

2017 Annual Report

Warren Washington Association for Mental Health, Inc.



CEO LETTER

Warren Washington Association for Mental Health started in 1948 like anything else—with a vision. Little did our founders know that their vision would be embroidered into the tapestry of our community in such an indelible fashion. This is a tapestry that we continue to weave and strengthen with your support.

As I look back over the past year, our team has been working diligently to meet the mental health needs of Warren and Washington Counties in innovative ways. We have increased the number of residential placement opportunities while strengthening our holistic approach to care. Overall health is monitored and supports given to help individuals recover both mind and body.

Recovery requires access to care, and our Caleo Clinic has made this easier for those

who are often faced with the difficulty of living at or below the poverty line. To do this, we have implemented an open access model.

With open access, a person can drop in when it is convenient for them. They are provided same day care, potentially decreasing pressure on emergency services. We have also begun providing mental health clinical services in area schools and pediatric offices, bringing care directly where it is needed.

In this same fashion, we brought Care Management services to other Agency sites and community locations. This allows individuals to have easier access to the supports that carry them toward better mental health outcomes. One of the sites that have enjoyed increased access to Care Management is our East Side Center Psychosocial Club. By offering expanded hours and access to health services, East Side is striving to be the intersection of traditional supports and modern innovation.

These paragraphs only represent a few stitches in this great tapestry. We have also worked diligently to reduce mental health stigma through creative community programming and events, and we have collaborated with other community providers to increase services and opportunities for those living with mental illness. More stitches will be added in the coming years as we branch into telemedicine, increase emergency residential placements, strengthen home and community-based services, and integrate our Dual Recovery program agency-wide.

I think our founders would be proud that their vision lives on. It lives on because of you and all of those like you who care about improving the human condition. Our work is far from done. We face, as all nonprofits do, the challenge of finding funding to continue to be innovative. However, I am confident that, with your help, we will meet this challenge.

Sincerely,
Andrea Deepe



SINCE 1948

WWAMH has been a leader in mental health care in Warren and Washington Counties. We started as a grassroots group that took hold and grew. Today we provide a continuum of mental health care that is unmatched in our region. A brief explanation is below.

Care Management

The Care Management program is designed to work with individuals and families diagnosed with a Serious Emotional Disturbance or Severe and Persistent Mental Illness to access services and providers to support their health and recovery goals.

Residential

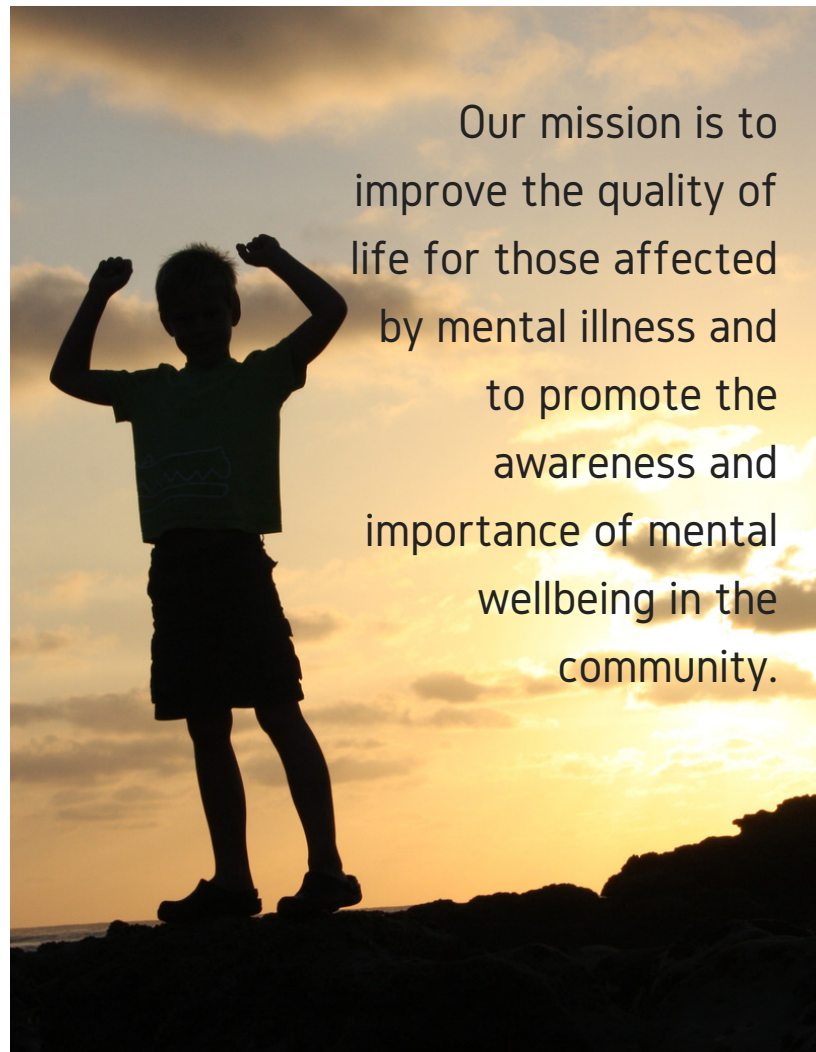
Available to people 18 years and older, the Residential Programs are houses and apartments where individuals with psychiatric disabilities live while developing skills needed for independence.

Support Services

Support Services focus on supporting and enhancing recovery and wellness by offering a variety of opportunities in a person-centered manner. It incorporates the following: Benefits Management is a service assisting with money management and benefits. Dual Recovery provides services for those in recovery who are dually-diagnosed with mental health conditions and substance use disorders. East Side Center is an adult psychosocial club supporting personal growth and wellness through social, recreational, creative, educational, volunteer, employment, and community participation opportunities.

Clinical Counseling

Caleo Counseling Services, the outpatient mental health clinic of WWAMH, provides individual and group psychotherapy to children, adolescents, adults, and families. It serves those living in Warren and Washington Counties, and surrounding areas. Treatment is individualized and treatment goals are developed in collaboration with the client and family.



Our mission is to improve the quality of life for those affected by mental illness and to promote the awareness and importance of mental wellbeing in the community.

SUCCESS!

Caleo Clinicians served 981 individuals in 2017.

Caleo Counseling Services was awarded a grant to implement an open access model of care. This will allow same-day treatment with the goal of fewer emergency room visits by patients.

We are working with more children than ever before. In 2017, we served children who might not have received services elsewhere.

In collaboration with Granville and Whitehall school districts, we opened satellite clinics, serving youth. We also opened a satellite clinic at Adirondack Pediatrics in Glens Falls.

WWAMH was awarded, for the second time, the SUNY Adirondack Workforce Development Grant. This grant allowed our staff to receive high-quality training on seven different leadership topics.

Our Residential Services had an overall occupancy rate of 92.6 percent and served 153 people.

Housing First and Supported Housing programs merged and added eight new beds.

We restored and reopened fire damaged satellite apartments.

We added nursing services to our residential program to assist residents with medical needs and appointments.

Residential Services increased security for residences by installing cameras, new door locks, and awake overnight staff.

Care Managers served 712 people this year. These individuals work tirelessly to link youth and adults to services that meet their needs. WWAMH far exceeds state averages when it comes to enrolling clients in services.



East Side Center's Craft Fair showcases the talent of members and staff.



Peer support is encouraged in all of WWAMH's programs.

MY STORY

Hello, my name is Michelle Stranahan. I have been using WWAMH services since 1996.

I was first diagnosed with a mental illness at the age of 16. I have had a long road in my recovery. I have had many struggles throughout the years. I have lived in both of the group homes-Genesis and Pearl Street. I also have lived at Maple Street Apartment program in Hudson Falls. When the time came I moved on to AMH's Satellite apartment program.

WWAMH has been a great help to me over the years. They have staff that helps you with many things. They helped me in getting control of my symptoms by teaching me many coping skills. They taught me about the proper ways to take my medication, how to get my refills on my medications on time so that I would not run out of them. The staff also gave me encouragement by telling me things like "Your Core is Strong". By them doing these things for me it has led me to the road of recovery.

As for my plans for the future, I have many. I currently work for WWAMH as a transportation driver for East Side Center. I have earned my Peer Specialist Certificate; with this, I hope to become a Peer Specialist through WWAMH at the East Side Center in Glens Falls.

If WWAMH was not a part of the mental health community, that would affect me in a major way. I would not have a great company to work for or have a place to live that is so very helpful. I also would not have the East Side Center to go to. If these services were not available not only to me but many other people in our community, we would all have many more struggles in our lives.



Michelle is an active member and employee of East Side Center.



At East Side Center creative expression is encouraged.

MY STORY

My name is Heather Schoger. I was living with my parents in 2013 when everything began to happen. It was a toxic environment. Eventually, hearing about a good friend who committed suicide I decided to attempt it myself. This proved that I needed more care and could not get better on my own. WWAMH stepped in and provided that care pushing me to my limits, in a good way. I moved into one of WWAMH's Maple Street Community Living Residences where I had a counselor who was phenomenal. She got me into Intensive Day Treatment which was a safe haven. I made so many friends there—lifelong friends.

WWAMH helped me with managing my supports, as I worked to get better. I never had a negative issue with WWAMH. Sure, I argued with people about financial things sometimes, but it was all good. Really, this support helped me to downgrade from the intensive treatment I was receiving. I was able to move from Maple Street to WWAMH's satellite apartments. I was there for about six months until I was able to get HUD assistance, allowing me to move out and live independently. Of course, since I am a nervous Nellie, I had some difficulty dealing with the change. But, again, my supports helped me deal with the change. They kept me moving. They keep me growing. It has been a growth process. I am forty and still growing. Today, I still use WWAMH for support where I need it.

In the future, I want to be working again. I had an intake at Liberty House. So far, I haven't heard back. But, I am sure that I will. Then I will have a three-day work trial. I have a boyfriend and we recently made a commitment to each other! Eventually, we would like to move to Memphis—maybe in two or three years. Overall, I want to be a productive member of society again.

To WWAMH, a BIG thank you! A huge thank you for saving my life. I am not sure where I would be without you.



Heather is a testament to how treatment and support change lives.



Mental Health Awareness Day: Each ribbon represents a person affected.

MY STORY

My name is Anna Johnson. When I began working with WWAMH in 2011, my life was in complete chaos. I was alone - my longtime partner had left me and my grandmother (my only local relative) had just passed away. Mental illness is a funny thing, in that an otherwise intelligent, clever, witty 30-year-old woman becomes a complete wreck - unable to handle finances or even simple things like cooking meals. I lived on take-away, shut myself in my apartment, and spent all my time reading, brooding, and watching British television on DVD.

Once I moved into housing, things began to improve. I started attending treatment. I took my medications regularly. I got off my butt (mightily kicked by my counselor at Maple Street, which I needed) and starting working with ACCES-VR to find work. I found a job.

I also made friends and joined my synagogue. We discovered common interests. One of the great things we did was starting British Movie Nights at Maple Street, where people came from other houses just to watch British films and television. And finding my spiritual home at Shaaray Tefila - not easy for a Jewish girl in a small town - boosted my spirits immensely. Finally, I was able to get HUD assistance and move out on my own.

The material assistance that WWAMH provides is vitally important. Help with getting HUD, Medicaid, SNAP, and managing finances are incredibly crucial to achieving independence. But the most important thing that I got from WWAMH is a new lease on life. I'm finally living a life I'm proud of. I'm surrounded by people I can count as family. I have a job. I have a pet. Most importantly, I have a home. More than anyone or anything else, WWAMH has made the North Country home for this expatriate Southerner, and I wouldn't have it any other way.



Anna surmounted many challenges before smiling for this photo.



Our Maple Street Community Living Apartments



Robbie fully enjoying herself at an agency event.

THE FACTS

971 people had serious mental or emotional illness in Warren and Washington Counties in 2015.

Washington County, according to the 2016 NYS Workforce Guide, has the lowest rate of mental health counselors per 100,000 when compared to New York's North Country.

Washington County's 13 licensed MH professionals per 10,000 people is the second lowest rate in any New York State county.

The percentage of adults in Warren County reporting poor mental health for 14 or more days in the last month exceeds the Prevention Agenda benchmark, Upstate NY and NYS.

The rate of suicide in Warren County is higher than the Prevention Agenda benchmark and higher than Upstate NY and NYS.

The rates of self-inflicted hospitalizations in Warren County are similar to the Adirondack Rural Health Network but higher than Upstate NY and NYS, particularly in 15-19-year-olds.

In Washington County, the rates of age-adjusted suicides (13 per 100,000 people) and of self-inflicted hospitalizations (11.8 per 10,000 people) in Washington County were higher than rates in the ARHN region and in Upstate NY.

The rate of self-inflicted hospitalizations for ages 15-19 was 30.2 per 10,000 people and was more than double the Upstate NY rate and nearly 50% higher than the ARHN rate.

At 13 percent, Warren County has the highest percentage of Medicaid beneficiaries with a mental health inpatient admission, the highest of any NYS county, according to the Office of Mental Health "Adirondack Region Needs Assessment."

You can help. Send a donation in the attached envelope.



East Side Center's garden provides food for the mind and body.

THE NUMBERS

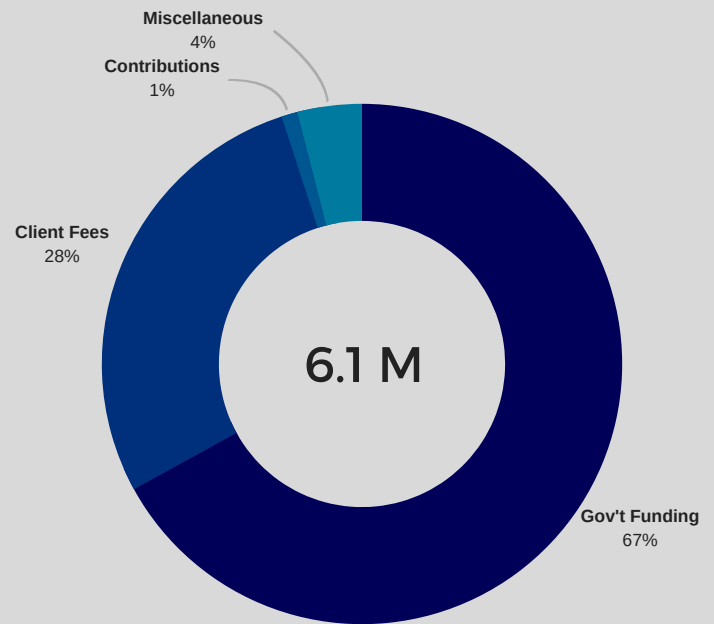
Warren Washington Association for Mental health is a not-for-profit. That means we turn every dollar earned or given to us toward supporting our mission. Each of the approximately six-million dollars that comprise our budget is used in some way to help people in our community who are struggling with mental illness. Since current statistics show that one in five people have a mental illness, it is very likely that you live or work with someone affected.

As you look at the pie charts on the right, you will notice that the majority of our funding comes from the government, in the form of funding from the New York State Office of Mental Health and grant funding for specific projects. Our individual contributions are actually rounded up to achieve the one percent shown on this chart. We would like to strengthen our community's involvement in our agency, by striving to raise more money in this area. This will help us diversify our funding stream.

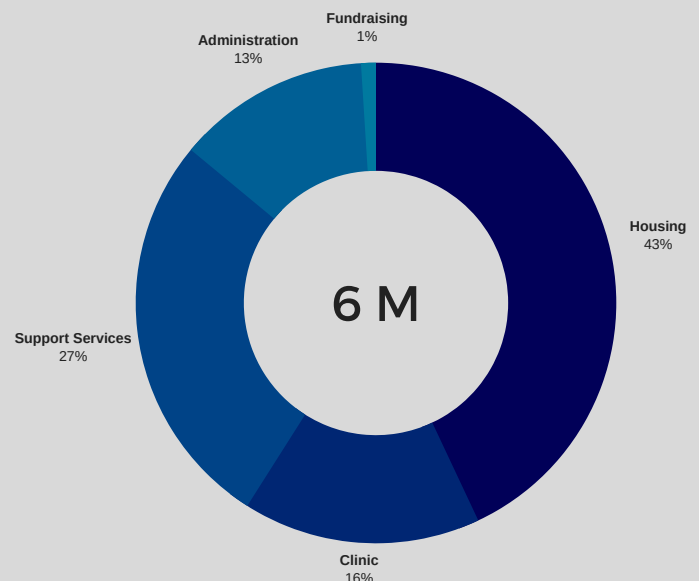
That said, we are well positioned financially. We operate on a fiscally sound basis while keeping our doors open to all our agency programs. Of these programs, housing for those with mental illness is the largest part of our budget at 43 percent. Support Services, whose care managers and counselors see over 200 people per day, comes in at 27 percent. Caleo Counseling Services takes third place in spending at 16 percent.

Thirteen percent of the budget goes toward administration of all our programs and services. We strive to keep our administrative cost constrained while running a "family first" agency that is supportive of its staff.

REVENUES



EXPENSES





Nora is retiring after 13 years as an East Side volunteer.

'17 DONORS

In Honor of Elizabeth Gambee Osborne

Armbruster, David
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 Bennett, Ellen
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 Mielke, John
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Paltrowicz & Ulrich, Jill & Phil
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 Huntington, Edward & Elaine
 Little, Betty--Friends of
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 MacDonald, Bob
 Malloy, Amy
 Schlate, Stephen & Jacqueline
 Schurga, John & Lee
 Vaughn, Duane
 Watkins, Timothy

In Memory of Patrick Cavanagh

Goodman, Jeanne
 Kearns, Mindy

Amy Carpenter Scholarship Fund

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Website

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HELP OUR MISSION

To volunteer, contact Jon Wood at
jwood@wwamh.org

For information on how you can donate to
WWAMH, contact Nicole Casey at
ncasey@wwamh.org

Volunteer and donation inquiries can be made by
phone at (518) 747- 2284



Our CFO John Schurga advocates for mental health awareness.

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