2017 ANNUAL REPORT

Discovering OUR VALUE

MENTAL HEALTH ASSOCIATION
FIND WELLNESS
At the Mental Health Association, we believe that multiple factors influence a person’s mental wellness. Staff understands that the reason someone seeks our services is often just the beginning, and by listening, we often identify multiple underlying issues. By using strength-based and trauma-informed approaches, we seek to assist the individual in finding the tools and resources they need to live a meaningful life. This includes recognizing the importance of the social determinants of health such as basic needs, meaningful activities and a sense of security and belonging.

As we expand our understanding of factors impacting mental wellness, we are looking closely at poverty and race. A team of staff, representing a number of different programs, has been actively involved in the Structural Racism Initiative sponsored by St. Joseph’s Neighborhood Center. The Structural Racism Initiative goes beyond looking at the role that racism plays in the lives of those we serve but also how racism impacts the internal operations of nonprofit agencies.

As part of our understanding of the multiple ways in which we can impact mental wellness, we have partnered with the Monroe County Jail to offer programs to inmates. Self-Help Drop In Support Services provides presentations on community resources available to inmates once they are released. Family Support Services offers parenting classes to inmates designed to help them understand the impact that their incarceration has on their children and to prepare them for a return to active parenting. Family Support Services is also active with Family Court working with families at risk of losing permanent custody of their children. We reach out to the identified family, with their permission, and help them to obtain needed mental health or substance abuse services.

2017 saw the implementation of Medicaid Managed Care through Home and Community Based Services. The agency is designated to provide eight of the services and as of the end of 2017 we had received over 70 referrals for services. A huge thank you goes to the many staff who have stepped up to both provide the services and to handle the administrative requirements of these services. Despite issues with billing and electronic health records, we are hopeful that these services will increase the numbers who receive our services as well as provide us with a new source of revenue.

The opening of our Ontario County Office in early 2017 went very well with our being asked to increase hours of operation resulting in a 50% increase in funding. Wyoming County also saw an increase in its funding to allow Peer Wheels to provide transports to medical appointments as well as mental health appointments. In Monroe County, four of our five funded programs were put out to bid and we were successful in maintaining funding for all.

In the fall of 2017, I announced my retirement as of March 2018. Two other long term staff in leadership roles also retired at the end of 2017. While it is a time of loss for the agency, it also presents an opportunity for new thoughts and new approaches to be explored.

The Board of Directors has started the process to select my successor and I have every confidence that the agency will continue to grow and be a vital contributor to the mental wellness of all in the communities that we serve.
When Sheila began the HARP program, she rarely left her home. Her anxiety over being in large groups kept her from enjoying a quality of life she wanted. She came to the MHA looking for employment, education opportunities, and to build social coping skills. After three months, Sheila gained enough confidence and learned coping skills to gain a temporary job. Before finishing the HARP program, she enrolled in college, excited to begin her new life.

John • HARP Education & Employment Support

I was contacted by a family of five that was homeless. Tom and Jane had never accessed services before and didn’t know where to start. Tom had developed a tumor and was unable to work anymore and provide for his family. Tom and Jane were able to get a shelter placement, and are now off the streets. They also were able to find the resources they needed to sustain their home.

Josie • Basic Needs

After connecting Pat with the services at Life Skills, she became interested in what I do as a peer. I shared my experience, and encouraged her to try a few of the Academy of Peer Services courses. Pat completed the coursework and certification requirements, and is awaiting her transitional certificate from NYS. She hopes to find work as a peer specialist.

John • DePaul Residential Outreach Program

Engagement and Support

When I met James, he was a young man living with his parents, not working or getting mental health treatments. His parents brought James in to get cash assistance, food stamps, Medicaid, and mental health treatment options. James wasn’t outgoing and felt he had no purpose in life. He was interested in going to the gym, so after working on basic needs, he got a membership at the YMCA. A few months later, his mother called to say James found new hope and enrolled in school. He’s now living an independent life.

Marisol • Basic Needs

Safety and Risk-taking

I go to the hospital inpatient units to share my recovery story and offer tips on how I am able to manage my mental health. After one group session, Mary came up to me and said “You told my story.” The therapist who oversees the group overheard her, and asked Mary how it made her feel to hear her story told by someone else. Mary responded with “Now I don’t feel alone.”

Pat • Community Outreach

Building Skills and Supports

On a weekly basis, I speak to at least twenty individuals about their experience and satisfaction with their care managers. Many of these individuals would not have come forward with their concerns without this service. Since I was able to get their feedback, many of these people found new care managers to allow them to succeed at reaching their health goals as well as meeting their needs.

Liz • Monroe Plan Outreach

Impact

Discovering Our Value to Ourselves, Our Families, and Our Community

Whole Family Support

ACTIVATING HEALTH AND WELLNESS

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# 2017 Financial Statements

## Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Government Support</td>
<td>$1,923,703</td>
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<tr>
<td>United Way</td>
<td>$90,917</td>
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<tr>
<td>Fundraising</td>
<td>$64,098</td>
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<td>Foundation Support</td>
<td>$27,116</td>
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<tr>
<td>Program Revenue</td>
<td>$400,325</td>
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<tr>
<td>Adjustment To Prior Year Revenue</td>
<td>$(4,687)</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$2,501,472</strong></td>
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## Expenses

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<th>Category</th>
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<td>Program</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Management &amp; General</td>
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<td><strong>Total</strong></td>
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## Net Assets

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<th>Period</th>
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<td>Beginning of 2017</td>
<td>$618,397</td>
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<tr>
<td>End of 2017</td>
<td>$675,671</td>
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<tr>
<td><strong>Change In Net Assets</strong></td>
<td><strong>$57,274</strong></td>
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</table>

For full 2017 audited financial statements please visit: www.mharochester.org/about/financial-disclosure

### Thank you to all of the sponsors and volunteers that made Welding for Wellness a great success!

**Schools**
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**Committee**
- Nicole VanGorder
- Chetna Chandrakala
- Jennifer DeVault
- David Kolczynski
- Melissa Lord
- Rita Nischal
- Maggie Quinn
- Christin Stenzel
- Kevin Wilson
- Patricia Woods
If someone told me twenty years ago I would be a parent, I would have been very skeptical. Never in a million years could I have imagined what life had in store for me. Not only would I become a parent, but was blessed with three; a beautiful, intelligent girl and two sons; a talented artist and an old soul. When I became a mother, I was no stranger to mental health challenges. They were scattered throughout my family tree from major depressive disorder and generalized anxiety to bipolar and post traumatic stress disorder. My own mental health challenges arose at an early age with obsessive compulsive disorder, bipolar disorder and body dysmorphia; others would follow. Needless to say, I was pretty well-seasoned in this arena, or so I thought. Nothing could have prepared me for the road ahead.

One day I found myself in the midst of what felt like the darkest, deepest hole with no sense of hope. As a result of a traumatic brain injury, I struggled to remember my children’s birthdates and our home address. I needed a chaperone just to make it home. I felt like a failure and began to isolate. At the same time, my middle school-aged daughter was diagnosed with depression and began cutting as a result of another trauma. I was lost, both literally and figuratively. Enter the Mental Health Association. A mentor suggested I reach out to family support services. It saved my life. My family advocate went out of her way to ensure I ended up with a smile on my face after each and every time I cried.

For one of our visits, she took me out for coffee and said I could become a family advocate. I laughed. Foresight is a scary thing. I can only remember her first name, but I will never forget what she did for me. She not only believed in me when I could not, but she also encouraged me. She empowered me by giving me the hope that my future could be a success. Today, I can attribute my role as a family advocate, support group facilitator and peer, in part, to her. Just as she was there for me, I was fortunate enough to be given the opportunity to give back. I am thankful and extremely grateful to be a part of the Mental Health Association Family Support Services team.

Recently, my sons have encountered their own mental health challenges and I could not have made it this far without the knowledge I gained through family support. This is one more example of how the Mental Health Association made an impact on my life. As a member of the Hispanic community, I strive to impact the lives of others by way of education and awareness. In the Hispanic culture, there are deeply engrained beliefs that feed the stigma surrounding mental health.

I share my story of resiliency in hopes of empowering others within the community struggling with mental health challenges to bypass that cultural stigma so that they too, can find that glimpse of hope for their future...and find their wellness. Through the MHA of Rochester, we are discovering our value...to ourselves, our families and our community.