



# 2020 | Impact Report

**EveryMind.**  
Your mental wellness.  
Our mission.

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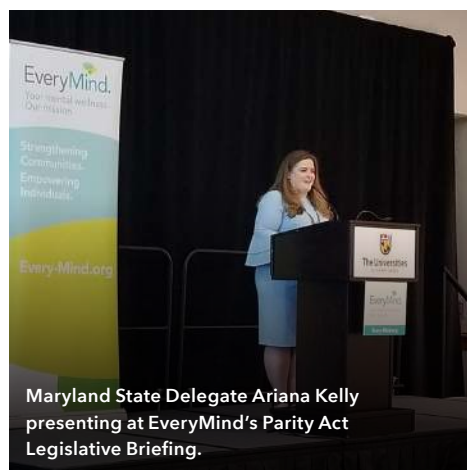
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EveryMind's outreach efforts ensure that our staff and mission are leading the conversation on access to mental health, reducing stigma, emerging trends in the community, and providing equitable resources to our most vulnerable neighbors throughout the National Capitol Region. Our participation in resource fairs - in person and virtually, quality education trainings, and community engagement events such as our RunForEveryMind and annual legislative briefings bring EveryMind's services into the spotlight. In FY20, we focused on mental health parity legislation. As we move forward into 2021, our Board, Leadership, and staff will continue to take proactive steps to ensure the mental health and wellness of our region during the COVID-19 pandemic and beyond.

In FY20, we focused on mental health parity legislation. Parity at 10 is a national advocacy campaign dedicated to ensuring full enforcement of the Parity Act. Maryland is one of five states in which Parity at 10 is focusing its advocacy efforts to break down barriers to enforcement and to create strategies to improve accountability.



Maryland State Delegate Ariana Kelly presenting at EveryMind's Parity Act Legislative Briefing.



Pictured left to right: Jim Gilchrest, Maryland State Delegate; Ann Mazur, EveryMind CEO; Laura Mitchell, Advocate for addiction & mental health treatment parity; and Ellen Weber of the Legal Action Center at EveryMind's Parity Act Legislative Briefing.



To mark the 50<sup>th</sup> anniversary of EveryMind's Montgomery County Hotline in 2020, supporters obtained sponsors and made the commitment to walk 50 miles to raise funds and awareness for the Hotline.



Board President Kathy McCallum (left) and Board member Emily Rosado helped attendees at the Montgomery County Council Of Parent Teacher Associations (MCCPTA) Mental Health Fair learn more about EveryMind and the mental health resources available through our programs and services.



Letter from

# CEO AND BOARD PRESIDENT

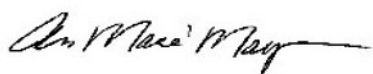
EveryMind strengthens communities and empowers individuals to reach optimal mental wellness. Never has this mission been so essential or so relevant than in Fiscal Year 2020. As a community, we faced a series of collective traumas that challenged our ways of thinking and feeling. We feel the isolation of social distancing, masks, and quarantining that the pandemic has made our new way of life. We worry for friends, family, and ourselves as we cope with the anxiety of being separated from loved ones and our in person social supports such as schoolmates and coworkers. The Black Lives Matter Movement has forced us all to take a deeper look at the microaggressions consciously and unconsciously affecting our Black, Indigenous, People of Color (BIPOC) neighbors. EveryMind's work has focused on building community, inclusion, equity, resilience, and hope for the last 63 years. And it's why we were able to remain a reliable and unwavering supportive presence during the turbulent events of 2020.

The mental health and wellness of our community will continue to be the focus of our work as we navigate the path forward. Impact from the prolonged stress caused by the pandemic, systemic racism and inequality, food, housing and financial insecurity, and increased suicide and substance use are affecting the mental health and wellness of our children, youth, families, adults, older adults, and veterans. EveryMind remains committed to being a champion in our community, ready to support our neighbors with counseling, case management, crisis intervention and prevention services, and system and resource navigation.

As we review the past year, we also look to the future. We will continue to face the needs on the horizon head-on by embracing change and growth. Through funding from supporters like you, EveryMind will grow three critical programs in the upcoming year to meet the increased need for mental health and resources. Our Crisis Hotline, ServingTogether, and Education and Advocacy programs will build capacity for those in crisis, veterans, and our partners in health and human services delivery.

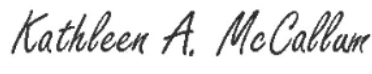
Your continued partnership, whether through volunteering, donations, or in-kind support is what makes it possible for EveryMind to serve the needs of our community. In the pages that follow, you will see how your dedication to our mission has impacted your neighbors, we hope you will be proud of this work, too.

With gratitude,



**Ann Mazur**

Chief Executive Officer



**Kathleen A. McCallum**

President, Board of Directors



## 2020 Community **IMPACT**



**105,552**  
hours of support  
and education  
provided to **24,344** individuals



**100%** of Friendly  
Visitor clients  
reported better ability to deal  
with their loneliness



Answered  
**23,222**  
calls, texts,  
and chats  
to our hotline

**15,002**  
individuals learned more  
about mental wellness  
after attending 349 trainings,  
resource fairs and collaboratives



**7,111** students and  
their families  
received school-based  
counseling, case management  
and programming support



**619**

veterans, service  
members and  
their families

received support for  
1,439 unique needs

Helped

**1,030**

individuals and families find  
or maintain stable housing

**94%** of hotline callers

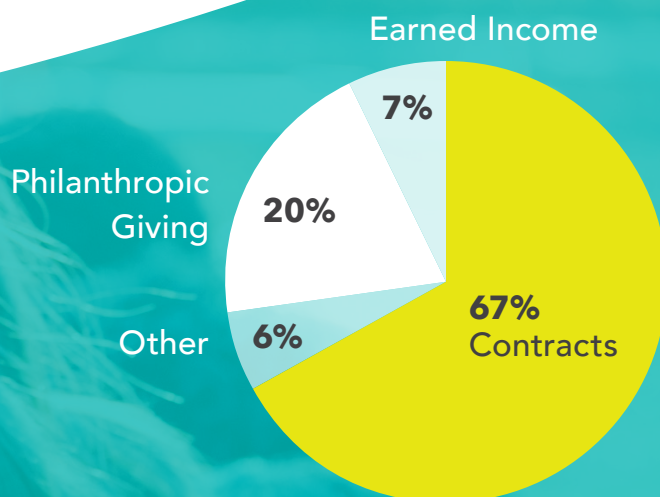
reported services were helpful or very helpful

**153** staff embedded  
in 28 locations

throughout our community

**26,891** hours of service

provided by **400 trained volunteers**



**83¢**

of every dollar  
supports direct  
services

**\$7,843,461**  
Revenue



# ABBY'S

Story:

A young, 8 year-old client - "Abby" - was referred to therapy services due to fear and anxiety at bedtime. Abby refused to sleep in her own bed and slept with her mother and father, which was becoming a strain on the family.

EveryMind's therapist worked with the family on identifying and reality-testing fears, as well as developing coping skills to manage Abby's fearful thoughts. Through the coping skills she developed with her therapist, Abby was able to identify her inner voices and named them: "Super Fearless"; and also "Afraid Abby."

Abby and her therapist worked together so that she could express thoughts and feelings connected to each voice and use positive imagery to cope with her worry and fear. We are happy to report that Abby has been "Super Fearless" and sleeping alone through the week.



When school buildings were forced to close as a result of the COVID-19 pandemic, our Linkages to Learning sites hosted parking lot food distributions, organized home food deliveries, and coordinated distribution of additional vital support supplies.

# YOUTH & FAMILY

## Services:

EveryMind is the largest provider of school-based mental health services to youth and families with mental health professionals embedded in 24 Montgomery County school and community locations.

EveryMind's services include family case management, after school programs for both youth and adults, and mental health therapy to strengthen the communities in which we work. EveryMind's Youth and Family Services encompasses over 50 staff across Montgomery County in programs including Linkages to Learning, School and Community Youth Services, and Counseling Services. Our staff provided support for more than 7,111 children and their families in Fiscal Year 20.

Therapists and staff ensured that those families relying on school meal programs received provisions to feed their whole families, performed frontline outreach to deliver food to families with immunocompromised individuals, and continued to serve their communities during the shutdown.



94%

### ***Linkages to Learning parents***

reported learning new ways to become involved with their child's education and 89% reported becoming more involved in their child's school community.



90%

### ***clients reported improvement***

in their relationships with family or friends due to services received.



85.7%

***clients reported improved self-esteem.***



Over

75K

***meals were distributed.***

# EARL'S

Story:

**A**fter years of alternating between living on the streets, in shelters and couch surfing, Earl had little hope and even less trust that anything could be done about his situation.

He erroneously believed he had been dishonorably discharged from the military and therefore could not access the healthcare and mental health services he needed. When our Homeless Outreach team met Earl, he was panhandling and relying on food stamps to get by and living unsheltered in our community.

With the support from our team, Earl was connected to the right resources. Today, he has a home and is looking for work.

The misunderstanding regarding his separation from the military has been cleared up and he is getting the health care he needs. Earl tells all his peers still experiencing homelessness how important it is to be connected with an Homeless Outreach Case Manager because of all they did for him.



# ADULT & COMMUNITY

## Services:

EveryMind serves some of our community's most vulnerable adults by providing support along a continuum of care for those experiencing homelessness or those who were formerly homeless individuals and need help to maintain their housing.

In addition, EveryMind matches community volunteers to work alongside adults with a mental illness or disability who need help managing their federal benefits. And isolated and homebound older adults are also matched with community volunteers to provide ongoing and regular companionship and social connectedness.

During Fiscal Year 2020, Everymind's Adult Services served 583 clients. These clients continued to receive regular support during the pandemic with in-person and socially distanced visits, representative payee services, and outreach to homeless communities. EveryMind's volunteer force and staff continue to perform frontline services to the community by seeking out creative solutions to ensure that every client's mental wellness is supported.



# 1,320

**hours of street outreach**

conducted by Homeless Outreach Services case managers.



# 100%

**Friendly Visitor Clients**

reported being better able to cope with their loneliness.



# 83%

**of Representative Payee Clients**

reported their stress about finances was reduced due to the program's volunteer support.

# CRISIS PREVENTION & INTERVENTION

## Services:

EveryMind operates the 24/7 hotline in Montgomery County and serves as 1 of 6 call centers in Maryland for the National Suicide Prevention Lifeline. Our hotline offers supportive listening, information and resources and crisis intervention through phone, text and chat services to residents of all ages.

In Fiscal Year 2020, we answered 17,991 calls and 5,232 texts and chats. EveryMind staff and volunteers, working 24 hours a day, 7 days a week, conducted 4,197 suicide screenings - nearly double the amount of the previous year.

As a result of the pandemic, EveryMind's hotline saw dramatic increases in use. This prompted County Councilmembers to unanimously vote to extend CARES funding to EveryMind, allowing us to hire additional call and text/chat specialists to respond to the increased demand in call, text and chat volume during the lockdown.

# SERVINGTOGETHER

## Services:

**ServingTogether, EveryMind's commitment to veterans, service members and their families, has successfully delivered a system of care coordination for nearly a decade.**

This system promotes the mental and physical wellness of those in the military and veteran community. ServingTogether is unique for its data-driven, high touch, virtual model that brings together service providers, organizations, and local governments into one network through collaboratives and events, capacity-building partnerships, and industry-leading trainings to streamline and maximize services delivered to the military-connected population.

Through one on one peer navigation, individuals and families are connected with essential resources across over 20 social determinants of health such as food, benefits navigation, housing and shelter, employment, and mental and behavioral health. As one of 17 AmericaServes Communities for the Institute for Veteran and Military Families, ServingTogether pulls from a national framework of partners and providers to ensure sustainability and successful outcomes for our clients.

Laura Laskofski, Education and Advocacy Manager and Ann Mazur, CEO at the NBC4 Health and Fitness Expo



## TWO YEAR SNAPSHOT

Serving **17 counties and D.C.** with a veteran population of **341,200**



**1,307**  
Unique Clients



**2,735**  
Service Requests



**96**  
Participating Organizations



**233**  
Unique Network Users



## JUAN'S

Story:

**J**uan, a Marine Veteran, heard about ServingTogether from a friend and reached out to us at the beginning of October. After speaking with a ServingTogether Peer Navigator and completing the intake process, Juan shared that he and his children had been living in a homeless shelter since January.

Juan's unemployment checks halted a few weeks earlier and he ran the risk of losing what little stability he and his children had. ServingTogether worked with Juan on a get well plan. They helped Juan to fill out paperwork and provided a reference for him so that he and his family could be placed at Shelter to Shutters.

A referral was then sent to EasterSeals Homeless Veteran Reintegration Program where Juan, with help of his Veteran Employment Specialist, worked on a career path for him. Another referral to Alliance Inc., with a letter of recommendation from ServingTogether, allowed Juan to enroll and complete the HVRP Truck Dispatch School training course. Juan is now a licensed dispatcher and is stably housed with his children.



# GIVING

## Back

Our sincerest thanks to our donors, contributors and volunteers who share EveryMind's vision and commitment to strengthen communities and empower individuals to reach optimal mental wellness. EveryMind's work is fueled by your dedication and support in making a difference in the lives of the most at-risk and vulnerable members of our communities.

Thank you for partnering with us to be a lifeline to the children, adults, families, veterans and older adults EveryMind serves.

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Layal Younes  
Corina Zisman

2020  
Point-in-Time





## Here are ways to support EveryMind's mission and help make our work possible:

### Direct Giving and Automatic Monthly Contributions

Visit our website at [Every-Mind.org](https://Every-Mind.org) to donate

### Become an EveryMind Volunteer

Visit [Every-Mind.org/get-involved/volunteer](https://Every-Mind.org/get-involved/volunteer) for details

### Estate and Legacy Planning

### Peer-to-Peer Fundraising

Birthday and personal sponsorship campaigns

### Workplace Giving and Matching Programs

Contact your HR department for information

### Amazon Smile, United Way and Combined Federal Campaign (CFC)


**amazon**smile  
You shop. Amazon gives.



 301.424.0656

 301.738.1030

 [info@Every-Mind.org](mailto:info@Every-Mind.org)

 1000 Twinbrook Parkway  
Rockville, MD 20851

### EveryMind Montgomery County Hotline

Phone/Text: 301.738.2255

Chat: [Every-Mind.org/chat](https://Every-Mind.org/chat)

### ServingTogether Veteran Peer Navigator

1.855.738.7176

[ServingTogetherProject.org](https://ServingTogetherProject.org)

### National Suicide Prevention Lifeline

1.800.273.8255



**EveryMind.**  
Your mental wellness.  
Our mission.

To learn more about our mission, services, or ways to get involved, please visit us online at [Every-Mind.org](https://Every-Mind.org)