



Just Talk About It.

Talking about your mental health can make a lifetime of difference.



Friends,

It's time to turn up the volume on the mental health conversation.

For more than 50 years, with you at our side, MHA-NYC has been raising its voice to promote mental wellness and to improve the lives of those affected by mental illness. This year was no exception.

MHA-NYC's voice could be heard via phone, chat, and text, offering help and hope to millions. Through services like 1-800-LifeNet, the National Suicide Prevention Lifeline, the Veterans Crisis Line, and the Disaster Distress Helpline, we impacted thousands of lives in crisis on a daily basis.

At the same time, MHA-NYC's voice could be heard advocating, as we worked to put mental health at the top of the policy agenda. We collaborated with government entities to expand services in New York City, and nationwide we partnered with giants like CBRE, Facebook, and the NFL to develop mental wellness supports in the workplace and reduce suicidal risk.

MHA-NYC's voice could even be heard rejoicing this year. We cheered the continuing erosion of the stigma surrounding mental illness and the burgeoning awareness of the importance of staying mentally healthy. We also marked the 20th anniversary of LifeNet—our first mental health referral line which we pioneered in 1996—and celebrated all it has grown into, as we helped improve the lives of millions through our services, advocacy, and public education programs. We know this growth will continue as we will witness LifeNet's exciting metamorphosis into NYC Well, a state of the art phone, chat, and text contact center that will provide New Yorkers with unprecedented supports and treatments.

As we move into 2017, MHA-NYC plans to make its voice only louder and we call upon you to help us keep the volume up. We must all keep talking about mental wellness.

This winter, we will implement an executive leadership change for which we have been preparing carefully. We embark on this next phase as solid financially as we have ever been, led by a robust and talented Board, with new development and young leadership committees in place, and guided by an updated strategic plan.

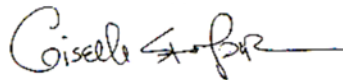
Our mission remains crystal clear and you continue to be an integral part of it: We must keep the conversation about mental health front and center wherever we go until the discussion turns from one of mental illness to one of mental wellness for all.

Your support has gotten MHA-NYC where it is today and we couldn't be more grateful.

Mental wellness for all is achievable if we keep the conversation growing. Just talk about it. You are making a lifetime of difference.



Kevin J. Danehy
Chairman



Giselle Stolper
President and CEO

Just talk about it.

Delivering life-changing mental health services to young and old.

“I felt like nothing. People called me nothing. And, I was headed for nothing. MHA-NYC turned that around for me.”

“I was born in Harlem—my father gone before I was born, my older brother by the time I was six, and a mother who wanted me to be something I wasn’t.

In middle and high school, I started smoking and drinking. I got suspended for carrying a weapon and arrested for assault. I had bouts of rage. I even threatened my life and my mother’s life with a butcher’s knife. I went to a hospital for help but I was released in only six days and nothing really changed. I dropped out of school and basically gave up.

When my friend Alex connected me to the GED program at MHA-NYC’s Adolescent Skills Center in Queens, a door finally opened. People at the ASC understood what I was feeling and gave me support, guidance—even work opportunities! It was a whole new beginning.

In the past four years, I’ve gone from feeling too angry and depressed to get off my couch, to earning my GED, working full-time as a Youth Advocate, and studying Psychology at night at Borough of Manhattan Community College.

Thanks to MHA-NYC, I have hope now, and I share that hope with other kids like me at an ASC in the Bronx. I’m a long way from nothing.”

DJ
Age 21
Client, Adolescent Skills Center



Over 300 teens took advantage of supportive education and vocational training programs at MHA-NYC’s ADOLESCENT SKILLS CENTERS last year.

For more than 50 years, MHA-NYC has been a leader in developing innovative programs to support individuals and families coping with mental health issues. Our Adolescent Skills Centers, Family Resource Centers, Family Link programs, Assertive Community Treatment (ACT) programs, and more, give adolescents, adults, and even entire families the tools and skills they need to lead healthy and full lives. Mental wellness is not only possible—it's happening.

“I’d been ending up in the hospital a lot over the last few years—hearing voices. When the doctors connected me to MHA-NYC’s ACT program, everything changed.”

“I’m a social worker by trade. I was diagnosed some time ago with Schizo-effective Bi-Polar Disorder and Depression, but I wasn’t really in trouble until I lost my employment.

I saw that I needed help. I’m getting older and my family is all the way in Staten Island. On my own, I was struggling.

With ACT, the doctors and social workers come to me to help me stay on track. Now, I have a lot of people helping me stay well. The ACT folks coordinated with the pharmacy so I don’t miss my meds. They send a nurse to my apartment every so often and also a social worker, a psychiatrist, and a therapist. It seems like every week someone checks on me.

Thanks to ACT, I’m staying out of the hospital now and I’m getting better. I’m on disability at the moment but my next goal is getting back to work. I want to support myself again.”

YVONNE

Age 62

Client, Assertive Community Treatment Program (ACT)



ACT provides mobile mental health services to people age 50 and older in their own homes. MHA-NYC administers the only ACT Program for older adults in all of New York State.

Just talk about it.

State-of-the-art crisis assistance at your fingertips.



“When I first started at LifeNet 20 years ago, there was just a social worker named Peter with a notebook of resources that he thumbed through...”

“I would fill in when Peter was out, providing callers with referrals to mental health clinics in their communities. As the program evolved, part of my job was to research and follow-up with mental health clinics and other mental health programs that eventually became part of the LifeNet database. LifeNet was primarily a referral line in those days.

Over the years, with all the new technologies, our services grew and grew. After 9/11, when people were afraid to use the subway—afraid to even sleep—thousands turned to us. When MHA-NYC took over the National Suicide Prevention Lifeline and then added text to the chat services and other languages and hotlines that we already had, things just took off. Now, with the Mayor’s NYC Well campaign, we’ll be doing even more.

I know I save lives. People are so relieved when we pick up the line and they hang up much calmer than when they called. Some even call back to thank us. We make a difference.

These days, I work mostly for the Fastrack Mobile Crisis Team, helping provide people with emergency crisis intervention in their homes. This program is growing, too. There is a much bigger need for mental health support than people realize.”

MARITZA VELASQUEZ
MHA-NYC LifeNet Counselor
1996-Present

Last year alone, more than 120,000 people reached out to LifeNet for assistance and over 1.7 million people turned to the National Suicide Prevention Lifeline for help and support.

Whether you are depressed, thinking of suicide, feeling anxious after a disaster, or in need of emotional support, you can get help anytime, anywhere thanks to MHA-NYC. More than 20 national and local call, text, and chat hotlines make life-saving crisis support available to anyone in emotional distress at the touch of a button. Help when you need it, where you need it, and how you need it. The future is here.

“When people here in Orlando woke up to the news about the Pulse Nightclub shooting, they were terrified to leave their homes. MHA-NYC’s Disaster Distress Helpline literally became a lifeline.”

“The idea behind the Disaster Distress Helpline (DDH) is to provide 24/7 support for people anywhere in the country who are dealing with a sudden natural or man-made disaster. My United Way office in Orlando operates one of the crisis centers MHA-NYC utilizes in the DDH network to make that idea a reality—specifically one of only 2 DDH centers nationwide that can receive and respond to texts.

Our DDH center has supported people coping with floods, hurricanes, wildfires... but when a disaster unfolded here in our own backyard, I experienced first-hand how critical this MHA-NYC service really is. As the news spread about Pulse, phone lines became quite busy. Until the city coordinated its response, our text line was one of the only resources out there for people. Everyone was in shock. No one knew who or what might be targeted next. It was intense.

Through the DDH text line, we calmed people, we connected people to mental health counselors, and we directed people to places they could volunteer. We even helped a nightclub victim get home to his family in California. Every kind of support you can think of was activated.

What was amazing was that DDH was already in place when the unthinkable happened. We were able to meet people where they were—physically and emotionally—and help them process what they were experiencing. DDH helped the people of Orlando move forward from the Pulse tragedy instead of being paralyzed by it.”

CAREE JEWELL
Disaster Distress Helpline Coordinator
Heart of Florida United Way



The Disaster Distress Helpline answered almost 18,000 calls and texts in 2015 alone.

Just talk about it:

Putting technology to work for mental wellness.

“Our goal was to support our employees by caring for their whole person, not just their physical health. MHA-NYC had the tools to help us do it. I wasn’t aware how much our company needed this until I saw how many people signed up.”

“MHA-NYC provides CBRE with five internet-based Cognitive Behavioral Therapy programs that our employees can access online, in private, whenever and wherever they need it. The programs have a really strong record of helping with common mental health problems like insomnia, depression, and anxiety, and MHA-NYC provides phone, text, and chat support to our employees to complement the services.

The response to these treatments at CBRE has been incredible. Over 300 people signed up within 24 hours of our launch! I had no idea that so many people were struggling.

Most companies focus on providing things like biometric screenings for employees, but that is such a small part of the equation. Your stress, your sleep, and your emotional state all affect your physical health, your eating, your exercise, and—ultimately—your productivity and longevity in the workplace. I’m glad CBRE is embracing this larger concept of well-being. It’s important and I’m excited to see where we go with it.”

KRISTIN CUTTS
Corporate Human Resources
CBRE



ICBT programs have proven to be extremely effective:
MOODCALMER reduced depression severity by 41%.
FEARFIGHTER reduced panic and phobias by 63%.
RESTORE increased sleep by 50 minutes a night.
SHADE reduced drug and alcohol misuse by 72% after 12 months.

MHA-NYC constantly works on the cutting-edge, capitalizing on new technologies to help people manage their mental and emotional health more easily, independently, and effectively. Using Internet-based therapies, social networks, real-time data analysis, mobile innovations, and other state-of-the-art tools, MHA-NYC creates healthier, more resilient communities and empowers millions of individuals to get help and get well.

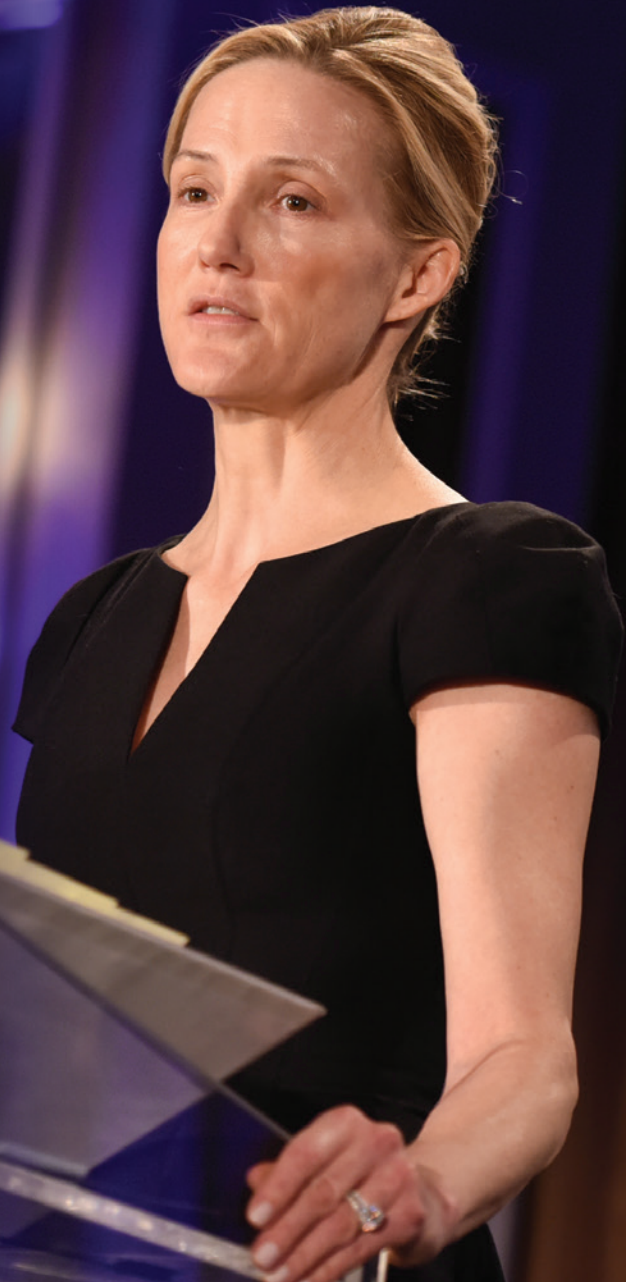
“When I spoke on behalf of Facebook at MHA-NYC’s Gala last spring I shared that, 25 years ago, my boyfriend’s twin brother committed suicide. What always troubled me is that I knew he was suffering but I had no idea how to help. Now, MHA-NYC and Facebook have built a safety net for people like him.”

“Together, MHA-NYC and Facebook have created Compassionate Connections, a program that enables Facebook users to easily flag a troubling post, like a person saying they feel like hurting themselves, and instantly initiate a cycle of help. The flagger immediately receives practical advice about how to reach out to the struggling friend, and the person in trouble automatically is encouraged to seek support and to connect with the National Suicide Prevention Lifeline. Imagine if this had been available when my boyfriend’s brother was in trouble!

Our communities are changing shape. The ways we look out for each other have to change shape with them, and technology has to be a part of those solutions. MHA-NYC is ahead of the curve on this. Capitalizing on technology and social media to combat depression and suicide, MHA-NYC is exponentially increasing the number of people who will get help and hope when they need it most.”

ANTIGONE DAVIS
Head of Global Safety
Facebook

MHA-NYC
Innovations in Mental Health



MHA-NYC’s Gala, The Many Faces of Mental Health, brought hundreds of leaders involved in business, policy and mental health to the Pierre Hotel to learn about the life changing work of MHA-NYC. Amy Kennedy, Education Director of the Kennedy Forum and wife of former Rhode Island Representative Patrick J. Kennedy, accepted the night’s award as a Champion of Mental Health on her husband’s behalf, and Dinner Chairs raised nearly \$700,000 to fund MHA-NYC programs.

Just talk about it:

GETTING PUBLIC ABOUT MENTAL HEALTH

“#Bethe1to is a simple public education campaign but it cuts to the heart of everything MHA-NYC does. It’s about people reaching out to people and saving lives in the process.”

“My job is about spreading awareness to break the stigma around mental health, changing policy, and helping people who are struggling. During National Suicide Prevention Month in 2015, I developed a social media campaign called #BeThe1To to share the message that hope and help are happening, and that we can all take action to prevent suicides. Each of us has a role we can play in stopping suicides, but people need to be educated about those roles so that they feel empowered to help. I had no idea the campaign would take off the way it did.

#BeThe1To used social networks like Facebook and Twitter to inform people about things they can and should do if they feel worried about someone’s safety. All of these steps can be done by anyone. Ask how they are feeling. Make sure they get rid of items that can be used for self-harm. Follow up... but these small steps genuinely save lives, and educating the public about them can make a huge difference.

MHA-NYC believes in empowering individuals to help others. No matter who we are, every one of us can be the one to offer help and hope.”

ASHLEY VACTOR
Social Media Coordinator, MHA-NYC
Creator, #BeThe1To Suicide Prevention Campaign

In just one year, the #BeThe1To public awareness campaign put suicide prevention strategies into the hands of over seven million people worldwide.



MHA-NYC is breaking down mental health stigmas and raising awareness about mental health concerns. Through community programming and outreach we provide individuals, educators, and service providers with tools and information, while MHA-NYC's Center for Policy, Advocacy, and Education is a pioneer in advancing mental health reforms and building cooperation among service constituencies. One person at a time, MHA-NYC is making mental wellness a community priority.

“Homeless veterans have a diverse array of needs and their rates of suicide, PTSD, and substance abuse are staggering. Without the education and support I’ve received from MHA-NYC and the Veteran’s Mental Health Coalition (VMHC), I wouldn’t be making a dent.”

“My work is with veterans living in homeless shelters or who have recently moved to permanent housing. It’s my job to help them live independently, but this can’t be done in isolation. A lot of things go into successfully re-connecting veterans with their communities and they need to be addressed in concert.

MHA-NYC and the VMHC have educated me about everything from the unique needs of female veterans, to the effects of traumatic brain injury, to the social and emotional experiences of veterans transitioning home. Through the VMHC network, I’ve been able to keep abreast of the latest research on PTSD, I’ve learned how to navigate the complexities of the VA, and I’ve even connected with other service providers like The Jericho Project, which is now providing housing to veterans in the Bronx.

MHA-NYC and the VMHC have taught me more about veterans’ needs and resources in a single year than I would have learned alone in a million. As a result, I’m successfully helping formerly homeless veterans to re-build healthy, fulfilling lives. We owe them at least that.”

ABIGAIL STRUBEL
Clinical Director, Veterans Services Group
NYC Department of Homeless Services



New York State has approximately 950,000 veterans, the 5th largest veterans’ population in the U.S. Founded in 2009 by MHA-NYC and NAMI-NYC Metro, the VMHC is an alliance of almost 1,000 public and private veterans’ service and advocacy representatives who promote policy and practice changes, and work together to address the behavioral health needs of veterans and their families.

Financial Statements

Fiscal Year Ended June 30

<i>(000's omitted)</i>	2016	2015	2014
Revenues			
Government Contracts	24,733	25,078	23,007
Foundations, Corporate, Individual Contributions and Other	2,366	2,492	1,796
Total Revenues	27,099	27,570	24,803
Expenses-Program Services			
LifeNet and Crisis Services	6,510	5,450	4,022
Public Education and Advocacy	1,643	1,781	1,254
Children and Family Services	4,788	5,002	5,015
Adult Housing and Rehabilitation	3,913	3,833	3,557
Suicide Prevention and Disaster Services	7,643	7,862	7,352
Total Program Services	24,497	23,928	21,200
Management and General	2,262	3,394	3,300
Total Expenses	26,759	27,322	24,500
Excess Revenue over Expenses	340	248	303
Net Assets at June 30	5,559	5,219	4,971

TOTAL REVENUE

Years ended June 30

(000s omitted)



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\$100,000 and over

Trust for Elaine D. Dooman
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\$50,000 to \$99,999

CBRE

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