

# Recovery Happens Here

# A Message From the CEO and Board President

Dear friends,

Will you allow us to reflect on our work a bit differently than in previous reports?

Picture a person that has made a positive, lasting impact on your life. Close your eyes and consider for a moment: how would you describe that impact in just one word?

If we asked the almost 10,000 individuals we serve at The Mental Health Association of Westchester, chances are we'd receive nearly as many responses.

Someone might say "**hope**," and tell us of the peer support specialist who helped them believe in themselves again and find the confidence to walk down the block after two years of remaining indoors in their apartment.

Maybe they would say "**connection**," and share the story of a Court Appointed Special Advocate who was consistently part of their life when they were in foster care, who was in their corner when it felt like no one else in the world was and cheered them on at their high school graduation.

It could be "**inspiration**," and we would hear of the care manager who helped them manage their cardiologist appointments so they could regain their health—and their life.

Perhaps it would be "**meaning**," and a story of the employment specialist who helped them craft their first resume, who practiced interview skills with them, who helped them find not just a job, but a career.

It could be "**independence**," and we would learn of the housing team who handed a set of keys to a formerly homeless adult—a set of keys that unlocked more than just a door, but hope for their future.

It may even be "**community**," and they would thank all of you. They would tell us how important it is, knowing there are people who believe in them, believe in their recovery and believe in their worth to our community.

Hope. Connection. Inspiration. Meaning. Independence. Community. They all happen here, each day. They happen because of you.

**You help us do something amazing here—and amazing is what we do best.**

We are distinguished by the cutting-edge technology that supports our warm, person-centered care: Virtual telehealth appointments with psychiatrists for individuals without an appointment who walk in to one of our clinics and may be in crisis. Smart phone apps supporting emotional wellness and linking clients to therapists. A new electronic health record that enables us to better track outcomes and improve our care, all while providing increased opportunity for individuals to have greater voice in their care. An expansion of our quality improvement practices and measurable key performance indicators.

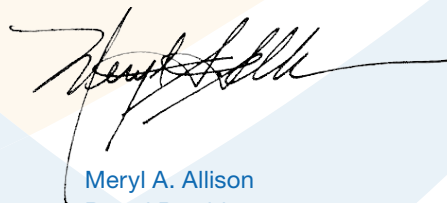
The values we have held deeply since our founding in 1946 provide the foundation for our innovative and efficient practices today. As we grow and adapt to the changing behavioral healthcare system and the needs of the community we serve, the heart of our work remains unchanged: our unwavering commitment to relationships, resilience and recovery.

Each day, impact happens here, and it happens because of you.

Thank you.



Charlotte Östman, LCSW-R  
CEO



Meryl A. Allison  
Board President



# Our Impact Throughout the Year: Selected Achievements

## Federal Grant Removes Barriers to Support

In late 2018, MHA was awarded nearly \$4 million to expand our range of services as a Certified Community Behavioral Health Clinic (CCBHC) through a grant from the Substance Abuse and Mental Health Services Administration (SAMHSA).

**With this substantial federal grant, along with our sliding scale of fees, our neighbors no longer have to forgo quality behavioral healthcare due to cost. Removing financial barriers to support is a first step in strengthening emotional well-being and resilience.**

As a CCBHC, we offer enhanced services for several core groups of individuals, including those who have served in the military—and their families. Veterans are five times more likely to experience depression than the general population, and they are at higher risk for post traumatic stress disorder and suicide. We are proud to serve those who have served our country.

We are also expanding our integrated services to help support those with Substance Use Disorders (SUD) and Co-Occurring Disorders (COD). With the addition of Credentialed Alcoholism and Substance Abuse Counselors (CASACs) in our clinics and medical staff trained to provide Medication Assisted Treatment (MAT), we are breaking down historical silos of care and helping individuals with SUD/COD engage in services under one roof.

Further strengthening our promise that we are here for our community, we now provide 24/7 in-person, mobile crisis response for our clients. A vital element of our work as a CCBHC is our team approach, which includes support from social workers, psychiatrists, peer specialists, nurses, CASACs, care managers, and more, as needed. With a robust community of care, we are able to partner with people on their unique recovery journeys and work together to develop creative and flexible approaches to improving whole health.

*Learn more about our community of care at [mhawestchester.org](https://mhawestchester.org).*

## Clinic Expansion Offers More Support to Yonkers Community

For more than 70 years, we have identified and responded to needs in our community, adapting our services and programs to be delivered how, when and where individuals benefit most. Addressing increased demand for behavioral health services in the Yonkers community, we opened the doors to a new clinic location in the heart of Getty Square in the summer of 2018.

Now, with an additional 1,000 square feet of space and more than double the number of offices, we are able to better meet the needs of the community through the support of additional clinicians, as well as a nurse practitioner, care manager and employment specialist.

***In the first six months of 2019, we served 99 percent of the total number of individuals served in 2018.***

Easily accessible by all modes of transportation and in close proximity to many other social services agencies, the new space is home to our clinic services and OnTrackNY @ MHA, our innovative treatment program for young adults experiencing their first episode of psychosis.

The renovation and expansion enabled us to create a space that communicates a message of resilience and respect, and it reflects our trauma-informed, recovery-oriented and person-centered values. With a calming color palette, dimmable lighting, wood floors and state-of-the-art soundproofing and technology, the space offers a safe and comfortable environment where clients can flourish in their recovery journey.

To celebrate the opening of the new space, we hosted an open house at which we were joined by Senator Andrea Stewart-Cousins, Yonkers Deputy Mayor Jim Cavanaugh and Westchester County Department of Community Mental Health Commissioner Michael Orth.

## **New Program Highlights Vital Role of Peers**

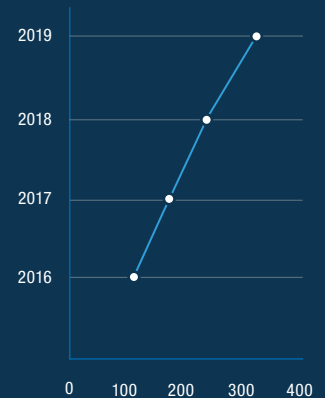
Launched in the Spring of 2018, Intensive and Sustained Engagement and Treatment (INSET) offers integrated peer and professional services to provide rapid, flexible and lasting interventions to those who have complex needs, for whom prior programs of care and support may have been ineffective.

At MHA, we know that staying in the community of one's choice is invaluable to the recovery journey. We also recognize the disruption—and cost—associated with unnecessary emergency room visits and hospitalizations. Our INSET team—staffed by peers with lived experience of recovery—focus on engagement through mobile support in the community and offering services and referrals where and when they are most needed. Support is offered seven days a week, via phone, in-person visits and an after-hours warm line.

Comprehensive support may include assistance with housing, benefits and addressing immediate needs for food, clothing and more. INSET's peer approach engages participants, building trust and helping them to successfully build a life in the community while reducing the need for higher levels of care, such as hospitalization.

Highlighting the person-centered care at the foundation of the program is the referral process: in addition to accepting referrals from other agencies, INSET welcomes referrals from friends, families and individuals themselves. INSET also provides family support and encourages engagement with the participant's social network of loved ones, friends and providers.

### **CLIENTS ENGAGED IN OUR YONKERS CLINIC**



# 440

**face-to-face visits  
and supportive phone  
calls took place between  
INSET participants and  
their teams.**



## Impact: Snapshots

**\$1,040,760**

of Medicaid funds  
can be saved if 30  
INSET participants  
each avoid one 14-day  
hospitalization.

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**79**

adults who have  
complex behavioral  
health needs were  
supported by the  
ACT team in 2018.

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**“**

MHA has been like a  
family to me. They  
have helped me in so  
many ways that only a  
family member would  
do. They showed me  
that I am not alone in  
this world, and that I  
am strong enough to  
conquer and achieve  
any of my tasks.”

### Resilience Happens Here

Brian\*, a man in his 30s with a history of more than 20 psychiatric hospitalizations, was first introduced to INSET and his Peer Recovery Specialist while he was incarcerated. Upon his release, Brian continued to work with the INSET team while building a meaningful and independent life in the community. Social network meetings—a service model that assembles a team of family, friends and providers—were introduced to his treatment, and he continues to receive phone support on the weekends and after-hours. In the year following his release, Brian has had no further hospitalizations or legal issues. In the past, Brian’s hospitalizations were often several weeks in length. By providing Brian with community-based support from a team of peers, it is estimated that INSET helped Brian avoid at least three re-hospitalizations—improving his quality of life dramatically.

### Recovery Happens Here

After raising children, working her whole life and retiring from a fulfilling career, Esther\* was in her late 70s when she began experiencing symptoms of psychosis. The news was challenging to accept, as were the symptoms she was experiencing. Her health took a turn for the worse, and she was hospitalized frequently. In the three years that she has worked with our Assertive Community Treatment (ACT) team, Esther has rebuilt her life. From returning to the gym regularly and maintaining her physical health to following up with her medical appointments, Esther has fully reintegrated into the community. Her adult children, who shared that they felt as if they had lost their mother, credit the ACT team’s support and care: “ACT gave us our mom back,” they shared. “We are forever thankful. We have our mother back, and our kids have their grandmother back.”

### Trust Happens Here

When Laura\*, a teenager demonstrating aggression, hostility and risky behaviors, and her parents began working with MHA, the family was stuck in a cycle of distrust and dysfunction. With the support of a Care Manager and Youth Peer Specialist, Laura began to recognize her inner strength and make more positive choices. Her parents, recognizing the progress, worked with Laura and her team to develop positive parenting skills for themselves. With positive reinforcement from her parents, Laura has become more resilient, and the family enjoys their improved dynamics. Behavioral crises, previously occurring on a weekly basis, have not occurred in several months. Laura, now on the cheerleading team, and her parents have all flourished in their improved home environment.

# Impact: By the Numbers

More than

# 2,000

community members and staff attended professional learning opportunities, trainings and workshops hosted by MHA. Community education remains at the heart of our mission.

# 813

adults received support from MHA Care Managers.

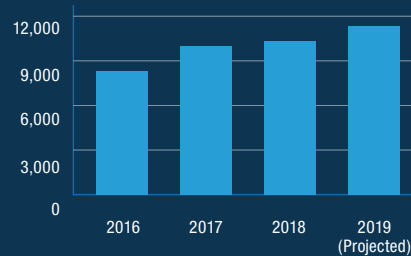
# 132

children and teens in the child welfare system were helped by Court Appointed Special Advocates.

# 236

individuals engaged in our Employment Services.

## INDIVIDUALS SERVED BY MHA



## INDIVIDUALS SERVED

# 5,262

Clinic Services

# 954

Peer Recovery Programs

# 248

Housing Programs

# 120

Home & Community Based Services

# 1,385

Health Homes Serving Adults/ Care Management

# 1,407

Children's Services & Advocacy

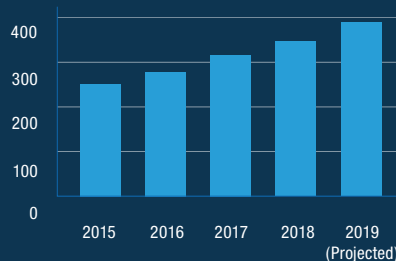
# 81

Assertive Community Treatment

# 2,438

Community Education & Miscellaneous

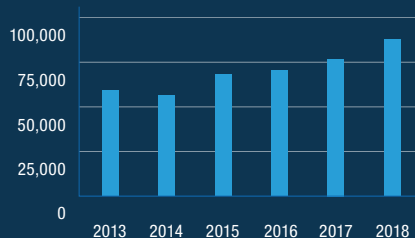
## EMPLOYEES



■ 18 and Older ■ Under 18



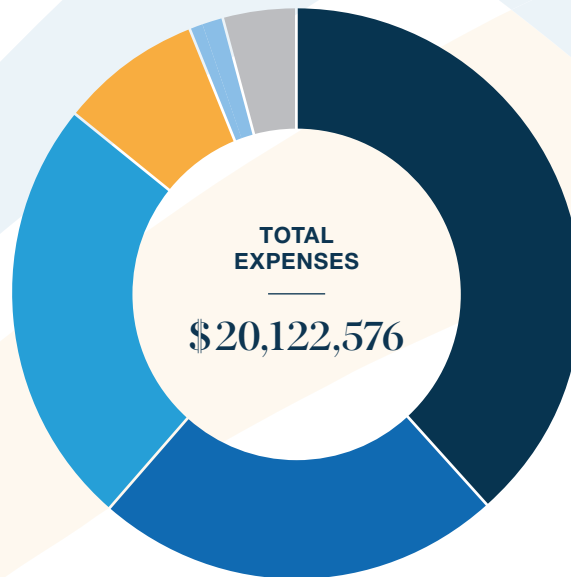
## CONTACTS PER YEAR



# 2018 Fiscal Year

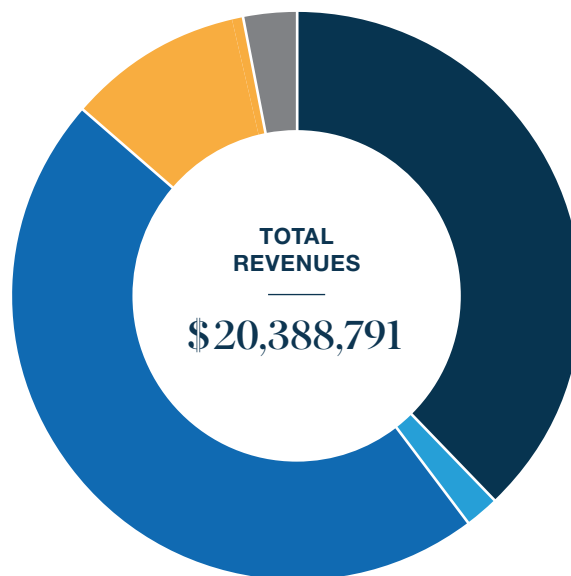
## EXPENSES

■ Advocacy, Prevention and Education	\$872,412
■ Clinical Services	\$7,722,149
■ Housing	\$4,636,667
■ Adult Rehabilitative Services	\$4,795,860
■ Children's Services	\$1,686,792
■ All Others	\$408,695



## REVENUES

■ Medicaid	\$7,870,252
■ Contributions, Grants and Special Events	\$378,978
■ Government Grants	\$9,638,140
■ Fees for services and rental	\$1,994,238
■ All Others	\$507,183



*Note: Revenue excludes unrealized investments*



# With Gratitude

**The generosity of  
many individuals,  
families, foundations  
and corporations makes  
our work possible.**

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

van Ameringen Foundation  
Nita and Howard Glickberg

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

Lagond Music School  
Jane Orans  
Thomas and Agnes Carvel  
Foundation

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

Anonymous  
Damman Fund  
Fidelity Charitable Gift Fund  
Philip and Lynn Straus  
Foundation, Inc.  
Stone Foundation, Inc.  
Team Daniel Running for Recovery  
TD Bank

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

Meryl A. Allison and  
Elisa E. Burns, MD  
Robert and Kristen Clarfeld  
Connecticut Business Systems  
Jeanette Fairhurst  
Jewish Communal Fund  
Jennifer and Steve Kasoff  
Michael and Kate Lombardi  
Rosemary McClare  
PKF O'Connor Davies, LLP  
Donna Renella  
Neil Roth, M.D.  
Yvonne Tropp and Alan Epstein

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

Anonymous  
Arthur J. Gallagher & Co.  
Barbara and Jeffrey Becker, Esq.  
Nora and Jonathan Contract  
Decisions Management  
Group, Inc.  
Epstein, Becker & Green, P.C.  
Entergy Wholesale Commodities  
Fidelity Brokerage Services, LLC

Emily Grant  
Hackley School  
Janet Inskeep Benton  
Janis and Alan Menken  
Charity Fund  
Janssen, L.P.  
Richard and Regina Jones  
Sharon Krieger, MD and  
Brian Hannon  
Louis A. Ritter Foundation, Inc.  
Ann Mandel Laitman, MD and  
Robert Laitman, MD  
Manhattanville College  
Newman-Tanner Foundation  
Charlotte Ostman  
Otsuka America  
Pharmaceutical, Inc.  
Victoria Penino  
Kevin Reda  
Regeneron  
Alberta T. Salkin  
Patrick and Caroline Saxton  
Thomas Scherer  
Alan Siegel  
Peter Sloane  
Gerald Stern and Carla Pasquali  
Elise Wagner and Robin J. Stout  
Lucille Werlinich  
Westchester Women's Bar  
Association Foundation

## **\$500 and over**

Amcott Associates  
Walter Brett  
Barbara Bernstein, Ph.D. and  
Jonathan Arfa, Esq.  
Cecelia B. Cutler  
D.P. Wolff, Inc.  
Eileen Fisher, Inc.  
Fidelis Care  
Four Winds Hospital  
Warren T. Gregorgy  
Barbara Heenan  
John and Ann Kaufman  
Kurt Koenig  
Virginia Lane and Andrew Geist  
Mary G. Leferovich  
Stephen A. Lieber  
Lifetime Athletic Chappaqua  
Mack-Cali Realty Corporation  
Maier Markey & Justic LLP  
Manatt, Phelps & Phillips, LLP  
Barbara Michelson and  
James Heffron

Ronald Milardo  
Hon. John Nonna and Jean Nonna  
Northern Westchester Hospital  
Andrew and Andrea Potash  
Anne Poux and Bruce MacDonald  
William Scesney  
Andrew and Melanie Schaffran  
Schwab Charitable Fund  
Joel and Joyce Seligman  
Staples Foundation, Inc.  
Barbara Van Bergen  
Vanguard Charitable Foundation  
John and Lucy Werner

## **\$250 and above**

AbbVie Employee  
Engagement Fund  
Jim Adasek  
Alan and Elaine Ascher  
Charles E. Baxley and  
Mary Ann van Osdol  
Michael Bellantoni, Inc.  
Grace M. Benedikt  
Benevity Fund  
David and Karen Blumenthal  
Blythedale Children's Hospital  
Bronx Westchester Medical Group  
Center for Social Innovation, LLC  
Charles S. Raizen Foundation  
Mara Cohen  
Kathie Collins  
Combined Jewish Philanthropies  
Joseph Cunningham  
Anthony DiPasquale  
David Epstein  
Debra Erder Hirschfeld  
Forme Medical Center and Urgent  
Care and Transforme MD  
Andrew Friedman  
James Golub  
HCBOWF & MBO  
Hastings-on-Hudson UFSD  
William R. Handelman  
HealthlinkNY Community Network  
Pamela Healy  
Katherine Howe  
Peter Humphrey  
Independent Living, Inc.  
Connie Kelly  
Matthew and Deidre Kimble  
Nenette Kress  
Barbara A. Landress and  
Philip E. Karmel

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Christy Larkin  
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Sean and Randi Mayer  
Metro Team Outfitters  
Norman and Heidi Michaels  
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Chris Molinelli  
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NAMI of Westchester  
Robert and Ann Natale  
New York Community Trust  
NetSmart  
Peloton  
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Jason Rimland  
Peter Rossi  
John J. and Clare Ryan  
Sacred Spirit Yoga and Healing  
Arts Center  
Leah P. Sanzari, Esq.  
Harris N. Schafer  
Silberstein Foundation  
Soul Cycle  
William and Ruth Spiro  
Janis Tropp Ground  
United Way of Greater Waterbury  
Upper Cervical Chiropractic of  
New York  
Iris Wertheim and David Berck  
Emily Weston

*Great care has been made to  
ensure the accuracy of this report.  
If we have made an error in  
listing your name, we sincerely  
apologize and appreciate you  
letting us know. Please contact  
our development department at  
(914) 265-7512 or  
[development@mhawestchester.org](mailto:development@mhawestchester.org).*

*Thank you.*

  
The Mental Health Association of  
**MHA Westchester**  
[mhawestchester.org](http://mhawestchester.org)