



MENTAL HEALTH  
ASSOCIATION  
of Northwestern Pennsylvania

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1101 Peach Street  
Erie, PA 16501-1839

# **ANNUAL REPORT 2019-2020**

<https://www.facebook.com/MentalHealthAssociation>

<http://www.mhanp.org>

## Reflections from the CEO and Board President

To our amazing and resilient Erie Community:

Through all the unique challenges we have faced during this past year at the Mental Health Association, we find great comfort knowing that we can and will endure. The members, peers and staff at MHA are grateful for the perseverance and support of the Erie Community. For without the help of our community, our services to the most in need could not exist.



There were many difficult decisions to be made at the beginning of the COVID pandemic in 2020. MHA suspended all services on March 20, 2020 in hopes of ordering personal protection equipment and disinfecting supplies quickly to open back up safely to our members and peers.

The Peer Support Team continued to make phone contact with their peers throughout the pandemic. The Consumer Center reopened on May 11, 2020 for persons who were experiencing homelessness. The Consumer and Family Satisfaction Team resumed services in June while the Peer Navigator program opened and closed a few times due to the orders by the Erie County Executive. Our external advocate at Warren State Hospital continued to provide services throughout the pandemic.

As many other non-profits experienced, there was a decrease in donations and volunteers at MHA. We are thankful for the donations received and volunteers who were able to help out at MHA. The MHA Board of Directors continued to be a dedicated group whose constant support helped us to stay focused on our mission to help those who are the most in need and vulnerable in our community.

We are grateful for the many conversations about mental health that seemed to happen more often during the pandemic. It is our hope that we continue to embrace this, "We are more alike than different."

Stay safe and well.

*Patricia Stude*     *Christina Collins-Heinson*

Pat and Chris

## Our Vision

All people with mental health needs lead meaningful and satisfying lives through choice, responsibility, and dignity with respect.

## Our Mission

The MHA provides a consumer-driven environment which supports and promotes recovery for all people with mental health needs including veterans, residents of Warren State Hospital and persons who are criminal justice involved.

## Our Values

The MHA values empowering people with mental health needs in their recovery.

## Our Board of Directors

Christine Colao-Nickson – *President*  
Kirk Kinnear – *Vice President*  
Matthew Dyke- *Treasurer*  
Missi Berquist - *Secretary*  
Patricia Stucke - *CEO*  
Michael Wardell  
Rita Scrimenti  
Jessica Molczan  
Colleen Hammon  
Elena Brenneman  
Tim Calhoun  
Dave Jeannerat  
Antonio Howard

## ADMINISTRATION

It's amazing what a few dedicated people can accomplish. Administration at MHA is kept trim to ensure our funds directly serve our consumers and programs. This dedicated group does a lot.

- Office Management
- Community Relations
- Program Development
- Staff Development
- Policy Development
- Policy Implementation
- Fundraising
- HIPAA Compliance
- Property Management
- IT Management
- Payroll
- Purchasing
- Finance Management
- Contracting & Billing
- Program Oversight & Support



Pat Stucke  
CEO



Monica Stanford  
Operations Manager



LuAnn Gossett  
HR Manager  
Administrative Officer



Tina Richardi  
Finance Manager



Mary Sackett  
Clerical Support

# CONSUMER/FAMILY SATISFACTION TEAM

## “Listening to People First”

### WHY

The mission of the Consumer/ Family Satisfaction Team is to listen to people to find out their ideas about what is, or is not, helping them move through the public Mental Health and Drug and Alcohol systems.

With a deep respect for each person’s rights and dignity, we report each consumer’s satisfaction and dissatisfaction.

Through our interviews CFST hopes to improve delivery of Mental Health and Drug and Alcohol related services in Erie County.



Left to right: Melanie Way, Crystal Fehlman, Ina Chandler (Assistant Team Leader), Michelle Mennini (Team Leader), Nancy Petti, Jimmy Scott Not Pictured: Michelle Moore

### WHAT WE DO

- We listen to people who are now using the Mental Health system.
- We report how services are helping consumers.
- We report services that people want from the system.
- We report survey results to service providers who can change things for the better.
- We also report to the Erie County Office of Mental Health/Mental Intellectual Disabilities about “How” consumer problems are being solved.
- We process satisfaction data from consumers of Mental Health services.
- We are a vehicle in having the consumer’s voice heard.

### FOR WHOM

- mental Health consumers thru the age spectrum served by the public mental health system
- children and families served by the public Mental Health system
- adults involved in D&A services and programs

### SURVEYS

- collected and processed over 3,400 Mental Health and over 280 Drug & Alcohol surveys.

## CONSUMER RECOVERY CENTER



**Marilyn Goss**  
Team Leader



Antonio  
Howard



Devin Salters



Pam Grigsby



Jonathan Santos



Gerrie Power



Kevin Work



Mary Ann Maciulewicz



Edna VanBockern



Spenser Butts

### The Consumer Recovery Center

The Consumer Recovery Center of the MHA of Northwestern PA is a drop-in center for adults aged 18 and older. Activities provided to members came at low to no cost. Members were provided a safe and relaxing environment to connect and socialize with others. Activities/services provided included but were not limited to: free daily lunch, free access to WIFI network, a computer lab, a volunteer run café, arts & crafts, various community provider presentations, and laundry and shower facilities.

- MHA Dialogue was held once a month in a more formalized manner. Agendas were developed and guest speakers were invited to present on relevant topics. Meeting minutes were posted following the meeting for all members to review.
- New Groups/Activities were added to the Events Calendar
  - Getting to know your community
  - Monday Morning Quarterback
  - Paper Crafting with Barb
  - Knitting with Chastity
  - Grocery Shopping
  - Weekly Library Outing
  - Walk it Off
  - Gardening
- Center staff and members began attending the Western Region CSP Meeting in Hermitage PA instead of traveling to WSH.
- Navigated the COVID-19 pandemic.
  - Closed the CRC from 3/20/19 to 5/10/20.
  - Established safety protocols to protect all staff, members and visitors to the center with assistance from medical professionals from UPMC and reopened on 5/11/20.
  - Covid-19 safety training was provided to staff and members.
  - A bulletin board was created to provide updated information regarding the COVID-19 virus and safety procedures.



## **The Warming Center at MHA**

The Warming Center opens from 11:00 PM to 7:30 AM when the sustained wind chill is forecasted for 20 degrees or below. Men, women, and families who are homeless, or otherwise unable to have shelter through the night, can come in from the cold to get warm, have something to eat, talk to someone, watch a movie and above all, be safe.

- The Erie community supported 42 Warming Center nights at MHA.
- Total of 954 guests (225 unduplicated) used the Warming Center at MHA this winter.

## **Second Chance Computers**

The Second Chance Computers Program is designed to help consumers develop basic computer competency. Used laptops in working order are donated by individuals and businesses.

Classes are held at the MHA. Life skills such as how to search the Internet, check bus schedules, apply for Social Security, and create job resumes are also taught. After the participants successfully pass the course, they keep the computer on which they trained.



Due to a lack of computers, combined with the COVID pandemic, no Second Chance Computer classes were held this year.

## Peer Support Program



**Dave Woledge**  
**Team Leader**



Left to right: Aubrey Hohman, Gail McGuire, Shirley Ruth French, Katie Schaaf (Assistant Team Leader), Grace Lukawski Not in photo: Rick Albertson

Peer Support (PS) serves adults 18 and over with a serious mental illness that interferes with or limits one or more major life activities. Many adults in the Peer Support program have co-occurring diagnoses such as drug and alcohol addiction and/or intellectual disability. PS services assist peers regain, enhance and learn new skills and abilities. CPS' are available to meet with peers one on one as needed up to 20 hours per week. The PS program at the MHA complement mental health services by focusing on the recovery process. Because Certified Peer Specialists (CPS') have lived experience they are well positioned to assist peers by doing the following:

- Provide hope for healing
- Prove there is potential to improve quality of life
- Foster interdependence
- Give a sense of belonging to a group
- Connect peers to those who have had similar personal experiences
- Share personal stories of overcoming adversity
- Understand how it feels to live with the stigma of mental illness
- Complement clinical care
- Eliminate aloneness
- Use a holistic approach to wellness
- Build natural supports
- Have authentic relationships
- Identify and build on strengths

## **Make It a Home Always (MIHA)**



Dave Woledge

### **MIHA I & II**

Under the direction of Dave Woledge, the Make It a Home Always Programs I and II provided apartments for persons who are homeless, diagnosed with mental illness or drug and alcohol issues, or criminal justice histories. Using a “Housing First” approach, residents are housed and provided case management services to help link them with resources for housing self-sufficiency.

Residents were supported while applying for different subsidies. All consumers in the program were offered a Certified Peer Specialist. Staff provided support to all consumers to assist with the mental health/substance use challenges. The staff taught soft employment skills as needed. Staff supported peers without income in the SSA process. Staff assisted consumers with startup of utilities/assistance and taught consumers basic living skills. Consumers were provided furniture, clothes, food, and hygiene items.



Clifton McNair & Margaret Simms  
Housing Case Managers

Referrals were made to other human service agencies, including employment resources.

## **Warren State Hospital External Advocate**



Tina Groves, Advocate

The External Advocate safeguards the human rights of all patients by supporting them when they have complaints or issues. The Advocate monitors all claims of abuse, neglect and maltreatment. The Advocate also ensures consumer involvement in policy development or change, and helps to disseminate information to mental health consumers. The Advocate is a key contact at intake and orientation for all new patients and is available to attend and participate in patient treatment team meetings and participate on multiple committees at the hospital. She is trained in Recovery Principles and Advance Directives.

The External Advocate is located on-site at Warren State Hospital.

She is available five days a week to mental health consumers who are facility patients.

## **Community Engagement Coordinator**

- Maintained outreach to consumers at Millcreek Community Hospital Adult Inpatient Unit, Corry Counseling, and Grove Personal Care Home.
- Joined other organizations and participated rallies and empowerment events to allow members' voices to be heard across the community.
- Participated in National Voter Registration Day.



Diana Ames  
Community Engagement  
Coordinator

## **Program Development & Volunteer Coordination**



Karla Bretz  
Volunteer Coordinator

### **Program Development**

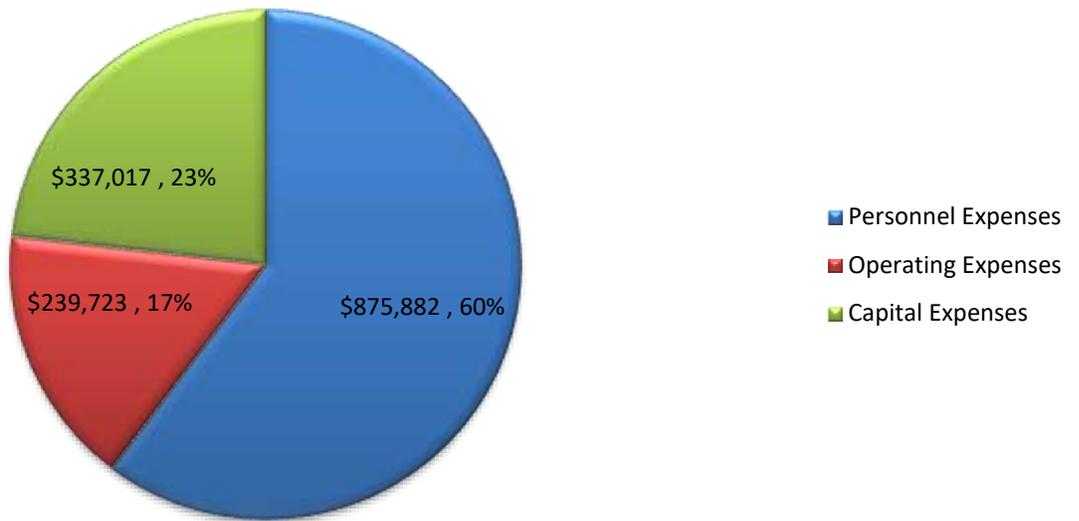
The Program Development program is responsible for planning appropriate and member-driven activities. All programs are dedicated to the mental, emotional, psychological, and spiritual growth and well-being to MHA Members. Program Development is also focused on reaching out to the community as a whole during city-wide events, conferences, and health fairs to promote mental health services as well as the mission of MHA.

### **Volunteer Coordination**

Volunteer Coordination is an important part of MHA's foundation. Volunteers from all walks of life are encouraged to participate in facilitating activities and programs, including, but not limited to, the daily maintenance of the MHA café, peer-led groups, the computer lab, and sorting donations. It is through the generosity of those who volunteer that we are able to provide members with a meaningful experience while they are at MHA. Volunteers are able to gain valuable skills to assist them in obtaining employment, give back to the community, and work one-on-one with peers in Mental Health and/or Drug & Alcohol Recovery.

# Financial View

## 2019-2020 MHA EXPENDITURES



## 2019-2020 MHA INCOME

