

**2005 ANNUAL REPORT**  
YEAR ENDING DECEMBER 31, 2005

Value yourself • Surround yourself with good people • Take care of your body • Relax • Laugh and have fun • Set realistic goals • Explore your interests • Avoid drugs and limit alcohol • Help others • Get help when you need it

Poem by R.G. – resident of Harbour House

“Harbour House is a guiding light.  
It give me strength, it give me might.  
The might that shows that people care,  
And there is good in everyone and everywhere.

Harbour House is a home to me,  
It keeps me safe and helps me see.  
It’s a home that shares and is very kind.  
Places like this are hard to find.

Harbour House helps me when I’m sad.  
They help me cope when I’ve been mad,  
And this is why I agree...  
Harbour House is Family to me.”



# PRESIDENT & CEO MESSAGE



STRIVING FOR OPTIMAL MENTAL HEALTH – this MHA slogan came to life this year after a very productive strategic planning session that identified a revised, up-to-date MHA in Ulster County, Inc. Vision Statement and Mission Statement.

The MHA Vision is a responsible and respectful society where the stigma of mental illness is eliminated. The MHA Mission Statement is to engage all people in optimal mental health by providing innovative programs and services that heal, prevent, educate and advocate.



**These are powerful statements for powerful people.** We needed this power as the Ulster County community faced two major traumatic/stressful events in early 2005: the Hudson Valley Mall shooting in February and the floods in April. The Mall shooting involved hundreds of people, but thankfully only two people with physical injuries, (although 2 is too many) and the floods effected 600 families in Ulster County alone; nearly 200 - 300 of these families lost their homes forever. It is difficult to say, but important to acknowledge, that the services of MHA “shine” in the midst of the harshest times in peoples’ lives. MHA, through cooperation with other countywide agencies, such as the Ulster County Dept of Mental Health, Social Services and Ulster County Chapter of Red Cross, took the leadership in providing the emotional care and support to the mall shooting victims and the flood victims. It is important to provide mental health/emotional support in times of loss. We, at MHA, were able to provide individuals and families with a chance to tell their stories; to learn that changes and reactions that they were having to these events were normal; and to identify ways to take care of one’s self and soothe one’s self; to learn or relearn that, as Audre Lorde said, “self care is not self indulgence; it is self preservation...”. We must focus on taking care of ourselves and each other. Mental Health matters now more than ever.

Striving for Optimal Mental Health — what does that mean to you? Let us know by becoming a part of us — please contribute in whatever ways that you can. MHA can always use more partners and more financial support. Together we accomplish great things.

# MISSION

The Mental Health Association in Ulster County, Inc. (MHA) was chartered as a not-for-profit organization in 1959 by a group of physicians and concerned individuals to develop a coordinated citizens’ movement to promote mental health and to work toward improved care and treatment for persons with mental illnesses. The mission of the MHA is to engage all people in optimal mental health by providing innovative programs and services that heal, prevent, educate and advocate.

To achieve its mission, the MHA sponsors a variety of educational, advocacy and service programs, including mental health education, rehabilitation, residential services, family and youth support services, and therapeutic foster care.

The MHA is one of 340 chapters affiliated with the National Mental Health Association and the Mental Health Association New York State.

Funding for programs and services is provided by the counties of Ulster, Delaware, Chenango, Otsego and Broome Mental Health Services. Additional funding is provided by the Ulster County Youth Bureau, the New York State Office of Mental Health, Office of Mental Retardation and Developmental Disabilities, Ulster County Department of Social Services, United Way, VESID, individual contributions and membership.





The Family and Youth Services Department located at the main office on Tuitenbridge Road is dedicated to offering community-based programs that provide a continuum of care for children and their families. It is essential that these programs be therapeutic in nature and be responsive to the community needs. As a result of this commitment, we offer more than 20 programs, including educational seminars, prevention programs, support groups and skill building courses. We also offer crisis prevention, newsletters, information and resource referrals, a community resource library, family support services and professional training services to other community agencies. In response to community needs, this department also facilitates effective community work and we are actively involved in several collaborative programs for children and their families.



*"I am thankful to be able to be building trust with my children and allow them to share feelings more openly."*

*"I learned to look at situations from my child's perspective, understand the feelings behind the actions, and get to the root of our feelings through discussion to keep things open."*

The purpose of an ACT team is to provide consumer driven mental health and when indicated, integrated substance abuse treatment to persons with a serious mental illness who have been unable to benefit from traditional mental health services. The ACT approach is unique in many ways. The entire team works with each recipient in a partnership to achieve goals the individual chooses to enhance their lives. Treatment and case management are provided in the community as opposed to an office. We travel to the recipient. We are available 24 hours seven days week.

In 2005 we were proud to be the only ACT team in our region to receive a full year's recertification from the NYS Office of Mental Health. The team made 3,609 visits to 52 individuals and their collaterals. We identified 10 treatment outcomes that we will measure every six months. From November 2004 through October 2005: 69% of recipients were not hospitalized, 86% maintained their housing, 83% were free of legal charges, 80% of visits occurred in the community and our retention rate was 87%.



# HARBOR ULSTER



The Harbour Family Based Treatment Program offers a therapeutic home to children who might otherwise be placed in a more restrictive non-family setting. Professional Parents are trained and supervised by Harbour staff to care for children and youth ages 5 to 18 that have been diagnosed with severe emotional disabilities.

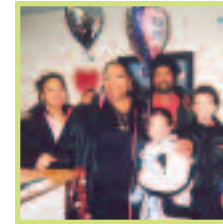


The Children and Youth Intensive Case Management Service and the Children and Youth Supportive Case Management Service both work to provide case management services to serious emotionally disabled children and their families within the child's own home. All the Harbour Programs are driven by the needs of the child and her/his family and are motivated by the belief that we will provide "whatever it takes" to help a child be successful within the community. Combined, the three programs served 85 children in 2005. Case Managers and Family Specialists provided education, support, advocacy, and crisis intervention, always focusing on the needs of the whole child. Recreation activities this year among many included a trip to see the NY Mets, movie and bowling outings, and horseback riding.

*"My son is doing so much better than he was. He has seen that he is cared about and gets the help he needs to be able to work out his problems. I don't think I would change anything about the program."*



# HARBOUR LIGHT



Harbour light is dedicated to providing older youth a chance to achieve self-sufficiency through a family-based treatment environment of support, structure, trust and guidance. For our younger youth, it is a safe environment providing emotional and physical growth and support in enhancing the parent-child relationship.



The Harbour Light program served 34 youth in 2005 and had 22 foster families. Youth served in the program are placed in Harbour Light homes with professional parents. Some youth are discharged from the program returning to their birth parents or require a higher level of care. Some are discharged to Independent Living while a few attend college and in some cases youth are adopted by their foster parents.

*"It's one of the best things that every happened to me. I was on the road to ruin and Harbour Light helped me find a home and hope."*

# HARBOUR HOUSE

# CLIENT SERVICES

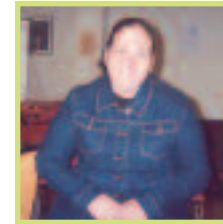


Harbour House is a member of the New York State Coalition for Children's Mental Health. The NYCCMH is an influential advocacy group for children's mental health programs, and helps to increase statewide awareness of children's mental health issues.



In 2005 Harbour House Teaching Family Model provided residential therapeutic treatment for 15 children. There were a total of six discharges, four youngsters returned home after completing the program, two returned home without completing the program and there were no youths who were transferred to a higher level of care. The program provided a total of 3,130 service days to consumers. Our newly constructed Teaching Family Model Home, specifically designed around the needs of the program, located in the village of Liberty was completed. We were able to move into the new home on December 29, 2005. In 2005 we also implemented our Annual Quarterly Employee Recognition Program.

*"Harbour House is a good place to be. The teaching parents are the best. Every day I learn something new. I know I have a long way to go. When I leave Harbour House, I will be ready for this world."*



The Department of Client Services provides a continuum of psychiatric rehabilitative services to adults who have a major psychiatric disability and/or a developmental disability diagnosis. The goal is to assist participants in realizing individual educational, recreational, vocational and social goals in the most natural and meaningful setting. The Clifford Beers Center is the pivot point for all programs of Client Services. It is a learning and leisure center within an integrated delivery system of other services. Collateral programs provided at the Center include intensive case management, clinical day treatment, medical care, and peer counseling and support.



*"I've enriched my life through the MHA Client Services clerical courses including new friendships, social interactions with fellow students and a gracious instructor—what a way to spend my time."*

The RAH program provided services to 208 individuals, and made over 10,000 contacts in 2005. Activities include a weekly bowling club, in which 24 individuals participated, the weekly Wednesday night RAH dinner, serving an average of 73 individuals per week, and weekly programs in Ellenville and New Paltz. Over 100 individuals participated in the RAH Vacation Club travelling to Tennessee, New York City, Boston and a 10-day cruise.

The Office of Mental Health Programs, including Coping Skills and the Geriatric Psycho-social Club provided services to 252 individuals making over 15,000 contacts in 2005. The Geriatric Psycho-social club provided services to 43 individuals for 52 weeks. Coping Skills, including the Introspective Unit and the Clerical Unit provided services such as shopping and laundry, the YMCA, pottery and drawing, and computer classes to over 100 individuals per week.

# EDUCATION & ADVOCACY

# ADULT INTENSIVE & SUPPORTIVE CASE MANAGEMENT PROGRAM



The Education and Advocacy Department provides persons diagnosed with psychiatric disabilities, their families, professionals and the general public with mental health education, information, advocacy and support services which allow them to make choices that will improve their lives.



Education & Advocacy offers support to individuals with a mental health diagnosis through the Compeer Programs in Ulster and Schoharie counties, the ACES supported education program at Ulster County Community College and the Transitions program in Ulster County for at risk youth. In addition, the department offered 13 ten-week workshops designed to help people understand and cope with the mental illnesses including personality disorders, substance abuse, anger management and women's issues including eating disorders.



E&A answered over 2000 mental health questions and held two conferences and mental health screenings in the community. Grants from MHANYS allowed the department to sponsor the Business Advisory Council and the Community Health Project. Finally, E&A sponsored support groups for those affected by the shooting at the Hudson Valley Mall and the April floods in Ulster County.

*"Being part of the Compeer R.N. program made me feel helpful and empowered—I love the program and want to be a part of it again next year."*

*"This program gave me an insight into the way I react to the people around me, how to analyze my feelings and how to express those feelings in a more constructive manner." T.S.*



The Adult Intensive and Supportive Case Management Program (ICM) is funded by the New York State Office of Mental Health and is operated through a cooperative effort of the MHA, Hudson River Psychiatric Center and Ulster County Mental Health Department. The Adult ICM program was established to provide services to adults with persistent mental illness who previously had been unable or unwilling to benefit from traditional community mental health services. The program had a capacity to serve 51 individuals at any given time in 2005.

The Adult Supportive Case Management Program was established to provide traditional case management services as an auxiliary to mental health treatment services for consumers who need outreach and support. Program capacity was for 40 individuals in 2005.

In 2005 the Adult ICM Program continued to work even more extensively with the Assisted Outpatient Program in serving consumers connected to the mental health system related to Kendra's Law.

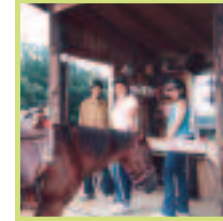




Residential Services consists of a seven day, 24 hour staffed community residence (13 beds), two supportive apartment programs (Henry Street — 14 beds and Scattered Site — 12 beds), a Supported Housing Program with 28 units and a HUD funded permanent supportive housing program for six individuals. The community residence and supportive apartments are voluntary, transitional, rehabilitative residences. Supported Housing provides case management services and financial subsidies for residents who live independently and the permanent supportive housing program provides individuals a permanent place to live while still providing staff support.

In 2005, the licensed programs provided housing and services to fifty-eight individuals. Twenty-four individuals were discharged from the programs, with 75% going to more independent living situations. The Supported Housing program provided housing and/or case management to forty-one individuals and their families. The HUD funded permanent supportive housing program provided services to six individuals.

The Agency purchased the new future site of the Henry Street Apartment Program in the Town of Ulster. The projected move will take place at the end of 2006. The Tuyenbridge Community Residence had its unannounced Office of Mental Health site visit and received a two and a half year certification.



The mission of the Waiver program is to provide a comprehensive array of support services to the child and family that will enable a youth with serious emotional, social or behavioral disabilities to remain in the home and community. This program was offered in 2005 in Ulster, in Chenango, Delaware, Otsego, and Ulster counties. We expect to expand into Chenango, Delaware, Sullivan and Otsego counties. When this expansion is complete we will have 6 slots in Chenango County, 9 slots in Delaware County, 7 slots in Otsego County, 10 slots in Ulster County and 7 slots in Sullivan County. The administrative office for this program is in our Oneonta, New York office.



This was our fourth year of operation in which the program served 32 different youth in our four county area. During 2005, HCBWS maintained an overall occupancy rate of 95%. As a result of this program, a number of youth stabilized and appear to be able to be maintained on a longer-term basis in the community averting the need for residential treatment or repeated long-term psychiatric admissions. HCBWS worked with Ulster County and Family Services, Inc. to establish a subcontract for hourly respite and skill building services. A Parent Support Group was established by our Parent Advocate for parents in Chenango County.

*“They go over and above what they have to do in order to make sure our family gets what it needs.”*



# BUILDING CONNECTIONS: THE SEXUAL ASSAULT MENTAL HEALTH PROJECT

## HARBOUR DELAWARE

The purpose of the Building Connections Project is to support and strengthen collaborative relationships and coalitions with the aim of improving and coordinating trauma-based services for sexual assault survivors diagnosed with serious and persistent mental illness, in both Rape Crisis Centers and community-based mental health agencies.

The Building Connections Project is pleased to announce that John F. Crowe, CRC, LMHC has returned to his previously held position as the MHA in Ulster County representative to the BC project as of July 2005.

The second of the two annual Building Connections Project Statewide Trauma Meetings was held in Batavia, NY in October, 2005 and was co-sponsored by the MHA in Genesee County. 65 attendees and participants enjoyed a presentation by Sandra Johnson, Ph.D. on "The Neurobiology of Trauma".

The Hudson Valley Regional Trauma Task Force has resumed meeting on a quarterly basis as of November, 2005. John Crowe, CRC, LMHC, offered a presentation entitled: "Vicarious Trauma in the Age of Scarcity". 16 people in attendance and 8 counties were represented at the meeting. This first convening of the task force in a number of years was a resounding success and a promising indicator for gatherings in the future.



*"Thank you so much for all the support and encouragement that you gave me. Thank you for giving me a second chance at life."*

Harbour Delaware provides several direct service and treatment programs for children and their families. Services are offered within Delaware, Chenango, Otsego and Broome Counties. Under the umbrella of the Family Based Treatment Program that currently provides care for 20 youth with severe emotional and psychosocial problems, there are several related self delivery systems such as Delaware and Chenango Family Respite, Delaware Family Support Services, and the Adolescent Outreach Program of Otsego County.

In 2005 the Family Based Treatment Program served 28 youth. Four of the youth served were hospitalized for a total of 65 days. The cost per day of a hospital stay is anywhere from \$200 to \$400. The cost per day for a youth in the Family Based Treatment Program is \$147.89. Without programs such as the Family Based Treatment Program more frequent and longer hospital stays may be needed.



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A copy of the latest financial report filed with the Department of State may be obtained by writing:

NYS Department of State  
Office of Charities Registration  
Albany, NY 12231



A United Way Agency

Letter to MHA Adult ICM program:

December 3, 2005

Dear Director:

When my son lived on Long Island it was a nightmare. I am talking about several hospitalizations, homelessness, and chemical abuse along with mental illness. The ICM workers on Long Island totally gave up on him and I am ashamed to say that I did also. It looked like there was not hope for him and only a matter of time that something terrible would happen to him. He was unreachable, totally noncompliant and it felt like the end for him.

My son disappeared, we couldn't find him, when we did he was in Ulster County. By the grace of God he ended up at MHA with T.H. as his ICM worker. My son's life has turned around; he is not that same unreachable person he was on Long Island. I see so many great changes in him and almost see the person he was before he became mentally ill. I don't know how but T.H. did find a way to reach my son. My son listens and respects the ICM staff. The way I and many of John's family members see it is that T.H. saved my son's life.

Today my son has a girlfriend, still lives in Ulster County, comes down to visit me on Long Island and tells me he loves me. I hadn't heard "I love you Mom" in many years, it's like music to my ears.

This letter is to thank all of the MHA/ICM staff with special thanks to T.H. who made my son's life what it is today.

J.D.

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