



The
EDINBURG
CENTER



RIISING TO THE CHALLENGE
2021 annual report



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HISTORY, MISSION & VALUES

The Mission of The Edinburg Center is distinguished by our longstanding belief that all persons have the potential to learn, the capacity for change and the right to live a meaningful life in the community of their choice. Our mission is to provide an array of innovative services which promote personal growth and independence, foster hope and enhance the quality of life for children and adults with mental health challenges, co-occurring substance use disorders, developmental disabilities or brain injuries.

The Edinburg Center has been in operation since 1977. We are a not-for-profit 501(c)(3) human service organization headquartered in Bedford Massachusetts. We have 400 employees and provide services to approximately 2500 people across Middlesex and Essex Counties each year. The Center serves individuals of all ages, gender, ethnicity and race and remains committed to acknowledging and honoring the fundamental value and dignity of all individuals. Under the guidance of our Diversity, Equity and Inclusion Committee, the Center strives to lead an agency wide agenda that challenges all aspects of racism, oppression, and institutional injustice in our communities. To learn more about the range of services that we provide at The Edinburg Center, please visit our website at www.edinburgcenter.org.

LETTER FROM PRESIDENT AND BOARD CHAIR

Dear Friends,

This year's Annual Report is dedicated to the theme of "*Rising to the Challenge*." Within these pages you will find stories about how The Edinburg Center faced the critical challenge presented by the COVID-19 pandemic and together with our state and government partners, rose to the challenge, and continued to provide essential services for people who depend on us. The Center continued to deliver services in the safest way possible, while also developing innovative new programs which emerged from the needs of our communities. We worked tirelessly to support our greatest asset of all, our amazing and essential employees.

Last year marked a challenging year for our Diversity, Equity and Inclusion work at the Center. The COVID pandemic highlighted already existing health inequities and disparities for people of color, who were statistically more likely to hold front line essential worker positions, hence increasing their exposure to COVID. Additionally, these employees of color were subject to the real threat of racial violence in their communities and pervasive institutional racism in our society. This "double jeopardy" of racism and COVID created a particularly difficult experience for our diverse community. The DEI Committee created listening forums for people to talk about the issues of racism, privilege, and injustice as we worked to build a community where everyone was valued for their unique contributions and where differences were understood, respected and celebrated. Diversity, Equity and Inclusion work will continue to be a critical focus of the Center in the years ahead.

One of the sections in this annual report describes our Meaningful Whole Life service for individuals living in our residential programs. This innovative approach born out of the need to keep people safer during the pandemic has created new opportunities for so many of the people we serve to pursue their personal hopes and dreams. It has been a true highlight of our work, inspiring all of us during these very challenging COVID years. You will also find information about two other programs that have risen to the challenge by developing new services for young people with mental health and behavioral challenges. Last year, the Center held a new fundraiser that we expect to become an annual tradition, our first annual art show "*Celebrating Art and Creativity in the Park*." We believe in the power of art to promote creative expression that empowers and transforms, and we look forward to our second annual Art Show fundraiser in the fall of 2022.

In the spirit of *Rising to the Challenge*, thank you for your interest and your support. Please know that your generosity helps us to rise to the challenge every day to support the hopes and dreams of thousands of people. With your support, we strive to help the people we serve at The Edinburg Center to live lives full of dignity, achievement, and hope.

Sincerely,



A handwritten signature in black ink that reads "Patti Maguire".

Patti Maguire
President & Chief Executive Officer



A handwritten signature in black ink that reads "Russell T. Kopp".

Russell T. Kopp
Board President

LEADERSHIP OF THE ORGANIZATION

BOARD OF DIRECTORS

Russell Kopp	Board Chair
Diane Stone	Vice Chair
Paula Kopp	Clerk
Kit Lilly	Treasurer
Patricia Farnsworth	Director
Betsey Eltonhead	Director
Kathleen Federico	Director
Jody Crowley	Director
John Gatto	Director
Sarah Idelson	Director
Jeffrey Selberg	Director
Vincent Pina	Director

LEADERSHIP TEAM

Patti Maguire, LICSW	President & CEO
Todd Maio	Chief Financial Officer
Miriam Goodman, MD	Chief Medical Officer
Kathleen Doherty	Executive Vice President
Lynn Bishop	VP, Developmental Disability Services
Catherine Colby	Director of Personnel & Administration
Elaine Farash, LICSW	VP, Clinical Services
Vicki Fredrickson, LICSW	VP, Mental Health Services
Cindy Taylor	Controller
Funmi Yusuf	Director of Development & Communications

THE EDINBURG CENTER THROUGH COVID-19



The Edinburg Center, like all human service agencies across the country, faced significant challenges in providing services to persons served at the onset of the COVID-19 pandemic. Many of the people we serve have higher risk medical conditions making them additionally vulnerable to COVID-19. Considering the nascent and unpredictable nature of the virus, we knew we had to continue to serve people who depended on our support in the safest way possible. While some of our programs switched to telehealth services in response to the Governor's requirement to close non-essential businesses, most of our programs continued to provide in person, face-to-face services. Agency leaders met daily to deliberate on how to respond to challenges and implement strict infection control practices to reduce the spread of this new virus.

Our employees were remarkably resilient, brave and dedicated to the people served, even to the point of putting themselves in harm's way to deliver essential services. Hazard pay was provided to employees working in residential programs and all employees received COVID-19 appreciation bonuses to recognize their heroic work. Additional actions were taken to support the agency. These included: implementing new technology to support video conferencing and telehealth, creating a "boots-on-the-ground" employee outreach and support plan for anyone who was recovering from COVID or working in a residential program during a mandatory quarantine, installing new outdoor patios to allow safer contact between people and their families, enhanced cleaning protocols in every location, conducting COVID surveillance testing, and working closely with local Boards of Health to report infections, establish quarantines, conduct contract tracing and follow all public health guidance.

To get ahead of the virus spread, we requested to be an early vaccine administration center in January 2021. We held 11 vaccine clinics and provided 1600 vaccines to nearly 700 people.

Through the trying initial phases of the pandemic and the delivery of human services, many employees and persons served contracted COVID-19 and sadly, we experienced several deaths in our very close-knit community.

DIVERSITY, EQUITY & INCLUSION TURNING POINT/MILESTONES

The Edinburg Center has never been quiet about its commitment to diversity, equity and inclusion (DEI). After the murder of George Floyd and the protests it sparked across the country, the Diversity Committee, initially established in 1999, increased the frequency of meetings, and encouraged all employees of the Center to attend weekly virtual meetings. The purpose of these meetings was to provide people an opportunity to talk about racism, injustice, and the impact on our coworkers, our entire community and ourselves. In an effort to be more inclusive and create greater understanding of our unique cultures and experiences, the Diversity Committee reestablished its mission to address issues of racism, privilege, and equity with a wider group of regular and drop-in committee members. Over the past year, this committee held a number of agency-wide virtual coffee hours for people to share their personal stories. The Committee also conducted an agency-wide survey on how the work of the Committee could benefit all employees, identified training needs for staff and other ways to improve racial equity across the organization.

“Many Organizations are hesitant to bring up diversity as a topic of discussion, let alone address it. At The Edinburg Center, diversity is not only discussed and addressed; you can really see the open dialogue and genuine conversation between people.”

Jen Thompson, Senior Director, IDD/ABI

The culmination of the work done this year by the Diversity Committee led to the development of a short video dedicated to the diverse and welcoming community at the Edinburg Center. Please visit www.edinburgcenter.org/videos to watch the full video.



NEW PROGRAM/SERVICE HIGHLIGHTS



Our Meaningful Whole Life (MWL) program is a new service at the Center designed to help people served identify their personal hopes and dreams and inspire them to live fully each day. Initially designed to keep people safer during COVID-19, MWL has turned out to be a better way to deliver services, and is creating life-changing opportunities for our people, who we call members. MWL members are living their lives as they choose, without barriers, and with the support of their friends and families.

Meaningful Whole Life is a fully person-centered approach to serving people who live in one of our residential programs for people with developmental disabilities or acquired brain injury. This new approach has been met with the full support and appreciation of leaders at the Department of Developmental Services (DDS).

“The Meaningful Whole Life program reinvigorated everyone during the most challenging of times. We lost some people, and it could have just been a horrible year, but because we came up with this idea of helping people reach their hopes and dreams, it turned into a hopeful year. MWL is really about making sure that the people we serve are valued and respected, and that we have empathy.”

Lynn Bishop, VP IDD/ABI

To implement our MWL vision, we hired a team of Meaningful Whole Life Champions who make it their mission to seek out and explore opportunities for each member to support them to identify and achieve their dreams. In just the first year of running the MWL program, this program has shown tremendous success. Members attending this program report they are living happier now and are enthusiastic about participating in the MWL program. With our four amazing Champions leading the way, we have seen a member’s dream of singing in front of an audience realized at a WooSox game last summer (See WBZ Radio and WCVB Channel 5 for feature story on Claudia Andrade). Another member has opened an Instagram store to display and sell her crochet works of art. Yet another MWL member is writing a children’s book, which she hopes to publish with the support of a MWL illustrator and editor. A team of budding MWL artists worked with a local professional artist to create a variety of art projects, including two large canvas paintings that were featured at our 1st Annual Art Show. One of them hangs proudly in The Edinburg Center Bedford office for all to see and admire.



“Through the Meaningful Whole Life program, I have learned how to crochet and started my crocheting business, and I really enjoy it. I have sold 3 hats! I am looking forward to increasing my business on Instagram and making more hats.”

Suzanne (person served)

The future of the Meaningful Whole Life program is very bright and we believe this service model will benefit our growing group of members for many years to come. Please visit this link to watch the WCVB special feature: www.edinburgcenter.org/news.

Children's Mental Health Program



Our Children's Mental Health Program has seen growth in new contracts, which have expanded access to innovative community-based mental health services for young people and their families. In the past two years, we have added three unique contracts in partnership with the Department of Mental Health (DMH). Each of these programs provides intensive home-based services to children and families.

Specialty Flex, Intensive Home Based Therapeutic Care, and Brief Treatment are new services within our Children's Mental Health program, which also provides CBHI and Outpatient Therapy services. Each new service is designed to uniquely meet the needs of a child and family by providing an interdisciplinary team of professionals,

consisting of a Board Certified Behavior Analyst, Mental Health Clinician, Therapeutic Support Staff, Occupational Therapist and Peer Staff. The expertise of these new teams has allowed the program to deliver a more comprehensive service that is designed to prevent out-of-home residential placement or unnecessary hospitalization. The early results of these specialized teams have been impressive. Many families are reporting that the multidisciplinary team approach has resulted in a degree of positive change for their family. In 2021, with the addition of these new contracts, the Center was able to provide support for 206 children and their families.

Applied Behavioral Analysis Program

The Applied Behavioral Analysis (ABA) program at The Edinburg Center provides services to children and adults of all ages, most with a diagnosis of Autism Spectrum Disorder (ASD). Our ABA program employs Board Certified Behavioral Analysts (BCBAs) and Behavior Technicians who work as a team to assess the function of behaviors that interfere with everyday life and then teach the person more socially appropriate and adaptive behaviors. The goal is to support the youth or adult to have more successful and independent experiences participating in school, family life or community activities.

“It's like a roller coaster. Some days are “up” and it's easier for me to learn new things. Other days can be hard and stressful, but I use the coping skills I've learned from ABA services to help deal with my emotions. My experience with The Edinburg Center is helping me prepare for adulthood and teaching me how to be more independent.”

Miles (person served)

This past year, our ABA services was the fastest growing program at the Center, which is an incredible accomplishment amidst a COVID pandemic. ABA is not a service that can be delivered via telehealth, so the dedicated staff from our ABA program continued to provide essential services to people in their homes during the peak of the pandemic. During the year, new contracts were developed to provide school-based ABA services to students from the towns of Bedford, Cambridge, Reading and Concord. The ABA Program expanded their DESE/DDS contract to serve more youth referred by the Department of Developmental Services to assure that children with ASD were able to remain living at home with family and able to attend school in their communities. Finally, the ABA program bid on and won a contract with DDS to provide Pre-Engagement and College Navigation services for young adults with Autism who are working towards obtaining a college degree.

1ST ANNUAL ART SHOW

The Edinburg Center held its First Annual Art Show fundraiser on September 25th, 2021 at the Bedford Common in Bedford, MA. The fundraiser attracted more than 100 guests from the town of Bedford and neighboring communities who enjoyed a lovely sunny day, purchased art made by persons served, staff and local professional artists as well as bid on fabulous prizes at the silent auction table.



The event was also brightened by side attractions from a balloon animal artist, on-site art classes offered by a local artist, a highly competitive game of corn-hole and music by a local DJ. Overall, fundraiser attendees had a wonderful time and the event raised more than \$23,000 from sponsors, donations, art sales and the silent auction. All proceeds from the fundraiser will support our Meaningful Whole Life program which provides individuals served with a way to enrich their lives with meaningful opportunities, acquire and harness new skills as well as identify their own path to live with purpose and meaning.



Please see www.edinburgcenter.org/events-gallery for more pictures from the event. The 2nd Annual Art Show Fundraiser will be held in September 2022.

STAFF APPRECIATION PICNIC & ANNUAL SERVICE AWARDS



In order to thank and appreciate the incredible, dedicated, resilient, hard-working and essential staff at The Edinburg Center, we hosted a 2-day Staff Appreciation picnic. The days were full of fun activities, music to make you want to dance, funny team photos, great food, and amazing ice cream at Kimball Farms last June. Following more than a year of working during the pandemic and delivering essential services to the people who depend on them every day, this team deserved to be treated like the Heroes that they truly are. These Staff Appreciation days were dedicated to playing, eating, and enjoying each other's company. In addition to appreciating everyone who attended, we also held our Annual Service Awards and provided special recognition to 13 staff members for their years of service. The Service Awards ceremony was anchored by Katie Colby, Director of Personnel and individual recognition speeches were given by the award winners' supervisor. Congratulations to all the recipients for their tenure with The Edinburg Center. See the next page for the list of Service Award winners:

ANNUAL SERVICE AWARDS FY21

Year ending June 2021

5 Year Awards

Van Tang	Program Assistant	Administration
Sara Eranio	Program Director	BHCP
Nichole Rodrigues	Recovery Coordinator	ACCS
Arthur Walugembe	Counselor I	DD Res
Sara Scully	Lead Administrative Coordinator	ACCS
Marian Awuah	LPN	DD Res

10 Year Awards

Bonnie Allen	Counselor III	Potter Place
Herbert Kibuuka	IT Assistant	Administration

15 Year Awards

Ethan Humphrey	Finance & Benefit Specialist	PACT
Lucy Koinange	Counselor II	DD Res
Beverly Oliveira	Personnel Manager	Administration

20 Year Awards

Anthony Nazaire	Counselor I	DD Res
Madeline Albert	Psychiatrist	DD Clinical

FINANCIALS

FY21 Revenue by Source

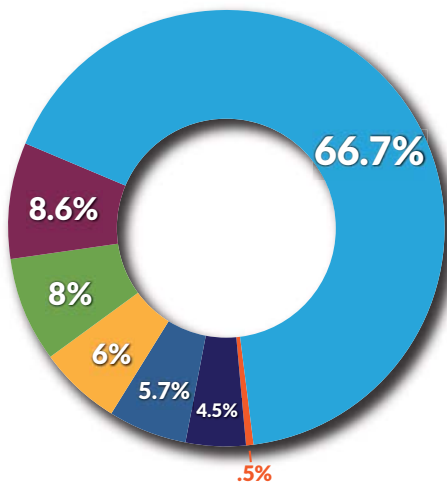
DDS	13,286,307
DMH	10,712,333
MRC	84,041
Other Contracts	359,734
Third Party Revenue	5,657,484
Residential Fees	1,098,996
Donations and Grants	57,982
PPP and Other	2,863,795
	34,120,672

DEMOGRAPHICS SERVED

Over the last 40 years, the Center has provided services to persons whose complex and challenging needs have typically been barriers to successful community living. Based out of Bedford, with major sites in Waltham and Lexington, The Edinburg Center serves 23 communities west of Boston and provides services and intervention to more than 2500 persons each year.

Services provided for FY21: 3058 (number includes multiple services provided to some individuals)

CLIENTS BY GENDER

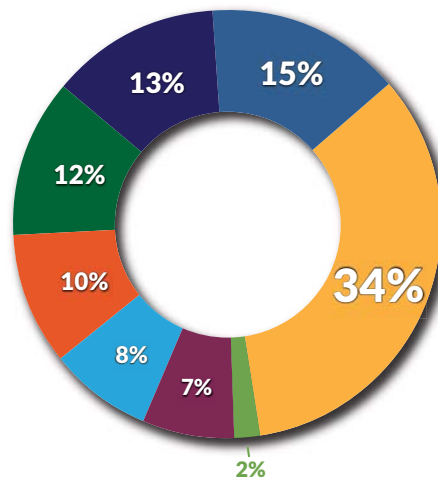


CLIENTS BY RACE/ETHNICITY

- WHITE (2042)
- BLACK OR AFRICAN AMERICAN (262)
- HISPANIC/LATINO (246)
- UNKNOWN (192)
- MULTI-RACIAL (174)
- ASIAN (126)
- AMERICAN INDIAN/ALASKA NATIVE (16)

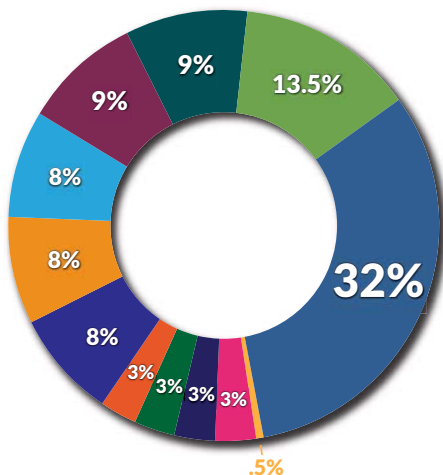
CLIENTS BY AGE

- 50 to 64 (1023)
- 30 to 39 (453)
- 40 to 49 (404)
- 20 to 29 (353)
- 65+ (315)
- 6 to 12 (229)
- 13 to 19 (223)
- 0 to 5 (58)



CLIENTS BY PROGRAM

- JAIL DIVERSION (976)
- OUTPATIENT (414)
- BEHAVIOR COMMUNITY HEALTH PARTNER (269)
- CHILDREN MENTAL HEALTH (267)
- ADULT COMMUNITY CLINICAL SUPPORT (259)
- DEVELOPMENTAL DISABILITY SERVICES (250)
- APPLIED BEHAVIORAL ANALYSIS (241)
- POTTER PLACE (99)
- OPPORTUNITIES DAY TREATMENT PROGRAM (92)
- PACT (90)
- ICS/RESPITE (86)
- COMPETITIVE INTEGRATED EMPLOYMENT SUPPORTS (15)



SOURCES OF SUPPORT 2020/2021

The Edinburg Center would like to thank the following individuals, foundations and corporations for their generous support. *(This list represents donations received by The Edinburg Center from January 1, 2020 through June 30, 2021. Every effort has been made to ensure the accuracy of these lists. We greatly apologize for any errors and ask that you please email Funmi Yusuf at fyusuf@edinburgcenter.org with any corrections).*

Special thanks to Cummings Foundation and Sidney R. Baer Jr. Foundation for awarding The Edinburg Center with \$100,000 (over four years) and \$66,000 (over two years) respectively, to support our Jail Diversion program.

\$30,000 +

- Sidney R. Baer Jr. Foundation

\$20,000 - \$29,999

- Cummings Foundation
- Janssen Pharmaceuticals, Inc.

\$5,000 - \$9,999

- Maureen Arkle & Neil Fitzpatrick
- Kathleen & Steve Federico
- Claudette Hollenbeck
- Melissa Swaim Peacock

\$1,000 - \$4,999

- Diane L. Stone
- Justice Resource Institute
- NAMI Middlesex
- Russell & Paula Kopp
- Ashoke & Vanita Rampuria
- The MENTOR Network
- Mutual of America
- Kit Lilly
- Betsey Eltonhead
- Moose Moss DAF - H Crowell Freeman and Kathy Stevens
- Gary Finn
- MacDonald & Vaccaro Ins. Agency
- Patricia Farnsworth
- Janet and Steven Frye
- Peter Rust
- Henderson Foundation - Sudbury Pines
- Peter Rust
- Trinity Health Services
- Lawson & Weitzen LLP
- Enterprise Holdings Foundation
- Harvard Pilgrim Health Care
- Yozell Associates
- Sarah Idelson

\$500 - \$999

- Juliana Knox
- Sierra Fuller
- John Gatto
- Flatbread Company, Bedford, MA
- Anonymous
- Grace Takvorian
- Wayside Youth & Family Support Network
- Nick Kane
- Bank Of America
- Leiser Corporation
- Kevin P Martin & Associates

\$100 - \$499

- Frank DiTucci
- Joan Pic
- Kathleen Kane (Kane and Beaudry-Losique Family Fund)
- Patti Maguire
- Basile Oil Company
- Robert MacDonald
- Krokidas and Bluestein
- RTN Federal Credit Union
- Ed Basile
- Enterprise Bank
- Tracy Gresser
- Karen Thorpe
- David Pinkowitz
- Trudy Last
- Andy Pond
- Andrea Goodman
- Joanna Crowley
- Cindy Taylor
- Joanne McKenna
- Eileen Mulloy
- Jason Shapiro
- Elaine Hardwick

- Jody Crowley
- Jack Robert Evjy
- Joseph Castellano
- Gary Gianino
- Tali Rojem
- Deborah Iampietro
- Vijaya Geetha Bandla
- Beverly Oliviera
- Gavin Morrissey
- Joseph Arsenault
- Jack T. & Sheila A. Evjy

Up to \$99

- Suzie Liebert
- Gordon Elisa
- Stephen Engler
- Amy Johnson
- LJM Insurance Agency
- Kaelin Farmer
- Michele Latt
- Jennifer Scully
- Judy Shakartz
- Mary Buckingham
- Lila Shayan
- Funmi Yusuf
- Alex Corbett
- Charles Morse
- Julia Rafferty
- Luke Attardi

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