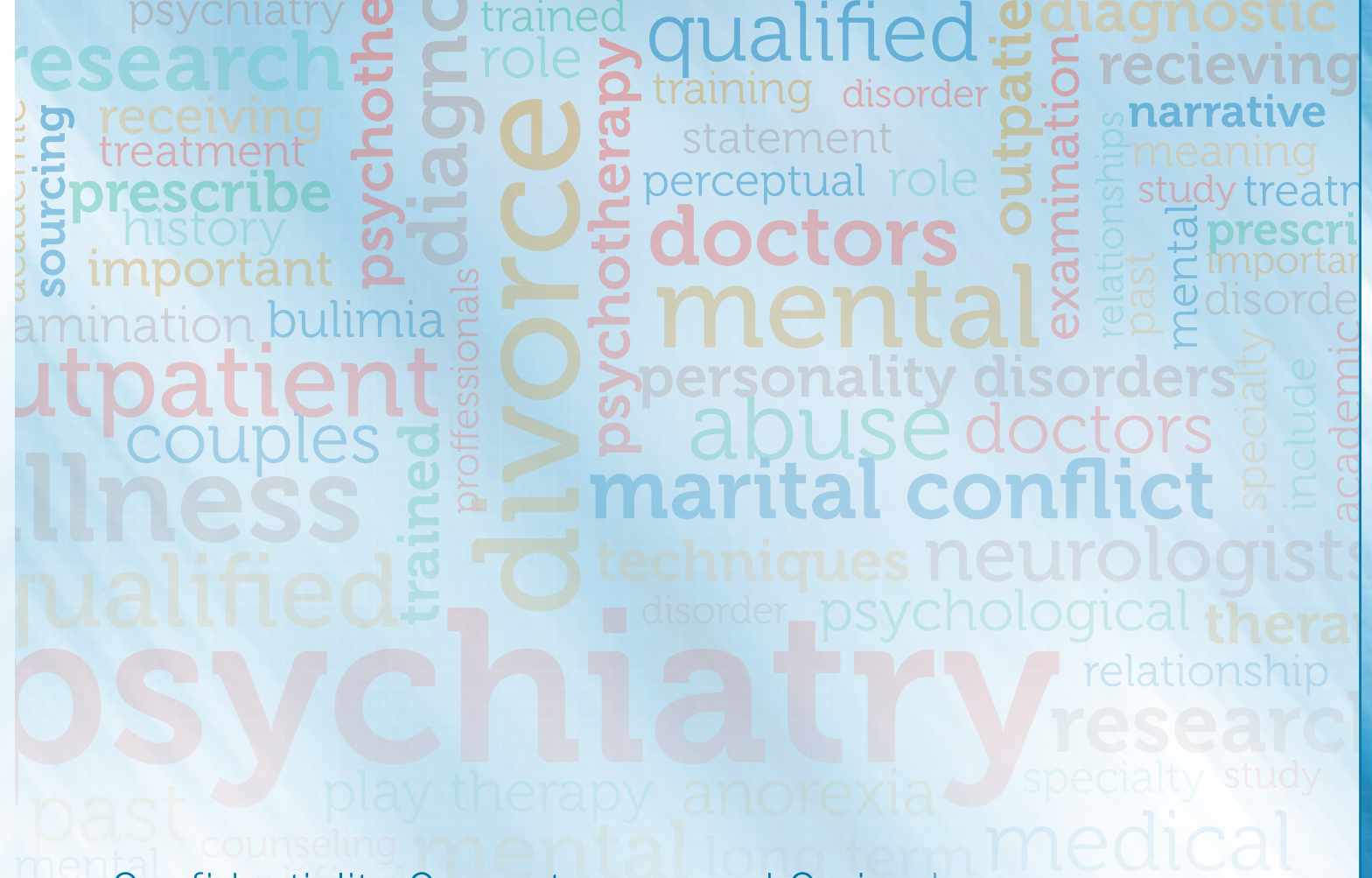
Designated coordinators and their respective pools of volunteers are responsible for the different components of the packages. Between five and ten people can easily be involved in assembling a single package—the more people involved, the better.

The program is streamlined to perfection. Once the initial email/text message is dispatched, a volley of 'Confirmed' responses indicates that volunteers have assumed responsibility for each item, generally within minutes. After all the components have been assembled at a central drop-off point, the package is wrapped beautifully labeled and adorned with ribbons, and finally delivered by an Achiezer volunteer driver.

According to Meals 'n More coordinators, "People's responses have been so positive. Even at the last minute, we've never had to turn anyone away. None of our volunteers know who the package is going to; we just send it with our best wishes, and know that it's going to make a difference to somebody."

Perhaps the greatest indications of the project's success are the recipients who join the program as volunteers. As one recipient-cum-volunteer pronounced, "It's the nicest thing I ever got. I want to be a part of this."

*"It's the nicest thing I ever got."*



## Confidentiality, Competence—and Caring | BEHAVIORAL HEALTH

Eating disorders, divorce, abuse, marital conflict, personality disorders—these issues are so painful, and so personal, that all too often, people deny themselves treatment so as not to risk exposure.

arrange a program tailor-made for Yehudis, including both a therapist's and nutritionist's visits, all in her own home. For the first time in years, Yehudis has begun to show signs of improvement.

That is why Achiezer completely removes that risk.

### *Achiezer's behavioral health division takes confidentiality to a whole new level*

From private voice mails to hidden files to discreet, separate entrances, Achiezer's behavioral health division takes confidentiality to a whole new level—to the point where even the outside experts consulted are only told pertinent details without identifying information. By eliminating the dread of exposure, Achiezer is able to provide individuals with an array of desperately needed services, from expedited counseling to payment negotiations.

The Greenbergs were a well-known couple within the community, both holding positions of prominence. Beneath the surface, however, the tensions of a twenty-year long conflict simmered. They knew their marriage was on the brink; but how could they risk going to counseling? The threat of exposure loomed larger than any other consideration. They thought it was all over. Then they called Achiezer—and began anew.

Yehudis, for example, had struggled with anorexia for nearly a decade. She and her husband had tried everything: hospitalization, doctors, programs, and the intervention of friends and mentors— all to no avail. Her situation had deteriorated to life-threatening proportions, when Achiezer stepped in. Under the supervision of the medical director of an outstanding eating disorder center, Achiezer was able to

Utilizing a consistent, winning combination of confidentiality, competence, and caring, Achiezer's behavioral health division continues to prevent lives and families from splintering into irretrievable shards.



## A Day at Achiezer

An actual transcript of a daily update. Identifying details have been obscured.



From: tzippyk@achiezer.org  
Sent: Friday, June 18, 2010 11:43 AM  
To: Boruch B. Bender  
Subject: daily update

Did you email Carol G. situation to anyone? Needs an attorney specializing in bankruptcy  
Sara F., 718-000-0000. Looking for marriage counselor  
Chaim Stein- re: Cohen. Needs specialized tutor for summer  
Joel S. 516-000-0000. Needs someone to help with debt modification  
Rochelle A. - Wants to know if I can set up a meeting with Dr. Ganeles from Ohel. Single mother needs a home for herself and three children  
Please call Yaakov R. about his daughter Chana. Needs therapist for addiction disorder  
CY Green- 718-000-0000. Looking for kids' dentist that accepts Medicaid  
Dr. Jeff Berkowitz called in regards to Zahava Y. shidduch resume. 718-000-0000  
Rivkie B. called in regards to hospital transfer for her father 917-000-0000  
Esther Malka W. - 732-000-0000. Needs high-risk OB/GYN  
Leah R. - urgent matter. 718-000-0000. Looking for employment for disabled relative  
Dina O.—Insurance help. 516-000-0000  
Mr. H. from ABC Rehab—718-000-0000—Needs ideas to find Jewish Rehab Facility

We need more stamps, please!



## Achiezer in the Press

### A Nice Story for a Change

*Author: Michael Orbach*

*The following is an editorial written in the Jewish Star on September 17, 2010/ 9 Tishrei 5771.*

There is no shortage of sad stories in the newspaper; no shortage of bad things happening to people and no shortage of things we'd rather not think about. But every so often we encounter stories that surprise us. Stories that for their sheer goodness put a smile on our faces.

At the end of June, The Jewish Star received a frantic email. A Jewish woman, whom we will call Miriam, was desperately seeking a place for her daughter and her two granddaughters who lived out of New York. The father of the children was dangerous and had just gotten out of prison.

"Restraining orders don't always help," Miriam wrote. Miriam needed a place to stay temporarily as she planned on making Aliyah with her daughter in October. She didn't have much but was able to pay a few hundred dollars for rent and asked if The Jewish Star could help.

We sent out emails to various individuals inside the Jewish community and continued speaking with the woman. While we waited to hear back, the woman remained optimistic, certain that the Jewish community would be able to help her out. Some possibilities emerged, but they all fell through. Though the clock was ticking, Miriam did not lose hope.

Eventually, we put Miriam in touch with Rabbi Boruch Bender, founder and executive director of the Achiezer Community Resource Center. The Jewish Star profiled the organization in May, when Rabbi Bender described Achiezer's purpose as "a clearing house" for anyone who was "dealing with an unexpected or difficult crisis, and [was] not sure where to start."

Rabbi Bender agreed to look into the case. On Monday

afternoon, we received an email from Rabbi Bender explaining that the organization had done a "tremendous amount of research and after thoroughly vetting the story... we decided it was one we should help with."

Achiezer had found an apartment for Miriam and her family, the note continued. She would be sharing an apartment with a family that is willing to host her, free of charge, as an act of chesed.

The Jewish Star contacted Miriam and she explained the situation as follows: "They were wonderful," Miriam said about Achiezer. "At the 11th hour so to speak (8:00 Tuesday, 7th of September) [they] called with the news and we were able to get in just before the *chag*. In addition, they located a place in the general area where I have friends so that the holiday meals were easy to arrange."

Esther Naamat, Rabbi Bender's assistant, "also offered to host meals for us if there were any unfilled meals," Miriam added.

As a final touch, she wrote: "Our host family is really very nice and even when they went away for the holiday, they left us a honey cake to start the sweet New Year. Pretty amazing!"

Rabbi Yaakov Bender, Rosh Yeshiva of Yeshiva Darchei Torah and Boruch Bender's father, shared another story about Achiezer. Last Wednesday, on Erev Rosh Hashanah, Achiezer learned of a local family that did not have food for the upcoming three-day holiday. The younger Rabbi Bender, according to his father, sent "his volunteers scampering" and they managed to buy food for the entire Yom Tov as well as brand new clothing for the family's three children.

Miriam concluded her letter to The Jewish Star, writing that because of her limited religious background, she wasn't "able to actually understand the name of the organization." However, she was hoping to "know more so that when my situation improves I can perhaps make a donation to assist someone else."

*They managed to buy food for the entire Yom Tov as well as brand new clothing.*

## From Start to Finish

The Lefkowitz family had hit rock bottom. The financial crisis that swept the country hit them hard, but for a time, the family had rallied. Then things started to snowball. Their Medicaid coverage lapsed; bureaucracy prevented it from being renewed. Two of the children were sick, but no doctor would see them. Nor could the parents walk into a pharmacy to pick up a prescription; no money, no coverage, no medicine.

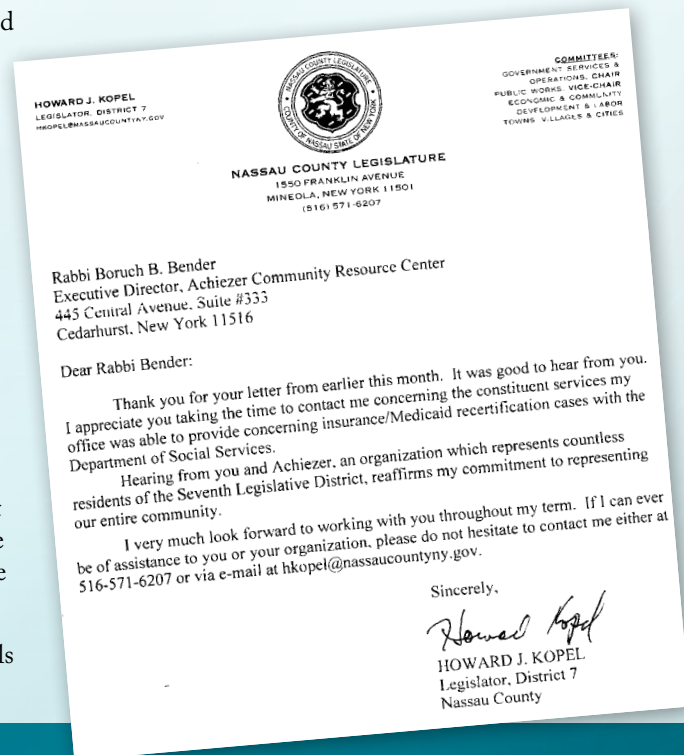
Then Mrs. Lefkowitz had a baby. The family would have been thrilled—if not for the \$70,000 bill that accompanied the happy occasion. Once the baby was safely born, the hospital prepared to send Mrs. Lefkowitz right back home—home to her other children, who could not return to school until their medical issues were cleared.

As soon as details of the saga reached the Achiezer office, the phone lines began to buzz. Upon contacting Medicaid, Achiezer discovered that the family was, indeed, eligible for coverage; however, the application was completely tied up in red tape. They would receive their cards in due time—but this family needed coverage now.

Left without an alternative, Achiezer went straight to the top: the offices of Howard (Chaim) Kopel, Nassau County Legislator. At Rabbi Bender's urging, Kopel swung into action. Within 12 hours, a fax from Medicaid arrived at the Achiezer office, including an active ID number with the statement that the family would receive retroactive coverage beyond the normal standard.

Achiezer, of course, did not leave the matter at that. Meals

were dispatched, medicine delivered, carpools organized, and three weeks' worth of household help arranged. Accustomed to a policy of total care, the members of the Achiezer office did not regard these arrangements as anything out of the ordinary. Kopel, however, could not forget the incident; he was completely blown away by the extraordinary community work he had seen. In a letter to Rabbi Bender, Kopel stated, "Hearing from you and Achiezer... reaffirms my commitment to representing our entire community."



## Giving—and Getting

When Achiezer volunteers sent out emails asking if anyone had medical equipment to donate to our newly-expanded Medical Equipment Gemach, Robert G. was one of the first to respond. His mother-in-law's illness had necessitated the acquisition of a very expensive piece of equipment that the family no longer needed, and he was thrilled to be able to donate it for the use of others in need.

Just a few months later, the G. family found itself in a very difficult financial situation. Robert had just been

laid off from his job—and his wife Ruth was given a medical diagnosis requiring specialized equipment that they were in no position to afford. Thankfully, Achiezer's Medical Equipment Gemach—the same Gemach that Robert himself had so generously helped to expand—was able to furnish everything they needed, down to the last syringe.



## Full Circle

Parents of a growing family, Chaim and Shira S. were both out of work and drowning in debt. Shabbos brought a temporary respite from the harassing phone calls of creditors. While a Friday night repast of cream cheese sandwiches may not be standard fare, at least they could eat in peace.

They knew they needed a lawyer. But at \$350 an hour, the thought of an attorney was further than a dream—it was a joke.

Debt, immigration, divorce, custody—the maze of legal counsel is dizzying in its complexity. However, the cost of legal services is prohibitive, and well out of the reach of many indigent and even middle class community members. Achiezer's legal network was created to address this issue.

The system is magnificent in its simplicity. When the need for legal counsel arises, Achiezer emails pertinent details—sans identifying information—to a select group of lawyers. Experts in their fields, these attorneys give generously of their time and knowledge whenever an Achiezer email goes out; whoever is most available and suitable for the particular situation takes the case. The net result is the saving of tens of thousands of

dollars, not to mention eliminating the inordinate heartache and headaches that inevitably accompany legal battles.

Achiezer supplied Chaim and Shira with food vouchers arranged through the generosity of Gourmet Glatt, and connected them with social services. Achiezer secured part-time employment for both parents, and had access to the perfect attorney.

Larry K. was a debt modification specialist by trade. When Larry needed surgery, he was advised to utilize the services of a particular doctor, but his insurance company balked. Unsure of the best way to proceed, Larry contacted Achiezer. When Larry's insurance issue was successfully resolved, he was overwhelmed. "I'm going to give back," Larry told Rabbi Bender thankfully.

"Any time you need, just give me a call."

That time had arrived. Chaim and Shira did not merely receive the services of a competent lawyer; they were matched up with the best. Larry gave the case his all, not resting until their home was safe, and their debt reduced to manageable proportions.

Achiezer's legal network had done it again.

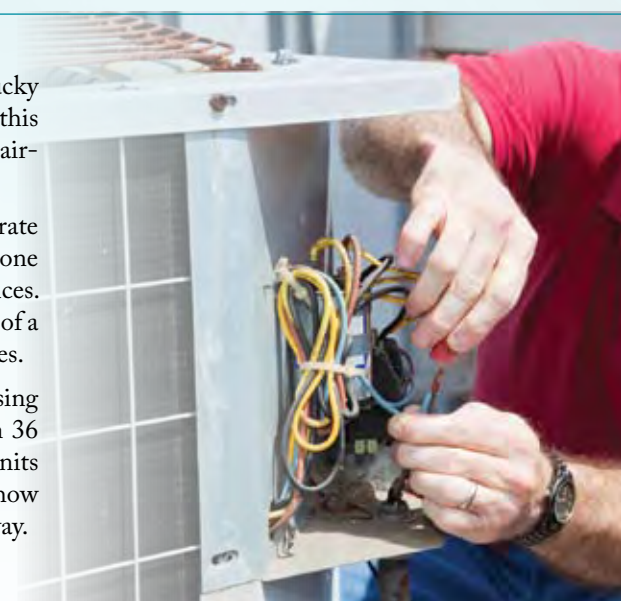
*But at \$350 an hour, the thought of an attorney was further than a dream*

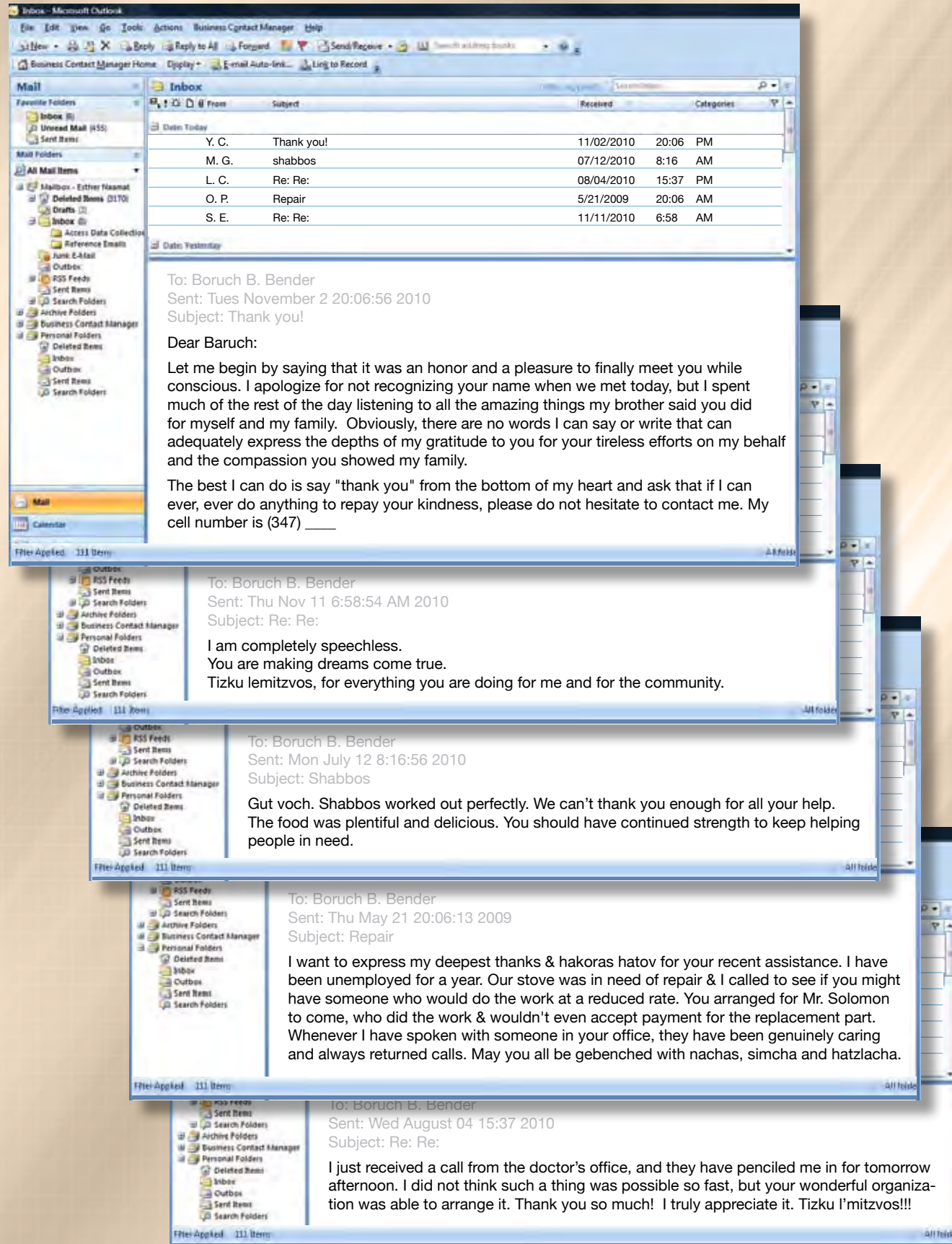
## Heat Wave

Those of us who were on vacation this past summer may have been lucky enough to miss the brutal heat wave that blanketed New York City this past July. The rest of us, for the most part, hunkered down in our air-conditioned homes until the thermometer finally dropped.

As temperatures hovered in the 100 degree range, Achiezer received five separate phone calls from third parties concerned with five different families. Each one was suffering in the sweltering heat due to financial and personal circumstances. The heat was so unbearable that one family had resorted to roaming the aisles of a local supermarket, just to gain some relief within its air-conditioned premises.

The solution was simple: Achiezer dispatched a volunteer team, encompassing electricians, plumbers, appliance repairmen, and even a locksmith. Within 36 hours, Achiezer volunteers had donated and installed five air conditioning units in five different homes. The heat wave was mercifully conquered, but somehow both recipients and volunteers were left feeling warm—in a very different way.





“ Dear Rabbi Bender, Here is a little davar I sent you in hakoras hatov for your interest in helping me accomplish this great mitzvah. I know that what I did doesn't come close to a fraction of the chessed that you do on a daily basis. Therefore, I am sending this donation in recognition of your great work.

Much bracha V'hatzlacha,  
Yossi Herskovitz ”

“ Dear Rabbi Bender and Achiezer, Please accept this donation and use it to continue your good work. It gives me great comfort to know we did everything humanly possible to save my dear husband, although it was not meant to be.

I am forever grateful,  
Barbara Appel ”

“ As our family was simultaneously dealing with an ongoing medical issue and a teenage school placement issue, Rabbi Bender helped us on both ends. The medical issue involved our 12 year old who has a very complicated medical history. We have been to many top doctors, but our needs were not being met.

Rabbi Bender read through tens of pages of detailed material we sent him, he asked targeted questions, and right away, he understood what our needs were—medically and personally, he asked further questions to be sure he understood our needs correctly. Although there are no easy answers for our medical condition, we know that we are now in the hands of a doctor who is both knowledgeable and caring.

Rabbi Bender's work did not stop at merely giving us a recommendation—he sent me a personal email of good wishes on the day of our first appointment. After experiencing the cold and purely business-like manner of so many top doctors, his sincerity and empathy were especially warming.

As for the teenager, Rabbi Bender's input, including his personal opinion and putting us in contact with key persons, was critical in the school search process. The teen is successfully placed in a school and appears to be thriving. ”

“ Thank you again! Hashem should continue to give you koach and hatzlacha in changing the world. He has clearly chosen you and your dedicated team to plainly save our mother's life. If there is ever anything I can do for you or your organization, I hope you will be in touch with me right away, I would love to do anything I can to help you out. ”

*Rabbi Moshe and Mrs. Sondra Gottesman, founders and directors of Bikur Cholim of the Young Israel of Oceanside, are long-time friends and mentors of many in our community. Achiezer considers itself lucky to be the recipients of their wise advice on numerous occasions. The following is excerpted from a piece authored by Mrs. Sondra Gottesman, describing the partnership of Achiezer and the Bikur Cholim of the Young Israel of Oceanside.*

### **Bikur Cholim of The Young Israel of Oceanside Is Proud To Partner With Achiezer At South Nassau Communities Hospital**

“ One year ago Rabbi Bender approached us and offered to partner with Bikur Cholim and South Nassau to organize and furnish a full-service Bikur Cholim Room at the hospital itself. With heartfelt Hakaras Hatov we welcome this opportunity from Achiezer to fulfill the concept of Hidur Mitzvah, to take Bikur Cholim to a higher level. May we have much hatzlacha and may all of the patients we serve have a Refuah Shalaymah, and be united with their families in simcha and good health. ”





Dear Rabbi BB,

You wrote a thank you letter to me, but really, it should be the other way around! For me to be able to be a small part in the grand scheme of what Achiezer accomplishes, is an absolute privilege! I enjoy working, helping, volunteering etc... with/for you and for that I thank you. I consider it an honor to carry out a mission for Achiezer. I see firsthand what you do, and it is incredible how giving you are of your time, and how you use your connections just to help those in need. I can go on and on, but I know that you don't have all day to read because you are probably in the middle of helping someone! I wish you tremendous hatzlacha, and NEVER hesitate to call me for help. I welcome the opportunity to be a part of what you do. May you continue to see the bountiful results from all that you encounter and undertake!

*Eli Weiss*

The new diabetes program sounds like a wonderful idea!!! My wife and I would like to help in any way we can. My wife has helped a few people already, from just talking to them to going shopping at the grocery store for the first time after diagnosis (a terribly depressing and stressful time). We would both love to do more. Please let us know how we can be of any assistance.

*M. G.*

Dear Rabbi Bender,

After spending just a couple of moments in your office, I have to say: Baruch Hashem. It is so uplifting to witness the many people who help at Achiezer, by volunteering their time or donating items; it is indicative of just what a beautiful community this is.

As the community grows, the need for a centralized, local organization becomes more and more salient. Baruch Hashem, Achiezer is rapidly growing to conform to the needs of the community.

*Sammy Gestner*

Rabbi Bender:

I am willing to see the patient. The patient is important to me, not the insurance.

With that said, I understand that the hospital does not contract with the insurance of the patient. My office manager has made numerous calls to try to resolve the issue with the insurance company. We are trying hard to get this patient in.

All the best,  
*Dr. D. F.*



Achiezer would like to extend its warmest wishes and thanks to Mrs. Tzippy Kaluszyner, former executive assistant and initiator of much of our initial infrastructure. Although Tzippy has left our roster of full-time staff members, her touch remains evident throughout all of Achiezer's endeavors.

At the same time, Achiezer would like to welcome Esther Naamat, whose formidable talents will no doubt greatly enhance Achiezer's services.

## Join Achiezer's growing volunteer network!

Fill out the form below, or visit [www.achiezer.org](http://www.achiezer.org). You can send the form back to:  
148 Beach 9th Street, Suite 2C, Far Rockaway, NY 11691 | phone 516.791.4444 | fax 516.592.5643 | [www.achiezer.org](http://www.achiezer.org)

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 HOME PHONE: \_\_\_\_\_  
 CELL PHONE: \_\_\_\_\_  
 E-MAIL: \_\_\_\_\_

### AREA OF INTEREST (CHOOSE ALL THAT APPLY)

- |  |   |
|--|---|
| <input type="checkbox"/> LEGAL NETWORK                 | <input type="checkbox"/> MEDICAL NETWORK        |
| <input type="checkbox"/> NURSING CARE                  | <input type="checkbox"/> SERVICE TECHNICIANS    |
| <input type="checkbox"/> MEALS 'N MORE                 | <input type="checkbox"/> TRANSPORTATION/DRIVING |
| <input type="checkbox"/> COUNSELING                    | <input type="checkbox"/> DIABETIC SUPPORT       |
| <input type="checkbox"/> EDUCATION ASSISTANCE/TUTORING | <input type="checkbox"/> HOME/ HOSPITAL VISITS  |
| <input type="checkbox"/> SHIVA COORDINATION            | <input type="checkbox"/> DEBT NEGOTIATION       |
| <input type="checkbox"/> OFFICE WORK/MAILINGS          | <input type="checkbox"/> OTHER: _____           |





## December 22, 2009: Woodmere

Every organization's administrator is familiar with the process of approaching community members in the hopes of persuading them to host a parlor meeting. Few—if any—have the experience of being approached by community members offering to host fundraisers.

Josh Szpilzinger offered. An Achiezer board member, Josh and his wife Gitty were so inspired by the stories they heard from numerous individuals whom Achiezer had helped, that they approached Rabbi Bender offering to host a parlor meeting, Achiezer's very first.

The evening was graced by a large crowd of Woodmere residents as well as local Rabbanim. Rabbi Paysach J. Krohn addressed the assemblage. Though not a Woodmere resident, Rabbi Krohn was obviously taken by Achiezer's work.

"At Achiezer, there are no 'cases,'" Rabbi Krohn explained. "These are regular people, people like you and me, facing very irregular circumstances. Achiezer's work is truly an example of doing chessed in your own backyard."

## February 8, 2010: Bayswater

Following the successful Woodmere event, Bayswater hosted its own Achiezer reception. The atmosphere of unity was palpable as members of the Bayswater community gathered together in the home of Dr. and Mrs. Duvie Klein, to support the organization they all so much admired.

In his well-received address, Rabbi Eliezer Feuer, Rav of the Young Israel of Wavcrest and Bayswater, termed Achiezer 'every community rabbi's best friend.' Rabbis, Rabbi Feuer explained, are expected to have answers to the many different issues that their congregants face. Fortunately, every rabbi now has access to a network of local talent with which he can work in every situation. From facilitating a desperately-needed transplant to preventing an eviction at the very last minute, Achiezer serves as a local resource that truly fills the needs of the community.

*"Achiezer's work is truly an example of doing chessed in your own backyard"*



## May 24, 2010: Far Rockaway

When Far Rockaway decided to host its own Achiezer reception, it seemed like everyone wanted to jump on the bandwagon. The reception committee roster grew and grew, ultimately totaling over fifty. The home of Zvi and Goldie Bloom was full to bursting, as friends and neighbors exchanged stories of Achiezer successes. Everyone seemed to know someone whose life had been touched by the organization.

The gathering was privileged to hear from Rabbi Eytan Feiner, rabbi of Congregation Kneseth Israel (the White Shul).

"Achiezer," Rabbi Feiner stressed, "has created a 'Yeshiva of Chessed'—a chessed movement that has grown to encompass the entire community. Achiezer is about regular people realizing that there is so much that they can and want to do for their fellow Jews—and then going out and doing it."

*Achiezer has created a "Yeshiva of Chessed"*



## Introducing: Mrs. Dasi From, LMSW

It was the most natural of matches. Achiezer is a local organization, and Mrs. Dasi From is a local social worker—born and bred in Far Rockaway, as a matter of fact. When Achiezer began the search for a Behavioral Health Coordinator, Dasi was the ideal solution.

For Mrs. From, this position is a dream come true.

“My father (Rabbi Patchen *a”h*) brought us up with a strong message: You give back to your community. When I chose to pursue a social work career, my strongest passion was for coming back to the community. There’s nothing more rewarding than using your talents to give back to the community that raised you.”

In accordance with her convictions, Mrs. From has already been using her formidable talents to benefit the community for years. A graduate of Adelphi University’s School of Social Work, Dasi is licensed by

the State of New York. After working as a case manager at Ohel’s foster care division, she served as a guidance counselor and teacher at Machon Academy. Dasi then joined the staff at TOVA, where she worked as mentor, case manager, and finally clinical director.

At the time of this writing, Mrs. From has recently begun work at Achiezer, coordinating the case management and behavioral health divisions. In discussing her collaboration with Rabbi Bender, Dasi states, “We’re both excited at the prospect of bouncing ideas off each other. We were both raised here; we know the people, we know the players in each situation. This is our life!”

**“We know the people,  
we know the players  
in each situation.  
This is our life!”**

Like so many others, Dasi is already an ardent Achiezer fan. “It’s really an amazing organization; I’m blown away by them,” Dasi enthuses. “In the short time I have been here, working with Achiezer has already proven to be quite a rewarding experience.”



## In the Works: Eldercare Program

Over the past several weeks, many in our community have expressed a need for information and education when confronted with family members contending with various degenerative illnesses. Although still a work in progress, the projected program aims to offer support and information for caregivers, and is slated to begin sometime in the winter.

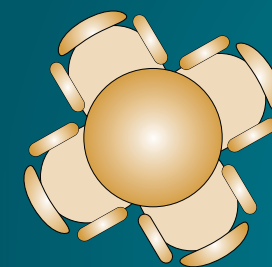


## Newly Formed: Diabetic Support Group

Our newly-launched diabetic support group recently held its first successful meeting. Created for parents of diabetic children, the group enables parents to share information and encouragement with one another in a warm and supportive setting.

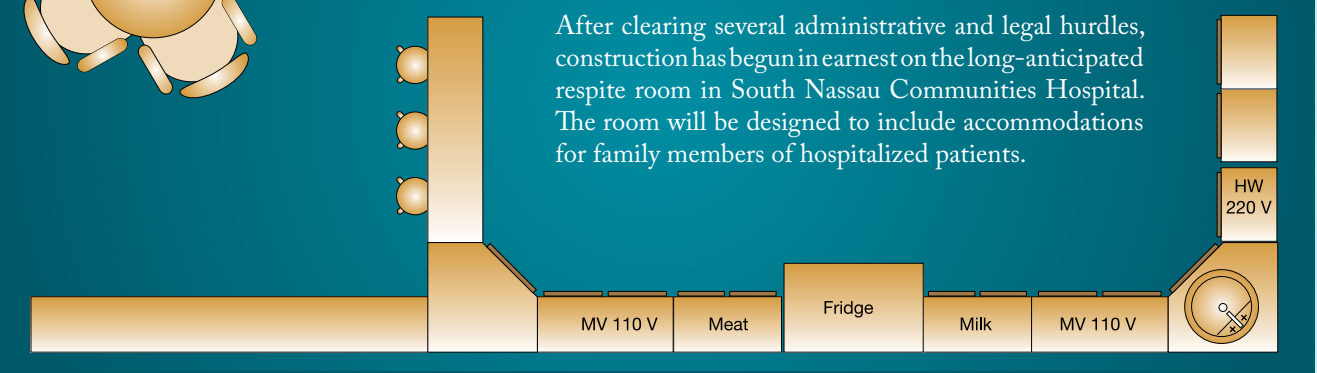
## In the Works: Shuttle, (Almost) Ready to Roll

Our long-awaited shuttle service is poised for its maiden journey. The vehicle itself has been purchased, thanks to a grant by a generous donor. Additional details are expected to be finalized over the next several months. The shuttle will make regular trips to popular destinations including local stores and medical centers, affording otherwise-homebound individuals the opportunity to get out and maintain some form of independence.



## Under Construction: Respite Room in SNCH

After clearing several administrative and legal hurdles, construction has begun in earnest on the long-anticipated respite room in South Nassau Communities Hospital. The room will be designed to include accommodations for family members of hospitalized patients.



Actual blueprint of the room under construction

## Programs and Services

### BEHAVIORAL HEALTH RECOMMENDATIONS

Behavioral health recommendations and in-house consultations offered with utmost confidentiality. Insurance advocacy and placement arrangements as necessary.

### BEREAVEMENT COUNSELING

In-home, immediate counseling for family members and children confronted with the death of a loved one, under the direction of Zahava Farbman, LCSW.

### BEREAVEMENT SERVICES

All-inclusive bereavement services, including funeral, Chevra Kaddisha, and Shiva arrangements, forestalling the confusion and chaos so common at times of tragedy.

### CRISIS INTERVENTION

24/7 crisis management, encompassing any and every type of crisis.

### DIABETICS SUPPORT GROUP

A support group for children diagnosed with Type 1 diabetes and their parents.

### EQUIPMENT GEMACH

A large assortment of specialized medical equipment, including feeding pumps, diabetic supplies, select medications, and state-of-the-art hospital beds.

### FOOD VOUCHERS

Supermarket food vouchers donated by local store owners for families literally struggling to put bread on the table.

### INSURANCE ADVOCACY

Advocacy for patients who require a particular medical procedure or doctor that is not covered by insurance.

### LEGAL AID

A network of lawyers available to assist those in domestic or financial difficulties in determining their rights and legal course of action.

### MEDICAL RECOMMENDATIONS

Expert medical recommendations to local and out-of-town medical professionals. Encompasses all types of medical care.

### STAY AT HOME PROGRAM

Registered and licensed nurses who administer injections and other treatments, enabling long-term care patients to remain at home. Under the direction of local physicians.

### SERVICE TECHNICIANS

A cadre of volunteer professionals, with specialties spanning the gamut from electrical to appliance installation/repair to general handiwork, and everything in between.

### TRANSPORTATION

Transportation for patients and their families to and from treatments as well as inter-hospital transfer arrangements.

### COMPREHENSIVE HOSPITAL SUPPORT SYSTEM

ENCOMPASSING 10 LOCAL HOSPITALS

- ◆ **Erev Shabbos Discharge Program:**  
Expedited treatment and release of Emergency Room patients on Fridays, enabling patients to return home before Shabbos, whenever medically possible.
- ◆ **Meals 'N More:**  
Shabbos food and necessities package for families of patients, delivered to hospitals Friday afternoons.
- ◆ **Patient Liaison:**  
Liaison between patients, doctors, and hospital staff, ensuring optimal quality care and accommodations for patients and their families.
- ◆ **Respite Room in SNCH (Under construction):**  
Fully-stocked accommodations for relatives of patients in South Nassau Communities Hospital.
- ◆ **Sensitivity Training:**  
Training courses offered in hospitals, familiarizing staff members with the particular needs of the Orthodox community.

## Endorsements

ACHIEZER IS ENDORSED BY THE FOLLOWING LOCAL RABBONIM:

RABBI YAAKOV BENDER  
*Yeshiva Darchei Torah*

RABBI HERSHEL BILLET  
*Young Israel of Woodmere*

RABBI YISROEL MEIR BLUMENKRANTZ  
*Bais Medrash Ateres Yisroel*

RABBI HESHY BLUMSTEIN  
*Young Israel of Hewlett*

RABBI AARON BRAFMAN  
*Yeshiva of Far Rockaway*

RABBI DOV BRESSLER  
*HILLI Bais Medrash*

RABBI MOSHE BROWN  
*Agudath Israel of West Lawrence*

RABBI YISROEL CHAIT  
*Yeshiva B'nei Torah*

RABBI SHAUL CHILL  
*Young Israel of Far Rockaway*

RABBI MENACHEM FEIFER  
*Agudath Israel of Bayswater*

RABBI EYTAN FEINER  
*Kneseth Israel (The White Shul)*

RABBI YAAKOV FEITMAN  
*Kehillas Bais Yehuda Tzvi*

RABBI ELIEZER FEUER  
*Young Israel of Bayswater*

RABBI BINYAMIN FORST  
*K'hal Nesiv HaTorah*

RABBI YITZCHOK D. FRANKEL  
*Agudath Israel of the Five Towns*

RABBI ARYEH ZEV GINZBERG  
*Chofetz Chaim Torah Center*

RABBI MORDECHAI GRONER  
*Yeshiva Ateres Shimon*

RABBI NOSSON GREENBERG  
*K'hal Machzikei Torah*

RABBI KENNETH HAIN  
*Congregation Beth Shalom*

RABBI CHANINA HERZBERG  
*Bais Medrash Ohr Shlomo*

RABBI ELISHA HOROWITZ  
*Bais Medrash Heichal Dovid*

RABBI NAFTOLI JAEGAR  
*Sh'or Yeshuv Institute*

RABBI YEHOShUA KALISH  
*Beis Medrash of Harborview*

RABBI BINYAMIN KAMENETZKY  
*Founding Rosh Yeshiva, Yeshiva of South Shore*

RABBI MORDECHAI KAMENETZKY  
*Rosh Yeshiva, Yeshiva of South Shore*

RABBI ELOZER KANNER  
*Chevra Hatzalah*

RABBI SHIMSHON KATZ  
*Congregation Shomrei Shabbos*

RABBI YEHUDA KELEMER  
*Young Israel of West Hempstead*

RABBI ARYEH LEBOWITZ  
*Beis Haknesses of North Woodmere*

RABBI SIMCHA LEFKOWITZ  
*Congregation Anshei Chesed*

RABBI SHMUEL MILLER  
*Yeshiva Beis Yisroel*

RABBI JONATHAN MUSKAT  
*Young Israel of Oceanside*

RABBI ZVI RALBAG  
*Congregation Bais Ephraim Yitzchok*

RABBI YAAKOV REISMAN  
*Agudath Israel of Long Island*

RABBI SHAYA RICHMOND  
*Congregation Bais Tefila*

RABBI YAAKOV RUBIN  
*Congregation Kehilas Yaakov*

RABBI MORDEKAI SHAPIRO  
*Congregation Ohr Torah*

RABBI DOVID SPIEGEL  
*Bais Medrash of Cedarhurst*

RABBI MOSHE TEITELBAUM  
*Young Israel of Lawrence-Cedarhurst*

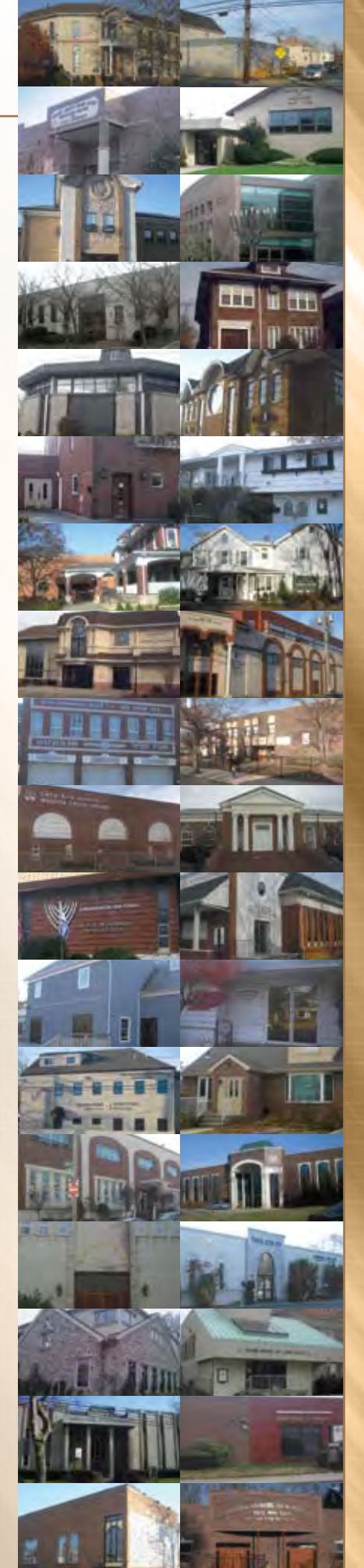
RABBI CHAIM WAKSLAK  
*Young Israel of Long Beach*

RABBI SHMARYAHU WEINBERG  
*K'hal Chesed Vemes*

RABBI MOSHE WEINBERGER  
*Congregation Aish Kodesh*

RABBI DOVID WEINBERGER  
*Congregation Shaaray Tefila*

RABBI ZALMAN WOLOWIK  
*Chabad of the Five Towns*





148 Beach 9th Street, Suite 2C  
Far Rockaway, NY 11691



## Achiezer Casefile Breakdown



|   |                                       |              |
|---|---------------------------------------|--------------|
|  | MEDICAL RECOMMENDATIONS .....         | <b>1,317</b> |
|  | BEHAVIORAL HEALTH ASSISTANCE .....    | <b>281</b>   |
|  | BEREAVEMENT/CHEVRA KADISHA .....      | <b>111</b>   |
|  | HOSPITAL SUPPORT/PATIENT ADVOCACY ... | <b>432</b>   |
|  | FINANCIAL GUIDANCE .....              | <b>204</b>   |
|  | TRANSPORTATION .....                  | <b>122</b>   |
|  | INSURANCE ASSISTANCE .....            | <b>104</b>   |
|  | ELDER CARE/SOCIAL SERVICES .....      | <b>189</b>   |

### Total Case Intake

from May 2009  
to October 2010

**2760**