



**2011**

**Annual Report to the  
Membership**



**Pennsylvania Mental Health  
Consumers' Association**



## **PENNSYLVANIA MENTAL HEALTH CONSUMERS' ASSOCIATION**

Annual Report to the Membership

### **Statement of Program Activities 2010/2011**

### **Statement of Fiscal Activities Fiscal Year 2009/2010**

### **Board of Directors**

#### **Officers**

Bylinda Brown, President  
Cindy Wishard, First Vice President  
Mark Fisher, Second Vice President  
Bette Peoples, Treasurer  
Shirley Ruth French, Secretary

Mark Davis, Founding President

#### **Regional Representatives**

|           |                     |
|-----------|---------------------|
| Region 1  | Linda Parker        |
| Region 2  | Bylinda Brown       |
| Region 3  | Shirley Ruth French |
| Region 4  | Vacant              |
| Region 5  | Mark Fisher         |
| Region 6  | Cynthia Wishard     |
| Region 7  | Joseph Alex Martin  |
| Region 8  | Jeff Proof          |
| Region 9  | Vacant              |
| Region 10 | Ronald Cole         |

#### **At-Large Representatives**

Tracy Carney  
Bette Peoples  
Margaret Thatcher  
David Wooledge

#### **PMHCA Staff**

Lynn Keltz, Executive Director  
Rita Cisneros, CSTAP Coordinator  
Daniel Craig, Recovery Specialist  
Jennifer Cramer, Director of Administrative Services  
Nicole Darr, PA Peer Support Coalition Coordinator – through June 1  
Tyler Eppley, Fiscal Director  
Barb Feather, CR CSP Technical Assistance Coordinator  
Matthew Groff, Recovery Specialist  
Samantha Harkins, Receptionist  
Pat Madigan, Director of Technical Assistance and Training  
Sarabeth Orłowski, Program Coordinator  
Danny Wildasin, Director, Consumer Satisfaction Team Alliance of PA  
Wendy Wood, Director of Advocacy  
Liz Woodley, Forensic Peer Support Coordinator

## PMHCA Annual Report 2010-2011

This year has been busy and rewarding. Our team of staff, Board members and Pennsylvania Mental Health Consumers' Association (PMHCA) members has continued to effect positive change for individuals in recovery and in the delivery of mental health services.

PMHCA recognizes the expertise that comes out of lived experience with mental health recovery. We are an organization governed, managed, and staffed by individuals who identify as being on their own mental health recovery journeys. Together we work to support all recovery journeys. We want to keep learning from all of our members who have such diverse and rich life experience.

The Administration Department, led by Jen Cramer, organizes and manages everything that goes into making the annual conference a success. Planning starts the week after each conference and continues throughout the year. All staff offer their skills and expertise to help bring it all together. Jen also is the liaison between the board of directors, its committees, and PMHCA staff, with assistance from Sarabeth Orłowski, Program Coordinator. A recent accomplishment was helping board committees establish a simplified membership payment scale that can be found on our new brochures.

The Administration Department also is responsible for receptionist duties, the membership database, web site coordination, and PMHCA publications, including the *Vision* newsletter, and *Insight*, our annual arts and literature publication. They assist all PMHCA departments and coordinate the PMHCA email announcements, coordinate hotel stays and transportation for statewide staff travel, answer our phones, greet visitors, coordinate conference registration, approve events for the web calendar and generally help us maintain operations and ourselves. This department helps all of PMHCA with copying, collating and proofreading documents, managing office supplies and getting information onto the web site.

The Administration Department was a key player in development of the new member database completed this year. This web-based system is much easier to manage and maintain than the one previously used. It will eventually allow us to tie PayPal into our web site for donations and membership payments. The Community Support Program contacts are also on the database and we anticipate using it for other PMHCA lists that support our work.

Our Advocacy Department consists of Wendy Wood, Director, and Matt Groff and Dan Craig, Recovery Specialists. They focus primarily on helping people who have tough experiences in the public and private mental health systems. Those who call us have generally first tried getting help through other sources. The requests are as varied as are the individuals. Some talk about issues with how they are treated where they live. Some want to live in community-based settings. Addressing the needs may involve getting service providers to really hear people's concerns in order to get recovery on track. Callers may report abuse or neglect that requires our assistance to get the right people in authority to help them. Or they may have more simple requests such as helping them find a local therapist or support group.

Every year the Advocacy Department handles close to 1,000 advocacy calls and requests for information. They work with people around the state, always building new relationships that help them get people what they need. The department is proud to have created a Recovery Advocacy Manual in 2011 that shares their experiences and beliefs about advocacy and is available to the public. They also finished a project funded through the Carlisle Area Health and Wellness Foundation that focused on outreach to people living in the larger Carlisle area in Central Pennsylvania. Establishment of new relationships with peer support specialists, providers, professors and students in higher education and individuals in recovery was exciting. Through this work, the department began making presentations about recovery to students at

Dickinson and Shippensburg Universities. Class presentations at the Harrisburg Area Community College continued and a new contact was made at Penn State University's Harrisburg campus. Educating college students about recovery helps us to assure that future therapists know about engaging people and about the value of self-directed recovery planning.

Advocates often learn from callers that traumatic experiences not addressed in therapy or treatment has actually caused mental health symptoms. Trauma also causes problems in organizations when it is not recognized as an issue. A second grant was received by the Advocacy Department from the Carlisle Area Health and Wellness Foundation, with additional financial support from the Cumberland/Perry County Mental Health office. It was used to bring in Sandy Bloom, M.D., a nationally recognized trauma expert and researcher, for a successful one-day presentation about the effects of trauma on individuals and organizations and creation of sanctuary models that help everyone.

The Consumer Satisfaction Team Alliance of Pennsylvania changed its name this year to the Coalition of Satisfaction Teams Across Pennsylvania. It is still CSTAP but with new words. Danny Wildasin is the CSTAP Director and Rita Cisneros is CSTAP Coordinator. They worked with 24 counties for two years to complete the Recovery Oriented Systems Indicators (ROSI) for Individuals project. There was no funding this year for the ROSI survey but satisfaction teams continue to use the information they gained to influence county plans and county policy. We hope that the Office of Mental Health and Substance Abuse Services will accomplish their goal of including survey results in an overall quality of services report.

Monthly calls are held with CSTAP members, where assistance and information are provided to and shared among Regional Satisfaction Teams. Danny and Rita also provide technical assistance and information to local teams throughout the year. Assistance has been given to the Western Area Consumer Satisfaction Team Alliance of Pennsylvania (WACSTAP) in the development of a toolkit intended to help satisfaction teams implement proposed changes to quality indicators for the behavioral health managed care companies.

The CSTAP retreat was held in the fall in the Harrisburg area. The second annual Leadership Retreat was held in the spring. These events bring together satisfaction team leaders and members from around the state to network with each other, to learn from presentations by state officials and then provide feedback to them. Rachel Freund, Director of Community Outreach, Mental Health America, Allegheny County, presented at the fall retreat on the work she and several satisfaction teams have done to survey people with mental health needs living in personal care homes. This was inspirational to many and will hopefully result in other teams following their lead.

The Department of Training and Technical Assistance is led by Pat Madigan, Director. It includes Liz Woodley, Forensic Peer Support Coordinator, and the position of Peer Support Coalition Coordinator. Nicole Darr was the Coalition Coordinator for three years but recently left us for new opportunities. The search for a new Coordinator is in progress.

The Peer Support Coalition has developed into an organized group, offering continuing education opportunities and networking that help strengthen the practice of peer support throughout Pennsylvania. A website was developed this year, with writing and creativity contributed by Nicole. It gives information about peer support in general and about training and jobs. There is also a calendar that people can use to post their own peer support activities.

Three of the regional Community Support Programs (CSP) receive technical assistance from PMHCA through Pat Madigan. Barb Feather is employed at PMHCA as the Technical Assistance Coordinator for the *Central Region Community Support Program*. We continue to promote the concept of "nothing about us without us" to CSP members so that they can find ways to provide the input of real life experience to county mental health offices for their annual plans, to legislators and to others in the community. Many CSPs are doing systems advocacy

on issues such as state funding for mental health and substance abuse services. Some of this work started as a result of an Advocacy Summit held by PMHCA, Mental Health Association in PA (MHAPA) and the PA Disability Rights Network (DRN) in October 2010.

PMHCA received two new grants this year. Pat Madigan is involved in supervising the work of both of them. The federal Substance Abuse and Mental Health Services (SAMHSA) grant is for three years. It gives us the opportunity to create cultural competency training for professionals that will help assure a welcoming and affirming treatment environment for people who identify as Lesbian, Gay, Bi-Sexual, Transgender, Questioning and Intersex. Drexel University worked with us and an advisory group, the Keystone Pride Recovery Initiative (KPRI), to write a 2.5 hour web based curriculum that will be available in July to anyone with web access. The one day curriculum for classroom settings will be available later in 2011. Rita Cisneros works with Pat on this grant and they helped form the Keystone Pride Recovery Initiative. Soon PMHCA will recruit members for a grant advisory group in order to have continued peer input into all of the planned training.

The Pennsylvania Commission on Crime and Delinquency (PCCD) awarded an 18 month grant to our partners at the Center of Excellence at Drexel University. This grant enables us to work with the Center and with the Behavioral Health Education Department at Drexel University School of Medicine to promote and sustain the work of forensic peer support. This grant also focuses on training development and implementation. Liz Woodley was hired as Forensic Peer Support Coordinator last December. She coordinates training and is a primary trainer of the "Peer Support within the Criminal Justice System" train-the-trainer curriculum and the three day training for Forensic Peer Support. By training people around the state, we help public and private agencies have access to a trained pool of people who can support individuals involved in the criminal justice system.

Our Fiscal Department's Director is Tyler Eppley. He works with Kristal Plummer, our bookkeeper/fiscal consultant, to keep track of all income and expenses. Our computer-based accounting system and our agency practices have successfully evolved over the past two years. This has resulted in a very good audit report for the past fiscal year and another is expected this year.

The grants mentioned earlier (Carlisle Area Health and Wellness Foundation, PCCD and SAMHSA) each has its own reporting requirements. Tyler has been the key to our ability to submit them correctly and on time. He also helps with maintenance of our office building, owned by PMHCA, works with various conference registrations and reimbursements and maintains payroll. We hope that the next fiscal year will bring us new grant opportunities and continued state funding.

Much of our approach to work is a PMHCA team effort. The Advocacy and the Training and Technical Assistance Departments include staff who are trained to provide WRAP Facilitator training. These are: Dan Craig, Matt Groff, and Liz Woodley, plus volunteer and former staff member Tom Newman. Other types of WRAP trainings can also be provided. PMHCA works with providers, managed care organizations and others to get the funding needed to complete the trainings. Also available is training on Psychiatric/Mental Health Advanced Directives done by Dan Craig, Matt Groff and Pat Madigan.

PMHCA links all the department activities together through management team and staff meetings, our revised web site and logo, and our Facebook page. We revised our web site and logo this year with the help of MasseyNet.com, Inc. of Philadelphia. All departments are explained on the site and contacts are made easy with email addresses and our phone numbers and mailing address. On Facebook, we post a monthly poem, submitted by a PMHCA member.

Systems advocacy focuses on influencing and changing the system in an effort to change policies, rules or laws which determine how services are provided. Our systems advocacy

efforts also use Facebook where we post Calls to Action on topics such as the state budget, proposed legislation and state bulletins or regulations that need feedback from people in recovery.

The closing of Allentown State Hospital and transfer of residents to Wernersville and Danville hospitals, completed in December 2010, had the input of PMHCA staff and members. We worked in coalition with other advocacy organizations, including the Mental Health Association in Pennsylvania, the Pennsylvania Disability Rights Network and Recovery Partnerships to help assure that Community Support Plans were fairly developed and implemented. There is still work to be done to assure responsible closure of hospitals with adequate, quality community services. And we must not forget the people moved from closed hospitals to other hospitals after the closure of Harrisburg, Mayview and Allentown. Peer support specialists are now employed at each state hospital and there are also external advocates, all of whom work to engage and empower those still living in these state institutions.

Our association works to influence public policy through activities of the staff and Board of Directors. This is done for many reasons: to combat stigma and discrimination, to promote a truly recovery-oriented mental health system and to inform the public about mental health concerns. It is estimated that 25% of all Americans have a mental health diagnosis for at least part of their lives. This must be fully recognized and accepted by our communities.

All of our staff participate on statewide and regional stakeholder groups as voices for our members on issues that affect our lives. Legislators, state officials and state staff, insurance companies and service providers need to accept us as people first. They need to carefully explore issues such as House Bill 58 that would amend the Mental Health Procedures Act to make it easier to commit people in crisis to outpatient treatment. The so-called welfare fraud bills need to be scrutinized to make sure that people with low incomes and disabilities of any kind do not experience additional discrimination and stigma. We are all journeying on our separate roads of recovery. But our voices come together to promote recovery, acceptance and life in the community for everyone. Together we can and do make a difference!

Lynn Keltz  
Executive Director

**PENNSYLVANIA MENTAL HEALTH CONSUMERS' ASSOCIATION**

Statements of Activities

For the Years Ended June 30, 2010 and 2009

|                                      | <u>2010</u>      | <u>2009</u>      |
|--------------------------------------|------------------|------------------|
| Revenues                             |                  |                  |
| Grants                               | \$966,743        | \$1,041,105      |
| Grants to Others                     | 201,729          | 142,570          |
| Membership Dues                      | 12,701           | 10,120           |
| Conference Registration Fees         | 90,623           | 138,927          |
| Conference Sponsorship Fees          | 40,599           | 38,025           |
| Other Program Fees                   | 4,705            | 10,425           |
| Contributions                        | 194              | 1,024            |
| Realized Gain/(Loss) on Fixed Assets | <u>(14,390)</u>  | <u>211</u>       |
| Total Revenue                        | <u>1,302,904</u> | <u>1,382,407</u> |
| Expenses                             |                  |                  |
| Program Services                     | 1,152,486        | 1,404,737        |
| General and Administrative           | <u>142,524</u>   | <u>173,902</u>   |
| Total Expenses                       | <u>1,295,010</u> | <u>1,578,639</u> |
| Changes in Net Assets                | 7,894            | (196,232)        |
| Net Assets, Beginning of the Year    | 151,892          | 428,744          |
| Prior Period Adjustment              | _____ -          | <u>(80,620)</u>  |
| Net Assets, End of the Year          | <u>\$159,786</u> | <u>\$151,892</u> |

## General Contributions:

### \$1 to \$99

Bylinda Brown - \$10 (TAH)\*  
William Kirk - \$10  
Joyce Maciak - \$10  
Taylor Andrews - \$10  
Deirdre Galvin - \$16.01 (TAH)\*  
Karen Snider - \$30  
Hikmah Gardner - \$50 (TAH)\*  
Lynn Keltz - \$75 (TAH)\*

### \$100 to \$499

John Farmer - \$100  
Tracy Carney - \$250 (TAH)\*  
Support the Journey - \$334

\*Take a Hike for Mental Health

## Conference Support:

### Other

Community Support Program  
Consumer Satisfaction Team Alliance of PA  
Forensic Peer Support  
Keystone Pride Recovery Initiative  
Leadership in Recovery  
MasseyNet.Com, Inc.  
NAMI of PA  
NAMI of Southwestern PA  
PA Association of Psychiatric Rehabilitation Services  
Office of Mental Health & Substance Abuse Services  
PA Peer Support Coalition  
Support the Journey, Inc.

### \$1 to \$99

Acquired Brain Injury Network of PA  
Depression and Bipolar Support Alliance of PA  
Emergency Preparedness  
I Am the Evidence Mental Health Campaign  
Support the Journey, Inc.  
Transcendent Visions/Crazed Nation  
Western Region Community Support Program

### \$100 to \$499

Jim Cramer, Exit Preferred Realty  
Family Services of Western PA  
Grapevine Center  
Lovely Day Massage, LLC.  
Mental Health Association in PA  
Mental Health Association  
of Northwestern PA  
PA Community Providers Association  
Peer Support & Advocacy Network

### \$500 to \$999

Bristol Myers Squibb  
Clarion Psychiatric Center  
Consumer Satisfaction Services  
Disability Rights Network  
Drexel University  
Janssen Pharmaceuticals  
Keystone Community Mental Health Services  
Partnership for Prescription Assistance  
Project Transition  
Recovery Opportunity Center  
Roxbury Treatment Center  
Susquehanna Consulting  
TCR  
Value Behavioral Health of PA  
Western Psychiatric Institute & Clinic –  
Program for Genetics & Psychosis

### \$1,000 to \$4,999

Capital Area Behavioral Health Coalition  
Community Behavior Healthcare Network of PA  
Magellan Behavioral Health of PA, Inc.

### \$5,000 – to \$10,000

Community Behavioral Health

### \$10,000 and Above

Community Care Behavioral Health