

Mental Health Association of Genesee & Orleans Counties 2016 Annual Report



All artwork and photographs contributed by MHAGO Members. Thanks for your excellent work!

A Message From Our Executive Director

Dear Friends,

May is Mental Health Awareness Month. This is an ideal time for us to evaluate our response to mental health concerns in our community. According to the Mental Health Association in New York State, one in five people living in the United States has a mental illness that impacts their life and the lives of those around them. That is astounding! It means that about 20,000 persons in our two-county area may experience mental health troubles serious enough to lower their quality of life.

We at the Mental Health Association of Genesee and Orleans Counties (MHAGO) believe it is possible to recover from mental illness. The supports we offer promote members' hope and recovery through positive peer examples and person-to-person relationships. Our established MHAGO peer-informed services also enact the overriding philosophy of Mental Health America: "*B4Stage4*." This means that we advocate for mental health awareness, early problem response, and the availability of recovery supports before the "revolving door of incarceration, hospitalization, and homelessness" occurs so those affected by these troubles can achieve wellness and stability instead.

With Sue Gagne's departure in late 2016, this year has been a transitional one for us. As the new Executive Director I am pleased to report that our service and financial data demonstrate stability across what could have been a difficult time. I send special thanks to all of our staff and Board who, together, helped us to accomplish this success. As indicated in this report, we also are developing new Home and Community Based Services for Medicaid managed care. These services will help our members to attain even greater wellness and quality of life while living in the communities of their choice.

Thank you for your support. We can't achieve our mission without you!

Thomas Christensen, PhD, LMHC

Our Staff, Volunteers, & Board of Directors

Outstanding People Who Comprise Our Staff:

Thomas Christensen - Executive Director
Michele Sformo - Assistant Executive Director
Danette Turner - Program Director
Linsey Vallett - Office Assistant
Ellen Wood - Recovery Center Coordinator
Ashley Oehler - Recovery Center Peer Guide
Nancy Stein - Recovery Center Peer Guide
Cheryl Netter - Genesee County
Social Club Peer Coordinator
Alan Moore - Peer Program Assistant
Judy Elwell - Program Aide
Mary Pallister - Orleans County
Drop In Center Coordinator
Stanley Farone - Orleans County
Drop In Center & Transportation Assistant
Charley DelPlato - Transportation Coordinator
Jessica Polk - Warm Line Peer Coordinator
Tracy Larish - Marketing Assistant

(Represents Staff as of April 2017)

Thanks also to our amazing program volunteers!

Our Mission:

Meeting the needs of the community by promoting mental wellness through education, advocacy, and support, thereby improving the quality of life and instilling hope.

Committee Volunteers:

Miniature Golf Tournament:

Maryanne Arena
Skip Helfrich (Co-Chair)
Pauli Miano
Holly Sharpe (Co-Chair)

Scholarship:

Maryanne Arena
Robin & Doug Miller

Sustainability:
Ruth Andes

Our Dedicated Board of Directors:

Russell Cornman - President
Scott Wilson - Vice President
Linda Rost - Treasurer
Liz Riter - Secretary
Maryanne Arena (retired)
Amanda Florian
Gary Graber (retired)
Julie Holmon
Gary Horton, Esq.
Adam Howard
Michelle McCoy
James Myers
Valerie Pettit
Holly Sharpe (retired)
William Sheron, Jr. (retired)
Joan Stevens

(Represents Board of Directors through April 2017)

Special Events & Program Development

Annual Meeting:

Held May 17th with guest speaker Adam Howard of Veterans One Stop Center. Holly Baxter received the Constance E. Miller Award of Excellence.

- **95 persons attended.**

Mini-Golf Tournament:

Held June 22. The *Green Forest* (Kathy Jasinski, Holly McAllister, Sharon Larson & Tammy Schmidt) won our Best Team Theme award out of 17 teams!

- **Raised over \$5,000!**

United Way & Annual Giving Campaign Contributions:

We sincerely appreciate the generosity shown to us by all who gave to us in 2016. Names of our contributors are acknowledged on page 9. On behalf of everyone at MHAGO, please accept our heartfelt gratitude.

- **Raised \$5,470!**



Hand-painted sea shells were part of our 12/2016 Annual Friends & Family Open House Arts & Crafts Show

New Medicaid Home & Community Based Services (HCBS) Initiatives:

- Obtained Office of Mental Health authorization to provide four new services:
 - ***Empowerment/Peer Supports***
 - ***Family Supports***
 - ***Habilitation***
 - ***Psychosocial Rehabilitation.***
- We were awarded a Readiness grant to prepare to offer the new HCBS services.
- We were awarded a Behavioral Health Information Technology grant to support us in developing an electronic health record and a fee-for-service billing system.
- Performed a Managed Care Readiness Assessment to guide our sustainability plan.

Visions of Hope Recovery Center

Our *Visions of Hope* is a peer driven program designed to assist individuals find their spark of life. Members receive recovery support and encouragement from a trained peer guide who teaches recovery skills, promotes independence, and provide s positive role modeling. Member support is available throughout the day and evening. This may focus on: recreational activities, community/family connection, spirituality, education, volunteer opportunities or employment.

Outcomes:

- Visions of Hope was a new program in 2015 and now has completed its first full year of operation.
- Extended services to improve coverage in Orleans County.
- Received 40 self (or service provider) referrals for Genesee County and 12 for Orleans County.
- 73% of referrals (38 persons) became members of Visions of Hope.
- Visions of Hope members were served across 256 one-on-one meetings.
- 100% of members (38 persons) completed a *Quality of Life Assessment* to guide their recovery journey.
- 47% of members (18 persons) developed a *Focus Plan* to guide themselves toward wellness and a healthy life.
- 39% of members (15 persons) also created a *Wellness Recovery Action Plan* (WRAP) to identify what helps them feel well, who they can count on for help, and to pre-plan which wellness tools they would choose to use when needing to cope with difficult feelings and situations.

Special Events & Activities:

Attended Celebrate Recovery Day
Participated in National Night Out
Hosted a presentation of Hollywood Beauty Salon
(co-hosted by the Suicide Prevention Coalition of
Genesee County)
Adult Coloring Workshops
Crafting Workshops

Holiday Gift Make & Take
Job Development Office Tour
Performed Outreach to 8 community agencies
Presented 8 Weeks to Wellness Workshops
Offered WRAP Plan Training Workshops
Hosted a Wellness Day (including workshops on
yoga, Reiki, crafting, massage, and more)



*'Sewn
Together'*
*Created by
members of
the Orleans
County
Drop-In
Center and
VOH.*

Social Club & Drop-In Center

Our ***Social Club*** (Batavia) was open 4 days and 2 evenings per week. Our ***Drop-In Center*** (Albion) was open 3 to 4 days and 1 evening per week. Both offer recovery support in a low-demand, informal, environment. Peer-informed practices help members address the eight dimensions of wellness. Members learn independent living skills, emotional coping strategies, and build their social network while having fun with trusted people.

Outcomes:

- **The Drop-In Center was a new program for us in 2015 and has now completed its' first full year of operation.**
- **Our Drop-In Center served 59 members across 1,525 visits.**
- **Drop-In Center membership increased by 40 persons over its membership in 2015.**
- **Our Social Club served 116 members across 3,006 visits.**
- **Social Club membership increased by 20 persons over its membership in 2015.**

Special Events & Activities:

Mental Wellness Conference	Picnics in the Park
Bell Ringing for the Salvation Army	Hopping at Farmers' Markets
Cooking, Baking, & Nutrition Classes	Sign Language Classes
Tai Chi & Yoga Classes	Walk along the Erie Canal
Education on Personal Boundaries	Purple Pony Trip
Job Club	Walking Club
Adult Coloring, Art & Craft Making	Stress Management Classes
Bowling	Grief and Loss Classes
Print Making	Homeless Connect
O.A.T.K.A. Glass Project	Fire Safety Classes



*Artwork of
a Genesee
County
member;
proudly
displayed in
our dinning
area.*

Transportation & Warm Line Services

Our **Transportation Program** operates four days per week across Genesee and Orleans Counties. This program reduces the isolation that can impair mental wellness by linking members to activities of their choosing. For example, this service helped members attend Social Club, Drop-In Center, shopping, medical, and wellness-related appointments. Transportation is especially needed in rural areas where few other options exist.

Outcomes:

- 120 total members received transportation services.
- 102 Genesee County members served across 1,713 one-way trips.
- 18 Orleans County members served across 1,143 one-way trips.
- 22 persons attended our Defensive Driving trainings (offered to members, staff, and open to the community). These courses were provided in partnership with DePaul Community Services.



Our **Warm Line** is available 3 hours per evening, seven evenings per week. This service offers peer to peer encouragement to people without a behavioral or medical crisis but who are in need of a supportive telephone conversation during evening, weekend, and holiday hours when traditional services are not available. Our volunteer Peer Listeners also are empowered by increasing their self-awareness, enhancing their vocational skills, and helping others.

Outcomes:

- 5 new volunteer Peer Listeners were trained.
- 74 callers were served across 10,482 calls.
- 2 Peer Listeners attended Mental Health Legislative Day in Albany.
- Surveys of all callers during one month (37 persons) found that 89% reported Warm Line decreased anxiety, 78% reported it reduced isolation, and 73% reported it helped them avoid Emergency visits.



Community Services & Open Support Groups

Adult Mental Health First Aid®:

Enables participants to offer initial help in a mental health crisis including to help connect people to appropriate professional, peer, and self-help care.

- **71 community members trained.**

Youth Mental Health First Aid®:

Focused on offering content participants can use to help adolescents and youth (ages 12-18) who may experience a mental health crisis.

- **13 community members trained.**



Mental Health First Aid® Teaches Participants To:

- **Assess for risk of suicide or harm**
- **Listen nonjudgmentally**
- **Give reassurance & information**
- **Encourage appropriate professional help**
- **Encourage self-help & other support strategies**



safeTALK®:

Most people thinking of suicide invite help to stay alive. safeTALK® trained helpers can recognize these invitations and take action to help.

- **18 community members trained.**

School Collaborations:

Mental Health & Suicide presentations to High School Health Classes.

- **72 Students attended.**

Legislative Breakfast:

Held May 14th was opportunity to meet with Legislators and key stakeholders.

- **5 persons attended.**

Depression/Bipolar Support Group:

Monthly group connecting with others sharing similar feelings.

- **16 persons served.**

Life Bridges Support Group:

Monthly group for persons who have experienced trauma.

- **106 persons served.**

Survivors of Suicide:

Monthly group for individuals who lost someone to suicide.

- **14 persons served.**

How MHAGO Improves Member Wellness

Contributing Factor 1: The sense of disempowerment & loss of control.

How MHAGO helps: Peer Specialist services provide the mentorship of trained peers. Members create their own *Focus* and *WRAP* plans to assure maximum self-motivation and self-direction across their chosen supports.

Contributing Factor 3: Lack of preparation in living skills needed for full community integration.

How MHAGO helps: Recovery Guides, Certified Peer Specialists, trained Volunteers, and other staff will teach valuable self-help, self-sufficiency, & pre-vocational skills.

Contributing Factor 5: Social isolation and lack of community integration decrease wellness.

How MHAGO helps: Mutual self help occurs through members' contacts with each other, Recovery Guides, Certified Peer Specialists, trained Volunteers, and other staff.

Target Problem

Reducing the unnecessary use of emergency room visits, hospitalizations, and institutional care episodes.

Contributing Factor 2: Lack of transportation to desired supports is common in rural communities.

How MHAGO helps: We offer transportation so our members fully utilize their chosen supports (as they indicated on their Focus Plans) when and how they wish to receive them.

Contributing Factor 4: Lack of timely, flexible, access to supports and services when they are desired.

How MHAGO helps: Warm Line is offered daily, Drop-In Center (Albion) and Social Club (Batavia) hours are offered 4 days weekly without needing an appointment.

Contributing Factor 6: Lack of communication across providers may decrease care effectiveness.

How MHAGO helps: We assure that all services are communicated to members' Care Coordinators. and participate in collaborative system improvement efforts.

Outcome

Members will achieve greater wellness, self-direction, and full community integration.

2016 Members & Contributors

Major Gifts

Douglas & Robin Miller
*Given for the Constance
 E. Miller Scholarship*
 Melvin & Dorothy Wentland

Leaders

Jerry & Carmela Reinhart

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*Given in memory of
 Cheryl L. Gates*
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In-Kind Contributions

For mini-golf gift baskets,
 software & programs

Adventure Calls Outfitters
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 Albion/Batavia
 Pauli Miano
 Microsoft/Techsoup

Financial Performance

In-Kind Contributions (cont.)

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Science Center
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Linda Tucker
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Yancey's Fancy

Program Grants

Community Mental Health
Project
GoArt!
MHANYS/Local Business
Advisory Council
NYS Office of Mental Health
Suicide Prevention Coalition

*We apologize for any errors or
omissions made.*

A copy of our 2016 audit and
our Form 990 may be obtained
by writing the Mental Health
Association of Genesee and
Orleans Counties at 25 Liberty
Street, Batavia, NY 14020.



Financial Statement

Revenue

New York State Office of Mental Health	\$ 516,934
Community Mental Health Project	\$ 1,500
Advocacy and Empowerment	\$ 2,000
Mental Health First Aide Education	\$ 3,000
NYS Home and Community Based Services Start Up Grant	\$ 27,332
Contributions	\$ 8,977
Fundraising (Net)	\$ 7,930
Miscellaneous	\$ 5,242

Total Revenue

\$ 572,915

Expenses (By Program)

Social Club	\$ 151,715
Advocacy	\$ 6,631
Warm Line	\$ 57,288
Genesee Transportation	\$ 55,443
Recovery Center	\$ 160,804
Drop In Center	\$ 45,837
Orleans Advocacy	\$ 18,138
Orleans Transportation	\$ 21,883
Other	\$ 47,243

Total Expenses

\$ 564,982

Increase in Net Assets

\$ 7,933

Total Unrestricted Cash Balances For Year Ending 12/31/2016

\$ 131,792

We sincerely appreciate the support of all who gave in 2016. Because of your generosity, including grant & foundation funding, we were able to raise \$74,846. for services. Thank you.



MHA
Mental Health Association
of Genesee & Orleans Counties

Genesee County:
25 Liberty Street—Suite 1
Batavia, NY 14020
585-344-2611

Orleans County (Drop-In Center):
243 South Main Street—Suite 101
Albion, NY 1411
585-589-1158

www.mhago.org
admin@mhago.org
FAX: 585-345-1418

Connect With Us



*Meeting the needs of the community by promoting
mental wellness through education, advocacy, and
support, thereby improving the quality of life and
instilling hope.*