

# MHA The Mental Health Association of Westchester

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## Board of Directors

## Innovation Happens Here

### A message from the CEO and the Board President



**Charlette Östman,**  
CEO

In many ways, 2016 has been a year of evaluation and innovation as The Mental Health Association of Westchester made groundbreaking progress integrating technology into every aspect of our work.

Across New York State, the future of reimbursement for behavioral health care is moving quickly to Value Based Payment—a shift from measuring volume to measuring value. This transformation requires building a system of data collection and analysis to demonstrate that people are experiencing positive outcomes from the services MHA provides. It also demands making the most efficient and effective use of our resources.

This time of change presents opportunities to drive invention and advancement of new models of care. In addition to creating strategic solutions for Value Based Payments, MHA is in the midst of transitioning to a new Electronic Health Record, which will use updated technology to streamline data collection and reporting.



**Michael Lombardi,**  
Board President

In the fall of 2016, we began to develop an exciting addition to our clinical support: telemedicine. We are proud to be one of the first Office of Mental Health-licensed clinics in New York State to launch this type of service, which features HIPAA-compliant equipment that allows our clients to receive help from our psychiatrists via computer and web cam. Located in our White Plains, Yonkers and Mount Kisco clinics, the telemedicine stations will improve access for clients who are in crisis situations and those who engage in our walk-in services. This new service will also limit travel time for our doctors, increasing the number of people they are able to meet with and support. We foresee telemedicine to not only be beneficial for our clients and staff, but to our community partners who may call on us for a consult and, eventually, to those who live in rural areas and do not have access to a psychiatrist.

This focus on technology has not changed MHA's commitment to quality or our values around service delivery. In fact, it helps to inform our practices as we continue to challenge ourselves to improve our work through robust training as well as feedback from our staff, those we serve and our community.

We remain dedicated to recovery for all through our core services including safe housing, meaningful work, care management, supportive relationships and a holistic approach to mental health. We are aggressively growing our peer services division, as well as our efforts to provide more help in people's homes, schools and other natural milieus. Recognizing the tragic effects the epidemic of opioid addiction and the strong interdependence between mental and physical health, we are building improved capacity to serve people affected by substance use disorders and better integrated care.

As we adapt and grow to meet the ever-changing needs of both our community and the landscape of behavioral health, we are more grateful than ever for your continuing support. Thank you for your belief in our work, your belief in recovery and your belief in the inherent strength of all those we serve.

Charlette Östman, LCSW-R  
CEO

Michael Lombardi,  
Board President

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## Mission Statement

*The Mental Health Association of Westchester County, Inc.'s mission is to promote mental health in Westchester County, New York, through advocacy, community education and direct services.*

# annualreport 2016

# 2016 Selected Achievements: Innovation Happens Here

## + In the Community

- In addition to providing direct services that help more than 12,000 individuals each year, part of MHA's mission is to promote mental health through community education. Each year, we host a variety of special events in order to raise awareness for mental health issues—as well as awareness for the vital services we provide. We are grateful for the support of the generous individuals, foundations and businesses who make up our caring and committed community.

### Highlights from 2016 include:

- Racing through the rain at **MHA on the Move 5K Run/Walk**. Held in recognition of Mental Health Awareness Month in May, MHA on the Move brought together runners and walkers of all ages to raise both awareness for mental health issues and funding to support our services.
- Joining forces with area agencies whose missions align with ours for our **first-ever community collaboration film screening** in May. Held at the Alamo Drafthouse, we screened the powerful film, *No Letting Go*. Written and produced by local Westchester resident and mental health advocate Randi Silverman, the film tells the true story of the emergence of her son's mental health issues and the impact on the entire family. The screening also included a special Q&A with the real family behind the film, as well as Michael Orth, Acting



*Sean Mayer, a member of MHA's Board of Directors, moderated a panel of professionals and parents, including MHA's Vice-President of Rehabilitation Services Ruthanne Becker; advocate and filmmaker Randi Silverman; Vice-President for Peer and Recovery Services Cindy Peterson-Dana; and advocate and author Phyllis Vine.*

Commissioner of the Westchester County Department of Community Mental Health, and Dr. Nancy Austin, a psychologist who is portrayed in the film. We were honored to welcome Linda Rosenberg, President and CEO of The National Council for Behavioral Health, as the discussion's moderator.

- Welcoming singer-songwriter **Judy Collins** to the stage of the Emelin Theatre for an evening of conversation and song in October. Collins shared her deeply personal story of depression, her son's suicide and her own recovery from a suicide attempt. In an intimate performance, Judy treated audiences to a few notes from her biggest hits.
- Hosting "Is the Help Helping?," a **Community Conversation** that featured a panel of parents, advocates and mental health professionals who discussed parenting youth through mental health challenges and their shared experiences trusting one's gut and creating one's own path to services and supports.

- As part of our ongoing advocacy efforts, we banded together with behavioral health agencies across the country to take on Halloween attractions at amusement parks that were dehumanizing—and monetizing—mental health issues. Our collective anti-stigma efforts paid off: Cedar Fair removed a virtual reality experience depicting a psychiatric hospital from three of its amusement parks and Six Flags removed portrayals of mental health patients from haunted houses.

## + New Initiatives

- We proudly launched our new **Home and Community-Based Services (HCBS)** at the end of the year. A new initiative in New York State, HCBS supports recovery by improving a person's quality of life through empowerment and work on personal goals. Designed to help individuals who may not have been a good fit for traditional services in the past, HCBS provides support in a variety of arenas, including employment, education, family

*MHA Chief Operating Officer Doris Schwartz, Leah Harris of NASMHPD, MHA's Dr. Barbara Bernstein and Joan Gillece of NASMHPD joined forces at our Trauma-Informed Care kickoff meeting.*

*Judy Collins took the stage at the Emelin Theatre for an intimate evening of conversation and song.*





and peer support. We are proud to report that MHA has received the most referrals of any program across New York State!

- In the spring, MHA kicked off a **Trauma-Informed Care transformation**, an agency-wide initiative that aims to help every single person in the MHA family—from staff and board to clients and business partners—understand the impact of trauma and how it affects whole health. Individuals who have experienced trauma are much more likely to experience cancer, heart disease, mental health issues, substance use issues, psychosis and suicide—up to 12 times that of a person who has not been affected by trauma. More than just a matter of training staff to provide trauma-informed care, this transformation will examine systems throughout the agency. Stay tuned for more details!
- We welcomed a Registered Nurse to the staff of the **White Plains Clinic**, enhancing our ability to provide integrated care to all clients. The clinic also experienced a significant increase in **walk-in services**, with 467 individuals seen for these no-appointment-necessary services. In additional White Plains Clinic news, a clinician was trained and began utilizing **Cognitive Therapy for Suicide Prevention**.
- This year marked several expansions and new initiatives for the **Westchester Recovery Network (WRN)**, a mobile support service staffed by trained peer professionals. As an affiliate founding member of the Hearing Voices Network of Lower Hudson Valley, WRN formed two **Hearing Voices Network** groups in 2016. Open to the public and held every week, these support groups are a valuable resource to our community. WRN also increased service hours for weekly peer support services provided in the **Westchester County Jail** and expanded services to the newly opened women's unit. In 2016, WRN facilitated 80 peer-support groups in the jail, serving 139 individuals.
- We proudly laid the groundwork to launch **Professional Learning @ MHA**, a formal education and training series that will be developed and expanded to meet the needs of our community. More than 2,000 people attended our professional education events and presentations in 2016, including our **safeTALK** and **ASIST** suicide prevention trainings.



*Advocates and guests gather at the screening of No Letting Go. Left to right: Eli Silverman; Barbara Bernstein of MHA; Kathy Pandekakes of Human Development Services of Westchester; Sharon McCarthy of NAMI Westchester; filmmaker Randi Silverman; Doris Schwartz of MHA; Kelly Darrow of HDSW; Jan Fisher of Westchester Jewish Community Services; Michael Orth of the Westchester County Department of Community Mental Health; and Stephanie Marquesano of the Harris Project.*

## + Expanded Services

- Our **Care Management** services continued to grow this year. Uniquely tailored to meet the needs of each client, Care Management services help people become—and remain—healthy while avoiding hospitalization. With a focus on whole health, Care Managers help individuals obtain the services they need, which may include visits with a medical specialist or housing. Through outreach and enrollment, MHA served 1,841 men and women, and enrolled 239 new members. With this growth, we welcomed four new full-time Care Managers as well as a full-time supervisor. Care Management also received MHA's first value-based payment contract.
- The number of people we are able to serve through our **Supported Housing** program increased to 187! We were awarded 10 new opportunities from the Westchester County Department of Community Mental Health to serve individuals leaving the state hospital and transitioning to housing in the community, as well as four to serve people who have been incarcerated and spent time in the state hospital. The Supported Housing program was also named the recipient of a new contact

that will allow us to serve an additional 22 individuals.

- In 2016, we served 49 individuals through our **OnTrackNY @ MHA** program, which provides groundbreaking services for young adults experiencing their first episode of psychosis. This innovative early intervention service helps people ages 16 to 30 years old get back “on track” with their lives and offers clinical and support services, substance use treatment, social skills training, family support and more. Our staff also work closely with participants to achieve their education and employment goals, helping them remain connected to their communities. OnTrackNY @ MHA also added a **Certified Peer Specialist** to the team.
- Our peer-professionally run hub of activities, courses and workshops—the **Sterling Community Center**—was booming with nearly 9,500 visits in 2016! New groups and classes offered this year included **Cooking with Alice**, **Eight Dimensions of Wellness**, **Befriending Yourself Through Yoga** and **Relationship Toolbox**.

*Cindy Peterson-Dana accepted the NYAPRS Presidents' Award from Alison Carroll, outgoing co-president of the board of NYAPRS and Vice-President of Strategic Initiatives of Putnam Family and Community Services, as well as Harvey Rosenthal, NYAPRS Executive Director.*

## + Recognition

- **Nuestro Futuro**, our award-winning program providing services to Spanish-speaking community members, received a \$20,000 grant from the Westchester Community Foundation to provide mental health services to immigrants affected by trauma. More crucial than ever, **Nuestro Futuro** served 222 individuals at our White Plains Clinic and 86 individuals at our Mount Kisco Clinic.
- MHA staff continued to be recognized for their outstanding work in the field of mental health. Vice-President of Peer and Recovery Services **Cindy Peterson-Dana** received the Presidents' Award at the New York Association of Psychiatric Rehabilitation Services conference. **Allyson Good**, an Individualized Care Coordinator on our children's services team, was named Employee of the Year at the New York State Coalition for Children's Mental Health Annual Training Conference.



***James McGuirk, President of the New York State Coalition for Children's Behavioral Health, presented MHA's Allyson Good with the Employee of the Year Award.***



## 2016 At a Glance

### Number of Individuals Served Through:

Advocacy, Prevention and Education..... 4,603

*Court Appointed Special Advocates (CASA), Third-Party Review, Host Visitation, Community Education, Peer Training, Information & Referral, Benefits Advocacy*

Clinical Services..... 3,559

*Clinics, Assertive Community Treatment (ACT), OnTrackNY, Children's Mobile Mental Health, Partners In Parenting, Single Homeless Assessment Center (SHAC), Walk-In Services and Support*

Housing.....194

*Supported Housing, Apartment Treatment, Rental Assistance Program*

Adult Rehabilitative Services and

Care Management.....2,769

*Care Management (Health Homes), Sterling Community Center, Employment Services, Northern Westchester Recovery Network, Westchester Recovery Network, Planned Respite, Representative Payee*

Youth Services.....587

*Children's Case Management, Family Support, Cross Systems Unit, Crisis Stabilization Services*

## Annual Financial Report

### Expenditures

Advocacy, Prevention and Education..... \$799,452

Clinical Services..... \$5,885,211

Housing.....\$3,814,367

Adult Rehabilitative Services.....\$3,923,146

Children's Case Management..... \$1,726,463

Fundraising.....\$255,766

All Others..... \$180,482

**Total** **\$16,584,887**

### Revenues

Medicaid..... \$6,894,471

Contributions and Grants..... \$145,901

Government grants.....\$7,708,646

Fees for services and rental..... \$1,290,975

Special Events..... \$151,500

Investment and Other Income..... \$713,997

**Total** **\$16,905,490**

*Management and general costs are approximately 10.5% of agency expenses and allocated to each program. Figures are based on the audited financial report prepared by PKF O'Connor Davies, LLP.*

# With Gratitude

Our warmest thanks to the many individuals, families, foundations and corporations that support our work.

## **\$20,000 and over**

Westchester Community Foundation

## **\$10,000 and over**

Nita Glickberg  
*—in honor of Benita Marks*  
Madeleine R. Johnson  
Lynton Foundation  
Jane Orans  
The Paul E. Singer Foundation

## **\$5,000 and over**

Joseph & Sophia Abeles  
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Rita A. Aranow Family Fund  
The Toby and Nataly Ritter  
Family Foundation  
RXR Realty  
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Center for Regional  
Healthcare Innovation

## **\$2,500 and over**

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The Hope for Youth Foundation Inc.  
Michael and Kate Lombardi  
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The Sloman Foundation  
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Team Daniel Running for Recovery  
Yvonne D. Tropp

## **\$1,000 and over**

Meryl A. Allison and  
Elisa E. Burns, MD  
The Allstate Foundation  
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*—in memory of Ali Fairhurst*  
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Dr. David D. Wall  
Lucille Werlinich

## **\$500 and over**

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## **\$250 and over**

All Time Detection Inc.  
Shari and Edward Applebaum  
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Jeanne Griffin and Ted Francavilla

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Myrna Tortorello  
Guss Venditto  
Barbara and Steve Vermut  
Visiting Nurse Service, Inc.

## **Major Gifts in Kind**

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New Balance Westchester  
Wee Westchester  
Westchester Magazine  
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*Thank you.*