

What We Do

Greater Nashua Mental Health’s mission is empowering people to live full and satisfying lives through effective treatment and support. We provide a wide array of results-based, comprehensive, culturally and linguistically sensitive mental health and substance use disorder services to individuals and families of all ages, and for every stage of the life cycle. We treat our clients with compassion, dignity and respect, and no one is ever turned away due to the inability to pay for services.

Our Deaf Services and Substance Use Disorder programs provide services throughout the entire state of New Hampshire. We are the only Community Mental Health Center in New Hampshire providing mental health and substance use disorder services for persons who are Deaf or Hard of Hearing.

We are committed to providing excellent care to every one of our neighbors in need, with the goal of helping individuals live their best lives, resulting in a healthier community for everyone.

Re-Envisioning Mental Health

In 2020, Greater Nashua Mental Health will celebrate 100 years of healing, health, and hope. Today, we celebrate with a fresh new look, as we move into the future, continuing on a path of innovation for mental health care and support.

Re-envision your mental health with our latest programs:

InteGreat Health: Treating the Whole You

An integrated care approach for providing mental, physical, and substance misuse care under one roof (in collaboration with Lamprey Health Care).

Open Access: For Care When You Need It

Mental health issues don’t arise according to a schedule. Open Access provides walk-in hours for new intakes, Monday through Thursday (8:00 – 11:00am). We’re here to listen – nothing should stop you from getting the care you need.

“Taking care of my physical health was not something I was thinking about. I was just trying to get by. Now I realize that I deserve to be healthy.”

InteGreat Client

Our Offices

Administrative Offices
100 West Pearl Street
Nashua, NH 03060

Child, Adolescent & Family Services
15 Prospect Street
Nashua, NH 03060

General Adult Services
7 Prospect Street
Nashua, NH 03060

**Older Adults Services,
Deaf Services,
New Client Intake Services,
Substance Misuse Services**
440 Amherst Street
Nashua, NH 03063

Contact

Main: (603) 889-6147
Intake Services: (603) 402-1574
24 Hour Emergency Services: (800) 762-8191
Deaf Services Video Phone: (603) 821-0073

Board of Directors

Board Officers

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Annual Report 2018



Message from the President & CEO

As Greater Nashua Mental Health approaches its 100th year anniversary in 2020, we have had the opportunity to begin to reflect on the agency’s proud heritage of innovative service to Nashua and the surrounding communities. We first began as the Community Welfare Council in 1920, serving as the organizing entity for local social service agencies, advocating for a public library and providing services for disadvantaged youth. In 1924, our name changed once again to the Community Council of Nashua and we expanded the scope of services to include treating reading and speech “defects,” creating a polio clinic, and providing family counseling in “juvenile delinquency” cases. The agency also created one of the first “Mental Hygiene Clinics” in the region.

Fast forward to 1963 and the establishment of the federal Community Mental Health Act under President John F. Kennedy. In 1967, we established a Community Mental Health Center (CMHC) to serve the greater Nashua region. The agency soon expanded to include substance misuse services, which ultimately led to the creation of the first Drug Court in all of NH and to the creation of “Community Connections,” a mental health court program. Both of these programs are a collaborative effort between us and the Hillsborough County district court, local police departments, corrections personnel, consumer advocates, prosecutors and the public defender’s office. Our agency also created the only specialized CMHC behavioral health program for the Deaf and Hard of Hearing community in the state.

Not wanting to rest on our laurels and knowing that both the demand for services was continuing to grow and the complexity of the

need, including the opioid crisis, demanded new and innovative approaches, Greater Nashua Mental Health launched a number of new programs within the past year, including:

- **InteGreat Health, an integrated care approach for providing mental, physical and substance misuse care under one roof (in collaboration with Lamprey Health Care).**
- **Open Access, providing walk in hours for new intakes, Monday through Thursday (8:00-11:00am).**

Both of these programs involve close collaboration and funding from our regional Integrated Delivery Network and the NH Department of Health and Human Services. In recognition of the Agency’s continuing practice of delivering innovative, collaborative, responsive care, we have launched a new logo to reflect our commitment to continue to do so for the 21st Century.

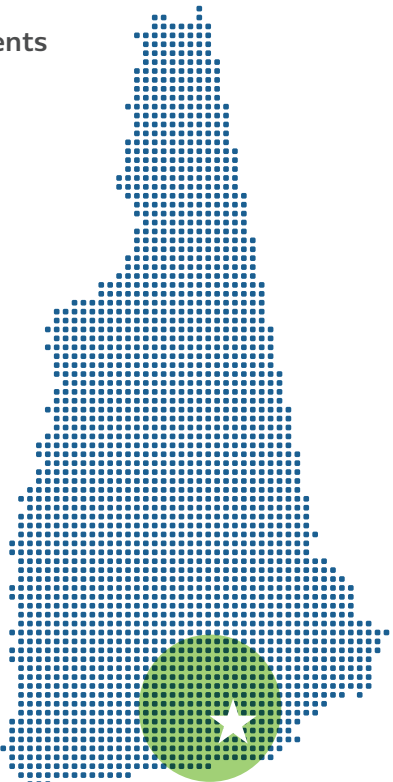
This work would not be possible without the support and dedication of the agency’s staff and Board of Directors, as well as the many community healthcare and social services providers we have the pleasure to work with on a daily basis. We encourage you to stay tuned for many more exciting things to come!



Craig D. Amoth
President and CEO

Summary of Clients Served 2017-2018

Total Unique Clients
4,552



Service Area

We served a total of 4,552 unique clients in the following locations.

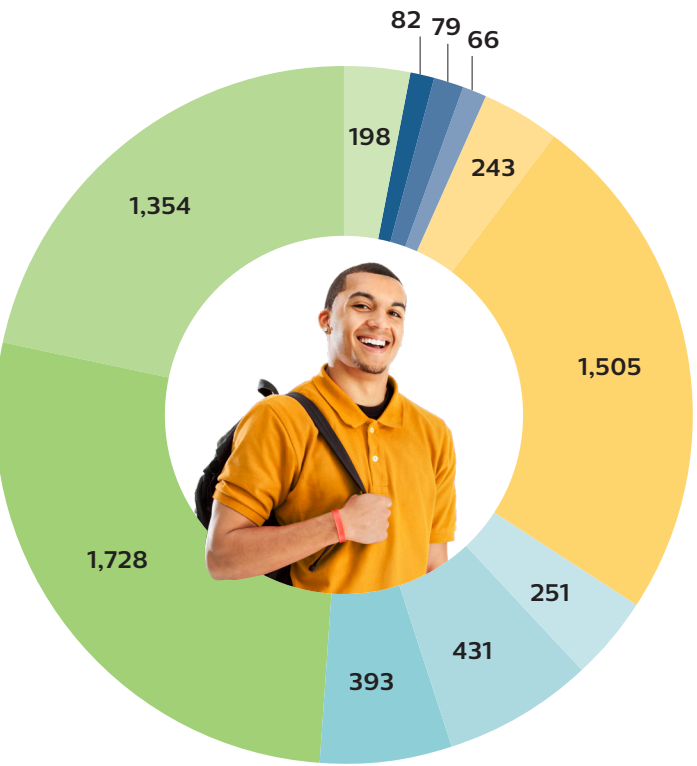
Amherst	55
Brookline	33
Hollis	29
Hudson	333
Litchfield	58
Mason	5
Merrimack	212
Milford	190
Mont Vernon	5
Nashua	2,383
Out of Area	229
Other*	1,020

*Represents individuals who participated in programs for which we do not collect demographic information.

Clients By Program

Mental Health Court	198
Homeless Outreach Engagement	82
Drug Court Program	79
Deaf / Hard of Hearing Services	66
Adult Substance Use Disorder Services	243
Community Support Services	1,505
Supported Employment Services	251
Emergency Services	431
Older Adults Services	393
Child, Adolescent & Family Services	1,728
Adult Services	1,354

The numbers above represent the fact that many of our clients receive several different services, in order to meet their individual needs.



Financial Summary 2017-2018

Program Revenues and Public Support

Insurance & Client Fees	\$ 10,542,550
Investment & Other Revenue	\$ 128,238
Total Program Revenues	\$ 10,670,788
Grants & Contracts	\$ 2,190,924
Charitable Support	\$ 278,198
Total Public Support	\$ 2,469,122
Total Revenues	\$ 13,139,910

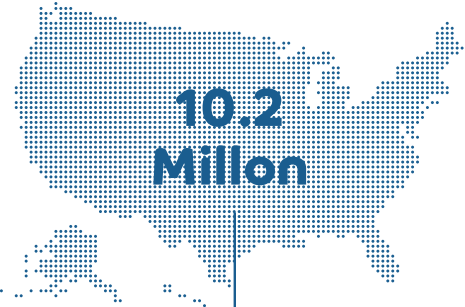
Program Expenses

Children, Adolescents & Family Services	\$ 1,449,647
Adult Services	\$ 4,441,562
Deaf Services	\$ 344,051
Substance Use Disorder Services	\$ 532,094
Medical & Other Services	\$ 2,722,360
General & Administrative	\$ 3,066,687

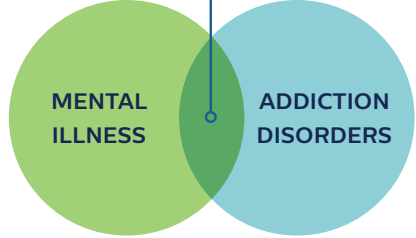
Total Expenses \$12,556,401



1 in 5 Adults in America experience a mental illness

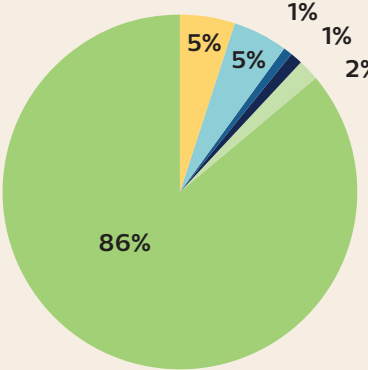


Approximately 10.2 million adults have co-occurring mental health and addiction disorders



Program Revenues

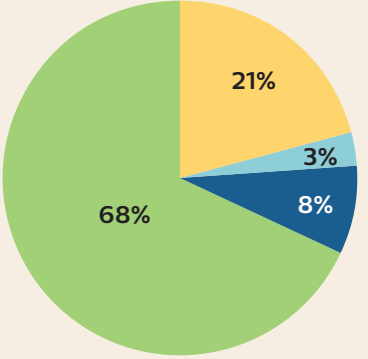
\$10,670,788



- Medicaid 86%
- Medicare 5%
- Private Insurance 5%
- Client Fees 2%
- Investment Revenue 1%
- Other Revenue 1%

Public Support

\$2,469,122



- State of NH 68%
- Federal 21%
- Other Public Support 8%
- Donations 3%