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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**WEBSITE USERS**

**WEBSITE SESSIONS**

123,052

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

**WEBSITE USERS BY AGE GROUP**

- 18-24: 16%
- 25-34: 28%
- 35-44: 19%
- 45-54: 16%
- 55-64: 15%
- 65+: 6%

**PHOTO CREDITS:**

- WALK: CAROLLE PHOTOGRAPHY
- ADVOCACY DAY & THE SPRING FUNDRAISER: DAVID FOX
- 2017 CONVENTION: ANDY WEIGL PHOTOGRAPHY

**MEETS NAMI AFFILIATE STANDARDS OF EXCELLENCE**

★
LETTER FROM OUR BOARD PRESIDENT

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
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

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) 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

“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

“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
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

- **200** Constituents in attendance
- **18** Meetings with State Senators or staff
- **48** Meetings with State representatives or staff
- **7** Excellent speakers
- **2** Instructive Role Plays Advocacy 101
## LEGISLATION

<table>
<thead>
<tr>
<th>WHAT IT DOES</th>
<th>FINAL OUTCOME</th>
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<tbody>
<tr>
<td>The Restoration Center of Middlesex County Planning Process</td>
<td>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.</td>
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<td>Statewide Center for CIT training</td>
<td>Create a center within DMH to provide additional support, oversight, and capacity for Crisis Intervention Team training for police departments.</td>
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<td>Emergency Psychiatric Services Expansion</td>
<td>Require commercial insurance companies to pay for behavioral health emergency services provided by emergency services providers (ESPs) across the state.</td>
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<tr>
<td>Transfer Bridgewater State Hospital</td>
<td>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.</td>
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## BUDGET ITEM

<table>
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<tr>
<th>WHAT IT’S FOR</th>
<th>FINAL OUTCOME</th>
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<tbody>
<tr>
<td>§92M for the Department of Mental Health</td>
<td>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.</td>
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<tr>
<td>Additional funding for Jail Diversion</td>
<td>Creates new CIT training programs and expands existing programs for police officers; funds co-response programs in police departments.</td>
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<tr>
<td>NAMI Mass Peer-to-Peer Earmark</td>
<td>Provide funding to expand the NAMI Mass Peer-to-Peer program.</td>
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<td>Criminal Justice and Community Support Trust Fund</td>
<td>Create a funding mechanism for CIT training and Restoration Centers.</td>
</tr>
<tr>
<td>Rental Subsidy Program for DMH clients</td>
<td>Increase funding in order to increase access to housing for DMH clients.</td>
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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.

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.

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Officers Trained</th>
<th>Departments Trained</th>
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<tbody>
<tr>
<td>2016</td>
<td>200</td>
<td>7</td>
</tr>
<tr>
<td>2017</td>
<td>270</td>
<td>30</td>
</tr>
<tr>
<td>2018</td>
<td>335</td>
<td>41</td>
</tr>
</tbody>
</table>
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.
COMPASS

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

“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

STATISTICS
FY 2018

TOTAL CASES 1826
WEB CONTACT FORMS 133
EMAILS 200
PHONE CALLS 1478

BY THE NUMBERS

22% Looking for support
20% Finding a provider or treatment program
15% Peer support
15% Asked about housing or homelessness
12% Talked about legal issues or interactions with police
11% Someone currently inpatient
8% What to do in a crisis

“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
“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

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Nizhoni Health
North Suffolk Mental Health Association
Riverside Community Care
TaraVista Behavioral Health Center
United Healthcare
Walden Behavioral Care
William James College

SUPPORTERS
The Bridge of Central Mass
The Edinburg Center
Mental Health Association of Greater Lowell
Neurocrine
South Shore Mental Health
UMass Medical School/ Psychology Dept.
The Village Bank
Waymark Wealth Management

IN-KIND DONATIONS
American Repertory Theater
Blue Man Group
Boston Bruins
Boston Duck Tours
Boston Organics
Boston Red Sox
Boston Tea Party
Canoe & Kayak
Chateau Restaurant
Cheese Cake Factory
Discovery Museum
Emack & Bolios
Harpoon Brewery
Huntington Theater Company
ICA Museum
Isabella Stewart Gardner Museum
JP Lick’s Ice Cream
Keurig Coffee Maker
King Bowling
Loon Mountain
Market Basket
Merrimack Repertory Theatre
New England Aquarium
Oriental Trading
Porter Square Books
Rock Spot Climbing
Starbucks
Swan Boats Boston
Top of the Hub
Wahlberger’s
Washusett Ski
Wegman’s
Whole Foods
Yoga Works

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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  
Beacon Health Options/MBHP • Kaitlyn Sudol  
Beat it • Rachel Lafferty  
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Cailean’s Walkers • Brittany Ruberstone  

Cape Ann Windjammers • Holly Knapp  
Carrying Julia’s Torch • Julia Brachanow  
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Cissbio • Nicole Knapik  
CityPsych Wellness • Rob Blasi  
Comfort Home Care • Kate Cook  
Commonwealth Care Alliance • Elsie Gray  

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DMH Northeast Area • Mary Beth Cummings  
Education, Inc. • Katelyn Ritter  
Eliot Walkers for Wellness • Patrick Connolly  

EO Warriors Employment Options • Margie Linehan  
Family-to-Family Central Middlesex • Dee Febba  
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Friends of MetroWest • Jaeok Lee  
Ginger Power • Jillian Landers  
Glitter Posse • Sarah Brown  
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HRI – Hospital • Austin Seeley  
HSS 2018 • Spencer LunBeck  
Kaleidoscope Family Solutions • Erin Henry  
Know science. No stigma :-( • Emily Daley  
Lahey • Denise Mason  
Lowell Stigma Stompers • Shamir Rivera  
MBRLC • Michael Kanter  
McGoo Crew • Sandy McGugan
McLean Hospital • Adriana Bobinchock
Me. • Marianne Bevans
Mental Awareness Team • Debra Prepas
MetroWest Medical Center • Karla Whitten
Mountain Man • Martha Porter
My Voice Matters • Jennifer M.
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NAMI Cambridge • John Sharp
NAMI Central Middlesex • Tom Scurfield
NAMI Dorchester/Mattapan/Roxbury •
Monica Lynch
NAMI GBCAN • Howard Trachtman
NAMI Greater Lowell • Richard Edgar
NAMI Latino • Norma Mora
NAMI Mass COMPASS • Mary Harris
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Step by Step, Supportive Services •
Katherine McClean
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Steward Health Care • Christina Cronin
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Stomping Stigma • Bridget Stein Krauss
Strides Against Stigma • Michael Stier
Strides to Spread Hope • Zohal Shah
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Dr. Catherine Lanteri
Maurice Leavitt
Tom Lebach
Edward and Sherry Lee
Nicholas Lesieur
Donald Leslie
Walter Leslie
David Levin
Margaret Levin
Martin Levin
Lauren Levine
Mea Lew
Fay Lewis
Cyrus and Carol Lipsitt
Natalie Litton
Sherry Penney Livingston
Catherine Lizotte
Farnsworth Lobenstein
Dr. Carol Locke
Ernest Loewenstein
Catherine and William Logue
Monica Luke
Marilyn Lynn
Betty and Bob MacIntyre
Donna Mackie
Dr. Ann Marie Madigan
Judith Maguire
Laura Malby
Dan Manning
Edward and Melissa Manzi
Jeffrey Marcus
Dr. Gerald Margolis
Harry Margolis
Melvin Markowitz
Elizabeth Marshall
Robert Marshall
James Martin
Thomas and Jane Martin
Laurie Martinelli
John Marttila
Nancy Marttila
Dr. Robert Master
Stacy Matseas
David Matteodo
Bill Matthews
Danna Mauch
Mary Maughn
Dale Mayer
Jeb Mays
Daniel McCauley
Dr. Dennis McCrory
Kevin McDonald
John McDonough
Clare McGorrigan
Dr. James McGuire
Thomas McGuire
James and Katherine McHugh
Maura McHugh
Donald Mclnnes
Betsey McKeaman
Adrienne Mckee
Diane Mckee
Judith McDonky
Susan McLaren
Brian McLaughlin
Theresa and James McLean
Jean McNulty
Jerome Medalie
Alan Medville
Rosemary Melli
Paul Milbury
Joseph Mineau
Margaret Moncy
Thomas and Denise Monks
Kyras and Coco Montagu
Sandra Moody
Susan Moody
Paul Moore
Norma Mora
Kurt Morris
William Mosakowski
Peggy Moses
Denise Murphy
Edward Murphy
Janet and Henry Murphy
Joyce Murphy
Karen Murphy
Ned Murphy
Theresa Murphy
Tim Murphy
Hongyu Murray
Beverly Myers
Mary and Sherif Nada
David Nalven
John and Susan Neale
Peggy Newman
Beverly and Carl Nicholson
Eileen O’Brien
R. Christopher O’Brien
Catherine O’Leary
Naomi and Eric Olson
Andrew and Jill Onderdonk
Dost Ongur
Melody Orfei
Araceli Orozco-Hershey
Jeanne Osborn
Dr. David Osser
Dr. Abigail Ostow
David Pagnini
Dr. Lawrence Panych
Mary and John Paone
Margarita Paounova
John Papas
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Katherine and Edwin Pearson
Judith Pederson
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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Vanguard Charitable Gift Fund
Vinfen Corporation
Wellington Management
Westborough Behav Hlthcre
Work Inc.
Your Cause
### Financial Results for FY 2018*

<table>
<thead>
<tr>
<th>Revenue &amp; Support</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant Income</td>
<td>$403,531</td>
</tr>
<tr>
<td>Special Event - NAMIWalks</td>
<td>590,779</td>
</tr>
<tr>
<td>Special Event - Other</td>
<td>54,150</td>
</tr>
<tr>
<td>Contributions</td>
<td>315,465</td>
</tr>
<tr>
<td>Membership and Convention</td>
<td>38,111</td>
</tr>
<tr>
<td>Interest Income</td>
<td>1,807</td>
</tr>
<tr>
<td><strong>Total Revenue and Support</strong></td>
<td><strong>$1,574,820</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>889,757</td>
</tr>
<tr>
<td>Professional Fees</td>
<td>193,559</td>
</tr>
<tr>
<td>Occupancy Costs</td>
<td>87,338</td>
</tr>
<tr>
<td>Direct Program Expenses</td>
<td>5,877</td>
</tr>
<tr>
<td>G&amp;A and Fundraising Expenses</td>
<td>209,604</td>
</tr>
<tr>
<td>Walk Payments to NAMI National and Affiliates</td>
<td>169,682</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$1,555,817</strong></td>
</tr>
</tbody>
</table>

| Income from Operations                      | 19,003  |
| Unrealized Loss on Investments              | —       |
| Realized Gain on Investments                | 124     |
| **Increase in Unrestricted Net Assets**     | **$19,127** |

*unaudited

---

**Functional Expenses FY 2018**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>General &amp; Administrative</td>
<td>13%</td>
</tr>
<tr>
<td>Fund Raising</td>
<td>8%</td>
</tr>
<tr>
<td>Program Costs</td>
<td>79%</td>
</tr>
</tbody>
</table>

---

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

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.

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