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# ANNUAL REPORT

July 1, 2019 - June 30, 2020



# WHO IS MENTAL HEALTH AMERICA OF NORTHERN KENTUCKY & SOUTHWEST OHIO?

Mental Health America of Northern Kentucky and Southwest Ohio (MHANKYSWOH) is an affiliate of Mental Health America- the nation's leading community-based nonprofit dedicated to addressing the needs of those living with mental illness and promoting the overall mental health of all. MHANKYSWOH views mental health as holistic with focus on both prevention and treatment, with the ultimate goal of helping people to recover. Our work is aligned with four factors needed for prevention and recovery:



HEALTH • HOME • PURPOSE • COMMUNITY

MHANKYSWOH is dedicated to promoting mental health and working to prevent mental and substance use disorders through education, advocacy, and service. We provide safety net services, community and professional education, and we're the regional experts in Certified Peer Support.

## LOCATIONS



### NORTHERN KENTUCKY

PO Box 122604 • Covington, KY 41012-2604  
912 Scott Street • Covington, KY 41011  
P: 859.431.1077 | F: 859.431.1077

### SOUTHWEST OHIO

1001 West Main St. • Suite E • Lebanon, OH 45036  
P: 513.721.2910



### PIER RECOVERY COMMUNITY CENTER

1002 Monmouth Street • Newport, KY 41071  
P: 859.547.6539

# A LETTER FROM THE DIRECTOR

Fiscal 2019 has continued an 8-year trend of rapid growth for our MHA affiliate much due to the collaborations we have built via meaningful partnership. We expanded service delivery, implemented a large IT project, including a new agency database, and tackled the largest education initiative the agency has ever provided- Mental Health First Aid for All Ohioans. Our investment in safety-net services continues to provide needed support to some of our most vulnerable residents. Training and education programs are working to help improve our region's health literacy and boost capacity of providers in their own service delivery. MHANKYSWOH is fortunate to be the region's leader in recruiting, training, certifying, and employing Certified Peer Support Specialists/Peer Recovery Supporters as we build capacity of this para profession and add new passionate workers to the behavioral health workforce. The dedication of MHANKYSWOH's strong Board of Directors and Staff team make it plain to see that our mission occupies a space in each of their hearts.

## COVID'S IMPACT & OUR RESPONSE

Like all non-profits, businesses, and schools, MHANKYSWOH pivoted operations due to the current pandemic. The early weeks were filled with curiosity, anxiety, frustration, and fear for everyone, MHANKYSWOH Board and Staff included. Despite living during an "unprecedented time," the agency quickly got creative in order to continue operations- as we know mental health and substance use concerns are not going away. People need people. This may seem like a simple statement but, during this pandemic, we are challenged to be with "our people." Living in isolation has so many negative side effects. We've used Zoom, Teams, and Facebook Live to stay engaged with others. While these platforms aren't perfect, they have allowed us to connect one-to-one, lead virtual group services, offer education and training programs, as well as get together with our collaborators.

Coming into our offices has changed just like everywhere else. The signage indicates to wear a mask, not have a fever, practice social distancing, wash your hands, and use hand sanitizer. There are cleaning bottles in places where previously there were not. Office furniture setups have changed as we've moved from shared space to dedicated space to limit the spread of germs. One thing that hasn't changed is our positive attitude and willingness to help and hope. It may take extra effort to figure out what your body language means when we can only see you on camera- or if you are smiling behind your mask- but we are making connections and moving forward.



# BY THE NUMBERS

## 154,864 CONNECTIONS

through outreach, community events, social networking, and social media.

### 1,580

individuals  
receiving one-on-  
one services

### 10,175

attendees in  
1,294 groups  
over  
3,658 hours

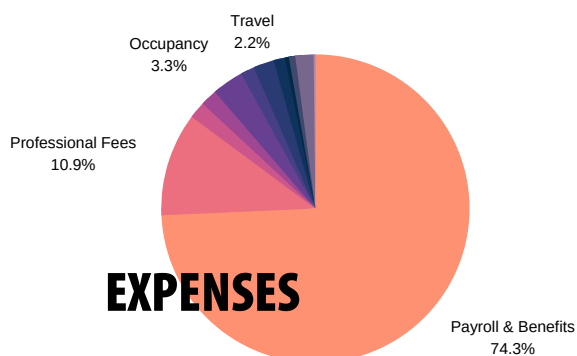
### 18,242

hours of individual  
care provided

# AND THE DOLLARS

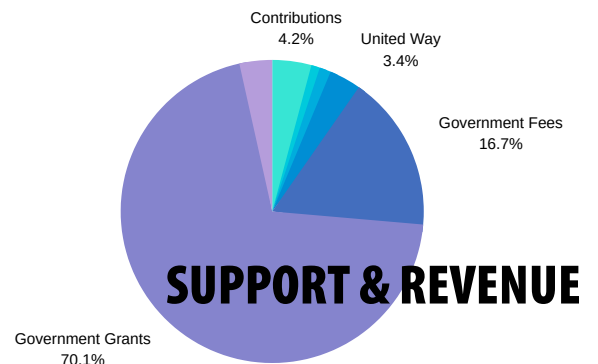
## 74%

Payroll, Taxes, and Benefits  
continue to remain MHA's  
largest investment.



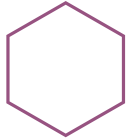
## 1.275M

MHA was awarded its largest  
project funding in the agency's  
history to launch the Ohio  
Mental Health First Aid  
Initiative.



# EDUCATION PROGRAMS

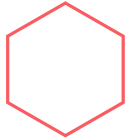
Training and community education programs increase people's knowledge of mental illness, substance use disorders, recovery, and wellness.



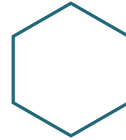
PROFESSIONAL  
DEVELOPMENT



CERTIFIED  
PEER  
SUPPORT



CRISIS  
INTERVENTION  
TEAM



MENTAL  
HEALTH  
FIRST AID



CONTINUING  
EDUCATION

**595** individuals attended continuing education programs to address emerging community concerns and evidence-based practices



**656 HOURS**  
were spent training new Mental Health First Aiders

91 individuals were trained to provide peer support

**90** members of law enforcement and emergency services personnel received **3600 HOURS** of CIT Training in Hamilton County, OH



**840** collective hours of risk reduction training were provided



# CERTIFIED PEER SUPPORT

Peer supporters offer emotional support, share knowledge, teach skills, provide practical assistance, and connect people with resources, opportunities, communities of support, and other people. Our peers offer their unique lived experience with mental health conditions to provide support focused on advocacy, education, mentoring, and motivation.

**13,654**

hours of peer support provided

**1,256**

unique participants

**10,586**

one-on-one meetings



## GROUPS

**1,246** groups held

**9,753** group participants



# SAFETY NET

Services assist individuals who may be vulnerable, at risk to “fall through service cracks,” or who need additional supports to meet their basic needs. Services are provided by a mix of professionals, para professionals, and volunteers.



**324** individuals receiving one-on-one services

**4,588** hours of individual care provided

**425** hours spent in groups

**422** total attendees



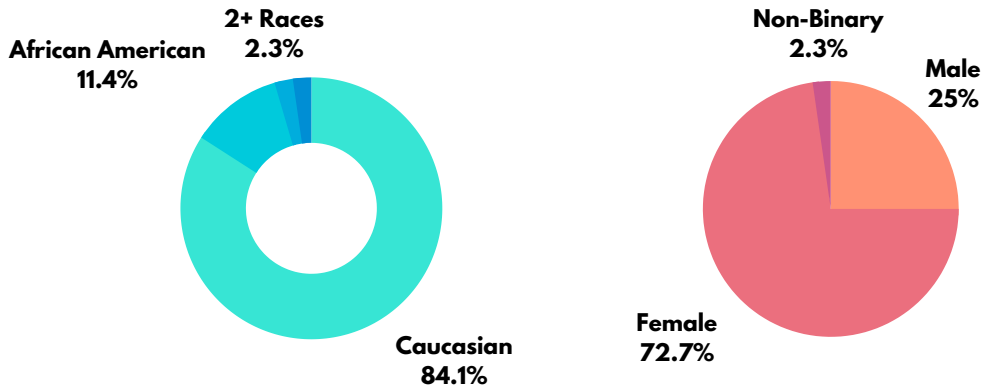
**SUPPORT GROUP CLEARINGHOUSE**

**600+** groups listed

# STAFF

## 70% of employees report lived experience with a mental health or substance use disorder.

MHANKYSWOH routinely employs individuals who have personal, lived experience with mental and/or substance use disorders or have family members (parents, siblings, children, etc.) with mental and/or substance use disorders. Some of these staff have pursued further education to become certified in providing peer support, using their story to help others find and maintain recovery.



**23 PEER STAFF**  
**44 TOTAL EMPLOYEES**

# LEADERSHIP



Elizabeth Atwell  
Executive Director

**21 YEARS OF SERVICE**



Jill Bittner  
Associate Executive Director

**24 YEARS OF SERVICE**



Michelle Rolf  
Southwest Ohio Area Director

**20 YEARS OF SERVICE**



Mindy Sponseller  
Director of Clinical Care Coordination

**8 YEARS OF SERVICE**



# BOARD

MHANKYSWOH's Board of Directors use their skills and talents to advance education, advocacy, and services for those with mental health and/or substance use disorders. Many of these individuals come with lived experience or have family members living with mental health or substance use disorders. If you have time and talents to share and want to help MHANKYSWOH achieve its mission, consider serving on our Board of Directors. To be considered, email [atwell@mhankyswoh.org](mailto:atwell@mhankyswoh.org).

## EXECUTIVE COMMITTEE:

Sharron DiMario, Board President  
Rick Barnhart, Board Vice President  
Lynn Haney, Board Secretary  
George Sparks, Board Treasurer

## BOARD MEMBERS:

Amber Evans  
Heidi Bohman  
Dr. Don Brewer  
Brad Deegan  
Kristina Keidel  
Dr. Nelson Rodriguez  
Susan Moser

# OUR ASK...



Applaud employees James Scott Orcena and Pennie Tackett who received KY STARS Peer Excellence Awards this year.

Give a thumbs up to employees Mark Pierce and Michelle Rolf who celebrate 20 years (each) with MHANKYSWOH this year.



Join us in thanking our Compeer Program volunteers for **20 YEARS OF SERVICES** as this program comes to an end.

Give a pat on the back to our 16 year run as Outreach Partner for the National Institute for Mental Health (NIMH).



Like us on Facebook and share our page with your friends.



Make a donation to MHA and ask a friend to as well.