



Advocate | Educate | Serve

Mental Health Association
of Nassau County, Inc.



Our Help Knows No Season

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

A MESSAGE FROM OUR EXECUTIVE DIRECTOR



Jeffrey McQueen
MBA, LCDC

*“We were planting seeds of change,
the fruit of which we might never
see. We had to be patient.”
— Michelle Obama*

This couldn't be a truer statement. We recently received a letter from someone expressing the changes that MHANC staff had made in their life. Another spoke of how they were able to see the light shine back in the eyes of their son. The people mentioned and the time frames they spoke of was a few yesterday's ago.

Examining all of this only makes me think of all the work that goes into making a tree or flower grow; the fermenting of the soil, planting seeds and the watering, day in and day out, along with all the things nature and time have to do without our assistance.

Over the years MHANC has worked to position ourselves to be present in the lives of many people facing life's challenges: Mental health and substance use disorder challenges, veterans working to adjust to civilian life after a military life and the unseen wounds of combat; even people who have struggled to secure a residence to call their own. In many cases these are not

quick fix solutions and can take even longer to resolve than it did for the challenge to arise.

While there aren't many things that we aren't able to do, there are still many things that we can. Our position of advocacy in the lives of the people we serve is as beneficial as either stage the process mentioned above to make a flower grow. We don't always know what part we play and in most cases we are planting seeds of change of a fruit we may never see.

So I thank all of you for the part you play in supporting the lives of many and helping to make life more meaningful for them and for their loved ones. Allow the testimonies above to be an example of the impact your work and the support of our donors has produced.

We are planting seeds of change, seeds that aren't simply changing lives, but transforming communities.

Thank you for supporting The Mental Health Association of Nassau County and for being a part of our journey.

BOARD OF DIRECTORS

Russell G. Matthews	→ Board President	Matthew J. Becker	Laura Lamontanaro
William B. Kuhl	→ Vice President	Philip Blum	Jill K. Lemke
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		Gregory M. Gina	Larry Ware

MEET OUR TEAM

Executive Director

Jeffrey McQueen, MBA, LCDC



Chief Financial Officer
Michelle Hickey, CPA, CISA



Director of Human Resources
Karina M. Contti, SPHR

Executive Assistant

Diane Riedel



Director PROS/ SOAR
Samantha Kleinman, LCSW-R



Director CLP
Nicole Mennella, MS



Director Care Coordination
Michelle Gibson, LMSW



Director Financial Management
Jennifer Baldwin, MA



Director Peer & Veterans Services
Brent Russell, LMSW



Director Quality Assurance & Compliance
Marie Denis, MBA



Manager Facilities, Purchasing, IT, Fleet
Patrick Dejean

Director Education & Training



**“When we deny the story, it defines us.
When we own the story, we can write a
brave new ending.”
Brené Brown**



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.

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 **65+ years of achievements** include: the first residence for children with autism and the first newly constructed permanent home apartment complex for adults with psychiatric disabilities.

In 1983, MHANC expanded its services to include housing recognizing its tremendous value when supporting people on their paths to stabilization, recovery and regaining a fulfilling life in the community. Today, the **Community Living Housing Program** offers 122 beds.

Peer Services/ Turquoise House: Leading the industry with peer services. Offering respite beds as an alternative to hospitalization unique on Long Island. **Turquoise II** opened its doors March 2019



OUR PHILOSOPHY

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

OUR IMPACT

MHANC offers 30 services and programs to support adults, children and the community-at-large.

The following are measured statistics from our current programs:

PROS - delivered 16,549 hours of direct care

Housing – 44,165 days of housing with support services

Education & Training – Provided workshops for more than 1,800 community members and professionals

Financial Management – Supported over 565 individuals

Care Coordination— Provided services to 477 individuals

Veterans' Services – Reached over 4,500 veterans on Long Island, home to the second largest population of veterans in the county



PROGRAMS AND SERVICES

The Mental Health Association of Nassau County is 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.

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.

The Mental Health Association of Nassau County strives 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 MHANC provides support services through certified peers specialists. All staff share 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, and more.

Turquoise House—A peer respite house that supports guests during a mental health crisis providing connection and hope; a successful alternative to hospitalization.

Peer Support Groups—These peer run self-help groups focus on different topics, e.g. financial wellness, coping with anxiety and creative arts.

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

Care Coordination— Provides a care coordinator to help individuals navigate the mental health system and link them to needed services and supports

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—Compeer works as a complement to psychiatric therapy for people in recovery from mental illnesses. Screened, trained, monitored and caring volunteers provide social support through friendship and advocacy, by being positive role models, and by providing opportunities for educational and recreational activities.

Adult Family Support—Free and anonymous support groups for family members and friends with adult loved ones living with mental illness.

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.

Housing Services

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

PROS total direct care hours	⇒	Provided 16,549 hours of direct care
Housing	⇒	44,165 days of housing with support services
Education & Training	⇒	Provided workshops for more than 1,800 professionals and community members
Adults Receiving Financial Management Services	⇒	Supported 565 individuals
Care Coordination	⇒	Supported 477 individuals
Veterans Services	⇒	Reached over 4,500 veterans on Long Island, home to the second largest population of veterans in the entire country



MHANC— Over 67 years of service in Nassau County

We invite you to visit our website: www.mhanc.org to learn more about our programs, services, events and workshops.

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.



FINANCIAL DATA FOR 2019

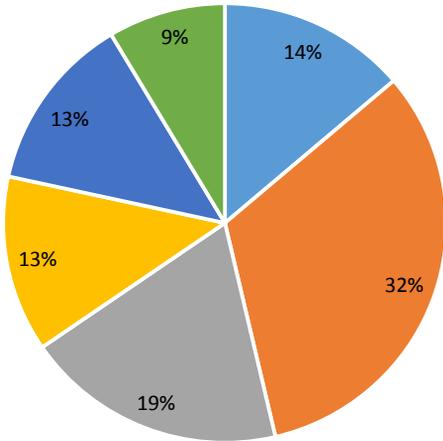
STATEMENT OF ACTIVITIES

Year Ended December 31, 2019

(With Summarized Financial Information from the Year Ended December 31, 2018)

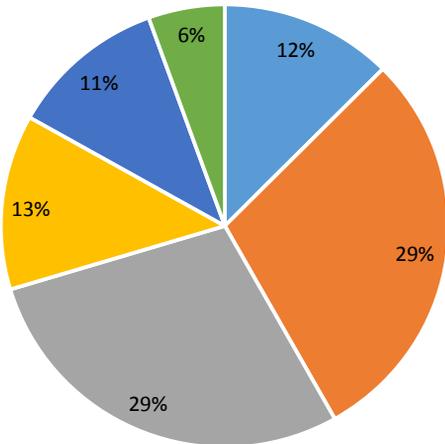
	2019	2018
OPERATING REVENUES		
Nassau County Programs	1,329,518	1,388,398
Mental Health Housing (MH)	3,542,492	3,280,926
OPWDD Houses	1,417,594	1,923,204
MHA Programs (Financial Management)	390,970	497,562
Health Homes - Care Coordination	1,636,532	1,307,809
Personalized Recover Oriented Services (PROS)	1,279,148	1,311,187
Medicaid Service Coordination Services	5	33,727
In-Home Respite Services	5,088	23,792
Other Programs and Grants	160,664	309,592
Total Operating Revenues	9,762,011	10,076,197
OPERATING EXPENSES		
Program Services		
Nassau County Programs	1,129,025	1,198,346
Mental Health Housing (MH)	2,829,945	2,824,130
OPWDD Houses	1,901,178	2,744,119
MHA Programs (Financial Management)	489,529	198,195
Health Homes - Care Coordination	1,289,903	1,229,043
Personalized Recover Oriented Services (PROS)	1,116,231	1,088,218
Medicaid Service Coordination Services	4,852	63,624
In-Home Respite Services	17,578	58,679
Other Programs and Grants	191,778	211,237
Total Program Services	8,970,019	9,615,591
Supporting Services		
Management and General	1,787,318	2,083,859
Fundraising	-	124,291
Total Supporting Services	1,787,318	2,208,150
Total Operating Expense	10,757,337	11,823,741
Change in Net Assets from Operations	(995,326)	(1,747,544)
NONOPERATING REVENUES, EXPENSE, GAINS, AND		
Investment Return (Net)	566,430	(162,582)
Fundraising Contribution (Net)	19,582	53,673
Gain on Involuntary Conversion	(13,587)	-
Miscellaneous Income	202,875	14,714
CHANGE IN NET ASSETS	(220,026)	(1,841,739)
NET ASSETS AT THE BEGINNING OF THE YEAR	7,529,537	9,371,276
NET ASSETS - END OF YEAR	7,309,511	7,529,537

2019 Program Revenue



- Nassau County Programs
- Mental Health Housing (MH)
- OPWDD Houses
- Health Homes - Care Coordination
- PROS Services
- All Other Programs & Grants

2019 Program Expense



- Nassau County Programs
- Mental Health Housing (MH)
- OPWDD Houses
- Health Homes - Care Coordination
- PROS Services
- All Other Programs & Grants



2019 PROGRAM HIGHLIGHTS

PROS—PROS had 140 clients in 2019 and provided 16,549 direct service hours. Toward the end of 2019, our Employment Specialist secured seven positions at the United States Military Maritime Academy. These jobs are in food service. The jobs range from pot washers, food prep, dining room attendant, maintenance worker to stockperson. Their salaries vary from \$15.66-\$17.66 an hour. This has been the most successful job development PROS has ever achieved. The credit goes to Pamela Rivera who tirelessly helped our members apply for their positions and escort them to their interviews.

SOAR— In 2019, SOAR served an average of 15 unduplicated clients with 1780 direct service hours. Their census doubled due to outreach presentation at local hospitals including Zucker Northwell and Mt. Sinai Hospital. In 2019, SOAR increased community outings hosting events at Eisenhower Park and The African-American Museum

Mental Health Awareness Month—May 2019. MHANC celebrated mental health and wellness throughout the entire month of May with workshops and activities, including the 2nd annual walk for mental health awareness “Steps of Hope” in Eisenhower Park on May 18,2019.

Financial Management— In 2019 the Financial Management program served a total of 565 consumers. We enrolled 25 new consumers in the program and closed 27. Of those that closed, they closed for the following reasons: 12 became their own payee, 10 moved into more supervised level of care (nursing home/rehab facilities) and the facility took over as payee, 5 consumers were deceased.

Care Coordination—Continually provided services to over 477 individuals.

Turquoise House, Peer-Operated Respite— 179 guests were admitted with 107 successful diversions. 91% of guests said that access to the respite program made it possible for them to stay out of the hospital with 53% adding that the stay prevented them from dying by suicide.

Education & Training— the department offered over 70 events that reached over 1,800 community members behavioral and health professionals.

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

Veterans Services— Continually provided 11 weekly support groups for Long Island veterans.



March 28 - Ribbon Cutting Ceremony for Turquoise House II



May 18 – Steps Of Hope, Mental Health Awareness Walk, Eisenhower Park



May 23 – Recognizing the Mosaic Within. Multicultural Awareness Conference at Hofstra University



August 23 – MHANC Annual Staff BBQ, Hempstead Lake State Park



October 3– Veterans Services present a screening of Blood Stripe at Adelphi University



October 27- AFSP Out of the Darkness Walk



Nov 1– Steven Rose and Mr. Hook receive the MHANYS 2019 Volunteer of the Year Award





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MHANC

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