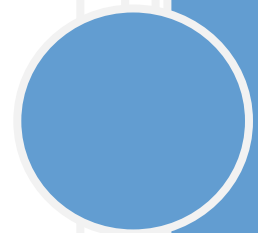




# OPENING DOORS, INSPIRING HOPE

Mental Health Association of Nassau County, Inc.  
Annual Report 2015



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## Message from the Executive Director

The Mental Health Association of Nassau County is a not-for-profit membership organization dedicated to improving mental health in our community through advocacy, education, program development and the delivery of direct services. MHA has a proud and distinguished history of service for residents of Nassau County and is considered a leader in the field of Mental Health. It has been an honor and a privilege for me to have served as the Interim Executive Director for this wonderful organization.

This report highlights some of the many accomplishments MHA is proud to share with its membership. In these tumultuous uncertain times, MHA remains a stable pillar of the community, offering care and support for individuals in need and helping to educate and inform residents of Nassau County on a myriad of issues related to mental health and wellness.

We hope you enjoy reading our annual report. Please feel free to contact us with any questions or comments at 516-489-2322.

Marcia Spector

Interim Executive Director

# MHANC 2015-16 Board of Directors

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*Treasurer*

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# Opening Doors Through Services

## Adult Residential Services

**Community Residences (Supervised):** This Medicaid licensed program consists of three single family homes in which residents are supervised 24 hours per day/7 days per week. Rehabilitation Services are focused on assisting residents with their recovery so they are able to move into more independent housing. Medication is supervised as needed.

**Apartment Treatment Program (Supportive):** This Medicaid licensed program consists of five small homes in the community. Individuals receive staff visits several times each week focused on preparing residents to move on to Supported Housing or another form of Independent Housing. Medication is monitored as needed.

**Supported Housing:** Individuals in Supported Housing live independently and receive staff visits an average of 2-3 times a month. Staff assist residents with linkages to medical, behavioral, vocational and educational services. MHA operates three different types:

**Hofstein House:** a 24 unit apartment building.

**Independent Apartment Program:** 43 individuals living in scattered apartments across Nassau County.

**A Home At Last and A Home At Last 2:** Single site homes or apartments for individuals and families with a history of mental illness and homelessness.

## Children's Programs

**Crisis Respite for Families:** Provides an out of home residential stay for children with a mental health diagnosis in need of some time apart from their family. This provides time to facilitate services needed upon discharge.

**Hospital Discharge Coordination:** Coordinates all children's psychiatric discharges from Nassau County Hospitals to ensure comprehensive community linkages and supports.

**The Terrace:** A housing program for children who have autism to live in a family-like setting with behavioral interventions and staff support.

**Titus:** A housing program that teaches life skills to young adults with autism.

**Medicaid Service Coordination:** Assists adults with developmental disabilities to develop life goals, make informed choices and achieve self-reliance and community inclusion.

**In-Home Respite:** Provides a trained respite worker to go into a family's home to providing the primary caregiver an opportunity for a break in caregiving.

**Day Hab Without Walls:** A half day program for adults with autism that allows provides social and vocational opportunities.

## **Advocacy**

**Public Policy:** MHANC advocates for people living with behavioral health challenges to improve service delivery, modify laws and assist people in their recovery.

**Veterans Health Alliance:** The Veterans Health Alliance of Long Island is comprised of representatives from state and county government, the VA medical center, veterans' organizations, mental health and substance abuse providers, universities, and individual veterans, who all have a personal interest in supporting Long Island veterans. The mission of the Veterans Health Alliance of Long Island is to build a friendly veteran community by promoting the health and well-being of Long Island veterans and their families through advocacy and a broad array of services.

**Children's Advocacy Committee:** A grassroots group comprising parents and professionals who are dedicated to the recognition of children's mental health; timely access to comprehensive, quality services and equity in treatment.

## **Education and Training, Community Outreach and Volunteer Services**

**Education and Training:** Community based psychoeducational training and training for mental health professionals and substance abuse workers. Approved provider of continuing education for the New York State Office of Alcoholism and Substance Abuse (OASAS) Education (provider # 0117), and an approved provider of continuing education for licensed social workers #0083).

**516.504.HELP:** Telephone support 9am to 5pm Monday through Friday. Master's level professionals assist people in locating services while providing supportive counseling.

**Compeer:** Guided by the premise that the support of friends is healing; screened, trained and caring volunteers are matched in one-to-one supportive relationships with youth and adults referred by mental health professionals.

**Adult Family Support:** Weekly support groups for adult family members and friends of individuals living with mental health challenges and developmental disabilities. Private consultations are available upon request.

**The Players:** Volunteer theatre troupe that uses vignettes and performances to help eliminate the stigma of Mental Illness.

**College/Higher Education Intern Program and Volunteer Placements:** Provide interns and volunteers with opportunities to gain in-service knowledge and experience in the behavioral health services domain.

## **Rehabilitation Services**

**PROS:** Day program focusing on Personalized Recovery Oriented Services, where adults with mental illnesses actively participate in the skill development needed for employment, education, wellness self-management and improving their health while working toward community integration.

**SOAR:** The Specialized Opportunities Achieving Recovery program aims to increase engagement of participants who are not currently participating in a PROS program, but would benefit from activities building towards rehabilitation and recovery. The goal of this initiative is reduced hospitalizations and emergency room visits. Staff design individualized activities based on the interests and needs of the participants and coordination of additional supports and services are introduced on a case by case basis to ensure needs are met in a comprehensive manner.

**Financial Management:** Assists people living with mental illness in managing their finances and regaining their financial independence.

**Care Coordination:** Provides assistance to individuals navigating the mental health system by linking at-risk adults to needed services and supports in the areas of health, financial entitlements, housing, educational and vocational needs. A comprehensive assessment is utilized to assist the individual in identifying areas of need and personal goals. Staff works with the individual in developing a plan of care to assist in achieving these goals. The services encompass a wide range of supports and interventions needed to assist individuals in maintaining and improving their overall well-being.

**Consumer Link:** A peer support, advocacy and outreach program that is fully staffed by current and former recipients of mental health services. Our mission is to advocate, empower, educate and provide services to support the rights and recovery of people impacted by psychiatric diagnoses.

**Turquoise House:** Peer respite wellness center that allows guests to use crisis as an opportunity, providing connection, hope, and a successful alternative to hospitalization. Guests stay in a comfortable, home-like environment up to 7 days for intensive, transformative support, served by a team of trained Peer Specialists who support, accept, and listen. Opened in 2016

**Vet2Vet:** Support and networking group that meets weekly for Nassau County Veterans.

## 2015 Program Highlights

**OMH Housing:** MHANC was awarded almost \$900,000.00 to complete renovations of the Walden Community Residence. Resident occupancy for all residential programs exceeded 90% which was ahead of budget.

**Children's Services:** MHANC is proud to share that one of our own residents participated in a Grand Rounds symposium at LIJ/Zucker Hillside hospital and gave an overview of his struggles and management of his autism from diagnosis to age 19.

**Human Resources:** Continues to improve agency performance and integrate talent management in order to achieve optimal business performance and direct alignment with MHANC's mission.

**Quality Improvement:** The department continues to conduct quality improvement reviews and supports programs to create plans of action to ensure standards are being maintained. Programs and Departments started tracking new metrics in June 2015 and a report of progress was submitted to the Executive Director. This year's satisfaction survey found 91% of respondents reporting the MHA had a positive impact on the quality of their lives and 93% believe that the programs helped them in their recovery.

**Facilities:** Upgrades included the services and enterprise network throughout the whole agency; copiers/printers, the Proximity Access Card System with a new computer powered one, PROS Student Computer Lab and reconfiguration of the 2nd and 3rd floor to accommodate expansion of programs and new purchases.

**Adult Family Support Group:** MHANC served 96 individuals this past year, while also consulting with 38 families. Average daily attendance at the weekly group was 6 people. Free consultations and linkages to resources are also available to the community.

**Care Coordination:** MHANC welcomed 207 new clients in the health home care coordination program under Hudson River Health Care. The department was also pleased to hire five new Care Coordinators, growing the experienced team from 12 to 17 staff members.

**Compeer:** The number of volunteers have doubled from 2014 to 2015 and a Compeer Youth program was initiated.



**Consumer Link:** Link's Warmline has been receiving over 600 calls per month this past year. They have conducted over 1000 peer support meetings and 35 presentations in the community. They were a driving force behind the Bi-County Consumer Conference and the NYAPRS Psychiatric Emergency Care Community Forum. They continue to hold annual turkey and toy drives and publish a Quarterly newsletter focused on the empowerment of recovery.

**Education and Training:** The department is very proud to offer a wide variety of topics as part of our MHA continuing education program. In 2015 MHANC offered 65 events and reached over 1400 behavioral health professionals in Nassau County. Education and Training also opened their digital doors in 2015 by adding online training opportunities to their program. Hundreds of fully accredited self-study workshops for social workers, counselors, nurses, psychologists and more are available 24/7 on the new eLearning platform <https://mhanc.academy.reliaslearning.com/>.

**Financial Management:** 755 individuals were served this past year, with 26 individuals becoming their own payees. The Financial Management program continues to operate as a fee-for-service program to serve individuals who are not enrolled with county funded Care Coordination programs.

**PROS:** In November 2015, the PROS Store opened. The PROS store is an opportunity for members to experience the working environment by volunteering in a functioning store that sells coffee and other snacks to other PROS members. Members have the opportunity to gain transferable skills such as customer service, money management, punctuality and maintaining a clean work environment. This also assists members in their mental health recovery as it provides structure and a sense of purpose.

**VET2VET:** An informational brochure regarding PTSD and available resources was mailed out to over 4500 Nassau County veterans. An additional 580 stakeholders received training regarding combat-related trauma and recovery techniques.

**The Players:** Conducted 13 performances in 2015 and created a program where university students developed cotemporary and new vignettes.

# A Timeline of 2015

In addition to being an approved provider of continuing education for the New York State Office of Alcoholism and Substance Abuse Services (OASAS) Education (provider # 0117), as of March 2015 we are also a provider for New York State Education Department's State Board for Social Work (Nassau County OMHCDDDS and MHA of Nassau County SW CPE is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0083).



Veteran's BBQ June 27th



Dignity Day August 24th

With our goal in mind to promote cultural and linguistic competency, MHANC chairs the Regional Multi-Cultural Advisory Committee overseen byf OMH; further supporting our efforts around community action and creating systemic change for diverse cultural groups within the behavioral health



## 3rd Annual New Year's Party



Event Co-Chairs  
Russell G. Matthews and Robert F. Larocca



NAMI Walk May 2nd



Aug.



Bi-County Empowerment  
Conference August 21st

Held the 6th Annual Conference on Co-Occurring Disorders at Hofstra University: Forensic Mental Health and Chemical Dependency Services for Criminal and Juvenile Justice for 260 attendees.

# A Special Tribute to Sadie Hofstein



A presentation of programs during Sadie's term



Sadie Hofstein's Retirement Party



A presentation of programs during Sadie's term

*“Working with the orphans of the Bergen-Belsen Concentration Camp on behalf of the Jewish Relief Unit, former Executive Director of the Mental Health Association of Nassau County, NY, and, most recently, nine year President of the Residents Association of Wesley Enhanced Living-Main Line (formerly Martins Run), she dedicated her life to helping others. Beloved wife of the late Lawrence Hofstein. Devoted mother of David Hofstein (Gail) and the late Mitchell Hofstein. Loving grandmother of Diana Beyer (Jon) and Emily Hofstein.”*



Sadie's Office "Tea Party" Retirement Party



Hofstein House Opening 1998

# Financial Data for 2014 and 2015

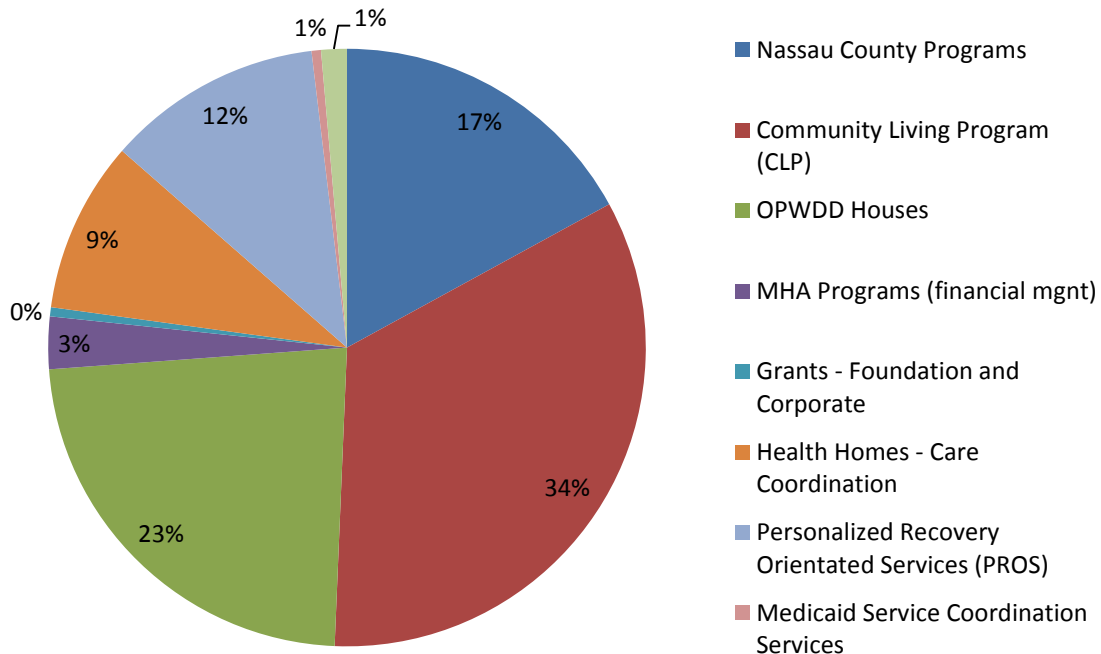
## Statement of Activities

Year Ended December 31, 2015

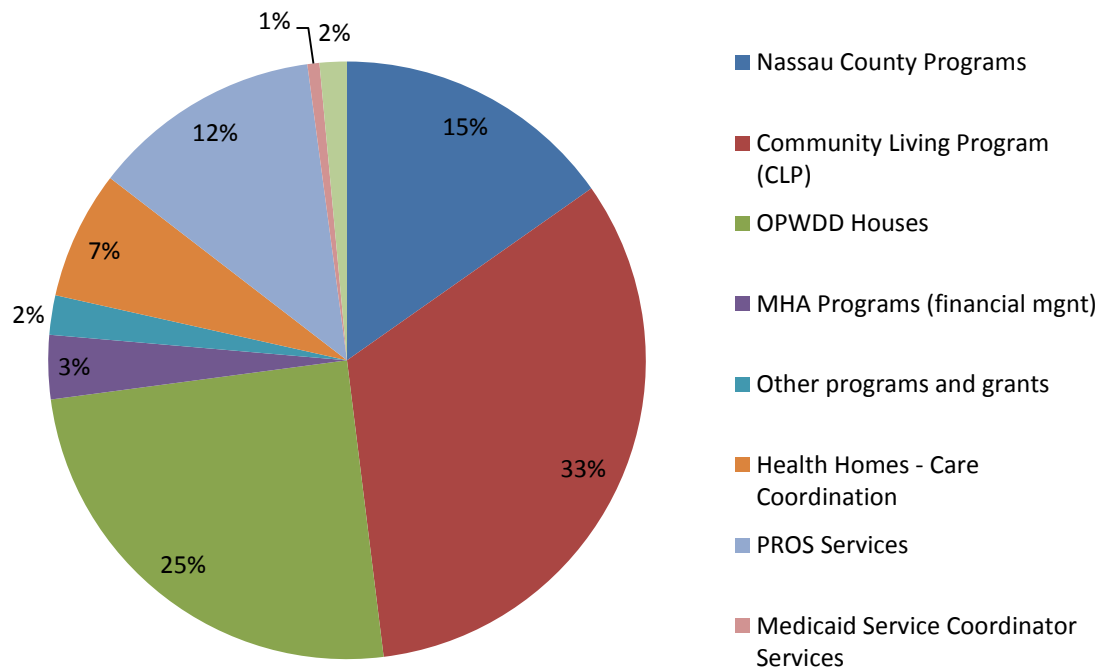
(With Summarized Financial Information from the Year Ended December 31, 2014)

	2015	2014
Operating Revenues		
Nassau County Programs	1,835,951	1,748,138
Community Living Program (CLP)	3,622,352	3,469,028
OPWDD Houses	2,497,558	2,245,851
MHA Programs (financial mgnt)	304,886	271,001
Grants - Foundation and Corporate	52,858	90,750
Health Homes - Care Coordination	999,981	754,820
Personalized Recovery Orientated Services (PROS)	1,256,604	1,395,963
Medicaid Service Coordination Services	54,718	54,681
In-Home Respite Services	149,827	96,682
Project Hope	-	185,513
Other		96,076
Total Operating Revenues	10,774,735	10,408,503
Expenses		
Program Services		
Nassau County Programs	1,296,541	1,493,054
Community Living Program (CLP)	2,789,772	2,928,458
OPWDD Houses	2,115,106	2,258,138
MHA Programs (financial mgnt)	294,366	204,552
Other programs and grants	181,379	96,460
Health Homes - Care Coordination	590,662	543,984
PROS Services	1,057,886	1,120,248
Medicaid Service Coordinator Services	55,348	59,938
In-Home Respite Services	125,138	104,080
Project Hope		196,515
Total Program Services	8,506,198	9,005,427
Supporting Services		
Management and General	1,318,090	1,261,948
Total Operating Expense	9,824,288	10,267,375
Nonoperating Revenues, Expense, Gains, and Losses		
Fundraising and Contribution (net)	166,021	140,518
Investment Return (net)	(5,387)	84,096
Total Nonoperating Revenues, Expenses, Gains, and Losses	160,634	224,614
Change in Net Assets	1,111,081	365,742
Net assets - beginning of year	6,603,709	6,237,967
<b>Net Assets - End of Year</b>	<b>7,714,790</b>	<b>6,603,709</b>

## 2015 Program Revenue



## 2015 Program Expenses





# Inspiring Hope Through Your Support

## Major Benefactors \$5,000+

Albanese Organization  
Castagna Realty Co., Inc.  
Claire Friedlander Family Foundation  
Flushing Bank  
SterlingRisk, Inc.

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Evero

*Thank you for your ongoing support.*

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**9 AM – 5 PM WEEKDAYS**

**ALL CALLS ARE FREE AND CONFIDENTIAL**

**FOR PEER SUPPORT**

**CALL PHONE LINK**

**516.489.0100 EXT. 1**

**9 AM – 9 PM WEEKDAYS**



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