

Mental Health Association of Frederick County



2004 ANNUAL REPORT



Providing Peace of Mind
*through Education, Prevention
and Intervention*



Our Vision

In last year's Annual Report, we indicated that our goals for this year called us to "establish a support group for suicide survivors, increase our outreach to the African American community, and to practice what we preach, by ensuring family-friendly business practices at MHA." How very gratifying it is to read this and know that we either accomplished, or at least made head-way, in all of these areas and more.



In late winter we did, indeed, start up our Survivors of Suicide Support Group, for those who have lost loved ones to suicide. The group is facilitated by two of our staff, who received specialized training in guiding this unique group. We believe that the group responds to a real need in this community by providing much-needed support to people who have experienced this tragedy in their lives.



We have made progress in helping people to overcome cultural barriers to mental wellness, one of our five over-arching goals, by creating a new Cultural Diversity Committee of the Board. This committee, consisting of two Board members and 13 community members, is in the process of identifying "centers of influence" in the Latino and African American communities to serve as focus groups to help us to better understand why minority groups are

underrepresented in receiving mental health treatment and how we can help improve access for them. In addition, we incorporated the "Guide to Basic Social Services", written in Spanish, into our annual "Guide to Mental Health and Community Support Services".

We are particularly proud of our progress in the third area, that of being a model of a family-friendly business. MHA applied for, and was awarded, one of 10 Family-Friendly Business awards offered by the Office for Children and Families. In addition, we surveyed the staff to determine what other family-friendly policies they would like to see in place and are working in instituting some of the suggestions.

We've been working hard on another of our five over-arching goals, that of improving people's awareness and understanding of the Mental Health Association of Frederick County. We began by changing our name, moving "Frederick County" to the end, so that people would be less likely to confuse us with a government agency. We also totally re-vamped our brochures so that all of our programs now look like they belong to the same organization!

Although often difficult to measure, all of us at MHA firmly believe that our efforts of the past year have indeed brought increased peace of mind through education, prevention and intervention to the thousands of people whose lives we've touched.

A handwritten signature in dark ink, reading "Patricia G. Hanberry".

Patricia G. Hanberry, CEO

A handwritten signature in dark ink, reading "David Diehl".

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President, Board of Directors

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MHA's Mission Statement

To promote an emotionally healthy
Frederick County
by advocating for people with
mental health needs;
educating the community;
and empowering
individuals, children, and families.



MHA Support Services Staff:

Janet Garrett,
Business Manager

Dawn Monroe,
Office Manager

Cindy Burdette,
Director, Development
and Marketing

Gina Burgoon,
Marketing Coordinator

Stress, divorce, depression, abuse, anxiety, illness, loneliness, death, grief, war, terrorism...

the list goes on and on. Let's face it; no one can escape the ups and downs of life. It is an absolute certainty that you or someone you know will need help coping with the inevitable struggles of life. As we have been for the past 39 years, MHA is here for everyone, regardless of their ability to pay. Our programs are incredibly diverse because the need in our community is so great.

Our staff and volunteers are tightly linked by those we are fortunate to serve. The courageous stories represented throughout this report are a source of great pride to all of us at MHA. We admit, not all of these stories have perfect endings, but in each case reaching out for support gave hope and a more positive life to each person. We get goose bumps every time we hear them and hope you will too.

On behalf of all those whom MHA has been able to help through seemingly insurmountable hardships in their lives, we thank you for your continued encouragement and support.

A FAMILY TORN APART ~

A single father is court-ordered to attend the ParentPower program after losing custody of his two teenaged daughters. He didn't know what else to do - they had gotten out of control, and he finally slaps his daughter - causing her removal from the home. During the 7-week program he takes a hard look at himself and his behaviors as a parent. Upon completion, he changes his views of himself and his ability to be a strong but loving father for his children. With encouragement and support, he sets boundaries and enforces them, communicates positively with his children, and enlists the aid of teachers and school administrators to surround them with accountability and consequences. Regaining custody of his children one month after attending ParentPower, family relationships are now stronger, the children are under control and making positive changes of their own, and he is secure in his role as a single parent.

Year Started: In operation since 1959, joined MHA in 1994

Clients Served in FY04: 238

Total Client Therapy Sessions Provided in FY04: 1,820

Client Demographics in FY04:

Children & Adolescents - 37%; Adults - 60%; Senior Adults - 3%

Services Offered: Professional outpatient therapy provided regardless of ability to pay.

Program Director: Kathi Kopacz, LCSW-C

Staff: Angela Simon, LCSW-C; Christie Rose, LGSW; Monica Durrani, LCPC; Helene Adami, LCSW-C; Laura Thompson, and Maddie Diehl, Office Assistants



A BETTER LIFE ~

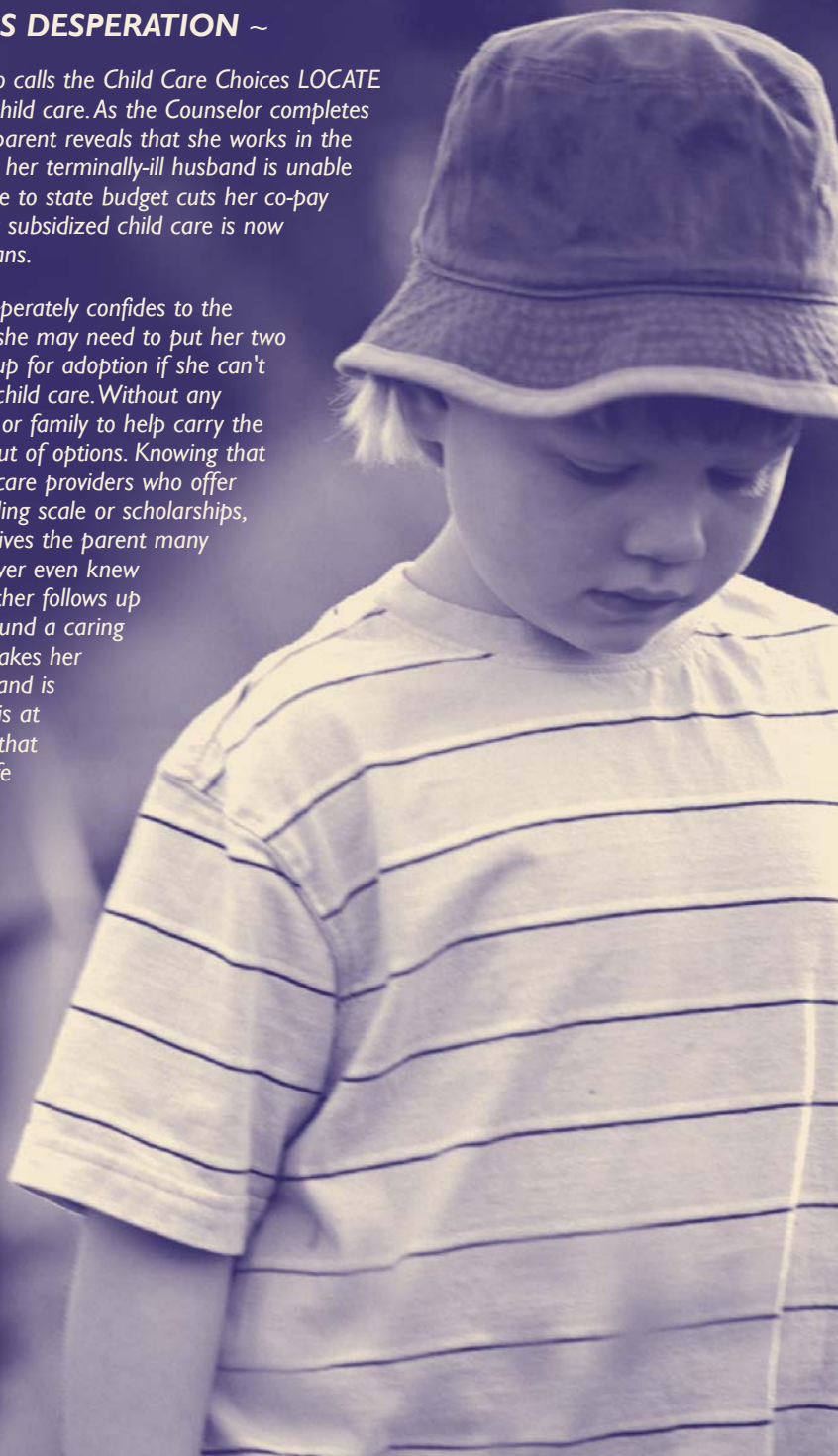
The friend of a young mother calls Counseling Services distressed about her friend's severe depression and recent suicide threats. She shares that her friend is quite poor and speaks very little English. Arrangements for an interpreter and service based on a sliding scale are made so therapy can begin immediately. The mother, a victim of physical and sexual abuse, has a life story filled with poverty and abandonment. Due to vicious

abuse, she is forced to leave her young children in the small Central American country where she had been born. She is racked with guilt and fear, and desperate to create a better life for her children. Working hard with her Therapist, she is making great progress. The young mother knows her recovery will take time, but feels hopeful she will now be able to make a better life for herself and one day for her children as well.

A PARENT'S DESPERATION ~

A mother of two calls the Child Care Choices LOCATE line frantic for child care. As the Counselor completes the intake, the parent reveals that she works in the service industry; her terminally-ill husband is unable to work, and due to state budget cuts her co-pay for their current subsidized child care is now beyond her means.

The mother desperately confides to the Counselor that she may need to put her two young children up for adoption if she can't find affordable child care. Without any support system or family to help carry the burden, she is out of options. Knowing that there are child care providers who offer service on a sliding scale or scholarships, the Counselor gives the parent many referrals she never even knew existed. The mother follows up to report she found a caring provider who makes her children happy and is affordable. She is at peace knowing that her family is safe once again.



Year Started: 1988

Parents and Children Served in FY04: 2,307

Child Care Providers Trained in FY04: 2,083

Number of Provider Classes Offered in FY04: 152

Child Care Providers Receiving Technical Assistance in FY04: 1,161

Number of Child Care Advocacy Groups Staff Served on in FY04: 18

Services Offered: Central resource that assists parents looking for regulated child care, aids child care professionals with training and technical assistance. Provides consultation to businesses regarding family friendly practices, and advocates for Frederick County's child care concerns.

Program Director: Shannon Aleshire

Staff: Sue Carpenter, Lisa Garbowski, Barbara Howard, Patty Morison, Sherry Musselman, Judy Williams, Amber Riley

FREQUENTLY REQUESTED CHILD CARE INFORMATION

Source: Maryland Child Care Resource Network

Average Weekly Cost of Full-Time Child Care in Frederick County

Family Child Care Programs

0-23 months	\$137
2-5 years	\$118
School age	\$105

Child Care Centers

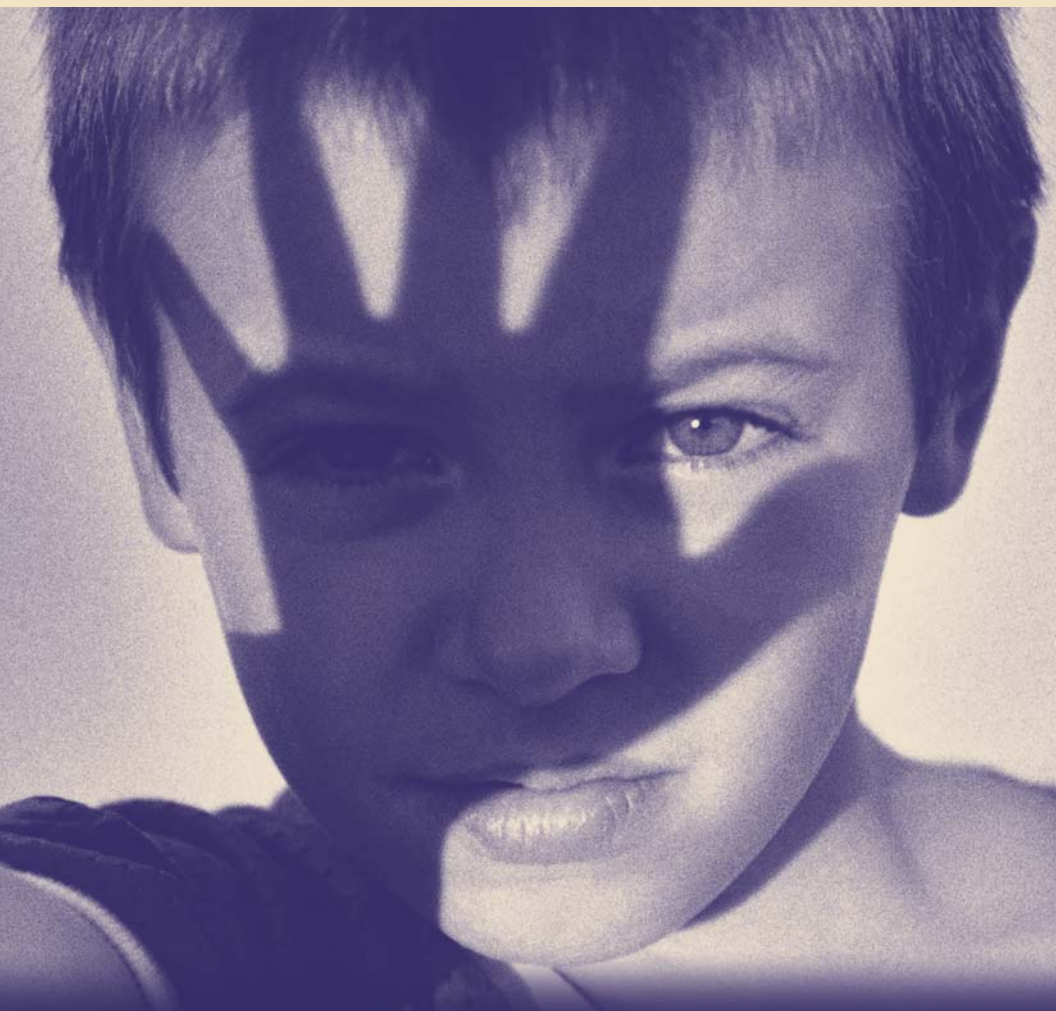
0-23 months	\$198
2-5 years	\$126
School age	\$119

Top 5 Factors Important to Parents Who Found Child Care in Frederick County

1. Quality of care
2. Proximity to home
3. Only program with a vacancy
4. Family setting
5. Hours of operation



Children and Clown at the 14th Annual Children's Festival



A CHILD OF ABUSE ~

A few years ago we gave a Kids on the Block Puppet show on Child Abuse at an elementary school in Emmitsburg. Following the production, a small third grade child timidly went to her teacher and said, "I think that there's something going on in my neighborhood that you should know about." It turns out that a man whom everyone called the "Neighborhood Dad" had been serially sexually abusing children in the neighborhood entrusted to his care.

As a result of the puppet show, and one young girl's brave disclosure, Gene Howard Huff was convicted of 141 counts of child abuse and is in jail for over 300 years, and there is a neighborhood of children in northern Frederick County who will no longer suffer abuse. At the end of the trial, the eldest victim, having suffered abuse for 29 straight months, gave the judge a hand-written letter: "I feel very sick and mad. I think what he did was very wrong. He is stupid and dumb. I think you should just feed him bugs because he deserves it. I think he should get the rest of his life in jail." We are so happy that she got her wish.

CASA (Court Appointed Special Advocates)

Year Started: 2001 • **Children Served in FY04:** 44

Volunteers Trained to Serve as CASAs: 28

Minimum Length of Service for CASA Volunteer: 1 year

Average Annual Hours Served per CASA Volunteer: 80

Services Offered: Trained community volunteers advocate for the best interest of abused and/or neglected children in the foster care system.

Staff: Jennifer Fuss, CASA Program Coordinator

KIDS ON THE BLOCK PUPPET TROUPE

Year Started: 1989 • **Children Served in FY04:** 4,063

Services Offered: Educational puppet program addressing social issues children face in today's society. Topics include child abuse prevention, drug abuse prevention, adjusting to divorce, bullies & school safety, and mental health. Presentations conducted at Frederick County Public Schools, religious organizations, Frederick YMCA, and local child care centers.

Puppeteers: Jenni Allnutt, Cassandra Redding, Ellen Cole

“PARENTPOWER” – Parent Education Classes

Year Started: 2000 • **Parents Served in FY04:** 310

Total Classes Held in FY04: 195

Services Offered: Trained staff provides educational courses for parents. Topics include stress management, anger management, positive discipline strategies, and early childhood developmental milestones. Specialty classes target at-risk families dealing with mental illness, ADHD, step parenting, and out of control teenagers.

Staff: Kim Gore, Parent Power Program Coordinator

SUPERVISED VISITATION & MONITORED EXCHANGE

Year Started: 2001 • **Children Served in FY04:** 54

Total Supervised Hours Provided in FY04: 206

Total Monitored Exchanges Provided in FY04: 117

Services Offered: Trained staff and volunteers provide a safe environment for children and their non-custodial parents to develop or re-establish an ongoing familial relationship.

Staff: Thomas Hamm, Supervised Visitation Program Coordinator

YOUTH EDUCATION OUTREACH

Year Started: 1991 • **Children Served in FY04:** 1,970

Services Offered: Custom youth education programs for schools and community groups. Topics include Kids in Self Care, Solving Conflicts, Bullying, and Stress and Anger Management for teens.

Program Staff: Cathie Deadrick, Youth Educator



A LIFE OF REGRETS ~

Her life had been a tough one filled with difficult choices and regrets. An elderly woman, the sole caregiver for a disabled family member for the past 30 years, is depressed, socially isolated, and experiencing physical ailments. She signs up for the Telephone Reassurance Program because she is completely housebound and uncomfortable talking with family about her fears and problems. She receives a call from her reassurance counselor, every day for almost three years. They talk for at least 15 minutes each day and she comes to rely on the reassurance counselor as the only person she can be open and honest with. Eventually she passes away due to illness, hopefully at peace knowing that she always had someone who would listen and care.

FREDERICK COUNTY HOTLINE

Year Started: launched part-time in 1985, moved to 24-hour operation in 1990

Total Hotline Calls in FY04: 10,207 • **Suicide-Related Calls in FY04:** 723

Support Hotlines Answered: 1-800-SUICIDE, AIDS Hotline, Maryland Youth Crisis Hotline, Phone Friend, Frederick County Hotline

Services Offered: Trained staff and volunteers provide information and referral, support, and crisis intervention 24 hours a day, 7 days a week.

Program Director: Suzi Borg

Volunteers: 24 wonderful and caring listeners – names protected due to the confidential nature of their role

Staff: Robyn Harrison, Program Coordinator; Dana Norris, Program Assistant; 16 part-time staff members - names protected due to the confidential nature of their role

TELEPHONE REASSURANCE PROGRAM

Year Started: 1997 • **Clients Served in FY04:** 20

Total Outbound Calls Made in FY04: 3,284

Client Safety Intervention Calls Made in FY04: 38

Services Offered: Trained staff and volunteers make daily scheduled calls to elderly, homebound clients offering support and referrals as needed.

Program Director: Suzi Borg

Staff: Linda Myers, Telephone Reassurance Program Coordinator

TOP 10 REASONS

Clients called Hotline in FY04:

1. Personal or Social Relationships
2. Depression
3. Thoughts of Suicide
4. Physical Health Issues
5. Loneliness
6. Mental Health Issues
7. General Family Issues
8. Financial Stress or Crisis
9. Alcohol or Drug Issues
10. Parenting Issues



SUPPORT AND REVENUE

Public Grants (State/County/City)	\$ 782,757
Program Service Revenue	131,703
United Way	99,000
Fundraising/Special Events	37,878
Private Foundation Grants/Donations	47,127
Membership Dues	5,600
Interest and Other Income	57,735

TOTAL SUPPORT AND REVENUE 1,161,800



2004 Catoctin Affair Fundraising Event at Hollow Creek Golf Club

EXPENSES

Community Education,	
Advocacy & Publications	\$ 77,441
Frederick County Hotline	245,416
Child Care Choices	395,054
Counseling Services	103,725
Child Abuse Prevention Program	153,795

Total Program Service Costs	\$ 975,431
Support Services Costs	136,106
Special Event & Fundraising Costs	31,113

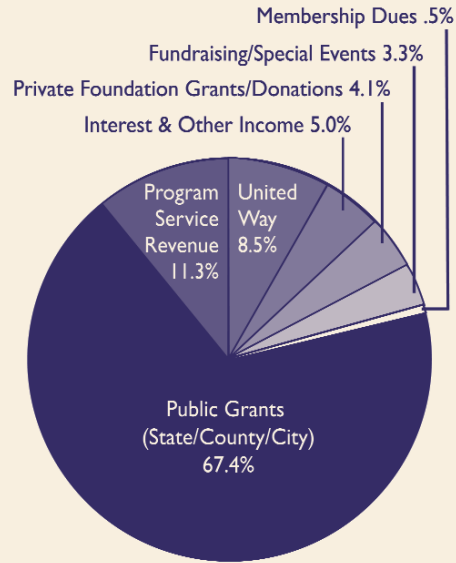
TOTAL EXPENSES 1,142,650

MHA’s financial audit report is available upon request. Contact Janet Garrett at 301-663-9096.

These numbers represent unaudited figures.

Support and Revenue

Fiscal Year ending June 30, 2004

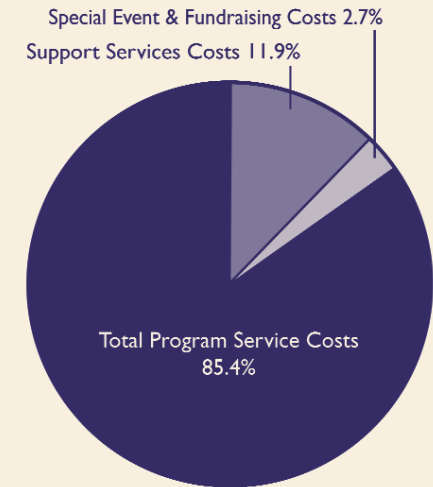


Uses of Cash

Fiscal Year ending June 30, 2004

Program Services	85.4%
Support Services	11.9%
Special Event & Fundraising	2.7%

FY04 Total 100.0%



SINCERE GRATITUDE TO ALL OF OUR VOLUNTEERS

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Pat Rosensteel
Rachel Schwartz
Ginny Simoneau
Suzanne Tresselt
Delaine Welch-Freas

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Valerie Birdsell
Julie Diehl
Shannon Kelley
Monica Kinderknecht
Lois Mannes (adjunct)
Rebecca Matthews
Kristin Milne-Glasser
George Moehrl
Ron Raineri
Tom Slater (adjunct)

Volunteers

Jenni Allnutt	George Laugelli
Nicolea Ambush	Kendall Markey
Emilie Amt	Melinda Metz
Julie Ballenger	Dorothy Moler
June Bean	Nicholas Moore
Michelle Bier	Annie Morison
Natalie Bowers	Keith Morison
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Carla & Mike Bodnar
Karlys Kline
Darby Jones
Nancy & Casper Cline
Jean Joyce & John Garre
Barbara & Bob Marmet
Debbie McClellan

* Denotes MHA Board Member

\$5,000+

Ausherman Development Corporation • G. Frank Thomas Foundation
• Freddie Mac Foundation • Frederick County Association of Realtors

\$2,500 - 3,999

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• Loats Foundation • Sandy Spring Bank

\$1,000 - 2,499

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• Colleen & Ken Rice • Spring Ridge Chiropractic Center • State Farm Insurance Companies
• The Community Foundation of Frederick County • Celia & Nelson Zahler

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Administrative Office of the Court • City of Frederick • Foster Care Court Improvement Project
Frederick County Government • Frederick County Office for Children and Families
Maryland Committee for Children • Maryland Children's Trust Fund
Maryland Department of Human Resources • Maryland State Department of Education
Mental Health Association of Maryland • Mental Health Management Agency of Frederick County
National CASA Association • United Way of Frederick County

*We have made every effort to recognize all contributions. We apologize for any errors or omissions.

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Mental Health Association of Frederick County

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Providing Peace of Mind Through Education, Prevention, and Intervention

“Peace of Mind”

Peace (pes) > *n.* **1.** Freedom from quarrels and disagreement; harmony. **2.** Serenity: peace of mind.
peace'ful *adj.*, **peace'ful·ness** *n.*

Mind (mind) > *n.* **1.** The human consciousness that originates in the brain and is manifested esp. in thought, perception, emotion, will, memory, and imagination.

Ed • u • cate (eɪ'e-kat') > *v.* **1.** To provide with formal knowledge or training. **2.** To provide with information. **ed•u•cat'ed** *adj.*, **ed•u•ca'tion** *n.*

Pre•vent (pri-vent') > *v.* **1.** To keep (something bad) from happening. **2.** To keep someone from doing something; impede. **pre•vent'a ble** *adj.*, **pre•ven'tion** *n.*

In • ter • vene (in'ter-ven') > *v.* **1.** To come in or between so as to hinder or alter an action; or improve a situation. **2.** To come or occur between two things, events, or points in time. **in'ter•ven'tion** *n.*



United Way of Frederick County