

A photograph of a family of three in a park setting with autumn foliage. A man in a brown sweater sits on the ground, holding a young child with blonde hair on his shoulders. The child is wearing a white sweater and making a peace sign. A woman in a white sweater and a white knit hat is leaning over the man, smiling. The background is filled with yellow and orange autumn leaves.

Greater Nashua

GNMH

Mental Health

Annual Report Fiscal Year 2024

The POWER of COMMUNITY

A letter from our President and CEO

As I reflect on this past year, one word keeps coming to mind: momentum. At Greater Nashua Mental Health, we've not just maintained our services – we are transforming them, marking 2024 as a truly pivotal year in our organization's journey. Most notably, we achieved recognition as New Hampshire's first Certified Community Behavioral Health Clinic (CCBHC), a milestone that affirms our commitment to delivering the highest standard of integrated care.

Yet what truly defines our success is our community. Every day, I witness the extraordinary dedication of our staff who embody our mission and values, the challenges faced by individuals and families who trust us with their care, and the collaboration with community partners who support and amplify our impact. Our success is guided by our core values of collaboration, compassion, empowerment, and authenticity, which shape all our interactions – from providing clinical care, to gathering feedback from our Advisory Group or Community Focus Groups, to providing awareness education, and building partnerships across the Greater Nashua region.

Throughout 2024, the mental health landscape has continued to evolve, presenting increasingly complex challenges for individuals and families. In response, we've doubled down on innovation, expanding specialty services and forging stronger partnerships with local schools, hospitals, and community organizations. The impact of our work extends far beyond our office walls with a pledged commitment to meet the diverse needs of those we serve.

Our CCBHC designation isn't just a milestone – it's a springboard for our future growth. Being a CCBHC enhances our ability to provide comprehensive, person-centered care and supports our focus on expanding our reach to underserved populations. We remain committed to nurturing that strength through services and support.

None of this momentum would be possible without the steadfast support of our board, staff, community partners, supporters, and friends. Your belief in our mission and your generous contributions of time, expertise, and resources enable us to continue this vital work. Together, we're building more than just services; we're fostering a healthier, more inclusive, and more compassionate community.

“The impact of our work extends far beyond our office walls with a pledged commitment to meet the diverse needs of those we serve.”

Thank you for being part of this transformative journey. With your continued support, we're dedicated and excited to continue moving forward as we break down barriers to mental health care to ensure that everyone in our community has access to the compassionate, effective treatment that we all deserve.

With profound gratitude,



Cynthia L. Whitaker, PsyD, MLADC
President and CEO



Looking Ahead

A letter from our Board Chair

I want to extend my warmest greetings to you and your families. On behalf of the Board of Directors at Greater Nashua Mental Health (GNMH), it is a privilege to share our deepest gratitude for your unwavering support throughout this transformative year.

Over the past year, the mental health landscape has continued to shift, presenting new and increasingly complex challenges for individuals and families in our community. In response, GNMH has embraced innovation and collaboration by expanding specialty services and strengthening and extending our partnerships with schools, hospitals, and other community organizations.

I am especially proud to share that our hard work and preparation have culminated in a significant milestone: GNMH is now recognized as **New Hampshire's first Certified Community Behavioral Health Clinic (CCBHC)**. This designation affirms our commitment to delivering the highest standard of integrated, person-centered care. Yet, this is just the beginning. With the opportunities afforded by the CCBHC designation, we are already laying the groundwork to restructure and strengthen our infrastructure, ensuring that we can better serve those who rely on us.

The momentum we have achieved this year reflects the collective effort of our Board, our exceptional staff, our partners, and supporters like you. Your belief in our mission, your philanthropic generosity, and your trust enables us to continue this vital work. Together, we are not simply delivering services; we are fostering a stronger and much healthier community where everyone has access to the care they deserve.

Looking ahead to 2025, I am filled with hope and gratitude as we embark on the next chapter of our journey. With your continued support and the dedication of our remarkable team, I am confident that we will deepen our impact and bring meaningful, lasting change to those we serve.

Thank you for standing with us, for sharing in our mission, and for helping us forge a future defined by compassion, inclusion, and care. Together, we are making a profound difference.

With appreciation and warmest wishes,

James R. Jordan

James Jordan
Board Chair



Recognitions & Awards

CCBHC Certified

This year, GNMH became NH's first **Certified Community Behavioral Health Clinic (CCBHC)**.

This means that we provide coordinated comprehensive behavioral health care and serve anyone who needs mental health or substance use treatment, regardless of their ability to pay.



Community Champion

GNMH was recognized as a **"Community Champion"** by Community Action for Safe Teens (CAST) in recognition of our efforts and successes in preventing substance use among teens of Greater Nashua.



The Uniquely Real and Playful Award

The YMCA of Greater Nashua presented GNMH with **"The Uniquely Real and Playful During Summer Camp Award"** in recognition of the support provided by our Child, Adolescent, and Family Services (CAFS) team and the positive impact they made on both staff and the youth at their summer camp.



InSHAPE Model Celebrates 20 Years

Impacting quality of life, reducing the risk of preventable diseases, and enhancing the life expectancy of individuals diagnosed with mental health and substance use disorders.

Many programs at GNMH focus on improving overall well-being in addition to decreasing symptoms of mental illness or substance use disorders. One example of such a program is **InSHAPE**, which is a comprehensive health and wellness program designed to improve the health outcomes and social inclusion of individuals living with serious mental illness.

Because we understand that connection is key to a healthier, happier life, this year our InSHAPE program focused on initiatives that bring people together to nurture both mental and physical health. Two things make this program possible:

1) Health Mentors

All InShape clients are partnered with a GNMH staff Health Mentor. Health Mentors educate and coach clients on healthy lifestyle changes and how to engage in physical movement without causing injury. Most importantly, Health Mentors are a true presence of hope and encouragement.

2) Community Partnerships

Collaborating with local organizations, we created opportunities for shared activities, educational workshops, and neighborhood events that promote well-being. Including our partnership with GrowNashua, which supported two community garden beds for our clients to grow and enjoy fresh fruits and vegetables.



Wellness goes beyond individual efforts, it thrives in connection.



As a CCBHC, we focus on “**whole person health**,” by considering the impact of physical, emotional, social, and spiritual factors and health and resilience across the lifespan. InSHAPE is a cornerstone program of holistic wellness empowering participants to improve their physical health and well-being. This program is available to individuals living with a serious mental illness who are 16 or older and offers resources to lead healthier and happier lives. This transformative program offers the following:

Nutritional Education and Support

Providing participants with knowledge and resources about the importance of a nutritious and well-balanced diet to empower them to make informed food choices that enhance both physical health and mental clarity.

Certified Personal Training by Qualified Health Mentors

Offering personalized fitness plans, access to gyms and other facilities, and expert guidance to help individuals achieve their wellness goals safely and effectively.

Healthy Cooking Skills

Teaching practical cooking techniques for preparing nutritious, easy-to-make meals that support long-term health.

Activities that Enhance Social Connection

Fostering community and connection through group fitness classes and wellness activities that create a network of support, including working together to plant a community garden.

Smoking Cessation Support

Helping participants monitor and change smoking habits with individualized programs and resources.

Access to Gyms and Exercise Facilities

Giving individuals the opportunity to utilize local gyms and fitness centers, making exercise accessible to everyone while learning how to properly use exercise equipment.

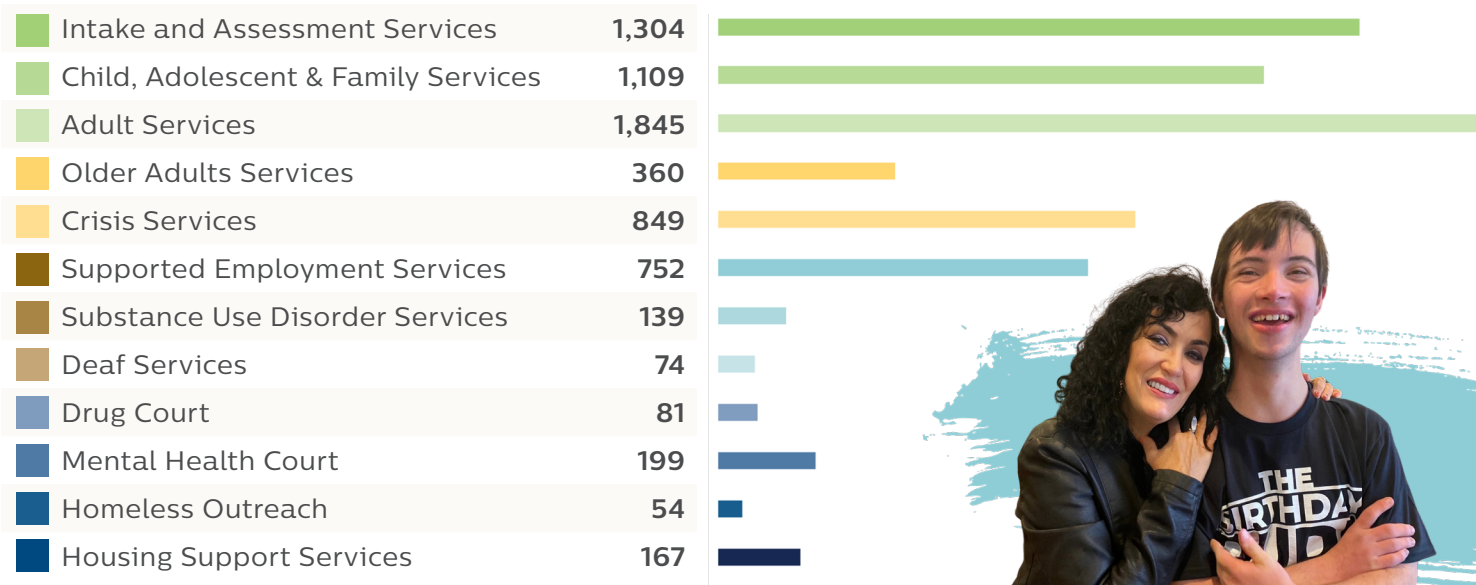
The InSHAPE program aligns with GNMH’s commitment to collaborate with our community and reduce stigma around mental health and substance use disorders.

The program’s longevity and many stories of positive impact are a testament to the dedication of our staff and participants who work together to create a healthier, more resilient community.

By working collaboratively, we can create a community where everyone can **THRIVE**.

Clients Summary

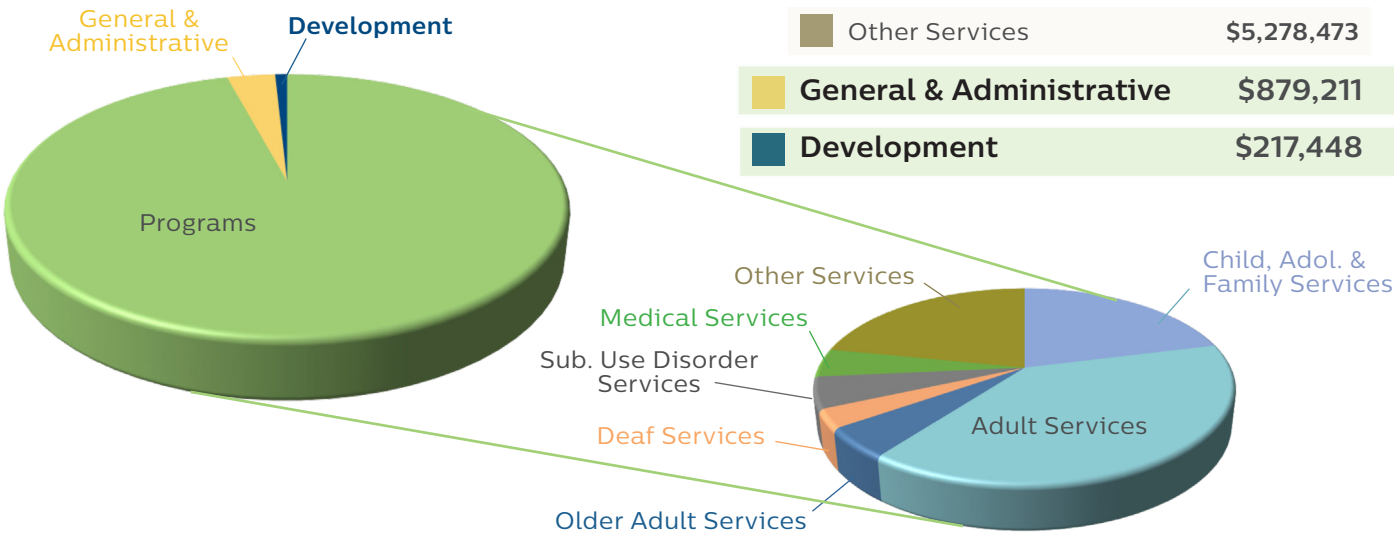
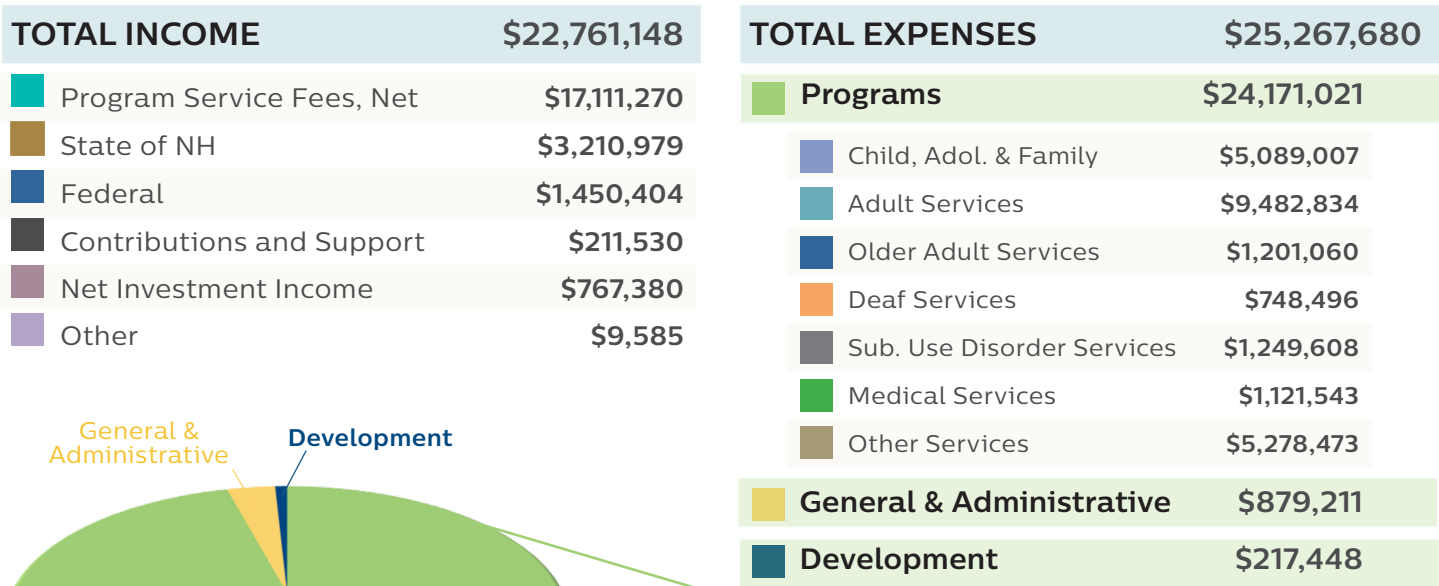
Clients by Program



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 2024, we provided uncompensated and charity services at a total cost of \$2,396,270.



What's Happened In Fiscal Year 2024

GNMH partners with the state of NH to begin the process of becoming a designated Certified Community Behavioral Health Clinic (CCBHC).

**JULY
2023**

**NOV
2023**

GNMH staff deliver the presentation "Mental Health Awareness - De-escalation Techniques" to Hillsborough County Correctional Officers. Throughout the year, staff participate in **175 outreach events and training sessions**, engaging with a wide range of community members and businesses across New Hampshire.

**DEC
2023**



New program - **Services for Members of the Armed Forces and Veterans** - is formed to provide care that recognizes the unique health needs and challenges for Veterans and their families.

**FEB
2024**

GNMH introduces an LGBTQ+ Coping Skills and Therapy Group, fostering resilience and inclusivity through equitable care.

**APR
2024**

Substance Use Disorder Treatment launches a Contingency Management Program, an evidence based treatment for substance use disorders.

Collaborated with Rivier University to launch a program where BA-level students are "paid to learn" and gain valuable work experience by interning at GNMH while still in school.

Supported Employment Was Busy This Year!

Our Supported Employment (SE) program is dedicated to helping individuals with mental health and substance use disorders find and maintain fulfilling jobs. They provide personalized support to clients at every step of their journey, including **career planning and job matching, skill development, and on the job support and advocacy**. They also offer a **clothing closet that provides suits and professional attire to clients preparing for job interviews**.

Through partnerships with local businesses and organizations we create pathways to stable employment, financial stability, and enhanced self-confidence. Our SE program helps clients find meaningful work, achieve milestones, and contribute positively to their communities. Our annual review of the program by the State of New Hampshire found the program met "Good Fidelity," recognizing the high-quality services this team provides to its clients.

Learn more about what Supported Employment and other programs at GNMH and around our community do to help our clients by tuning into our TV Show, The Empower Hour.



Hygiene Closet Available to all Clients

Hygiene plays a vital role in daily life for everyone. Driven by our commitment to whole health and comprehensive wrap-around services, we recognized this essential need for our clients. Thanks to the generous support of our community, we successfully gathered over 4,800 hygiene items for our hygiene closet, which is accessible to all of our clients.

New EMR Implementation

We are deeply committed to delivering more personalized, timely, and effective care to all of our clients. To enhance the efficiency of our services, we implemented a new Electronic Medical Record (EMR) system. As part of the implementation, members from our IT department enlisted the help of 25 staff members who became our "super users," helping us tailor the software to manage client information, support communication across care systems, and enhance the overall client experience.



Expanding Access to Care

In the coming year we are committed to increasing our reach within the Greater Nashua region, ensuring more individuals and families can access mental health and substance use services. Strategies to decrease barriers to treatment include expanding the hours for walk-in intakes to include evening access, adding walk in substance use evaluations to our walk-in intake services, continuing to offer telehealth services and hybrid work schedules, and renovating current facilities to use space more efficiently.

As GNMH has grown over the years to meet the needs of the community, we have expanded to 6 buildings across the city, but our long-term goal is to offer services at 1 location to streamline our service delivery, increase efficiencies, and ensure we have the space and staffing to meet the demand for services. We are excited to announce that in 2024 we purchased a plot of land in a central location in Nashua, ideal for both client access and large enough to build a facility that will give us room to grow. In 2025 we will develop a robust capital plan, that will include raising funds to build a new warm and welcoming facility where we will be better able to meet the behavioral health needs of the community. We hope you will join us for this next step in GNMH's evolution, and support our efforts!

Innovating through CCBHC

With our 2024 certification as a Certified Community Behavioral Health Clinic (CCBHC), we are proud to lead the way in delivering integrated care. By combining mental health, substance use, and primary care services, we are reducing mental health stigma. This commitment is reflected in data collected from 2023 to 2024, which shows that 91% of our clients would recommend GNMH to a friend.

Fostering a Culture of Inclusion and Support

We have been named a recovery-friendly workplace and will continue to amplify our efforts to create a welcoming and inclusive environment for clients, staff, and community members.

Strengthening Community Partnerships

We are strengthening our collaboration with local organizations, law enforcement, and healthcare providers to build a more integrated network of support. Through these partnerships, we aim to expand prevention efforts, enhance crisis intervention services, and provide comprehensive wraparound care for individuals facing complex challenges. Additionally, we plan to broaden our outreach efforts and offer specialized training opportunities for community members interested in gaining a deeper understanding of specific areas of mental health and substance use disorders.

Who We Are

Greater Nashua Mental Health has been serving the needs of southern Hillsborough County since 1920. As a Community Mental Health Center, we provide an array of evidence-based mental health and substance use disorder services to individuals of all ages and offer primary health care to our clients who are 16 years of age 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 New Hampshire resident.

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 it is **our mission** to empower all people to thrive through excellent care, community engagement, with a commitment to innovation and growth.

Our Board of Directors

(In Alphabetical Order by Last Name)

Robert Amrein, Esquire
James Fasoli
Michelle Gardner - Secretary
Gerard Hadley - Treasurer
James Jordan - Board Chair
Sunil Khadka
Lt. Charles MacGregor
Catherine McNamara
Beth O'Brien
Elizabeth Sheehan
Kristen Sheppard
Diane Vienneau - Vice Chair
Diana Walsworth
Brian Winslow
Pamela Burns - Emeritus Board Member

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

New Client Intake, Older Adult Services, Deaf Services, Substance Use Disorder Services

440 Amherst Street, Nashua, N.H. 03060

Emergency Services

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

Our Senior Leadership Team

Cynthia 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
James Gamache, LICSW - Vice President of Quality and Corporate Compliance



THANK YOU to all our event volunteers this year!

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

Chat: NH988.com

Greater Nashua

GNMH
Mental Health



www.gnmhc.org