



A YEAR OF  
**CARING,  
CONNECTION,  
AND  
CHANGE**

**2021 IMPACT REPORT**

THE BROOKLINE CENTER for COMMUNITY MENTAL HEALTH

# A YEAR OF CHALLENGE AND PARTNERSHIP

## DEAR FRIENDS,

In a year of social distance, we all felt the impact on our mental health. COVID-19 kept us apart from friends and loved ones. We feared for the health of our families and communities. We saw, and perhaps felt, the deep economic effects of the pandemic. And we experienced the pain of a nation reckoning with racism, racial violence, and searing political divides.

Caring, connection, and change are Brookline Center hallmarks, and never have they been more present – and more needed. For so many, the Center was the difference between despair and hope, crisis and comfort. In the midst of near-constant change, our amazing clinicians and program staff discovered new ways to effectively deliver care and sustain vital connections with clients. Your support made it all possible.

**You are helping us meet the greatest mental health challenge of our lifetime** and we are filled with gratitude for your partnership. As we continue the process of healing, greatly expanding access to mental health care is crucial. We have yet to see the full expression of the pandemic's mental health impacts; the need for care grows each day.

Your support means everything for the well-being of our community and access to mental health care, and we hope you will enjoy reading about your impact this year.

Thank you, from all of us at the Center.



**IAN LANG**  
Chief Executive Officer



**GEORGIA JOHNSON**  
President, Board of Directors

# A YEAR OF PHILANTHROPY

43,000  
VISITS

**YOUR SUPPORT CREATES CHANGE,  
FUELS CARE, AND BUILDS CONNECTIONS**

During a year like no other, you helped us deliver  
a historic amount of care: 43,000 visits in all.

We are enormously grateful to each of our supporters,  
whose generosity touched the lives of so many.

For our complete donor listing, scan the code or visit the link below.

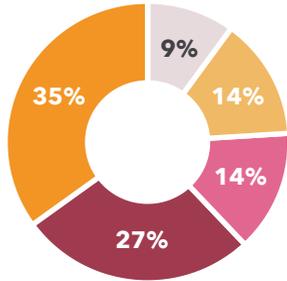


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# A YEAR OF SHARED COMMITMENT



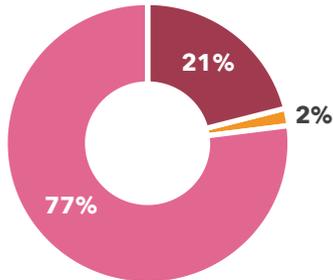
From the beginning, community support has been integral to the Brookline Center's mission of providing - and expanding access to - outstanding, affordable, and innovative mental health care. Our ability to increase services by 16% in response to the pandemic was made possible by your shared commitment to mental health for all.



## REVENUE

- Insurance and Fees
- State and Federal Funding
- Philanthropy
- Town of Brookline and Brookline Agencies
- Program Revenue

Philanthropy to the Brookline Center grew by 14% this year. All told, 911 individuals and organizations made new gifts and commitments totaling \$1.6 million. State and federal funding increased by 80%, including funding for Center programs that directly support community members economically impacted by the pandemic, and the forgiveness of the Center's 2020 Paycheck Protection Program loan.



## EXPENSES

- Program Services
- Administration
- Depreciation

We carefully manage our \$9.98 million budget to ensure that every donation has its intended impact: to provide the best possible mental health care to all who need it. Expenses overall grew by 22% this year, including a 21% increase in program services costs - primarily capacity-building investments and staff to address the elevated need for care.

# A YEAR YOU MADE POSSIBLE

COMMUNITY SUPPORT POWERED OUR WORK, FUELING CARING, CONNECTION AND CHANGE



## RESPONDING TO COVID

As levels of anxiety and depression reached historic levels, the Brookline Center hit its stride, leaning into telehealth and providing acute onsite visits for clients in distress.

With unwavering dedication to delivering on our mission, our clinicians used technology to innovate care, sustain connections with clients and each other, and convene broader teams to collaborate on care. Longstanding partnerships with town and state agencies were never more important. In response to a continuously growing demand for support, we delivered 16% more care, stabilizing our community and helping the healing begin.



## CARE

### CARE CONNECTIONS LAUNCHED

Helping our most vulnerable residents out of crisis and improving their chances for greater stability and healthier lives, Care Connections combines case management with emergency financial assistance to better address the underlying determinants of instability.

Requests for assistance grew exponentially during the pandemic. We responded to more than 1,300 calls for help with housing and basic needs and dramatically stepped up services to help families stay housed or secure a place to call home.

## CONNECT

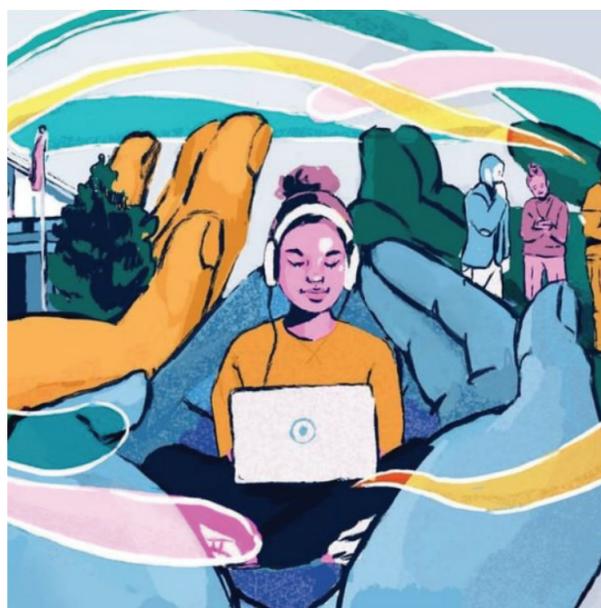
### COMPLEX CARE CONVENING

We leveraged the Center's leadership in caring for people with complex and unmet behavioral, medical, and social needs, connecting providers, payers, policymakers, and peers to break down silos and jumpstart change.

### DEEPENING DEI

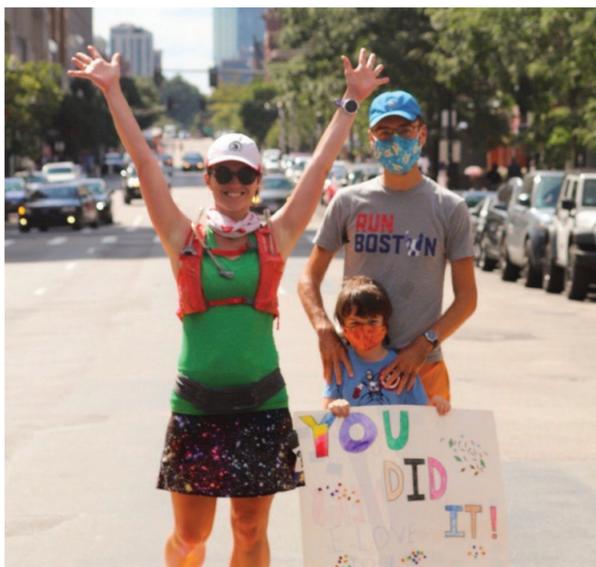
To build a Brookline Center better equipped to serve both clients from historically marginalized communities and staff of color, we prioritized diversity, equity, and inclusion in conversations and decision-making across the Center.

This deeply meaningful change was most evident in improvements to how the Center connects with and cares for our staff. Today, staff of color make up 25 percent of Center employees – including many clinicians and three new senior leaders.



The Brookline Center has always been willing to look hard at systems and structures, identifying barriers to care and finding opportunities to improve it.

-Secretary Marylou Sudders



## CHANGE

### CEDAR COMES TO BROOKLINE

The pioneering CEDAR Clinic for youth at risk of psychosis was brought fully into the Brookline Center and we will soon launch a statewide referral hub to connect families to services faster, when the impact of intervention is greatest.

### BEAUTIFUL NEW SPACES

Our office in Brookline's Washington Square underwent a major renovation, with greatly improved accessibility, upgraded accessibility, and beautiful new spaces for clients and staff.

### RESPONDING TO RACIAL TRAUMA

As the country reckoned with racism, we reaffirmed our commitment to supporting community members experiencing the negative mental health impacts of racial discrimination and racial trauma.

### A VIRTUAL BOSTON MARATHON

Team Brookline runners persevered, running 26.2 miles from spots near and far, expanding access to mental health care with each step.

### SOLDIER ON

A new partnership with the group Soldier On introduced our Healthy Lives intervention to veterans with chronic medical and mental health issues – directly serving veteran communities for the very first time.

### BRYT ON THE FRONTLINES

From Massachusetts to Oregon, BRYT helped sustain the mental health of students and educators at 250 schools across eight states.

Locally, BRYT partnered with state leaders to deliver professional learning to thousands of teachers on navigating relentless change, stress, and uncertainty while supporting their students. Brookline High's Center-run BRYT program provided nonstop connection to students facing more serious mental health challenges.

Nationally, BRYT urged educators to lead through the crisis with mental health and equity at the fore, hosting a convening that attracted more than 1,000 educators.



To learn more about your impact this year, scan the QR code or visit [brooklinecenter.org/withyoursupport2021](https://brooklinecenter.org/withyoursupport2021)