

Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors



Achieving Together

2016 ANNUAL REPORT



Profile

Achieving Together

[Letter from CEO](#)

[Letter from President](#)

[Centers & Programs](#)

[Veterans Services](#)

[Peer & Community Services](#)

[Stories](#)

[Financial Statements](#)

[Grants](#)

[Events](#)

[Board & Donors](#)

The ASSOCIATION *for* MENTAL HEALTH & WELLNESS

The origin of the Association for Mental Health and Wellness (MHAW) dates back to 1955 with the incorporation of the Mental Health Association in Suffolk County. In 1990, Clubhouse of Suffolk was founded, providing a wide array of psychiatric rehabilitation and recovery programs. With the growing need to provide services for Veterans with PTSD and other service-related challenges, Clubhouse merged with MHA Suffolk and Suffolk County United Veterans in 2014 to form the Association for Mental Health and Wellness. The Association for Mental Health and Wellness, a not-for-profit 501(c)(3) corporation based in Ronkonkoma, NY, provides programs, services, and advocacy for people and families facing mental health challenges with an enhanced focus on serving military Veterans.

Profile

Achieving Together

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors





[Profile](#)

[Letter from CEO](#)

[Letter from President](#)

[Centers & Programs](#)

[Veterans Services](#)

[Peer & Community Services](#)

[Stories](#)

[Financial Statements](#)

[Grants](#)

[Events](#)

[Board & Donors](#)

MICHAEL STOLTZ, LCSW
Chief Executive Officer



Dear Friends, Colleagues and Supporters:

We are proud to present to you our 2016 Annual Report. This year's report is presented in an electronic format that allows easy navigation between sections and access to links on our website so you can learn more about our work.

Despite the many challenges that face non-profits like ours, the Association for Mental Health and Wellness (MHAW) is well-positioned to continue to provide quality services to Suffolk County residents. Consistent with Mental Health Associations across the country, MHAW also provides principled leadership in the region and the state on matters that concern all people and communities with behavioral and physical health concerns.

In this report, you will find:

- Snapshots of the impact of our programs and services in 2016.
- Profiles of Kyle, Giacomo, and Rich—three people of differing ages, cultures, and life experiences—that mirror the diverse demographics of our county. Each share their story of recovery and newfound resilience.
- A profile of Melissa, a Care Management Team Leader who inspires her clients, provides professional support to her staff, and helps lead our organization's commitment to wellness.
- An overview of our organization's 2016 financial standing.

Amid policy challenges at all levels of government, MHAW maintains a watchful eye on the physical and behavioral health issues of all our county's citizens. Some of those issues include the following:

- Young adults choosing substances to deal with a range of troubled feelings, leading to unparalleled crises of addiction and co-occurring mental healths/substance use disorders.
- Unique pockets of populations without access to physical health, mental health, and other social resources that cause a high chronicity and morbidity of treatable health conditions.
- While there has been significant progress reducing homelessness among Veterans (thanks to strong regional partnerships), we face new emergent challenges associated with our county's aging Veteran population.

It is our hope that this report will help you learn more about our organization and consider additional ways in which you can participate and support our growth. Together, we can promote mental health and wellness for all Suffolk County citizens.

Sincerely,

MICHAEL STOLTZ, LCSW
Chief Executive Officer



Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors

“MHAW is well positioned to meet the challenges of system and practice change.”

These are challenging times we live in and the battle for healthcare rights is in the news almost daily. I am honored to lead the organization as we join to ensure the right to mental health services for Suffolk County's veterans and citizens.

CYNTHIA MASON
President





Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors

Team Home Depot came out to landscape, paint, make repairs, and donate a new lawn mower and grill to a Suffolk County United Veterans home that provides permanent housing to formerly homeless Veterans.

COMMUNITY

All Programs and Services

- Commenced customer satisfaction survey for participants in all programs using an internationally-validated tool, CSQ-8.
- Committed to building trauma-informed care competencies in all programs and services.
- Enhanced the cultural and ethnic diversity, and linguistic capacities, of our workforce.
- Successfully transitioned Medicaid programming to managed care organization contracts.

Centers for Recovery and Wellness

- Over 100 participants attained or maintained competitive employment.
- Developed rapid entry so that people in distress can access the program quickly.
- Made physical and program enhancements that promote a more welcoming atmosphere and continues our commitment to safety.
- Building competencies to serve more people with dual substance use/mental health challenges.

Care Management Programs

- Saw rapid census growth (12 percent) from community outreach and engagement.
- Transitioned all staff to new electronic care management platform.
- Care Management staff leads our agency workforce practice in wellness.
- Transitioned new Health and Recovery Plans (HARP) for people with most substantial system usage.
- Launched Children's Health Home Care Management program.

Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

→ [Melissa](#)

→ [Giacomo](#)

→ [Rich](#)

→ [Kyle](#)

Financial Statements

Grants

Events

Board & Donors

Melissa Callis



["In Step with Melissa Callis," M.A., Team Leader, Health Home Care Management](#)

Melissa truly exemplifies what it means to be a leader. While supervising a team of Care Managers, Melissa also maintains her own caseload of people, coordinating each of their unique physical and behavioral healthcare needs. One of her clients had a dream of running a 5K as part of his determination to overcome the impact of his mental illness. With Melissa's encouragement and coaching, this young man was able to train, and they high-fived each other at the Suffolk County Marathon, which Melissa also ran. "I finally feel like I belong; this race gave me the confidence I never had," said the young man who continues to run competitively.

As a non-athlete growing up, running didn't come naturally for Melissa. This changed however once she enlisted in the Army National Guard and she found that she had to run in basic training in order to face her fear of "falling out" of formation. She was eventually promoted squad leader, encouraging others to run. Melissa has continued this practice by organizing an agency-wide Wellness Committee, creating programs that encourage all of our employees to exercise, eat healthy, and find work:life balance. "My love of working with people who have endured hardships in their lives combined with helping staff to take charge of their health has given me my dream job."



Giacomo

Health Home Care
Management and
Synergy Center



A professional photographer, Giacomo was diagnosed with an anxiety disorder in his mid-40's. He also drank, a combination that led to multiple inpatient and outpatient treatment episodes. Ultimately, his wife could take his behavior no more and filed an order of protection. Giacomo became homeless and was arrested and jailed for DWI.

Upon release, Giacomo inherited his late mother's house but he couldn't afford heat and electric. County Adult Protective Services helped him obtain some basic resources including SSD. He also made a commitment to use mental health services, including MHAW's Care Management and Synergy Center for Recovery and Wellness. "Things started taking off for me," he said. Giacomo enjoyed cognitive remediation, expressive writing, and yoga which improved his memory, problem solving skills, and thought processes. He also found that symptom management classes and Synergy's clinic services helped as well. His care manager helped him navigate public transportation, vital for his independence, as well as entitlement programs and physical healthcare.

Today, Giacomo has over two years sober and continues to attend AA. He still attends Synergy Center two days each week and meets with his Care Manager each month. "The personnel here show a lot of compassion. They work like a partner to help you accomplish your goals," said Giacomo. His future plans include part-time employment. "MHAW has made a dramatic difference for me."





Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors

COMMITMENT

Veterans Services

- Over 400 Veterans served in group or individual peer support by Dwyer Project thanks to increased state funding.
- Outreach focus by Dwyer, shelter, and Supportive Services to Veteran Families' staff to Veterans most-in-need (incarcerated, inpatient units, homeless, distressed families).
- Directly housed 168 Veterans. Moved 51 into permanent housing, and resolved dozens of other issues allowing Vets to move back to prior housing.

Our programs and services focus on the family, overall health and wellness, and successful community integration.

Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

- Melissa
- Giacomo
- Rich
- Kyle

Financial Statements

Grants

Events

Board & Donors



Rich

*Dwyer Veteran Peer
Support Project*



As a member of the U.S. Army, Rich enlisted as a Combat Engineer and was deployed to Iraq for three tours of duty. He completed his active duty military service as a Sergeant Squad Leader. Rich then joined the National Guard as a Reconnaissance NCO. Though he hadn't experienced a civilian classroom for eight years, Rich enrolled at St. Joseph's College. He found the transitioning from a military culture to an academic environment to be challenging, with less structure and an abundance of students who were younger than him. Rich sought the support of other Vets through the Joseph P. Dwyer Peer Support Project group located at the College. He found such benefit from the support that he took a position as a Peer Facilitator for the group at our Veterans Place Shelter. "The Dwyer Project helped me to earn a college degree, and to develop my passion to help other veterans and provide them with resources," said Rich. He has since completed his four-year degree and gone on to accept a federal position with the Transportation Security Administration as a Security Officer.



Each January we work with the Long Island Coalition for the Homeless to provide a count of our homeless on Long Island.



Throughout the year our staff provides public education on a range of mental health topics.



Our Wellness Committee promotes overall health by participating in running and cycling events, creative arts, and healthy foods.

ACHIEVING

Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

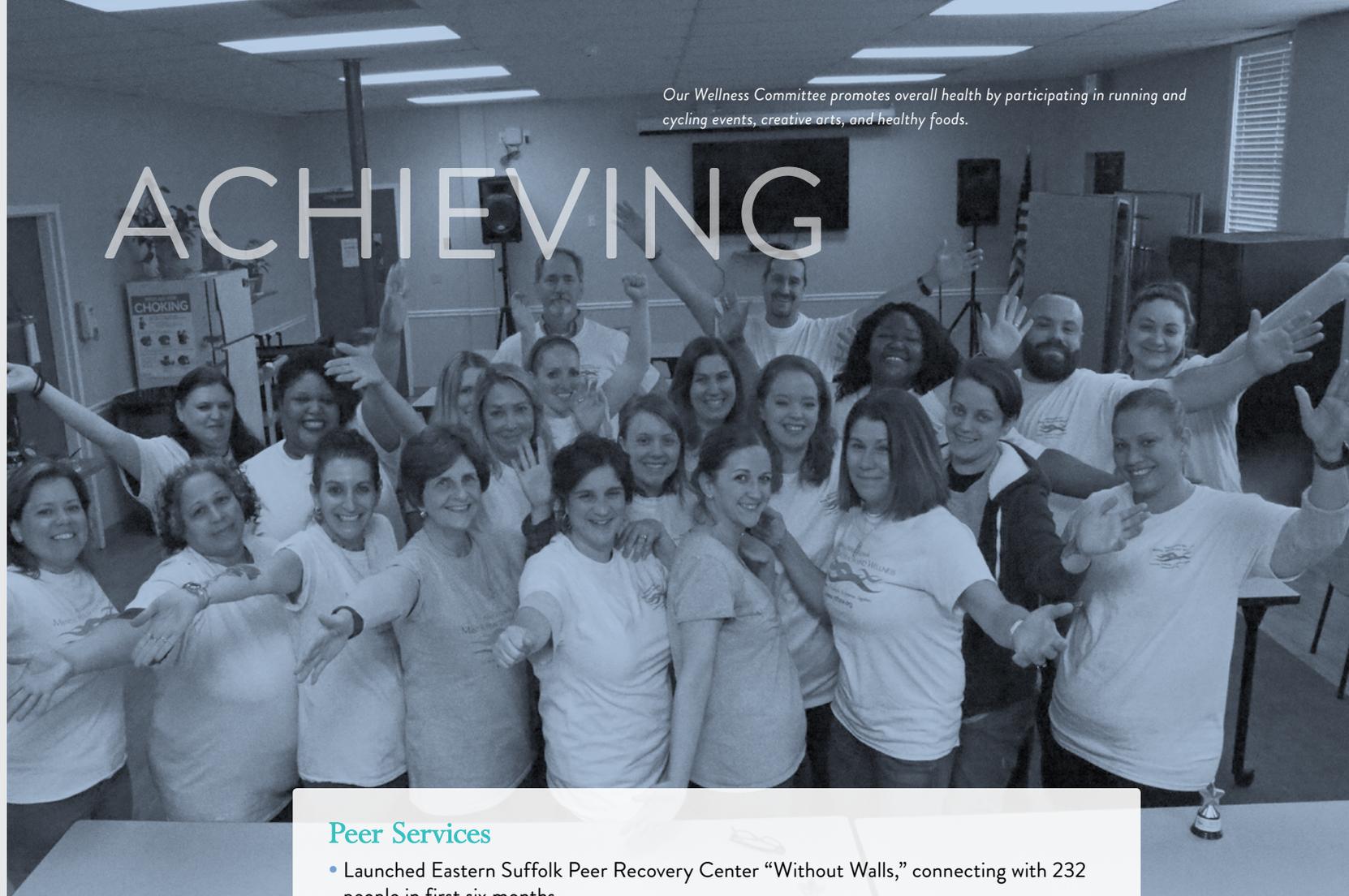
Stories

Financial Statements

Grants

Events

Board & Donors



Peer Services

- Launched Eastern Suffolk Peer Recovery Center “Without Walls,” connecting with 232 people in first six months.
- Launched on-line support group.
- Peer Support Line increased its capacity and people served.

Community Impact Services

- Fielded increase in Helpline inquiries (phone, email).
- Responded to requests for Community education, including mental health education for public library staff and Mental Health First Aid for Suffolk Department of Social Services staff.
- Launched New York State Education Department–approved CEU trainings.
- Provided food to over 500 families through our pantries.

Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

- Melissa
- Giacomo
- Rich
- Kyle

Financial Statements

Grants

Events

Board & Donors

Kyle

*Synergy Center for Recovery
and Wellness & Health Home
Care Management*



Kyle is an articulate and bright twenty-one-year-old man who, like many people his age, enjoys listening to music and playing video games. He also likes to socialize with other people—but, for many years, this was a struggle. As an adolescent, he was diagnosed with anxiety and depression and began mental health services at age 15. Family life was difficult at home as it included living with a father whose behavior was determined by how much he had to drink each day. Kyle found himself often angry and verbally abusive himself, but then turned the pain inward. He overdosed and attempted suicide. Despite all this distress, Kyle still managed to receive his Regents diploma on time.

Needing more support and guidance post-graduation, he was connected with MHAW's Synergy Center. Kyle admits he began with a bad attitude and didn't think he "needed this place" but he stuck it out. After a while, he participated in class discussions and, as he began to trust MHAW staff, his confidence grew.

He identifies two classes, "Self-Compassion" and "Co-Dependency," as key to helping him stop his self-destructive thinking and his reliance on others to feel good about himself. He also learned to better manage his symptoms. Staff and peers challenged him to do more, so Kyle began to engage in outside activities. He attended an employment expo where he presented to prospective employers and then attended the annual NYAPRS Conference in Albany.

Despite some lingering self-doubt, Kyle enrolled in early 2016 in MHAW's 12-week Peer Specialist Training Program, Careers in Recovery and Wellness. He graduated and achieved on-line his New York Certified Peer Specialist-Provisional certification. He now works part time on the Peer Support Line, and is focused on his 2,000 hours necessary to obtain his permanent Certification. He even returned to the training program as a guest speaker. Kyle has obtained his Learners Permit, planning to take his road test and to buy a car. He is now in a healthy and happy relationship with a woman. "I would have loved to have had this support when I was younger."

Kyle is confident and happy and exclaims, "There are things I want to do in my life, dreams I want to pursue, and this is a great start."

[Profile](#)

[Letter from CEO](#)

[Letter from President](#)

[Centers & Programs](#)

[Veterans Services](#)

[Peer & Community Services](#)

[Stories](#)

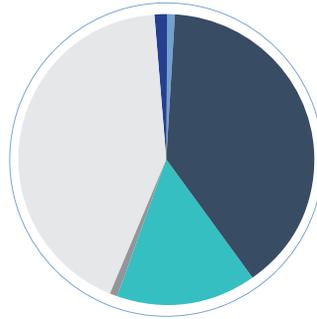
[Financial Statements](#)

[Grants](#)

[Events](#)

[Board & Donors](#)

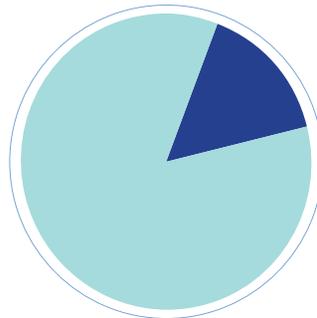
2016 Financial Statements



Support and Revenue

● Fee for Service.....	\$7,421,682
● Grants & Contracts.....	\$2,899,981
● Development Events and Donations	\$169,706
● Fixed Assets	\$8,067,555
● Rental Income.....	\$263,860
● Other Income	\$124,640

\$18,947,424



Expenses

● Programs & Services	\$9,064,316
● Supporting Services	\$1,629,562

\$10,693,878

Future Plans & Goals

- Sustain the organization’s stable financial performance amid the transition to managed care payments, new programs, and changing regulations and rate structures;
- Focus on key health and mental health metrics, such as reduced acute episodes, client satisfaction, easy and rapid “front end” engagement, improved community roles, and integrated health care;
- Continue to develop the diversity and cultural competence of our staff and leadership so that we engage people of all cultures and races and preferred languages in Suffolk County;
- Continue to build the demand and use of our services through refinement and promotion of the MHAW and SCUUV “Brand”;
- Raise funds to upgrade all our facilities that serve our clients and support our staff, including our emergency men’s shelter and new Veterans houses.



Profile

Letter from CEO

Letter from President

Centers & Programs

Veterans Services

Peer & Community Services

Stories

Financial Statements

Grants

Events

Board & Donors

2016 Grant Awards

COLLABORATIVE GRANT PARTNERS

- Economic Opportunity Council of Suffolk, Inc.—Supportive Services for Veteran Families (SSVF) **\$129,082 per year**
- Suffolk Care Collaborative, LLC of Stony Brook University's Performing Provider System (under the state Health Department's System Reform Incentive Program)—Community Health Activation Program

\$76,036

Housing and Urban Development for permanent housing to Veterans who are senior and/or disabled

\$117,600

NYS Office of Temporary and Disability Assistance New York State Supportive Housing Program to support case management services for Veterans

\$1,988,716

NYS Office of Temporary and Disability Assistance Homeless Housing Assistance Program for three new homes for Veterans

\$105,000

Suffolk County Dept. of Probation-Parole Re-entry Task Force, three years of care management services

\$99,842

NYS Empire State Supportive Housing Initiative for services that provide permanent housing for homeless single Veterans who are elderly and/or disabled

\$48,548

NYS Empire State Supportive Housing Initiative for services that provide permanent housing for homeless single Veterans with serious mental illness, HIV/AIDS, or two or more serious and chronic physical, psychiatric or substance abuse health conditions

\$968,751

Dormitory Authority State of NY for energy efficient capital improvements to Pollack Center for Recovery and Wellness

\$450,000

DSRIP for integrated physical healthcare project serving people with psychiatric and physical healthcare conditions

\$8,873

Allergen Foundation to provide Mental Health First Aid training

\$20,000

Long Island Community Foundation to hire a consultant who will help to assemble and demo training for Veterans

\$12,500

United Way of Long Island for military family assistance

\$7,000

United Way of Long Island to support social media and public relations campaign



2016 Events

[Profile](#)

[Letter from CEO](#)

[Letter from President](#)

[Centers & Programs](#)

[Veterans Services](#)

[Peer & Community Services](#)

[Stories](#)

[Financial Statements](#)

[Grants](#)

[Events](#)

[Board & Donors](#)



Our annual Mental Health Awareness Week, co-hosted with the Mental Health Association of Nassau, breaks down barriers and misunderstandings associated with stigma through a wide network of community dialogues, educational forums, and engaging events here on Long Island. It benefits not only those directly impacted by mental health distress, trauma, and psychiatric disability, but it helps all Long Islanders gain better access to the services that they, or a loved one, may need.

The 4th annual Kick Stands Up Motorcycle Poker Run and Car Show, co-hosted by the U.S. Military Vets Motorcycle Club and Impressive and Aggressive Motor Club featured beautiful motorcycles and custom and classic cars, complimented by live entertainment, an array of vendors, and lots of delicious food, all supporting our at-risk and homeless Veterans at the Suffolk County United Veterans project.



The 6th annual Chili Cook-Off and Fall Festival was a fun-filled family day that featured local restaurants, businesses and individuals all competing for Best Chili in either the meat or vegan category. This event includes two live bands, a DJ, a host of children's games, Halloween costume contest, fabulous raffle prizes, lots of food and beverages, and one-of-a-kind unique vendors, ensuring there is something for everyone to enjoy.



[Profile](#)

[Letter from CEO](#)

[Letter from President](#)

[Centers & Programs](#)

[Veterans Services](#)

[Peer & Community Services](#)

[Stories](#)

[Financial Statements](#)

[Grants](#)

[Events](#)

[Board & Donors](#)

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Suffolk Bus Corp.

Suffolk County National Bank

Suffolk Machinery Corp

Teachers Federal Credit Union

United Way of Long Island

Veterans of Foreign Wars,
Ladies Aux. of Suffolk

Zabell and Associates, P.C.

Gale Eling

Bonnie Matza

Marjorie Ottaviano

Rothco

Howard Somberg

Milton Somberg

Thank You

Support for our organization is essential to providing quality services and programs that change lives. We are very grateful to everyone who has helped to make this happen.