Mental Health Association
of Nassau County, Inc.

Annual Report
2021

MHANC
MENTAL HEALTH ASSOCIATION
OF NASSAU COUNTY

16 Main Street Hempstead, NY 11550

From the Director's Desk...

Our Vision of the Future...

The light at the end of the tunnel may very well be system transformation. Over the past year, COVID-19 has devastated livelihoods, strained relationships, disconnected families and weighed us down with grief and longing. But slowly, as people took off their brave faces and shared what they were going through, they found new voices. Slowly, as people struggled to fend off the anxiety and stress, they started to see for themselves how essential it is to feel seen, to have help, to feel supported.

With our eyes wide open, our society has never been so ready to reinvent our mental health system. To push for a new normal in which mental health is valued and our system actually meets people's needs. As we spell out in our new Nationwide Strategic Plan launched this past year, we envision a community where mental health is a universal human right. And not only where people have the right to timely mental health treatment or access, but also to the secure jobs, safe places to live and good relationships that make good mental health possible for everyone in the community. To the conditions that allow us to feel well wherever we live, work, learn and play.

We work for everyone so that, one day,
the system will work for everyone.

Jeffrey McQueen, MBA, LCDC
Executive Director

Leadership Team

Jeffrey McQueen, MBA, LCDC	**Diane Riedel**
Executive Director	Executive Assistant

Michelle Hickey, CPA, CISA	Chief Financial Officer
Samantha Kleinman, LCSW-R	Clinical Director
Karina Contti, SPHR	Director, Human Resources
Malika Watson, MSOL	Director, Education and Training
Michelle Gibson, LMSW	Director, Care Coordination
Marie Denis, MBA	Director, Quality Assurance & Compliance
Brent Russell, LMSW	Director, Peer & Veteran Services
Jennifer Baldwin, MA	Director, Financial Management
Nicole Mennella, MS	Director, CLP
Patrick Dejean	Manager, Facilities, Purchasing, IT & Fleet

Board of Directors

Officers

Russell G. Matthews	President
William B. Kuhl	Vice President
Anita Schmidt	Treasurer
Robert F. Larocca	Secretary

Directors

Matthew J. Becker	Laura Lamontanaro, PsyD
Philip Blum, J.D.	Jill. K. Lemke
Fred Brewington, Esq.	E. Christopher Murray
John P. Gering	Edward W. Stack
Gregory M. Gina, J.D.	Michelle C. Urban
Robert Hettenbach	Larry Ware

In loving memory: Dr. Jean Lau Chin and Debbie Ann Chang

In Memoriam

Gregory M. Gina, J.D.

Board Member Gregory M. Gina passed away suddenly on June 5, 2022. Not just a Board Member, Mr. Gina was many things to many people; a husband, father, son, friend and community advocate. Mr. Gina was also a veteran of the U.S. Army, an educator for those incarcerated at Riker's Island, a NYC Board of Education member, an attorney and a mediator. As a Board Member, Mr. Gina worked tirelessly to resolve problems and improve conditions in the community for those suffering from mental illness.

Outside of his tenure at MHANC, just a few of his roles included being a guardian and court evaluator for people with mental health issues, leading mediation sessions in the goal of improving communication, and offering pro bono legal counsel to several civic organizations.

MHANC is grateful for all that Mr. Gina brought to us and we cherish the time he served as a Board Member. Our deepest sympathies go out to his family and friends for their loss. Mr. Gina's bright light and spirit will sincerely be missed.

Our Mission and Vision

Mission

The Mental Health Association of Nassau County (MHANC) is a 501(c)(3) not-for-profit membership organization dedicated to improving mental health in our community through advocacy, education, program development and the delivery of direct services.

Vision

Opening Doors - Inspiring Hope

One Agency. One Vision. Many Goals.

Philosophy

MHANC believes mental health is as important as physical health, and that recovery is possible. Our services assist individuals facing chronic and serious mental illness and psychiatric disabilities, supporting them on their paths to building productive and meaningful lives

Annual Impact

MHANC's philosophy is 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.

Our agency 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.

We offer 30 comprehensive services and programs to support adults, children as well as the community-at-large. These services focus on mental health, as well as overall health and wellness for the best possible outcomes for all of our clients.

In 2021 our programs served...

PROS Total Direct Care Hours: 11,221 hours of direct care

Housing: 44,165 days of housing with support services

Education and Training: Provided workshops for more than 2,500 professionals and community members

Adults Receiving Financial Management Services: Supported 536 individuals

Care Coordination: Supported 503 adults and 26 children/youth

Veterans Services: Reached over 4,500 veterans on Long Island, home to the second largest population of veterans in the entire country

Programs and Services

MHANC 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.

REHABILITATION AND SUPPORT SERVICES

Gathering Place PROS – Day program focusing on Personalized Recovery Oriented Services; 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. A "Clubhouse-like" program for recovery and social skills.

Peer Services – 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 I and II – Peer respite houses that support guests during a mental health crisis providing connection and hope; a successful alternative to hospitalization.

Peer Support Groups – Peer run self-help groups that 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 – 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 – A program to match people in recovery from mental illnesses with caring volunteers who provide social support, friendship and provide opportunities for recreational activities in the community.

Programs and Services

REHABILITATION AND SUPPORT SERVICES (continued)

Adult Family Support – A free and anonymous support group for family members and friends with adult loved ones living with mental illness.

Home and Community Based Services (HCBS) – Provides 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 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 AND TRAINING

Continuing Education for Behavioral Health Professionals – Psycho-educational training for behavioral health professionals and the community at large.

Community Outreach and Education–Information, resources and educational materials to increase public awareness about mental health

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

ADVOCACY AND 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 group comprised of parents and professionals who are dedicated to the recognition of children's mental health; timely access to comprehensive, quality services and equity in treatment.

VETERANS SERVICES

Vet2Vet – Peer support groups for veterans to meet and share knowledge, provide mutual support, and share resources.

Veterans Health Alliance of Long Island – Promotes the health and well-being of Long Island veterans and their families through advocacy and a broad array of services

Program Highlights

Education and Training – In 2021 the department offered over 45 virtual workshops, including annual CORE training series, and one virtual conference reaching over 2,500 community members and behavioral health, and health professionals.

In addition, our community workshops continued over Zoom, as well as a few in person trainings. Community members were excited to learn about Mental Health First Aid, mental health and wellness and suicide prevention. Our Behavioral Health Educator had the opportunity to work with Nassau BOCES throughout July and August delivering workshops to educators as they prepared to go back to school in person.

Financial Management – In 2021 the Financial Management program served a total of 536 consumers. We enrolled 28 new consumers in the program and closed out 39 consumers. Of the consumers who were closed out, the following reasons were noted: 9 graduated from the program and became their own payee, 12 consumer passed away, 5 transferred to another payee (family member), 3 moved out of the service area, and 10 transferred to a nursing home or long term inpatient care.

The department experienced an overall decline in enrollment which can be attributed to an increase in consumer transfers to long term care and an increase in consumer deaths due to age and the COVID 19 pandemic. We worked diligently with the Quality Improvement department to successfully input all program data into Foothold, allowing accurate program reports and client-level demographic reports. In the coming year, the program will continue to work toward educating consumers in Financial Literacy and budgeting with the overall goal of managing their own funds.

Veterans Services – Housed in our Veterans department is the PFC Dwyer Peer Support Project of Nassau County where we conduct 9 weekly peer support groups which give veterans the ability to connect, share resources and support each other.

This year our Veterans created an opportunity to host a Women's Veterans Weekend Retreat where we addressed topics such as "Emotional Intelligence" and "Military Sexual Trauma". We had a total of 12 female Veterans and their spouses. The veterans department also served turkeys to 137 families during the Thanksgiving holiday as well as held our annual Toy drive for the Holidays.

Program Highlights

Turquoise House - 157 guests were admitted with 95 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.

To expand on our services on August 1st, 2021 we received our Operating Certificate from the NYS Office of Mental Health to provide residential crisis support to our community.

Phone Link - Throughout the year, the warm line received 14,118 calls. We operated on a 24/7 schedule for 3 months to help accommodate the effects of COVID-19 and then changed our schedule to 9am-9pm on weekdays.

Care Coordination - In 2021 Care Coordination serviced 405 adult Medicaid members, 98 adult Non-Medicaid members, 26 children/youth Medicaid members, and provided service dollars to 86 members.

2021 Crisis Respite Program - Had 30 successful hospital diversions utilizing crisis respite for children/youth.

In 2021 Care Coordination moved from 6 office spaces throughout the 2nd and 3rd floor to one central office location on the second floor on the west wing at 16 Main Street. It was a big move for the department and now that this our new home we love the new space and location. Care Coordination had one intern placed with our department in the spring of 2021 that was later hired in June. While we did experience some turnover with staffing, by the end of 2021 most of the vacancies were filled. Throughout the pandemic, staff continued to provide excellent care coordination services to members and we continued to provide members with food, clothing and other supplies greatly needed during this time.

Housing - Residential stability in housing with an average length of stay reported for the year at 1,913 days

During 2021 we persevered through a major staffing shortage and still managed to fulfill our OMH Supportive Housing contracts by acquiring new sites and have Garvey at almost 100% occupancy. We also had 6 'graduations' to a lower level of care.

Program Highlights

PROS - 160 individuals were served, for a total of 11,211 direct service hours.

In 2021, PROS became fully electronic. Staff worked diligently to learn the new system requirements and organize information. While this was initially a daunting task, staff embraced the new changes in order to streamline prior procedures. PROS continued billing under emergency regulations which prioritized outreach and engagement. The needs of our consumers continued to be addressed and staff were primarily onsite and coordinated care for their consumers.

Despite ever changing demand in mental health services, staffing remained consistent this year. On site groups expanded and the program offered groups every day. We also continued to focus on safety by taking daily temperatures and logging information. We offered groups focusing on coping with numerous obstacles COVID has created.

PROS also successfully modified its license in 2021. The program completed PAR review process and received approval from the Office of Mental Health to expand its services for telehealth. This means that when PROS State regulations are officially changed, the program will be able to bill for telehealth, increasing consumer engagement as well as revenue for the agency.

SOAR - An average of 15 clients were served over the year.

SOAR continued to offer telehealth and succeeded with continued engagement of its consumers. Staff offered a diverse selection of telephonic groups to sustain interest and prioritized education around peer based recovery principles utilizing TED talks and materials during Zoom meetings.

Updates from Human Resources

After almost 2 years of remote work, we missed seeing employees come together to share and unwind from all the remarkable work they do. Throughout 2021, Human Resources concentrated on providing opportunities to bring employees together to do just that!

MHANC's Wellness Committee was instrumental in launching our first Wellness Day. The Wellness Day gave employees time to learn stress management techniques, have a massage and catch up with their team. We are looking forward to 2022.

NY Project Hope

Coping with COVID

NY Project Hope is a Crisis Counseling Program of the NYS Office of Mental Health that provides individual assessments, emotional support, public education, and resources to help our communities cope with the challenges of COVID-19. MHANC is one of the many providers of this program. Through our emotional support helpline, crisis counseling, public education, and group counseling, we help individuals identify and understand how to identify common reactions and emotions, build coping skills to manage stresses related to COVID and adjust to the pandemic and the losses. NY Project Hope also connects individuals with community resources that support recovery. All the services of NY Project Hope are free, confidential, and anonymous, and include:

- An Emotional Support Helpline open 7 days a week from 9am-5pm. Community members can call to connect with a Crisis Counselor or set up a time to come in-person and meet with two of our crisis counselors.
- Tabling events at locations such as food pantries, libraries, religious organizations, street fairs, schools, local events, farmers markets, businesses and daycares.
- Public Education sessions on re-entry, coping skills, and stress management to individuals of all ages at various organizations.
- Support Groups within organizations, such as senior centers, libraries, schools, and to the public, both virtually and in-person, in both English and Spanish.

In 2021 NY Project Hope reached more than 83,819 individuals through helpline calls, in-person encounters, email, community events and more. Each support group/public education had an average of 10 people with individual and group counseling which together totaled well over 4,700 people.

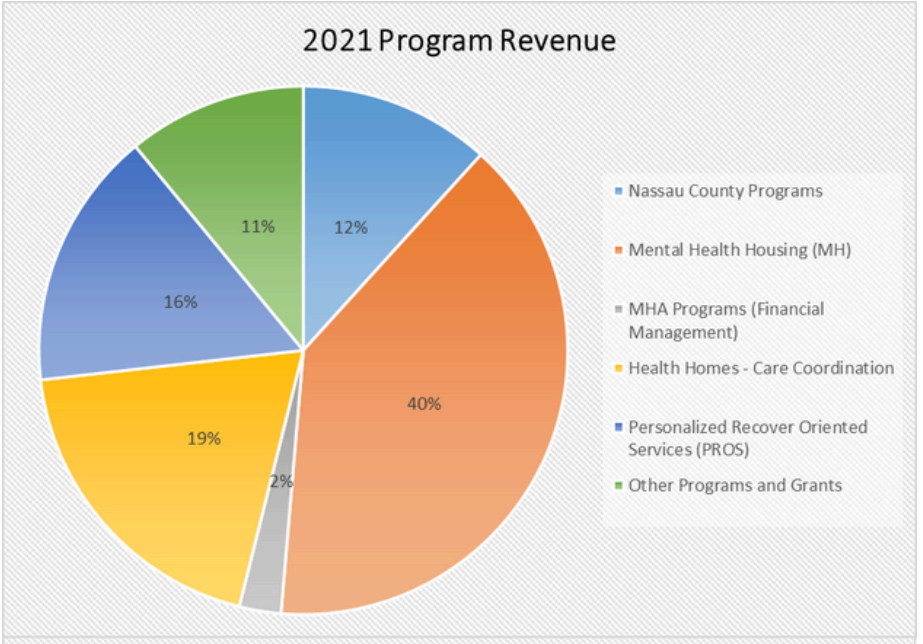
A major highlight from 2021 was our collaboration with MHANC to hold a Thanksgiving Food and Clothing Giveaway at Kennedy Park in Hempstead. Through this event, we were able to provide over 100 community members with new and gently used clothes, non-perishable goods, and a hot meal. We also had 5 community organizations attend to provide information of the services they provided. We were also able to provide about 15 families with a turkey and all the fixings for Thanksgiving! Every individual that attended spoke with a NY Project Hope Crisis Counselor and received a follow up call to see how we could support them further. This event paved the path for future collaborations with MHANC in the form of clothing give-away events, such as a winter wear clothing giveaway, and more.

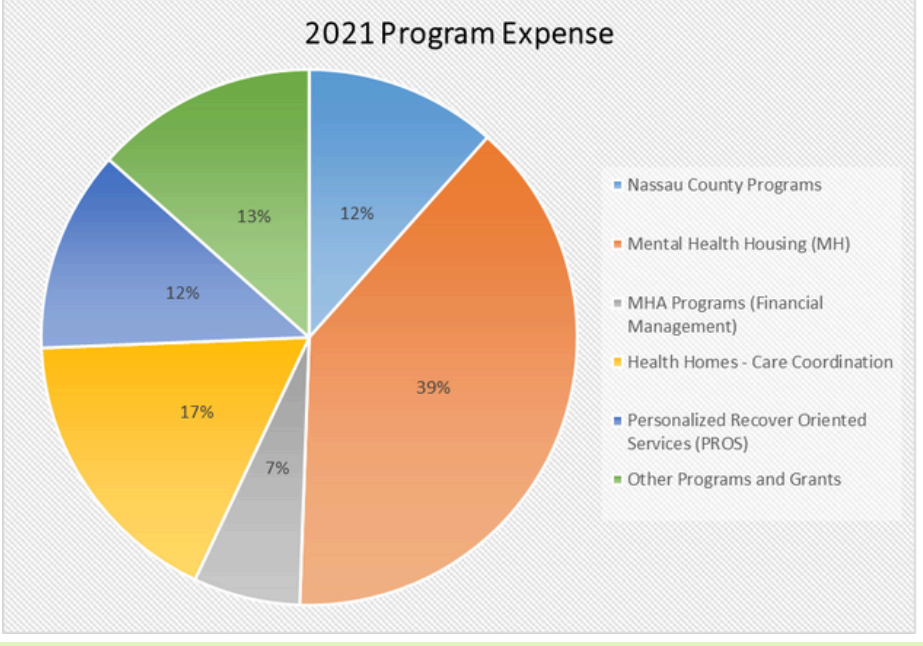
Statement of Activities

STATEMENT OF ACTIVITIES
Year Ended December 31, 2021
(With Summarized Financial Information from the Year Ended December 31, 2020)

	2021	2020
OPERATING REVENUES		
Nassau County Programs	1,123,398	1,092,993
Mental Health Housing (MH)	3,795,397	3,455,943
MHA Programs (Financial Management)	244,836	243,622
Health Homes - Care Coordination	1,849,641	1,715,121
Personalized Recover Oriented Services (PROS)	1,516,673	1,412,399
Other Programs and Grants	1,049,253	568,440
Total Operating Revenues	**9,579,198**	**8,488,518**
OPERATING EXPENSES		
Program Services		
Nassau County Programs	1,023,305	1,067,084
Mental Health Housing (MH)	3,446,377	3,249,398
MHA Programs (Financial Management)	569,688	588,865
Health Homes - Care Coordination	1,534,252	1,496,595
Personalized Recover Oriented Services (PROS)	1,077,937	1,338,087
Other Programs and Grants	1,187,615	293,587
Total Program Services	8,839,174	8,033,616
Supporting Services		
Management and General	1,693,681	1,685,486
Fundraising	-	-
Total Supporting Services	1,693,681	1,685,486
Total Operating Expense	**10,532,855**	**9,719,102**
Change in Net Assets from Operations	**(953,657)**	**(1,230,584)**
NONOPERATING REVENUES, EXPENSE, GAINS, AND LOSSES		
Paycheck Protection Progam Loan Forgiveness	2,116,335	-
Investment Return (Net)	358,138	288,112
Fundraising Contribution (Net)	47,616	131,212
Miscellaneous Income	18,895	87,472
CHANGE IN NET ASSETS	1,587,327	(723,788)
NET ASSETS AT THE BEGINNING OF THE YEAR	6,585,723	7,309,511
NET ASSETS - END OF YEAR	8,173,050	6,585,723

2021 Program Revenue & Expense





MHANC
Over 69 Years of Service in Nassau County

Founded in 1953, MHANC has advocated for the mental health of 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.

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

@MHANassau

16 Main Street Hempstead, NY 11550