Lately, the question I am asked most often is, “What is MHA doing to solve the opioid crisis?” My answer? We’re a pebble. The Dalai Lama said, “Just as ripples spread out when a single pebble is dropped into water, the actions of individuals can have far-reaching effects.” I think of this quote as a metaphor for the services that MHA provides. Let me share Sylvia’s story.

Sylvia came to our walk-in crisis service. The night before, she had rescued her adult child from an overdose, and it wasn’t the first time. She shared with MHA’s Crisis Specialist that she was terrified, feeling isolated and alone—and incredibly thankful her child was still alive. Thanks to the immediate availability of MHA, she was able to share some of the struggles she had been facing. Shame, stigma, and uneducated responses were keeping her from getting the help she needed. Now, with the Crisis Specialist, she came up with a plan. While she cannot force her child into treatment—a reality she deals with every day—she has been able to find ways to feel less isolated and alone.

In a follow up call, she said, “Thank you so much for helping me put things in perspective. I was struggling to find real help. You did that for me.”

That’s just one story, one mother, one way MHA made a difference, but it does create a ripple effect. That’s why MHA works tirelessly to build a strong foundation of emotional wellness for the whole community by preparing resilient children, securing vulnerable families, and facing crises together.

Shannon Aleshire
CEO Mental Health Association of Frederick County
Thank You to our Generous Donors!

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10,661 Referrals
Made by MHA’s Walk-in and Call Center to partner agencies, getting people connected to help and resources they need.
More than 660 people walked into MHA last year without an appointment and saw a crisis specialist. At no charge. This is an increase of 25% over the previous year. 26% of those clients reported they would have gone to the Emergency Room if walk-in crisis services didn’t exist.

Nearly 40% of them were children and youth.
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## SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Public Grants</td>
<td>$1,644,831</td>
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<tr>
<td>Program Service Revenue</td>
<td>$443,017</td>
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<tr>
<td>Contract Revenue</td>
<td>$193,810</td>
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<td>United Way</td>
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<tr>
<td>Donations and Foundation Grants</td>
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<tr>
<td>Fundraisers and Special Events</td>
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<tr>
<td>In-Kind Donated Goods and Services</td>
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<tr>
<td>Investment Income &amp; Other Income</td>
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**TOTAL SUPPORT AND REVENUE**

$2,956,271

## EXPENSES

### PROGRAM SERVICES

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<th>Service</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Preparing Resilient Children</td>
<td>$742,961</td>
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<tr>
<td>Securing Vulnerable Families</td>
<td>$484,375</td>
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<tr>
<td>Facing Crises Together</td>
<td>$1,187,199</td>
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<tr>
<td>Supporting the Whole Community</td>
<td>$222,679</td>
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**TOTAL PROGRAM SERVICES**

$2,637,214

### SUPPORTING SERVICES

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<tr>
<td>Fundraising Expenses</td>
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<tr>
<td>In-Kind Donated Goods &amp; Services</td>
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<tr>
<td>Management and General</td>
<td>$290,652</td>
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**TOTAL SUPPORTING SERVICES**

$442,491

**TOTAL EXPENSES**

$3,079,705

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Our dedicated volunteers spent a total of **16,785 hours** helping our organization, saving MHA over **$357,563**

**“A lot of people don’t know how to advocate for themselves. It’s a really hard skill to learn. That’s one of the many things that my Court Appointed Special Advocate (CASA) Cary has done for me. It really helps having an adult in your life who’s on your side, because cause they can vouch for you.”**

— Josh, former CASA kid

We have made every effort to ensure the accuracy of this list, but please notify us of any errors or omissions.

We earned the **Platinum GuideStar® Exchange Seal**, demonstrating our commitment to transparency.
20 years ago, the call volume was 9,000 to 10,000 calls a year...

Over 46,000 Calls
Answered by 24/7 MHA Call Center at no charge

In 2017
57% of our callers were under the age of 50. Our youngest caller was 7 years old. A MHA Call Specialist takes a suicide related call every 5 hours.

And now, we answer one substance use related call every 9.5 hours.

Why MHA?
We change lives, one person at a time.

“MHA’s Healthy Families program helped me get a better understanding of being a mother and a wife.

Having someone to support me has been very helpful and makes my life a little easier. They know how to get the resources that are needed for when I need information. They have helped my child to learn things that I did not know to do and also gave my child an opportunity to learn at her own pace. Thumbs up all the way.”

— Liera D.