

Evolving with Our Community

Since its humble beginnings, our agency has skillfully considered what the community needed and then created and implemented solutions in response to those unmet needs. From chaperoning dances, monitoring streetcars for sanitation and proper language, and teaching English to immigrants, to programs for underserved youth and creating the first “Mental Hygiene Clinic,” it was evident that the early leaders of the agency had the vision to see what residents needed and knew the importance of providing it.



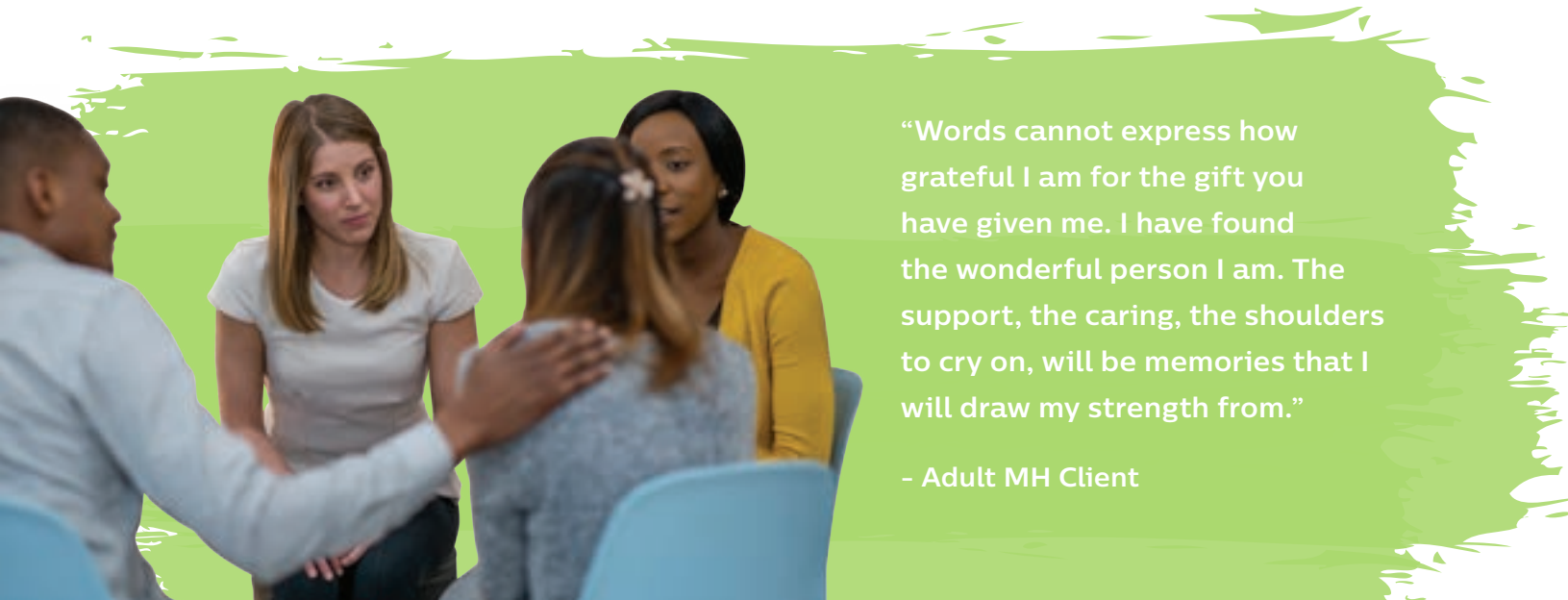
During the early decades, the agency focused on critical needs such as eradicating infant mortality, creating a Clinic for the Blind to assist injured mill workers, and a Polio Clinic to treat area children succumbing to this crippling disease. Then in 1963, when President John F. Kennedy made the call to action for mental health treatment to be accessible to all, that became the major focus of the agency.

Fast forward to today and you will find integrated, innovative, mental health, substance

use disorder and primary healthcare services at GNMH, all geared specifically to the age and life stage of each client. Services can be accessed in offices, schools, homes and throughout the community, because we meet clients where they need to be met. We know that healthy and productive lives are sustained by and within the entire community, and so we provide a network of supports to ensure that people can always access what they need when they need it. We believe that all people deserve to live their best possible lives, and so we provide services with dignity and respect to all who entrust their care to us.



Looking back, we believe that the common thread that runs through our history and has allowed our agency to thrive for 100 years is this: we listened to the community, heard what was needed, and found ways to meet those needs. GNMH plans to continue with this winning formula, and we are excited to see what the next 100 years will bring.



“Words cannot express how grateful I am for the gift you have given me. I have found the wonderful person I am. The support, the caring, the shoulders to cry on, will be memories that I will draw my strength from.”

- Adult MH Client

Who We Are

As the state designated Community Mental Health Center for southern Hillsborough County, Greater Nashua Mental Health provides an array of evidence-based mental health, substance use disorder, and primary care services to individuals of all ages. Our primary service area includes Nashua and the surrounding communities, but our unique Deaf Services team and Substance Use Disorder programs provide services throughout the entire state of New Hampshire. Our mission is: Empowering people to lead full and satisfying lives through effective treatment and support.

Our Board of Directors

Board Officers

Pamela Burns, Chair
Diane Vienneau, Vice Chair
Jone LaBombard, Secretary
Karen Lascelle, Treasurer

Board Members

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Pamela A. Burns
Robert Dorf, DO
Christine Furman
Jone LaBombard
Karen Lascelle, CPA
Robyn Moses-Harney
Elizabeth Sheehan
Mary Ann Somerville
Diane Vienneau
Lisa Yates

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

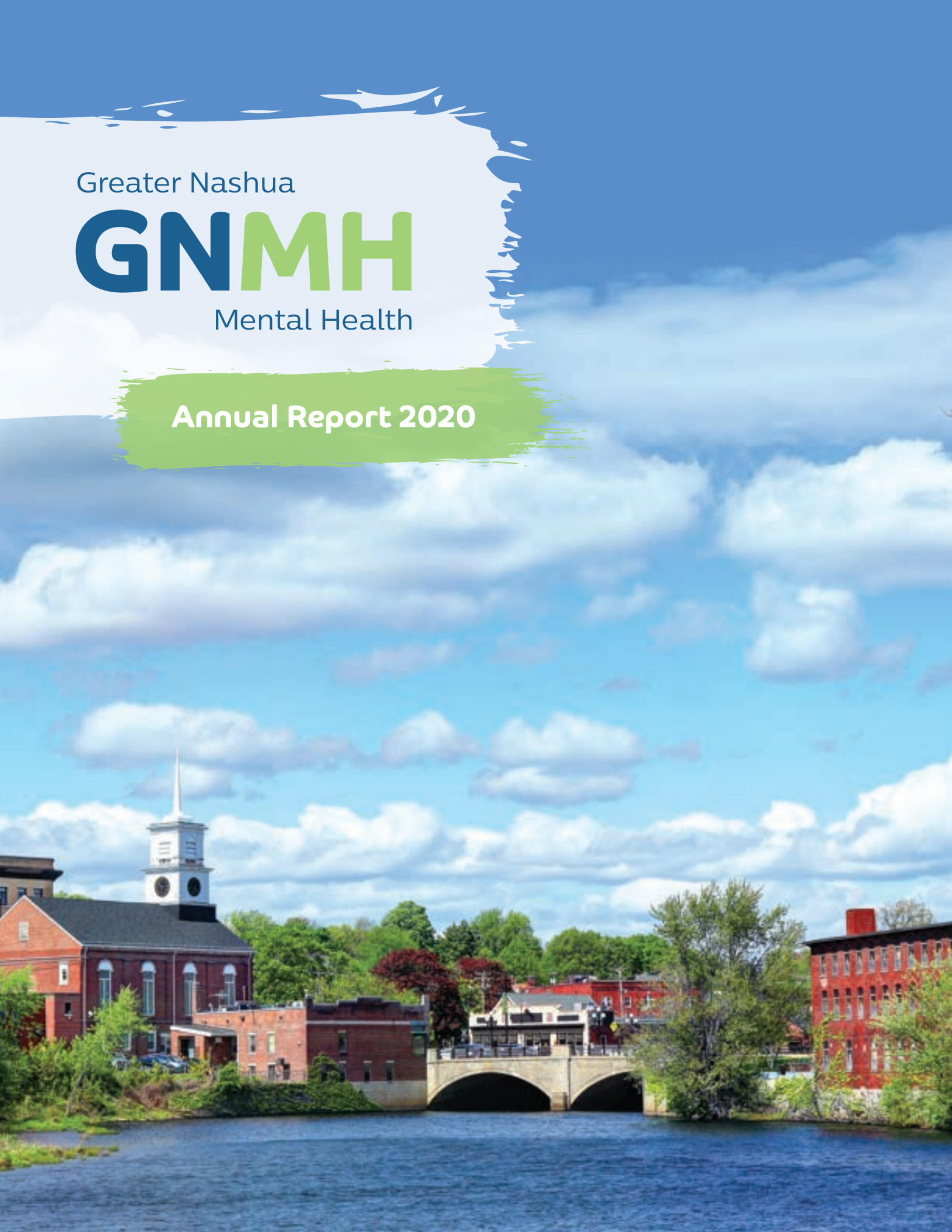
Main Phone: (603) 889-6147
Deaf Services Video Phone: (603) 821-0073
24 Hour Emergency Services: (800) 762-8191
Non-English Speakers Main Phone: (844) 245-4458
Non-English Speakers 24/7 Emergency Services: (844) 245-4545

www.gnmh.org

Greater Nashua
GNMH
Mental Health

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Annual Report 2020



A Message to Our Community

Greater Nashua Mental Health (GNMH) has remained committed to ensuring that our clients receive the services they need amidst the unprecedented situation brought about by COVID-19. The challenges of the pandemic required us to reflect and find innovative ways to adapt and safely remain open. Knowing that many of our clients struggle with mental health, substance use, and/or chronic physical health conditions and were impacted by the isolation of sheltering at home, the staff at GNMH immediately rallied to make sure our clients never felt alone.

Thanks to telehealth, our clients benefited from receiving services they need, without the risk of leaving home or experiencing other barriers to treatment, and our staff was able to provide care safely. We have witnessed the impact telehealth services have in broadening access to care and hope that this option will continue to be available for those who benefit from receiving care in this way.

Replacing face-to-face care with remote services is not effective for everyone, so our dedicated staff also had to quickly adapt to find safe ways to provide care for these clients. The good news is that we are slowly and safely opening our doors a bit wider now, with many safeguards in place, such as health screening, mask wearing, and continuous sanitizing, because the health and safety of our clients and our staff remain our top priority. We are proud of our staff for all the work that continues to go into making all of this possible in a seamless manner.

We would be remiss if we did not mention how excited we are to be celebrating our 100-Year Anniversary this year! We are honored to be a part of the proud legacy of the agency

that has been here for a full century, adapting and innovating to meet the needs of the communities we serve! We believe that our commitment to strengthening individuals, families and our community is what has allowed us to thrive for this long. We are also truly grateful for all our advocates, partner agencies that are too numerous to name, and the individuals and towns who support us, including the City of Nashua. In addition, we are grateful to our clients, whose stories have inspired and humbled us throughout the years and made our staff ever grateful for the opportunity to work with them. It takes the relationships of a whole community to create success and progress, and we plan to continue strengthening those relationships and forging new ones in the years to come.

We are looking forward to the next 100 years of keeping our communities strong! We hope you will join us as we roll out new ideas and programs along the way.



Cynthia L. Whitaker, PsyD, MLADC

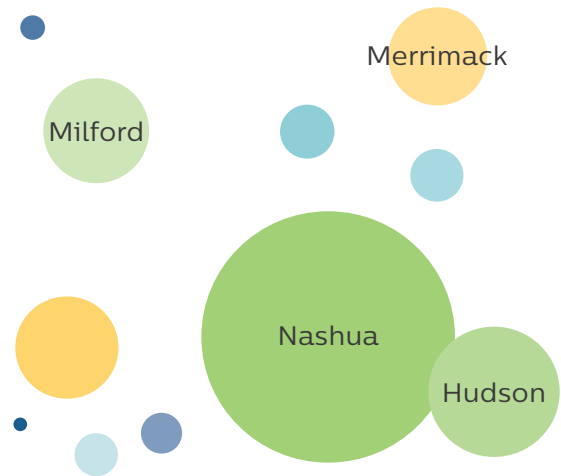
Cynthia L. Whitaker,
PsyD, MLADC
President and CEO



Pamela A. Burns

Pamela A. Burns
Board Chair

Summary of Clients Served in FY 2020

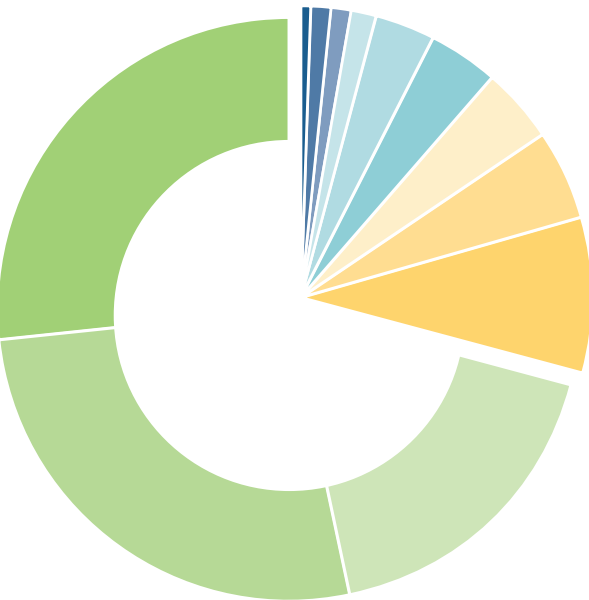


Service Area

We served a total of **4,602** unique clients in the following locations:

Nashua	2,409
Hudson	367
Milford	238
Other Areas	226
Merrimack	208
Amherst	63
Litchfield	60
Brookline	40
Hollis	36
Mont Vernon	13
Mason	4
Unknown*	938

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



Clients By Program

Adult Community Support Services	1,765
Child, Adolescent & Family Services	1,749
Intake & Assessment Services	1,163
Acute Care/Emergency Services	565
Older Adults Services	340
Supported Employment Services	278
Mental Health Court	257
Adult Substance Use Disorder Services	210
Housing Program	100
Drug Court Program	80
Deaf / Hard of Hearing Services	68
Homeless Outreach Engagement	45

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

Financial Summary FY 2020

Expenses

Adult Services	\$5,207,899
Children, Adolescent & Family Services	\$1,840,661
Medical Services	\$1,530,051
Substance Use Disorder Services	\$725,636
Deaf Services	\$360,585
Other Services	\$1,942,359
General & Administrative	\$5,290,251
Total Expenses	\$16,897,442

Revenues and Public Support

Insurance & Client Fees	\$14,376,614
Grants & Contracts	\$4,367,731
Investment & Other Revenues	\$808,137
Charitable Support	\$129,139
Total Revenues and Public Support	\$19,681,621

