

Dear :

While providing services in a pandemic world has been challenging, we have also had some tremendous successes. Mental health has become a priority in our community and beyond. Our senior services are more attractive than ever for those wishing to age in place. Health Home services are increasing, as people attempt to recover from the rise in substance abuse, lost wages and industry disruption.

- We have added a second day to our in-school counseling program at Lake Shore High School. Our counselor's schedule was full before school even started. We are working on growing our school program to other districts.
- The pandemic limited Senior Case Managers in home visits to fully assess client needs, so a return to normalcy for this group literally translates to fewer falls, injuries and hospitalizations. In 2021, we provided nearly 1,800 service hours to seniors. We are pleased to report that we currently have a fully-staffed department for senior care, which will result in a greater number served.
- Senior Services is collaborating with local organizations to provide day respite programming for seniors and their caregivers. This 3-year project is supported through an "Exhale" grant funded by the Health Foundation for Western & Central New York and the Ralph C. Wilson, Jr. Foundation.
- Our CarePanion team, providing light housekeeping, errands, safety reviews, companionship and other non-medical services, has also benefitted from a return to normal. Its greater client interaction led to a 59% increase in service hours in 2021. As of August this year, we have served 16% more people than this time last year.
- Our Health Home team generated a 29% increase in enrolled clients in 2021 – and more importantly, a 44% increase in clients discharged, meaning they've been helped and are ready to become independent once again. Unfortunately, this year the ability to provide these precious services have been hindered by the hiring crisis. The underfunding of Human Services greatly impacts the ability to deliver care and keep people well.

The struggle to recruit mental health counselors has been a year-long battle. In addition, new hires require credentialing through insurance companies before we can bill for their services. This places the burden on Harmonia to provide services for an average of four to six months with no opportunity for reimbursement.

Our 2021 Annual Report is available on our website at harmonia-care.org. Please feel free to call me at 716-947-5025 or at vnowak@harmonia-care.org with questions or for more information.

We are grateful for the support we have received from you and others. We ask that you consider how to help us close the gap on meeting the growing need.

Warm regards,

Valerie A. Nowak, LMHC, MPA
CEO, Harmonia Collaborative Care