

# NAMI MASS

## Leading on Mental Health



2018 ANNUAL REPORT

## NAMI Massachusetts

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Affiliates play a vital role in the NAMI Massachusetts Mission of Education, Support, and Advocacy — Affiliates with stars designate those that meet NAMI's stringent Standards of Excellence.



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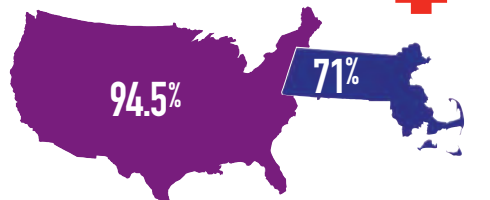
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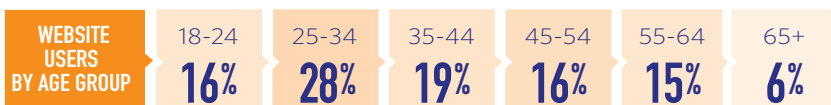


### WEBSITE USERS

WEBSITE SESSIONS  
123,052



NEW  
75%  
OR 92,201 USERS  
RETURNING  
25%  
OR 30,851 USERS



## The NAMI Mass BOARD

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## The NAMI Mass MISSION

**Our Mission:** Improve the quality of life for people with mental illness and their families.

**Our Vision:** Extend the education, support, and advocacy programs of NAMI Mass so that we will reach out to all Massachusetts individuals with a mental health condition and their families; improve the public's awareness and understanding of mental illnesses; and advocate at all levels of government to ensure that all people affected by mental health challenges receive, in a timely fashion, the services that they need and deserve.

**Our Values:** Commit 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 affected by mental illness in the Commonwealth.

## LETTER FROM OUR BOARD PRESIDENT



Tom Scurfield

Fiscal 2018, which ran from July 1, 2017 to June 30, 2018, was a year of positive change for our members and others involved in the mental health community in Massachusetts. NAMI Mass assisted with the educational meetings on the new DMH adults-served model, Adult Community Clinical Services (ACCS) that replaced the Community-Based Flexible Supports (CBFS) on July 1, 2018. With the support of our local chapters statewide, we partnered with the Department of Mental Health (DMH), MassHealth (Medicaid), and the Massachusetts Rehabilitation Commission (MRC) to organize community educational forums on the new program. ACCS streamlines engagement, offers more continuity of care, and integrates behavioral health with physical health through care coordination between DMH and MassHealth.

During the year, NAMI Mass formulated a new advocacy strategy to strengthen the NAMI Mass voice at the State House and beyond. Each Affiliate (local chapter) selected a local advocacy champion to work with the Advocacy and Public Policy board committee in formulating our legislative priorities and advocacy issues. By appointing advocacy champions for each Affiliate, NAMI Massachusetts is planning to coordinate and strengthen our advocacy voice for mental health legislation and maximize our influence with house members and senators on Beacon Hill. The October 2018 NAMI Mass Convention furthers our commitment to this critical component of our work. NAMI Massachusetts wants to ensure our voice is heard and grow our stakeholders' involvement in advocacy, to expand our influence about issues we all care about. We care and we vote!

We are also grateful to the State Representatives and Senators who supported two bills passed during the year that affected our criminal justice diversion projects. One bill established a three-year planning process for a Restoration Center in Middlesex County with a 24-hour police drop-off center for persons experiencing a mental health crisis and the other bill created a statewide center for Crisis Intervention Team (CIT) training within DMH. I can honestly say that in Massachusetts the needle has moved up; now majorities of State Police Chiefs seek out CIT training for their police officers – a welcome change.

However, there is always more to do. I encourage you to get involved with your local Affiliate and work for more improvements to the mental health delivery system in Massachusetts. Together we are strong. Together we can make constructive change.

Thanks for your support of NAMI Massachusetts.

Tom Scurfield  
Board President  
NAMI Massachusetts

# Family 2 ylims

Fourteen classes were offered during **Fall 2017** semester. Two hundred program participants graduated from the course.

CLASS LOCATIONS: Barnstable, Bedford, Brookline, Cambridge, Concord, Gloucester, Greenfield, Littleton, Lowell, Orleans, Pittsfield, Quincy, Wakefield, Winchester

Sixteen classes were offered during **Spring 2018** semester. Two hundred seventeen program participants graduated from the course.

CLASS LOCATIONS: Brookline, Burlington, Buzzard's Bay, Charlestown, Framingham, Harwich, Hingham, Holyoke, Lexington, Marlborough, Martha's Vineyard, Middleton, Needham, Plymouth, Worcester

## TRAINING:

**Family-to-Family Teacher training** took place August 5-6 2017 in Marlborough, MA. Four F2F teachers got trained.

Family-to-Family Teacher training took place on June 23-24 2018 at Arbour Counselling Center, Jamaica Plain, MA. Ten F2F teachers got trained.

**"Excellent!  
Professional, empathetic,  
inclusive, caring,  
encouraging, supportive,  
inspirational..."**

F2F Program Participant

**"Family to Family  
is a 12-week gift  
that keeps  
on giving..."**

F2F Teacher in Brookline



F2F Teacher Training June 2018 at the Arbour Counselling Center — The trainees are watching the instructional video.

## BASICS

Three classes were offered during Fall 2017. Twenty-six participants graduated from the course.

CLASS LOCATIONS:  
Brookline, Milton,  
Nantucket

## Family Support Groups (FSG)

Forty-one NAMI Family Support Groups currently operate across the state.

## TRAINING:

FSG Facilitator training took place in March 2018 in Charlestown, MA. Eight people got trained.

## Allies for STUDENT MENTAL HEALTH

Allies for Student Mental Health (**Allies**) is a two-hour professional development program designed to help teachers and school personnel better understand mental health conditions, recognize warning signs and better support their students who may be experiencing difficulties. The program is presented by a panel of speakers offering their relevant expertise. In FY2018, we reached 3200 educators in presentations across Massachusetts. In FY 2018, we revamped and updated the presentation that we will begin piloting in fall 2018. Among the additions are video clips of young people sharing their own experiences dealing with emotional distress, the Adverse Childhood Experiences (ACEs) study and more age and grade specific strategies for teachers and school districts.

**“It was so helpful to hear from a parent how hard it was to get support at school really eye-opening.”**

School Counselor at Winchester High School

## PEER<sup>2</sup> PEER

NAMI introduced a new version of **Peer-to-Peer**. The curriculum has undergone major changes and each class leader will need to be retrained before teaching the new program. This involves an online training that can take up to eight hours. At the Schrafft's Center class we taught the new curriculum. The participants really enjoyed it. Some parts are now taught using video that helps enormously, especially for the more technical aspects such as brain function. It also allows for participants to hear about other people's experience with their mental health challenges.

CLASS LOCATIONS: Beverly, MGH Boston, Schrafft's Center/ Boston, Brookline, Cambridge, Concord, Haverhill, Jamaica Plain, Roxbury

## CONNECTION

Connection had a challenging year because we lost many facilitators. Despite this, we still had attendance of at least 5,000 over the 2018 fiscal year.

**“I appreciated hearing how our interactions with a person in crisis can truly make a difference. The speaker helped me understand more about why someone might be acting a certain way and see how listening and empathizing and not rushing can lead to a better outcome for everyone.”**

Norwood Police Officer

## IOOV IN OUR OWN VOICE

In 2018 — 604 presentations reaching 16,053 people across the state.

### VENUES:

College/universities: 238 presentations reaching 10426 students.

Hospital/residential treatment: 124 presentations reaching 834 people receiving treatment.

High School: 13 presentations reaching 831 students.

Providers: 34 presentations reaching 1513 health providers.

Veterans: 6 presentations reaching 316 veterans and their families.

Families: 31 presentations reaching 527 families supporting loved ones with a mental health condition.

Educators: 14 presentations reaching 550 educators.

Law Enforcement: 22 presentations reaching 693 law enforcement personnel.

**“IOOV is an invaluable resource to raise awareness and combat stigma and improve patient care amongst our future healthcare providers.”** Dr. Ellen Patterson, Tufts Dental School

**“Today I learned that I'm not alone and it feels a tiny bit hopeful.”**  
Student, Newton South High School



# Building Momentum in Mental Health Advocacy



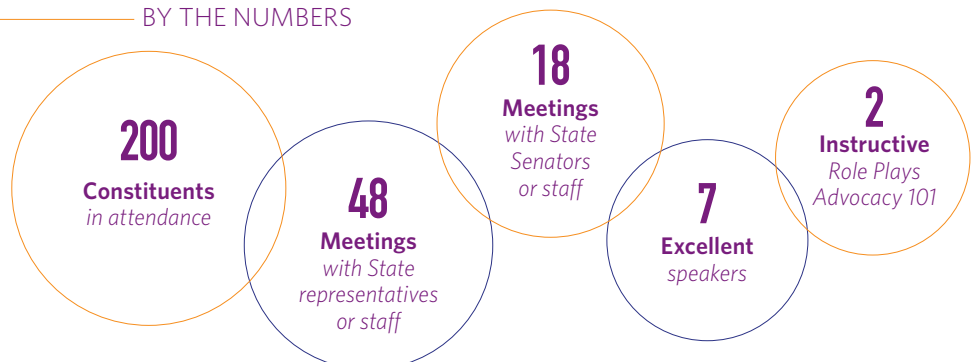
NAMI MASS ADVOCACY DAY PHOTOS

In fiscal year 2018, NAMI Massachusetts members built upon the momentum that had been created from years of **advocacy work**, and helped secure funding and pass new legislation to improve the mental health and criminal justice systems in Massachusetts. At the end of fiscal year 2018, NAMI Mass advocates celebrated several big wins for the mental health community.

## Advocacy Day: Let's Lead on Mental Health

On Monday, April 9, 2018, NAMI Mass members and other stakeholders gathered at the State House to advocate for mental health and criminal justice legislation with their legislators and to hear from respected leaders in the field. Speakers included Middlesex County Sheriff Peter Koutoujian, Dr. Tonisha Pinckney and her son Jordan Pinckney, State Senator Cindy Friedman, and State Representative Denise Garlick; each speaker eloquently and passionately expressed the need for advocacy and the power that advocates have to make lasting change in our state.

### BY THE NUMBERS





NAMI MASS ADVOCACY DAY

LEGISLATION	WHAT IT DOES	FINAL OUTCOME
<b>The Restoration Center of Middlesex County Planning Process</b>	Establish a three-year planning process for a Restoration Center in Middlesex County, a 24-hour police drop-off center for persons experiencing behavioral health crises.	<b>Win:</b> Included in the Criminal Justice Reform package, signed into law by Governor Baker.
<b>Statewide Center for CIT training</b>	Create a center within DMH to provide additional support, oversight, and capacity for Crisis Intervention Team training for police departments.	<b>Win:</b> Included in the Opioid Treatment bill, signed into law by Governor Baker.
<b>Emergency Psychiatric Services Expansion</b>	Require commercial insurance companies to pay for behavioral health emergency services provided by emergency services providers (ESPs) across the state.	<i>Bill sent to study; not passed.</i>
<b>Transfer Bridgewater State Hospital</b>	Transfer the responsibility for the operation and oversight of Bridgewater State "Hospital" away from the Department of Correction and to the Department of Mental Health.	<i>Bill sent to study; not passed.</i>
BUDGET ITEM	WHAT IT'S FOR	FINAL OUTCOME
<b>\$92M for the Department of Mental Health</b>	Fund the change in service provision for adults, creating the new ACCS program; additional funding for housing, employment supports, and increased reimbursement rates for providers.	<b>Win:</b> The final budget includes the full amount in the Governor's budget.
<b>Additional funding for Jail Diversion</b>	Creates new CIT training programs and expands existing programs for police officers; funds co-response programs in police departments.	<b>Win:</b> Additional \$1M added to the DMH budget for Jail Diversion programs
<b>NAMI Mass Peer-to-Peer Earmark</b>	Provide funding to expand the NAMI Mass Peer-to-Peer program.	<i>Not adopted in the final Senate budget</i>
<b>Criminal Justice and Community Support Trust Fund</b>	Create a funding mechanism for CIT training and Restoration Centers.	<i>Not adopted in the conference committee budget</i>
<b>Rental Subsidy Program for DMH clients</b>	Increase funding in order to increase access to housing for DMH clients.	<i>Not adopted in the final House budget</i>



Photos depict the practicing of de-escalation techniques

# Criminal Justice Diversion Project

The **Criminal Justice Diversion Project (CJDP)** of NAMI Massachusetts has continued to be a leader in police-based jail diversion, playing a vital role in the effort to prevent the unnecessary arrest and incarceration of persons experiencing behavioral crises.

The important efforts of CJDP, coupled with new developments in the Commonwealth's mental health and criminal justice systems, led to significant progress in FY2018.

"NAMI MASS HAS MADE A SIGNIFICANT DIFFERENCE TO OUR POLICIES, TRAINING, AND CULTURE. WE HAD THE DESIRE AND INITIATIVE TO BETTER ADDRESS MENTAL/ BEHAVIORAL HEALTH ISSUES, BUT WERE UNABLE TO UNTIL WE PARTNERED WITH NAMI MASS."

SOUTH SHORE POLICE DEPARTMENT

## An Expanding Interest and Capacity in Police-Based Jail Diversion

**Increased Funding.** The Legislature supported police-based jail diversion efforts by appropriating an additional \$2M to the Department of Mental Health's budget for FY2018. This additional funding, for which NAMI Mass strongly advocated, supported the expansion of training efforts and the creation of new programs throughout the State.

### NAMI Massachusetts received a portion of this funding to:

- Develop and implement a training program for peers and family members to share their experiences with law enforcement and correction officers in CIT trainings.
- Support the existing CIT Training and Technical Assistance Centers (CIT-TTACS) in developing advanced training curricula.
- Support local communities in building partnerships among law enforcement, behavioral health organizations, and other key stakeholders.

**The One Mind Pledge.** In Fall 2017, Chief William Brooks of Norwood Police Department promoted the One Mind Campaign, enlisting 182 municipal police chiefs to sign on to the pledge.

An initiative of the International Association of Chiefs of Police, the **One Mind Campaign** asks local police departments to improve response to persons experiencing mental health crises by seeking training, updating policies, and establishing relationships with community providers. This year, police departments overwhelmingly affirmed the importance of jail diversion and committed to change and improvement in this area.

**Expansion of CIT training.** As a result of increased capacity and demand for training, CIT continued to grow in FY2018. CJDP supported and participated in 11 trainings through two CIT-TTACs this year, including the first Boston-based CIT training for officers of the Boston and Boston University (BU) Police Departments.



FISCAL YEAR	OFFICERS TRAINED	DEPARTMENTS TRAINED
2016	200	7
2017	270	30
2018	335	41





**“THE REGIONAL MEETINGS  
HAVE BEEN A BIG HIT. IT’S  
NICE TO HAVE EVERYONE IN  
THE ROOM, INCLUDING THE  
DECISION MAKERS.”**

SOUTH SHORE POLICE OFFICER

## CASE EXAMPLE

### Capitalizing on Established Partnerships and Expanding Resources

In May 2018, CJDP wrapped up a three-year effort to build community partnerships and promote behavioral health training for police departments in 13 communities on the South Shore. Several fortuitous circumstances aligned during this final year: DMH released grant money for jail diversion programs; the demand for behavioral health training for law enforcement increased; and South Shore Mental Health, Inc. (SSMH) prioritized partnerships between their Emergency Services Program (“ESP”) and their local police departments. Thanks to our persistent and diligent cultivation of relationships with law enforcement and community stakeholders, CJDP was able to facilitate a partnership between SSMH and the Braintree Police Department to create a new CIT-TTAC, thus expanding the availability of CIT training in that region.



Graduating class from one of the CIT trainings

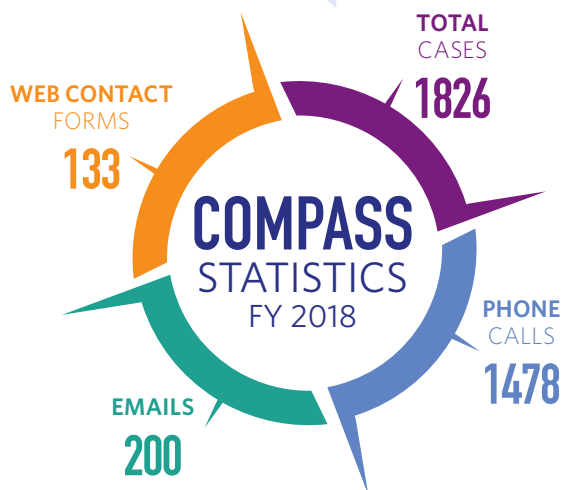
# COMPASS

## BY THE NUMBERS

COMPASS is our statewide information and resource service. We help people and families navigate the often complex mental health system, using our own personal experiences as a reference. COMPASS receives 150+ inquiries each month. Some are straightforward, but many involve complicated questions or situations. We try to provide the best service for all people who contact us.

**"Thanks very much for sending along this very helpful information. I appreciated the conversation we had and your timely response with these resources. Thanks also for your offer of ongoing support. Without a doubt, you provide a very valuable service to the community."**

A WOMAN CALLING COMPASS ON BEHALF OF A FAMILY FRIEND

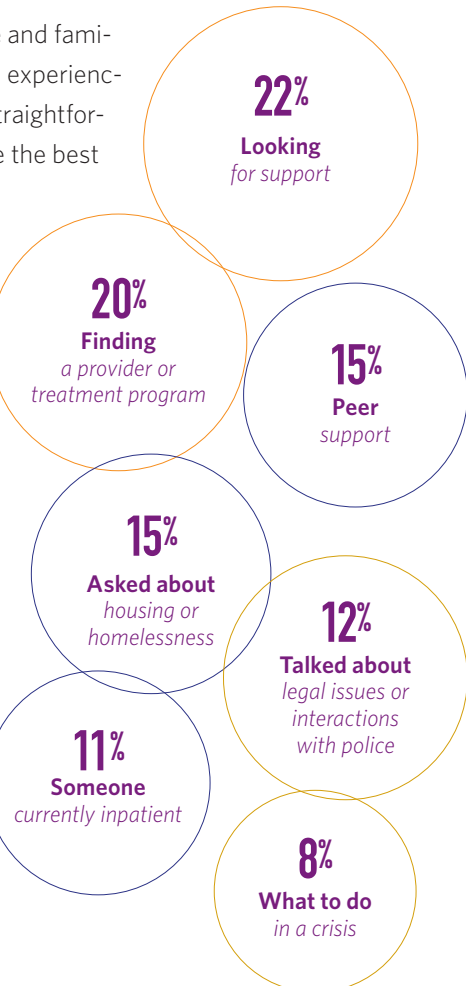


**"Thanks so much. This looks like very helpful information. I will look at it carefully over the next few days. I really appreciate your detailed response. It's difficult to navigate these things and this level of advice and help is invaluable!"**

A MAN CALLING TO HELP HIS BROTHER FIND DENTAL CARE

**"Thank you very much for the information that you sent me. I've found them extremely useful, and they also provide additional resources for learning more about the topic. I'm quite sure I may be bothering you again in the near future, so I appreciate your willingness to provide help when needed."**

A SOCIAL WORKER INQUIRING ON BEHALF OF SOMEONE





LEAD SPONSOR



# walk 2018

**“NAMI Mass is an organization that has a significant positive impact on mental health issues with their education, support and advocacy efforts. Beacon Health Options is pleased to support them by participating in the Walk as a Sponsor and fielding a Walk Team. Our employees look forward to the event every year.”**

Russell C. Petrella, Ph.D.  
President and CEO  
Beacon Health Options

**NAMI Mass is grateful to all Corporate Sponsors** of NAMIWalks Massachusetts 2018 as well as those companies that graciously provided in-kind donations.

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We salute the **Team Captains** who worked with their Walkers to raise money for **NAMI Massachusetts**. Thank them if you know them. They are listed below

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 AKA Wellesley • AKA  
 All Minds Matter • Priscilla DiLuzio  
 Allie's Alliance • Allie Tolan  
 Amazon BOS16 • Michelle Ord  
 BCBSMA 2018 • Steven Buck  
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 Kaitlyn Sudol  
 Beat it • Rachel Lafferty  
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NAMI GBCAN • Howard Trachtman  
NAMI Greater Lowell • Richard Edgar  
NAMI Latino • Norma Mora  
NAMI Mass COMPASS • Mary Harris  
NAMI MetroWest • Lawrence DeAngelo  
NAMI MetroWest F2F • Dan Roman

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Steward Health Care • Christina Cronin  
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Strides Against Stigma • Michael Stier  
Strides to Spread Hope • Zohal Shah  
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Sunovion Team 2018 – Mass • Charles Cox

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Team Alkermes • Jim McLaughlin  
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*We have made every effort to be accurate in our listings, and apologize if any mistake or omission has been made. All gifts are greatly appreciated. If your donation is not recognized on these pages, please contact our office, 617-580-8541.*

## THANK YOU TO THE FOUNDATIONS & CORPORATE DONORS IN FISCAL YEAR 2018

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**Annual Convention** at the Holiday Inn in Taunton, MA on October 28, 2017.



Approximately 400 NAMI Mass members, advocates, friends and family, and individuals with mental health conditions attended the Convention.



## Financial Results for FY 2018\*

### Unrestricted Net Assets Revenue & Support

Grant Income	\$403,531
Special Event - NAMIWalks	590,779
Special Event - Other	54,150
Contributions	315,465
Membership and Convention	38,111
Interest Income	1,807
Net Assets Released from Restrictions Used for Operations	170,977

**Total Revenue and Support** **\$ 1,574,820**

*\*unaudited*

### Operating Expenses

Salaries and Benefits	889,757
Professional Fees	193,559
Occupancy Costs	87,338
Direct Program Expenses	5,877
G&A and Fundraising Expenses	209,604
Walk Payments to NAMI National and Affiliates	169,682

**Total Operating Expenses** **\$ 1,555,817**

Income from Operations	19,003
Unrealized Loss on Investments	—
Realized Gain on Investments	124

**Increase in Unrestricted Net Assets** **\$19,127**

### Functional Expenses FY 2018

GENERAL & ADMINISTRATIVE • 13%  
FUND RAISING • 8% PROGRAM COSTS • 79%





## NAMI Spring Fundraiser

On Sunday, April 22nd 2018, we were joined by over 150 NAMI Mass members, friends, and advocates. There was even a surprise appearance from former Massachusetts Governor Michael Dukakis and his wife, Kitty. This year's keynote guests were legendary interviewer and reporter Christopher Lydon and Boston Police Commissioner, Bill Evans.



### Massachusetts

The Schrafft's Center  
529 Main Street, Suite 1M17  
Boston, MA 02129  
(617)-580-8541  
[namimass.org](http://namimass.org)

