

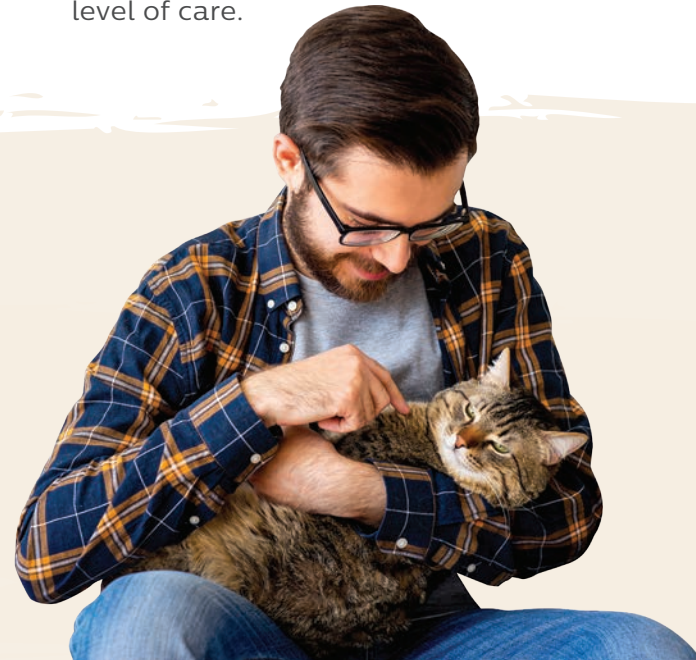
Three Critical Needs

The need for mental health services has increased during the ongoing COVID-19 pandemic. Suicide rates, especially among younger people, are rising and many people experienced relapses or developed a substance use disorder. In response to the increasing need, GNMH has continued to innovate and expand our programs.

Mobile Crisis Response Team (MCRT) Service

GNMH began MCRT services in November 2020. Anyone living within southern Hillsborough County and experiencing a mental health and/or substance misuse crisis can call our toll-free numbers 24/7/365 and speak immediately with a Master level clinician. If the crisis can be stabilized on the phone and the person is safe enough to wait until the next day, the caller can be scheduled for follow up care. However, if deemed necessary, a team of mental health professionals are deployed to the caller's location. The number of calls to the MCRT line has increased steadily each month, with August's calls totaling 414.

We recently opened a new space for our crisis services that houses not only our MCRT staff, but also 2 apartments with 2 bedrooms each, which will soon provide temporary respite to up to 4 clients who need time to stabilize and regroup, but do not require traditional inpatient level of care.



"I am 2 years sober, have my own apartment, a part-time job and even adopted a sweet pet. I feel a sense of belonging and purpose. My relationships with my family are healing, and I feel so much gratitude and joy in my life, more than I ever did before."

— Former Client of Adult Substance Use Program

Seven Challenges® Substance Use Disorder (SUD) Services

In 2019, GNMH began offering the Seven Challenges® program which utilizes a specialized program model for youth ages 12 to 25. For those who are not quite ready or able to commit to the complete Seven Challenges program, we now offer a new program called "Seven Challenges – Brief,™" which consists of 4 one-hour individual sessions with a counselor. Many are able to benefit from this brief program and some go on to enter the full Seven Challenges program.

Within the next couple of months, we will add an adult version of the Seven Challenges® program to our array of treatment options for adults, which includes specialty services for those with co-occurring mental health and substance use disorders.

Integrated Health Care

Over the last 3 years, GNMH has invested in growing InteGreat Health and ProHealth, GNMH's integrated primary health care and behavioral health services. Many have found success through these programs which utilize incentives to support clients in reaching their best "whole person health" for life. This program can now accept any GNMH client 16 years of age and up.

Who We Are

As the Community Mental Health Center serving southern Hillsborough County, Greater Nashua Mental Health provides an array of evidence-based mental health and substance use disorder services to individuals of all ages and offers primary health care to clients aged 16 and up. Our primary service area includes Nashua and the surrounding communities of Amherst, Brookline, Hollis, Hudson, Litchfield, Mason, Merrimack, Milford and Mont Vernon, but our unique Deaf Services team and Substance Use Disorder programs provide services to any resident of the State of New Hampshire.

Why are behavioral healthcare services important? Our answer is simple: behavioral health disorders affect people from all walks of life and if left untreated can, at best, impair a person's ability to live a full and satisfying life and at worst, significantly shorten a person's life expectancy. A community is only as healthy as its residents, and Greater Nashua Mental Health is here to ensure that our communities flourish.

Our Board of Directors

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Greater Nashua

GNMH
Mental Health

Our Offices

Administrative Offices

100 West Pearl Street, Nashua, N.H. 03060

Child, Adolescent & Family Services

15 Prospect Street, Nashua, N.H. 03060

General Adult Services

7 Prospect Street, Nashua, N.H. 03060

Older Adults Services, Deaf Services, New Client

Intake Services, Substance Misuse Services
440 Amherst Street, Nashua, N.H. 03063

Crisis Services

5 Pine Street Extension, Nashua, N.H. 03060

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 Emergency Phone:

(844) 245-4545

www.gnmh.org

Greater Nashua

GNMH

Mental Health



Annual Report
Fiscal Year 2021

Soldiering on During Difficult Times

It's hard to believe that the COVID-19 pandemic has impacted our lives and the way we work for almost two years. Fortunately, the vaccine is giving us all a bit more freedom and a lot more hope. Through it all, GNMH has maintained our commitment to providing innovative and results-based mental health, substance use disorder, and primary health care services to the residents of the greater Nashua region. We have offered behavioral health services throughout the pandemic both by telehealth and in-person, which has enabled us to meet the needs of both our clients and staff. While some clients are thriving with telehealth, others are relieved to have the option of meeting in person once again. We are grateful that both possibilities are available and are working well. Our staff have remained dedicated to resiliently serving every client, and we are proud of their selfless compassion and caring.

One of the silver linings of the pandemic is that the topic of mental health has received more attention due to the recognition of the impacts of stress and isolation, as well as numerous celebrities sharing publicly about mental health challenges. As a Community Mental Health Center (CMHC) we work every day to combat the stigma about mental health and substance use disorders. Statistics show that many people, including children, suffer with mental health and substance misuse conditions. This reinforces the fact that this is something that touches all individuals and families within our community, either directly, indirectly, or both.

Even though mental health and substance misuse are common, those who go through mental health crises have often experienced delay, or even denial, of care. To better meet the needs of those who experience a mental health crisis and increase hope and recovery, last fall we launched a new service at GNMH to support anyone experiencing a crisis: the Mobile Crisis Response Team, available 24/7 for anyone living within our service region. As we approach the one-year anniversary of this service, we are

delighted to have created a newly renovated space for the program that includes two 2-bedroom crisis apartments, and we look forward to being joined by all the CMHCs across NH that will soon be offering the same program. Then, no matter where someone lives within New Hampshire, there will always be a mental health professional available to immediately assist when someone is in crisis.

At GNMH we are committed to providing the care that people need when they need it and access to treatment that is effective. Research shows that integrated treatment produces the most effective outcomes for "whole person" health and mental wellbeing. Thus, GNMH continues to expand on delivering integrated services, which includes integrating substance use and mental health treatment for both youth and adults, as well as primary health care services to our clients.

Greater Nashua Mental Health is grateful for all our partners, too numerous to name, who have worked with us to continue to keep our communities strong and well. We know that we could not do what we do without their support. We look forward to keeping you informed about new initiatives as we move forward into 2022!

With our gratitude and best wishes for your good health,



Cynthia L. Whitaker, PsyD, MLADC

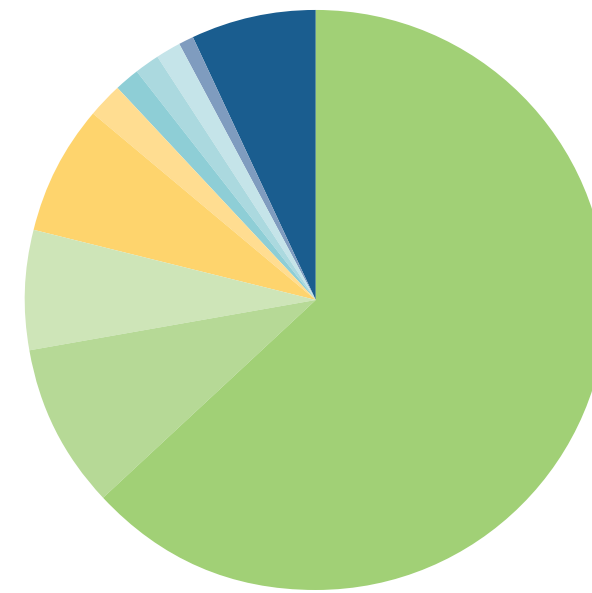
Cynthia L. Whitaker,
PsyD, MLADC
President and CEO



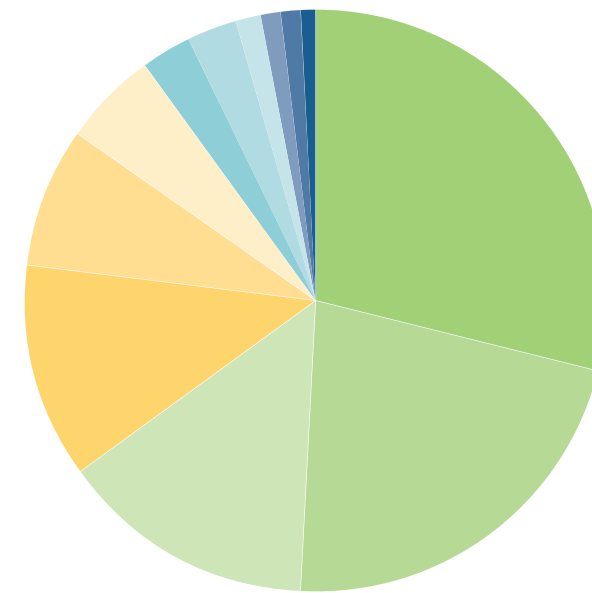
Pamela A. Burns

Pamela Burns
Board Chair

Summary of Clients Served in FY 2021



Clients per Service Area



Clients by Program

Service Area

We served a total of **4,553** unique clients in the following locations:

Nashua	2,877
Hudson	416
Milford	302
Merrimack	328
Amherst	87
Litchfield	70
Brookline	62
Hollis	67
Mont Vernon	29
Mason	7
Other Towns*	308

*Represents individuals from other towns throughout N.H. who primarily receive specialty services.

Clients By Program

Adult Services	1,964
Intake & Assessment Services	1,469
Child, Adolescent & Family Services	969
Crisis Services	797
Supported Employment Services	525
Older Adults Services	350
Substance Use Disorder Services	199
Mental Health Court	181
Housing Support Services	88
Deaf / Hard of Hearing Services	79
Drug Court	74
Homeless Outreach	50

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

Financial Summary FY 2021

In Fiscal Year 2021, we provided uncompensated and charity services at a total cost of approximately **\$1,015,000**.

Program Service Fees

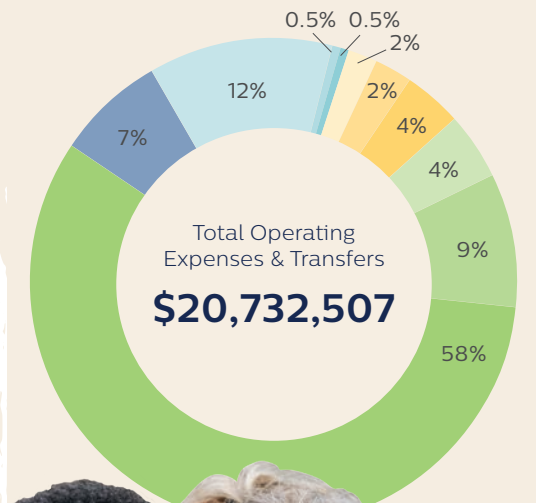
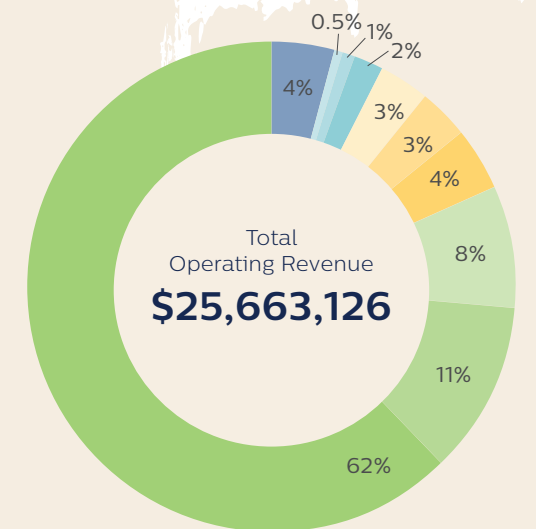
Medicaid	\$15,918,089
Bureau of Behavioral Health	\$2,910,275
PPP Loan Forgiveness Revenue	\$2,071,084
Medicare	\$1,030,200
Federal Grants	\$871,173
Private Health Insurance	\$818,853
Contracts	\$480,248
Self-Pay	\$253,154
Public Support	\$137,705
Other Income	\$1,172,345

Total Operating Revenue \$25,663,126

Expenses

Salaries & Wages	\$12,033,091
Benefits	\$1,815,611
Payroll Taxes	\$925,845
Equipment / Communications	\$786,791
Professional Fees & Training	\$515,306
Occupancy	\$418,468
Transportation	\$137,152
Consumables	\$103,595
Transfers to Reserves	\$2,500,000
Other Expenses	\$1,496,648

Total Operating Expenses & Transfers \$20,732,507



Est. Net Income Attributable to COVID Assistance: **\$3,705,257**
Est. Net Income Not Attributable to COVID Assistance: **\$1,225,362**

