


“I stepped outside of myself, and realized my treatment has brought back hope.”



The Mental Health Center  
of Greater Manchester

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2019 Annual Report

A man in a blue and white striped t-shirt is carrying a young girl on his shoulders. The girl is wearing a red and black plaid shirt and blue jeans. She is pointing her right index finger towards a large, light-colored kite flying in the sky. The background shows a hazy landscape with hills under a clear sky. The overall tone is warm and affectionate.

“I am now the dad  
I always knew I was.  
I can tell my family how  
much I love them.”



## A LETTER FROM THE PRESIDENT



Growing up in Buffalo New York, I learned a bit about community and how people consider relationships sacred, shoulder some heavy burdens, empower others, persevere, alleviate fears and doubts, and remove obstacles so the most “at-risk” of us can achieve and succeed. At The Mental Health Center of Greater Manchester we share that same sense of community by building and strengthening bonds, which offer us the opportunity to integrate services and provide a community wide response to the challenges that children and adults in our community face each day. By working together, we are responding to those in crisis, we are promoting recovery and we are saving lives.

With your support we have continued to make strides in broadening options for people seeking treatment and that progress is a testament to individual donors and community partners who share in our commitment to provide an accessible and comprehensive system of mental health care. This year, The Center introduced an integrated care approach to treatment with Amoskeag Health, which offers young adults the opportunity to address both their physical and mental health in one location. We expanded our Medicated Assisted Recovery program to address the growing number of those in our community who are seeking solutions for substance-use disorders; and we expanded our Intensive Treatment Team within our Emergency Services Department, to help those who are transitioning back into the community from healthcare and judicial facilities in which medical attention and support services are warranted. We continue to see an impact from our Zero Suicide Initiative through which effective protocols have helped to identify those at risk and in so doing, MHCGM is a suicide safer place. Over the last few years we have increased efforts to educate the public about behavioral health issues and the alleviate fears and doubts that are often associated with the disease. Due to these measures we have seen an increase in the numbers of those who seek treatment and we continue to adapt to those demands.

Our staff, board of directors and business partners are bound by a commitment to empower individuals to achieve recovery and promote personal and community wellness.

On behalf of the youth and adults in our community who are affected by mental illness, I am grateful to you for your unwavering support and belief in the work we do to promote a healthier community for all.

A handwritten signature in black ink that reads "Bill Rider". The signature is written in a cursive, slightly stylized font.

Bill Rider  
President & CEO

## FINANCIAL SUMMARY



### Revenue

Client Fees & Insurances	\$ 24,698,694
NH Bureau of Behavioral Health	\$ 4,132,551
Rental Income	\$ 131,429
Contributions & Misc Income	\$ 5,441,679
<b>Total Revenue</b>	<b>\$ 34,404,353</b>

### Expenses

Bedford Counseling Associates	\$ 1,447,510
Child & Adolescent Services	\$ 4,890,226
Senior Counseling Services	\$ 256,616
The Cypress Center	\$ 3,115,470
Emergency Services/Acute Care	\$ 2,446,153
Case Management /Multi Service Teams	\$ 13,888,023
Residential Services	\$ 1,060,845
Vocational Services	\$ 555,664
Other Specialized Services	\$ 2,285,300
Administration & Support	\$ 3,368,217
<b>Total Expenses</b>	<b>\$ 33,314,624</b>

### Manchester Mental Health Foundation Financial Summary 2018–2019

**Portfolio value of the MMHF Endowment June 30, 2019: \$4,245,767**


## SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services. For the past 59 years we have been a service to thousands of lawyers, plumbers, teachers, grandmothers, fathers and children to mention a few. In fact this year alone we served 11,098 individuals of all ages. Additionally, we provided service to 1,814 individuals who are not open cases, and treated over 450 known Veterans and family members.

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 wide range of specific evidence-based services to people with serious and /or persistent mental illness. We operate an affiliate group practice Bedford Counseling Associates, for those individuals not eligible for state determined services but also offering evidence-based treatments.

We have a staff of over 450 compassionate and highly skilled individuals. Our team operates approximately 40 programs in the community and provides 24/7 mobile emergency psychiatric response to the community. We are the largest provider of outpatient mental health services in New Hampshire and we are affiliated with Geisel School of Medicine at Dartmouth.





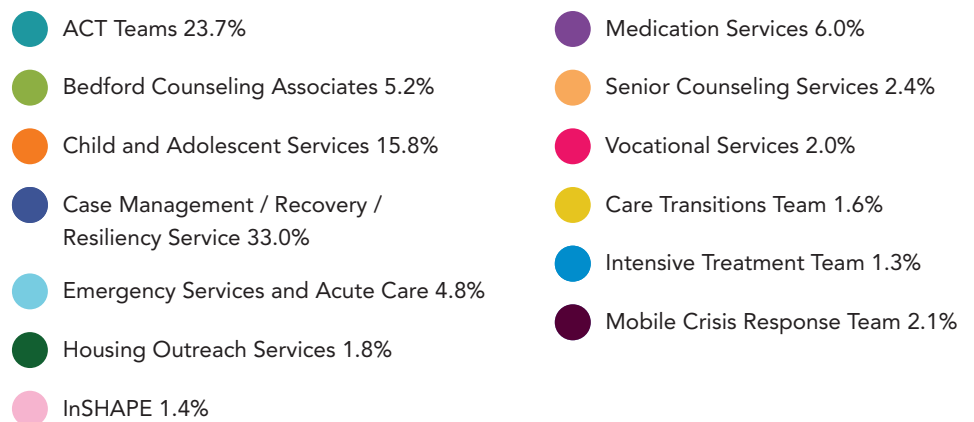
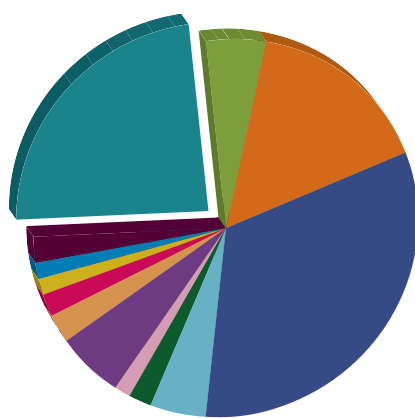
“Recovery was the  
second hardest thing  
I ever did. The first was  
living without it.”

## CLIENTS SERVED AND SERVICES PROVIDED 2018–2019

Over this past fiscal year, The Mental Health Center of Greater Manchester provided treatment services to 11,098 people from the greater Manchester area. Of those 46% or 5,105 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	379	75,148
Bedford Counseling Associates (BCA)	2,115	16,627
Child and Adolescent Services	1,847	50,304
Case Management / Recovery / Resiliency Services	2,457	105,023
Emergency Services / Acute Care	3,180	15,371
Housing Outreach Team	195	5,647
InSHAPE	160	4,387
Medication Services	2,924	19,171
Senior Counseling Services	626	7,702
Vocational Services	347	6,549
Care Transitions Team (CATT)	230	5,166
Intensive Transition Team (ITT)	303	4,307
Mobile Crisis Response Team (MCRT)	1,509	6,792
<b>Totals</b>	<b>15,969</b>	<b>317,887</b>

### Patient Services



### Residences

	Patients	Days
The Cypress Center Admitted:	763	4,690
The Cypress Center Served:	654	
Residential Services Served:	57	17,536

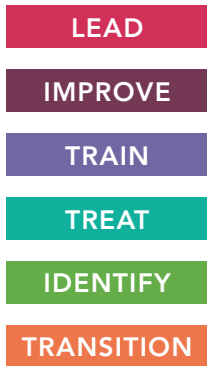
### Other Persons Served

	Individuals/Patients
Child Impact Class Attendees	836
Mental Health First Aid	188
Project for Assistance in Transition from Homelessness (PATH)	113
Referral Education Assistance & Prevention (REAP)	465
Weight Loss Surgery Support	
Psychological Assessments	71
Education / Support Groups Attendees	265

“The Mental Health Center saved my life. They were there every step of the way in my recovery.”



# Zero Suicide Initiative



Nov 2019	MHCGM presenting at NH Suicide Prevention Conference
June 2019	Hosted Beck Institute to train on CBT-Suicide Prevention
April 2019	DBT Program death by suicide = 0%
Mar 2019	Review of past eight years of suicides/44% decrease in 2018 (first decrease in eight years)
Jan 2019	Children's Director Joins Youth Suicide Prevention Assembly
Dec 2018	Key staff interviewed by NH Business Review on our Zero Suicide Initiative
Dec 2018	Many changes and additions to policies, procedures, brochures, staff portal
Dec 2018	MHCGM staff joins SAMHSA Governor's Challenge Team
Nov 2018	Director of MCRT participates on panel of State's Suicide Prevention Council's Annual Conference
Nov 2018	CEO presents Zero Suicide at NH Behavioral Health Integration Learning Collaborative
Nov 2018	CIT Recertification for Manchester Police Department included Suicide Prevention and Postvention Training
Sept 2018	Key staff interviewed by Union Leader about Zero Suicide Initiative
Sept 2018	COO attends Governor's Press Conference to launch Suicide Prevention Month
July 2018	Creation and implementation of the Intensive Transition Team (ITT)
July 2018 to Present	Training for all staff including Connect (96), Foundations (203), CALM (105), Safety Plans (200), Columbia (102), DBT five times a year
June 2018	MHCGM Staff attend V.A. Summit on Columbia Assessment & Safety Planning
Feb 2018	Began Participating in two-year-long Practice Communities, State Suicide Prevention Resource Center
Feb 2018	CEO Call to Action
Jan 2018 to Present	Multiple changes to EMR to support ZS efforts (Risk Console, Prevention Pathway, risk assessment in all notes, reports, Safety Plan)
Jan 2018	Beginning of Care Transitions Team (CATT)
Jan 2018	Created agency-wide Zero Suicide Implementation Team and Launched Zero Suicide Plan/Implemented HOPE assessment
Nov 2017	Seven-member MHCGM team attends Zero Suicide Academy
Jan 2017	Based on feedback from staff and family members set a MHCGM priority for Zero Suicide Initiative

The Zero Suicide framework is a system-wide, organizational commitment to safer suicide care in health and behavioral health care system based on the realization that suicidal individuals often fall through the cracks in a sometimes fragmented and distracted health care system.



## 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.

## 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.



**The Mental Health Center  
of Greater Manchester**

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## Board of Directors 2018–2019

Allen Aldenberg  
Jeff Eisenberg  
Michael Harrington \*  
David Harrington  
Philip Hastings, Chair  
Jaime Hoebeke  
Brent Kiley  
Thomas Lavoie, Secretary \*  
Tina Legere  
Lizabeth MacDonald  
Sheila McNeil, Treasurer \*  
Christina Mellor  
Elaine Michaud \*  
Theresa Ryan  
Ron Schneebaum  
Andrew Seward  
Richard Shannon  
Kevin Sheppard, Vice Chair  
Shannon Sullivan

\* Retiring board members

## Board Officers 2019–2020

Philip Hastings, Chair  
Kevin Sheppard, Vice Chair  
Brent Kiley, Treasurer  
Lizabeth MacDonald, Secretary

## New Board Members 2019–2020

Mark Burns  
Ronald Caron  
Desneiges French  
Michael Reed