



2009 ANNUAL REPORT

Our Mission:

Through specially designed services and settings, Mental Health Kokua assists people with mental illness achieve optimum recovery and functioning in the community.

In Every Crisis Lies the Seed for Opportunity

Hawaii's state budget crisis. Foreclosures. Bankruptcy.



We are all aware of the headlines that defined 2009. At Mental Health Kokua, we experienced our own version of economic challenges:

- Respite contract cancelled.
- Psychosocial Rehabilitation contract cancelled.
- Delayed payments.
- Denied billings.
- Changing business model with new insurance entrants.
- Narrowed eligibility criteria for existing state funded services.

These challenges are real. No minimizing it.

The Chinese symbol for crisis (danger) = opportunity has been overdone this past year by those trying to find the "silver lining". However, Mental Health Kokua has emerged from this business environment with significant success in 2009. Call it opportunity or silver lining here are MHK's successful highlights from 2009:

- *New case management partnership with Helping Hands Hawaii at MHK's Safe Haven project in Honolulu.*
- *CARF accreditation perfect score (no recommendations).*
- *Ambitious technology plan: new phone system; deployed electronic human resources and automated medical records; extreme website makeover.*
- *Kokua Counseling Centers opened in Honolulu and Maui.*
- *MHK developed \$1.5 million with HUD811 housing.*
- *Opened 16-bed housing facility on Maui (when another provider*

discontinued services).

- *Opened an 8-bed housing facility in Kona (when another provider downsized services).*
- *Expanded case management and psychosocial program in Maui.*
- *Opened a new Clinical Therapeutic Living program at Sierra House.*
- *Purchased a new administrative/program office in Maui with USDA funds.*
- *Won the Lex Brodie Above & Beyond Award for the military volunteers at Safe Haven.*
- *Raised more than \$76,000 in donations.*
- *Created new business with Aloha Care, Ever Care, Ohana Care, HMSA and APS Health Care.*
- *NO furlough days (MHK downsized 11 positions statewide).*
- *"Recieved an Unqualified Opinon for MHK and HUD Entities FY 2009 Financial Statements.*
- *Created the "Mental Health Minute" on Salem Radio, with volunteer celebrities Sam Choy, Tia Carrere, Daniel Ho, Nathan Aweau, Jerome Koko, and Uluwehi Guerrero.*

Crisis or opportunity? In reality, a crisis is still a dangerous state of affairs - regardless of the language. At Mental Health Kokua we are thankful for our board members and staff members who have pulled together to transform the dangerous crisis of 2009 into opportunities for the people we serve to begin again...

Greg Payton
Executive Director / CEO

Creating Opportunity

At Mental Health Kokua, we believe in "Opportunities" to begin again...



Providing "Opportunities" to a broad reach of recovering consumers in our local communities is the greatest satisfaction that the staff of Mental Health Kokua can experience. At Mental Health Kokua, we have provided this much needed service to our consumers and our community for over 35 years. 2009 was one of the most challenging years in recent times, but through the teamwork of staff, management, and our business partners, we managed our limited resources to accomplish the results below:

- 1,600 people served total statewide all programs.
- 100 people served in our new Kokua Counseling Centers program.
- 300 people were served in housing.
- 60 Maui homeless people with mental illness were served by our day program.
- 300 people were served in our Maui Case Management program.
- 33 homeless people with mental illness on the streets of Honolulu moved to permanent housing.
- MHK added 16 housing beds in Maui and 8 housing beds in Kona.

The success of Mental Health Kokua in 2009, in the face of budget cuts and a changing business model, is directly due to the dedication of our staff members and voluntary board members. Mental Health Kokua's staff members continue to work above and beyond to increase "Opportunities" for our consumers, and our working board gives freely of their time and expertise to make a difference in our communities state-wide.

Mental Health Kokua is a community-based, non-profit organization that continues to rely heavily on the State of Hawaii Department of Health and Department of Human Services for funding to perform services for our consumers. Under current economic conditions and with the financial challenges faced by State government, future funding will become more and more difficult in the coming years, and we need to look to new sources of funds to supplement our shrinking government funding.

As a community-based, non-profit organization we appreciate your donations of time and money to support our mission. Please visit our website at www.mhkhawaii.org to learn more about Mental Health Kokua.

Consumers recovering from serious mental illnesses can, and do, contribute to our community. They just need the "Opportunities" that a community can provide.

Alan Tamanaha,
President MHK Board of Directors

2009 Annual Report Donor List

July 2008 to June 2009

Corporations, Foundations:

Alexander and Baldwin
Aloha Foundation
Aloha United Way
American Taekwondo Center
Atherton Family Foundation
Bank of Hawaii
Chris Hart & Partners, Inc.
Destinations in Paradise, LLC

First Hawaiian Bank
Foodland Give Aloha Program
Fred Baldwin Memorial Foundation
Friends of Hawaii Charities
G. N. Wilcox Trust
Hawaii Island United Way
Hawaiian Tug & Barge/Young Brothers
Ironman World Triathlon Corporation
Jhamandas Watumull
Katherine Grosscup
Kauai United Way

Kona Oral and Facial Surgery
Lava Rock Realty
Maui District Tennis Association
Maui United Way
Mauna Lani Resort
McInerney Foundation
Oceanic Time Warner Cable
Our Lady of Peace
Pettus Foundation
Royal Contracting Company, Ltd.
Sam's Club
United Way of the Columbia-Willamette

Unity Church of Hawaii
VICW Big Island
VICW Kauai
VICW Maui
VICW Oahu
Winifred Mann Trust

Individuals:

Adjemian, Monica
Agamao, Maria
Albano, Melby
Allison, Carol
Arasato, Debbie
Ariola, Darlene
Balmer, Michael

Banard, Catherine
Bauman, Marie
Bernson, Ann
Binkley, Dan
Bradley, Tracy
Brand, Beverly
Breinich, John
Briski, Charles
Brokaw, Chancy
Bryan Pamela
Burns, Haunani
Butterworth, Brian
Campbell, Caroline
Canne, Marlene
Carney, Paul

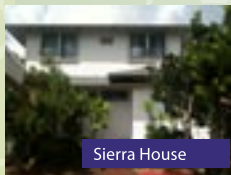
Chandler, Patricia
Char, Donna
Chillingworth, Susy
Chin, Russell
Chung, Darin
Chung, Dr. Richard
Church, Mary
Dean, Marty
Diaz, Cordula
Duarte, Patrick
Dubats, Cherie
Dupont, Carolyn
Ebarez, Julie
Edelman, Norma
Española, Anna

Evans, Cindy
Evans, Mary Alice
Ewart, Gladys
Ewart, Umon
Ewart, Uson
Feliciano, Alan
Freeman, Paul
Fuentes, Joanne
Funasaki, Gary
Gannon, Angela
Garcia, Cher
Gauger, Steven
Gaver, Sarah
Ginoza, Laura Ann
Green, Vivian

Oahu

Les Gusman

The Duplex Project, MHK's first HUD project established in 1980, received a "face-lift" this year with a new exterior paint job and solar water heater for the two homes in the Pearl City area. One resident commented, "It took me a couple of days to recognize our home when walking home... I walked right pass it the first time." Staff shared, "We are really happy with the paint job and solar water heaters! Our house looks almost brand new in the neighborhood."



Sierra House

The Sierra House conversion to a Therapeutic Living Program (TLP) in January is going through similar changes as well. We

are tasked to bring a very rustic home built in the 1940's and revitalizing the interior, exterior, and grounds into a first class operation filled with programmatic and staffing upgrades. One resident shared, "This place is my new home, I've been at the state hospital for over 14 years and I can now call this place home." Staff commented, "We are thinking of nick-naming this place, Fountain-House, not because of the original Fountain House philosophy on the mainland, but because of all the beautiful water fountains that are on the property grounds now..."

Safe Haven

Pamela Menter

"Something special" at Safe Haven from this past year: MHK's partnership with Helping Hands Hawaii (HHH), which began in January 2009, has developed into a source of great pride at Safe Haven, now that our HHH team members are "in the flow." Two case managers are on site: Ke'ala Swain and Adrian Contreras, plus Shirley Leman, Safe Haven's community coordinator (housing specialist). They are supervised by Stacy Kracher, Helping Hands Hawaii's clinical coordinator.

In addition to fulfilling these roles, the HHH Safe Haven staff provide outreach to the area's homeless individuals who are in need of Safe Haven services. This is a talented team whose impressive outcomes demonstrate how effectively they do their jobs. We are extremely appreciative of their ability to collaborate and

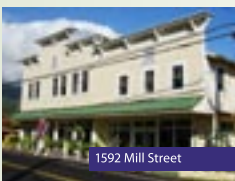
coordinate with MHK's residential staff at the project... and everyone wins! We also know that they contribute significantly to the positive work environment that has become so evident to all of us at Safe Haven.

A great big MAHALO is much deserved by Safe Haven's HHH team!

Maui

Frank Cummings

The past year on Maui has been extraordinary. We have expanded our Case Management program from 100 to 200 people, and we now serve seniors; with "Kupuna Care," in a contract with the Maui County Office on Aging. Our PSR (Psych-Social Rehabilitation) program is now also serving a Managed Care Organization, and is poised to work with consumers from the newly created Health Plans. (Ohana Care, Evercare, and Quest Providers) We opened Mill Street, an additional supportive housing program, for 16 people when another agency closed its doors. (AND) We opened our new Administrative/Program Services Center on Market Street in downtown Wailuku, that we hope will be an asset to the Maui Community for years to come.



1592 Mill Street



Market Street

Big Island

Gary Michell

Opening up a brand new MHK group home can be a tedious and time consuming process, typically taking several months to complete. When the call came in late May 2009 from AMHD that there was an urgent need to add eight more 8-16 Hour Group Home beds in Kona, it was clear we would be time challenged if we wanted to achieve our self-imposed goal of opening by July 1, 2009. In relatively short order, and with a bit of luck, we located and signed a lease on a beautiful four bedroom house in Pua Lani Estates, a quick six minute drive from our existing homes in the "Hamburger Hill" area in Kona. Furniture, bed frames, mattresses, office furniture, kitchen utensils, and other household necessities were purchased just in time to move



Hale Haku Mele

in on July 1, 2009. Our new home in Kona is called Hale Haku Mele and can accommodate eight consumers. It didn't take long before all

eight beds were filled and the rehabilitation, recovery and reintegration cycle began for our consumers in a community-based, home like setting.

Kauai

Merrily Worrell

Our folks at the Lihue 24-Hour House continue their recycling project... "A Weigh to Give Back." It is well into its second year. New folks who enter have all been happy to be a part of it, so a changing consumer/resident population has not slowed down the enthusiasm. They look forward to our trips to the recycling yard and are careful to be sure all containers are sorted properly, empty, lids off, bagged and loaded. When they return, a money order is purchased and delivered or mailed to Kauai United Way each month. They generally raise from \$30 to \$35 dollars each month. A recent comment by a new resident the first time she helped was, "It makes me feel good inside. We can do something real to help other people."

Kokua Counseling Centers

Greg Browne, LCSW

We launched Kokua Counseling Centers in July 2009 because "everyone needs a little help now and then." We recognized a growing need for quality outpatient services in our community for consumers of all ages and phases of life. Our model of care includes focused treatment with goals that are measured throughout the episode of care so consumers can see their progress and appreciate a definable endpoint. We offer evidenced based care pathways for common challenges; timely access to initial and follow up appointments; and we accept most major insurance plans. In addition to providing services to kids; teens; adults; and families we recently launched our Relationship Program specifically designed for those who want to improve and enrich their relationships. I am extremely grateful to everyone at MHK for being so supportive and for helping Kokua Counseling Centers to be a success.

Guerra, Malia
Gusman, Les
Hart, Chris
Hasegawa-Taira, Ann
Hickman, Roy Dave
Ho, Carolyn
Hoffman, Peter
Honda, Natsue
Honjo, Gwen
Hulihee, David
Imata, Ryan
Inaba, Gail
Inouye, Yoko
Kaai, Thomas
Kakalia, Leona-Claire

Kemble, David
Kenoi-Chin, Patricia
Khaw, Emily
Kim, Adele
Koo, Dennis
Kovacic, Thelma
Kubo, Ginette
Kuneida, Masee
Kunishige, Noreen
Kux, Lynn
Lam, V. J.
Lane, Dana
Le Mignant, David
Leland, Tom
Lind, Dr. Dennis

Liu, Edwin
Liu, Gwendolyn
Liu, Lawrence
Lowry, G. Kem
Lundstrom, Joanne
Macedon, Esterlita
Masaki, Karen
Mallery-Sayre, Laura
McKewen, Bonnie
McMillan, Cindy
Medina, Stephanie
Mendoza, Reynaldo
Menter, Pamela
Michell, Gary
Millas, David

Miller, Rosemary
Minn, Herbert
Mitchell, Sylvia
Morikawa, Debbie
Murakami, Stanley
Nelson, Larry
Nortman, Harriet Naomi
Okumoto, Glenn
Ozawa, Walter
Page, Deborah
Parker, Sundarette
Payton, Greg
Peters, Shellah
Pope, Deborah
Porta, Deborah

Porta, Dr. Eduardo
Queja, Rosalind
Rae, Jane
Ransohoff, Pamela
Reardon, Janet
Rhoads, Karl
Rice, Keri
Rivera, Sally
Sakurai, Lily
Sales, Angelica
Scharein, Chris
Schneider, Kaleo
Shattuck, Lisa
Simonsma, William
Sison, Alfred

Siu, Kam
Smith, Jonel
Soloway, Irene
Staley, Laura
Stefanyshyn, Hanna
Stempel, William
Stiger, Sharon
Sue, Lorna
Suzuki, Gregg
Tadaki, Sean
Taira, Jason
Tamanaha, Alan
Tamaru, Kazuko
Tokoro, Cassandra
Tom, Jeffrey

Tosaki, Michael
Trotter, Charlotte
Turgeon, Gail
Uwono, Ryan
Walker, Barbara
Walters, Alex
Warren, Garlyn
Weiss, Dr. Roger
Wohl, Dr. Armand
Worrell, Merrily
Yogi, Hiromu
Yokoyama, JessieAnn
Yoshimori, Alvin



Financial Statement

(Fiscal Year 2008-2009)

MHK is a multi-funded organization with extensive oversight occurring internally and externally. The following is our audited income and expense statement for FY 2009. Complete audited financial statements are available on request.

Board Roster

(June 2009)

Board of Directors

Alan Tamanaha, Chair
 Sean Tadaki, Vice Chair
 Mary Church, Vice Chair
 Peter Wolff, Jr., Vice Chair
 Cindy McMillan, Secretary
 Uson Ewart, Treasurer
 John Breinich
 Patrick Duarte
 Ronald Gregorio
 Anthony Guerrero, MD
 Joanne Nakashima
 Debbie Shimizu
 Elaine Waldow
 Terrence Watanabe

Hawaii County Advisory Board

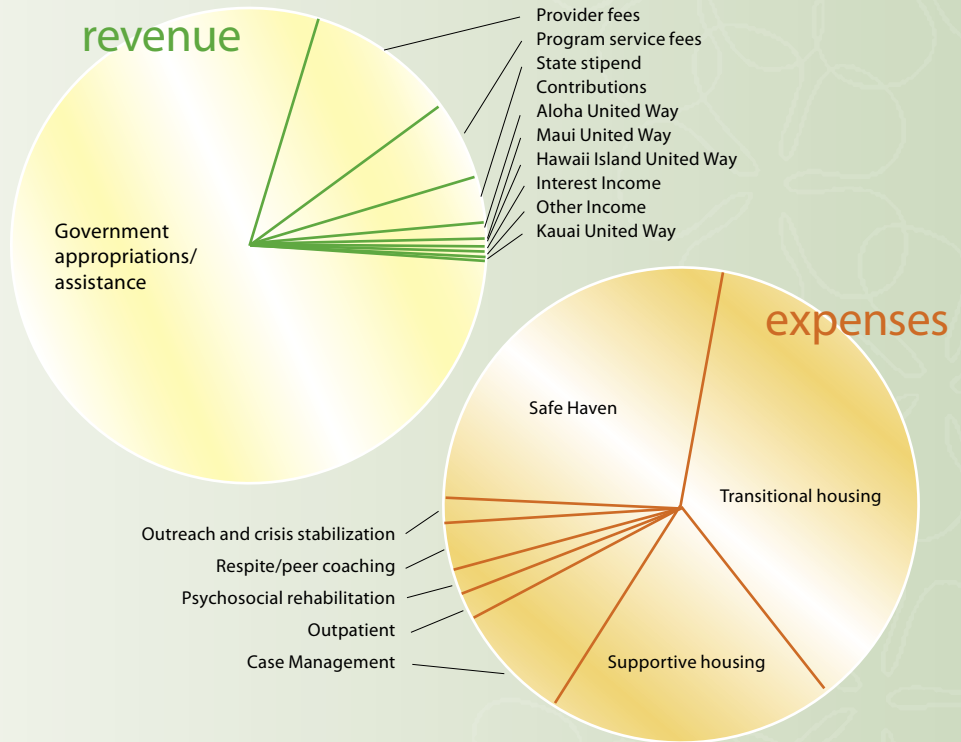
Angela Gannon
 Irene Solloway

Maui County Advisory Board

Garner Ivey, Jr., Chair
 Glenn Kunitake
 Charles Maalea
 Elaine Waldow

Administrative Management Staff (June 2009)

Greg Payton, Chief Executive Officer
 Jim Carter, Director of Programs
 Summer Such, Director of Finance
 Dennis Koo, Director of Information Technology
 Keisha Bolden, Director of Human Resources
 Frank Cummings, Maui County Services Director
 Gary Michell, Hawaii County Services Director
 Les Gusman, Oahu County Services Director
 Pamela Menter, Safe Haven Services Director
 Melby Albano, HUD Housing Division Manager
 Betta Young, Business Manager
 Shelilah Peters, Office Manager
 Merrily Worrel, Kauai Program Services Manager



Mental Health Kokua Offices

Main Office

1221 Kapiolani Boulevard,
 Suite 345
 Honolulu, Hawaii 96814
 Phone: (808) 737-2523
 Fax: (808) 734-1208

East Hawaii Office

208 Wainaku Avenue
 Hilo, Hawaii 96720
 Phone: (808) 935-7167
 Fax: (808) 933-1212

Kauai County Office

3205 Akahi Street
 Lihue, Hawaii 96766
 Phone: (808) 632-0466
 Fax: (808) 632-0866

West Hawaii Office

75-166 Kalani Street,
 Suite 103
 Kailua-Kona, Hawaii 96740
 Phone: (808) 331-1468
 Fax: (808) 331-1378

Maui County Office

133 Market Street
 Wailuku, Hawaii 96793
 Phone: (808) 244-7405
 Fax: (808) 242-1469



Support and Revenue

Government appropriations/assistance	\$6,251,027
Provider fees	869,262
Program service fees	492,503
State stipend	240,534
Contributions	78,188
Aloha United Way	41,419
Maui United Way	24,211
Hawaii Island United Way	21,500
Interest Income	20,538
Other Income	6,168
Kauai United Way	3,487
Total Revenue	\$8,048,837

Expenses and Program Services

Program Services:	
Safe Haven	\$1,508,432
Outreach and crisis stabilization	186,753
Transitional housing	3,107,835
Supportive housing	1,034,019
Respite/peer coaching	521,915
Case management	727,570
Psychosocial rehabilitation	206,579
Outpatient	<u>209,414</u>
Total Program Services	\$7,502,517

Support Services:

Management and General	\$728,308
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Total Expensive	\$8,230,825
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Management and General Expense as a % of total Revenue: 8.85%

Net Assets at End of Year	\$6,388,536
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