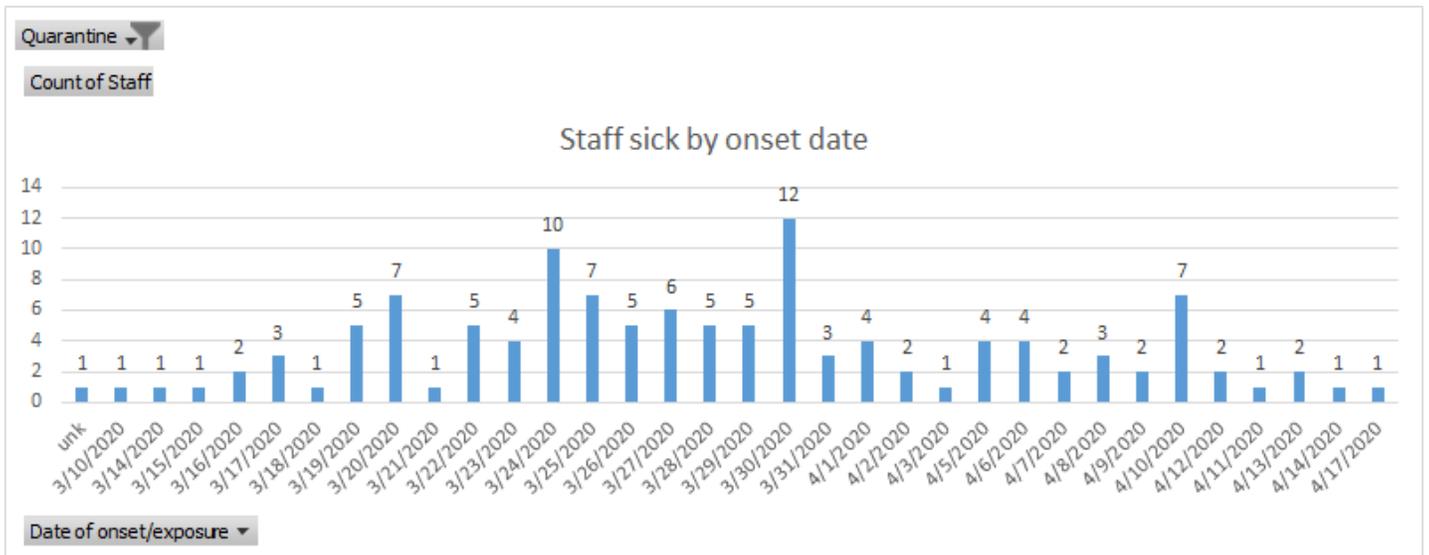
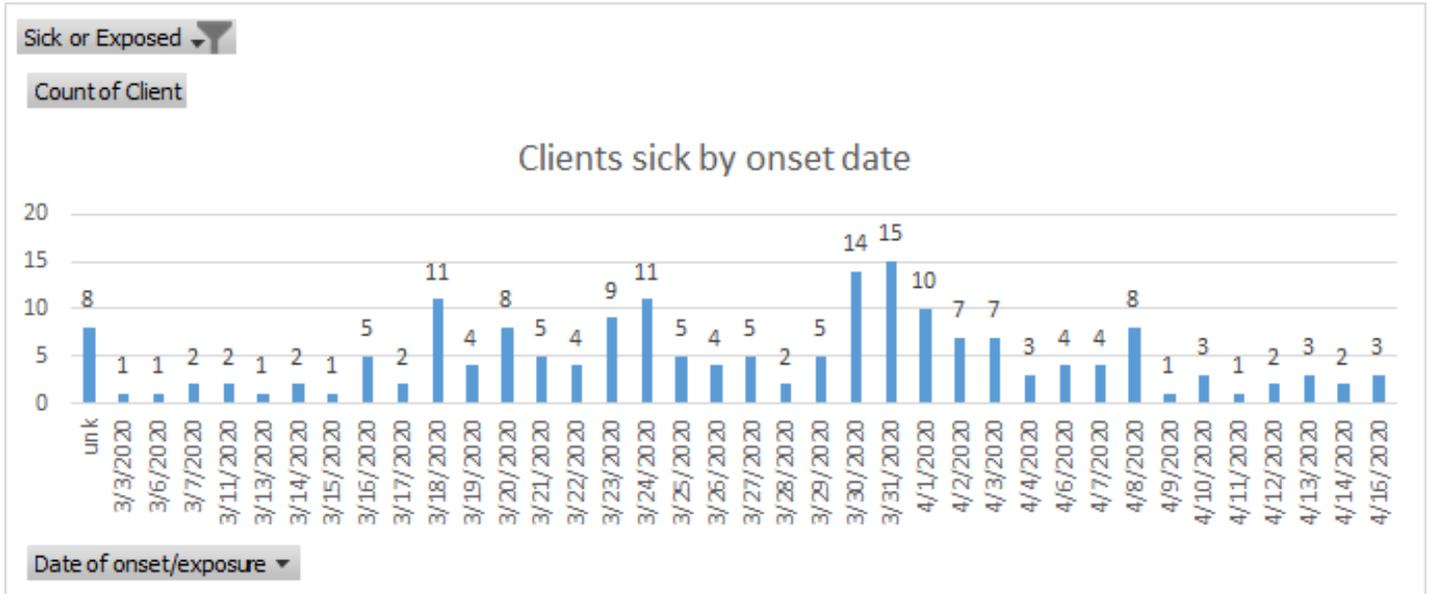


Dear Colleagues:

There is a lot of good news to report today. Over the weekend, Governor Cuomo announced that New York has passed the peak of this crisis, with the number of hospital discharges outnumbering new admissions for COVID-19. We may have reached the peak at ICL as well, as you can see by the case data below.



We must remain vigilant, of course. This crisis is far from over. But you should take a moment to celebrate, because it's your hard work that got us to this point.

What you are doing each day is nothing short of remarkable, especially those of you who are working in our residential programs. As a small way to say thank you, we are going to buy a lunch (or another meal, depending on the shift) for residential staff members working at a residence or shelter once a week for at least the next two weeks, thanks to very generous donations from our Board of Directors. VPs will be authorized to buy these meals for every residential shift.

We continue to see accomplishments all across the agency. For example, a team of staff from HR, QA, Innovations, Finance and Entitlements redesigned the New Employee Orientation process, transforming it from a 16-hour program over two days into a 3-hour online program.

And I can continue to learn about so many small but important acts of kindness and generosity from our staff. Here are just three success stories from last week:

- At Pathways to Wellness, a client attending Kingsborough Community College needed a laptop to attend online classes. The program not only purchased one for her – they delivered it to her door.
- Also at Pathways, a client with mobility issues living alone needed Kosher food. Staff shopped for the client and delivered the food.
- At Pennsylvania ICL, family of staff donated lovely handmade masks to the clients.

Your work continues to inspire. Thank you for all you are doing.