



A Guiding Light since 1905

2015 Annual Report



Building A Stronger Community Now and For the Future



The Neighborhood Center, Inc. 2015

A Note from our Executive Director...



Success! It has been another momentous year for The Neighborhood Center; what has been anticipated for so long is coming to fruition. We are excited to announce that we will be moving our School Age Child Care program into their new home as Phase II of our Campus Project is now complete. We have successfully transformed a building that had been an iconic part of this community but had fallen into decay. What once was deteriorating is now a vibrant healthy space for children to learn and grow. Our work is not done—we still have improvements that are part of this capital project—but it is amazing to see how much we have accomplished in so little time.

The words and photos in our Annual Report represent a small piece of the movement we have been making all year. As we saw potential, strength and a solid foundation in a decaying building, we saw possibility, courage and an unwavering desire of people wanting to make life altering changes. The Neighborhood Center was there as a beacon of hope, a guiding light, a strong advocate for all whom willingly made the decision to move towards a better future and dared to take the first steps toward success.

The Neighborhood Center has taken the journey to success with our neighbors. The path is always difficult to navigate but without hope and belief in oneself, and the support of those who celebrate your progress, it is nearly impossible. Achievement is never automatic and it does not happen without failure, as Winston Churchill said: 'Success consists of going from failure to failure without loss of enthusiasm.'

We believe that success is not always defined by the amount of money you have, the level of education you have achieved, the awards you have won. Success is not a final destination, but rather a journey often taken with small but meaningful steps. It cannot be quantified, limited, or defined universally. Success could be a mom in need of income starting a daycare in her home, or a child who has a history of truancy attending school for a week straight. It can be as simple as getting out of bed in the morning when you are dealing with depression, or more significant such as choosing not to take your own life. Success is the culmination of daily achievements and events that help us live fulfilling lives.

Walking the path with our neighbors is what makes what we do here at the Center so important. We provide the light for so many who feel like they are living in the dark; we help children and youth learn basic life skills; encourage them to bloom; and to believe truly that they are worthy of love and support, they are strong and capable, they can achieve their dreams.

It is our caring and devoted staffs who make a difference in the lives of people they work with every day, that allows this agency to maintain a successful 111 year legacy of making a difference in the lives of others. However, we could not fulfill our mission and continue to provide these services in our community, without the generosity of individuals and businesses for support. We help people throughout Oneida, Herkimer, Chenango, Schoharie, Delaware and Otsego counties to find the strength, confidence, opportunities and skills they need to help themselves, and we invite you to walk with us on this journey. The success of our mission depends on us walking together.

In Closing, I ask that you be with us and help us build a better tomorrow for so many who have lost hope and often their way...

Sandy

Our Mission...To enrich the lives of individuals and families through cooperative opportunities, resources and advocacy which embrace diversity, promote empowerment and foster responsible citizenship.

The Neighborhood Center, Inc.
Board of Directors

Frank Donato, President

Albert Casab, Vice President

Norman Crabtree, Treasurer

Betty Youmans, Secretary

Jeffrey Gornick

Dawn Mancari (new 2016)

Abel Roy

Ilene Smith

Donna Sterling

Linda Tuggey



The Marie A. Russo
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Amy Mielnicki

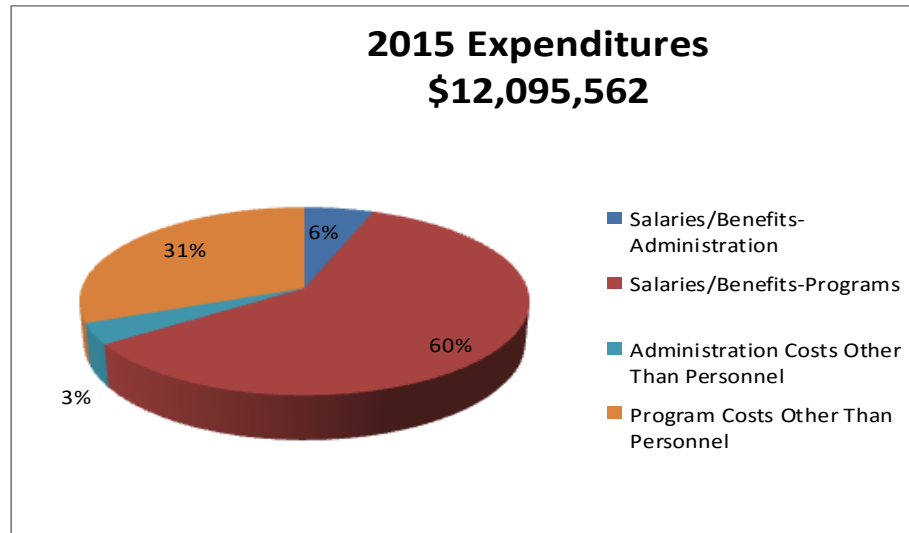
Marie A. Russo

Philip Williams



The Neighborhood Center, Inc. 2015

Fiscal and Human Resources



Salaries/Benefits-Administration	\$685,867	6%	
Salaries/Benefits-Programs	\$7,234,889	60%	
			\$7,920,756
Administration Costs Other Than Personnel	\$440,013	4%	
Program Costs Other Than Personnel	\$3,734,793	31%	
			<u>\$4,174,806</u>
			\$12,095,562

In 2015, Human Resources coordinated an on-site Flu Shot Clinic which was well utilized by many employees who were able to receive their flu shot without having to leave work. We added a second professionally prepared monthly wellness newsletter which is distributed to all staff. The transition to electronic communication in the staff recruitment/selection process was completed including the outcome notification to interviewed non-selected job applicants which will boost the savings in resources and postage. The Human Resources Director conducted training for Behavioral Healthcare Supervisors in the area of employee performance management, performance appraisals and employee progressive discipline.

Analysis shows that in 2015, The Neighborhood Center, Inc. experienced another increase of 5.34% overall growth rate in the number of employees over 2014. The agency's total employee average for 2015 is the second highest on record (206 employees). In a breakdown of this growth spurt, the agency experienced a 5.54% growth rate in the number of *full-time* employees and we had the highest average number of full-time employees on record (168 full-time employees). Additionally, we experienced a 5.3 % increase in average number of *part-time* employees in 2015 (38 part-time employees). The agency's 2015 turnover rate remained low at 1.58%. This is less than half of the National turnover rate of 3.8% for all US Private Employers for 2015 according to the Federal Board of Labor Statistics.

In 2016 , our goal is to revise the full-time employee appraisal form in order to enhance and create a more user friendly and meaningful tool.; perform an analysis of the current employee handbook and determine areas for update, enhancement and new inclusions; and perform an analysis and strategic plan for short-term future needs of the Human Resources department to ensure the agency is well served.

Active Employees 5/1/15-3/31/16

Thank you for your hard work and dedication to the agency!

Aikens, Julia	Cortex, Grace	Francisco, Lia	Kinne, Hermine	Musgrove, Lesley	Seguin, Joanne	Welch, Sally
Asselta, Mary Joyce	Curtis, Lisa	French, Vicky	Kirk, Charlene	Neafach, Susan	Semeraro, Daniel	Welch, Timothy
Baildon, Lauren	D'Acunto, Rose	Gagnon, Brianna	Kislyak, Yakov	Neal, Callie	Shauger, Olivia	Wheeler, Jessica
Bailey, Alyssa	D'Acunto-Hutchinson, Mary	Gales, Aimee	Kitchen, John	Nester, Vallerie	Simonette, Jeanna	White, William
Bastien, Rachel	D'Aoust, Janelle	Gamboia, Silvana	Klievoneit, David	Newsom, William	Sipic, Ibrahim	Williams, Connie Mae
Beaton, Haley	Davila, Carmen	Gargiulo, Diane	Kohl, Karen	Nichols, Irene	Smith, Evan	Williams, Gregory
Beckwith, Kristen	Davis, Kathleen	Getman, James	LaPorte, Rebecca	Oliver, Amber	Sobles, Brittany	Winn, Linda
Benn, Jennifer	Davison, Thomas	Getman, Marla	Lafayette, David	Ollerenshaw, Nicole	Soroka, Sandra	Woodward, Dawn
Bienkowski, Megan	DeRosa, Cheryl	Gocek, Helen	Lamb, Traci	Onciu, Alina	Stancato, Colleen	Younglove, Paulette
Bigrove, Stacy	Dedicke, Heather	Gorton, Meredith	Lamie, Sabrina	Pape, Elise	Sterling, Carli	Yousey, Robert
Bliss, Sarah	Delanovic, Osman	Gregory, Theresa	Laribee, Heather	Parker, Linda	Sturtevant, Candice	Zelows, Charles
Bliss, Stephanie	Deloach, Arianna	Guernsey, Kelly	Lastowicka, Debra	Parks, Mildred	Sutkovic, Aida	Zelows, Linda
Booth, Kimmerle	Demma, Jene	Guske, Judith	Lavallo, Catherine	Pazamickas, Jennifer	Sutkovic, Danka	Zerdecki, Adrienne
Bottini, Colleen	Dickson, Jamesha	Hajdasz, Carissa	Lein, Deborah	Peck, Dawn	Swanson, Shelly Brooke	
Bowen, Erin	Dodge, McKenzie	Hamblin, Kayla	Lora, Kadelin	Pelzer, Barbara	Talerico, Linda	
Boyd, Berkieda	Duff, Tonya	Hanley, Dakota	Loucks, Karole	Pereira, Steve	Tarbell, Victoria	
Brand, Brittany	Eddy, Christine	Hardy, Catherine	Love, Margaret	Pierce, Diane	Tocco, Frank	
Brindisi, Kathleen	Eldred, Susan	Henry, Yolanda	Lowrie, Brenda	Piquet, Holly	Todora, Susan	
Brown, Karen	Engelhart, Melissa	Herko, Lisa	Lucey, Katherine	Potter, Mary Patricia	Toner, Denise	
Bunal, Sandra	Esposito, Rachael	Heto, Fadila	Lukacz, Amy	Potts, Timothy	Toner, Shaniece	
Burke, Diane	Everetts, Connie	Hickox, Rhiannon	Lundquist, Mark	Presser, Elisha	Toner, Sharece	
Capobianco, Julie	Ewell, Donna	Hinge, Suzanne	Mastroianni, Maria	Pritchard, Kellie	Torres, Carlos	
Carcone, Joseph	Fabian, Louise	Hisert, Rachael	Mayfield, Brenda	Reff, Daniela	Totaro, Cathi-Anne	
Carey, Melissa	Fahy, Christine	Hunter, Kelly	Mazza, Carissa	Robinson, LaToya	Touhey, Staci	
Carissimo, Judith	Farnsworth, Shirley	Internicola, Gail	McFadden, Molly	Rotondi, Michael	Townsend, Brittney	
Carr, Chyna	Ferriter, Holly	Irizarry, Anna	Meyers, Emily	Royce, Deborah	Tschar, Tina	
Castro, Vanessa	Fiorini, Jordan	Janiga, Paula	Meyers, Kimberly	Roys, Melissa	VanNortwick, Patrice	
Champagne, Dana	Firlit, Michelle	Jennings, Roxann	Miga, Ellen	Sabino, Brienne	VanVechten, Kerry	
Childs, Debra	Firsov, Nikolay	Johannssen, Rebecca	Mohamed, Lul	Salewski, Charlene	Vanallen, Michelle	
Christman, Diane	Fitzgerald, Mary Ellen	Jones-Voorhees, Katherine	Monaghan, Kate	Salisbury, Terri	Virkler, Kelly	
Clark, JoAnn	Flanders, Kerr	Joseph, Patrica	Montemurro, Linda	Sanders, Jennifer	Vivyan, Sara	
Collins, Donna	Fletcher, Donna	Kehrli, Deborah	Morgan, Donnette	Scotellaro, Stephen	Waite, Jennifer	



The Neighborhood Center, Inc. 2015

Program Impact and Accomplishments

CHILD CARE AND FAMILY SERVICES DIVISION

Child Care: 221 children

In keeping with our focus on early literacy, The Utica Public Library Children's Specialist, Margie Cobaine continued to read monthly to our preschool children and provided their summer reading program. Two Utica College nursing students teamed up with Child Care and provided prevention education for lead poisoning. They educated our preschool children with three lessons based on lead prevention. Also this year, Child Care Council provided our children with a dog therapy visit. The purpose of this visit was humane education; teaching children to be gentle and kind. The children also had a surprise from Santa and Mrs. Claus. Each child received a beautiful gift to take home. Child Care also received a wonderful grant through The Community Foundation of Herkimer and Oneida Counties-M&T Bank/Partner's Trust Bank Charitable Fund. With this grant we were able to purchase various supplies and extra special items that we had wished for.



In 2016, Child Care will continue to seek additional grants to support programs. Any grant money received in 2016 will be used to purchase new child development assessment tools. We are looking forward to enhancing our assessment tools for use in all of our classes from infancy to pre-kindergarten. Child Care is also working towards having the center designated as a Breastfeeding Friendly Child Care Center. Work will continue with Child Care Council on trainings and upcoming events and we plan to enhance our parent involvement with activities in the classroom and during holidays. We are continuously looking for ways to better serve our children and families.



Children's Centers in the Family Court House, Rome & Utica:

Rome: 1,088 children and 748 families; Utica: 1,262 Children and 841 families

The Rome & Utica Children's Centers continued to promote literacy by giving each child a book to take home with them along with a literacy and activity packet. We distributed a total of 2,290 books and 3,224 literacy/activity packets. Children were provided with a healthy snack; a total of 1,450 snacks were distributed. The Children's Center Director continued to conduct quarterly Advisory Board Committee Meetings and we had several great donations for both Centers.

In 2016, staff will continue to promote the program in the community and recruit volunteers. The Director will continue to keep Advisory Board Committee Members active in brainstorming new ideas to obtain wish list items, how to recruit more volunteers and fundraising options. Staff will continue to help caregivers with vital referrals that will better serve families.

Pins Reduction and Elimination Program (PREP): 150 children

PREP is under contract with the Oneida County Department of Social Services. PREP continued to provide intensive home-based preventive services for children and families with the goal to prevent placement and replacement for children who are PINS (Persons In Need of Supervision) or JD (Juvenile Delinquent) or at risk of becoming so. Placement was prevented for 90% of these children and of the children discharged from the program, 46% achieved their goals.

In 2016, the program will continue to run at or near capacity with referrals received from family court, DSS and SPOA committees. We will continue to provide quality services to children and families in order to have the best possible outcomes for all.

Child and Adult Care Food Program (CACFP): 94 homes

In 2015, meal patterns and components were reviewed nationally. A bill is currently before Congress that will grant providers the right to claim four meals per day, versus the three currently allowed. Over half of the providers enrolled in the program utilize Minute Menu, allowing reimbursement to be processed in a more timely manner. In addition, direct deposit of reimbursements is now available to child care providers. As providers are working with children all day, direct deposit makes things a little easier.

In 2016, the Child and Adult Care Food Program will continue to encourage child care centers and family day care homes to support breastfeeding families and recognize these providers with Breastfeeding Friendly certificates. Child care center/day care home staff will complete an assessment that shows they support breastfeeding families after completing specialized training, now available online.

Day Care Registration (DCR): 107 Family Day Care Homes and 27 School Age Child Care Programs

Under contract to Oneida County Department of Social Services, Day Care Registration registers and assists individuals who wish to provide registered Family Day Care or School Age Child Care Services. Neighborhood Center's registrars strive to make quarterly visits to all providers, to increase the provider's opportunities for technical assistance and ensure that all the child care environments within the agency's purview are healthy and safe.



In 2016, The Office of Children and Family Services will re-examine the parent's ability to access information about violations. Programs currently post their "compliance history," which is a listing of the facility's violations for the past two years.



Day Care Registration, Child & Adult Care Food Program

Ellen Fort

"I have been involved with the Day Care Registration and Child and Adult Care Food Programs for approximately 15 years. The Neighborhood Center is a vital part of our community. It is the 'go to' place to get any/all questions and concerns addressed in my family daycare business as well as for people who need a hand. The information I have been able to retrieve for the parents of the little ones in my care has proven to be priceless. Whether its been a phone call, a brochure or a visit, I have been able to get answers through the referral services and/or the registrars knowledge and ability to track down answers. This program is necessary to achieve the level of professionalism in my workplace as well as the much needed vital information and reviews of the ever-changing rules and regulations. It would certainly be a hardship if this program was no longer available. The many hard working professionals that work tirelessly to provide the proper care, nutrition, safety and security would be lost, therefore, our children would in turn suffer. In ten words or less my description of The Neighborhood Center is...A place that cares for everyone's physical and mental well being!"



Circles Initiative

Chekechea

“ I have been involved in Circles for five months. The meetings have been so helpful. I’ve met so many new and wonderful people that I never would have otherwise. It has given me a platform to learn and appreciate others from different backgrounds and I have been able to share my life experiences as well. The program has reignited a spark and zest for life in me that had almost been extinguished. I’m refocused on my goals and passion for writing that I had allowed to lapse. I’m building my ‘people’ bank and becoming more confident in every area of my life. If this program was no longer available I would be devastated. I would miss the weekly gatherings and socialization I’m receiving here. In ten words or less, my description of The Neighborhood Center is...A place I feel I belong.”

Transitional Life Skills (TLS): 39 Youth

Working with youth who are homeless or at risk of becoming homeless, TLS provides life skills groups at Evelyn’s House (a residential home for young mothers and their children) and New Horizons (a residential home for homeless girls). Programming had a focus area of self-discovery, job training, budgeting, self-esteem building activities, personal powers, goal planning, boundaries, resiliency, sense of purpose, and many other basic life skill topic areas. Our life skills classes are based on the 40 Developmental Assets that youth need to become caring, responsible adults.

Universal Pre-Kindergarten (UPK): 60 Children

Sponsored by the Utica City School District, the Universal Pre-K offers morning and afternoon classes during the school year for 52 four year old children living in the Utica City School District. Two certified Teachers and two Teacher Assistants use age appropriate methods and materials to assist children to develop Reading and Math literacy in preparation for kindergarten. All of the children benefitted from participating in the program and were better equipped to enter Kindergarten.

In 2016, the goal is to continue enhancing skills through the Common Core Curriculum.

Project Aim (Achieve, Inspire, Motivate): Youth Bureau AIM 40 Youth, DSS AIM 21 Youth, Crossroads AIM 16 Youth

Project AIM works with at risk teens throughout the county. During this funding year, some focus areas included developing a positive view of personal future, self-esteem, sense of purpose, exploring healthy boundaries and expectations in the home, the community, and school settings, identifying characteristics of healthy relationships, and building a strong sense of community connection. Several character building field trips were held throughout the year including a trip to: Wonderworks, High Ropes Course, 5 Witts, Comets hockey game, Wizard of Oz Broadway show, art programming, Rochester Museum of Science, and Leon and Romy Magic Rocks.

Outreach & Prevention (O&P): 32 Children, 19 Teens

During 2015, O&P focused on community service projects led by the youth, including a food drive for veterans and a prom dress drive for local teens without dresses. Focus areas included bullying, money management, self-esteem building, healthy family relationships and building communication between adults and children. Teamwork and positive self-identity were also other topics. Parent events were held throughout the year to encourage positive interaction between teens and their parents.





***Circles Initiative:* 6 participants**

Circles is a high impact, long term initiative that empowers low income participants to permanently move out of poverty. The Oneida County Chapter is part of the Circles USA national initiative with a mission to “inspire and equip families and communities to resolve poverty and thrive.” Circles engages community members and leaders across socioeconomic lines to change conversations around poverty, learn from those moving out of poverty, and build pathways of self-sufficiency through relationship building and community advocacy. In 2015, participants began working on their 12 week Circle leader training with an anticipated graduation in May 2016.

***School Age Child Care (SACC):* 98 Youth**

Volunteerism is a core component of all of our youth focused programs. Youth participated in Eat Smart New York/ SNAP-Ed Healthy Eating educational programming; assisted in packing food for Operation Sunshine; decorated lunch bags and placemats for the annual Thanksgiving meal at the Hope House; baked homemade banana and pumpkin bread for patrons of Utica’s Abraham House; participated in programming provided by the Sauquoit Valley Gardening Club; helped clean, weed, and plant a garden behind the 612 Elizabeth Street building; participated in a multicultural celebration highlighting the different traditions, foods, and beliefs throughout the United States; participated in a “Keeping Hands Clean” workshop aimed at teaching children proper hand washing skills



In 2016, we will continue to build relationships within our community in order to provide our children with more opportunities for growth such as: participating in the 2016 *Relay for Life* Kids Walk to raise money for the American Cancer Society; participating in the “*Everyday Superheroes*” movement creating cards of gratitude for local police, firemen, and nurses; assist in making homemade dog treats to be donated to the Stevens-Swan Humane Society and the American Cancer Society’s “Bark for Life”. SACC will offer more opportunities for parent interaction within the program and will move into the new site at 624 Elizabeth Street, Utica.

***Child Advocacy Center (CAC):* 255 children and their families along with over 90 on-call hours**

The Child Services Advocates are stationed at the Oneida County Child Advocacy Center and serve all of Oneida County. They provide services to children who have been severely physically abused or sexually abused and their non-offending family members. They provide advocacy, support, education and resources to children and their families as well as accompanying them to court proceedings.

In 2016, we plan to continue to help those children and families in their time of crisis while providing support and services to address their needs.



Kinship Care Management: 56 families (102 Youth and 82 Adults)

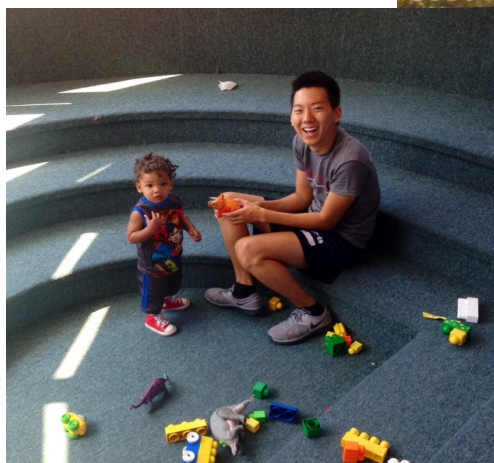
The Kinship Care Management Program began in September of 2015. This program provides advocacy, outreach and supportive services to non-parent caregivers facing the unique challenges associated with caring for children that are not biologically their own. Five family events were held which included Family Preservation Day, our annual picnic at the Utica Zoo, The Children's Museum, bowling and ice skating in December. In August, each child was given school supplies for the year. Our Caregiver support group continues to meet twice a month. Some of the teen girls were able to participate in Project AIM on a regular basis and continue to do so. We have helped families obtain financial resources and we have also been able to accompany caregivers to court to support them in their efforts to get custody of grandchildren or their relative children. Our Kinship program was also able to provide beds to some families in need and referral services to other service providers based on the needs of the family.

In 2016, we will continue running support groups. The Peacemaker Program will become a larger part of those support groups and we will partner with other agencies to provide services to kinship families.

Community Health Worker Services (CHW): 166 Women

The Community Health Worker Services Program made such steps and strides in 2015. Getting this new program to grow was our greatest challenge which then became our greatest accomplishment. New partnerships were established with hospitals, clinics, and community resources. Health education trainings that staff attended included Infant Hands Only CPR and CHW Core I and Core II Trainings. More outreach sites and locations were discovered. CHW Consumer Education was implemented throughout the community to educate women on health related topics. Breastfeeding education was provided to 73 women clients and Safe Sleep education was provided to 58 women clients. Remarkably these numbers were only calculated from April until December 2015 and some clients fall into other life course stages. Full staffing was finally obtained this summer and working team relationships blossomed. The overall impact was the growth and productivity of the Community Health Worker staff and for the entire program itself.

In 2016, our goal is to increase our number of Consumer Education workshops for groups as well as to continue to strive for obtaining a continuous flow of new clients from all of our community partners.





The Neighborhood Center, Inc. 2015

Program Impact and Accomplishments

BEHAVIORAL HEALTHCARE DIVISION

The Dr. Rao Behavioral Health

Clinic : **1177 Served**

The Neighborhood Center Behavioral Health Rome: **1511 Served**



Of all of the individuals who completed a bi-annual Customer Satisfaction Survey during 2015, 98% of adult and 97% of child clients (sometimes via a parent or guardian) reported a reduction in presenting symptoms as a result of clinic services. Our satellite offices within the Waterville and Camden School Districts as well as the Child

Advocacy Center (CAC) are successful and foster positive relationships with community providers. Our Oneida-Madison BOCES, Waterville, and CAC satellite Clinics all had increased the number of hours. The behavioral healthcare arena is experiencing many changes and staff and management are working to meet the demands and new standards of a more “Pay for Performance” based system as Delivery System Reform Incentive Payment (DSRIP) Program, Medicaid Managed Care, Health Homes continue to change the landscape of clinical services. Both clinics continue to face the challenge of supplying psychiatry hours which is unfortunately shared with all the providers in our area.

In 2016, we will be exploring the possibility of providing Tele-Psychiatry and transitioning to a new billing system. Clinic Management will continue to research and implement best practices associated with enhanced productivity, organizational efficiencies, time management and financial projection and planning models; will continue to work towards the attestation for Meaningful Use; revise clinical forms; add more evidence based and standardized tools for clinical staff; explore integration opportunities with primary care; explore additional satellite clinic opportunities and focus on outcome measurements.

Early Recognition Program (ERP): **3070 Served**

The Early Recognition Screening Program completed screenings for children with emotional and behavioral difficulties among 27 schools within 7 districts, totaling 3,070 children. The program made over 1,600 referrals to our children’s mental health clinics and a variety of other agency and community resources. A total of twenty-eight trainings and presentations to teachers, parents and students concerning the subject of de-stigmatizing mental health issues were completed. The program is now working closely with our school satellite offices and providing a Parent Series to help educate and support parents with children experiencing mental health challenges.

Family TIES: **37 Served**

The Family TIES program serves children and families of Herkimer County deemed “at risk.” The program seeks to address issues surrounding family instability, child behaviors in the home and school environment, and criminal justice involvement. The TIES program uses a “whole family” strength based approach with in-home counseling and person centered planning. The program has proven successful as a total of 100% of children served had no legal involvement or out of home placement in 2015.

In 2016, Family TIES will continue to foster a reduction in criminal justice system dependency, inpatient utilization and out of home placements by providing in home services such as behavior management, anger management, parental education and skill building.



Care Management

Patience Gonia

“I have been involved in care management services since January 25, 2007. I appreciate the care managers personality and humor. I was helped numerous times, for example when tragedy struck with the fire at the Obilston Apartments and bed bug trouble to name a couple. During the time of the fire, I was so happy that myself and the other residents in the program were assisted with an alternate location to live temporarily until repairs were made to the apartments. I was connected to a variety of services that helped me get and keep a used motorized wheelchair. This has helped me get out of my apartment more often compared to staying inside a lot. I feel the quality of my life is better due to getting help from the Center. It is important for me to keep attending this program because it keeps me calm. Otherwise, I would be getting frustrated. If it was no longer available, I would need the help because I would feel panicky. I would be missing my main support. In ten words or less, my description of The Neighborhood Center is...a necessary organization that helps people with their many needs.

Care Management: 1146 Served

Care Management provides care coordination among a network of providers, including medical, mental health, substance abuse and social services to assist its clients in achieving optimal health and well-being. The program serves Medicaid and non-Medicaid consumers and oversees the client’s overall access to services. A primary goal of Care Management is to reduce avoidable and costly emergency department visits and inpatient stays. 2015 saw the implementation of an on-call system for care managers, so clients are able to access support on a 24/7 basis for non-emergency purposes. A total of four Care Managers were co-located within our Clinic sites to provide easier access to services as well.

In 2016, Care Management will work with the Health Home and assist with outreach to physicians’ offices and clinics to build partnerships that will aid in identifying and referring to Care Management. This program is also a critical component under DSRIP (Delivery System Reform Incentive Payment Program) and will no doubt see infra-structure changes in line with the goal of DSRIP to reduce excessive utilization of high cost hospital emergency department and inpatient use by at least 25% over five years.



Intensive Case Management (ICM): 23 Served

The ICM program utilizes a strength based approach working with families promoting natural support systems thereby empowering children and enriching the lives of the entire family. A total of 100 percent of enrolled children and youth had no involvement with the legal system; no children were placed outside the home in 2015.

In 2016, ICM will embrace the transition to Children’s Health Homes. Under this new model of care, Children’s Health Home Care Management will expand to serve children with unique, complex health care needs. The approach will be to provide comprehensive, integrated physical and behavioral health care coordination that recognizes the individual needs of children building on the strengths of the child and family/caregiver. Children’s Care Management will ensure continuity of care and comprehensive transitional care from service to service and across systems (education, foster care, juvenile justice, and child to adult).

Adult Recovery Services (ARS): 408 Served

ARS is a psycho-social drop-in model program designed for adults with mental illness to gain support in their recovery process. ARS Volunteer Program has been reinvigorated and expanded upon this past year with a 3 tier structure that encourages member achievement and participation in programming. A Subcommittee Program was also established in 2015 to promote special interests within the club and peer-led membership. We offered several field trips, new groups and presentations to promote healthy lifestyles.

In 2016, ARS will engage in more community partnerships and activities and explore the possibility of establishing a community garden.

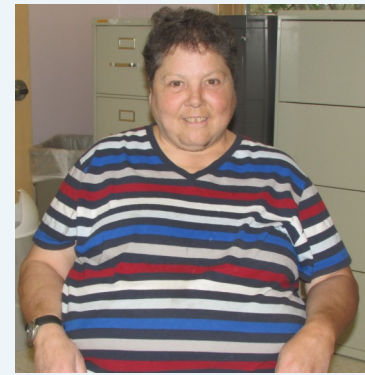
Employment Services: 39 Served

Introduced in June 2015, Employment Services is offered through ARS and is structured after an evidence-based model called Individual Placement and Support. The model, and our program, focuses on rapid linkage to competitive employment based on the individual's strengths and abilities. The program provides on and off-site supports to its clients for as long as the client chooses, in addition to a series of skill-building workshops. Employer and community outreach has been performed in an effort to create referral streams as well as relationships with employers.

In 2016, goals include increasing outreach efforts and enhancing the Workshop series.

Assisted Competitive Employment (ACE): 35 Served

ACE works to reduce individual and practical barriers one faces when initiating a search for competitive employment. Innovations in tracking and reporting occurred in 2015 as well as staff training to produce a more streamlined approach to service provision. Another innovation included streamlining services to compliment and effectively coordinate the Employment Services program.



Mobile Crisis Assessment Team

Sandy Olson

"I have been involved with the MCAT program for approximately 30 years. There were many times when I was suicidal. If it wasn't for MCAT, I probably wouldn't be alive today. They not only saved my life, they gave me life. They have taught me coping skills and gave me support that has helped me evolve into a self-sufficient person. I used to feel worthless, but now I feel valuable. MCAT has given me the tools to help others and has also made me a good family member. I am very happy and content with where I am now in life. Even though I am doing much better than I was, this program is very important to me because I continue to get something out of it. MCAT is my support system and the employees really take an interest in me and care. If this program was no longer available it would truly be devastating. It would be like losing a friend. In ten words or less, my description of The Neighborhood Center is...caring, concerned and available.

The Mobile Crisis Assessment Team (MCAT):


Number of:	Oneida	Herkimer	Chenango	Delaware	Schoharie	Otsego
Face to Face Assessments:	536	91	103	50	111	132
Phone Assessments:	1868	761	293	215	515	523
People Served:	1730	356	302	267	297	526

MCAT's continued goal is to make every effort to divert individuals from hospitalization by providing mental health face to face assessments, phone assessments and wellness calls to individuals in crisis. Accordingly, MCAT's accomplishments in 2015 included diverting 87% of children and 82% of adults from hospitalization in Oneida and Herkimer counties. MCAT's expansion to Chenango, Delaware, Schoharie and Otsego counties has proven to be continuously effective. MCAT successfully diverted 91% of children and 84% of adults from hospitalization in 2015. MCAT is currently actively involved in the Behavioral Health Crisis Stabilization Project under the Central New York Care Collaborative (DSRIP initiative) The program is turning in weekly data for Oneida County.


In 2016, transportation services will be expanded for individuals in Oneida County. In addition, the agency is exploring a couple of different avenues in which MCAT may expand into additional counties. Management is closely monitoring activity levels in the four county.

Mobile Crisis Assessment Team MCAT

The Mobile Crisis Assessment Team (MCAT) provides help during crises to children and adults in Oneida, Herkimer, Schoharie, Otsego, Delaware and Chenango counties. MCAT has the ability to respond to crises where they occur, and work with the individual, family and community based agencies to assist with your needs.



Call
315-732-6228 or
1-844-732-6228



CRISIS INCLUDE:

- Threats to harm self or others
- Behavioral Issues
- Severe depression or anxiety
- Mental health symptoms
- Erratic behavior
- Behaviors that may lead to police intervention
- Any problem that is causing a serious problem in functioning

MCAT'S SERVICES INCLUDE:

- 24 hour, 7 days/week intervention
- Mental health assessment
- Crisis de-escalation
- Linkage to services
- Follow-up services
- Alerts to identify and assist those who are at increased risk
- Crisis debriefing
- Coordination with schools, medical and mental health providers, and other agencies to provide crisis interventions and to help monitor clients who are at risk.


CONTACTING MCAT:

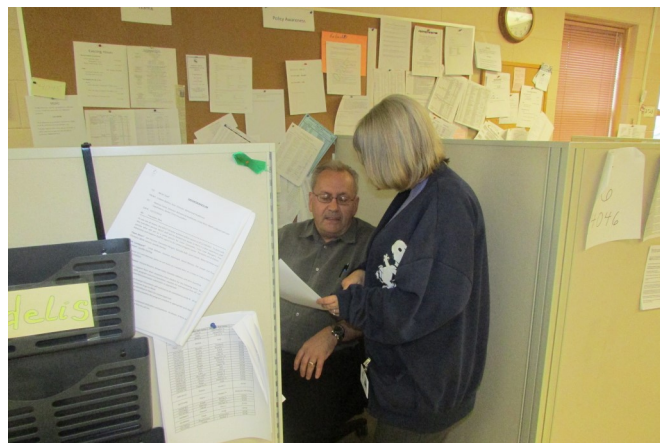
Our staff are available 24 hours a day, seven days a week. We take referrals from individuals in crisis, their families, law enforcement, school personnel or the general community.

OUR GOALS:

MCAT seeks to de-escalate a crisis situation, preventing possible harm, keeping the problem outside of the legal system and avoiding hospitalizations when appropriate. Concerns which are causing a person a serious problem in functioning is reason to call.

There is no fee for MCAT services. MCAT is a contracting partnership of The Neighborhood Center, Inc. and the Oneida, Herkimer, Schoharie, Otsego, Delaware and Chenango Departments of Mental Health, working collaboratively with a number of community agencies and resources.

Call us. We can help. 



Around The Neighborhood in 2015





The Neighborhood Center, Inc. 2015

Locations and Contact Information

Administrative Offices

624 Elizabeth Street
Utica, NY 13501
315.272.2600

Rome Care Management

W. Liberty Street
Rome, NY 13440
315.337.2433

Mobile Crisis Assessment Team (MCAT)-Oneida/Herkimer Co.

628 Mary Street
Utica, NY 13501
315.732-6228

Early Recognition Program

628 Mary Street
Utica, NY 13501
315.272.2712

Mobile Crisis Assessment Team (MCAT)-Chenango Co.

5 Court Street, Suite 42
Norwich, NY 13815
1.844.732.6228

Rome Children's Center

301 W. Dominick Street
Rome, NY 13440
315.266.4532

Mobile Crisis Assessment Team (MCAT)-Delaware Co.

56 Shepard Street
Walton, NY 13856
1.844.732.6228

Utica Children's Center

209 Elizabeth Street
Utica, NY 13501
315.266.4485

Mobile Crisis Assessment Team (MCAT)-Otsego Co.

242 Main Street
Oneonta, NY 13820
1.844.732.6228

Child Advocacy Center

930 York Street
Utica, NY 13502
315.732.2804

Mobile Crisis Assessment Team (MCAT)-Schoharie Co.

113 Park Place
Schoharie, NY 12157
1.844.732.6228

Community Health Workers

293 Genesee Street
Utica, NY 13501
315.801.5012

Utica Child and Adult Behavioral Health Clinics

628 Mary Street
Utica, NY 13501
315.272.2700/315.272-2723

Universal Pre-Kindergarten (UPK)

628 Mary Street
Utica, NY 13501
315.272.2700

Rome Child and Adult Behavioral Health Clinics

195-199. W. Dominick Street
Rome, NY 13440
315.272.2730/315.272.2748

Child Care

615 Mary Street
Utica, NY 13501
315.272.2760

ARS, Employment Services, ACE, Care Management, ICM, Family Ties

17 Hopper Street
Utica, NY 13501
315.272.2660

Groupwork, SACC, Kinship CM, DCR, CACFP

612 Elizabeth Street
Utica, NY 13501
315.272.2630

Utica Care Management

800 Charlotte Street
Utica, NY 13501
315.624.9540

Pins Reduction & Elimination Program (PREP)

800 Charlotte Street
Utica, NY 13501
315.798.8906

Senior Management Staff



Sandra Soroka
Executive Director



Frank Tocco
Director of Operations



Kimmerle Booth
Human Resources Director



Patrice VanNortwick
Division Director, Child Care
& Family Services



Melissa Carey
Division Director, Behavioral
Healthcare



Karole Loucks
Controller



The Neighborhood Center, Inc. 2015

It truly “takes a village”, and from the bottom of our hearts we want to express our sincere thanks to the following individuals, businesses and organizations whom have stepped up this past year with a gift of \$100 or more to support the services we provided in our community.

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Vijayakumar Komareth



***Building a Stronger
Community...
Now and for the Future***

We have recently completed the renovation and repurposing of the Delorio's Bakery on Elizabeth St. as part of a multiphase project.

The Dr. Marie A. Russo Community Center represents our ability to envision a true community center that houses offices, youth programs, School Age Child Care, a community gym and meeting space, and an energy efficient, environmentally friendly geothermal HVAC system.

This space reflects our heritage, supports our present and speaks to our responsibility to the future and our community. As nice as this new building is, it's not about the building. Its about meeting the needs of those in our community and making a difference in the lives of people.

Along with the excitement of this new campus building we have been planning a fundraising campaign to not only help us offset some of the capital needs of the building, but looking to the future and having the capacity to sustain the building over the long term and to what the continued needs will be for the community. The needs in our community continue to rise and we our positioning ourselves to meet this increased need.

You can help us! Join the visionary donors that started off our campaign and have that vision of the future for The Neighborhood Center and how it will help meet the needs of our community for future generations. For more information on how you can help with the efforts or make a donation contact Kerr Flanders, 272-2600 or kerrf@neighborhoodctr.org.

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Utica, NY 13501



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