

STRATEGIC INITIATIVES 2017–2020

LEADERSHIP

We will:

- Develop leaders from all areas of The Center.
- Create leaders who are infused with hope and optimism.
- Foster a just culture that creates the synergy for open communication, collaboration and innovation.
- Forge leaders for both The Center and our community that clearly demonstrate:
 - ~ Accountability
 - ~ Equity
 - ~ Integrity
 - ~ Servanthood
 - ~ Vulnerability

SUSTAINABILITY

We will:

- Ensure that The Center grows and manages its resources effectively in both near and long term.
- Work to develop, recruit and retain a diverse, highly skilled, adaptable and committed workforce.
- Strive to accelerate a value-based delivery system of care.
- Improve the environment of care to ensure dignity, safety and efficiency.

QUALITY & INNOVATION

We will:

- Ensure that our patients, their families and our staff are always at the center of our planning and our services.
- Adopt the principles of the Zero Suicide Initiative.
- Utilize research and training to expand our leadership in providing a trauma-informed, Evidence-Based system of care.
- Grow our technology to improve service accessibility, visibility, reliability, efficiency and effectiveness for our clients, the community and our staff.

COMMUNITY WELLNESS

We will:

- Work on every level to defeat the stigma of mental illness and to ensure health equity for all.
- Evolve our system of care to complement primary care and the array of community services that target addiction and recovery.
- Be a resource for the community to improve:
 - ~ Knowledge of mental illness
 - ~ Inclusion of diverse populations
 - ~ Resilience to mental illness
 - ~ Capability to treat mental illness
- Expand our presence and connectivity to schools.



Guiding Values and Principles

We treat everyone with respect, compassion and dignity.

We offer hope and recovery through individualized, quality mental health services.

We provide evidence-based, culturally responsive and consumer/family focused care.

We support skilled staff members who work together and strive for excellence.

We pursue partnerships that promote wellness and create a healthy community.

Mission

To empower individuals to achieve recovery and promote personal and community wellness through an accessible, comprehensive, integrated and evidence-based system of mental health care.

Vision

To promote prevention recovery and wellness, and strive to be a center of excellence and sought after partner in developing and delivering state-of-the-art mental health treatment integrated within our community.

Board of Directors 2016–2017

- Jessica Arvanitis
 - Timothy Burdick, MD
 - Alicia Finn, Ph.D., Vice Chair
 - Michael Harrington, Chair
 - Philip Hastings
 - Jaime Hoebeke
 - Thomas Lavoie, Secretary
 - Nicole Ledoux*
 - Geoffrey Lundy, MD*
 - Lizabeth MacDonald
 - Sheila McNeil, Treasurer
 - Christina Mellor
 - Elaine Michaud
 - Theresa Ryan
 - Andrew Seward
 - Richard Shannon
 - Kevin Sheppard
 - Shannon Sullivan
- * Retiring board members

Board Officers 2017–2018

- Michael Harrington, Chair
- Philip Hastings, Vice Chair
- Sheila McNeil, Treasurer
- Thomas Lavoie, Secretary

New Board Members 2017–2018

- David Harrington
- Brent Kiley
- Sgt. Peter Kucharski



The Mental Health Center
of Greater Manchester

401 Cypress Street • Manchester, NH 03103
603.668.4111 • mhcgm.org



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2017 Annual Report

A Letter from the President



In this time of great challenges, we at The Mental Health Center of Greater Manchester are proud to have united with innovative partners in search of quality, sustainable solutions that promote total community wellness. Together with Genoa Pharmacy telemedicine services, we have embraced new technologies to connect psychiatrists with patients, preserving long standing relationships despite geographic limitations. Through contracts with the New Hampshire Department of Health and Human Services and the Manchester Police Department, we launched a 24/7, state-of-the-art Mobile Crisis Response Team who ensures effective engagement of individuals in crisis. We have also strengthened our partnership with Catholic Medical Center and Elliot Hospital, New Hampshire's sole shared community psychiatric emergency response system, which both provides continuity of care and conserves precious resources.

Looking forward, The Center has also introduced a public strategic plan that focuses on leadership, sustainability, quality, innovation and community wellness. We adopted this approach for two reasons: first, research in motivational psychology tells us that to "be public" with your intent fortifies resolve; and second, we want to communicate our direction in an effort to encourage synergies wherever possible. We believe this plan is in alignment with the needs of our community and the guiding values of our organization. I invite you to check it out on our completely redesigned website.

Please know that the work we do is made possible by our exceptional community partners in business, safety, health, and education, as well as by our dedicated Board of Directors and staff. If the saying "Show me your friends, and I'll tell you who you are," is any indication, we strive to be generous, compassionate, and adept enough to meet any challenges New Hampshire faces. Together, we are creating hope through treatment, education, and research that ever builds the health of our wonderful community!

With heartfelt gratitude, admiration and awe,

Bill Rider
President & CEO

The mental well being of future generations depends on what we do with our children today.

We believe...

...in advocating for the ones that truly can't.
- Cypress Administration Member

...that every person has a fundamental need to be understood, loved and cared for.
- Community Support Services Staff Member

...that it is our responsibility to model behaviors that diminish the stigma of mental illness.
- Emergency Services Staff Member

...that it is a basic human right to have access to quality mental health care, just as it is to have access to quality physical health care.
- Community Support Services Staff Member

...that there is always hope, even in the face of tremendous adversity.
- Residential Services Staff Member

...it is a privilege to witness the next generation of professionals acquire the skills, while bringing energy, passion, enthusiasm and hope to the families we serve.
- Child and Adolescent Services Staff

FINANCIAL SUMMARY

Revenue

Client Fees & Insurances	\$ 22,578,521
NH Bureau of Behavioral Health	\$ 1,918,624
Rental Income	\$ 129,084
United Way	\$ 19,669
Contributions & Misc Income	\$ 3,958,434
Total Revenue	\$ 28,604,332

Expenses

Bedford Counseling Associates	\$ 1,477,575
Child & Adolescent Services	\$ 4,261,738
Senior Counseling Services	\$ 291,152
The Cypress Center	\$ 2,812,401
Emergency Services/Acute Care	\$ 1,881,923
Case Management /Multi Service Teams	\$ 11,250,488
Residential Services	\$ 975,030
Vocational Services	\$ 572,698
Other Specialized Services	\$ 1,137,933
Administration & Support	\$ 3,074,676
Total Expenses	\$ 27,735,614

Manchester Mental Health Foundation Financial Summary 2016–2017
Portfolio value of the MMHF Endowment June 30, 2017: **\$3,590,460**

SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that, for 57 years, has been available to Manchester area citizens in need of care. This past year we served 11,017 children, adults and seniors.

We are a designated community mental health program for Region VII (Greater Manchester) by the NH Bureau of Behavioral Health. In that capacity we provide a broad range of evidence-based services to people with a serious and/or persistent mental illness. We also operate an affiliate group practice, Bedford Counseling Associates, to serve persons not eligible for those services.

We have a staff of more than 400, who operate over 35 programs and provide 24/7 emergency psychiatric response to the community. We are the largest provider of outpatient mental health services in New Hampshire and we are affiliated with Dartmouth Medical School.

Clients Served and Services Provided 2016–2017

Over this past fiscal year, the Mental Health Center of Greater Manchester provided treatment services to 11,017 people from the greater Manchester area. Of those 45% or 4,929 individuals were people with severe mental illness who were served in the Center's community-based system of care.

Program Group	Duplicated	Patient Services
Assertive Community Treatment (ACT) / Teams	359	66,121
Bedford Counseling Associates (BCA)	2,382	16,802
Child and Adolescent Services	1,748	38,840
Case Management / Recovery / Resiliency Services	2,492	108,321
Mobile Crisis Response Team (MCRT)	1,204	4,484
Emergency Interim Care	3,581	12,860
Housing Outreach Services	213	7,075
InShape Healthy Services / Healthy Changes	234	4,438
Medication Services	3,060	18,071
Senior Counseling Services	615	7,555
Vocational Services	331	5,248
Totals	16,219	289,815



Residences

Residence	Patients	Days
The Cypress Center Admitted:	843	5,362
The Cypress Center Served:	741	
Residential Services Served:	50	16,174

Other Persons Served

Service	Individuals/Patients
Child Impact Class Attendees	1,001
Mental Health First Aid	80
Military Liaison Educational Services	over 200
Project for Assistance in Transition from Homelessness (PATH)	154
Referral Education Assistance & Prevention (REAP)	282
Weight Loss Surgery Support	
Psychological Assessments	117
Education / Support Groups Attendees	331