



# Newport Mental Health

**ANNUAL  
REPORT  
2023**







## Who We Are

Founded in 1964, Newport County Community Mental Health Center provides trauma informed evidence-based services. We welcome children, adolescents, families, and adults who are experiencing problems with mental illness, substance use, or stress in their lives, who would benefit from counseling and other behavioral health services and supports. Our person-centered recovery approach to care offers a chance to achieve a better quality of life and recovery from emotional illness.

## Our Mission

The Mission of Newport Mental Health is to improve the lives of children, adults and families living and working in Newport County by providing the highest quality, recovery-oriented, evidence-based and integrated mental health and substance use care.

## The Newport Mental Health Difference

### **PERSON-CENTERED CARE RECOVERY**

Person-centered care is a way of thinking and doing things that sees the people using health and social services as equal partners in planning, developing, and monitoring care to make sure it meets their needs.

### **OUTREACH AND ENGAGEMENT**

It is essential to meet individuals where they are. This means that we allow them to make changes when they are ready. We take whatever time we need to build rapport, trust, and hope with every individual we serve.

### **COLLABORATION**

We work to honor our clients' wisdom, recognizing that they are the experts on their own lives.

### **AUTONOMY**

We believe in empowering our clients and honoring their choices.

### **COMPASSION**

Empathy and understanding is at the center of everything we do.

### **COMMUNITY CONNECTION**

Community is not just an entity or a group of people; it's a feeling of connection to others, acceptance for who you are, and support.

## FROM THE PRESIDENT & CEO

Dear Friends, Staff and Community Partners,

As you may have heard, I stepped down as President and CEO on February 24, 2024 after a rewarding 40-year career leading behavioral health organizations in four states. It has been 10 wonderful years as CEO of Newport Mental Health, serving the behavioral health needs of people living and working in Newport County. In that time, we expanded the services provided, increased the quality and number of people served, and more than doubled the size of our organization.



The most rewarding part of my work has been to assist Newport Mental Health in its mission of addressing the many unmet needs of our communities by providing high-quality mental health services. I am leaving behind a mission-driven, capable Board of Directors and management team to carry on the good work of our organization. Most importantly, you can rest assured that the organization is left in the extremely capable hands of our new President & CEO, Dayna Gladstein. We have worked together as excellent partners over the past four years.

Some of the accomplishments I am most proud of include:

- Creating a culture of recovery, inclusion, and values of never giving up and doing whatever it takes to help those suffering with behavioral health disorders.
- Having a stable financial underpinning so that Newport Mental Health can continue to improve quality and access to high-quality mental health and substance use services.
- Having a Board and management team that executes a vision of what a high-quality behavioral health service provider must be.
- Learning of the federal Certified Behavioral Health Clinic program that expands research-based community behavioral health services and having the support of our Board to not only bring the highly competitive and transformational program to Newport but to the entire state.
- Providing 24-hour emergency services, same-day access to mental health and substance use treatment, research-based care, and becoming the only place someone can turn to get help when they need it most. Great partnerships in the formation of a No Wrong Door behavioral health system of care, where NMH is the "big 24-hour door" where you can turn and either receive care from us or be supported until we get you to the right services and supports for your individual needs.
- During the COVID Pandemic, Newport Mental Health never stopped providing services. We were one of the only communities where people who were unhoused would not only have a roof over their head but get the specialized services and supports they needed.
- Finding a new location to better provide and expand our services.

These accomplishments would not have been possible without the incredible dedication of our staff and the leadership support of our Board, especially the dedicated Board Chairs Judy Jones, Judge Stephen Erickson (ret.) and Joyce Kirby. Without their support, guidance, and governing accountability, I would not have been as successful.

I am confident that the good works of Newport Mental Health will continue to flourish under the capable leadership of Dayna, our staff, and our Board. Thank you for everything.

Jamie LeHane  
President & CEO

## FROM THE CHAIR OF THE BOARD

Dear Friends of Newport Mental Health,

Thank you for your support of Newport Mental Health over the past year. As I write my final message as Chair of the Board of Directors, I am grateful to my fellow directors, our CEO, Jamie Lehane, and the entire Newport Mental Health team for their work toward the tremendous achievements that have come to fruition in the past year. I believe that these recent actions will improve and expand mental health services to the communities served by Newport Mental Health.



Nine years ago, Newport Mental Health adopted a flexible Strategic Business Plan that included the aspirational goal of becoming a Certified Community Behavioral Health Clinic (CCBHC), a designation that brings improved funding along with expanded programs and stringent quality metrics. For the past four years, Newport Mental Health has received federal grants to help us prepare to become a CCBHC. In 2023, the state accepted the program, designated Newport Mental Health as a participant, and formally requested the permanent federal designation that will allow us to significantly expand and improve services. The Board recognizes and appreciates the tremendous amount of work by the staff to achieve this designation and is grateful to our legislative delegation and leadership for their role in making our long-term goal a reality.

In conjunction with the above, Newport Mental Health is making plans for the relocation of the majority of its operations and clinical services. The goal is to make services more accessible by removing barriers, with a focus on access to transportation. A redesigned space, based on an extensive planning study that recommends the best design for improved client and employee experience, is a new and exciting venture. This vision has been in the works for several years and will require support from our community to create a modern, inviting space that is accessible to all and capable of meeting the ever-growing needs of Newport County.

Along with these major initiatives, Newport Mental Health has continued to provide services to the communities we serve with innovative programs including school-based services, 24/7 outreach, walk-in assessments, and public communication and education on behavioral health issues.

In the nearly ten years that I have served on the Board, there has been tremendous growth and improvement in programs and services. This success has been based on thoughtful long-term planning, flexibility in that plan and in operations, and a tremendous amount of hard work by the Board and management working closely together. It also required interest, involvement, and assistance from our local foundations, legislative delegation, and individual community supporters. I am proud to have been a part of this organization and very grateful to have worked with such a wonderful group of people who care about the health and well-being of our community.

Thank you for supporting this wonderful organization and its mission to improve the behavioral health of our community.

Joyce A. Kirby, Esq.  
Board Chair

**It takes a village to manage someone's struggle with mental health. We're fortunate to have Newport Mental Health as our village.**

- Family Member of a Newport Mental Health Client

## BOARD OF DIRECTORS

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## 2023 LEADERSHIP



James M. Lehane III, MPH  
*President & CEO*



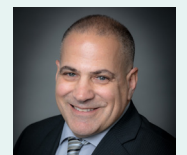
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David Boscia, LICSW, QMHP  
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HEALTHY MINDS • STRONG COMMUNITIES



## FROM THE EXECUTIVE VICE PRESIDENT

Dear Friends, Staff and Community Partners,

I hope this letter finds you in good health and high spirits. I am very excited to be writing to you for the first time, welcoming you to the Newport Mental Health community of care, and sharing with you some of the extraordinary work that takes place every day.

At Newport Mental Health, we believe in a collaborative approach where clients and their families actively participate in their own healing journey while our staff provide support, evidence-based interventions, and expertise. By fostering this interactive approach, we strive to create a care environment that empowers expansion of client choice and voice that helps to make positive life changes.

The individuals and families who seek services deserve immense recognition for their strength and determination. Most of us know, through our own experiences or through the experiences of those we live, love, or work with, how difficult taking the steps toward recovery can be. I am inspired daily with the combination of courage and vulnerability that I see on the faces of those we serve.

Newport Mental Health is not just a place of work; it is a unique space where transformation has taken root through the leadership of Jamie Lehane, the guidance of the Board of Directors, and the dedication of each staff member. We believe in the power of trustworthiness, compassion, and dedication. Our exceptional staff members have proven time and time again that they possess these qualities in abundance. They consistently go above and beyond to provide the best possible care and support *with those we serve*. Together, we create a nurturing environment where everyone, clients and staff alike, feels valued, supported, and empowered.

Newport Mental Health has partnership at the core of its mission and strategic initiatives. We strive to be excellent partners with the wonderful community organizations who share a mission of service: the Dr. Martin Luther King Jr. Community Center, Turning Around Ministries, the Newport County YMCA, CODAC, Hope Recovery Centers, and many more. This collaboration with such strong and dedicated partners, which includes the invaluable support of foundations and individual donors, makes all the difference in reaching goals as an organization and with our clients.

Through these partnerships, Newport Mental Health became one of the first communities nationally to earn the designation of Certified Community Behavioral Health Clinic, provided emergency housing to hundreds of individuals and families during COVID when community-based resources were decimated, and created a real-time behavioral crisis response team called Rhode Island Outreach, in addition to many more programs and services that you will read about on these pages.

I invite you to join us in celebrating the incredible work being done through Newport Mental Health. Whether you are a member of our community seeking services, a partner or potential partner, or simply someone seeking guidance, we welcome you with open arms. At Newport Mental Health, we strive to create a safe and inclusive space where everyone can find the support and understanding they deserve.

Thank you for your continued trust and support. I look forward to connecting with you in 2024 as the new President & CEO. Together, we can make a difference.



Dayna Gladstein  
Executive Vice President

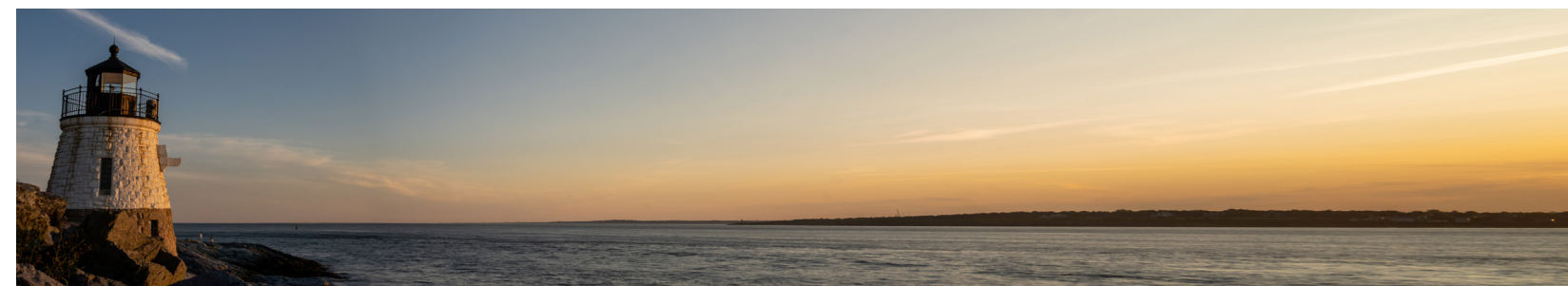


## COMMUNITY PARTNERSHIPS

*Partnerships are critical to Newport Mental Health's work and culture. We are grateful to the following for their partnership to enhance outcomes for the people we serve together.*

988 Suicide and Crisis Lifeline  
Aquidneck Island Clergy Association  
Behavioral Healthcare, Developmental Disabilities & Hospitals (BHDDH)  
BH Link  
Boys & Girls Clubs of Newport County  
Boys Town New England, Bazarsky Campus  
Bradley Hospital  
Butler Hospital  
Carelink  
Child & Family Services  
Church Community Housing  
City of Newport  
City of Newport Prevention Coalition  
CODAC  
Community Care Alliance  
Community College of Rhode Island  
Conexion Latina  
Dr. Martin Luther King Jr. Community Center  
East Bay Community Action Program  
Edward King House Senior Center  
Elks Lodge #104  
Executive Office of Health and Human Services (EOHHS)  
Hasbro Children's Hospital  
Horizon Healthcare Partners  
Horizon Pharmacy  
Integrated Healthcare Partners  
Lucy's Hearth  
McKinney Cooperative Shelter  
Mental Health Association of RI  
Middletown Baptist Church  
Middletown Prevention Coalition  
Middletown Public Schools  
NAMI-RI  
National Council for Behavioral Health  
Newport County Prevention Coalition  
Newport County YMCA  
Newport Hospital  
Newport Housing Authority

Newport Housing Hotline  
Newport Partnership for Families  
Norman Bird Sanctuary  
Office of Rehabilitation Services  
Operation Stand Down  
Parent Support Network / Hope Recovery Center  
Portsmouth Prevention Coalition  
Portsmouth Public Schools  
Rhode Island Coalition for Children & Families  
Rhode Island Coalition to End Homelessness  
Rhode Island Community Food Bank  
Rhode Island Department of Health (RIDOH)  
Rhode Island Housing  
Rhode Island Office of the Health Insurance Commissioner  
Saint Philomena School of the Sacred Heart  
Salvation Army  
Salve Regina University  
South Coast Medical  
South County Health  
Substance Use and Mental Health Leadership Council of RI  
Thrive Behavioral Health  
Tides Family Services  
Tiverton Public Schools  
Town of Jamestown  
Town of Little Compton  
Town of Middletown  
Town of Portsmouth  
Town of Tiverton  
Trinity Village Healthy Living  
Turning Around Ministries RI  
University of Rhode Island College of Nursing  
Veterans Health Administration  
Visiting Nurses of Newport & Bristol Counties  
Washington Square Services Corporation  
WellOne – North Kingstown  
Women's Resource Center  
Zero Suicide Institute





## EMERGENCY SERVICES

The Emergency Services and Open Access Department within Newport Mental Health provides a range of specialized clinical and support services and front-line community work.

*By Brigitte Shaffer, Director of Emergency Services and Open Access*

**Open Access:** *“I’m just going to walk-in today.”*

The decision to get help can be spontaneous. For many, calling to set an appointment can feel like a monumental task. The anticipation of that first appointment can be more uncomfortable than the session itself. Providing the space for “I’m going to just walk-in today,” leads to an immediate connection with a provider, which increases the likelihood of longer-term engagement.

The Open Access Model allows anyone to walk through our doors, without an appointment, and meet with a mental health professional that same day. We assess all individuals, regardless of socioeconomic status, insurance, location, or age.

**Mobile Crisis**

Historically, psychiatric emergencies are managed through 911, police response, and/or in the local Emergency Department. While some situations require these responses, many do not. Our program follows the Substance Abuse and Mental Health Services Administration (SAMSHA) best practices of mobile crisis and of co-response, which endeavors to divert from law enforcement and hospitalization unless absolutely necessary.

We come to you — whether it be at school, home, or another community space. Our Emergency Services Department is fully staffed with 24/7, 365 mobile crisis clinicians who are specially trained in crisis management, de-escalation, and risk assessment for those experiencing a psychiatric crisis.

**Post-Crisis Stabilization:** *“The crisis is over, but I still need help.”*

All individuals and families who receive crisis services, whether it be in-person, or over the phone, will receive post-crisis stabilization services. This program allows our Emergency Services staff to fill the gap between crisis and connection to longer-term care. Crisis stabilization can include clinical support, case management, referrals, and more. We help our clients, new and existing, navigate the systems that can be challenging to take on alone.

**When I got to a crisis point, the quality of the Newport Mental Health staff and the care I received took me from a dark, isolated spot to one where I am able to thrive and flourish. Their unique holistic approach really helped me.**

*- Newport Mental Health Client*



### HERE WHEN YOU NEED US

**Same Day Walk-In Services:**

Adults: Monday - Friday, 9am - 2pm  
127 Johnny Cake Hill Road, Middletown, RI

Children: Monday, Tuesday, Thursday, Friday, 9 am - 2pm  
42 Valley Road, Middletown, RI

**24-Hour Emergency Crisis Call Line**

Newport Mental Health Crisis Line: (401) 846-1213  
Suicide and Crisis Lifeline: 988



## RHODE ISLAND OUTREACH (RIO)

*By Partaja Spann, LICSW, Director of Rhode Island Outreach*

Rhode Island Outreach (RIO) is Newport Mental Health’s behavioral crisis response team, providing care to people in distress throughout Newport County, as well as Bristol and East Providence. The RIO team, fully operational since May of 2023, supports people experiencing high stress and anxiety by combining de-escalation techniques and emotional support, in addition to connecting them with social support services, care items, and psychological support professionals.

RIO is comprised of fifteen medical and behavioral specialists, operating out of three fully equipped vans. All medical specialists are Rhode Island licensed EMTs. RIO’s behavioral specialists are primarily Certified Peer specialists, along with staff who have extensive backgrounds in social services, case management, and de-escalation techniques and interventions.

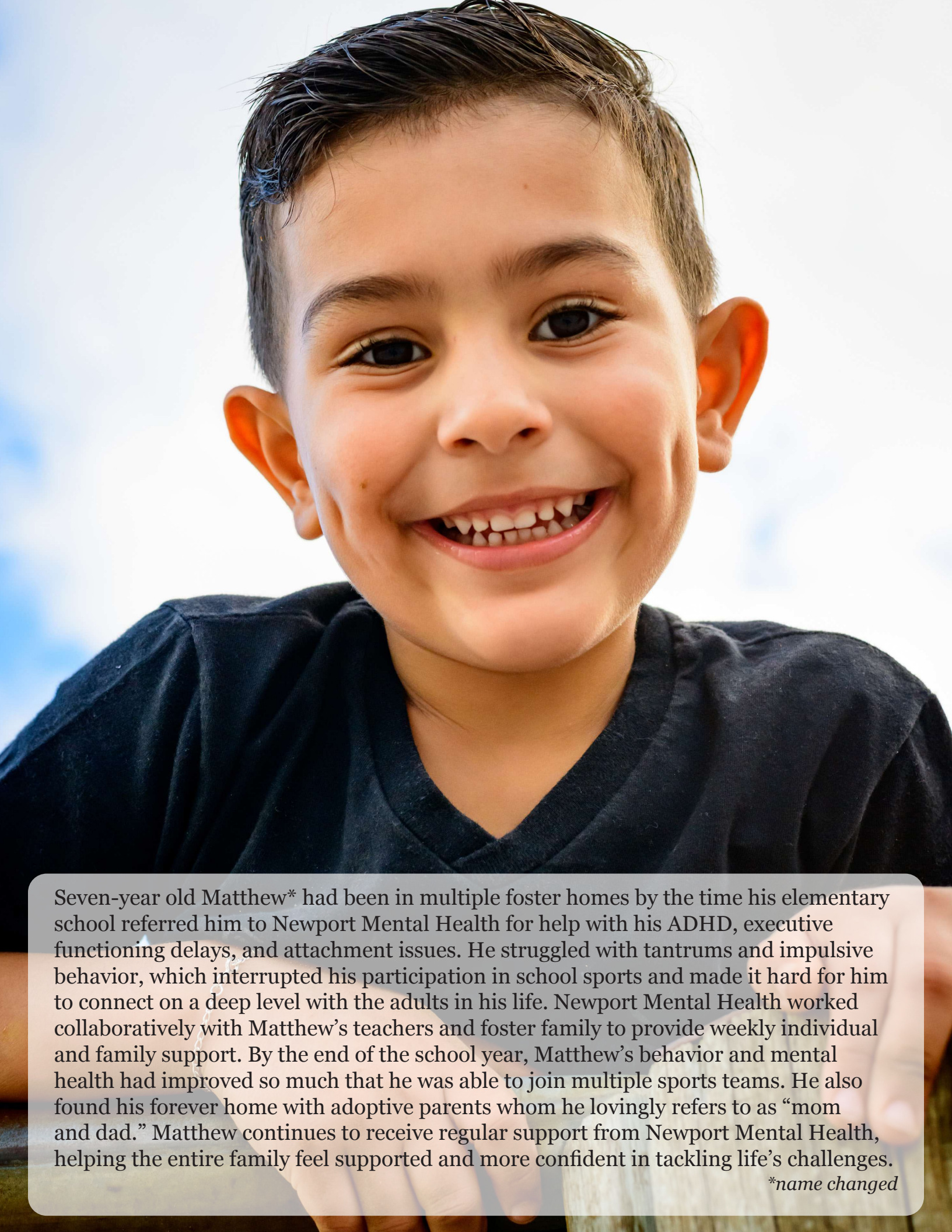
**“Having the RIO team respond to behavioral health emergency calls helps to de-escalate a crisis.”**

On average, RIO engages in about 300 encounters monthly. In November of 2023 alone, RIO responded to 336 encounters alongside an additional 211 follow-ups. Examples of RIO calls can include an individual expressing suicidal ideation, individuals struggling with their substance use or mental health, or individuals in need of basic toiletry items and food, among many other requests. RIO collaborates with the person to connect them with resources and develop a plan that remains strengths-based and matches the client’s level of readiness to achieve their desired goals. RIO has supported several clients this past year by connecting them to primary care physicians, obtaining emergency housing or shelter placement.

RIO is an exceptionally low barrier program for community members to access. A person can access RIO without insurance, without connecting to additional care at Newport Mental Health, and even without telling us their name if, at first, they are not comfortable doing so. RIO also does not require individuals to come to Newport Mental Health or schedule appointments to be seen. The RIO team goes out into the community and meets an individual where they are, whether housed or unhoused.

The RIO team operates seven days per week between the hours of 7am and 11pm. The team also spends time performing preventive outreach in the community. This involves the team being present at several of the community meal sites, warming centers, and neighborhood organizations that provide resources to vulnerable populations. RIO’s presence in these places means we can engage with individuals and be present at the onset of a crisis, mitigating the effect the crisis may have on the individual by getting ahead of it. “Having the RIO team respond to behavioral health emergency calls, instead of police, helps de-escalate a crisis,” says Newport Mental Health President & CEO, Jamie Lehane.

One of RIO’s greatest successes has been developing a reputation and presence within the Aquidneck Island and East Bay communities. The team has worked to build rapport and trust within the community so, when concerns arise, both clients and community members are knowledgeable about RIO and feel comfortable reaching out for services.



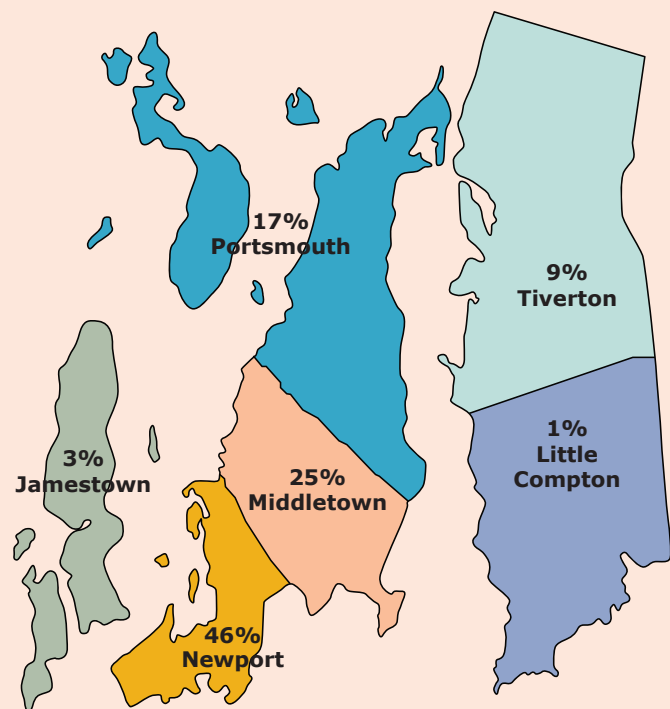
Seven-year old Matthew\* had been in multiple foster homes by the time his elementary school referred him to Newport Mental Health for help with his ADHD, executive functioning delays, and attachment issues. He struggled with tantrums and impulsive behavior, which interrupted his participation in school sports and made it hard for him to connect on a deep level with the adults in his life. Newport Mental Health worked collaboratively with Matthew’s teachers and foster family to provide weekly individual and family support. By the end of the school year, Matthew’s behavior and mental health had improved so much that he was able to join multiple sports teams. He also found his forever home with adoptive parents whom he lovingly refers to as “mom and dad.” Matthew continues to receive regular support from Newport Mental Health, helping the entire family feel supported and more confident in tackling life’s challenges.

*\*name changed*



# OUR IMPACT

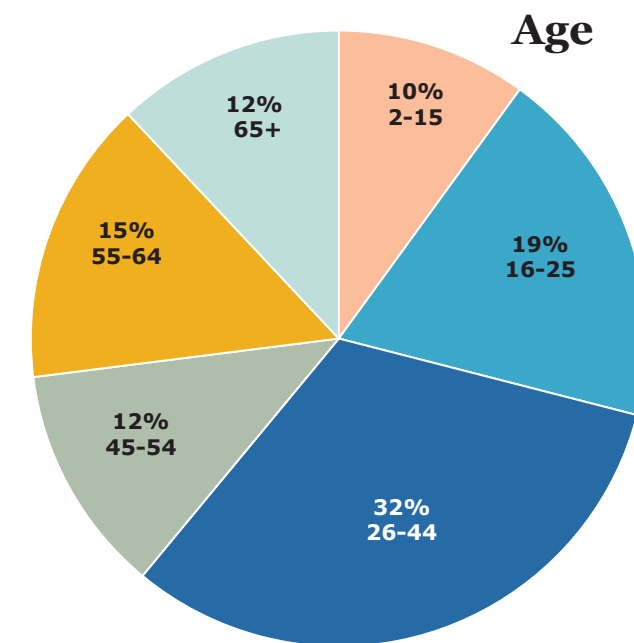
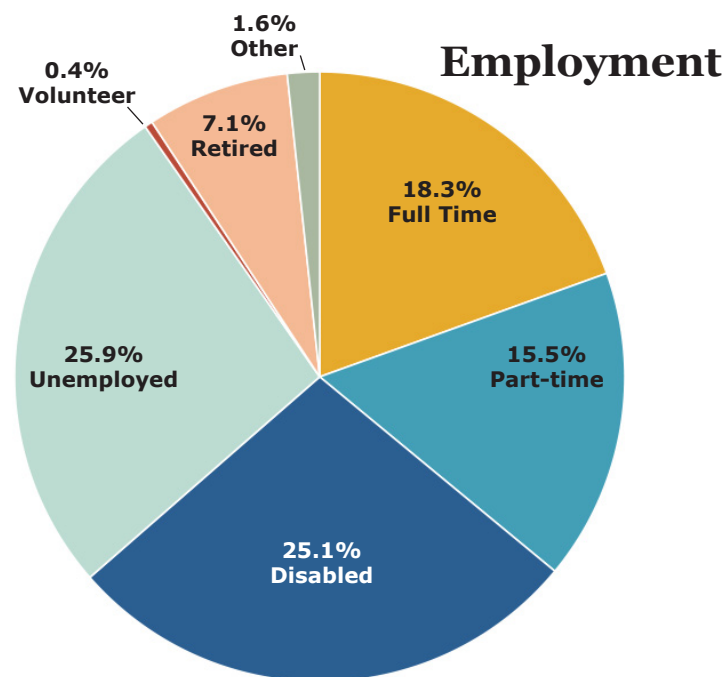
## Meeting People Where They Are



**119,319**  
Total Engagements Across  
Newport County

**4,311**  
Rhode Island Outreach  
Community Interactions

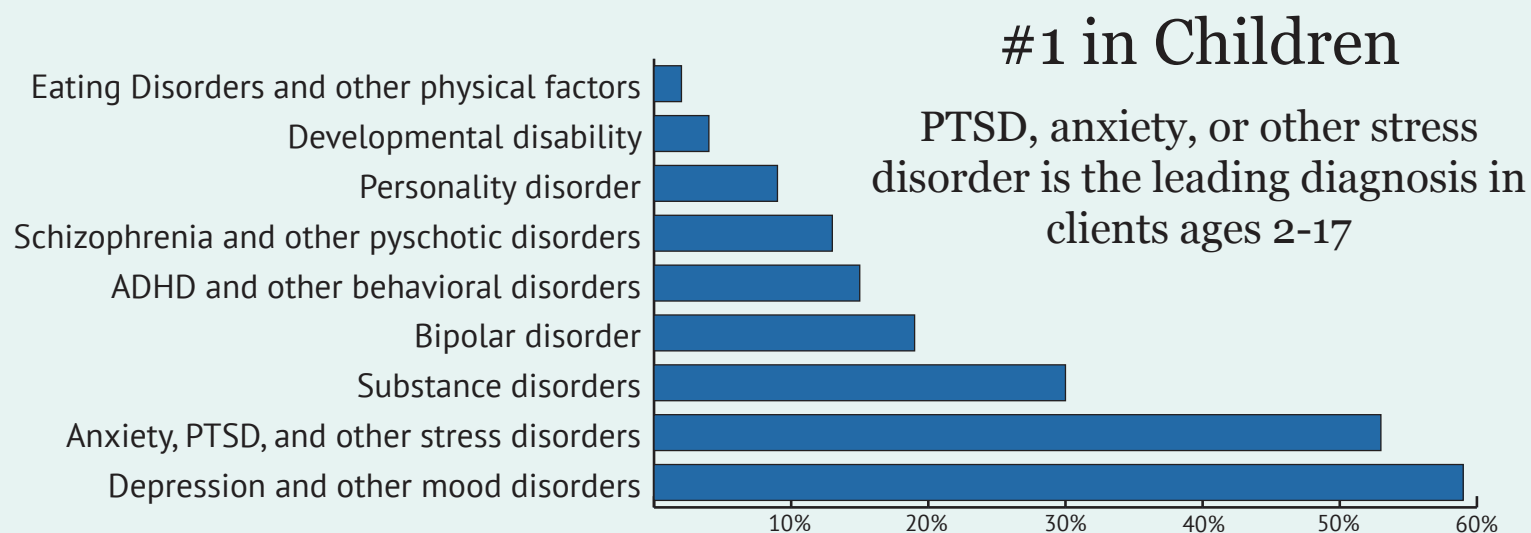
## Who We're Helping



## Snapshot of Our 2,250 Clients

- Hispanic/Latino 9.2%
- Black/African American 9.8%
- High School Diploma/GED 33.9%
- College/Advanced Degree 23.9%
- Veteran/Active Duty 2.9%
- Medicare Recipient 22.7%
- Commercial Insurance 17.0%
- Female 50%
- Male 47%
- LGBTQ+ 3%

## What We're Treating



## How We're Helping

- 24/7** Availability of our crisis help line
- 2 Days** Average wait time from first engagement to second contact
- 0** Number of clients on any waiting list



## GOLF TOURNAMENT RAISES \$110,000



On June 19, 2023, golfers and supporters gathered at The Aquidneck Club for Newport Mental Health’s 9<sup>th</sup> Annual Charity Golf Tournament, *Drive for Mental Health*. Thanks to the generous support of our golfers and sponsors, in particular lead sponsor Horan Building Company, the tournament raised \$110,000.

“Last year, Newport Mental Health provided over \$1,000,000 in free or reduced-cost care to local residents,” says CEO & President Jamie Lehane. “We believe that quality healthcare is a right for everyone. People should not have to endure mental anguish, and the suffering and pain that come with it, simply because they don’t have the disposable income to pay for such care. This event goes a long way to helping us fulfill our mission.”

At the post-golf dinner, the crowd heard inspirational stories from guest speakers Brigitte Shaffer, a clinician with Newport Mental Health’s emergency services, and also from the mother of a young adult with mental illness whose life was saved, and who continues to be served, by Newport Mental Health’s comprehensive, wrap-around services.

## SEAHAWKS SKATE FOR MENTAL HEALTH

On Nov. 11, 2023, the 3<sup>rd</sup> annual Mental Health Awareness Night organized by the Salve Regina University Men’s Ice Hockey Team raised more than \$4,000 in support of Newport Mental Health’s mission. In front of a packed arena, the Seahawks defeated Wentworth Institute of Technology 3-1.



Dayna Gladstein, Executive Vice President of Newport Mental Health, participated in the ceremonial puck drop and thanked the team for their enthusiastic support. “By coming together at events like this,” she said, “we show that we care, that we’re here for one another, and that no one is alone on their journey to well being. Together, we can make a difference and create a future where mental health is prioritized and supported.”



“It gives me peace of mind to know there is a place where I can get help by simply walking in or calling. I was paired with a therapist who understood PTSD and me. She knew I was interested in the arts, and she used art therapy to help me talk about traumatic events in my past. NMH has a whole team working on my behalf. I’m really grateful.”  
 - Newport Mental Health Client



# GALA RAISES \$220,000

With stunning Newport views as a backdrop, generous supporters opened their hearts and contributed more than \$220,000 during Newport Mental Health's 9<sup>th</sup> Annual **Rock the Mansion** Gala on October 5, 2023. Held at the Eisenhower House, guests arrived in time to enjoy cocktail hour during a beautiful sunset overlooking views of sailing vessels and departing cruise ships, before moving inside a festive tent for a three-course dinner from McGrath's Clambakes and Catering. Live music plus abundant live and silent auctions rounded out the fun-filled evening.

Title sponsor J2 Construct was honored for their generous support for the third year in a row before Rep. K. Joseph Shekarchi (D), Speaker of the RI House of Representatives, delivered introductory remarks. He congratulated Newport Mental Health for being one of three organizations designated as a Certified Community Behavioral Health Clinic by the State. He also reiterated his support of mental health initiatives.

The founders of the Lobby Muddy Fest, a fundraiser held during the summer in Newport, kicked off the Fund-A-Need paddle raise with a \$15,000 donation and offered matching funds for \$1,000 and \$250 donations. At the end of the evening, they presented NMH with a total donation of \$22,000.

*Opposite page, clockwise from top right: Guests pose on the steps of the Eisenhower House during cocktail hour; Representatives of the Lobby Muddy Fest present Newport Mental Health President & CEO Jamie Lehane with a check for \$22,000; Guests enjoy dancing to the music of DownCity Band; Guests at Rock the Mansion participate in a live auction.*  
*Photos by Julie Maraziti Photography.*



NEWPORT MENTAL HEALTH'S ANNUAL FUNDRAISING EVENTS

# SAVE THE DATE

**DRIVE FOR MENTAL HEALTH CHARITY GOLF TOURNAMENT** MONDAY **17** JUNE 2024  
The Aquidneck Club

**ROCK THE BEACH CHARITY GALA** THURSDAY **19** SEPTEMBER 2024  
Newport Beach House



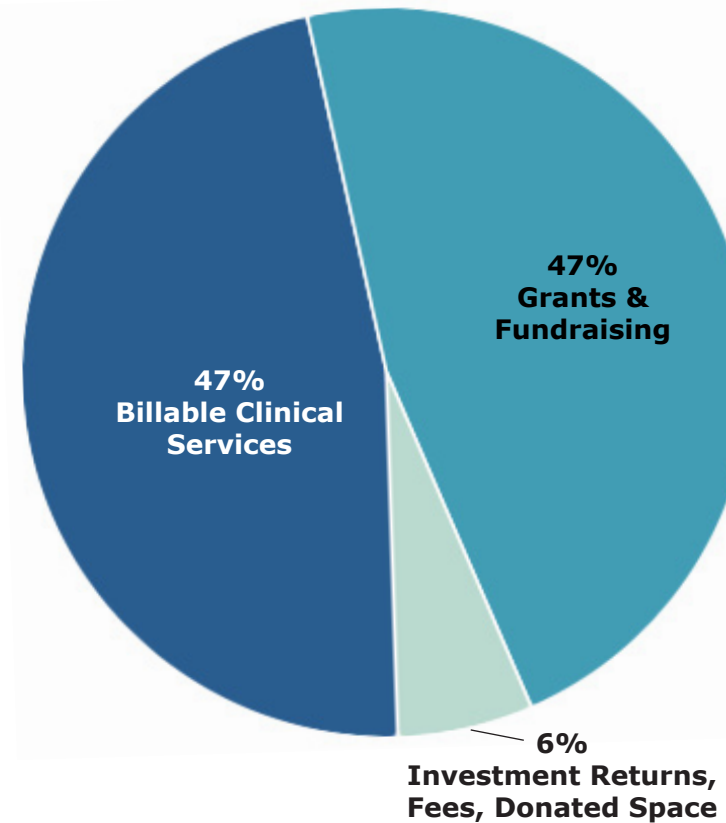


Donna,\* an Army veteran in her 30s, enrolled in Newport Mental Health services through our Veterans' Outreach program. Both Donna and her wife struggled with social anxiety and other mental health issues, but neither had veterans' benefits. Newport Mental Health staff worked with Donna to document her service connection so she and her spouse could receive care through the Veterans' Administration. Donna continues to receive her mental health care at Newport Mental Health, where she also participates in our new Veterans' Support groups. She now uses public transportation to participate in veterans' events across the state.

\*name changed

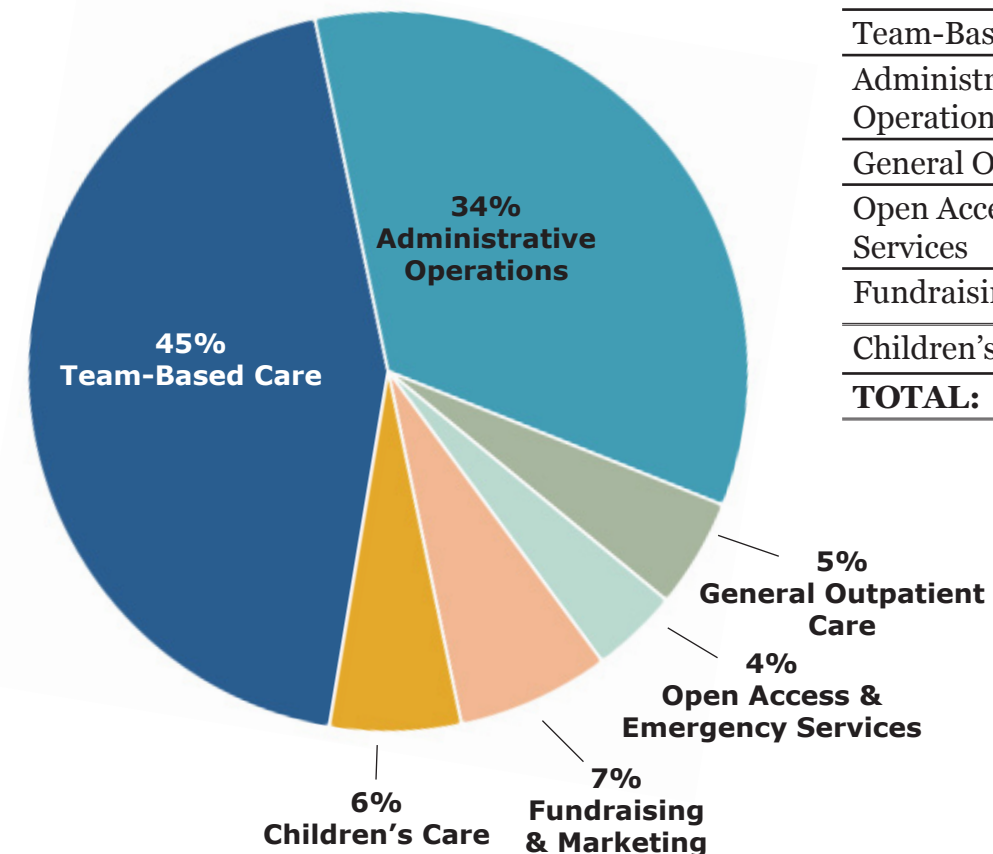
# FISCAL YEAR 2023 FINANCIAL STATEMENT

July 1, 2022 - June 30, 2023



## Revenue

|   |                      |
|---|----------------------|
| Billable Clinical Services                  | \$ 7,807,561         |
| Grants & Fundraising                        | \$ 7,731,804         |
| Investment Returns, Fees, and Donated Space | \$ 1,059,057         |
| <b>TOTAL:</b>                               | <b>\$ 16,598,422</b> |



## Expenses

|                                  |                      |
|----------------------------------|----------------------|
| Team-Based Care                  | \$ 7,361,016         |
| Administrative Operations        | \$ 5,581,702         |
| General Outpatient Care          | \$ 748,385           |
| Open Access & Emergency Services | \$ 689,856           |
| Fundraising & Marketing          | \$ 1,128,250         |
| Children's Care                  | \$ 942,968           |
| <b>TOTAL:</b>                    | <b>\$ 16,452,177</b> |



# THANK YOU TO OUR GENEROUS SUPPORTERS

Thank you to our many remarkable donors who made gifts between January 1 and December 31, 2023. Your compassion and support makes it possible for our staff and clinicians to meet the ever-increasing need for mental health services in Newport County, regardless of an individual's ability to pay.

In 2023, generous individuals, businesses, and grant funders provided Newport Mental Health with more than \$7,731,800 in grants and donations. Thank you for believing in our mission.

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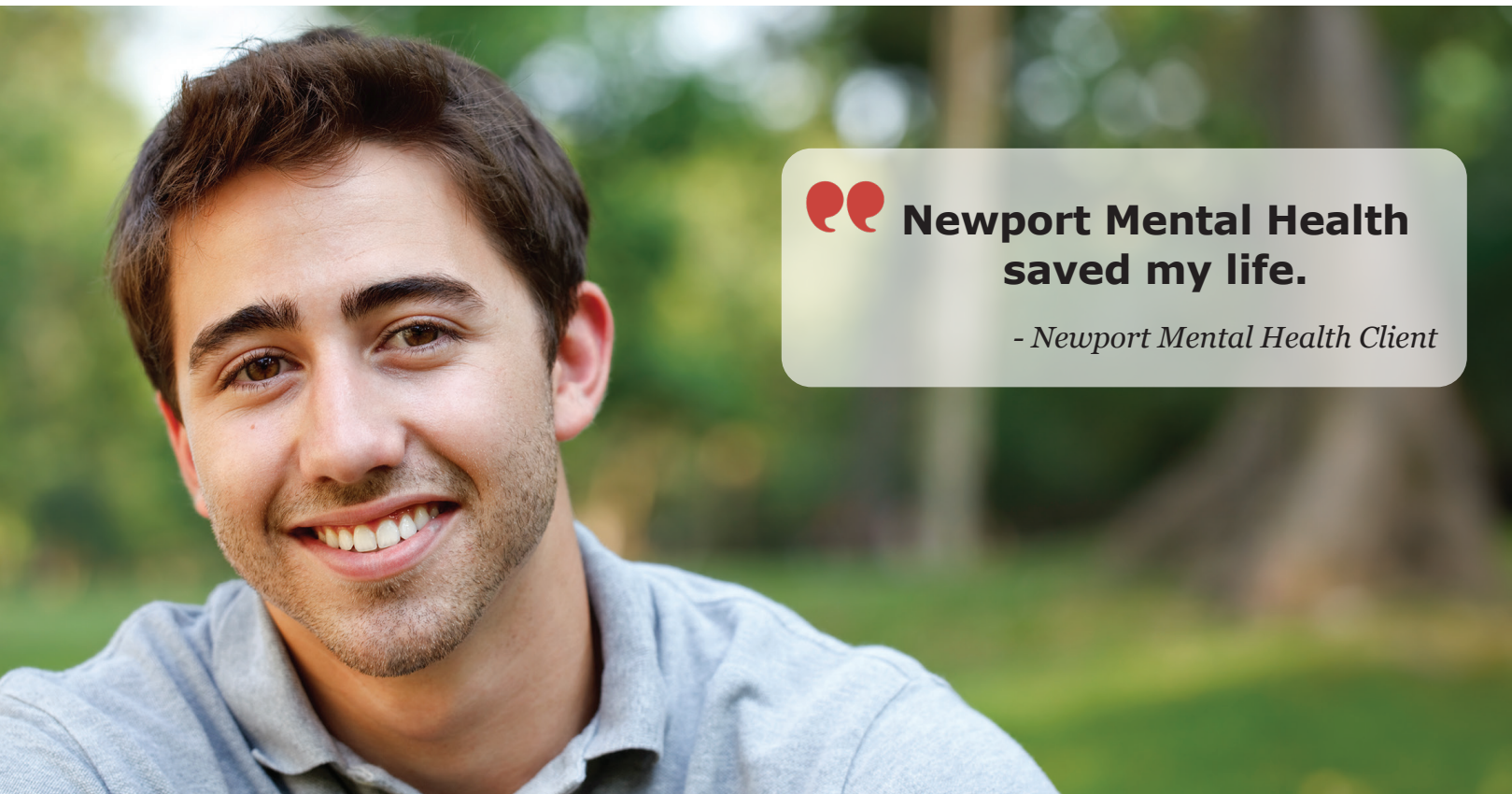
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*Every effort was made to ensure the accuracy of this list. We apologize for any errors or omissions; thank you for your understanding. Please contact Susan Piacenti, [spiacenti@newportmh.org](mailto:spiacenti@newportmh.org), with updates.*





# Newport Mental Health

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Newport Mental Health's work is made possible by like-minded and passionate individuals, businesses, and grant funders who share our belief that all people deserve the highest quality mental health and substance use care, regardless of their insurance status or ability to pay. You make a difference in the lives of the people of Newport County by donating, spreading awareness of our work, and connecting with us. Thank you.

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