2016 Annual Report
Building Wellness Together
A Letter to Our Community…

At the Mental Health Association of Rochester/Monroe County Inc. we’re always reflecting on whether the services we offer meet the dynamic needs of our community. Are we engaging people who already work with us? Are we reaching out to new partners who see challenges from a new perspective? Are we developing new strategies that empower even more people with unique needs to overcome obstacles to mental wellness?

The Mental Health Association worked hard in 2016 taking action to address those questions and adapt to a changing landscape. To better engage our community, we put in a lot of effort to build our social media channels and put on events like BeWell. These helped start countless discussions about eroding the stigma of mental illness and promoting mental wellness. In April, we launched a huge makeover to our website with a fresh look making it easier for people to find the programs they need.

In 2016, we worked to meet the needs of people using Life Skills Services by moving from Culver Road to Village Gate, making it easier for people to access multiple MHA services in one trip. 2016 also saw the expansion of our employment programs to support those who struggle to find or maintain work because of a mental health challenge. We helped people find and maintain jobs as part of their recovery journey. As part of that effort, the MHA held our first annual employment fair in October to connect local employers with our consumers looking for work.

Another big change was the launch of Home and Community Based Services! Many of our current services are included in these offerings and once fully implemented will provide a new funding source for the agency.

The work we did in 2016 prepared us to launch two new initiatives; our Ontario County office opened in February 2017 and our Building Milestones programs launched in March 2017. Building Milestones supports transition age youth ages 16 to 24 who experienced a mental health challenge and missed critical life skills like learning how to cook or understanding how to find a job.

As excited as we are with the above happenings, we continue to stayed focused on what we do best; mental wellness through peer support and self-help. We continue to connect anyone facing a mental health challenge with appropriate support at no cost to them even if they don't have a formal diagnosis. We lead the way for this proven model of mental health and serve thousands each year on their journey to wellness.

2016 was an exciting year. It wouldn’t have been possible without the hard work and generosity of our donors, volunteers, staff, and other supporters. Thank you for doing your part to support the Mental Health Association and helping our community Find Wellness.

Patricia M. Woods      Kevin Best
President & CEO       Chairperson, Board of Directors
### Condensed Audited Financial Statements 2016

#### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>United Way</td>
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<tr>
<td>Government Support</td>
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<td>Fundraising</td>
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<td>Foundation Support</td>
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<td>Program Revenue</td>
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<td><strong>Total</strong></td>
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#### Expenses

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<td>Management and General</td>
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<td>Fundraising</td>
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<td><strong>Total</strong></td>
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#### Net Assets

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<td>$455</td>
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<td>Net Assets-Beginning of 2016</td>
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<tr>
<td><strong>Net Assets-End of 2016</strong></td>
<td><strong>$618,397</strong></td>
</tr>
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For full 2016 audited financial statements visit:

mharochester.org/about/financial-disclosure

Thank you to all of the sponsors, advertisers, and vendors that supported BeWell 2016!
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John & Elaine Vangellow
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Donna Pritchard

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Special Thanks to the Joseph & Irene Skalny Charitable Trust for their generous $15,000 donation to Creative Wellness Opportunities

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Elizabeth Santors
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Charles & Mary Lou Straka
Greg & Deb Vangellow
Dan & Carolyn Wagner
Elizabeth Wilder
Kevin Wilson
Karen Yacono

For Corrections, contact Kevin Wilson at kwilson@mharochester.org

Thank you!
In October 2016, the Mental Health Association held the first ever Holiday Jobs Fair. 121 job seekers attended the event with 20 employers. 15 participants attributed finding a job to the event.

COMMUNITY AND PEER SUPPORT SERVICES

Promoting consumer empowerment through education, skills-development, peer support, and advocacy.

Need to Know

One-on-One Support
Experienced staff help people build skills and meet basic needs. This includes navigating government and health systems, employment support and other services.

Educating the Community
MHA hosts educational events for consumers, professionals, and the public on topics including youth depression, sexuality, eating disorders and more.

Peer Staff
Support from individuals who understand systems because they’ve experienced it firsthand.

In October 2016, the Mental Health Association held the first ever Holiday Jobs Fair. 121 job seekers attended the event with 20 employers. 15 participants attributed finding a job to the event.

2016 Statistics

- 5,618 Attendance count for all Community and Peer Support Services
- 17% Increase in number using MHA’s Consumer Guidance Service
- 78 Number of individuals served by employment support services
CREATIVE WELLNESS OPPORTUNITIES

Creative Wellness opportunities fosters wellness with peer facilitated creative workshops that support individuals on their journey to better mental health.

What visitors say about CWO:

“I honestly believe that if it wasn’t for the community here, I would not have gotten so far in my recovery”

“CWO is a lifesaver. Literally”

“Everyone is always so welcoming, helpful, and encouraging. When I come here, I feel more at ease. It calms my symptoms and I can just breathe and focus on the task of art. I get better.”

2016 Statistics

871
Number of unique individuals who attended a CWO program

10,056
Attendance Count for all CWO events

73
Number of peer volunteers and facilitators at CWO

Need to Know

Opportunities for Wellness

Music, art, movement, mutual support and more. With over 100 events each month, there is something for everyone.

Peer Run

Nearly every workshop offered at CWO is facilitated by a peer who started as a participant.
Family Support Services

Supporting the mental wellness of parents/caregivers and children through advocacy, education, and skill building.

Need to Know

Supporting the needs of parents and children

Skill building workshops and support groups that focus on mental wellness for parents and children.

Family Members who Understand

FSS is staffed by parents who have seen the education and mental health systems before. They know first hand what it’s like to care for a child with emotional or behavioral challenges.

Navigation

Family Advocates assist parents in navigating the education and mental health systems.

Family Support Services staff holds regular events to provide fun activities for families who come the Mental Health Association.

2016 Statistics

504
Number of families served by FSS

3882
Face-to-face hours family mentors spent with families

171
Number of family development workshop participants

The Mental Health Association fosters an environment to build skills and provide support to individuals facing a mental health challenge, empowering them to make informed decisions on their self directed path to wellness.

320 N. Goodman St.
Rochester, NY 14607
585.325.3145
mharochester.org

The Mental Health Association fosters an environment to build skills and provide support to individuals facing a mental health challenge, empowering them to make informed decisions on their self directed path to wellness.
SELF-HELP DROP IN SUPPORT SERVICES

Self-Help Drop In Support Services offers alternate crisis support for individuals experiencing potential mental health crisis situations.

“We’re not just looking to solve the immediate mental health crisis; we’re here to empower our guests to remove obstacles to a greater quality of life and have the tools to support their mental wellness.”
- Shon Fluitt, Director at SHDISS

2016 Statistics

- 379 Number of unique guests to MHA’s Self-Help Drop in Support Services
- 9,325 Attendance count for Self-Help Drop in Support Services
- +60% Increase in number of visits between 2015 and 2016

Need to Know

Just Drop in
No referral, no appointment, and no diagnosis necessary.

Open After Hours
Open 5:00 PM to 9:00 PM when most other services are closed.

Peer Support
People who understand mental health challenges because they’ve been there too.
LIFE SKILLS SERVICES

A starting point to build skills that promote recovery and connect consumers to community resources.

**Need to Know**

- **Peer Driven**: Many workshops at LSS are developed based from participant requests. They advocate for the skills they need to enhance recovery.

- **Critical Skills Development**:
  - Meal planning,
  - budgeting,
  - computer skills,
  - home skills,
  - support groups,
  - and more.

**The Big Move**

In December 2016, Life Skills Services moved from it’s Culver Rd. location to Village Gate. The new space provides a better environment for workshops and makes it easier for consumers to utilizes other services housed at our main offices (also located in Village Gate) during the same trip.

**2016 Statistics**

- **136**: Unique individuals who attended a LSS program
- **4,214**: Attendance Count for LSS workshops
- **20+**: Number of different workshop topics offered each month (many have multiple sessions)
COMMUNITY ENGAGEMENT

Building relationships in the community to break down stigma and promote mental wellness

Prime Time Sister Circles

As part of our mission to support culturally competent mental health services, Director of Community Engagement Melanie Funchess worked to implement Prime Time Sister Circles (PTSC) in Rochester. PTSC encouraged African American Women (ages 40-70) to be proactive about their health, including their mental wellness.

PTSC was done in partnership with Excellus BCBS, The Greater Rochester Health Foundation, Trillium Health, and the University of Rochester.

Wellness Wednesday

In Spring 2016, we started our Wellness Wednesday video series. Each week, we featured a new video aiming to start discussions on mental health topics and encourage people to be proactive about mental wellness.

Topics included: Managing Stress in times of Change, Maintaining Wellness During a Job Search, Learned Helplessness, Back to School, and dozens more.

Our video archive can be found on our Facebook page: Facebook.com/mharochester
Ontario County

Seeing a demand for the type of services offered by the Mental Health Association, we were approached about opening an Ontario County office.

After some discussions and hard work throughout 2016, our Ontario County office opened February 2017 in Canandaigua. Program Coordinator Wendy Webster looks forward to supporting the mental health needs of Ontario County with the Mental Health Association. Learn more at mharochester.org/Ontario-county

Livingston County

The Livingston County Office of the Mental Health Association works with individuals and existing community organizations to increase awareness of mental health/mental illness and to reduce stigma by providing information and education services.

- Attendance count for Hand in Hand Together Peer Social Group: 810
- Distribution of monthly mental health news page in Livingston County: 2177

Wyoming County

Programs in Wyoming Co. are operated under the names Peers Helping Peers and the Hands and Hearts Thrift Store.

Services Include:

- Personalized Assistance and Advocacy
- Drop in peer support
- Warmline peer support
- Pre-employment services

- Members of the Circle of Friends peer drop in group: 51
- Increase in sales at the Hands and Hearts Thrift Store: 21%
Briana Kilpatrick-Grant is a student who’s working on an engineering degree and volunteers at the Mental Health Association. Like many of the people who come to the Mental Health Association, she experiences unique mental health challenges. After a vivid hypnopompic auditory hallucinations experience (hearing voices) when she was 18 years old, she eventually found the right combination of medication and support to manage the overwhelming symptoms. But that’s only part of Briana’s journey to wellness. It’s what she’s done along that journey that makes her extraordinary.

Briana found the MHA’s Creative Wellness Opportunities in early 2014. “I really enjoy knitting because it gives me focus and a sense of accomplishment.” She says it calms her racing thoughts and she enjoys being in the company of peers who are understanding and supportive. By November 2014, Briana became the facilitator for the knitting group, allowing her to do even more to support others in their journey to wellness. “I’m helping people become more calm and patient with themselves.” She’s been doing it ever since.

“I’m helping people become more calm and patient with themselves.”

She didn’t stop there. Briana volunteers her time to train police to be supportive when they encounter people who experience hallucinations. “We typically talk about acknowledging the experience as real, because it’s real to them. To them, it’s not just happening in their head, it’s an experience that’s happening in real time.” Briana explains, “Stigma derives from not being understood. I try to create an atmosphere of understanding.”

By sharing her story and experiences, she builds empathy and knowledge that helps police officers understand how to de-escalate an unfamiliar and possibly frightening situation. “The police officers’ ability to make the person who’s feeling anxious from the voices feel safe is a great gift.” Briana explains “That’s my goal: to make the world a safer place for people who hear voices.”

“That’s my goal: to make the world a safer place for people who hear voices.”

We wanted to share Briana’s story because she embodies what the Mental Health Association’s peer-driven model is really all about. Her story isn’t just about recovery; it’s a story about living life to the fullest when you’re committed to mental wellness; it’s a story about having the strength to help others who are still facing their own challenges. Briana took her experiences and used them to foster understanding, support recovery, and build skills that promote mental health both inside and outside the Mental Health Association.

The work we do at the Mental Health Association wouldn’t be possible without the dedication of peers like Briana and the generosity of donors that support them. Thank you.