

Greater Nashua

GNMH

Mental Health

Annual Report

Fiscal Year 2025



CELEBRATING
105 YEARS

(1920-2025)

105 Years of UNWAVERING Service

A letter from our President and CEO

This year marks a remarkable milestone: 105 years of unwavering service to our community. As I reflect on this extraordinary journey, I'm struck by how our values have remained constant even as our services have evolved.

In the 1920s, we hosted polio clinics and fresh air camps, serving children who needed healing and hope. Today, we welcome youth into therapy groups, supported summer camps, and services within schools. Our commitment to meeting people where they are—with compassion and genuine care remains unwavering.

Our **collaborative** spirit has deep roots. In the past, we partnered with the City of Nashua to ensure access to food, milk, and citizenship preparation classes. Today, we're part of a comprehensive support network with partners who amplify our impact and reflect our belief that complex challenges require collective solutions—a philosophy that has guided us through every era.

Our **authentic** responsiveness to community needs continues to drive innovation. We've embraced new technologies and evidence-based practices while building genuine relationships that honor each person's dignity. And our **empowering** approach guides everything from person-centered treatment planning to the goals within our Strategic Plan.

The multigenerational trust our community has placed in us speaks to something deeper than longevity. Families who came to us decades ago continue to rely on us today to serve their children and grandchildren. This continuity reflects our commitment to walking alongside people through life's challenges and celebrating their strengths.

Like our predecessors who navigated the Great Depression and World Wars, we're meeting today's challenges, including shifts in the funding landscape, with creativity and resolve. Our collaborative partnerships have never been more vital, and growing recognition of mental health needs creates new opportunities for meaningful impact.

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The next chapter depends on our partnership with you. In an environment where traditional funding faces pressures, your support becomes even more crucial to continuing our history of value-driven service.

Thank you for 105 years of trust. Here's to our continued journey together.

With gratitude and determination to keep moving forward,

With profound gratitude,



Cynthia L. Whitaker, PsyD, MLADC

President and CEO



Looking Ahead

A letter from our Board Chair

As we approach the end of 2025, I want to extend my heartfelt greetings to you and your loved ones. On behalf of the Board of Directors at Greater Nashua Mental Health (GNMH), it is an honor to thank you for the trust and support you have given us during this remarkable year of transformative growth and change.

This past year has reminded us how complex and demanding the world of mental health can be for individuals and families in our community. In response, GNMH has worked hard to meet those challenges by expanding specialized services and building even stronger partnerships with schools, hospitals, and local organizations. We know that addressing mental health needs requires all of us working together—and your support makes this possible.

GNMH's recognition as New Hampshire's very first Certified Community Behavioral Health Clinic (CCBHC) represents far more than a new title—it symbolizes our ongoing commitment to person-centered, integrated care of the highest quality. And it is only the beginning. With this designation, we are excited to continue with our plans to construct a new central facility so we can continue growing and serving even more people with the compassion and respect they deserve.

The progress we've made reflects the dedication of many: our Board, our incredible staff, our community partners, and supporters like you. Your generosity and belief in our mission allow us not only to deliver services, but to help create a healthier, more connected community where care is always within reach.

As we look to 2026, I carry with me a deep sense of gratitude and renewed hope. Together, with your partnership and the tireless efforts of our team, I am confident that we will continue to touch lives, expand access, and bring meaningful change to those who need it most.

Thank you for walking alongside us in this important work and for sharing in our vision of a community defined by compassion, inclusion, and care. With your support, we truly are making a difference.

Diane Vienneau

Diane Vienneau
Board Chair



Our Mission in Action

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

Greater Nashua Mental Health proudly earned the designation as a **Certified Community Behavioral Health Clinic (CCBHC)**, affirming our commitment to comprehensive care that addresses mental health, substance use, and physical health in an integrated way.

WHAT is a CCBHC? CCBHCs ensure access for individuals of all ages and demographics, regardless of their ability to pay for services.

They uphold a high standard of care that supports:

- Improved Access,
- Reduced Costs,
- Crisis Support,
- Specialized Care, and
- Continuous Improvement of Client Care.

Our Humble Beginnings



Our work began in the community, but in 1939, the Harris Home was donated to the Community Council of Nashua, creating a centralized location where individuals could receive care. Today, this historic building at 7 Prospect Street continues to serve the community. It houses some adult services, as well as an onsite pharmacy and InteGreat Clinic.

Nurturing Resilience from the Start



Boys at Air Fresh Camp Circa - 1939



Kids at Summer Camp Circa - 1945

For more than a century, children have been at the heart of GNMH. In the 1920s, our earliest services included fresh air camps that gave 300 kids per year a safe space to play and heal, and polio clinics that provided lifesaving care to over 8,000 children during one of the greatest public health challenges of the time. These early efforts planted the seeds of a commitment that continues to this day: ensuring every child has the opportunity to grow, heal, and thrive.

Building on that legacy, today's Child, Adolescent and Family Services Program provides comprehensive care for youth and families, including school-based therapy, family counseling, play and art therapy, and specialized groups. Our clinicians meet children where they are, at school, in the community, in camps, or at our established facility, helping them build resilience and connections that last a lifetime.



Dr. Ezra Jones (left) devoted 22 years to the community, caring for and helping over 8,000 children recover from polio.



Why It Matters: From fresh air camps in the 1920s to innovative youth programs today, GNMH has always understood that investing in children means investing in community wellbeing. By supporting young people in building resilience and discovering their strengths, we build a foundation for thriving individuals, families, and communities for generations to come. We invite you to be a part of that legacy.



Children's Program in Action — Past & Present

1920's



2025

In 2025, our expanded youth group programs equipped students with essential skills for growth and resilience.

The **Upper Elementary Social Skills Board Game Group** built teamwork, perspective-taking, and frustration management, while giving many kids their first experience with small talk and peer connection outside of school. High schoolers in the **Healthy Habits Group** explored nutrition, exercise, boundaries, and sleep habits, creating wellness plans and cooking together.

Crafting Connections fostered creativity, confidence, and identity-building, and **Mindfulness in Nature** and **PAUSE** groups strengthened coping skills and self-esteem through outdoor mindfulness practices. **Jumpstart Your Future** prepared students for life after graduation with resume writing and job planning, while **Catching a Good Vibe** helped teens develop patience, resilience, and leadership through fishing, culminating in participants leading the group themselves.

Through a century marked by pandemics, wars, economic upheavals, and shifting health landscapes, our teams have shown unwavering resilience adapting, innovating, and continuing to deliver compassionate care when our communities need it most.

Impact: Our team has served 10,842 children in the last ten years. We have also navigated many challenges, like the aftermath of WWI, the Spanish Flu, the Great Depression, WWII, Polio, Healthcare cost inflation and COVID-19. Despite all of this, our resilient team continues to advocate for the welfare of our clients and the communities we serve.

988 children and families served in 2025.

Integrated Support at Every Stage

Caring for one's health is a lifelong journey. That's why we offer programs tailored to every stage of life.



Where it all begins: Intake & Access to Care

Our intake team provides a welcoming assessment process and connects individuals to services that best match their needs and strengths, either within our center or through community partnerships. *This spring, one client arrived after years of psychiatric hospitalization and without insurance. With gentle persistence, our staff worked with her and her family to gather paperwork, while Emergency Services supported her immediate needs. Thanks to this teamwork, she obtained Medicaid and began ongoing care within one of our adult programs.*

Moments of Crisis can happen at anytime: Emergency Services

Our 24/7 Emergency Services team offers immediate support during crisis moments and connects individuals to appropriate support and resources. *One young mother, facing domestic violence, received in-home visits from a clinician and peer support specialist. After 30 days of services, she gained stability, secured safe housing, and established safety from domestic violence. In another case, collaboration with law enforcement prevented a tragedy when a woman facing a significant crisis was safely hospitalized and connected to long-term care. Today, she lives with her family, continues treatment, and has returned to work.*

24/7
SERVICE



Children

Adults

Members of the
Armed Forces
and Veterans

Unhoused
Individuals

Older Adult Services

Our older adult program connects seniors with counseling and social supports that build on their life experience and strengths while supporting resilience, independence, and community engagement to thrive in today's evolving world.

"GNMH helped me understand how I can manage my depression, so that I can repair the relationship I have longed to have with my children." – GNMH Older Adult Client

Law Enforcement Partnerships: Our clinicians partner with law enforcement, first responders, and municipalities to understand community needs and develop collaborative responses that prioritize appropriate care and support to avoid unnecessary incarceration or hospitalization.



School Collaborations: Every year, we partner with educators at multiple schools in our service area to support student wellbeing through on-site counseling and collaborative efforts that foster supportive learning environments.

Community Events: Our 2nd Annual Thrive Stride 5K was a success! Over 205 participants joined us to raise awareness, reduce stigma, and celebrate recovery. We're excited to return in 2026 and reconnect with the incredible supporters who champion breaking the stigma around mental health and substance use.



Volunteer & In-Kind Support: Community volunteers helped create holiday magic by knitting holiday stockings for clients and their families and contributing over 100 items that brought joy to 30 children and their caregivers during the holidays.

Clients Summary

Clients by Program

Intake and Assessment Services	1,314	
Child, Adolescent & Family Services	988	
Adult Services	1,780	
Older Adults Services	348	
Crisis Services	406	
Supported Employment Services	303	
Substance Use Disorder Services	128	
Deaf Services	77	
Drug Court	51	
Mental Health Court	127	
Homeless Outreach	37	
Housing Support Services	148	

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



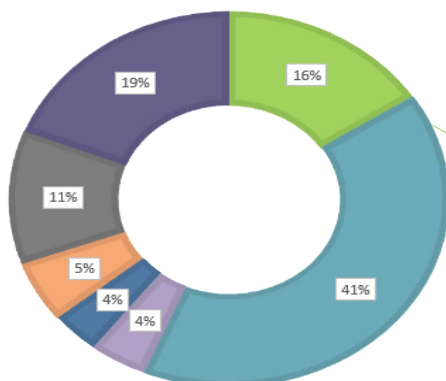
Financial Summary

In Fiscal Year 2025, we provided \$1,518,928 in charity care to community members in need.

TOTAL INCOME \$26,193,960

Program Service Fees, Net	\$18,920,524
State of NH	\$4,415,364
Federal	\$1,543,467
Contributions and Support	\$422,602
Net Investment Income	\$347,474
Other	\$544,529

Total Income \$26,193,960



TOTAL EXPENSES \$27,445,651

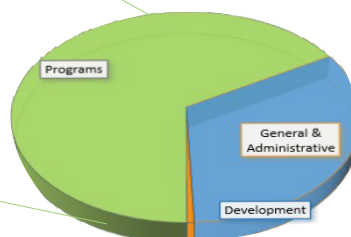
Programs \$18,651,396

Child, Adol. & Family Services	\$2,940,995
Adult Services	\$7,555,943
Older Adult Services	\$793,935
Deaf Services	\$675,525
Sub. Use Disorder Services	\$987,288
Medical Services	\$2,145,837
Other Services	\$3,551,873

General & Administrative \$8,607,983

Development \$186,272

Total Expenses \$27,445,651



WITH GRATITUDE TO THOSE WHO LAID THE FOUNDATION FOR GNMH'S 105 YEARS OF SERVICE



William E. Caffray
7 Years of Service



Dr. Zlatko Kuftinec
38 Years of Service



Carol Farmer
40 Years of Service



Dr. Hisham Hafez
10 Years of Service

Who We Are

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.

Our Board of Directors

(In Alphabetical Order by Last Name)

Pamela Burns
James Fasoli
Michelle Gardner - Vice Chair
Gerard Hadley - Treasurer
Sunil Khadka
Catherine McNamara
Beth O'Brien
Elizabeth Sheehan
Diane Vienneau - Board Chair
Diana Walsworth - Secretary
Brian Winslow

Our Senior Leadership

Cynthia Whitaker, PsyD, MLADC - President & CEO
Maureen Ryan, MA - Chief Operating Officer
Pamela Wilson, CNAP - 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, MLADC - Vice President of Quality and Corporate Compliance

Our Offices

Administrative
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

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

