



# 2017

Annual Report

Mental Health Association  
of Nassau County, Inc.



Our Help Knows No Season

Advocate | Educate | Serve

*We are committed to helping individuals with mental health challenges live productive and meaningful lives.*

# A MESSAGE FROM OUR EXECUTIVE DIRECTOR



**E. Eda Franco**  
LMSW, MBA

**"Looking forward, we plan to increase the importance of mental health by integrating whole person wellness."**

**A**s the Executive Director of the Mental Health Association of Nassau County, Inc. for two years, I look forward to strengthening our team that works tirelessly to squash the stigma around mental health. This role is my dream job and it has been my career goal for a long time. I've been privileged to find an organization rich in history and commitment to Nassau County, particularly around mental health awareness and am excited to be part of celebrating our 65 year anniversary! Looking forward, we plan to increase the importance of mental health by integrating whole person wellness—through partnerships with the community, and support through education and programs to help individuals, families and children with psychiatric and emotional difficulties. It is our goal to break down the stigma surrounding mental health so people can gain a better understanding and be responsive to it.

I have the opportunity to influence how people view mental health. We have a wonderful support team, making sure we are connecting with our legislators, county and state officials to ensure that mental health stays at the forefront, helping to mold the conversations around mental wellness. I am committed to delivering the message that, "There is treatment, recovery and education available. There are things that can help people learn about an issue that is so much a part of our society. MHANC pursues this mission 24/7, 365 days a year through our 31 services and programs to benefit children, adults and families, as well as, the community at large. In celebration of our 65 years of service, we plan to go deeper, wider and higher to emphasize that there is support and that "Mental Health isn't going away." It is our goal to break down the stigma and pivot public opinion to view mental illness as mental wellness.

# BOARD OF DIRECTORS

## Officers

- E. Christopher Murray .....► Board President
- Russell G. Matthews .....► Vice President
- Jill K. Lemke .....► Treasurer
- Robert F. Larocca .....► Secretary

## Members

- Fred Brewington
- Dr. Jean Lau Chin
- Debbie-Ann Chang
- Dr. Jack Farrington
- John P. Gering
- Gregory Gina
- William B. Kuhl
- Patricia Mezeul
- Miriam R. Milgrom
- L. Susan Slavin
- Edward W. Stack
- Laura Swiggett

# MEET OUR TEAM

## Executive Director

E. Eda Franco, LMSW, MBA

## Senior Leadership Team



**Chief Program Officer**  
Jeffrey McQueen,  
MBA, LCDC



**Interim Chief Financial Officer**  
William Tountas, CPA



**Director of Business Development**  
Fern Schanback,  
LMHC, CASAC-T



**Director of Quality Assurance**  
Gregg Allelyne



**Director of Financial Management**  
Jennifer Baldwin



**Director of Care Coordination**  
Sheri-Ann Best, LCSW-R



**Director of Human Resources**  
Melissa Frisina,  
SHRM-CP, PHR



**Director of PROS/SOAR**  
Samantha Kleinman,  
LCSW-R



**Director of Education & Training**  
Yvonne Lyon



# MISSION STATEMENT

MHANC 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.



# OUR VISION: OPENING DOORS, INSPIRING HOPE.

The Mental Health Association of Nassau County, Inc. (MHANC) impacts thousands of lives as we celebrate 65 years of service in 2018. We have been helping Long Island families by advocating, educating and providing concrete services to the most vulnerable populations, by implementing systematic changes and utilizing grass roots efforts to promote our message of hope. Our vision is to provide assistance to individuals so that they are able to live a life recovered from the often debilitating and devastating impacts of their challenges and move on to live their most meaningful life.

## OUR HISTORY

1953



Founded in 1953, MHANC has advocated and developed concrete rehabilitation services to meet the needs of adults and children with psychiatric and emotional difficulties.



Our FIVE DECADES of achievements include: the first residence for children with autism and the first newly constructed permanent-home apartment complex for adults with psychiatric disabilities.



MHANC also created the first supported education program for college students.



As a leader in whole-person, behavioral health innovations for adults and children, these "firsts" represent a commitment to establishing standards of excellence in programs and services for those with mental and developmental disabilities. The vision of MHANC is for every individual to live a life recovered from the often debilitating and devastating impacts of their challenges and to move on to live their most meaningful life.

# Our Philosophy

Commitment to providing the concrete elements of life: safe & stable housing, employment, money management, care coordination, peer support, education and home-based community services (HCBS).

# Our Impact

MHANC offers 31 services and programs to support adults, children and the community-at-large. All totaled our statistics are impressive. The following are measured statistics from our current programs:

- \* Daily visits for the recovery programs—**2,495 days** of service
- \* Housing—**44,165 days** of housing with support services
- \* Education & Training providing workshops for more than **1,700 professionals** and community members
- \* Adults Receiving Financial Management—Supporting **over 650 individuals**
- \* Veterans Services—Reaching **over 4,500 veterans** on Long Island, home to the second largest population of veterans in the country

# Collaboration

## **Coordinated. Connected. Committed.**

MHANC collaborates with other providers to benefit the community, working with all of the clinics in Nassau County, consulting with many school districts, and coordinating advocacy initiatives on behalf of the mental health system.

MHANC is an organization built upon the need for a reduction in discrimination laws and stigmatizing media messages that limit the long-term contributions of those who are living with mental health challenges. At its core, MHANC is an advocate.

For more information, please call us at **516.489.2322** or message us.



# PROGRAMS AND SERVICES

The Mental Health Association of Nassau County is the region's largest provider of mental health care services. We are dedicated to serving individuals facing mental health challenges, including veterans, at-risk youth and families, and persons on the autism spectrum.

Our mission embodies evidence-based practices, education, and resources for the community in both, clinical and residential settings, while maintaining a standard of excellence that is recognized throughout Long Island.

We are committed to improving mental health and wellness in the community through the delivery of direct services, as well as through advocacy, education, and training of behavioral health care professionals. We strive to eliminate the stigma surrounding mental illness. We advocate for changes in services, policies, and procedures. We deliver services through an array of programming unmatched elsewhere in the community.

## Rehabilitation and Support Services

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

**SOAR**—Socialization and Recovery Program. SOAR is a "Clubhouse-like" program for recovery and social skills.

**Peer Services**—This division of the MHANC, staffed by trained peers in recovery with personal experience in the mental health system.

**Phone Link**—Peer-to-Peer warm line offers consumers a chance to talk to other consumers about recovery, relationships, work, school, problem solving, etc.

**Turquoise House**—A peer respite wellness center that allows guests to use crisis as an opportunity, providing connection, hope, and a successful alternative to hospitalization.

**Support Groups**—These are peer run self-help groups.

**Financial Management**—Helping those living with Mental Illness regain their financial independence.

**Health Home Care Coordination**—For at-risk adults: Provides someone to help navigate the mental health system and link them to needed services and supports

in the areas of health, financial entitlements, housing, educational and vocational needs.

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

**Crisis Respite for Families**—We provide an out of home residential stay for children in need of some time apart from their family. Families benefit from a short respite.

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

**Compeer Program**—Matches consumers with volunteer mentors to work towards recovery.

**Adult Family Support**—Weekly support groups for adult family members and friends of consumers living with mental illnesses.

**Home and Community Based Services (HCBS)**—Providing a wide variety of supports and services in non-institutional settings that enable adults and children with mental health challenges to remain at home and in the community. HCBS provides person-centered care which accounts for the strengths, preferences and needs, as well as, the desired outcome of the individual.

## Housing Services

**The Terrace**—A housing program for autistic children to live in a family-like setting with consistent behavioral interventions and staff support.

**Titus**—An adult housing program that teaches life skills to young adults with autism.

**Cushman House, Garvey House, Walden House**—Homes for adults with mental illnesses, providing needed around-the-clock supports to focus on recovery.

**The Dales**—Apartment programs that provide the next step in mental health residential housing.

**Supported Housing**—Provides a number of housing opportunities for people living with mental illness to live on their own.

## Education & Training Services

**Continuing Education for behavioral health professionals**—Community based psycho-educational training for behavioral health professionals and the community at large.

**Community Outreach and Education**—Provide information and educational materials to increase the public awareness about mental health issues and community-based resources.

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

## Advocacy & Community Relations

**Public Policy**—We advocate for individuals living with mental illness, in an attempt to improve service delivery, modify laws and support people in their recovery.

**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.

## Veteran's Services

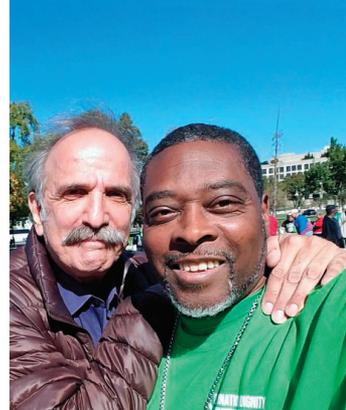
**Vet2Vet**—Veterans Peer Support and networking groups for Nassau County Veterans

**Veterans Health Alliance of Long Island**—building a friendly veteran community by promoting the health and well-being of Long Island veterans and their families through advocacy, outreach, training, peer support and awareness.



## ANNUAL IMPACT

Daily visits for the recovery programs	➤	12,495 days of service
Housing	➤	44,165 days of housing with support services
Education & Training	➤	Providing workshops for more than 1,700 professionals and community members
Adults Receiving Financial Management Services	➤	Supporting over 650 individuals
Veterans Services	➤	Reaching over 4,500 veterans on Long Island, home to the second largest population of veterans in the entire country



# Join MHANC in celebration of 65 years of service!

We invite you to visit our newly designed website: [www.mhanc.org](http://www.mhanc.org) to learn more about our programs, services, events and educational trainings.

---

Founded in 1953, MHANC has advocated for mental health in our communities across Long Island and developed concrete rehabilitation services that meet the needs of adults and children with psychiatric and emotional difficulties. MHANC's six decades of achievements include the first group home in Nassau County; the first children's residence for autistic children; the first supported education program for college students; and the first newly constructed permanent-home apartment complex for adults with psychiatric disabilities. As a leader in whole-person, behavioral health innovations for adults and children, these "firsts" represent a commitment to establishing standards of excellence in programs and services for those with mental and developmental disabilities. The vision for MHANC is for every individual to live a life recovered from the often debilitating and devastating impacts of their challenges and to live the most meaningful life.

**For More Information or to Donate please visit: [www.mhanc.org](http://www.mhanc.org)**



# FINANCIAL DATA FOR 2016 AND 2017

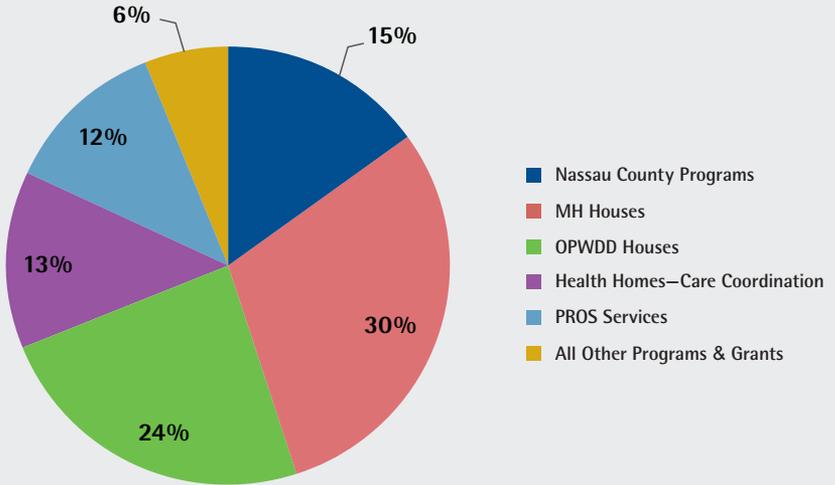
## STATEMENT OF ACTIVITIES

Year Ended December 31, 2017

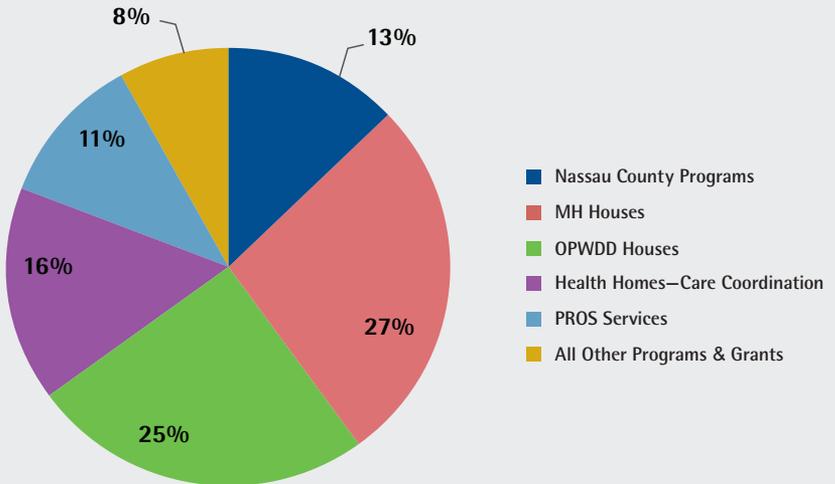
(With Summarized Financial Information from the Year Ended December 31, 2016)

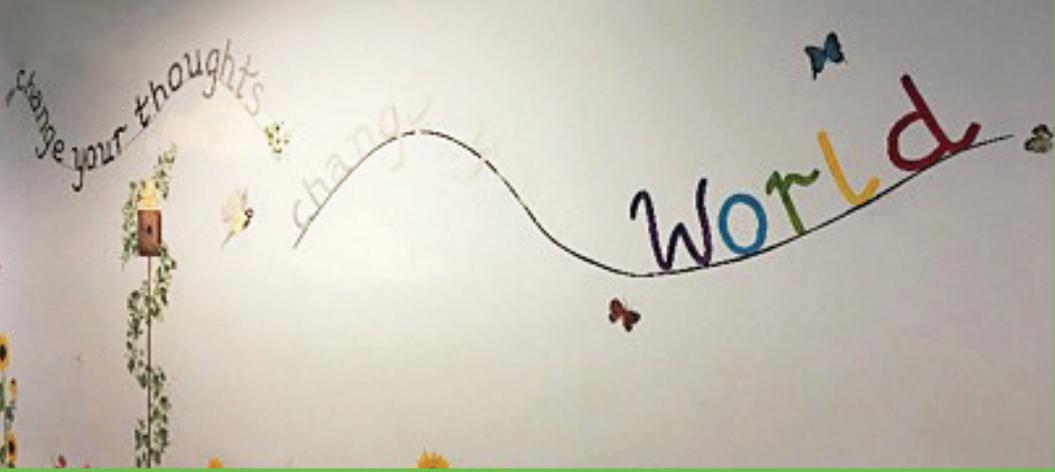
	2017	2016
<b>OPERATING REVENUES</b>		
Nassau County Programs	1,422,348	1,459,028
Mental Health Housing (MH)	2,975,005	3,008,978
OPWDD Houses	2,364,731	2,725,825
MHA Programs (financial management)	102,032	300,660
Health Homes—Care Coordination	1,306,385	2,264,355
Personalized Recovery Orientated Services (PROS)w	1,220,444	1,354,045
Medicaid Service Coordination Services	64,340	73,186
In-Home Respite Services	63,121	171,277
Other Programs and Grants	365,118	322,533
<b>Total Operating Revenues</b>	<b>9,883,524</b>	<b>11,679,887</b>
<b>EXPENSES</b>		
<b>Program Services</b>		
Nassau County Programs	1,205,712	1,345,389
Mental Health Housing (MH)	2,465,516	2,509,293
OPWDD Houses	2,253,359	2,041,990
MHA Programs (financial management)	291,535	206,993
Health Homes—Care Coordination	1,386,556	1,185,059
PROS Services	1,017,243	1,043,992
Medicaid Service Coordinator Services	49,619	52,436
In-Home Respite Services	90,776	128,226
Other Programs & Grants	244,069	239,038
<b>Total Program Services</b>	<b>9,004,385</b>	<b>8,752,216</b>
<b>Supporting Services</b>		
Management and General	1,868,831	1,473,442
Fundraising	30,333	12,525
<b>Total Operating Expense</b>	<b>10,903,549</b>	<b>10,238,183</b>
<b>Change in Net Assets from Operations</b>	<b>(1,020,025)</b>	<b>1,441,704</b>
<b>NONOPERATING REVENUES, EXPENSE, GAINS, AND LOSSES</b>		
Investment Return (Net)	383,162	117,242
Fundraising Contribution (Net)	-	107,455
Gain on Involuntary Conversion	240,936	-
Miscellaneous Income	269,915	7,030
<b>CHANGE IN NET ASSETS</b>	<b>(80,855)</b>	<b>1,737,341</b>
<b>NET ASSETS AT THE BEGINNING OF THE YEAR</b>	<b>9,452,131</b>	<b>7,714,790</b>
<b>NET ASSETS—END OF YEAR</b>	<b>9,371,276</b>	<b>9,452,131</b>

## 2017 Program Revenue



## 2017 Program Expense





## 2017 PROGRAM HIGHLIGHTS



CMHP Paint Party

**Turquoise House, Peer-Operated Respite**—90 guests were admitted, 122 successful diversions were facilitated.

**Education and Training**—Along with our Peer Department, developed and implemented the first training curriculum for Certified Peer Specialists, launching our Peer Coaching Academy. The Education & Training Department offered over 68 events that reached over 1,700 behavioral health professionals.

**Community Mental Health Promotion**—With funding received from the Mental Health Association of New York State (MHANYS) MHANC supported efforts to raise awareness for mental health issues and decrease discrimination and stigma about mental illness, which included two Family Fun Days for 29 children and their families.

**Housing**—Residential stability in housing- average length of stay is reported for the year at 1,913 days.

**Business Development**—MHANC created a new department to increase MHANC's visibility throughout Long Island, as well as, enhance and create innovative services and programs. MHANC launched a new website, [www.mhanc.org](http://www.mhanc.org).

**Financial Management**—18 individuals became their own payees! The Department has expanded, with the addition of a Program Assistant, Case Manager and a Senior Entitlement Specialist, expanding services to consumers in the area of budget management and financial literacy education. New program software was designed specifically for representative payee programs; implementation and training is planned for 2018.

**Care Coordination**—Approved provider for Home and Community Based Services (HCBS) for adults and children.

**PROS**—A consumer's mom thanked PROS for the help and hope that was provided to her son. When her son first arrived to our PROS Mental Day program, he suffered from severe depression, was recently hospitalized and socially isolated, hardly leaving his home. After attending PROS, her son had hope again! He graduated from PROS with a full time unionized construction job. According to the consumer's mom, this mural represents how recovery is possible when you have the love and support of people who believe in you!

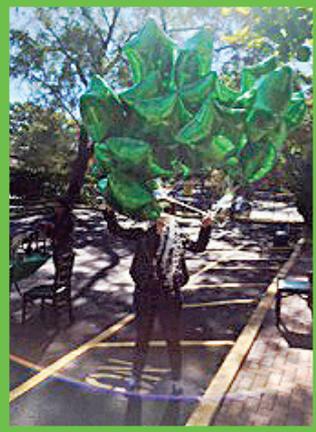
**Mental Health Awareness Week**—October, 2017 MHANC hosted many events to honor Mental Health Awareness! To highlight the importance of this week, Nassau County's Legislative building's dome was lit green, a flag was raised at the Town of Hempstead, and we kicked off the week with an amazing event which included activities, vendors, motivational speakers, dancers and a resource table to benefit the community.

MHANC Holiday Party

Mural of Hope and Recovery—  
Changing people's lives mural  
<<



VET2VET—Served and supported over 4,500 Veterans. Programs included: support groups, wellness retreat, fishing trips, BBQ's and holiday celebrations.



Kick-off MHANC



Veterans holiday event



Dome lit in green  
for mental health  
awareness

MHANC

16 Main Street, Hempstead, NY 11550  
phone: (516) 489-2322

web: <https://www.mhanc.org/>



<https://facebook.com/MHANassau/>



<https://twitter.com/mhanassau>



<https://www.linkedin.com/company/mhanassau>



<https://www.instagram.com/MHANassau/>