



More Unity. More Strength.

LOOKING BACK at some of Achiezer's special accomplishments to date; and a glimpse of what lies ahead in the coming year.

FALL 2013 ISSUE

NEWSLETTER





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Message from: Rabbi Boruch Ber Bender

Nobody knows better than we do how tired our community has become of hearing about Hurricane Sandy. As we approach the one year mark, we would love nothing more than to put the past behind us and forge on ahead.

But something is still different.

On that devastating night, as thousands of calls from all corners of the Five Towns and Rockaways poured in to Achiezer's emergency hotline, a new reality emerged. Achiezer was instantaneously catapulted into a position of responsibility far beyond anything we had ever faced in the past. It was a pivotal moment that redefined Achiezer forever.

Though the thousands of frantic calls have ceased, the community has continued to turn to Achiezer, the organization that earned its trust during its time of need. The resulting volume of calls to our 'regular', non-hurricane related divisions has grown commensurately, nearly doubling the size of each of our departments.

We are humbled by your confidence. We are determined to continue to grow, to meet the increasing needs of our community. And we are overwhelmed with Hakaras Hatov to each and every one of you, who with your courage, giving, and incredible Achdus, embody everything we could hope to become.



ACHIEZER SERVICES



Crisis Intervention

24/7 Urgent Community Hotline
Professional Crisis Management
Out-of-the-Box Solutions



Medical Support

Medical Recommendations
Precise Match
Timely Access
Financial Feasibility
Specialty Equipment Depot
Diabetic Children's Support Group



Hospital Support Services

Liaisons
Transfers
Insurance Authorizations
Respite Rooms
Emotional Support
Meals 'n More
Friday Fast-Track Program
Transportation



Behavioral Health

Detailed Evaluations
Emergency Intervention
Pro-Bono Counseling
Referrals
Client Advocacy



Insurance

Enrollment
Advocacy
Appeals
Emergency Consultations



Technical

Service Technicians
Legal Aid
Transportation



Eldercare

Support and Information
Home Health Care Placement
Rehabilitation Recommendations
Insurance Advocacy
Legal, Financial, & Eldercare Planning



Financial Assistance

Newly Expanded Budget Management Program
Program Screening
Food Voucher Program
Employment Readiness



Seasonal Events

Purim/Chanuka Programming
Tisha B'Av Kinos
Special Yom Tov Allocations



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Visit www.Achiezer.org

334 Central Ave
Lawrence, NY 11559

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Far Rockaway, NY 11691

By appointment only



ACHIEZER'S FIRST ANNUAL DINNER:



Phones hanging from ceiling at dinner displaying the theme of, "Answer The Call"

ANSWER



THE CALL

The community has never seen anything like it.

Over 1300 people gathered at the Sands Atlantic Beach on June 2, 2013, for Achiezer's historic inaugural dinner. From all corners of the community and beyond, they came to demonstrate their unstinting admiration and support for the organization that has indelibly changed the face of the Far Rockaway/Five Towns area.





The evening was magnificent in its every detail. The renowned Michael Schick catered the sumptuous buffet dinner, which included everything from carved roast, hamburgers, and hot dogs to fine desserts. The crowd then moved to the Chuppah room where the program commenced.

Mr. Shulie Wollman, Chairman of the Board, opened the evening by introducing Rabbi Boruch Ber Bender, Achiezer's Founder and President. In a riveting presentation, Rabbi Bender exhorted the crowd to realize the value of Chesed, and to become personally involved in doing for others in any way possible. "The good that you do for others," Rabbi Bender emphasized, "will always come back to you."

Rabbi Bender thanked the many individuals involved in bringing Achiezer to this point, including Mr. Shulie Wollman and Mr. Dovid Bloom, Achiezer's Chairman and Chairman Emeritus; Rabbi Yaakov Bender, Achiezer's rabbinical guide; and the entire Achiezer staff. A special tribute was awarded to Dr. Brucha Lowinger, Achiezer's on-staff psychologist, who has single handedly revolutionized Achiezer's Mental Health Department and impacted on the lives of so many.

The audience was floored to hear of the anonymous donor who personally sponsored the cost of the entire dinner, so that every dollar donated could go directly to support Achiezer's programs.

(Continued on page 7)

THE SECRET INGREDIENT

The papers termed it an 'unprecedented evening of Achdus.' And so it was.

There were no passionate speeches about love and brotherhood. No emotion-filled songs about peace.

No polemics about the need to put aside our differences.

There was simply a room filled with 1,300 community members representing the entire spectrum of Orthodoxy. For one magical evening, their hearts beat in unity, in support of the extraordinary Chesed

performed by an extraordinary organization, for which head covering and Shul affiliation make no difference at all.

On that singular evening, the secret behind Achiezer's success was revealed in all its simplicity, and all its power: the secret called Achdus.

a PICTORIAL OVERVIEW



Moshe and Nechama Ratner receiving the Young Leadership Award



Assemblyman Phil Goldfeder receiving the Legislative Leadership Award



Rabbi Boruch Ber Bender addressing the crowd



Reuven and Barbara Spirn receiving the Community Service Award



Dr. Brucha Lowinger, Psy. D. receiving a surprise award



Mr. Shulie Wollman, Chairman of the Board addressing the crowd



Rabbi Yehiel M. Kalish receiving the Community Hakaros Hatov Award



Rav Simcha HaKohen Kook reciting Tehillim



Alan and Sharoni Botwinick receiving the Guests of Honor Award



Dr. Norman Saffra receiving the Physician Appreciation Award



Councilman Gregory Meeks addressing the crowd



(Continued from page 5.)

The program continued with video presentations to the distinguished honorees, each of whom personally embodies the Chesed that Achiezer stands for: Mr. & Mrs. Alan Botwinick, Guests of Honor; Rabbi Yehiel M. Kalish, Community Hakoras Hatov Award; Dr. Norman Saffra, Physician Appreciation Award; Mr. & Mrs. Reuven (Ronald) Spirn, Esq., Community Service Award; Mr. & Mrs. Moshe Ratner, Young Leadership Award; and Assemblyman Phil Goldfeder, Legislative Leadership Award. HaRav Simcha HaKohen Kook Shlita, Rav of the Churva Shul in Yerushalayim and Rehovot, then led the crowd in the recitation of Tehillim.

The final part of the program was a poignant video production by KolRom Media, highlighting the work that Achiezer does for so many. Permission had been granted by actual Achiezer beneficiaries to use their altered voices, and an awed silence blanketed the room as their stories of desperation flashed across the screen, one by one.

The evening closed with an expansive dessert buffet, but the memories will linger for many months after. For this was an evening that was far more than a fundraising effort; it was an evening that re-inspired a community to always be prepared to Answer the Call.

THE UNEXPECTED SPEAKER

This was definitely not in the script...

When Mr. Yossi Lieber approached one of the dinner chairmen during the dinner to ask if he could give a short speech, the answer was an unequivocal, "NO!" Every moment of the program had been carefully planned in advance, and impromptu speakers were definitely not on the agenda.

But Mr. Lieber would not be deterred. As Rabbi Bender's address drew to a close, Mr. Lieber jumped onto the stage and grabbed the microphone. In a voice rife with emotion, Mr. Lieber recounted his experience with a debilitating stroke just weeks before: the frightening event, the grim prognosis and finally, Achiezer's incredible intervention.

Winding up the spellbinding account, Mr. Lieber announced simply: "I would not be alive today if not for Achiezer."

Mr. Lieber then handed the microphone back to Rabbi Bender, to the tune of the audience's standing ovation, through their tears.



Yossi Lieber's impromptu speech



Achiezer Department Updates



Specialty equipment

Specialty Equipment The Specialty Equipment Depot, which carries hard-to-find, specialty medical equipment, has received a massive upgrade and overhaul thanks to the generosity of a local family in memory of R' Yitzchok Isaac ben Meshulem Zalman. The Specialty Equipment Depot is now housed in a brand-new, ground-level location, accessible 24/7. When pharmacies, surgical stores, and insurance carriers are closed, Achiezer can supply callers with urgently needed equipment, often forestalling an unnecessary hospital stay. This family has also sponsored a brand new, Specialty Equipment cargo van, which will perform numerous deliveries on a weekly basis. The Specialty Equipment Depot has also been expanded with the addition of many heaters, to be used by families whose home heating has either broken or been shut off, as well as several pumps available for flooded basements.

When pharmacies, surgical stores and insurance carriers are closed...Achiezer can supply callers with urgently needed equipment

Eldercare The demand for Achiezer's Eldercare services grows each year, as the 'baby boomer generation' reaches retirement and beyond. Each week, between five and ten new callers reach out to Achiezer for assistance in caring for an elderly parent or relative. In response, Achiezer has expanded and strengthened its network of eldercare experts, which includes eldercare attorneys, Medicaid planners, Medicare experts, home health care companies, nursing homes, and rehabilitation centers.

■ IN NUMBERS: ■

\$500 per legal consultation

X 60-70 legal consultations per year

= over \$30,000

saved through Achiezer's pro bono legal network.



Dr. Steve Krauss laying megilla for homebound



Achiezer's Tisha B'Av Kinos at YDT

Seasonal Over 1000 people were deeply inspired at Achiezer's annual Tisha B'Av Kinos, hosted by Yeshiva Darchei Torah. The Kinos was just one example of Achiezer's seasonal events and programs, which, over the past year, have included distribution of free Chanukah essentials such as oil, candles, and Menorahs; Purim Megillah readings for the ill or homebound at 45 locations; and a pre-Pesach clothing drive which distributed over \$25,000 worth of brand new clothing to Sandy victims. In the works is the designation of an official 'Shabbos Goy' to be on call for emergencies and Chevra Kaddisha related matters during the multiple 3-day Yomim Tovim included in the coming year's calendar.

240 THE AVERAGE AMOUNT OF HOSPITAL EMERGENCIES EVERY MONTH.



always PREPARED:

Achiezer's office is now equipped with a built-in generator, designed to power dozens of emergency phone lines, hundreds of charging devices, lights, and specialized disaster equipment.





Achiezer staff meeting with hospital officials

Hospital Support Achiezer has broadened its network to include half a dozen new hospitals in its Hospital Support Department. Most recently, officials from Lenox Hill Hospital, New York Cornell, as well as Westchester Medical Center have reached out to Achiezer, inviting a collaborative effort. The wider network of hospitals enables Achiezer to be there for community members whose medical care has taken them out of the community environs, as well as for patients from other communities.



Volunteers installing a new wheelchair ramp

Technical The network of technical workers, including volunteer contractors, plumbers, electricians, and others, continues to be of service to community members in need. Even for something as simple as installing an air conditioner or moving furniture in preparation for bedbug extermination, Achiezer's technical volunteers make a world of difference to people who can't perform these tasks on their own.

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THE AVERAGE AMOUNT OF HOSPITAL EMERGENCIES ANSWERED BY ACHIEZER EVERY WEEK.



Call Center in Action

Call Center The phones do not stop ringing. Each week, nearly 900 separate calls for help come in through Achiezer's phone lines—approximately double the volume since this time, last year. Achiezer's staff has been working hard to keep up with the demand. Additional staff members were hired to ensure that every caller speaks to a live staff member within 24 hours; calls to the Urgent Hotline are returned within 10 minutes, no matter what time of day or night. Over the course of the coming months, staff member Adina Hirsch will be working on the creation of a new database that will include an extensive listing of resources and medical referral information, enabling callers to receive even faster responses.

FINANCIAL ASSISTANCE

MAJOR INITIATIVE LAUNCHED

When families are struggling to find their financial footing, food vouchers are not enough.



At a recent budgeting initiative planning session

At the initiative of community members Lloyd Keilson, Moish Smith, and Michael Weiss, the Achiezer/Gourmet Glatt food voucher program has morphed into a comprehensive financial assistance effort. The enhanced volunteer staff will include ten trained budgeters, who will take people by the hand and help them create—and stick to—a real plan for financial stability. In addition to teaching basic skills such as online banking and debt reduction, the budgeters will utilize Achiezer's resources, such as mortgage/foreclosure experts and public insurance programs, to reduce expenditures and maximize income. A comprehensive resource booklet, authored by Achiezer's Intake Coordinator, Esther Novak, will apprise families of communal and government programs that can be of assistance as well. All told, the program will help struggling community members to finally take control of their finances, and their futures.

THIS YEAR, TENS OF THOUSANDS OF DOLLARS WORTH OF MEDICAL EXPENSES WHICH ARE NOT COVERED BY INSURANCE WERE WAIVED BY DOCTORS AND HOSPITALS, THROUGH ACHIEZER'S DIRECT ADVOCACY.

Did you know?

THE SPECIALTY MEDICAL EQUIPMENT GEMACH DELIVERS HUNDREDS OF PIECES OF HARD-TO-FIND MEDICAL EQUIPMENT PER YEAR.



Achiezer Department Updates



Dr. Brucha Lowinger, Psy. D.

Mental Health Governor Cuomo’s office commended Achiezer’s Mental Health Department for its ‘Herculean efforts’ on behalf of the community. Time and again, government officials and professionals are floored to learn of Achiezer’s confidential, on-target mental health guidance, provided completely free of charge. Under the direction of Dr. Brucha Lowinger, Achiezer’s in-house psychologist, the department has grown to meet the escalating demand, and now includes several weekly counseling sessions offered by mental health extern, Sruly Miller.

EACH FRIDAY, MORE THAN 100 VOLUNTEERS ARE INVOLVED IN THE COOKING PREPARATION AND DELIVERY OF SHABBOS MEALS TO 8 SEPARATE HOSPITALS.

New Respite Room The formal ribbon cutting ceremony for Achiezer’s brand new Mercy Hospital Respite Room took place on Monday, July 1, 2013. Dedicated by Mark and Jennie Silber of Lawrence in memory of Mark’s father, the room is a welcome haven for hospital patients and their families. The room is fully stocked with every kosher amenity (including a sumptuous array of hot, fresh Shabbos food each week), and includes a sitting area and private bathroom in addition to meat and dairy kitchen areas. Just a few doors away, the accompanying Bais Medrash boasts an ample collection of Siddurim, Tehillim, and Sefarim. The overwhelming positive feedback from users has been both heartwarming and gratifying.



Mark & Barbara Silber at the Ribbon Cutting



Mercy Hospital New Respite Room

Did you know?

Achiezer is the only venue in the community for in-depth, mental health consultations and initial counseling absolutely free of charge.



Alan Botwinick, CPA - Achiezer Treasurer

Accounting for Every Dollar:

ACHIEZER’S FINANCIAL BOARD

Time and again, outsiders marvel at Achiezer’s unwavering commitment to financial transparency and accountability. Under the leadership of Mr. Alan Botwinick, CPA, Achiezer’s Financial Board oversees every dollar received and disbursed, earning Achiezer consistently high marks from numerous foundations and non-profit watchdogs. Ever since the organization’s creation this clear and strong focus on fiscal transparency has been at the core of the Achiezer financial board and its dedicated mission.



From Achiezer's Files

Of Dollars and Sense

“Yes, we want to help you get through the crisis,” the Achiezer staff member explained, “but that’s much more than just getting Challah on the table.”

When Leah and Avi came into the Achiezer office, they felt that their family had been completely destroyed. Leah’s mother, who lived with them, was ill, requiring constant care; the house was in foreclosure; there wasn’t enough money to put food on the table. The couple approached Achiezer about the food vouchers program—but the Achiezer staff had much more in mind.

“Yes, we want to help you get through the crisis,” the Achiezer staff member explained, “but that’s much more than just getting Challah on the table.” The couple was extremely apprehensive about beginning the budgeting process... but they agreed. They created a budget along with Achiezer’s budgeter; a mortgage foreclosure expert was brought in; they were signed up for public health insurance.

Several months later, Leah came into the office once again. “I only need sixty seconds of your time,” she said. “I never, ever thought that I would say this, but I can never, ever thank you enough. We still have a long road ahead of us, but just the peace of mind of having clarity—knowing what we need to do, and how to do it... We’re different people now.”

Sticking it Out



Chaim had been to three hospitals and countless doctors within the past ten days, but nobody could figure out why the two-year-old toddler was having such difficulty breathing. When Chaim’s breathing became increasingly labored on Tuesday morning, his parents rushed

him to the ER—only to be told once again that there was ‘nothing wrong’, and he should go home. Totally helpless, the parents turned to Achiezer. “Don’t leave the hospital,” Rabbi Bender insisted. “We’re sending you a specialist; the Chief of Pediatric Pulmonology.”

At 10:30 PM, the overwhelmed, exultant father contacted Rabbi Bender. “It’s a miracle! The doctor found a rolled up sticker next to his airway. It could have shifted to block the airway completely at any second. If we would have gone home...It’s an absolute miracle that he’s alive.”

“Don’t leave the hospital,” Rabbi Bender insisted. “We’re sending you a specialist; the Chief of Pediatric Pulmonology.”



SPECIAL MOMENTS



FEBRUARY 2009 Achiezer opens its first office at 445 Central Avenue in Cedarhurst



MAY 2009 Achiezer produces its first flier with the landmark endorsement of every single Rav in the entire Far Rockaway and Five Towns community

Achiezer releases a magnet publicizing its 24 hour hotline, the first of its kind for a Chesed/Social services organization



APRIL 2010 Achiezer leases a larger office located at 148 Beach 9th Street in Far Rockaway

MAY 2010 First reception held in Far Rockaway at the home of Rabbi & Mrs. Zvi & Goldie Bloom

10,000



AUGUST 2010 Achiezer logs its 10,000th call for assistance



NOVEMBER 2010 Lawrence Event held at the home of Adam & Chavie Mirzoeff

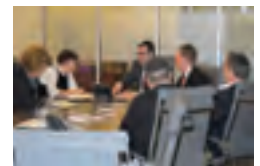


JULY 2012 Achiezer continues to grow, moving into an even larger office located at 334 Central Avenue in Lawrence



SEPTMEBER 2012 The Health Insurance Department expands to include Nassau County Enrollment

SEPTEMBER 2012 Chanukas HaBayis for the new Central Avenue office



JANUARY 2013 Robin Hood Foundation representatives visit Achiezer and grant a special allocation towards hurricane relief





JUNE 2009 First board meeting



DECEMBER 2009 Rabbi Paysach Krohn speaking at the home of Josh & Gitty Szpilzinger at the first ever Achiezer reception in Woodmere



FEBRUARY 2010 First reception held in Bayswater at the home of Dr. & Mrs. Duvie & Sima Klein



DECEMBER 2010 Achiezer publishes its first newsletter



MARCH 2011 Launching of Health Insurance Enrollment office



JULY 2011 Eldercare Conference draws hundreds from across the Tri-State area



SEPTEMBER 2011 Opening of South Nassau Communities Hospital Respite Room



DECEMBER 2011 2nd annual Night of Appreciation held for Achiezer's dedicated volunteers at the home of Dovid & Shifv Bloom

NOVEMBER 2011 The Mental Health Department is joined by an on-staff psychologist



25,000

MARCH 2013 Achiezer logs its 25,000th call for assistance



JUNE 2013 Achiezer's first community-wide dinner with the inspiring theme of Achdus



JULY 2013 The Silber family of Lawrence dedicates the new Mercy Medical Center Respite Room

Making a Difference:

THE YOUNG HEROES IN OUR MIDST

Challa for Meals 'n More baked as Bat Mitzva project

They're too young to vote, but they're old enough to transform people's lives. They are the kids and teens of our community, and they have accomplished some truly incredible feats.

Some recent examples:

● An elderly community member passed away, leaving behind few friends and no relatives. It was a situation of true Meis Mitzvah, but the Achiezer staff was having a hard time finding enough volunteers to complete the burial. When Board Member Rabbi Yehiel Kalish heard about the situation, he said, "It's an off day at Yeshiva Darchei Torah. I have teens who are not busy, and I'm sure they have friends who can help." With the encouragement of their parents, six YDT boys volunteered for the task. In one amazing afternoon, they did the burial, completed the Minyan for Kaddish, and came away with an experience of Chesed Shel Emes that will leave an impact for a lifetime.

● A new trend is taking hold in the Bat Mitzvah population: The creation of custom-made, beautiful crafts to enhance Achiezer's Meals 'n More packages, which are distributed to hospital patients and their families for Shabbos. These Bat Mitzvah girls and their guests have decorated magnificent Challah covers, flower bouquets, and miniature salt shakers, giving the Meals 'n More packages that extra touch that means so much to somebody stuck in the hospital for Shabbos.

● Several children have become familiar faces in the hospital corridors, as they help their parents each week with the restocking of the Achiezer hospital Respite Rooms. The weekly deliveries have become a family project, including a generous dose of actual Bikur Cholim along with the food deliveries.

Yes, these volunteers may be young. But they make a mighty big difference.



Attention Kids and Teens:

Do you want to become an Achiezer volunteer?

You can help by:

- 1) Packing Meals 'n More packages
- 2) Designing crafts for hospital packages
- 3) Joining Minyanim for Shiva
- 4) Assisting with Meis Mitzvah
- 5) Removing snow for the elderly or handicapped
- 6) Stocking the Achiezer respite rooms

For more information, to volunteer or to suggest your own idea, contact Eli Weiss at eweiss@achiezer.org



Students from JEC, Rav Teitz Mesivta Academy at the Achiezer office, preparing for Sandy cleanup.



The Frischman family delivering Meals 'n More packages on a Friday afternoon



Local children selling lemonade to assist Achiezer's Sandy Relief



Yeshiva Tifereth Moshe Donates to Sandy Relief



Justin Fuchs from South Shore Bike Shop

ACHIEZER, THE DAVIS MEMORIAL FUND, & THE COMMUNITY ASSISTANCE FUND RAISED AND DISTRIBUTED MORE THAN \$8.3 MILLION IN HURRICANE RELIEF FUNDS

WORK FAR FROM DONE

“First to open, last to close” is an expression that aptly describes Achiezer’s Hurricane Sandy Department. Hurricane Intake Coordinator Milka Keilson continues to field phone calls from the last Sandy victims, who initially hesitated to ask for help in the hope that they’d be able to wing it on their own. Now, as the realities of insurance denials hit home, Achiezer continues to help our community tie together the final threads left hanging.

HERE TO STAY

So many in our community continue to struggle with a new landscape of life since Hurricane Sandy. Be it physical, emotional, or financial, Achiezer’s dedicated staff will continue to be there for them as long as needed.

SPRINGTIME BIKE GIVEAWAY

Achiezer distributed 500 new bicycles to boys and girls whose bikes were lost when hundreds of sheds and basements were flooded by Sandy. Justin Fuchs of the South Shore Bike Shop went above and beyond in assisting Achiezer in this

effort, allowing our community’s children to greet the summer on wheels.

CAMP SCHOLARSHIP FUND

Aside from devastating homes, Sandy devastated people’s savings like never before. By the time summer rolled around, many families did not have a penny left to spare for summer camp—an exorbitant cost which can hardly be called a luxury anymore, particularly when most parents work straight through the summer. Mr. Alon Goldberger and Rabbi Avrohom Bender met the challenge head on, initiating a mini fundraising drive that ultimately sent dozens of kids to camp, preventing their summer from becoming another Sandy casualty.

SUKKAH CAMPAIGN

Dozens of families have been receiving new Sukkahs at deeply discounted prices, replacing those lost to Hurricane Sandy. Achiezer thanks the Young Israel of Wavecrest & Bayswater, led by Isaac Richter; Alter Katz and Leiter’s Sukkahs; Nivneh; and the JCCRP, for their efforts in making this project happen.



Alon Goldberger



Rabbi Avrohom Bender

UNITY & GRATITUDE

As we approach the first anniversary of Hurricane Sandy, preparations are underway for a massive commemoration event to be held on October 27. While the devastation of that day was terrifying, we are filled with gratitude that we were spared any loss of life. The event will include the recitation of Tehillim in all of the community schools, culminating in a grand Siyum on Sefer Tehillim for students and their parents. Together, we weathered the crisis; together, we will express our gratitude.

EACH MEALS ‘N MORE PACKAGE INCLUDES:

GRAPE JUICE, CHALLAH, FISH, SOUP, KUGELS, CUTLETS, SALADS, MUFFINS, CONDIMENTS, SNACKS, TISSUES, MOUTHWASH, READING MATERIAL, CHOCOLATES, AND MORE.

THE JEWISH WEEK "36 Under 36
- Rabbi Boruch B. Bender"
May 25, 2012



MATZAV.COM "Achiezer Distributes Over \$1.3 Million in Hurricane Emergency Relief Funds" **Thursday, Nov 22, 2012**



5 TOWNS JEWISH TIMES "Huge Crowd
Enjoys and is Inspired at Achiezer Far
Rockaway/Bayswater Event"
June 8, 2012



THE JEWISH STAR "All
Sorts of Problems,
One Number to Call"
March 5, 2010

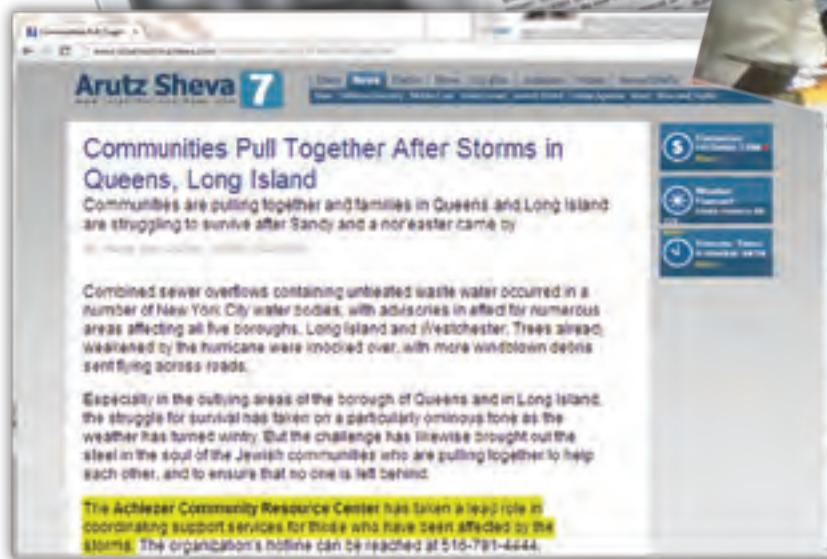


IN *the* MEDIA

YATED NE'EMAN "Achiezer in the Snow" **January 7, 2011**



INYAN MAGAZINE "Achiezer: Long Island's 311" **March 28, 2012**



ARUTZ SHEVA "Communities Pull Together After Storms in Queens, Long Island" **November 8, 2012**

IN *and* AROUND

ACHIEZER IS PROUD TO COLLABORATE with dozens of local and national organizations. Each year, new connections are forged with additional organizations and individuals, spreading our community's network of support ever wider.

A DELEGATION OF ACHIEZER AND HATZALAH LEADERSHIP met with Commissioner Kellam and Deputy Director Jackson of the NYC Child Services at the end of January. The meeting served to pave the way for future collaborations between our community and Child Services, as the need arises. Goals raised at the meeting focused on familiarizing mental health providers, Rabbonim and Hatzalah members with the ACS process, as well as making them aware of the direct involvement of Achiezer and Hatzalah in ACS community cases.

THE JEWISH HOSPITAL PHYSICIAN LIAISONS GROUP enjoyed a relaxed barbeque at Achiezer's office in early August. The group, which Achiezer is proud to be a part of consists of over 20 from physician liaisons at various hospitals. Individually and collectively, these liaisons work to communicate the needs of the religious community to the hospitals in which they serve. The group has been a real boon to the Jewish community at large, particularly for those experiencing hospital crises.



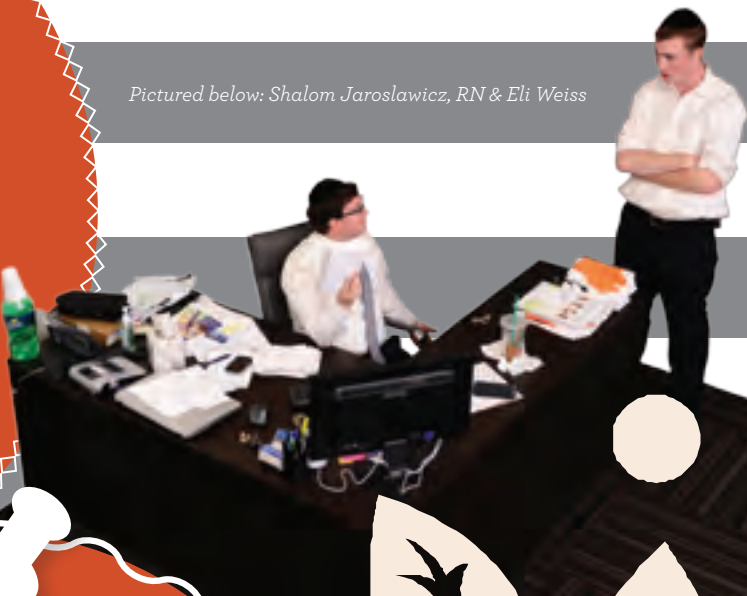
At a recent Achiezer Board Meeting

ACHIEZER

ACHIEZER LOOKS FORWARD TO HOSTING AN UPCOMING MEETING OF THE JEWISH MENTAL HEALTH TASK FORCE, which meets approximately ten times each year. Led by Drs. Marcel Biberfeld & Faye Zakheim.

The Task Force includes some thirty organizations involved in various aspects of mental health and crisis management. In addition to featuring informative speakers, the ongoing meetings give members the opportunity to network, compare services and responses, and learn from one another's experiences.

Pictured below: Shalom Jaroslawicz, RN & Eli Weiss



ACHIEZER'S CPR COURSE, offered in conjunction with Hatzalah, was an overwhelming success. Basic CPR skills were taught in three separate sessions for men, women, and Spanish speakers; all three sessions were maxed out.



Spotlight on Services



Medical Recommendations

Medical Recommendations

It was Achiezer's very first specialty, and it still comprises the lion's share of calls to the Achiezer hotline.

The Medical Recommendations Department has been receiving an increasing number of calls from across the country, necessitating additional staff assistance to keep up with the demand.

From the get-go, Achiezer sought to provide far more than a boilerplate recommendation. In addition to considering the medical field needed,

each Achiezer recommendation takes into account patient insurance, doctor availability, specific specializations within the medical field. The process requires an exhaustive amount of research, and the network is constantly expanding. But the rewards are inestimable, as approximately 1000 patients per month are matched with the appropriate medical professionals.



When little Sara Berger was rushed into the pediatrician's office holding her stomach and groaning in agony, it didn't look good.

A quick examination revealed that Sara needed an emergency appendectomy. Dr. Schwartz, the Bergers' pediatrician, hastily called Achiezer's Medical Recommendation department to see if they could find a pediatric surgeon available on a moment's notice. Not an easy task on a weekend, but after making several phone calls, Achiezer was able to prevail on Dr. Weitz, a pediatric specialist, to interrupt his vacation and perform immediate surgery.

When Achiezer contacted the Bergers with the good news, however, the Bergers replied, "Thank you so much for your efforts, but Dr. Schwartz already found us a different surgeon, and we are on our way to the hospital." Grateful that Sara would be taken care of, the Achiezer staff member was nonetheless quite apprehensive about calling back Dr. Weitz to tell him that his services would not be needed after all. Nevertheless, the call had to be made, and soon...

Not 15 minutes had passed when a new call came into the hotline. It was another local pediatrician, Dr. Cohen, and his voice sounded urgent. "I have a patient who just came in with a ruptured appendix. Do you have a pediatric surgeon available?"

"Available?!" the jubilant Achiezer staff member responded. "He's on the way to the hospital already!" Within minutes, preparations were underway for the second emergency surgery.

**All names changed to protect privacy.*

England, Israel, and Mexico are just a few of the places of origin of out-of-town callers to the Medical Recommendation Department.



■ IN NUMBERS:

EACH MONTH, ACHIEZER PROCESSES 80-90 NEW INSURANCE APPLICATIONS, SAVING THE COMMUNITY THOUSANDS OF HOURS OF WAITING, AND UNTOLD NUMBERS IN MEDICAL BILLS.

Achiezer's Insurance Department Gears Up for Obamacare

Did you know?

IN THE ENTIRE FIVE TOWNS, INCLUDING GOVERNMENT AND SECULAR ENTITIES, THERE IS ONLY ONE PROVIDER OF PUBLIC INSURANCE ENROLLMENT: ACHIEZER. ACHIEZER IS ALSO THE ONLY PROVIDER IN NYS WITH DUAL ENROLLMENT CAPABILITIES FOR BOTH NASSAU AND QUEENS COUNTY.



Sruly Miller

Ari Silverstein



Seems like everyone's confused.

With all the talk about Obamacare, everybody knows that the field of insurance coverage will change significantly come October 1st, but nobody seems to know precisely how.

Never has the need for Achiezer's Insurance Department been so prevalent, and preparations are well underway to meet the anticipated demand. A new Navigators Grant has been awarded to several agencies, which have been charged with the task of guiding the public through the new system. Achiezer's Insurance Department, under the directorship of Sruly Miller, will be a participating member of the Navigators team, and began state training at the end of August. What exactly will the new changes entail?

According to Sruly Miller, "There are going to be a lot of changes to both public and private health insurance. Some programs, such as Medicaid, are going to be expanded; others, including Family Health Plus and Healthy NY are being cut entirely. In addition, people will be able to 'shop' for private insurance on the health insurance exchange. The Navigators' job is to help people sift through all the options and make the best choices."

As to the exact details, even the Navigators haven't been filled in yet. In general, there should be more affordable options available to the public. October 1st is when the health insurance exchange opens; that is also when the Navigators

Program officially begins. Until that time, Achiezer is still enrolling people in the existing public health insurance programs (Medicaid, Child Health Plus, Family Health Plus, and Healthy NY), and telling questioners to call back in October, when detailed information and guidance will be available. All insurance programs, even those slated to be cut, will have a 'weaning period' beyond October 1st to give members a change to enroll in new programs.

In the meantime, Achiezer is gearing up for additional demand. Even without Obamacare, there's been an explosion in need. In July alone, Achiezer filed 124 applications for public health insurance—a 35% increase from Achiezer's busiest months in the past. A new staff member, Ari Silverstein, was recently hired to work full time in the department, and talks are underway regarding further new hires as well.

As October 1st rapidly approaches and snippets of information and rumors fly rampant, at least one thing is sure: Achiezer's Health Insurance Department will be there to help clear up the confusion.

13,300

THE AMOUNT OF CALLS TO THE MEDICAL RECOMMENDATIONS LINE IN ONE YEAR.

1,405

The amount of children and adults from the Bayswater/Far Rockaway/Five Towns area that Achiezer enrolled in subsidized health insurance programs this past year.

OVER \$1,500,000

THE AMOUNT SAVED BY COMMUNITY MEMBERS THIS PAST YEAR, THROUGH ACHIEZER'S INSURANCE ENROLLMENT PROGRAM.

IN QUOTES:

“In its short history, Achiezer has been an outstanding resource for our community in many aspects. People know that whenever there is a need, the first place to turn is Achiezer.”

**-RABBI DOVID WEINBERGER, RAV,
CONGREGATION SHAAREY TEFILAH, LAWRENCE**

“I have seen Achiezer grow from an idea, to a multi-faceted organization that has truly impacted the lives of so many people in our community.”

**-MICHAEL KRENGEL,
SENIOR ACHIEZER BOARD MEMBER**

“When there is a need, Achiezer is there.”

**-DR. MYRON THURM,
COMMUNITY PHYSICIAN,
WOODSBURGH**

“I am personally aware of situations where Achiezer was instrumental in playing a unique role in materially assisting people in our community that were suffering in difficult circumstances. Achiezer’s staff proved to be best positioned to deliver much needed help and assistance in an effective and sensitive matter.”

**-YAKOV MIROCZNIK,
ACHIEZER SUPPORTER, BAYSWATER**

“Achiezer is the welcoming gateway to the incredible resources which our caring community offers.”

**-RABBI MORDECHAI KRUGER,
DIRECTOR OF PATHWAYS
TO PARNASSAH**

“The Oceanside community is so grateful to Achiezer for assisting so many families in the aftermath of Hurricane Sandy.”

-RABBI JONATHAN MUSKAT, RAV, YOUNG ISRAEL OF OCEANSIDE

“Hurricane Sandy devastated our entire community, challenged our faith and left the most vulnerable among us with little hope to be able to rebuild their homes and their lives. Achiezer and the people who worked tirelessly to help restore normalcy to so many communities, including Belle Harbor, helped rebuild numerous homes here, restore our faith in mankind and rekindle the hopes and dreams of so many of our friends and neighbors. It was an honor and a privilege to work with you.”

**-BARBARA BERG, ACHIEZER
VOLUNTEER, BELLE HARBOR**

“Achiezer doesn’t just do for the community. Achiezer IS the community.”

**-MAYER GOLD, GENERAL
MANAGER OF SEASONS**

“The value of Achiezer in that whole effort [Sandy] was that it allowed the community not to duplicate itself.”

**-RABBI KENNETH HAIN,
SENIOR RABBI OF
CONGREGATION BETH SHOLOM,
LAWRENCE**

“Achiezer has been nothing short of heroic in regularly tackling complex and difficult situations, ably unifying community resources to perform its unparalleled acts of Chesed.”

**-RABBI PINCHAS CHATZINOFF, RAV,
CONGREGATION TIFERETH ZVI, CEDARHURST**

.....
“Achiezer has provided a critical role as the “go-to” address for many needs within our community... the establishment of the organization a couple of years before Hurricane Sandy was a true example of Hashem sending us the refuah before the machala.”

-MOSHE SMITH, CHAIRMAN OF ACHIEZER BUDGETING INITIATIVE

.....
“People in America know that when they have a medical crisis, Achiezer is the place to turn to for assistance.”

**-RABBI AVRAHAM ELIMELECH FIRER,
CHAIRMAN AND FOUNDER OF EZRA LEMARPEH, ISRAEL**

.....
“What continues to astound me about Achiezer is their personalized attention to every individual situation. I have experienced the same care and devotion with every person I have dealt throughout this Choshuve organization.”

**-RABBI PINCHUS WEINBERGER,
RAV, BAIS TEFILAH OF INWOOD**

.....
“It’s hard to imagine what life was like before Achiezer. How did we handle personal and community crises without having that loving hand reach out and handle it for all of us? In the few short years of Achiezer’s existence they have helped so many in that signature style that we have all come to recognize.”

**-YITZY HALPERN, PUBLISHER OF
THE FIVE TOWNS JEWISH HOME**

.....
“Achiezer has been a beacon of hope for those who need their services. They have proved that there is indeed unity despite our diversity.”

**-RABBI HESHIE BILLET, RAV,
YOUNG ISRAEL OF WOODMERE.**

.....
“Achiezer has emerged as a true leader in the community, engaging all neighborhoods and communal organizations for the benefit of us all.”

**-ADAM MAYER, COMMUNITY
ACTIVIST, INWOOD**

.....
“The greatness of Achiezer is in its stated mission of being an amorphous entity that responds to any need, irrespective of the time or circumstance. Any issue important enough to be raised to its attention is important enough for Achiezer to respond.”

**-ADAM OKUN,
ACHIEZER BOARD MEMBER**

EXECUTIVE STAFF

Rabbi Boruch Ber Bender
President

Elke Rubin
Executive Coordinator

Shalom Jaroslawicz, RN
*Project Coordinator, Hospital
Support Services*

Eli Weiss
Development Coordinator

CASE MANAGEMENT

Esther Novak
Intake Coordinator

Milka Keilson
Hurricane Relief

BEHAVIORAL HEALTH DEPARTMENT

Dr. Brucha Lowinger, Psy. D.
Coordinator

Sruly Miller, MHC

Zahava Farbman, LMSW
Bereavement/Crisis Counseling

FINANCE DEPARTMENT

Elana Goldstein, CPA
Adina Hirsch

HEALTH INSURANCE

Sruly Miller
Coordinator

Ari Silverstein

Carmi Gruenbaum
Consultant

CALL CENTER

Hinda Sara Loeb
Chani Weinberger



ACHIEZER WOULD LIKE TO EXTEND A

Special Thank You

**TO OUR VOLUNTEERS WHO SELFLESSLY DEVOTE THEMSELVES
DAY IN AND DAY OUT TO SERVICE OUR COMMUNITY.**

וכל מי שעוסקים בצרכי ציבור באמונה הקב"ה ישלם שכרם