

# ACCESS IS EVERYTHING

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The Brookline Center for Community Mental Health

2019 ANNUAL REPORT



YOU MAKE CARE  
**AFFORDABLE**

YOU MAKE CARE  
**OUTSTANDING**

YOU MAKE CARE  
**POSSIBLE**



**THANK YOU!**



# DEAR FRIENDS,

Through your support of The Brookline Center this year, you addressed an increasingly urgent need in our community — access to mental health care.

As the only community mental health provider in Brookline — and one of few in the region — The Brookline Center fills crucial gaps in providing care for children, adults, and elders.

**We could not do this work without you.** With philanthropy accounting for 24 percent of our operating budget, your support keeps care accessible for all and helps develop innovative programs and strategic partnerships that change lives.

Together with you, each year The Brookline Center strives to do more and to be more for individuals and families in our community. In fact, your support paved the way for a seven percent increase in care visits in 2019.

Also this year: you helped underwrite improvements to the Center's intake process, shortening the time from first call to first appointment. You helped launch a new electronic record system, crucial to the effective delivery of high-quality care. And you helped build clinical capacity through 11 new full-time positions; further expand our BRYT program, now in 137 schools that collectively enroll more than 140,000 students; and launch four new onsite community partnerships. Each of these investments directly expands access to care.

**Most importantly, your support removes the constraints that keep too many in our community from getting the care they need.** In this report, we explore some of those barriers by sharing stories that exemplify the powerful impact you are making as a Brookline Center supporter.

Today, as more people struggle to access care, our shared mission grows ever more critical. We have much work ahead — more barriers to surmount, many more people to reach — and we look forward with deep gratitude to our continued partnership.

**Together, we are expanding access to better care and better lives — thank you.**

**MARK C. JENSEN**  
President

**IAN A. LANG**  
Executive Director

# ACCESS IS EVERYTHING

**IT'S THE DIFFERENCE BETWEEN CRISIS AND STABILITY, BETWEEN PROLONGED SUFFERING AND A HEALTHY, FUNCTIONING LIFE.**

Timely outpatient care is the most effective, compassionate, and cost-efficient way to help people manage mental health challenges and lead full lives. But far too many members of our community face significant challenges to getting help.

Your support of The Brookline Center helps remove these barriers and expand access to care.

## BARRIERS TO CARE

STIGMA

INSURANCE CONSTRAINTS

**INSURANCE IS A MAJOR FACTOR:**

45 percent of Massachusetts mental health providers do not take MassHealth, 38 percent do not accept Medicare, and 16 percent don't take any form of commercial insurance. The result: a private, pay-as-you-can mental health system beyond the reach of many.

ISOLATION

COMPLEXITY OF NEEDS

OUT-OF-POCKET COSTS

PROVIDER SHORTAGES

**BARRIERS ARE COMPOUNDED FOR KIDS:** Beyond insurance constraints, Massachusetts is experiencing a severe shortage of pediatric mental health specialists, leading to long waitlists and delayed interventions for children who need care now.

LONG WAITLISTS

**MORE THAN HALF OF MASSACHUSETTS RESIDENTS** report difficulty accessing behavioral health care services.

LACK OF AWARENESS

TRANSPORTATION RESTRICTIONS

“

IF IT WEREN'T FOR  
THE CENTER, I'M NOT  
SURE WE WOULD  
STILL BE HERE.

”

# SUPPORT FOR SIX

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THE LEVY FAMILY

## THE LEVY FAMILY



### A NEW COUNTRY, A GROWING FAMILY, A HIGH-INTENSITY CAREER OPPORTUNITY.

Shortly following their arrival in Brookline, the Levys reached their limit. Moving from Israel for a research fellowship, Alon found himself at the lab at all hours while Noa juggled parenting three young boys and later struggled with postpartum depression following the birth of their daughter.

When 5-year-old Idan began exhibiting signs of anxiety related to the move, he was referred to a Brookline Center clinician working onsite at the Coolidge Corner School. Through that connection, it became apparent that the entire family would benefit from broader therapeutic support. Given their varying needs and schedules, The Brookline Center's in-home therapy program seemed like the perfect solution to help this busy family of six access care.

Two Brookline Center clinicians visited the Levys weekly, supporting the family as they worked through issues together and assisting with challenges individual family members were experiencing.

"[Our therapists] saw the house dynamics and understood what I was dealing with. It felt like I had a safety net," says Noa. "It's definitely helped us relieve some of the pressure," adds Alon.

Coordinating supports and services through a single team of clinicians at the Center meant each family member could also access care directly, through services like couples counseling, therapeutic mentoring, and psychopharmacology services, whenever additional help was needed. Says Noa, "Having all of this in one place is amazing. If it weren't for the Center, I'm not sure we would still be here; I think we would have moved back to Israel."

Now, the family feels stronger than ever — with Alon and Noa confident they can manage stress, resolve conflicts, and continue raising their energetic family right here in Brookline.



## ACCESS TO STABILITY

The Brookline Center's Community Team works closely with the Brookline Housing Authority and other local agencies to help individuals and families achieve and maintain stability.

The team provides mental health and basic needs support, referrals, and service coordination for those who are homeless or at risk of becoming homeless, public housing residents, and other vulnerable residents in the community.



### SUPPORTS INCLUDE:

- Homelessness prevention and rapid re-housing services
- Case management and counseling
- Transitional housing for families
- Emergency funds for food and basic needs
- Self-sufficiency services for public housing residents
- Agency and other provider referrals
- Camp and summer program scholarships

# FINDING SAFETY IN BROOKLINE

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JOI & AALIYAH

## JOI & AALIYAH



### “I WAS TIRED,” JOI REMEMBERS.

“Tired of being pushed around, being called names.”

Determined to find a better future after 10 years in an abusive relationship, Joi fled home with her 9-year-old daughter Aaliyah and moved to Massachusetts, where a distant relative had offered a place to land.

But Joi and Aaliyah struggled to establish new beginnings in an unfamiliar city and eventually a co-worker at Brookline Public Schools suggested that Joi connect with The Brookline Center.

After a few months of therapy, Joi slowly began talking about the abuse and fear, the toll it was still taking on their lives, and the stress of traveling between work, Aaliyah’s school, and the shelter where they were living.

Recognizing that moving out of the shelter was critical to their healing, Joi’s therapist connected the family to Mitra Tummino at The Brookline Center’s transitional housing program (THP), which helps homeless families access housing and provides supportive services during the transition.

Mitra was there for Joi and Aaliyah throughout their move to a Brookline Housing Authority apartment. Joi worked with Mitra to feel safe in her new home — and in the community overall. Even small milestones like updating her driver’s license with her new Brookline address were cause for shared celebration.

After 18 months, Joi completed THP and signed her official lease. She continues to work for Brookline Public Schools and regularly volunteers with several Brookline organizations. Aaliyah is a thriving fifth-grader who plays lacrosse, has many friends, and yearns for a puppy.

As Joi continues to settle in, she is eager to share her experience: “The Brookline Center has so much to help you — it’s up to you how you want to use it. This is where I come to let it all out and I feel so good when I leave. This is home for me.”



**THE BROOKLINE  
CENTER HAS SO  
MUCH TO HELP  
YOU — IT’S UP  
TO YOU HOW  
YOU WANT TO  
USE IT.**



## ACCESS IN THE COMMUNITY

With your help this year, The Brookline Center launched four new onsite partnerships that are eliminating common barriers to care and increasing access for members of our community.



### **Center Communities of Brookline:**

At three senior residences, Brookline Center clinicians are working with elderly and disabled adults who cannot easily travel for appointments.

### **Center for Early Detection, Assessment and Response to**

**Risk:** Through CEDAR, we are providing specialized clinical care to adolescents and young adults at risk of psychosis and support to their families.

### **Pine Manor College:**

The Brookline Center has teamed up with Pine Manor to support its majority low-income and first-generation students with counseling and other mental health services.

### **Healthy Lives Expansion:**

Brookline Housing Authority residents with complex mental health and medical conditions now have a team of Center clinicians helping them integrate treatments, address basic needs, and achieve better health outcomes.

# FROM PAIN TO JOY

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LESLIE

## LESLIE



### LESLIE ZEIDEL KNOWS PAIN.

A longtime Brookline resident born and raised in the community, she's undergone 30 surgeries and sustained multiple personal losses in her 68 years.

But even Leslie was surprised by how low she was brought last year while awaiting hip surgery. "That kind of pain dehumanizes you," Leslie says. "It erodes everything that you are as a person."

Things began to change when Leslie asked for help. "It was getting harder and harder because of the pain, I was having trouble keeping everything together," she remembers. Center Communities, where Leslie lives, referred her to Maggie DeVecchi, a Brookline Center social worker who provides onsite support for elders facing challenges accessing care.

"I was really grateful," says Leslie. "I wouldn't have been able to get to the Center, even with all of the transportation options available; I couldn't have taken the pain."

Maggie began meeting regularly with Leslie in her residence, helping her cope with pain and eventually navigate, physically and emotionally, a complicated rehabilitation and post-surgery recovery process.

"It's meant the world," says Leslie. "She's my support system."

Driven by her "young personality" to continue gaining strength and venturing out to favorite neighborhood spots, Leslie now spends her time learning to crochet, volunteering with English language learners, and is even exploring writing a book. "I'm like a plant that grew, and I'm flowering and flowering," she says.

"I knew who I was, but now I've evolved to something more," shares Leslie. "Maggie helped me be able to see who I really am. She opened the door and I could walk through."



“

**I KNEW WHO I  
WAS, BUT NOW  
I'VE EVOLVED TO  
SOMETHING MORE.**

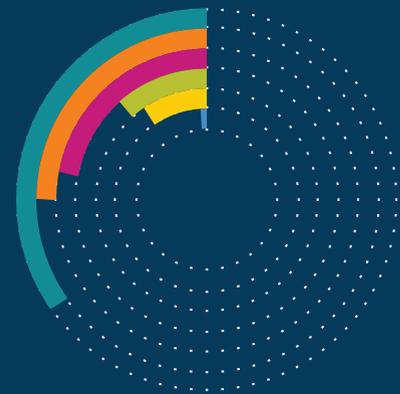
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# PHILANTHROPY GROWS ACCESS



**Your support expands access to outstanding mental health care for all.**

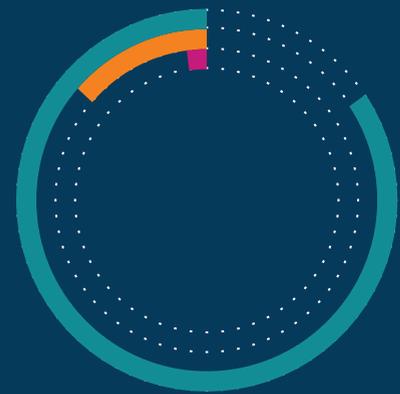
In particular, your generosity opens The Brookline Center's doors to the greatest number of individuals and families, minimizes waitlists, boosts clinical capacity, and advances high-impact programs and services that improve the health and safety of the most vulnerable members of our community.



## REVENUE

- 34% — Insurance and Fees
- 24% — Private Philanthropy
- 21% — State and Federal Funding
- 11% — Program Revenue
- 9% — Town of Brookline and Brookline Agencies
- 1% — United Way

Philanthropy accounted for 24% of The Brookline Center's income this year. All told, 1,679 generous individuals, companies, and foundations made gifts totaling \$1,767,696, bringing outstanding mental health care to individuals and families and fueling growth in our community-based programs.



## EXPENSES

- 85% — Program Services
- 13% — Administration
- 2% — Depreciation

We carefully manage our \$7.75 million budget to ensure every donation has its intended impact: increasing access to care. This year, 85% of our operating budget focused on mental health programs, services, and clinic operations.

### FOR ADDITIONAL FINANCIAL INFORMATION

Please contact Johanna Chilingirian, Director of Finance, at 617.277.8107.

# ACCESS BEGINS WITH YOU

## THANK YOU

for making access to mental health care a philanthropic priority. We are grateful for your partnership and generosity!

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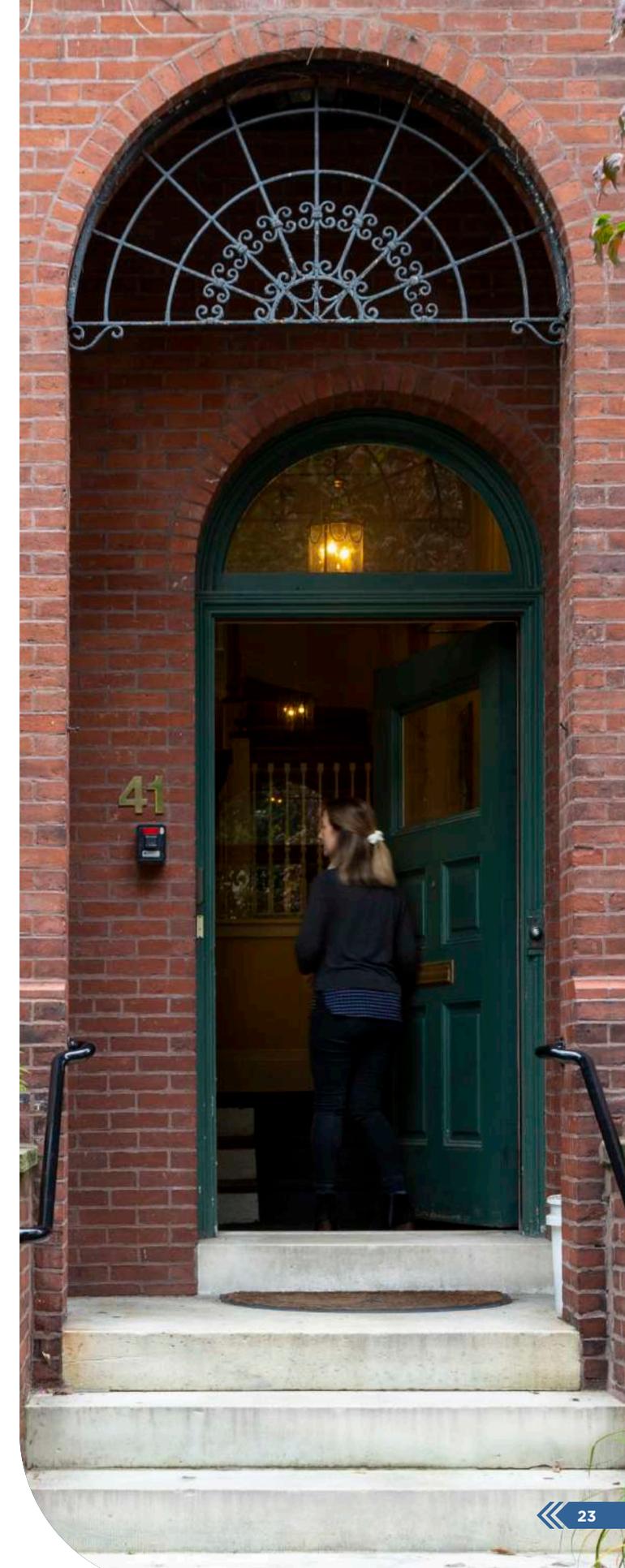
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