DEAR ALL

Welcome to our Fall Newsletter. As we move into the autumn and winter months, we still have the challenges of the pandemic before us. Fortunately, we have services, supports, and resources here in our communities that can help you through these trying times. We’ve included some of People USA’s services and resources in this newsletter for you to reference, use, or share with others who may be in need. We’re here for you now more than ever.

It has been a difficult time for so many in our communities, as we’ve all tried to adjust to this ‘new normal.’ At People USA, we know all too well what social isolation, uncertainty, and fear of illness can do to one’s psyche. But we also know how to endure challenges – as a community of professional peers – and overcome them together. Hopefully we will see better results soon.

Please reach out to us if you need comfort, support and assistance in promoting your mental health and overall wellness.

We continue to be excited about our innovative work, such as our Dutchess County Stabilization Center, our Westchester Forensic Mobile Team, and our Rose House Crisis Respite, which serve Dutchess, Orange, Putnam, Ulster, Warren, and Washington counties. We designed these services to look at crises differently – as opportunities for positive, long-lasting change.

I invite you to take a look at our website, and learn more about who we are and what we do, as we continue to grow and provide excellent, peer-driven services. Lately, we’ve been getting wonderful, unsolicited testimonials from people and families that we have served, who have appreciated our staff and their unwavering commitment to being welcoming, trauma-informed, compassionate, and inspiring. If you or someone you know utilize our services, you too will see and experience the difference in what we do.

To our community of partners – other service providers, local governments, law enforcement, and others – I give my sincerest appreciation for your partnerships and support as we work together to build a better system of care, where we don’t just ‘speak’ about recovery and wellness, we deliver on those expectations. We are all doing some very special work.

I’d also like to give special recognition and thanks to Dutchess County Executive, Marcus Molinaro for his unbreakable commitment to advocating for people with different abilities, and challenging us all to do better by thinking and acting differently in how we provide services. With that type of leadership we can create the world we want to see.

As we move into the end of the year and the holiday season, I wish you all well, and hope that you are able to have renewed joy in celebrating your special days and events.

Best regards,

Steve Miccio, CEO
People USA
WAYS WE CAN HELP EACH OTHER THROUGH THIS TRAUMA

HOW TO BE TRAUMA-INFORMED
Now more than ever we have to be a community – people, organizations, businesses, everyone – that facilitates healing. Now more than ever we have to be responsive to people's traumas. Here are some ways that we all can help:
• Recognizing the central role that trauma plays in people's lives.
• Shifting the focus from "what's wrong with you?" to "what happened to you?"
• Seeking to understand what happened to an individual and the meaning that person makes of those experiences
• Educating ourselves about trauma and its consequences
• Educating ourselves about the importance of people's voices
• Making our environments more healing and less re-traumatizing
• Emphasizing safety, choice, trustworthiness, collaboration, and empowerment, so that people can regain a sense of control (a top priority)
• Supporting resilience, self-care, and self-healing

MOST COMMON SIGNS OF TRAUMATIC STRESS*
Symptoms of Trauma Checklist:
• Headaches, backaches, stomachaches, etc.
• Sudden sweating and/or heart palpitations
• Changes in sleep patterns, appetite, interest in sex
• Constipation or diarrhea
• Easily startled by noises or unexpected touch
• More susceptible to colds and illnesses
• Increased use of alcohol or drugs and/or overeating
• Fear, depression, anxiety
• Outbursts of anger or rage
• Emotional swings
• Nightmares and flashbacks – re-experiencing the trauma
• Tendency to isolate oneself or feelings of detachment
• Difficulty trusting and/or feelings of betrayal
• Self-blame, survivor guilt, or shame
• Diminished interest in everyday activities

* The National Council for Behavioral Health

BESTWAYS TO ENGAGE WITH PEOPLE
Follow the People USA approach.
Make sure that:
• The person feels welcomed
• Your communication style is person-centered – e.g. use open-ended questions (not "yes/no"), active/reflective listening, positive affirmations / see people's strengths
• You value the person's story and validate their experiences
• The person feels respected – demonstrating to them, unconditionally, that they have value and importance
• They can express their thoughts and feelings freely without being judged or rushed
• Their personal boundaries are recognized and respected
• The environment in which you are engaging is comfortable, allowing for mindfulness.
• The person has privacy when they need it
• You have an open-door policy, so that people know you're always there to engage
• You connect people to services, supports, and resources in the community that can help with trauma

Contact People USA if you don't know where to begin
• You use your empathy as a strength – identifying with and understanding the other person's perspective, experiences, or motivations
• You have positive expectations for their recovery
• You recognize that people's recovery journeys are more circular than linear, with overlaps and cycles that are useful as learning opportunities (rather than 'setbacks' or 'failures')
• You remember and promote the idea that recovery encompasses whole health or all the dimensions of a person's wellness

To support our work, contact Josh Gran (845) 452-2728 ext. 210 or jgran@people-usa.org or visit our website at people-usa.org
RESOURCES TO KNOW, USE & RECOMMEND IN THESE TRAUMATIC TIMES

We serve over 5,000 New Yorkers every year through a diverse group of crisis response, transitional care, and ongoing wellness services. In these trying times, here are some (but certainly not all) of our resources (all 100% free) that you and your families may find useful:

**ROSE HOUSES**
- Dutchess County
- Ulster County
- Orange County
- Putnam County
- Warren County
- Washington County

People USA’s Rose Houses are 24/7 short-term crisis respites (1-7 days) that are home-like alternatives to hospital psych. ERs and inpatient units, where guests can work with highly skilled and trained peer staff on a full, customizable menu of services designed to help them understand, manage, and overcome the underlying causes of their crises, now and in the future. *(Ages 18+)*

**NY PROJECT HOPE / COPING WITH COVID**
- Westchester County

People USA is a NY Project Hope provider: Project Hope is a COVID-19 crisis counseling program that provides information, education, emotional support, and links to resources; it is designed to help people recognize common reactions to COVID, build coping skills for the recovery process, manage disaster-related stress, and identify & meet children’s needs. *(All Ages)*

**CRISIS STABILIZATION CENTER**
- Dutchess County

The Dutchess County Stabilization Center is a 24/7 community crisis response hub where people of all ages can connect immediately with an integrated team of clinical counselors, peer specialists, health care professionals, and community service providers, to address any mental health, addiction, or social determinant of health needs. *(All Ages)*

**WARM LINES**
- Dutchess County
- Ulster County
- Orange County
- Putnam County
- Warren County
- Washington County

People USA’s Warm Lines are 24/7 peer-run crisis response & support telephone lines where people can feel safe and open talking about difficult issues; share stories, personal feelings, information, and strategies for living well; begin to look at life patterns differently; and get inspired and motivated to move towards health & wellness. *(Ages 18+)*

**FORENSIC MOBILE CRISIS & RESPONSE TEAM**
- Westchester County

The Westchester Forensic Mobile Crisis & Response Team works directly with law enforcement in the field and courts seeking alternatives to incarceration (ATI), to provide immediate crisis response and/or transitional care services to people at risk of entering the criminal justice system due to under-addressed mental health, addiction, or social determinant of health issues. *(All Ages)*

**WELLNESS COACHING**
- Dutchess County
- Ulster County

People USA’s Recovery Centers provide people with personalized whole health / wellness coaching, meeting them anywhere in community (e.g. bookstore, hiking trail, gym, etc.) and working side-by-side with them on their own self-determined goals, which can involve learning new mental health self-management skills, improving social life & community engagement, developing new personal or creative interests, improving physical health, developing independent living skills, becoming better advocates, and connecting with resources to help find employment or advance professionally. *(Ages 18+)*

“People USA has some of the kindest, most understanding people I’ve ever met. They’ve really helped me gain confidence in my abilities and expand my horizons. Bright light of hope in such a dark year. I know I can always find a kind, sympathetic ear at People USA.”

— Kat, Poughkeepsie NY

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**PEOPLE USA MAIN PHONE:** (845) 452-2728

**ROSE HOUSES OR 24/7 WARM LINES:**
- Dutchess County: (845) 452-2728, ext. 211
- Orange County: (845) 452-2728, ext. 607
- Putnam County: (845) 452-2728, ext. 616
- Ulster County: (845) 452-2728, ext. 131
- Warren/Washington Counties: (518) 502-1172

**PROJECT HOPE:**
- (914) 995-1900

**WESTCHESTER FORENSIC MOBILE TEAM:**
- (914) 995-6194

**DUTCHESS COUNTY STABILIZATION CENTER:**
- (845) 485-9700

**WELLNESS COACHING:**
- Dutchess County: (845) 452-2728, ext. 211
- Ulster County: (845) 452-2728, ext. 211

**LEARN MORE AT:** PEOPLE-USA.ORG
MENTAL HEALTH & ECONOMIC RECOVERY: KEEPING OUR LOCAL WORKFORCE AND COMMUNITIES HEALTHY AND WELL

FEATURING

Marcus Molinaro  
County Executive, Dutchess County

Steve Miccio  
Chief Executive Officer, People USA

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BRONZE

A GREAT IDEA  
choice words  
CCSI

CR  
Family Services communities without limits

peopleUSA

People USA is a 501(c)(3) nonprofit organization
Legal Name: PEOPLE: Projects to Empower & Organize the Psychiatrically Labeled, Inc.
EIN: 14-1737675, All charitable contributions to People USA qualify as tax-deductible.

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To support our work, contact Josh Gran (845) 452-2728 ext. 210 or jgran@people-usa.org or visit our website at people-usa.org