



MIHA  SM
Mental Health America
of Dutchess County

2013 ANNUAL REPORT

Bringing Wellness Home



A Message from our Executive Director

Dear friends,

What a great year 2013 turned out to be for Mental Health America of Dutchess County.

We served record numbers of people. Forged new collaborations and strengthened existing partnerships with Hudson River Healthcare, Institute for Family Health, Hudson River Housing, Grace Smith House, and more. Added a winter indoor golf outing to our schedule of fundraisers. And, kicked off May's Mental Health Month with a Universal Wellness Festival added to our Walk to Stomp Out Stigma.

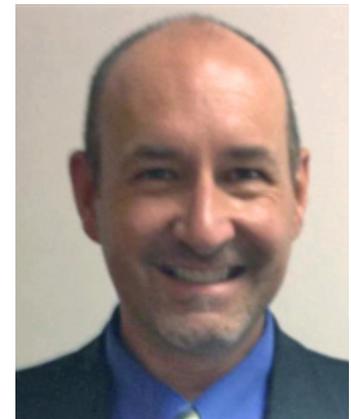
MHA is not immune to changes in the overall healthcare climate. The Affordable Care Act and changes to New York State's Medicaid program, including a move to "health homes," offered opportunities and challenges. Health homes are consortiums that use technology to communicate between providers, managing care in a more holistic way and assigning each member a dedicated care manager. MHA is the largest health home care management provider in New York.

The incredible work of our dedicated staff should make MHA a household name in Dutchess County, and we are becoming known beyond the people we serve and the agencies we work with. Increasing our visibility is vital to growth. To this end, I have begun a monthly column for the *Poughkeepsie Journal*, we're building on the success of our Facebook page, and later this year we'll launch a new website and improve our publications.

MHA employees work tirelessly to make a real difference in the lives of our friends and neighbors throughout the county. They hold the hand of the frightened, give families a chance, and find housing for the homeless. They ensure that people who are invisible to many are seen, heard, and cared for. They instill hope in the despondent. Encourage recovery and stability. Inspire everyone to reach for a goal. They light the spark that motivates change.

At MHA staff and volunteers work together to promote mental wellness through education, programs, advocacy, and community supports.

Thank YOU for helping to make MHA a beacon of hope for everyone in our community,




Andrew O'Grady, LCSW-R

CARING FOR OUR COMMUNITY

Lisa Connolly, MA, LMHC, Division
Director, Adult Services



In 2013

- **Case management served 2,326 individuals including 26,900 face-to-face visits.**
- **Case managers supported 100 residents of adult homes.**
- **Housing services provided homes to 16 individuals.**
- **The Living Room was visited 35,154 times and 651 people received services.**
- **Beacon PROS had 11,915 visits and provided 2,038 services to 129 individuals.**

Bringing wellness home

Amy lost her husband, her home, and her job all within a month. With help from an MHA care manager she navigated all the legal issues, secured needed benefits, and overcame her depression. Today she lives independently and works full time.

Case Management. Our staff of roughly 65 care managers and support staff serves people with severe and persistent mental illness. We help clients maintain their housing, find satisfying work, increase their social and recreational activities, and set a variety of personal goals. We coordinate with virtually every person in our clients' lives including families, psychiatrists, therapists, advocates, primary medical doctors, landlords, and parole or probation officers.

The Living Room: Mel's Place, Vernae Johnson, Program Manager
The Living Room provides a safe haven, hot food, showers, and more to individuals and families who are homeless or at-risk of becoming homeless and struggle with mental health and/or substance abuse. Staff members offer support and referrals for housing, employment, help with addiction, and health benefits including weekly visits from representatives of the Veteran's Administration. In 2013, an additional staff member from our Case Management Department was based at the Living Room to increase services including off-site case management and transportation.

Beacon Wellness PROS, Raya Noreault, MA, LMHC, Team Leader
Personalized Recovery Oriented Services (PROS) is a comprehensive recovery-oriented program for individuals with severe and persistent mental illness. Support and rehabilitation aim to improve functioning, reduce the need for inpatient and emergency services and contact with the criminal justice system, increase employment, promote education, and secure preferred housing.

MHA's PROS was awarded a clinical license and opened in January 2013 in the heart of Beacon. The staff goes the extra mile to include clients in the development of curricula that meets their needs. This is the first clinic MHA has had in decades, and represents the hard work and dedication of the staff.

EDUCATING OUR COMMUNITY

Janet Caruso, Director,
Community Education



In 2013

- **Kids on the Block taught 249 children about bullying, obesity, substance abuse, and more.**
- **Our library was visited 322 times by 214 people.**
- **Our information and referral service responded to 931 calls.**
- **3,350 people attended MHA's classes, workshops, training sessions, and conferences.**

Bringing wellness home

A woman called in tears unable to find someone specializing in the treatment of post-traumatic stress disorder related to past sexual trauma. MHA gave her the names of three people in the area making sure they accepted her insurance and met her needs.

Kids on the Block

Using nearly life-size puppets Kids on the Block educates and entertains young children, stimulating communication between the audience and puppets. Children learn healthy life skills that increase awareness and understanding. Programs on the following topics are available free to schools and youth groups: bullies and school safety, childhood obesity, alcohol, multiculturalism, learning disabilities, tobacco and drug abuse prevention, children's mental health, and gang prevention.

Library

Community members can use a computer, read journals, borrow books, and browse the reference collection in the Library at our Mansion Street headquarters. The Library also maintains a collection of more than 250 videos and DVDs. In 2014, the Library's 45th anniversary, we expect to make the collection searchable on our website.

Information and Referral

With a phone call or a visit to our website, people seeking help or information are connected to a variety of resources including a private list of Dutchess County psychiatrists, psychologists, and social workers. We also participate in health fairs giving the public an opportunity to learn about mental wellness and services available from MHA and other local programs.

MHA offered the following parenting classes in 2013: Parent Education and Custody Effectiveness (PEACE), How To Talk So Kids Will Listen, Parenting Challenging Teens, Managing Defiant Behavior, Parenting the Explosive Child, and Parent Well Being.

Other workshops presented this year included Healthy Choices; Question, Persuade, Refer; Safe Talk, Applied Suicide Intervention Skills Training, and Men Get Depression.

STRENGTHENING FAMILIES

Lydia Edelhaus, Director,
Family Support and
Advocacy Services



In 2013 we
served
1,514 people
including...

- **15 students in Supported Education.**
- **251 people in Family Support.**
- **111 parents with psychiatric disabilities.**
- **185 children, youth, and young adults in Respite.**
- **831 people in Adult Advocacy.**
- **67 children in Youth Intervention.**
- **35 in Compeer.**
- **34 children via Court-Appointed Special Advocates.**

Family Support and Advocacy Services helps families where one or more members has a mental illness including families of adults who continue to live with parents or other family members. Stressing strengths, rather than illness, and emphasizing family involvement, we often collaborate with other community groups to provide skill building, peer support, education, empowerment, advocacy, and opportunities for social interaction.

Supported Education

Supported Education serves students whose post-secondary education has been interrupted or intermittent as a result of a disability. Ongoing support services are designed to help the student succeed. This is a cooperative program of MHA, Dutchess Community College, and New York State's Adult Career Continuing Education Services--Vocational Rehabilitation.

Mental Health Support Programs

Family Support offers peer advocacy and help to parents and caregivers of children with serious emotional disorders and other special mental health needs. Programs and services include: HOPE for Families, peer support groups, advocacy, and Medicaid-Waiver Family Support. The latter is provided through the New York State Office of Mental Health. MHA also provides these services for families with children in residential treatment facilities.

Staff members work with parents to decrease their sense of isolation, help them access community and regional supports, and help them meet self-directed goals. In addition, to improve family relations and educate and support the siblings of children with serious emotional disorders, MHA offers two age-specific groups through our Sibling Support Program.

Bringing wellness home

Plagued by depression and a series of hospital stays following high school, Sue was very anxious about starting college. An MHA education specialist worked with her to calm her fears. Susie acclimated well and is succeeding at SUNY Dutchess.

Don and his parents were struggling and seemed headed towards foster care placement until they started working with an MHA family advocate. After identifying issues and practicing strategies to improve communication and problem solving, the family is still together, and Don is doing very well in school.

Essentially abandoned by his family, John was alone and isolated in his struggle with schizophrenia until he met Fred through our Compeer program. Fred is an IBM executive and MHA volunteer who has become John's friend providing support, encouragement, and a social connection.



Programs for Parents with Psychiatric Disabilities

EMERGE uses evidence-based curricula to support and educate, providing advocacy, parenting skills, and support in achieving self-directed parenting goals. MHA also offers peer support, the Wellness Recovery Empowerment Program/Advanced Directives, and Trauma Recovery and Empowerment Model. Parents build on positive interactions to learn strategies that prepare their families for disruptions arising from their illness.

Respite Programs

MHA's Respite Programs offer a wide array of services for families with children who have serious emotional disorders (SED). Although technically respite services are for parents, the primary interaction occurs between trained respite workers and children through individual excursions and group recreation that provide parents with a break.

Individual Respite also serves families involved in New York State's Bridges to Health program and Office of Mental Health Waiver programs. Teen Challenge offers a curriculum-based skill-building and support group for 14-19-year-olds with SED, including regular community service. Kids, Inc. provides recreational respite for children 9-12 while they are wait-listed for individual respite. Summer camp scholarships for SED children are also available.

New in 2013 was a Young Adult Transition Program funded through 2014 by the Dyson Foundation. Young adults, 18-25, with a mental illness, are offered a rich program of weekly life skills training including wellness self-management and job skills. Participants can also take part in community service, internships, and develop affiliations in the business and retail community.

Adult Advocacy

MHA's Adult Advocacy Program has expanded from providing information and advocacy to offering peer support groups. We have also added a family support component because we heard from so many families who needed help finding resources for 18-25-year-old adult children who had "graduated" from the children's mental health system and were having difficulty engaging the adult system or had never been involved in any mental health program at all.

Youth Intervention Program

MHA's Youth Intervention Program provided information and training to parents of children who needed special education programs or could have been better served by programs they were already in. The Advocate held intensive mini-seminars to educate parents about special education law and how it might affect their children.

The Advocate accompanied parents to Committee on Special Education (CSE) meetings and superintendents' hearings after preparing parents to advocate for their children. Over several years, school personnel and the community grew to respect the Advocate's work, but funding is no longer available and this much-needed program will not continue in 2014.

Compeer

Compeer pairs adults with community volunteers for weekly activities and companionship. There are social events for these teams, those on our waiting list, volunteers, and advisors. Those on the waiting list also receive a weekly phone call from Compeer's coordinator. In 2014 we will enhance our program designed especially for veterans, CompeerCorps. Volunteers are needed and receive training designed to help ease isolation, build trust, and offer support.

Court-Appointed Special Advocates

Court-Appointed Special Advocates (CASA) trains citizens to monitor foster care cases involving abuse or neglect. The aim is to ensure that children in foster homes are well treated and that their cases progress through the various systems promptly. MHA's CASA is part of a nationwide network that sets standards for quality and performance, and a state organization that provides support and pass-through funds when available. Dutchess County Family Court judges speak publicly about the value of CASA and the importance of maintaining its funding.

ADMINISTRATIVE SERVICES

Jennifer Nelson, Director



The transition to health homes, along with the addition of a clinical component in PROS, created challenges for billing as well as opportunities for growth and restructuring of MHA's Administrative Services Department. Staff worked hard and the results show in smoother operations and improved recordkeeping.

Other administrative developments include the migration of client records, and the introduction of an electronic payroll and attendance service. These kinds of technological advances help us keep up with an ever-changing federal and state health care environment.

Why a bell?

Cast from the shackles, which bound them, this bell shall ring out hope for the mentally ill and victory over mental illness.

In 1950 the National Mental Health Association (now Mental Health America) chose a bell as its symbol. The association's leaders had worked in state mental hospitals during World War II. Shocked at the treatment they saw—including patients chained to walls—they vowed to improve the lives of all who suffered from mental illness.



Volunteers collected metal restraints from hundreds of hospitals across the country. They shipped them to the McShane Bell Foundry where they were dropped into a crucible and cast into a 300-pound bell. The 1953 photo at left shows Maryland Governor Theodore McKeldin and Mrs. A. Felix DuPont at the foundry.

FINANCIAL REPORT

Sample Program Expenses

MHA's case management program uses funds to help ensure that our clients have what they need to succeed.

For example, these 2013 costs:

Food.....\$77,017
Housing.....\$74,922
Clothing.....\$87,523

Improving or saving a life.....*Priceless*

Statement of Support, Revenue & Expenses For Year Ending December 31, 2013 Figures are pre-audit

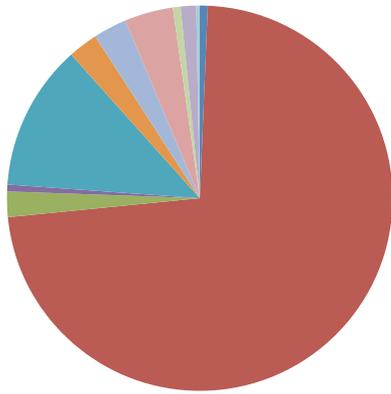
Public Support & Revenue

United Way Donations	\$1,600
County Contract Reimbursement	\$2,313,763
Program Income	\$39,870
Membership Dues/Donations	\$27,679
Interest Income	\$44,915
Grants	\$240,939
Medicare	\$21,844
Medicaid	\$4,440,498
Total Public Support & Revenue	\$7,133,077

Program Services

Association	\$23,111
Agency Match	\$50,904
Total Expenses	\$7,114,869
Excess of Support & Revenue Over Expenses	\$18,208
Fund Balance 1/1/13	\$445,132
Fund Balance 12/31/13	\$463,340

Mental Health America of Dutchess County receives funds from Dutchess County Department of Mental Hygiene, Dutchess County Youth Bureau, Dyson Foundation, NYS Office of Mental Health, United Way, federal grants, private donations and memberships.



- CASA
- Care Management
- Children's Respite
- COMPEER
- PROS
- Education
- Family Support
- Living Room: Mel's Place
- Young Adult Transition
- HIT Funding
- Youth Intervention

Expenses

CASA	\$45,834
Care Management	\$5,050,723
Children's Respite	\$148,332
COMPEER	\$39,697
PROS (Personalized Recovery Oriented Services)	\$850,434
Education	\$172,942
EMERGE	\$99,736
Family Support & Advocacy	\$195,289
Living Room	\$282,619
Young Adult Transition	\$44,765
HIT Funding	\$90,062
Youth Intervention	\$20,423
Total Program Expenses	\$7,040,855

MHA Board of Directors

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Uma Satyendra



A Message from our Board President

Dear friends,

Mental Health America of Dutchess County provides vital mental health services and programs throughout our community. We are fortunate to have dedicated staff, committed volunteers, thoughtful leadership from Executive Director Andrew O’Grady, and the support and guidance of an active board. Together we accomplish much and serve many.

2013 was a busy year. New programs were designed and implemented, existing programs were enhanced, and the personnel structure was adjusted to ensure optimal service delivery. In an ever-changing environment, MHA’s care management department has undergone changes in reporting, documenting, and providing services. Our staff has made these changes with grace, compassion, and minimal disruption to the people we serve.



MHA is always looking for ways to improve and expand our services. In the coming year, with support from the Dyson Foundation, our Young Adult Pilot Program will add family support services since assisting the caregivers of young adults with mental illness has been shown to improve outcomes.

A positive independent financial audit confirmed that MHA’s fiscal position continues to be sound. Significant savings related to contract management and administrative restructuring allowed us to give all employees a much-deserved raise and sustain contributions to a new endowment fund with the Community Foundations of the Hudson Valley.

An analysis of our fundraising events yielded changes that will make it easier for supporters to give and to understand how their funds are used. Social and traditional media outreach resulted in a greater awareness of services available at MHA and will be further enriched with the rollout of a new website and identity later in 2014.

On behalf of the board of directors, thank you for your support. Many in our community rely on this wonderful organization for vital services and programming. YOU help make it possible.

Sincerely,

Joseph Ellman, MS, MPA



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Main office: 253 Mansion Street, Poughkeepsie 12601 • 845-473-2500

Beacon Wellness Center: 249 Main Street, Beacon 12508 • 845-831-2124

www.mhadc.com • General: mhadc@mhadc.com • Events: events@mhadc.com