

2021 Annual Report

# Meeting the Moment During COVID-19



# Message from the CEO



The feeling of isolation experienced by most people during the COVID-19 pandemic made clear that everyone's mental health was impacted in one way or another. Yet the effects of the pandemic have been a bigger challenge for the most vulnerable in our communities to overcome. COVID-19 brought on new stressors felt by our communities, staff, and clients—many of which Momentum for Health continues to navigate as the pandemic carries on.

For Momentum, like many other organizations, it has been a challenging year for staff who were on the frontlines, facing an unprecedented situation and seeing an increase in acuity of clients. As the largest provider of behavioral health services for adults in Santa Clara County, especially low-income and indigent adults, Momentum saw a 16% increase in services since the start of the pandemic. Momentum served a total of 4,078 clients in fiscal year 2021.

To meet the moment, Momentum added virtual services to our care while continuing to provide in-person care. Despite the challenges, providing safe, high-quality, essential behavioral healthcare remained a priority for us. We enhanced our telehealth infrastructure, providing direct service staff with laptops, tablets, and cell phones to allow for virtual meetings with clients. Staff had the flexibility of meeting clients virtually, on site, at clients' homes, or in the field.

We also set up kiosks at several Momentum locations for clients with no access to technology so that they could continue to see their provider safely. Additionally, we partnered with Bay Area



Community Health to host two mass vaccination days in April, vaccinating nearly 500 clients.

Amidst these trying times, Momentum experienced tremendous growth. We moved into new sites, renovated old ones, and are making plans for continuing expansion which will allow us to provide our clients and community with better service and care.

Though this was a challenging year, we made it through because of the hard work, compassion, and dedication of our staff and supporters like you. We thank you, our supporters, for your generosity during this critical time as you stepped up and gave more this year than in years past. We appreciate your partnership as we continue to navigate the short- and long-term impact of the pandemic on our community and provide the best quality behavioral healthcare to those who need it most.

Sincerely,

**David K. Mineta**  
President & CEO  
Momentum for Health

# Mission

Helping individuals achieve mental and emotional health, discover and reach their potential, and fully participate in life.

## What we do

### ▶ **Adult Acute Care**

For individuals who have been diagnosed with serious mental illness and would benefit from an intensive mental health service program which may include addiction, case management, rehabilitation, therapy and medication services and have had difficulty connecting with treatment providers.

### ▶ **Adult Outpatient**

For individuals who have been diagnosed with serious mental illness and would benefit from a group of mental health services which may include case management, rehabilitation, therapy and medication services.

### ▶ **Adult Residential**

Provides a warm, safe, nurturing alternative to hospitalization for adults suffering from severe and persistent mental illness.

### ▶ **Crisis Services**

Provides 24-hour care and supervision for individuals who would benefit from a short-term stabilization setting.

### ▶ **Substance Use Treatment**

Services for adults with co-occurring addiction and substance use disorders.

### ▶ **Employment Services**

Supports clients as they prepare to enter the workforce, from exploring career options to resume and interview preparation.

### ▶ **Youth Acute Care**

Services are based on a recovery-oriented model. Highly interactive, intensive treatment is provided to transitional age youth and young adults (TAY).

### ▶ **Youth Outpatient Services**

Provides comprehensive outpatient mental health services, including case management, rehabilitation, individual and group therapy.

### ▶ **Youth Early Intervention**

Serves youth ages 10-25 who are either showing early signs or have recently been diagnosed with psychosis and provides early treatment with the focus of mitigating the course of serious mental illness.

### ▶ **Youth Drop-in Center**

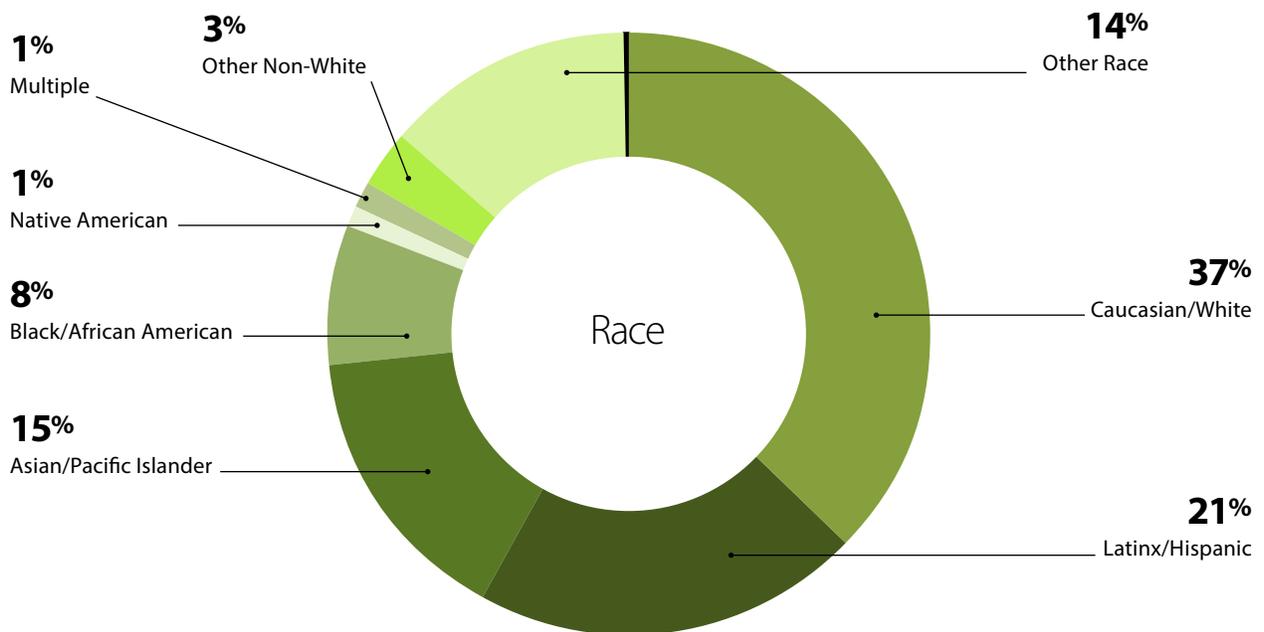
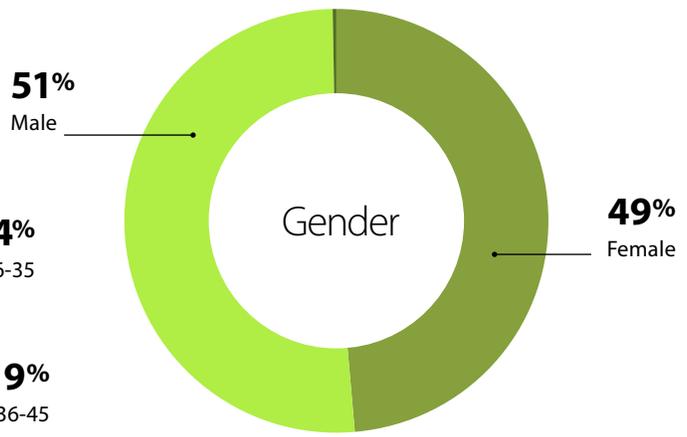
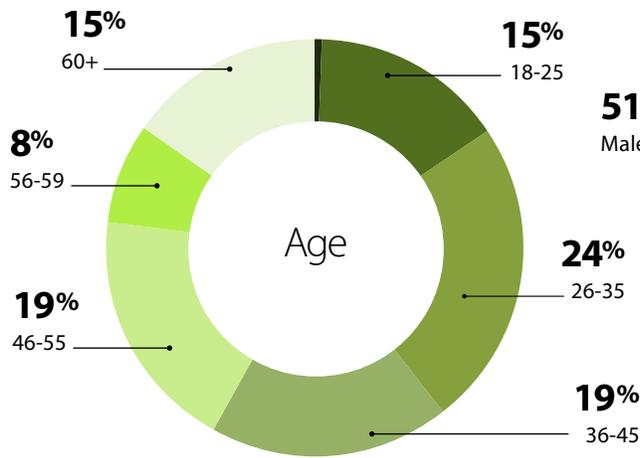
Provides an after-school zone for youth to attend groups and learn new skills. Developmentally appropriate with the intention to provide ease of access to group rehabilitation/ group therapy and outpatient services.

### ▶ **Community Education & Awareness**

These efforts are led by our To Be Honest program, Youth Mental Health First Aid initiative, and our collaboration with Behavioral Health Contractors' Association for Mental Health Awareness Month.

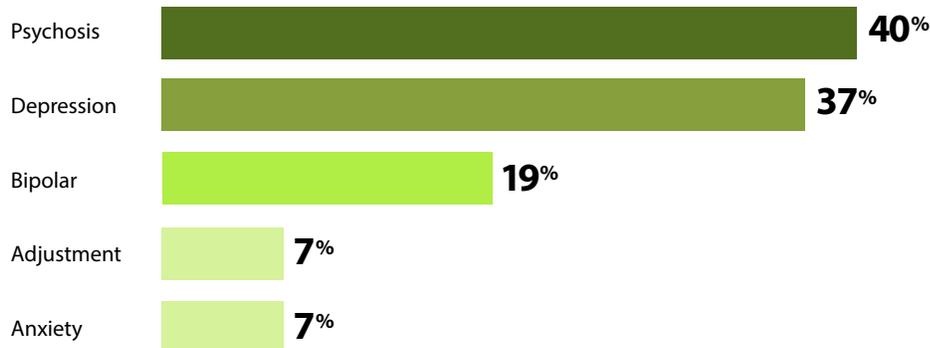
# Who we serve | Age, Gender & Race

Total Clients Served in Fiscal Year 2021  
(July 1, 2020-June 30, 2021) | **4,078**



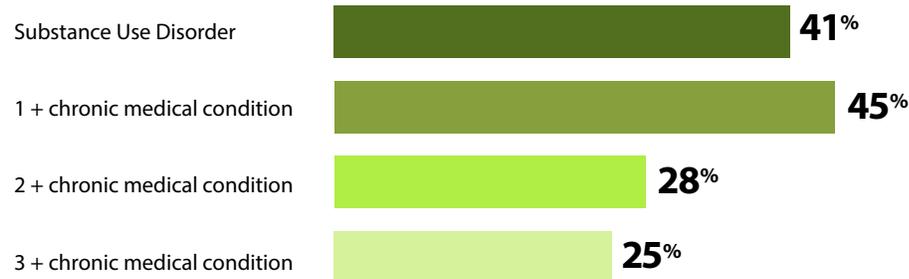
# Who we serve | Diagnosis & Comorbidities

## Diagnosis

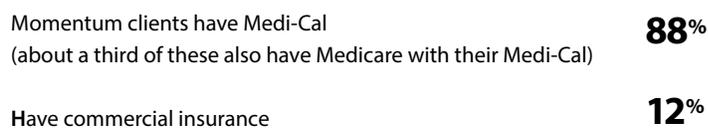


## Comorbidities

### Mental health diagnosis + :



## Insurance





# Building Momentum and Better Care

Amidst the trying times of the pandemic, Momentum simultaneously experienced unprecedented organizational growth. This growth allowed us to purchase new buildings and shift or renovate some of our program sites to expand our reach and provide better care.

In January our North County Outpatient Program, which previously shared a space with the La Selva Group in Palo Alto, moved to its own facility in Mountain View. La Selva Group is also moving to a new campus at 4139 El Camino Way. These moves allowed both programs to expand their reach, deepen their community impact, and provide better service.

We also purchased a building at 1922 The Alameda in December, which not only houses our corporate offices but will become an innovative treatment facility for our clients. Part

of this building will be used to create a safe space for clients to build a community of support and receive quality, whole-person care.

In June, we completed the renovation of a new client residence in downtown San Jose which will house up to 15 adults in our outpatient programs for up to a year. Individuals who come through our crisis residential programs will now know they have a place to go when they transition within the Momentum support system.

# Investing in Diversity, Equity & Inclusion

Last year's murder of George Floyd caught on video (and the countless murders of other Black men and women before and after him) laid bare the systemic racism embedded in our country and sparked a mass movement in support of Black lives. The country could no longer stand back and ignore these injustices perpetrated against our Black neighbors, friends, family members, and coworkers. We knew we had to step up in this moment and do more at Momentum to help dismantle racism and encourage diversity, equity, and inclusion. We therefore developed and initiated a DEI initiative that has been integrated as part of our agency. Related as a critical component to the multi-year, agency-wide commitment, we added the new position of Director of Diversity, Equity & Inclusion (DEI) to lead our organizational efforts to help build understanding, shift practices and policies, and provide better care.

Dr. Stacy Richardson took on this role and we couldn't be more pleased to have her lead the design of our DEI strategy. This work includes creating a strategy designed to better support our staff and clients; develop data standards for measuring longitudinal progress of DEI efforts; recruit, retain, and promote historically underrepresented staff at all levels of the organization; and create an infrastructure that provides strategic oversight of our DEI goals.

This year, five DEI trainings were conducted, training 70 Momentum managers on how to be inclusive leaders, and how to conduct conversations around DEI matters. Our Board of Directors participated in three trainings to build awareness on DEI as it relates to the organization and the broader society. Sixty-six percent of staff participated in training to build their awareness and education of DEI and how to discuss DEI issues within the workplace. Over 50 staff were trained on DEI for health care workers to support providing inclusive and thoughtful services to diverse and/or marginalized populations.

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# Our Impact

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## Lower Levels of Care

**91%**

participants in Momentum's Crisis Residential programs discharged to a lower level of care

**87%**

participants in Momentum's Crossroads Residential Village discharged to a lower level of care

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## Employment Services

**139**

participants in Momentum's Employment Services developed interview and job skills

**50%**

individuals who secured a job successfully stayed employed for at least 90 days

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## Avoiding Hospitalization

**913**

individuals discharged to a lower level of care continue on their paths to recovery through Momentum or to outside services

**98%**

clients who accessed Crisis Stabilization Unit avoided hospitalization and remain within the community or a voluntary form of care



“

[Substance use] caused a lot of damage to my relationships, my mind, it made my mental health issues worse, and made me feel very isolated... I hurt my family and those who love me and [put them] through enough pain.”

— Alan

## Meet Alan

Since the start of the pandemic, Momentum for Health has helped more people in need of services than ever before. People like Alan. Alan struggled with his mental health from a young age and started using drugs at age 15.

Alan received help from several of Momentum for Health’s programs, making significant strides in his road to recovery and independence. After working with our Employment Services team last year, Alan landed his dream job working in the café at IKEA.

# Vision for the Future

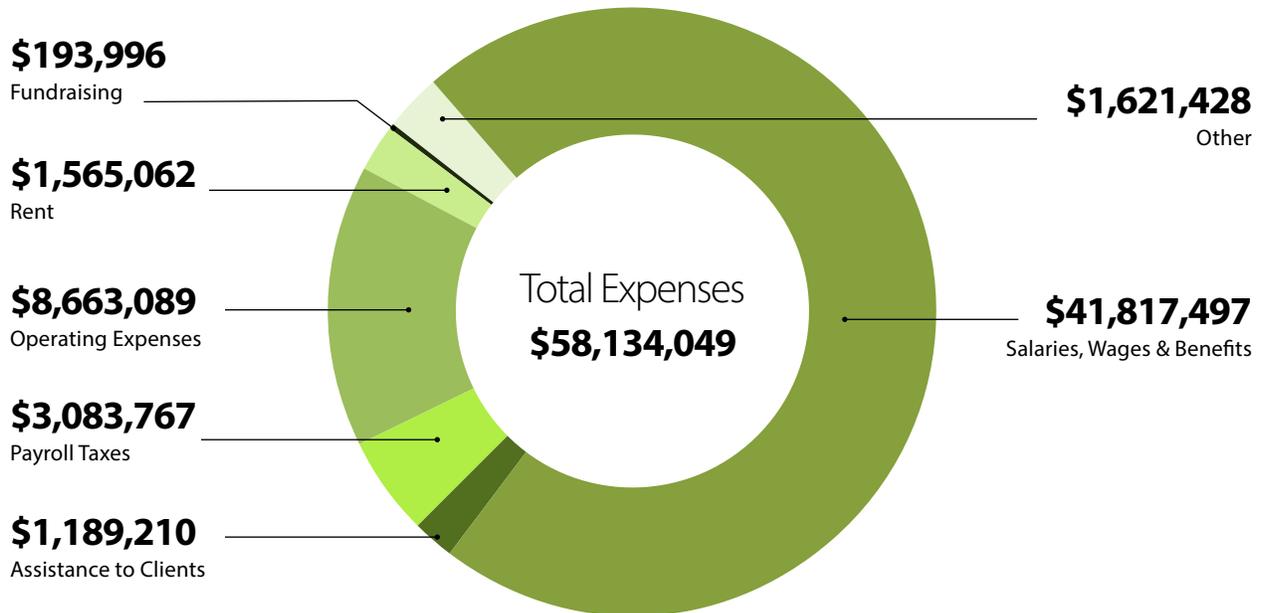
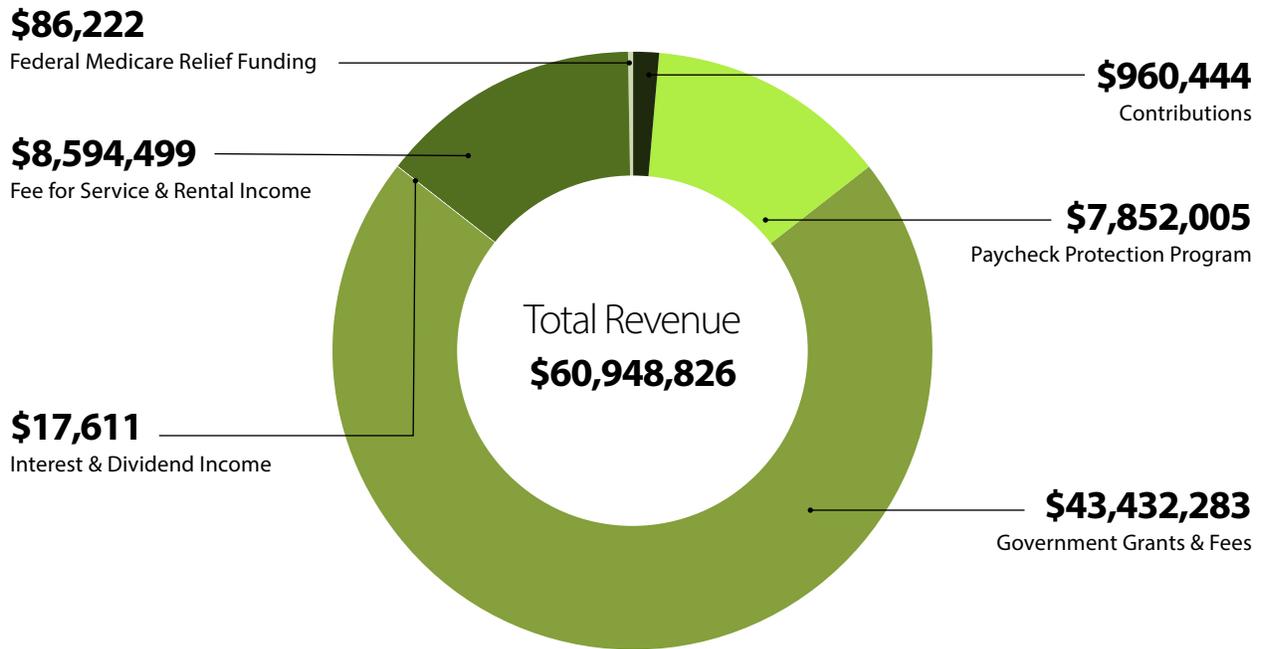
Our community's needs are constantly changing, especially in the wake of COVID-19. Momentum for Health has always adapted to meet the moment of every era and decade to provide the best quality of care possible for our clients. As we look ahead, we're launching a new strategic plan that focuses on innovation and growth resulting in greater access and improved outcomes for our community. **Strategic priorities for the next several years include:**

- 1 Addressing housing insecurity and creating the conditions for a stable recovery by building more affordable client residences like our new Downtown San Jose site.
- 2 Treating whole-person needs of the 41% of Momentum clients with co-occurring mental health and substance use disorders by hiring clinicians dedicated to proactively identifying people with these complex needs.
- 3 Meeting the needs of clients with treatment-resistant conditions within Momentum by adding transcranial magnetic stimulation (TMS) therapy to our services.
- 4 Working to combat the rising youth behavioral health crisis by ramping up our youth and transitional age youth (TAY) outreach, early intervention, and community training programs.

We are excited about Momentum's future plans and invite you to take part in the journey with us through supporting our work in any way you can.



# Financials



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San Jose State University

# Executive Team

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President and CEO

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Chief Operating Officer/Chief Financial Officer

**Gail Campanale, LMFT**

Chief of Outpatient Programs

**Richard Jennings, JD**

Director of Human Resources

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**Eleonore Pace, MHRS**

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**Stacy Richardson, PhD, LMFT, NCC**

Director of Diversity Equity and Inclusion

**Alex Shwarzstein, CFRE**

Director of Development & Communications

# Thanks to Our Donors

The following is a list of individuals and organizations who made a contribution to Momentum for Health between July 1, 2020 and June 30, 2021.

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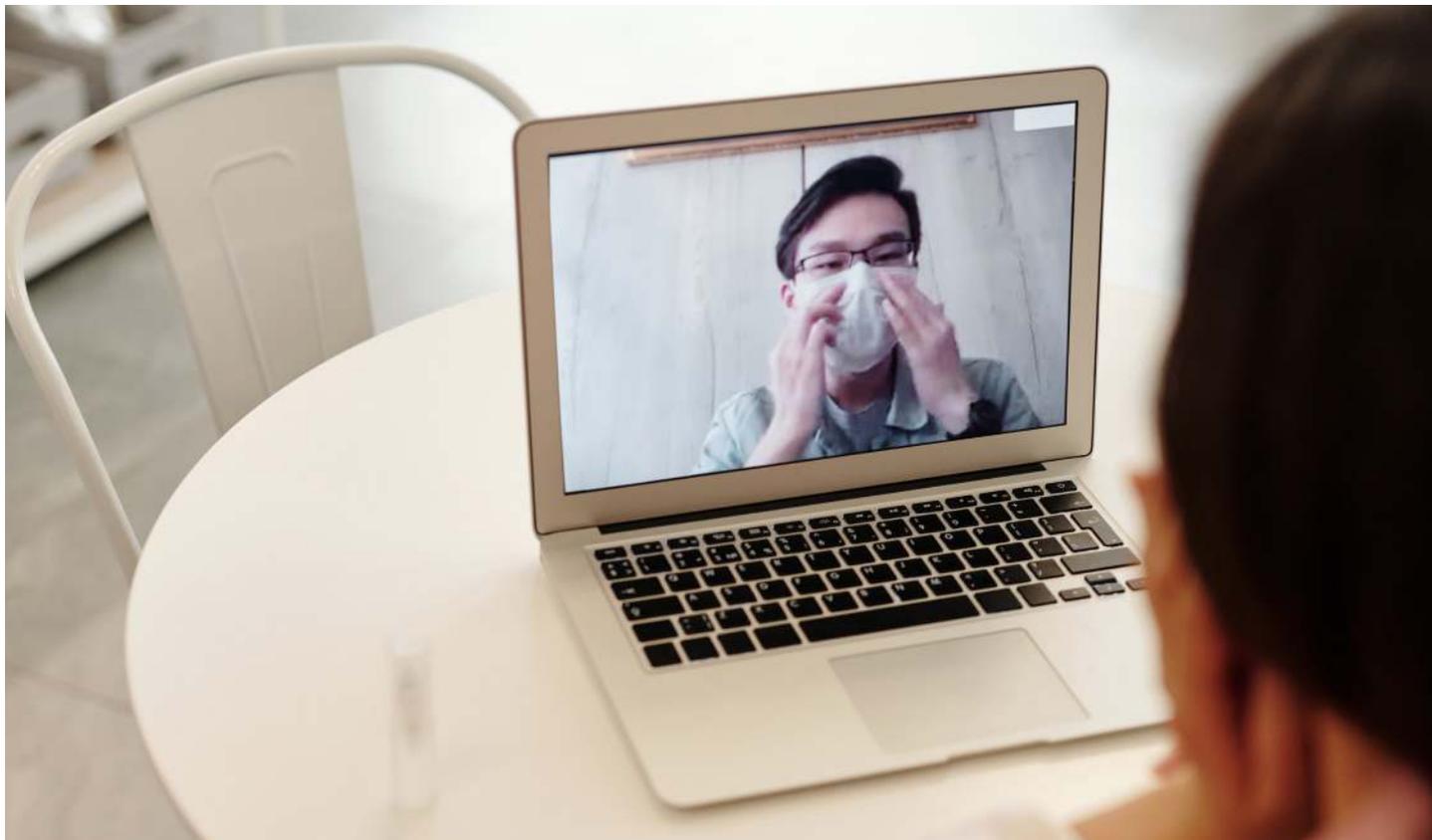
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