

Greater Nashua

GNMH

Mental Health



There is always
Hope

Annual Report

Fiscal Year 2023

The Power of Community

A Letter from our President & CEO

Reflecting on the past year and considering the many recent tragedies both locally and globally, it is an important priority for all of us to develop resiliency, or "the ability to withstand or adjust to challenges." As one of the foundations of mental well-being, resilience allows us to be like trees; we bend with the wind so that we don't break, while our roots remain firmly planted. The building of resilience, however, cannot be done alone. Like the trees depend on one another and the ecosystem around them in the forest, we too need each other to develop connections and a sense of purpose and belonging to foster resilience. We heal and build our resilience together; there is power in community.

Recognizing this power and guided by our Strategic Direction, we have been intentional about creating and deepening our relationships with community partners. We are committed to understanding the needs in our community and how we, and our partners, can best meet those needs together. By holding multiple Focus Groups with our community partners to explore how we might strengthen our community, we have discovered ways to make our collaborations more effective and efficient.

"There is power in community."

We have also strengthened our commitment to elevating the voice of lived experience by implementing an Advisory Board. The Advisory Board is made up of individuals, or their family members, who have lived experience with mental health and substance use disorders. We genuinely appreciate and respect the perspectives shared by these individuals and thank them for generously sharing not only their time, but also their stories of challenge and resilience, which serve as a catalyst to drive innovation and improvement in our system.

After over a century of service, our roots remain deeply embedded in our community. We are grateful for our entire 'ecosystem,' which includes our community partners, donors, advocates, Board of Directors, and staff, who assist us along the path to being the best community mental health center that we can be for the Greater Nashua community. We honor the trust that those who use our services, as well as their family members, have in us and recognize that they are the reason our strong community exists. It's amazing what can be accomplished when we all work together. We hope that you will continue to be part of our community and accompany us on this exciting adventure.

With appreciation and best wishes for your health,



Cynthia L. Whitaker, PsyD, MLADC

Cynthia L. Whitaker, PsyD, MLADC
President and CEO

Looking Ahead

A Letter from our Board Chair

As we approach the end of another year, I extend my warmest greetings to you and your loved ones. On behalf of the Board of Directors, I am honored to convey our heartfelt appreciation for your unwavering support.

As I have assumed the role of Chairman of the Board, it has been a privilege to witness the compassion and unwavering dedication of our exceptional staff. Despite facing challenges such as post-COVID normalization and workforce shortages, our agency continues to stand tall in the face of rising demand for mental health and substance use disorder services within our communities. GNMH has always believed in the power of community partnerships, a principle that shines through in our Strategic Direction and values.

While we have taken significant strides in this direction, we remain dedicated to further developing and strengthening our bonds with our valued community partners. As we look forward to the year ahead, I am profoundly grateful to be part of this chapter in our organization's history. With the continued support of our remarkable community champions, our dedicated Board of Directors, and our extraordinary staff, I am confident that we will continue to make a profound and lasting difference in the lives of our most vulnerable neighbors.

Thank you for your trust, support, and dedication to the cause of mental health and well-being. Together, we are forging a brighter and more compassionate future.



James R. Jordan

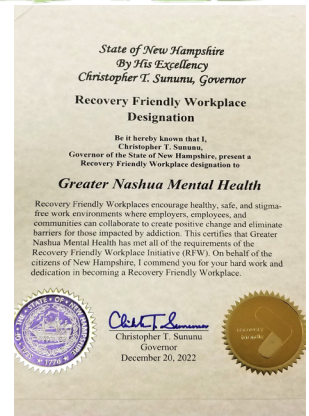
James Jordan
Board Chair

Community Involvement

2022-2023

Recovery Friendly Workplace

GNMH was recognized as a Recovery Friendly Workplace (RFW) by governor Chris Sununu. The program encourages healthy, safe and stigma-free work environments to create positive change and eliminate barriers for those impacted by addiction.



Focus Groups

GNMH held a Focus Group with community partners to discuss how we can serve our mutual clients most effectively and efficiently.



Drug Court

Senator Shaheen joined us to celebrate our largest Drug Court Graduation to date, with 11 graduates, who completed the demanding program, and went on to start new lives.



Community Connections Mental Health Court

Our Mental Health Court had 13 new graduates this year! This program has changed - and saved the lives of many over the years!



Empowering Minds

2023 has been a year full of new initiatives and programs that have the power to transform the lives of many, and provide hope to many others who find themselves caught in a cycle in which they feel helpless.

Our HOPE program

H.O.P.E, which stands for "helping overcome psychosis early," is an early intervention approach for young individuals between the age of 15-35 who experience a first episode of psychosis. Psychosis is characterized by a period of time when a person experiences disruptive thoughts or perceptions that make it difficult for them to know what is real and what isn't.

The key to this program is effective and early intervention. There is a common misconception that often labels individuals with schizophrenia as hopeless. The reality is that there is HOPE, and with coordinated specialty care and treatment, individuals can work toward recovery.

Our goal for individuals under our care is to ensure that they receive the care that they need to lead empowered and fulfilling lives.

The risk of violence and suicide decreases with treatment for individuals who experience a psychotic episode.



Statistics on Psychosis

- 3.5% of the population experiences psychosis
- Approximately 50% of people in mental health hospitals have schizophrenia & only 31% reach out for specialized support from mental health services.

We have a NEW Veteran's Services program with a dedicated team!



At times, when Veterans undergo a distressing event, like an IED explosion or the loss of a fellow Service member, it's not unusual for them to develop Post Traumatic Stress Disorder (PTSD). The symptoms can be overwhelming, causing some Veterans to contemplate suicide.

Given the rising rates, we knew we had to move towards enacting change to help make a difference in support of Veterans who suffer from PTSD and other mental health disorders, because the loss of one life is one too many. Our initiatives include assisting clients by providing a combination of therapy, case management, and functional support services that are specialized for Veterans and their families. We continue to see an increased need in support for those who bravely served to protect us. Our dedicated team is continuously working to ensure that any member of the armed forces receives the care they need when they seek it.

Community Impact

Homelessness Initiatives: Our Community Outreach & Education Coordinator works toward connecting homeless individuals and engaging them to agree to receive the services that they need. She also partners with the city and many different community partners each year to participate in combating homelessness through the collection of data, outreach, speaking initiatives and through relentless advocacy for our community.



Emergency Services: Over the course of the year, our Emergency Services Team conducted upwards of 550 crisis evaluations, a significant portion of those involved mobile deployment and resulted in keeping people out of the hospital .

Congresswoman Kuster, toured our Mobile Crisis facilities earlier this year to learn more about our work and ways in which we can address the substance use and mental health epidemics.

Drug Court and Substance Use Disorder Programs

The Drug Court program, which works in partnership with law enforcement, legal systems and the recovery community, celebrated it's ten year anniversary. Graduates of the program received support with education or employment, and reunification with their families. We also provide substance use disorder services to individuals 12 years and older. We have also implemented a contingency management program, which provides added incentives to those in the process of recovering from substance misuse.



Planting Seeds of Change

Our journey with the younger generation is shaping a brighter tomorrow. Last school year, we engaged with the juvenile justice system, extending an invitation to youth within the court systems to join our groups.

In addition, our social-emotional groups blossomed at Hudson Preschool, and we're thrilled to announce their expansion this year. As we continue to enhance emotional regulation and dynamic activity groups in schools and other settings, our case managers work closely with both children and staff to provide resources and support. Through the NH Department of Education grant, which also funded our Summer Camp services, we provided essential functional support services to uninsured children, breaking down barriers and dispelling stigma —all without cost to them.

GNMH at Summer Camp

Our collaboration with local summer camp programs has been a truly remarkable and rewarding experience. In our first year at the camps, no child was sent home because our staff was directly able to assist youth in need of support. Camp staff was trained, equipping them with the skills and tools necessary to recognize and diffuse mental health challenges. It's through collaborations like these that we thrive by utilizing our resources for the greater benefit of our community. Thank you to all who supported our efforts this year.



Summary of Clients Served

Clients Served By Program

| | |
|-------------------------------------|-------|
| Intake and Assessment Services | 1,063 |
| Child, Adolescent & Family Services | 1,059 |
| Adult Services | 1,763 |
| Older Adults Services | 335 |
| Crisis Services | 981 |
| Supported Employment Services | 764 |
| Substance Use Disorder Services | 138 |
| Deaf/Hard of Hearing Services | 78 |
| Drug Court | 90 |
| Mental Health Court | 189 |
| Homeless Outreach | 57 |
| Housing Support Services | 76 |

The numbers above also reflect clients that may receive several different services, in order to meet their individual needs.



"Sometimes it can be hard seeing the progress within ourselves. Our mental health struggles can lead us to believe that we can't do it, but the unwavering faith from my therapist gave me hope and showed me that I can do it."

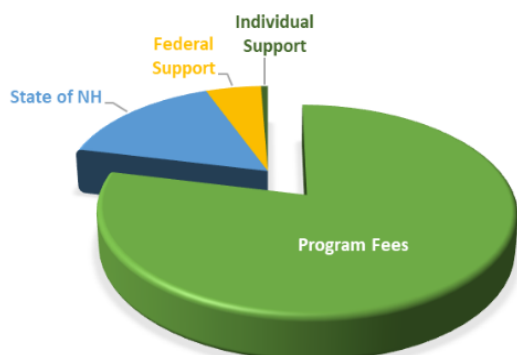
-Client Review

Financial Summary

In Fiscal Year 2023, we provided uncompensated and charity services at a total cost of \$1,031,946

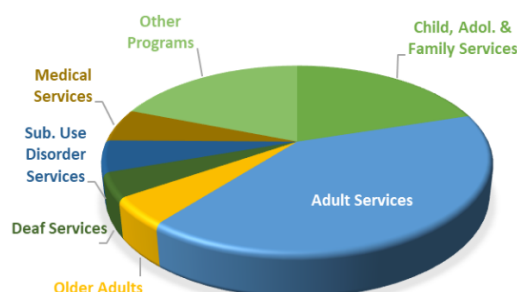
Income

| | |
|---------------------------|---------------------|
| Program Service Fees, Net | \$18,329,123 |
| State of NH | \$3,639,395 |
| Federal | \$1,178,290 |
| Contributions and Support | \$144,131 |
| Net Investment Income | \$420,500 |
| Other | \$7,512 |
| Total Income | \$23,718,951 |



Expenses & Transfers

| | |
|--------------------------------|---------------------|
| Child, Adol. & Family Services | \$4,660,981 |
| Adult Services | \$9,399,927 |
| Older Adult Services | \$1,105,032 |
| Deaf Services | \$975,126 |
| Sub. Use Disorder Services | \$1,262,291 |
| Medical Services | \$1,310,788 |
| Other Programs | \$4,421,796 |
| Transfer to Cash Reserves | \$583,010 |
| Total Expenses | \$23,718,951 |



Strategic Direction Updates

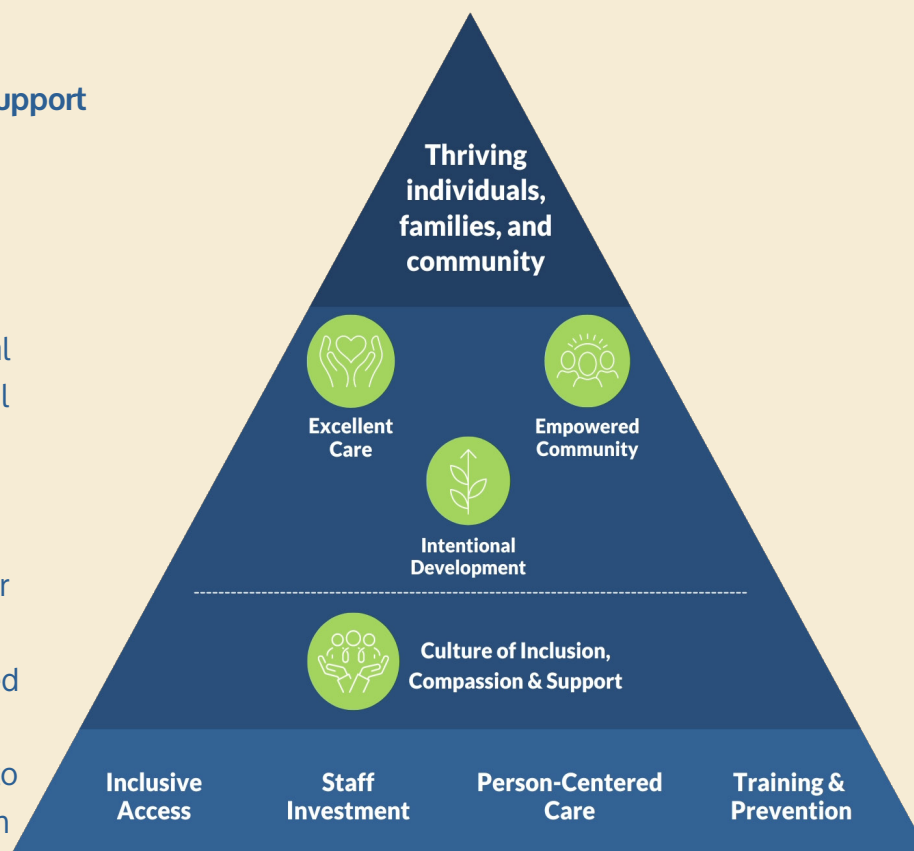
Mission: Empowering all people to thrive through excellent care, community engagement, and a commitment to innovation and growth.

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

In the ongoing celebration of our Strategic Direction, defined by four impact pillars that seamlessly align with our mission and values, our organization has witnessed remarkable progress unfolding within these key areas:

- **Culture of Inclusion, Compassion & Support**
- **Excellent Care**
- **Intentional Development**
- **Empowered Community**

The State of NH has granted us provisional status as a Certified Community Behavioral Health Clinic (CCBHC), as we continue our efforts to intentionally develop our relationships further with our community and community partners, because together we can achieve so much more. Our Strategic Direction paired with our Certified Community Behavioral Health Clinic (CCBHC) grant, empowers us to continue to work towards enhancing service expansion and advancing access to care.



We are currently in year 2 of this 4-year grant and are happy to report that we have already accomplished a significant number of our goals. The progress made so far can be summarized as follows: 20% of overall strategic objectives are complete with another 67% in progress. All pillar groups have shown increases in the percentage of learning milestones and continue to work hard to align our programs while staying true to our mission and values. As we continue to pursue ongoing goals we intend to explore innovations to improve access to care for all and implement centralized scheduling to improve client show rates and scheduling options because at the core of everything we do, our focus is driven by our clients.

Who We Are

As the Community Mental Health Center that has been around since 1920, 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

Board of Directors (in Alphabetical Order)

Robert Amrein, Esquire

Pamela Burns – Vice Chair

James Fasoli

Michelle Gardner

Gerard Hadley

James R. Jordan – Chair

Lieutenant Charles MacGregor

Father Thomas A. Moses

Elizabeth Sheehan

Kristen Sheppard, LICSW

Edmund Sylvia – Treasurer

Diane Vienneau – 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

James Gamache, LICSW – Vice President of Quality and Corporate Compliance

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

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



GNMH Greater Nashua
Mental Health

www.gnmh.org