



National Alliance on Mental Illness

Massachusetts



2013 ANNUAL REPORT

# BOARD PRESIDENT AND EXECUTIVE DIRECTOR

## DEAR FRIENDS:

You are not alone.

NAMI Mass has a long history of providing compassionate support and education for families and individuals living with the challenge of mental illness in their lives. Each year, thousands of families rely on NAMI's guidance and support; often NAMI is their only help for these complex issues. NAMI Mass offers needed programs free in the community, from our own trained teams of family members—who have been there and experienced the same.

In this 2013 Annual Report, you will be introduced to the initiatives we have advanced, like Crisis Intervention Teams (CIT), and how we are expanding the availability of the critical programs we offer, which are in high demand. You will also learn about the status of NAMI's growing community allegiance building, how we are partnering with clinicians, first responders, law enforcement, and community leaders to help us with our advocacy work in areas of the continuum of care and early intervention. We are all growing in our understanding and support of how our respective goals overlap.

Our dedicated staff and our expanding cadre of volunteer educators and support group leaders are all focused on enabling families, caregivers and individuals with mental illness to gain tools which lead them to fuller, richer lives.

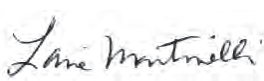
We want to thank all our membership, and our allies in healthcare and law enforcement, for their continued compassion and support. And to all our donors, without you we would not have experienced such a successful FY 2013 and increased our ability to make positive change in our community.

Sincerely,



**LYNDA CUTRELL, MBA**

*President, NAMI Mass Board of Directors*



**LAURIE MARTINELLI**

*Executive Director, NAMI Mass*



*Lynda Cutrell, NAMI Mass Board President*



*Laurie Martinelli, NAMI Mass Executive Director*

## FINANCIAL RESULTS FOR FY 2013

*(July 1, 2012 – June 30, 2013)*

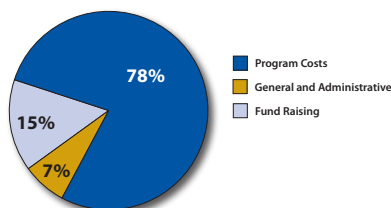
### UNRESTRICTED NET ASSETS REVENUE AND SUPPORT

DMH Contract	\$244,738
Special Event - NAMIWalks	\$557,291
Special Event - Other	\$70,273
Contributions	\$109,930
Membership and Convention	\$38,727
Interest Income	\$2,956
Net Assets Released from Restrictions Used for Operations	\$87,637
<b>Total Revenue and Support</b>	<b>\$1,111,552</b>

### OPERATING EXPENSES

Salaries and Benefits	\$461,095
Professional Fees	\$179,226
Occupancy Costs	\$47,789
Direct Program Expenses	\$163,219
G&A and Fundraising Expenses	\$56,513
Walk Payments to NAMI National and Affiliates	\$136,796
<b>Total Operating Expenses</b>	<b>\$1,044,638</b>

### FUNCTIONAL EXPENSES FY 2013



Income from Operations	\$66,914
Unrealized Loss on Investments	(\$850)
<b>Increase in Unrestricted Net Assets</b>	<b>\$66,064</b>

**\*\*Unaudited**

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## GLENN CLOSE EVENT

In late April 2013, NAMI Board Vice President Steve Rosenfeld organized a successful event around the participation of actress Glenn Close that raised \$70,000 for NAMI Mass. A vocal voice against the stigma that surrounds mental illness, Ms. Close gave a rousing speech to the 200 people assembled at Canary Square Restaurant in Jamaica Plain. She was introduced by former Governor Michael Dukakis. Below are photos from the Sunday afternoon event.



Photos by Carole Photography

# EDUCATION AND SUPPORT PROGRAMS

## FAMILY TO FAMILY:

This is a basic and came early in the course: mental illness is no one's fault. Somehow, I "got it." This is what makes it possible for me to talk openly about the fact that my daughter has a serious mental illness—it's not about what I did or didn't do."

"I learned to let go of my anger and years of confusion and disappointment, determined to step out of the shadows of fear, blame and shame. Newly armed with courage, compassion and knowledge, I see the future with new hope."

"The communication and empathy pieces have already helped me communicate with him, which is the least I can do from hundreds of miles away. I have been able to get a perspective on my family's emotional turmoil. It has been helpful to recognize that my sister and dad are in differing stages of emotional responses to the illness affecting my brother. This knowledge has helped me cope and feel empowered to lend real emotional support to my sister and my dad. I even convinced my sister to attend a NAMI support group with her husband last week. The class has been so powerful for me. I can't express enough how much appreciation I have for your work."

- F2F Class Participants

## IN OUR OWN VOICE:

"The presentation was wonderful! They were very brave in sharing their own stories, patient with our questions, and also very compassionate when we told our own stories and needed reassurance."

- Audience member at Morgan Memorial Goodwill, Boston, presentation

## FAMILY TO FAMILY

### FAMILY EDUCATION AND SUPPORT

We held two *Family to Family* trainings, one returning to Deerfield MA at the Woolman Hill Retreat Center in March 2013. The other was held in North Andover in September 2012. Both were wonderful and filled with hard work, tears and always lots of laughter. I don't think people ever think when teaching such a heavy subject that it can be intertwined with the most amazing joy. The new teachers are now bringing that joy to classes throughout the state.

*Family to Family* courses are on the rise: in FY 2013 we held 27 courses. With an average of 20 students per class, that means we gave education, confidence and hope to 520 families. All of those who taught deserve a huge "thank you." (For listing of *Family to Family* classes offered in FY 2013, see page 7.)

\*\*\*

In January 2013, we held a RE-Meet for *Family to Family* Teachers and Family Support Group Facilitators. We had about 40 attend and heard news of the brand new updated program manuals coming in the fall. Starting things off were folks from Advocates, Inc. who discussed the Family Member Caregiver Program. Lots of questions were answered and so many of us were happy to learn about this MassHealth program that pays caregivers to take care of their loved ones. After lunch (when everyone had a full stomach and mind), we were all entertained and learned self-care tips from the wonderful Andy Grant and his wife.

## IN OUR OWN VOICE

*In Our Own Voice* (IOOV) is an hour-long, free presentation given by two trained people about living with their mental illnesses. The program includes personal testimony, a video portion, and discussion with the audience. The goal of IOOV is to address stigma in the community and to enrich the audience's understanding of how people cope with serious mental illness.

In FY 2013, NAMI Mass gave 124 IOOV presentations and reached an audience of 2,209 people. Despite staffing changes, the program still maintained its average numbers.

There were six graduates at our Western Massachusetts training in January 2013, of which some were Spanish speaking. In June 2013, we graduated eight more presenters.

The program has always had some venues that we presented at on a regular basis, but we have added some other venues where we are presenting on at least a monthly basis. This includes Baystate Medical Center in Springfield and the Worcester Recovery Center and Hospital.





# NAMI CONNECTION

NAMI Connection is a recovery support group for adults living with mental illness. NAMI Connection Groups offer respect, understanding, encouragement, and hope.

The support groups are run by people living with mental illness themselves. Most groups meet weekly for 90 minutes, are confidential, free of charge, and open to anyone with a mental illness, regardless of diagnosis.

There are currently 16 active Connection Groups running statewide. Karen Reedy, the Connection Coordinator, travelled to Virginia in March 2013 to be certified as a State Trainer and is now able to conduct as well as organize Connection Trainings. Doubling the number of State Trainers who can teach these modules will allow for greater flexibility with regards to the number of Trainings that may be held as well as improve the convenience of Training dates that are more suited to the needs and availability of the attendees.

The areas in which NAMI Connection Groups are established include:

- Agawam
- Bedford VA
- Boston (2)
- Cambridge/Somerville
- Easthampton
- Fitchburg
- Gloucester (3)
- Haverhill
- Hyannis
- Martha’s Vineyard
- Orleans
- Plymouth
- Westfield

Of the increasing number of Groups that report their statistics to NAMI National, the average attendance rate remains between three and ten peers per Group. The Boston, Cape Ann, Cape Cod and Fitchburg Groups attract the highest number of attendees and these include peers who attend routinely as well as first-time participants. A variety of ages and diagnoses are represented and many who attend are seeking support as they attain greater and greater levels of recovery. It cannot be emphasized enough how effective this program is in empowering peers in recovery to positively affect the lives of other peers who seek a similar state of mind and quality of life while finding purpose, community and a common vision for the future.

*continued on next page*

## NAMI CONNECTION:

“My experience in being a NAMI facilitator has given me the opportunity to promote growth, support, and resilience among participants of the NAMI Connection Group. As a group, we foster a sense of hope, community, and interdependence with each other.”

*- Janel T., MA, LMHC, CPRP one of our longest serving facilitators from the Cambridge/Somerville group*

## FY 2013 FAMILY TO FAMILY CLASS LOCATIONS:

### Fall 2012

- Barnstable Village
- Bedford
- Brockton
- Cambridge
- Dorchester
- Gloucester
- Lexington
- Marlborough
- Methuen
- Plymouth
- Revere

### Spring 2013

- Bourne (2 courses)
- Brookline
- Cambridge
- Eastham
- Fall River
- Holyoke
- Lexington
- Littleton
- Martha’s Vineyard
- Middleton
- Nantucket
- Plymouth
- Weymouth
- Winchester
- Worcester

## NAMI FAMILY SUPPORT GROUPS

We also held a Family Support Group Facilitator training in Northampton in May 2013 where four wonderful people received the updated training. One is a Spanish speaking woman and she hopes to get a Family Support Group going in Western MA. The support groups we have at the current time are held all over the state and two are held in Spanish, and also a few for parents of children and adolescents.

### NAMI FAMILY/CAREGIVER SUPPORT GROUPS:

- Agawam (2)
- Barnstable
- Bedford
- Boston (in Spanish)
- Cambridge (2)
- Chatham
- Clinton (2)
- Dorchester
- Fall River
- Falmouth
- Fitchburg (2)
- Florence (2)
- Gloucester (4)
- Greenfield
- Haverhill
- Lexington (2)
- Littleton (2)
- Lowell
- Marlborough (2)
- Martha's Vineyard (2)
- Middleton
- Newburyport
- Newton
- Norwood
- Orange
- Pittsfield
- Plymouth (2)
- Revere (2, one in Spanish)
- Springfield
- Stowe
- Uxbridge
- Wakefield
- Wellesley
- Weymouth (2)
- Williamstown
- Worcester (2)

## NAMI BASICS

*NAMI Basics* is a free educational course provided to parents or primary caregivers of children or adolescents living with emotional or behavioral issues. Our goal is to provide a class within feasible reach of every parent/caregiver who seeks one—an ambitious goal. In order to reach that goal we must train teachers in as many areas of the Commonwealth as possible, and some areas are harder to gain access to than others. NAMI Massachusetts has had a historically difficult time reaching Franklin County, one of the most rural counties in the state. In FY 2013, we held a Basics teacher training in Deerfield, Franklin County—and although our numbers were small at a total of four teachers trained—we have made a solid beginning.

The second *NAMI Basics* training was held in Plymouth in spring 2013. We trained 11 new teachers, and most participants represented NAMI Cape Cod and the Islands. FY 2013 was an excellent year for certifying dedicated, determined, and enthusiastic NAMI volunteer teachers and brought the total number of Basics teachers trained in Massachusetts to 50.

In FY 2013, we held 12 *NAMI Basics* classes in the following towns:

- Acton
- Concord
- Framingham (fall & spring)
- Gloucester
- Leominster
- Lowell
- Needham
- North Adams
- Waltham (fall & spring)
- Westborough

Six teachers taught *NAMI Basics* for their first time, and Lowell and Acton were first time locations. 2013's progress has put us on solid, stable and fertile ground for continuing advancement of our Best Practice *NAMI Basics* program for the children and adolescents of Massachusetts.

### NAMI BASICS:

**"This is such a great step by step program which walks parents every step of the way. It is as if you are holding their hand through it all."**

**"The course is inclusive of almost all aspects of family and child resources. I could have spent a lifetime getting all this information on my own. I feel supported, strong and ready to go forward."**

**"NAMI Basics bridges the gap. It provides help that can't be found in a doctor's office."**

*- NAMI Basics Course participants*



# PUBLIC POLICY AND ADVOCACY

NAMI Mass had a successful FY 2013! Our statewide conference on October 20, 2012 was held at the Best Western Royal Hotel and Trade Center in Marlborough, Mass. It was our largest convention ever—over 400 NAMI members and supporters attended.

Kathryn Power, SAMHSA's Regional Administrator was our keynote speaker. She gave a detailed review of the work SAMHSA is doing along with their new and improved definition of "recovery." We offered 10 exciting workshops, and had exhibits and sold arts and crafts made by peers at the NAMI Art Marketplace.

On April 8, 2013, several hundred NAMI Mass members and supporters flocked to the State House for our annual NAMI Advocacy Day. We had a great group of speakers including Representative Ruth Balser and Dr. Debra Pinals from the Department of Mental Health. NAMI's presence was felt and the attendees' personal advocacy made a difference. The feedback legislators provided was positive and impactful.

As of this writing, we are slightly less than halfway through the two year legislative session, and a lot has been accomplished to date. Over the past eight months our public policy advocacy efforts helped secure an additional \$32.4 million to fund the Department of Mental Health in FY 2014.

Another milestone to date is continuation and expansion of the DMH's Municipal Jail Diversion/Crisis Intervention Teams (CIT) competitive grant program. In an impressive commitment to the effort, the FY 2014 budget requires DMH to fund jail diversion programs in Massachusetts at the same levels as 2013. This DMH grant program will continue to support cities and towns throughout this state that promote access to mental health treatment rather than arrest or jail, and provide resources to develop prevention and intervention programs.

When the legislature resumes after Labor Day, we hope legislative hearings for NAMI Mass sponsored bills will be scheduled. Below are highlights of our legislative priorities:

- SENATE BILL# 1189 - Creates a surcharge that would be applied to private insurance policies to adequately fund police training that includes CIT and Jail Diversion programs.
- HOUSE BILL# 840 - Requires commercial insurance companies to pay for behavioral health emergency services provided by emergency service providers (ESP) around the state.

If this bill is passed, all Massachusetts residents will have access to vital ESP services that provide an immediate and appropriate response to psychiatric crises.

- HOUSE BILL# 836 – Eliminates discrimination by long term disability (LTD) insurers against people with mental illness. Currently companies that sell long term disability insurance are allowed to arbitrarily end LTD benefits to those with mental illness after two years.

Mental illness is no different than physical illness. Both effect organs in the body and cause pain for the individual who suffers. It is time to acknowledge mental illness in the same way that physical illnesses are acknowledged by providing equal care to those who suffer from them in the long term.



Advocacy Day on Monday, April 8, 2013 at the State House.

# NAMI MASS CRISIS INTERVENTION AND DIVERSION PROJECT

The *Crisis Intervention and Diversion Project (CIDP)* focuses on preventing the unnecessary arrest, detention, and incarceration of persons living with mental illness. The Project aims to develop a statewide strategy to make high quality training on mental illness accessible to police departments in all 351 cities and towns in Massachusetts.

The CIDP has chartered a multidisciplinary Advisory Group comprised of representatives of the Department of Mental Health; the Courts; State, County and local law enforcement; District Attorneys' Offices; Sheriffs' Departments; non-profit organizations; advocates; and peers.

In FY 2013, the CIDP made significant strides in increasing police training on mental illness, and building community partnerships.

In August 2012, Executive Director Laurie Martinelli presented the history and progress of the Crisis Intervention and Diversion Project at the CIT International Conference in Las Vegas.

Project Director June Binney began work with a doctoral student in forensic psychology, leadership from the Municipal Police Training Committee (MPTC), and the DMH on an updated and expanded curriculum on Mental Illness and Emotional Disturbances for use in the Municipal Police Training Academies statewide. The curriculum was approved by the MPTC in June 2013, and will start to be utilized by academies in October 2013.

The CIDP staff coordinated a Mental Health First Aid Training in April 2013 which was attended by NAMI Mass staff members and board members, DMH staff, MPTC staff, and volunteers.

We presented at the Affiliate Leaders Meeting in April 2013 on the CIDP goals and objectives, and on a Community Outreach Toolkit. The Toolkit lends guidance to NAMI members

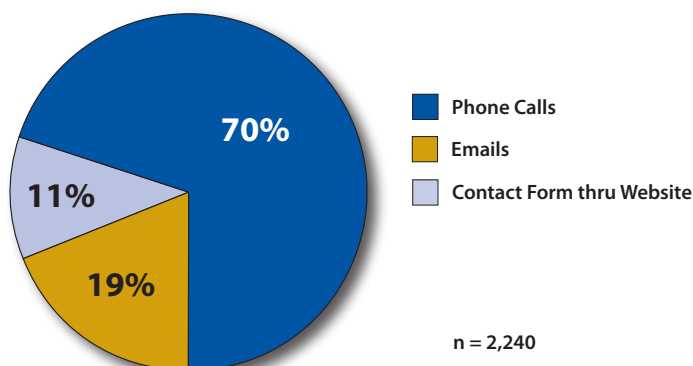
to utilize in their efforts to implement specialized police responses to persons with mental illness in their communities.

Organized by NAMI Newton-Wellesley President Sid Gelb, the CIDP presented the Community Outreach Toolkit to a group of community stakeholders in in Newton, MA in June 2013. The meeting was attended by community members, state legislators, Newton police department, and NAMI members.



For the second year in a row, NAMI Mass was awarded a \$100,000 Cummings Foundation grant for our Crisis Intervention and Diversion Project—as part of their \$100K for 100 initiative. At the Grantee reception on June 19, 2013, the checks were handed out. Executive Director Laurie Martinelli and CIDP Director June Binney with Joel B. Swets Executive Director of the Cummings Foundation.

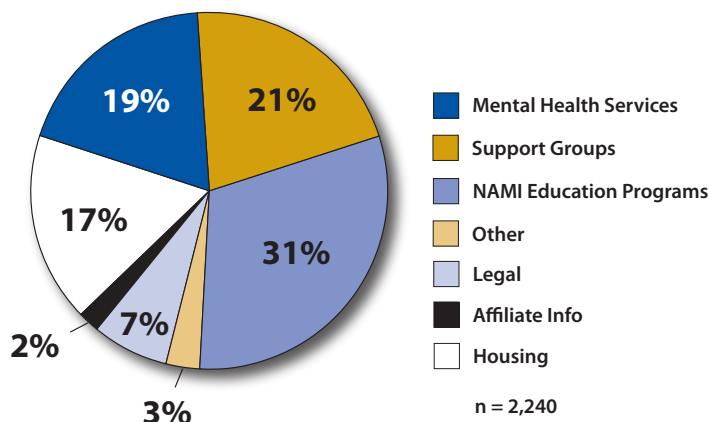
## HELPLINE SOURCE OF INQUIRIES



### Website during FY 2013:

Website Visitors: 85,935  
Returning: 62,986  
New: 22,986

## HELPLINE TYPE OF INQUIRIES





# NAMI WALKS MASSACHUSETTS



2013 marked our 10th NAMIWalks on Saturday, May 11, 2013 at Artesani Park in Boston, MA. This year, we want to convey our thanks to the many volunteers, team captains, walkers, donors and corporate sponsors who made our Walk a success. For the fourth year in a row, we were the top NAMIWalks campaign in the country out of 80+ walks. So, hats off to all of you for your efforts to raise funds. This year our total came to \$557,291. Here are some people who deserve a special shout out of thanks:

## LEAD SPONSORS:

Erik Wexler, President, Vanguard Health Systems and President/CEO St. Vincent Hospital



## REGISTERED TEAMS AND THEIR TEAM CAPTAINS OF 2013:

Team	Team Captains
99 Faces .....	Lynda Cutrell
Abt Associates .....	Susan Pfefferle
Advocates A Team .....	Joleen Alicea
All Minds Matter .....	Priscilla DiLuzio
Ann's Angels .....	Susan Richard
Arbour Hospital .....	Katie Gallagher
Atlantic Clubhouse .....	Courtney Tuohy
BAMSI .....	Teresa Belsan
Bay Cove Human Services, Inc. ....	Tom Boyd
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Bedford Veterans for Recovery .....	Thomas Raposa
Blue Crossers .....	Jemima Arthur
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Boston University MHCMB Program .....	Jillian Edelstein
Botsford Rosenfeld Mahoney .....	Stephen Rosenfeld
Breaking Chains in MetroWest .....	Kelly Hoar
Brigham and Women's Hospital .....	Emily Benedetto
BU Center for Psych Rehabilitation .....	Leonard Mulcahy
Cailean's Walkers .....	Brittany Sheeran Rubertone
Cambridge Health Alliance .....	Miriam Tepper
Cape Cod Connection .....	Madge Zecker
Central Mass Crusaders .....	Anette Mysliwicz
Chase the Change .....	Keven Chase
Children's Team .....	Valerie Hammond
Comfort Home Care .....	Kate Cook
DiStasio .....	Beth DiStasio
DMH Northeast Suburban .....	Jen Navarro
DMH Respite/High Street .....	Jennifer Eddy
Doherty, Cella, Keane .....	Stephanie Solari
ECT: A Light in the Darkness .....	Cynthia Piltch
Eliot Lynn CBFS .....	Patrick Connolly
Eliot Metro North CBFS .....	David Crumby
Eliot Metro Suburban CBFS and Lowell Respite ..	Christopher Busby
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South Coast Hospital Group .....	Danuta Fichna	Walking Crew .....	Kendall Grasso
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## THANKS TO THOSE WALKERS WHO RAISED \$250 OR MORE:

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*If your team or name is inadvertently omitted or misspelled, we apologize for the error. Please contact the Walk Manager, Karen Gromis, [kgromis@namimass.org](mailto:kgromis@namimass.org), so we can correct our records.*





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We extend our sincerest thanks to all corporate sponsors of NAMI Walks Mass 2013 as well as those companies who graciously provided in-kind donations.

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*While we made every effort to include all the generous corporate sponsors and businesses which gave in-kind donations, we may have inadvertently omitted an entity or misspelled a name. Please accept our apologies and contact our office.*

NAMIWalks Photos by Carolle Photography

## INTRODUCING NAMI BOSTON...

During FY 2013, we developed a NAMI Boston Affiliate that will be an umbrella organization for our existing Boston area Affiliates: NAMI GB-CAN, NAMI Latino Metro Boston and NAMI Dorchester/Mattapan/Roxbury and adds to them a new NAMI Boston. This Affiliate would promote itself for all interested parties living in Boston who are not part of a "special interest" Affiliate. NAMI Boston would be open to all Boston neighborhoods and would provide education, support groups and grassroots advocacy as do all our Affiliates.

## NAMI MASS BOARD OF DIRECTORS

### President

Lynda Michaud  
Cutrell

### Vice President

Steve Rosenfeld

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Robert Antonioni

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Ron Holmes

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Hannah Martinez

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## NAMI MASSACHUSETTS AFFILIATES

NAMI Massachusetts has 2000 members and 21 Affiliates (local chapters). Affiliates are the source of hundreds of volunteers who give thousands of hours to educate, support and advocate on behalf of individuals with mental illness and their families.

### NAMI MASS AFFILIATES AND BOARD PRESIDENTS:

Berkshire County: Marilyn Moran

NAMI Boston: Steve Rosenfeld

Cambridge-Middlesex: Jane Martin

Greater Boston Consumer Affiliate

Network (GB CAN): Howard Trachtman

Cape Ann: Debra Pacheco

Cape Cod & the Islands: Debra Rausch

Central Mass: Anette Mysliwiec

Central Middlesex: Judy McKendry

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Greater Lowell: Dick Edgar

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Latino Metro Boston: Carmen Rivera

Newton-Wellesley: Sid Gelb

North Central: Kandace Coe

Northeast Essex: Joyce Cejka

Plymouth: Jean Childers

South Norfolk: Ray Breton

South Shore: Betty MacIntyre

Western Mass: Bernice Drumheller



NAMI Mass Board of Directors – Pictured left to right: Deb Pacheco, Ron Holmes, Constantine Souris, Anne Whitman, Kitty Dukakis, Michael Fetcho, Howard Trachtman, Steve Rosenfeld and Marylou Sudders. (Not pictured are Lynda Cutrell, Robert Antonioni, Jane Martin, Kathleen Considine, Bernice Drumheller, Mary Jean Guidette, Hannah Martinez, Tom Scurfield and Susan Shaw.)

### Mission

The Mission of NAMI Massachusetts is to improve the quality of life for people with mental illness and their families.

### Vision

We seek to extend the education, support, and advocacy programs of NAMI Massachusetts so that we will reach out to all Massachusetts peers and their families; improve the public's awareness and understanding of mental illnesses; and advocate at all levels to ensure that all people affected by mental illnesses receive, in a timely fashion, the services that they need and deserve.

### Values

Central to NAMI Massachusetts is a commitment to programs that are both peer-driven and family-driven; to the key concepts of recovery, resiliency, and support that are essential to wellness and quality of life; and to full and meaningful lives for all people.



National Alliance on Mental Illness

Massachusetts

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