

Greater Nashua

**GNMH**

Mental Health



# Annual Report

Fiscal Year 2022



# Coming Together as a Community in 2022

## A Letter from the President & CEO

Eric ‘Astro’ Teller of Google is credited with the discovery that the pace of change in our world began outpacing the human capacity to adapt to change prior to the COVID-19 pandemic. While this makes intuitive sense because of the gains in technology over the past decade, the pandemic has taught us that the things we need to adapt to are more than technology – things like wearing masks, physical distancing, and a changing workforce, to name a few.

At Greater Nashua Mental Health (GNMH), we, like many others, have faced many changes and challenges that have required us to be adaptable over the past almost 3 years. What I have observed, though, is that the human capacity to adapt to change increases exponentially within a community. GNMH was able to pivot and make changes because we did it together.

“The human capacity to adapt to change increases exponentially within a community.”

Our community, both inside and outside of GNMH, came together to not only consider questions like “how might we provide community-based supports via telehealth,” but also “how might we increase access to the transformational, integrated mental health services that people need to lead hopeful, fulfilling lives?”

By coming together and asking the right questions, we not only overcame and adapted, but we developed new programs in response to community needs, forged new partnerships, and co-created a vision for our future.

I am grateful to the many who have supported our journey of adapting and flourishing over the past year. From our Board of Directors to our Senior Leadership Team. From NH DHHS to our many nonprofit community partners, too numerous to name. From our donors who help us continue to provide the vital services our clients need and deserve, to our other community allies for mental health. From the dedicated staff at GNMH who have recently joined our team, to those who have been with us for many years. And, most importantly our gratitude goes to our clients and their families who have trusted us with their care.

GNMH would not be where it is today without this community. We are grateful for the collaboration that has supported our journey thus far and hope that you will join us as we work on our mission of **Empowering all people to thrive through excellent care, community engagement, and a commitment to innovation and growth.**

With appreciation and best wishes for your good health,



*Cynthia L. Whitaker, PsyD, MLADC*

Cynthia L. Whitaker, PsyD, MLADC  
President and CEO

# Our Bright Future

## A Letter from the Board Chair

As I reflect upon the past year, what stands out for me is that despite the continuing pandemic and all the fallout it has created, Greater Nashua Mental Health has not only continued to provide life changing, critically needed services to our residents, but has managed to thrive despite the challenges. It is testimony to the leadership of Dr. Cynthia Whitaker and the Senior Leadership Team, and their ability to remain flexible and positive while guiding the GNMH team to flourish despite extenuating circumstances. I also wish to express my sincere thanks to our Board of Directors who worked very diligently to support these efforts throughout the year.

One of those major efforts involved creating a plan for a **New Co-created Strategic Direction**. The project required numerous months of working collaboratively with agency staff, Board of Directors, and our community stakeholders, which was an energizing experience. The result is a new dynamic and “living” Strategic Direction, with our new mission statement, vision and core values. We are excited to have this comprehensive plan available to guide the agency into a vibrant future. You can find out more about this on the pages ahead.

I am grateful and proud to be a part of this outstanding organization. I am looking toward a bright future and the anticipated outcomes that will provide a diverse and engaged culture, financial sustainability for the agency, and new, exciting and enhanced services for our clients and communities.



*Pamela A. Burns*

Pamela Burns  
Board Chair

# Recognition and Awards

## 2021-2022

This year, Greater Nashua Mental Health was honored to be recognized and receive several awards, locally and at the national level.

### Non-Profit of the Year

GNMH was awarded the **Non-Profit of the Year** by the Greater Nashua Chamber of Commerce.



### Best Mental Health Provider

GNMH was voted the 2021 **Best Mental Health Provider** in Greater Nashua by the Nashua Telegraph readers.



### Mentor Court

Hillsborough County Superior Court South’s Drug Court program, staffed by GNMH treatment substance use disorder providers, received national recognition as a **Mentor Court**, an honor bestowed upon only 10 courts across the country.



Pictured: Tim McNamara, SUD Team Coordinator; The Honorable Jacalyn Colburn, Presiding Judge for Drug Court; Lisa Record and Deb Kerr-Moore, Drug Court Case Managers

# Our New Strategic Direction

In late 2021, GNMH engaged with THRIVE IMPACT to co-create a new Strategic Direction for the agency. The goal was to have a bottom-up and deeply inclusive process that engaged all staff and a wide range of community stakeholders to determine the agency’s direction for the next five years.

What came out of this process is GNMH’s NEW co-created 5-year Strategic Direction. The Strategic Direction includes updated vision and mission statements, values, and impact focus areas. The Impact Pyramid, at right, helps to showcase how these components fit together.

### Our Vision Statement

A community in which all individuals and families have access to the transformational, integrated mental health services they need to lead hopeful, fulfilling lives.

### Our Mission Statement

Empowering all people to thrive through excellent care, community engagement, and a commitment to innovation and growth.



# Impact Pillars

The Strategic Direction has four key areas of focus – the Impact Pillars. These areas represent the impact GNMH intends to have or make in support of the vision.



### Culture of Inclusion, Compassion, & Support

A culture that enables the agency to live into its vision by supporting diversity, equity, inclusion, belonging, and staff mental and physical wellbeing.



### Excellent Care

Delivery of excellent care to clients and their natural supports through evidence-based practices and person-centered approaches.



### Intentional Development

Being proactively responsive to current and future changes in the community and the mental health field.



### Empowered Community

Education, prevention, advocacy, and collaboration with partners to prevent mental health challenges and promote understanding and wellness.

Contact [strategic@gnmhc.org](mailto:strategic@gnmhc.org) to learn more about GNMH’s Strategic Direction and partner with us to bring the Strategic Direction to life!

# What’s New at GNMH

### Housing

We expanded our Housing program with the addition of a neighborhood home that provides three 3-bedroom apartments to house a total of 9 people. Our Housing Support Specialists visit the apartments daily to assist with any challenges that residents may be facing, from adjusting to residing in a new place and living with roommates, to daily planning and living skills that allow them to build upon their successes. Residents have full access to all GNMH programs, including our individualized Supported Employment services for those who are ready to explore employment opportunities.

### New Adolescent Intensive Outpatient Program (IOP)

Our newly launched Adolescent IOP program is off to a successful start! This is an intensive treatment program for youth (ages 12-17) with a significant substance use disorder which is interfering with home life, school, and/or community relationships. These services include group-based treatment with individual therapy, family therapy, case management, and psychiatric assessment and treatment, if needed. IOP providers coordinate services with participants’ medical, school, and other service providers to ensure whole person care. The program is available during after school hours and is conveniently located in Nashua with ample free parking.

### Crisis Services

This year, GNMH opened two new two-bedroom Crisis Apartments in a newly renovated space that also houses our Mobile Crisis Response Team staff. The apartments, staffed by GNMH professionals 24/7, provide temporary respite to those who need time to stabilize and regroup and who can do so safely outside of a traditional hospital setting.

### Integrated Health Care 4 Year Anniversary

Over the last four years, GNMH has invested in expanding InteGreat Health, our integrated primary health care service, as well as ProHealth and InSHAPE, which have been extended to clients aged 16 and upward. All three programs are based on the belief that providing physical and behavioral health care in one setting leads to optimal medical and mental health outcomes.

### Mental Health at Summer Camp

GNMH, along with other Community Mental Health Centers in NH, received funding to collaborate with summer camps across the region. The goal of the collaboration was to train camp staff to recognize mental health challenges and to directly assist youth in need of support. GNMH staff processed in real time with children who were struggling and taught them skills to successfully work and play in groups or deal with frustrations that can come up at camp. Camp staff also benefited from learning to uncover potential factors contributing to problem behaviors, rather than focusing on the behaviors themselves. The program was a resounding success! GNMH is grateful to the Boys & Girls Clubs in Nashua and Milford, and the YMCA Camp Sargent in Merrimack for their collaboration and allowing GNMH staff to be present at their camps this past Summer.



# Summary of Clients Served

## Clients By Program

Intake and Assessment Services	1,394
Child, Adolescent & Family Services	1,074
Adult Services	2,028
Older Adults Services	334
Crisis Services	1,067
Supported Employment Services	839
Substance Use Disorder Services	169
Deaf/Hard of Hearing Services	72
Drug Court	74
Mental Health Court	194
Homeless Outreach	121
Housing Support Services	85



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

# Financial Summary

In Fiscal Year 2022, we provided uncompensated and charity services at a total cost of \$1,122,914.

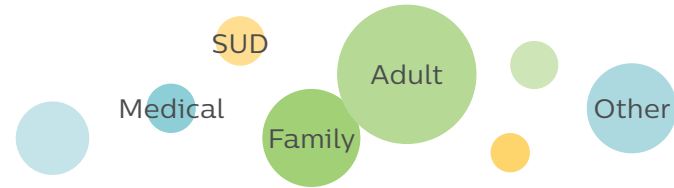
## Income

Program Service Fees, Net	\$18,583,128
State of NH	\$4,018,115
Federal	\$927,473
Contributions and Support	\$154,903
Net Investment Income	\$0
Other	\$25,957
Total Income	\$23,709,576

## Expenses & Transfers

Child, Adol. & Family Services	\$4,440,627
Adult Services	\$8,980,082
Older Adult Services	\$1,069,339
Deaf Services	\$714,393
Sub. Use Disorder Services	\$1,132,203
Medical Services	\$1,127,440
Other Programs	\$3,748,378
Transfer to Cash Reserves	\$2,497,114

Total Expenses	\$23,709,576
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# Impact Stories

## Impacting Health Through Integrated Care

Our integrated care services support the physical health of our clients, while they also work on their mental health and/or substance use disorder, in order to achieve “whole person health.” **Here are some comments from our clients:**

“When I finally saw a PCP after years of putting it off, it was among the most positive experiences I’ve ever had, due to the ASL [American Sign Language] accommodations readily provided.”

“Now that I exercise on a routine basis, I feel a lot more self-worth.”

“I feel like this smoking cessation program will actually help me this time!”

“This program is so cool. I like that my providers can communicate openly.”

“The opportunities given to me have made a big difference in my life... I have a safe place to live.”

## GNMH Housing Services Make a Difference

Greater Nashua Mental Health’s housing program offers several different types of supports to meet the unique needs of clients which can assist them in accessing and maintaining affordable housing. These may include short- or long-term rental assistance, short term supported housing in a shared living environment, or support around activities to help maintain housing like bill paying, being a good tenant, shopping or household maintenance. GNMH Housing Specialists work hard to identify and implement the best housing plan for each client to provide the opportunity for permanent, stable, and safe housing, an integral part of mental and physical well-being. **Here are some words from our clients:**

A housing client wrote in a card for a Housing Specialist, “I want to thank you from the bottom of my heart for your help and support with my housing. I am feeling much stronger and will never forget everything you did.”

Another client said, “I have been homeless for years, and the opportunities given to me have made a big difference in my life. I am even able to work now that I have a safe place to live.”

The mother of a client: “I just wanted to say thank you for being so engaging with my son yesterday during your visit. I have not seen him smile and have a conversation like you and he had for many months. He was animated! It was a bright spot in our day.”



# Who We Are

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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 residents statewide.

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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### Board of Directors (in Alphabetical Order)

**Robert Amrein, Esquire**

**Pamela Burns** – Board Chair

**James R. Jordan** – Board Vice Chair

**Karen Lascelle, CPA, CVA, CFE** – Board Treasurer

**Lieutenant Charles MacGregor**

**Reverend Thomas A. Moses**

**Robyn Moses-Harney**

**Elizabeth Sheehan**

**Kristen Sheppard, LICSW**

**Mary Ann Somerville**

**Diane Vienneau** – Board Secretary

### Senior Leadership Team

**Cynthia L. Whitaker, PsyD, MLADC** –  
President & CEO

**Maureen Ryan, MA** – Chief Operating Officer

**Kevin Cormier, CPA** – Chief Financial Officer

**Marilou B. Patalinjug Tyner, MD** –  
Chief Medical Officer

**Patrick Ulmen, MS** – Chief Information Officer  
**Carol Vallee, MBA** –

Vice President of Human Resources

**Donna B. Lennon, MA, LCMHC, MLADC** –  
Vice President of Clinical Operations

**Brian Huckins, MS** –  
Vice President of Quality & Compliance

## Our Offices

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### 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

**Non-English Speakers Main Phone:** (844) 245-4458

**24/7/365 Behavioral Health Crisis Support:**

Call or text: (833) 710-6477 or Chat: [NH988.com](https://www.gnmh.org)