

2017 ANNUAL REPORT

Discovering OUR VALUE



MENTAL HEALTH ASSOCIATION
FIND WELLNESS

A LETTER TO OUR COMMUNITY

2017 BOARD OF DIRECTORS

Kevin Best

Best Times Financial
Planning

Chetna Chandrakala

GRIPA

Patrick Coleman

The Wladis Companies

Jennifer DeVault

Thompson Health

Andre Godfrey

Entre Computer
Services Inc.

Ann Griep, M.D.

Excellus

Randy Jacque

Thompson Health

Julie Jordon-DiPalma

Jordan DiPalma PLLC

John Kiweewa, Ph.D.

St. John Fisher College

David Kolczynski

Care-a-lot Child Care

Robin Lavergne

Wilson Foundation
Academy

John Lee

Coordinated Care
Services, Inc.

Melissa Lord

Accelerate Media, Inc.

Michael Moeller

Mindex Technologies,
Inc.

Mary Jo Muscolino

Monroe Plan for
Medical Care

Rita Nischal

Canandaigua National
Bank & Trust

Michael Shay

Steinmiller Associates
Insurance

Nicole VanGorder

Upstate Special Needs
Planning

Daniel Wagner

TLF Graphics

Kelly Wilmot

Hillside Children's
Center

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.



Patricia M. Woods

Patricia M. Woods
President & CEO



Julie Jordon-DiPalma

Julie Jordon-DiPalma
The Law Offices of
Jordan DiPalma, PLLC



BUILDING SKILLS AND SUPPORTS

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



EMPLOYMENT AND WORKFORCE DEVELOPMENT

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



WHOLE FAMILY 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

2017 Impact

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



ACTIVATING HEALTH AND WELLNESS

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



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

2017 FINANCIAL STATEMENTS

REVENUE

Government Support	\$1,923,703
United Way	\$90,917
Fundraising	\$64,098
Foundation Support	\$27,116
Program Revenue	\$400,325
Adjustment To Prior Year Revenue	(\$4,687)
TOTAL	\$2,501,472

EXPENSES

Program	\$2,138,990
Fundraising	\$55,742
Management & General	\$293,893
TOTAL	\$2,488,625

NET ASSETS

Beginning of 2017	\$618,397
End of 2017	\$675,671
CHANGE IN NET ASSETS	\$57,274

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



Schools



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

Sponsors

Best Times Financial Planning
Centra Financial Group, Inc.
DeJoy, Knauf & Blood, LLP
Gorbel
IV4, Inc.
RDHB
Smart Local Union #46
TFL Graphics
Toshiba Business Solutions

Committee

Nicole VanGorder
Chetna Chandrakala
Jennifer DeVault
David Kolczynski
Melissa Lord
Rita Nischal
Maggie Quinn
Christin Stenzel
Kevin Wilson
Patricia Woods

MY NAME IS KAREN DELGADO AND THIS IS MY STORY



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.

"One day I found myself in the midst of what felt like the darkest, deepest hole with no sense of hope."

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.

"A mentor suggested I reach out to family support services. It saved my life..."

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.

"As a member of the Hispanic community, I strive to impact the lives of others by way of education and awareness.."

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.

2017 DONORS & SPONSORS

Thank you to those who supported mental wellness in our community

\$1,000+

Anonymous (2)
Canandaigua National
Bank & Trust
Conserve
Dr. Eric Dreyfuss
Entre Computer Services
Martin & Michele Gingras
Elaine F. Greene
James & Ann Griep
William & Ann Griep
Julie Jordan DiPalma
Martin & Michele Gingras
Michael Moeller
Laurie Riley
Brandan Waas
Patricia M. Woods &
Thomas J. McGrath

\$500-\$999

Anonymous
Odysseus Adamides, M.D.
& Mary Tantillo, Ph.D.
Benevity Community
Impact Fund
Robin Lavergne
Mr. & Mrs. Chester Massari
Payce Chemco Helping
Fund
Joseph & Leah Talbot
Daniel Wagner
The Western New York
Foundation

\$250-\$499

Anonymous (3)
Patrick Coleman
Robert & Debra Galbraith
Mark Harris
Linda Hazelton
Cheri C. Jones
Gerard & Joan Nobiling
Nova Event Management,
Inc.
Janelle Plumb
Tom Riley & Barbara Kelly
George Roets
Michael & Katherine Shay
Upstate Special Needs
Consulting

\$100 - \$249

James & Lorraine Ahearn
Linda Bennett, Ph.D.
William Blazey
Vincent Butler
Velma Campbell
The Ceraci Family
Steven Cooper
Mr. & Mrs. William D'Anza
Joseph & Joanne Dermady
Jennifer DeVault
Diane Ellis
Dr. Ruth Goldberg
Glenn Gravino
Joan (Nina) Kalen
Kathleen Lewandowski
Ruth Maltz, LCSW
Barbara Mauger
Peter Messner
Benjamin Muscolino
MaryJo Muscolino
Rev. Greg & Deborah
Osterberg
William Reamy

Eric & Elizabeth Rennert
Constance Rice
Stanko & Marta Rodic
Elizabeth Santos
Joanne Schoonmaker
Doreen Smethurst, LCSW
Barbara Stevens
Bernice Skirboll
Robert B. Young, M.D.

\$50 - \$99

Anonymous (2)
Roger & Susan Boulay
Ellyn Caiazza
David Dickinson Kaiser
Mary Dooley
EMCO Commercial
Flooring, Inc.
Carolyn French
Kathleen Henshaw
William Hosley
Joan Kohout
Ruth Maltz, LCSW
Sandra Mitzner, M.D.
Richard Morales
Gary Mount & Nancy Nurick
Dr. Lori Jeanne Peloquin
Peter Roche
Rose Marie Sepos
Marie T. Sergeant
Joe & Vickie Stankaitis
Gregory Stark
Mary Tomanovich
Kevin Wilson
William Yust

Under \$50

Anonymous (3)
Christine Aman
Deborah Apter
Elyse Capell
Sandra Carbone
Audrey Catlin
Kelly Ceraci
Marcella Ciuffo
Constance Craig
Mariella Diaz
Suzanne Dunn
Employee Health Referral
Systems
Tom Gilman & Kelly Nagle
David & Linda Glossner
Barbara Gradala
Theresa Jones
Thomas Kaleta
David Kaufman
James Leitgeb
Susan Medoff
Barbara Montrallo
Mills & Lillian Mooney
Diana Nielsen
Mr. & Mrs. Richard Ocon
Marvin Raphael
Gregory Roeder
Sally Anne Scuth
Gregory Stark
Robert Statham
Marilyn Waddell
Catherine Wallwork
Mark Warth
Mollie Wolf
Phaneendra Yadanalli
William & Dawn Youngman

In Honor of Creative Wellness Opportunities

Gerald & Leah Bamberger

In Honor of Suzanne E. Hanson, M.D.

Anita Principi

In Honor of Cheri Jones

Steve & Nancy Carlucci

In Honor of Tessa Greeno & Emily Meisch

Suzanne Freeman

In Honor of Timothy & Rebecca Maynard

Margaret Maynard

In Honor of Patricia Woods

Grace Leni

In Honor of Peers Helping Peers

Marilee Wilcox

In Honor of the Healing Penfield Community

Jennifer Peterson

In Memory of Dr. Catherine Bamberger

Gerald & Leah Bamberger

In Memory of Robert Boltz

Christopher & Jill Thrasher

In Memory of Chris Brothers

Anonymous

In Memory of Timothy Colebeck

Curtis Amesbury
Carole Colebeck
Barbara Weimer

In Memory of Stephen Depczynski

Anonymous
Thomas & Teresa
Adelsberger
Doug & Joan Barstow
Melanie Blank
Kristin Bereard
James & Elizabeth Booth
Dennis Depczynski
Louis Eltscher
Mr. & Mrs. Richard Ferris
Charles & Beverly Giarrizzo
Kristine Hannon
Richard & Michelle Jamison
Paul & Loretta Miller
Gary & Dee Parker
James & Sandra Pusateri
Jerald & Janice Rachfal
Bill & Karen Ross
Robert & Marilyn Secules
Christine Steiman-Reale
Rochester Polish Heritage
Society of Rochester
Kathleen Urbanic
Richard & Ann Wallace
Blaine & Nancy Wirth

In Memory of Christopher Gingras

Anonymous (3)
Albert & Phyllis Brault
Richard & Susanne
Devereaux
Ronald & Sara Freeling
Robert & Patricia Gerace
Martin & Michele Gingras
Juan Lopez
James & MaryLouise Musler
John & Sandra O'Donoghue
Frank & Marlene
Pappalardo
Dr. Paul Pittinaro
Loren & Janet Ranaletta
Lou & Kendra Rossetti
Scott & Scottie (Mary)
Seeman
Muriel Steinberg
Richard & Rosanna Yule

In Memory of Frank Griffin

Carol Carlson

In Memory of Renee Jacobs

Carol Carlson

In Memory of Gary Lang

Richard & Susanne
Devereaux

In Memory of Eugene & Dorothy McHugh

Daniel McHugh

In Memory of Michael McLaughlin

Diane Ercolano

In Memory of Christopher Morgan

Lawrence & Deborah
Gendzier
Tom & Ann Marie Kearney
Peter Messner
Janet Morgan
Richard Morgan
Bob & Betsy Wahlquist

In Memory of Matthew Powers

Marlin Brothers, LLC

In Memory of Neil Reznikoff

Maria Lucarelli

In Memory of Alan Striker

Martin Kennedy

In Memory of Neil Reznikoff

Maria Lucarelli

In Memory of Darrell Vangellow

John & Elaine Vangellow

ROC the Day

Anonymous (2)
Carol Carlson
Chetna Chandrakala
Patrick Coleman
William Coons
Arelene Cooper
Tammy DeMarle
Julie Febrey

Melanie Funchess
Carolyn Garman
Ann Griep
Laurence Guttmacher
Cathy Harris
Richard & Marilyn Hare
Rory Houghtalen
Randy Jacque
Martin Kennedy
John Kiweewa
David Kolczynski
Melissa Lord
Richard & Sherron Mallory
Maureen Murphy
Benjamin Muscolino
Mary Jo Muscolino
Mary Lou Straka
Timothy Thaney
Lois Thom
Greg & Deb Vangellow
Elizabeth Wilder
Kelly Wilmot
Karen Yacono

United Way

Anonymous (2)
Michele Anthony
Lorrie Boyce
Seana Brown
Jean-Francois D'Arcy
Pavlos Delmadoros
Jennifer DeVault
Chelsea Farnsworth
Stacey Frank
James & Gloria Gleason
Alicia Hofmann
Dawn Jones
Negar Kazemian
Richard & Clare Lagiewski
Tara Liddell
Charles Love
Ryan Loysen
Richard & Sherron Mallory
Rachel Markowitz
Jeni McAllister
Andrew Mills
Bridget Monroe
Otto & Sheila Muller-Girard
Mary Jo Muscolino
Janine Panpinto
Burgandy Petty
Mary Pfau-Owens
Vasanthi Pillai
Ryley Polcyn
Tashawma Poole
Frank Powlowski
Savenia Ristuccia
Elizabeth Santos
Jennifer Swchuler
Lindsey Selleck
John Shaw
Blanche Shearer
David Shields
Andre Snowden
Karen Spinello
Erica Wall
Austin Weimar
Karen Yacono

**Special thanks to the
Joseph & Irene Skalny
Charitable Trust for their
generous \$7,500 donation
to Creative Wellness
opportunities!**