



life. with balance.



Bridging the Divide

2021 ANNUAL REPORT

Vision

Harmonia Collaborative Care empowers individuals to be healthy and fulfilled.

Mission

Harmonia Collaborative Care delivers best-practice Health Home, behavioral health and senior services to foster individuals' independence and improve their quality of life.

Core Values

We value **integrity** in the way we serve and empower individuals and are committed to:

Quality Care - We prioritize the quality of care we deliver, drawing from best practice standards, superior quality reviews, continuous improvement and personal commitment.

Compassion - We bring kindness, humanity, empathy and sensitivity to our work to ensure boundaries, maximizing client growth and allowing for provider self-care.

Collaboration - We are active and open to thoughtful collaborations supporting internal relationships, programs and community partners.

Culture of dedication, passion and joy - We outwardly express dedication, passion and joy about our work to our clients, team and community.

Behavioral Health:

Southern Erie, Northern Chautauqua and Cattaraugus Counties.



We can serve anyone in WNY. Our service area is expanding with new telehealth capabilities.

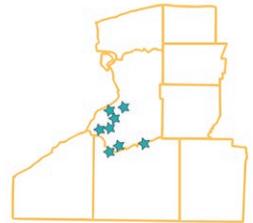
Health Home:

All of Erie, Southern Niagara, Northern Chautauqua and Cattaraugus counties



Senior Services:

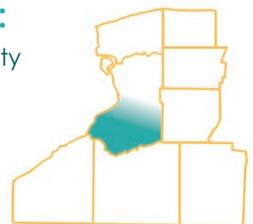
Brant, Collins, Eden, Evans, Gowanda, Hamburg, North Collins and Springville.



CarePanion:

Southern Erie County

Expanding to meet the needs of Erie County and its surrounding areas.



Bridging the Divide

There are times when we all feel lonely. Distant. Isolated.

When life's challenges are too much to bear alone.

The longer we struggle, the further we drift.

That's why Harmonia exists.

We help people struggling with mental health to regain their confidence – and sense of belonging. We keep families together by allowing their matriarchs and patriarchs to remain in their homes. We connect those who've fallen on hard times with the resources needed to rebuild their lives.

In other words, we help them cross whatever raging waters they face during life's toughest moments.

With your support, we can connect more of our neighbors from where they are now to where they want to be.



Harmonia at a Glance — Services Offered

Harmonia services are designed to improve and enhance mental health, personal growth and independence.

Counseling Services — Professionally trained and licensed clinicians provide treatment for mental health conditions. Our holistic, empathic approach enables clients to take advantage of quality therapeutic services which include:

- Individual therapy
- Marital/Couples therapy
- Family therapy
- Group therapy
- Crisis intervention
- Medication treatment
- Case management
- Links to vocational and social programs

Health Home — Our specialists help Medicaid recipients with mental health concerns and chronic conditions to stay healthy and out of the hospital/emergency room. Harmonia managers coordinate and provide access to care available in the community.

Senior Services — Harmonia's specialists offer compassionate care to seniors facing the challenges of lifestyle change. Our Senior Service Managers provide a free assessment to link clients with:

- Health and pharmaceutical insurance
- Referrals to home care options
- Assistance with housing options
- Assistance with benefits and entitlements (HEAP, SNAP, Medicaid, etc.)
- Links to caregiver support groups
- Unbiased service provider information and referrals
- Unbiased nursing home information
- Transportation options

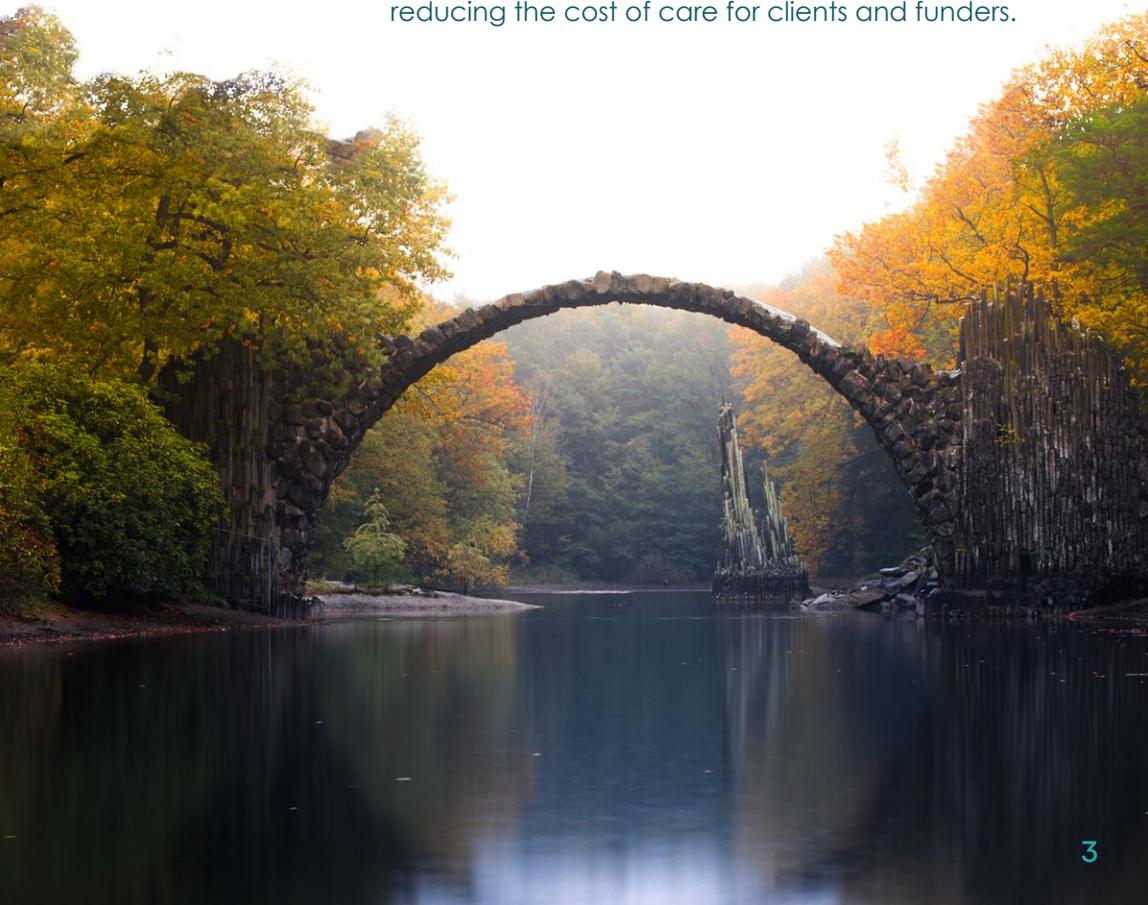
CarePanion — non-medical in-home care providers who assist seniors and other house-bound clients with tasks such as housekeeping, errands, and safety reviews, while providing much-needed companionship to help them battle loneliness, remain independent and age in place with dignity.

Our Why

We all strive to find harmony in our lives — the synchronicity between our family, passions, work and home. There are many challenges to a harmonious existence: sickness, addiction, the realities of aging and the burdens of life. Harmonia helps to harmonize our clients' lives, so they can move to a melody that supports healthy balance. Harmonia is the Latin word for harmony. It can also mean melody, consonance and concordance. It speaks to disparate pieces working together to create something whole.

What We Do

Harmonia Collaborative Care offers behavioral health and senior care services, along with Health Home case management from our two beautiful facilities in Derby and Hamburg, and via telehealth services to clients all across Western New York. Our counselors and staff pride themselves in providing empathic care to bring balance to the lives of those who entrust us with their care. We help people attain their highest level of well-being and maintain their independence through our integrated Mental Health, Senior and Health Home services, while reducing the cost of care for clients and funders.



Dear Clients, Colleagues, Donors and Supporters,

2021 was remarkable and rewarding for Harmonia, with clear inflection points for growth and stability as we broadened our many “bridges” throughout our communities.

We continued to see an agency-wide rise in demand, sparked by COVID’s lingering impact on all our service areas. Mental health is experiencing newfound respect in this post-pandemic world, and the telehealth abilities we developed during the lockdown have now become the method of choice for many clients. Nursing homes and other long-term care facilities continue to suffer trust issues caused by negative publicity, making our senior services more attractive than ever for those wishing to age in place. Even the need for Health Home services is increasing, as people attempt to recover from the rise in substance abuse, lost wages and industry disruption witnessed over the last two years.

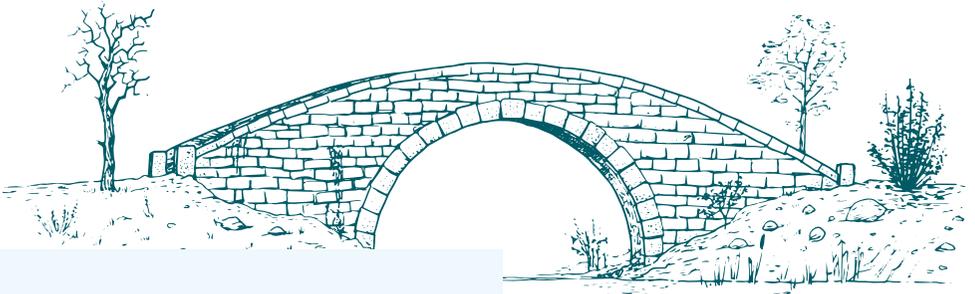
Through it all, we’ve been fortunate to have an outstanding team of caring professionals, working genuinely and collaboratively. None of what you’re about to read would have been possible without their dedication to our clients and one another. This letter highlights just a handful of our outcomes and momentum. Then, in the pages which follow, you’ll get a chance to meet some of the people we’ve helped – and hear, in their own words, what a difference we’ve made for them. You’ll quickly see why we love our work – and you might just think of someone we could help, too.

2021 Highlights

Behavioral Health: If any positives came from the pandemic, the biggest might be that society was forced to take a long, hard look at the importance and legitimacy of mental health. It’s no longer taboo to talk about one’s feelings at work or school – or even be expected to be there when you aren’t physically or mentally well.

These national trends have followed suit at our local level, with sharp rises in demand over the past two years. Not only did our number of Behavioral Health clients increase by 9.6% over that span, but sessions per client climbed even steeper at 23.4%. Unfortunately, the severity of the issues we’re seeing is also on the rise, including a 60% jump in at-risk clients from 2019 to 2021, while anxiety disorders leapt an astounding 138% in that span.

The good news is, we have more ways than ever to help. The flexibility and convenience that telehealth provides means we can assist more clients when they need us most. Our clinicians possess a variety of trainings and certifications, meaning we have specialists available for most issues. Plus, through growing partnerships with schools, municipalities, foundations and other organizations, we’re leveraging our relationships, so that we’re top-of-mind when neighbors see someone in need.



Senior Services: This team was finally able to return to pre-COVID staffing levels, meaning we can now be more places at once, including senior centers and apartment complexes, farmers markets and more. It's been especially gratifying to see them permitted to resume in-home visits and other face-to-face interactions. The pandemic often limited their ability to fully assess client needs, so a return to normalcy for this group literally translates to fewer falls, injuries and hospitalizations. In all, we provided nearly 1,800 service hours to seniors in 2021, and 2022 is trending at even higher levels.

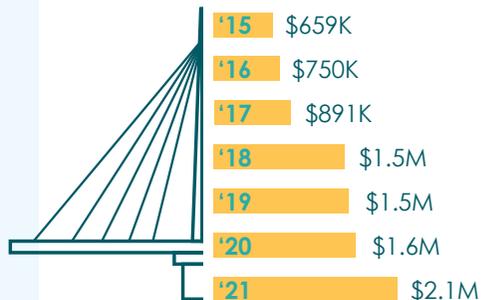
Similarly, our **CarePanion** team, which provides homebound clients with housekeeping, errands, safety reviews, companionship and other non-medical services, has also benefitted from a return to normal. Its increased client interaction led to a 59% increase in service hours.

Health Home: By expanding its service area and increasing its staff, we're supporting more people facing a variety of life's crises. From housing security and job attainment to public assistance and human service agency support, our care managers guide individuals through the toughest of times, helping them get back on their feet and positioned for success.

Our Health Home team generated a 29% increase in enrolled clients – and more importantly, a 44% increase in clients discharged, meaning they've been helped and are ready to become independent once again.

Mental Health Clinics Revenue Growth

Behavioral health revenue has risen nearly 220% in six years – a 21% compound annual growth rate.



Harmonia Client Engagement



Treatment sessions per client have climbed 50% since 2014, reflecting society's increased focus on mental health.

New Partnerships and Achievements

It was rewarding to see initiatives launch which the pandemic delayed. For instance, our partnership with WNY's Integrated Care Collaborative (WNYICC) ramped up as it unveiled its new Community Health Coaching program. Through it, we empower individuals with chronic conditions to better manage their care and quality of life. Our health coach conducts a thorough assessment of client needs and assists them by coordinating resources and providing tools to address various health factors.

We also support WNYICC's Healthy IDEAS, an evidence-based program that integrates depression awareness and management with health coaching. This has led to patients with less social isolation and depression, decreased physical pain, a better ability to recognize and self-treat symptoms, and improved well-being through personal goal attainment.

We also continue to seek grants and strengthen relationships with community partners. Through the Highmark Blue Fund grant we earned last year, we developed a survey with the J.C. Seneca Foundation to collect data from WNY's Native American and related rural populations. That data led us to develop a business plan focused on engaging local school districts, exploring collaborations, and building bonds with local providers. To date, we have strengthened our relationships with Seneca Scientific Solutions (which is writing a journal article about the initiative), Lakeshore School District (which has requested increased support following the assessment), and the J.C. Seneca Foundation.

Similarly, our CarePanion team's Garman Foundation grant has

allowed us to increase our staff, serve more individuals, and implement a client survey. It's also helping us identify, consider and prioritize new services such as transportation, deep cleaning and health advocacy.

We also recently developed and approved a three-year strategic plan to improve our program growth and refinement, recruitment and retention, staff and board development, and a variety of infrastructure components which fiscally strong entities require. We also added three new board members, raising that group to 10 while providing more experience and capacity to guide our growing team.

Community leadership has also been emphasized. I'm proud to serve on the boards of WNYICC, the Value Network Advisory Board, Medaille College's Clinical Mental Health Counseling Advisory Board, and the Southtowns Regional Chamber of Commerce. We also encourage our leaders to strengthen their community involvement, and those efforts have begun to bear fruit.

We were proud to see Megan Brautlacht, our Director of Mental Health Clinics, selected by Leadership Buffalo to serve among its Rising Leaders Class of 2022, an experience that will foster new leadership skills within our executive team.

Our leadership in Senior Services has also led us to strengthen our relationships with several area municipalities. In Hamburg, for example, we have developed a formal partnership supporting the town's department of senior services. Our team has received rave reviews from town officials who have cited our "creative and flexible" approach to serving these valued community members. In fact, Jennifer Gunia, our

Senior Services Director, recently joined Hamburg's senior service advisory board. Jennifer was also honored by the Network in Aging of Western New York with the Dr. Evan Calkins Award for her many contributions and years of service to the industry and region.

Closing The Gaps

At its core – no matter the service – Harmonia helps people overcome barriers that impact their quality of life. Sometimes those gullies feel like chasms, but as our clients and partners tell us repeatedly, we help make them far more manageable.

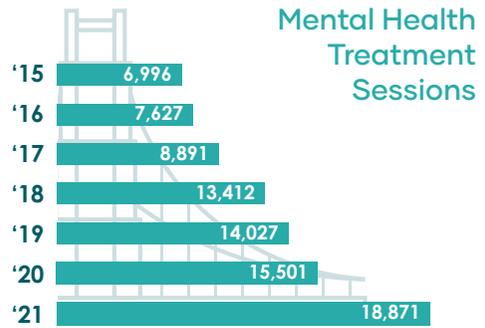
You're about to meet some of those we've helped recently. Their stories are filled with peaks and valleys, often through no fault of their own. Their strength was tested. Their outlooks appeared bleak. Then, they met us.

We've made a difference for them – and for thousands of neighbors across WNY. We bridge the divide for those in crisis, guiding them to a better life. However, we can only do this with your support. Whether you're a potential partner or donor, as you read on, consider ways that you might help us do even more for our community. There are many more who would be grateful to have us by their side – and we're eager to help them too.

Sincerely,

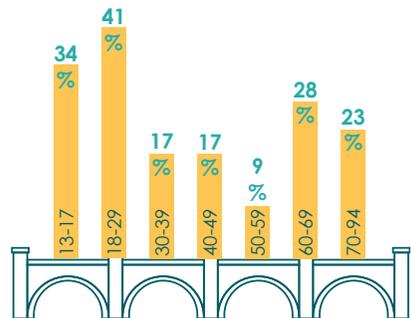


Valerie Nowak LMHC, MPA
Chief Executive Officer



Client demand has increased 147% in the last five years.

Mental Health Session Growth by Age Group 2020 to 2021



Demand increased among every age group last year, fueled by the pandemic and a greater focus on mental health.



A Deeper Look Can Make All the Difference

Teresa is as happy as she's ever been. A retired grandmother to two-year- and five-month-old grandsons, she's enjoying life to its fullest.

"They call me Mee-maw!" she laughs during a Zoom session from the porch of her Southtowns home. "The older one comes for visits, and we just have a ball!"

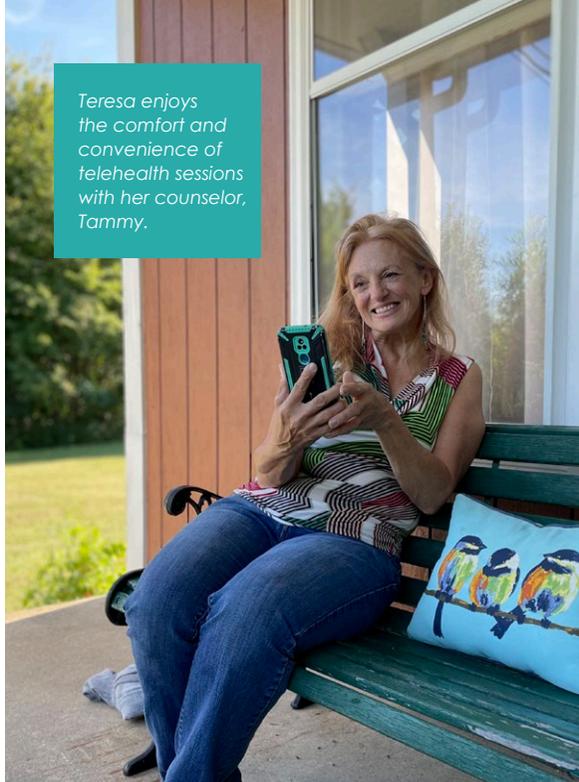
Life hasn't always been fun for Teresa. Looking back, she realizes she's always struggled with mental health. She remembers her teenage years, waking up with a stomachache "for no reason," always worrying about something.

Plus, it was hard to distinguish those symptoms from the muscle spasms caused by her cerebral palsy (CP). So, she did her best and trudged through life. She married in her 20s and taught pre-school. Later, she had a son and became a stay-at-home mom. Yet, the anxiety didn't go away. In fact, it grew more intense.

She decided to see a doctor, who prescribed Zoloft and Xanax – medications whose studies have since been linked to increased risks for Alzheimer's disease.

Still, she didn't improve. So, she tried a psychiatrist – who took her off all medications, "cold turkey." That jarring change (and the withdrawal symptoms it caused) led her to spiral downward, so much that she was

Teresa enjoys the comfort and convenience of telehealth sessions with her counselor, Tammy.



admitted to a psychiatric hospital. She would be discharged, only to wind up at another a week later. She was desperate for help, walking through their doors in tears.

Yet, through it all, Teresa never lost hope. After her son grew up, she went back to teaching. She learned to advocate for herself. If she wasn't receiving the help she needed – she spoke up. And she was willing to leave, if needed.

"I said to myself, 'They're making me worse,'" Teresa recalls. "Why am I still going to them?"

The turning point came when she went to a neurologist because she thought her CP was advancing.

But the doctor said, 'CP doesn't get worse...so you don't have it!' she says with lingering astonishment. "I'd lived my whole life thinking I had CP, when it turns out I had dystonia."

Dystonia is a muscular condition in which multiple muscles involuntarily contract simultaneously, even though they aren't required for a task. Examples include facial or appendage muscles, which can portray unintended nonverbal cues that may confuse people.

"My face scrunches, my toes curl, my neck extends...and by the end of the day, I get very tired," Teresa explains.

Her disease advanced to where she couldn't maintain her job anymore. But in 2019, her fortunes finally took the positive turn she'd been seeking. She found Harmonia.

"When I first met Teresa, she had a hard time writing, walking – even hearing," recalls her mental health counselor, Tammy. "She was very emotional...teary eyed. Seeing her that way was hard."

Teresa had been disappointed by other counseling experiences, so she was hesitant to trust the staff.

"But they told me, 'We'll do what you want and need, but we won't force you into anything,'" Teresa says. "That made me feel good...that I was being heard."

"We aren't authoritative; we're collaborative," Tammy explains, "and she advocated for herself, which was actually quite helpful."

Soon after, Teresa met with a neurosurgeon who recommended deep brain surgery, during which electrodes are implanted that can be controlled with an external transmitter

and an app. The surgery was a huge success, allowing her to stimulate her brain as needed and control her anxiety.

"I think that anxiety component was missed in her previous treatments," Tammy theorizes. "We make a point to listen to the client and let them explain their story. If you're not listening to their symptoms and how they affect their everyday life, you can miss some things."

It was exactly what Teresa needed. Tammy and our team helped her get organized, creating a system designed to work specifically for her. By balancing counseling with medication, Harmonia was able to understand the full picture, providing a well-rounded care plan.

Today, Teresa says she's never been better. Her serotonin levels are balanced, and her emotions don't rule her anymore. She is so thankful to have found Tammy, who has felt like a friend as much as a counselor.

"I laugh and have fun with her," Teresa says. "It's amazing to feel like this. I wish I had this (support) when I was 13!"

She also wants to share what she's learned and experienced with others facing similar challenges.

"I'm so grateful that I don't have to live like that anymore – and working with good people, you can get there," Teresa advises. "I wish everybody could find what I found. I wish everyone could find Harmonia."

Helping People In Their Darkest Hours

Crystal has worked with Harmonia for years. She started when she and her young daughter returned to Western New York, as Crystal found herself suffering from what would be diagnosed as post-traumatic stress disorder (PTSD), following a domestic abuse scenario.

“We left with the clothes on our backs,” she recalls.

Though she was starting over, with help from our mental health services team, Crystal stayed positive. She secured two jobs and an apartment. She was determined to be independent and provide a good life for her daughter.

Those plans came to a screeching halt – literally – when she was rear-ended at a red light and severely injured. Suddenly, this single mom could no longer provide for her daughter. She was disabled, and though she received some public support, it wasn't enough to make ends meet.

Crystal again turned to Harmonia – this time to our Health Home team. Her care coordinator, Lauren, helped Crystal apply for social security benefits and find a lawyer willing to make house calls as she convalesced – a grueling journey including four surgeries to date.

Then, just as she was gaining ground, the pandemic struck. Although Crystal continued to scrape together the money needed for her rent, others didn't – so her landlords evicted them all.

Once again, Lauren was there to help Crystal and her daughter.

“She helped me apply for Section 8 funding, which allowed me to get a new apartment,” Crystal says. “Lauren fought for me. She battled through the paperwork. When I felt like I wasn't being heard, she intervened, helping me gain extensions until the added funding was approved. It helped me stay positive and not get overwhelmed.”

Staying positive has been the biggest challenge, because Crystal has felt like the world was against her at times. Her problems have not been self-inflicted; she's just had a run of remarkably bad luck.

“I had two jobs. I had goals. I wanted to succeed and was progressing before this,” she explains. “I felt like I'd done everything right. I didn't want to be this. But I got hit by a car and all of this happened.”

Her darkest moment came when she was at a downtown Buffalo agency, and they told her they couldn't help her unless she became homeless.

“It made me feel physically ill,” she recalls. “I'm trying to do my best to avoid that, and the system was penalizing me – and actually encouraging me to become homeless!”

She also saw that people were beginning to judge her at social service agencies, food pantries – even friends and neighbors.



Harmonia helped Crystal stay positive and secure vital resources to help her regain financial footing following an accident.

"I don't have an obvious disability that requires a cane or wheelchair, so you could see them questioning whether I deserved the support," she attests. "You're treated like an addict sometimes, in that people get tired of helping you. They don't want to after a while. It takes a toll."

Lauren's help was invaluable. She accelerated Crystal's ability to get SNAP benefits. She made sure her new apartment was in a quiet area, so loud noises wouldn't trigger her PTSD. She contacted her daughter's school counselors to alert them of the situation and gain their support. She even arranged for school supplies and Christmas gifts to be delivered right to their home.

Crystal cites Lauren's great communication skills among her strengths, as well as her ability to

recognize opportunities that Crystal doesn't. She even recognizes when Crystal's not feeling right.

"I'd tell anyone who's struggling to contact Harmonia right away," Crystal advises. "Agencies put more weight in your situation if you have a social worker behind you. If I had done this by myself, I may not have been able to get through it."

Today, Crystal's confidence is as high as it's been in a longtime, so much so that she's becoming a resource and advocate for people like her.

"Now I can advise other single moms in tough spots," Crystal says proudly, "because my social worker showed me the ropes!"



Hamburg Supervisor Randy Hoak visits with residents at the town's Senior Center.

Strategic Partnerships Help Towns and Villages Improve Constituent Care

Randy Hoak has cared for seniors throughout his career. He began in 2000, working for the Town of Hamburg's Senior Services Department to help residents gain access to programs like adult day care, senior transportation, and Meals on Wheels. He may not have known it at the time, but that first job would one day lead him full circle. He's now Hamburg's Town Supervisor, responsible for all its residents. Nonetheless, seniors will always hold a special place in his heart – and he's not willing to entrust their care to just any provider.

Supervisor Hoak first encountered Harmonia when he led Erie County's Department of Senior Services. He quickly saw that Harmonia was an eager and nimble government partner.

"I was immediately impressed. They were flexible in their approach to case management and the areas they served," he recalls. "They were willing to be creative with our contractual relationships, and excited to bring innovation to the services they provided our older adults."

Angola Mayor Tom Whelan has had a similar experience. He reached out to our Health Home team, seeking help with a homeless resident struggling with mental health. The individual was living out of his car in a municipal parking lot, which concerned area residents.

“Really, this is just a regular guy. He doesn’t really bother anyone, but he’s got a mental illness, and that makes some folks nervous,” says Mayor Whelan – illustrating a common misperception. (People living with mental illness are far more likely to be victims of crimes than perpetrators: <https://letstalkstigma.org>.)

Whelan was connected to Health Home Director Kristy Gasiewicz, who assured him she would do whatever she could to help. He was amazed by how literally she meant that.

“She came out and visited him right in his car,” Whelan states. “She tried to help him get social security, but he doesn’t feel like he deserves it. He won’t take food stamps or any other formal assistance either – yet she’s stuck with him, trying to find a more permanent housing solution.”

Hoak reports that what sets Harmonia apart is that we truly advocate for the people we serve – and we know how to communicate that effectively to elected officials.

“They help you see not only the community needs that they serve, but also the benefits which translate to your local government,” he says. “They know and value their staff and the work that they do. They bring the best people to serve our residents.”



One of those people is our Senior Services Director, Jennifer Gunia, who was recently invited to join Hamburg's senior services advisory board. She makes sure that our staffers learn the town's information systems quickly, to obtain better data on its residents. This helps Hamburg's full network of providers improve their overall service to seniors. It also gives the town a clear indication of the value of their investments.

“Harmonia doesn’t ask for funding without generating results,” Hoak affirms. “Their work is well supported by showing concrete data regarding what they can bring to residents.”

Most of all, Hoak appreciates how imbedded Harmonia has become in the community.

“Their leadership doesn’t stop simply with service delivery,” he attests. “They’re involved in our entire community, which helps to inform decision making throughout the town of Hamburg. This is a great asset, because they’re our eyes and ears in homes and among families.”

Needs – and Help – Come in All Shapes & Sizes

Willie shares a laugh with his Health Home Coordinator, Lauren, who helped him get an apartment and a job after a layoff led him to become homeless.



Willie works in the human services field. In fact, he has for decades. Having earned a degree from Daemen College in 1985, this strong, proud, 6-foot, 6-inch mountain of a man was always the one helping others.

He never dreamed that one day he'd be the one needing help.

But that's what happened as the pandemic struck and the grant which funded his job wasn't renewed. Suddenly, this 63-year-old found himself in unfamiliar – and uncomfortable – territory.

"His income dried up, and without any savings to fall back on, he could no longer afford his apartment," explains Harmonia Health Home Coordinator Lauren Simonsen.

So, Willie swallowed his pride and moved to a low-income housing complex on Buffalo's east side, but the neighborhood was very volatile.

"I had drug dealers, prostitutes and beggars all around me," he recalls. "It was getting violent. Cops were there every other night. Shelters are notoriously dangerous if you don't watch your P's and Q's."

He took it upon himself to get out, but the only option was a homeless shelter – another tough blow to his pride and psyche.

"I just had a string of bad luck," Willie explains. "I did have a couple, 'I-just-don't-give-a-damn' moments, and it bit me in the butt a couple times," he admits with a laugh.

He can laugh now, thanks to Lauren. She helped him get connected with the right funding agencies to restore some income and secure a new apartment in a safer neighborhood. She guided him through establishing residency, to qualify him for HEAP utility assistance. She worked with St. Vincent de Paul to identify low-cost furniture for his new home. She even helped him land a part-time job in his field, working with the Community Action Organization (CAO).

Watching them together, it's hard to miss the irony of this woman – who's half Willie's size – serving as his "life saver," but Willie's quick to give credit where it's due.

"God bless Miss Lauren," Willie attests. "She stuck with me, and that was really important. Others I connected with weren't that helpful or knowledgeable."

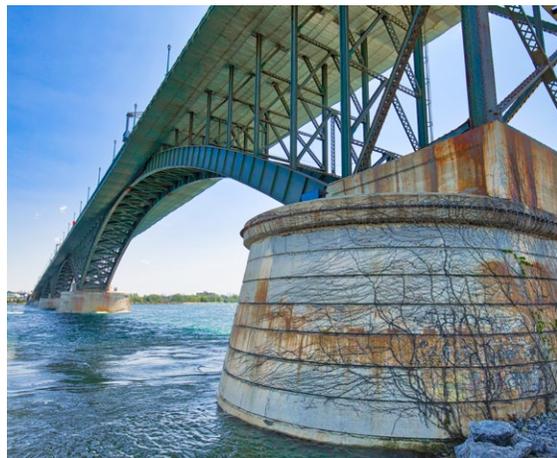
Now, Willie is mentoring youth again through CAO's summer day camp and afterschool programs. In addition to exposing kids to basketball, weightlifting and boxing, he's showing them positive

examples of people of color who have legitimate jobs and careers. For years, he had always counted himself among those examples. That's why it was so hard for him when he fell on tough times.

"Mentally, that's like 80% of the battle," he explains. "It's a great relief to know I have a roof over my head again. I can operate now (at work), knowing I have a place to come back to...a place that's mine."

That stability is vital for someone like Willie who has known prior success. He finds himself appreciating the little things more now. Air conditioning. A jazz concert in a nearby park. Privacy. Things many of us take for granted. In his mind, the onus is now on him to take advantage of the second chance he has been given – and the kindness he's been shown.

"I've been lucky to have good people around me, to help me get focused," Willie concludes. "Lauren's done her job. And so now it's on me. I have a part-time job, and that's a start. But thanks to Lauren, now I have more options."

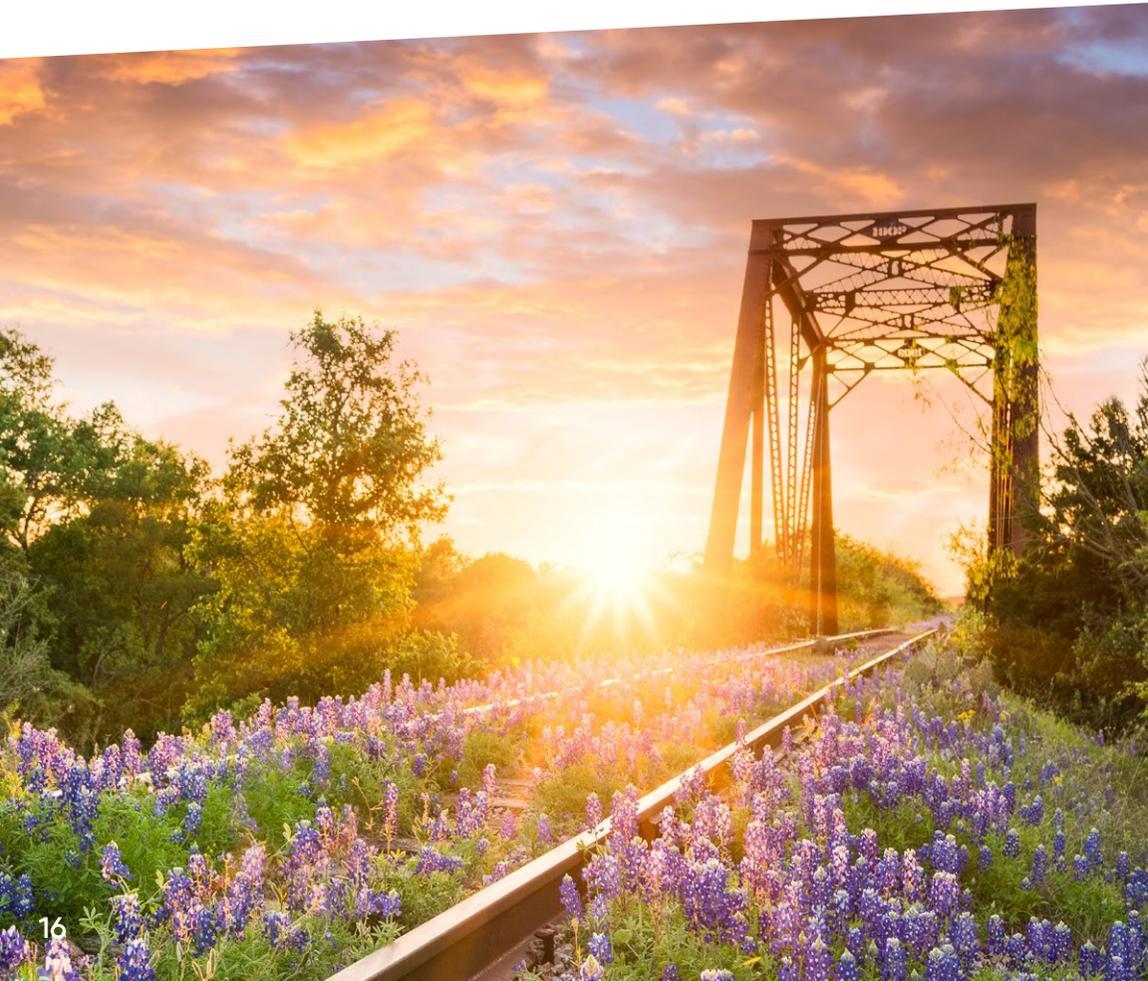


In Memoriam: Ross B. Kenzie

We were saddened to lose a longtime friend, mentor and member of our board, Ross Kenzie, in late November 2021. A former President, CEO and Chairman of Goldome Bank, he brought decades of experience and enthusiasm to our team. A West Point graduate, he was known for his passion and belief in Western New York, working hard to help our region achieve the renaissance we now enjoy. His civic service reads like a who's who of Buffalo crown jewels: Albright-Knox Art Gallery, Buffalo Philharmonic Orchestra,

Buffalo Zoo, Buffalo State College, Canisius College, UB Foundation, Kaleida Health/Milliard Fillmore Hospitals, Greater Buffalo Chamber of Commerce, Erie County IDA, United Way, and literally dozens of other organizations.

Seeing the company he kept, it is truly humbling that he shared his vast wisdom and insights with our relatively small team. We extend our sympathies to his family and thank them for sharing him with us. We promise to continue serving our neighbors in a way that would make Ross proud.



Board of Directors

Harmonia's Board of Directors provides leadership, consultation, experience and talent that helps our team grow and improve at a meaningful and manageable pace. The result is an agency that provides superior client attention, service and value for all of our clients, partners and supporters, in addition to being worthy stewards of our donor and public funding dollars. Meet our full team at harmonia-care.org.

Chair

Howard Martin

Vice-Chair

Louis Atti, CPCU

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Rajan Patel, CPA

Secretary

Christine Kluckhohn, PT, DPT, MSHSA

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Andrew Belden, DPT, PT, LNHA

John Grennell, Esq.

Suzanne Jasinski

Tristan Keelan, MBA

Francesca Tioleco, MA

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Chief Executive Officer

Michelle Chiappetta

Director of Finance and Administration

Megan Brautlacht, LMHC

Director of Mental Health Clinics

Beverly Eagan

HR and Compliance Specialist

Kristy Gasiewicz, MS

Health Home Program Director

Jennifer Gunia

Director of Senior Services

Support Staff

Mary Bradshaw

Front Office Manager

How Can You Make a Difference?

Donors

Harmonia Collaborative Care is a not-for-profit organization that relies on donations and public funding to sustain the quality of services we provide, which directly or indirectly impact the lives of all of our neighbors. Please help us foster good mental health and independence in our community.

Your tax-deductible donation can be made at harmonia-care.org/donate, by calling 716.947.5025, or by mailing a check to:

Harmonia Collaborative Care
6722 Erie Road (Route 5)
Derby, NY 14047

Want to Join Us?

We want to be the **first choice** for behavioral health and senior care professionals — and we're growing. At Harmonia, "life with balance" is more than just a tagline or even a goal for our clients. It's a concept that's every bit as important to our staff, and it's engrained in our culture. Ask us about our approach to work-life balance, and visit harmonia-care.org/careers to see what positions we're currently looking to fill. We regularly consider new board members as well.



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