

Mental Health ASSOCIATION



BECAUSE OF

You

2019
ANNUAL REPORT



BECAUSE OF *You*
”

**“Thank you for making me
feel welcome and not judged.**

It's nice to know I'm able to return and use MHA's services
in the future if I ever needed to.”



When people find out where I work, they often ask, “How do you work there? It must be hard.” My answer is always the same, “I know that MHA is saving families, saving lives. **Every single day.**”

As the African proverb goes, “It takes a village to raise a child.” Meaning that it takes everyone within a community to help a child grow into a healthy, functioning adult. It also takes a village of people to keep MHA running and providing positive results for those we serve—whether it’s a MHA volunteer who serves as caring advocate for a vulnerable child in the foster care system, the MHA Call Specialist who is on the phone in the middle of the night with someone experiencing a life altering crisis, or a donor who trusts MHA to be careful stewards of their gift. MHA can transform lives **because of you.**

MHA is building a strong foundation of emotional wellness for the whole community by preparing resilient children, securing vulnerable families, and standing with people to face crises together.

Because of you we were able to accomplish several admirable things last year. In the area of **preparing resilient children**, we conducted nearly 432 site visits to child care programs. This enabled us to prevent children with behavioral issues from being expelled from preschool. 86% of those young children showed an increase in protective factors because of the help from our staff. We **helped secure vulnerable families** by providing 225 hours of parent coaching. About 90% of these parents successfully achieved their goals. And we **faced crises together** celebrating our 5th anniversary in May of our walk-in crisis service—seeing over 2,600 unique individuals in our first 5 years. These are just a few of our programs that have positively impacted our community. The programs of MHA continue to directly touch more than **55,000 lives** every year.

All of these results are **because of you.** Thank you for your generous support in helping us maintain the excellence of MHA’s programs and making our community whole.

With gratitude,

Shannon Aleshire

CEO Mental Health Association of Frederick County



“It’s the people that I work with. It’s a very unique group of people that I work with at MHA,” she says. “People are busy doing their jobs to make things better and that’s where their focus is.”

Don’t ever ask Suzi Borg what a typical day is like as Community Support Services Director at the Mental Health Association of Frederick County. There is no typical day for her.

“I like the job because it’s different every day,” she says, pausing. “I hate the job because it’s different every day, right? (She laughs.) But there’s so much variety in what I get to do and developing and training people has been really enjoyable.”

Suzi came to MHA about 22 years ago, first taking a position as an evening receptionist for Counseling Services in 1997. But she wasn’t there long, moving over to the MHA call center in 1998. A couple of years later, she was named director of what she now calls “call center plus.”

The “plus” was born in a wish list Suzi made when she started the job. She wrote down five things she wanted to add to MHA; one was a walk-in clinic to serve people who told the call specialists they need more than phone assistance. “We just heard from people: ‘Isn’t there someone I can talk to today? I need somebody now,’” Suzi recalls.

The call center she managed back then was very different than the one she oversees today. There were just three lines, including the Frederick County Hotline and the MHA business phones. The National Suicide Prevention Lifeline would be added, coincidentally on Sept. 11, 2001, and there are now seven lines answered by the call center staff, including the familiar 211. Meanwhile, Suzi has seen the actual call center move five times in two buildings over the years.

When Suzi started as director, the call center was receiving about 9,000 calls a year; this year, that number has surpassed 42,000. “It’s definitely changed, but the core is still there. It’s still the same scheduling. We must have at least two people (on every shift),” she says.

BECAUSE OF *You*

”

“Walk-in is a life-saver.

My son was refusing help, so I gave him the options of calling the police, going to the hospital, or coming to walk-in. He chose walk-in because he had been here before and felt safe here.”

The call center, then and now, is about connections. Connecting callers with the services that they need, whether the help is at MHA or another organization in the community. “As long as you get where you need to be, that’s what is important,” Suzi says.

The issues the call center deals with can be difficult and emotional, whether it’s an attempted suicide, family crisis or a person struggling to get through the day. The tough calls can wear on the specialists providing assistance to the callers. “It’s hard stuff that they listen to, and it’s a level that you just can’t understand unless you are doing it,” she says. “It’s not an easy thing for them. And it’s probably amazing that there aren’t more burned out than they are.”

Suzi’s approach to this challenge—and one she teaches to new specialists—is don’t take your work home with you.

“I learned early on to let people know that they have to be able to walk away from this ... for longevity,” she says. “It’s OK to leave things in the building. When you leave, you have to leave it here or you won’t want to come back. It can’t go with you all the time. We talk about that.”

The “plus” part of Suzi’s job came to fruition when MHA added Systems Navigation, a free service to assist parents and children with multiple or intensive needs to navigate the services available

in Frederick County. And, yes, one item on her wish list was completed when Walk-In Behavioral Health Services was added in May 2014.

On the near horizon is an expanded walk-in clinic, both in hours and services, and Suzi probably has a few other items on her list she wants to check. “We are constantly trying to grow and learn and do better,” she says.

And what has kept her at MHA this long?

“It’s the people that I work with. It’s a very unique group of people that I work with at MHA,” she says. “People are busy doing their jobs to make things better and that’s where their focus is. ... Nothing is happening in a vacuum. So, when something really tough is happening, you are not doing it by yourself. There are a lot of people there to support you. So, I think that has something to do with it.”



Because of YOU— our donors, volunteers and advocates...

We are building a strong foundation of emotional wellness for the whole community by preparing resilient children, securing vulnerable families, and standing with people to face crises together.



Thank You to our Generous Donors!

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SUPPORT AND REVENUE

Public Grants	\$ 1,606,838
Program Service Revenue	495,114
Contract Revenue	215,144
United Way	38,398
Donations and Foundation Grants	280,265
Fundraisers and Special Events	211,500
In-Kind Donated Goods and Services	74,050
Investment Income & Other Income	15,068

TOTAL SUPPORT AND REVENUE
\$ 2,936,377

EXPENSES

PROGRAM SERVICES

Preparing Resilient Children	\$ 736,427
Securing Vulnerable Families	508,889
Facing Crises Together	1,247,805
Supporting the Whole Community	221,935

TOTAL PROGRAM SERVICES
\$ 2,715,056

SUPPORTING SERVICES

Fundraising Expenses	\$ 80,768
In-Kind Donated Goods & Services	74,050
Management and General	306,869

TOTAL SUPPORTING SERVICES
\$ 461,687

TOTAL EXPENSES
\$ 3,176,744



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In FY2019, our dedicated volunteers spent a total of

13,816 hours

helping our organization, saving MHA over

\$303,507

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BECAUSE OF *You*
"

The Walk-In Specialist made me and my son feel so welcomed and comfortable. I was nervous coming in, because of the stigma of asking for mental health help, but reception made us feel normal and human, different than any other provider we went to—she was reassuring and funny. Systems Navigation was amazing, too.

**I would put a walk-in
bumper sticker on my car!**




Conducted

432 Site Visits

to child care programs to prevent children
from being expelled from preschool

86% Increase in Protective Factors

from these young children because of
the help from our staff



THE MENTAL HEALTH ASSOCIATION OF FREDERICK COUNTY

226 S. Jefferson St | Frederick, MD 21701
301-663-0011 | www.fcmha.org
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We envision a community where children
can grow and thrive without fear, where good
mental health is valued, where people of all
ages know when and how to seek help for
emotional or family problems without shame,
and where everyone will have access to
mental health services without barriers.

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Suzi Borg, *Director, Community Support Services*
Patty Morison, *Director, Child Care Choices*
Barbara May, *Director, Family Support Services*



In the first 5 years...

**Over
2,600
Individuals**

were seen by a
Crisis Specialist in Walk-In

Every decade of life has been seen
with the youngest 3 years old to the
oldest 90 plus years of age.

BECAUSE OF *You*

**We change lives,
one person at a time.**

From a follow-up call after being seen in Walk-In

**“Thank you so much for
helping me put things in
perspective. I was really
struggling to find some
real help. You did that for
me and I thank you.”**