

COMMUNITY
GUIDANCE
CENTER



of Greater Manchester
Celebrating 60 years

2020 Annual Report

CELEBRATING 60 YEARS

1960–2020

What started as a simple statement,
 “Our children need guidance”
 has turned into the largest
 mental health center
 in New Hampshire.

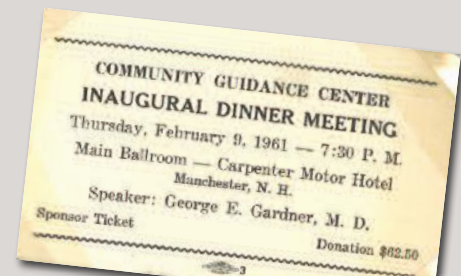


1960

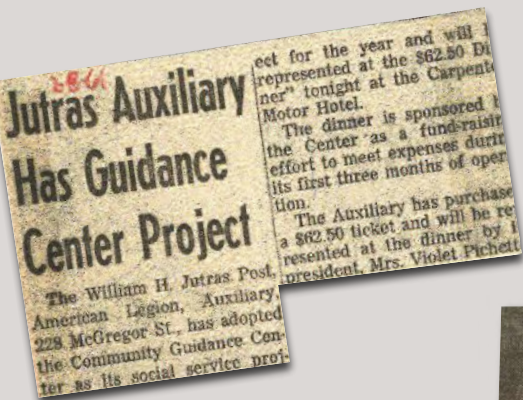
Community Guidance Center
 was founded.



The Greater Manchester Mental Health Center was originally incorporated in 1960 as the Community Guidance Center, Inc. The idea was conceived by a group of citizens concerned about the lack of mental health services in the community and operations began in February 1961. Initially, there were three people on staff who worked part-time, two evenings a week. With increased demand for care and expansion of staff, the Guidance Center began to operate on a full-time basis strictly as a child guidance clinic, seeing children and their families.



**\$62.50 Plate Dinner To Aid
 Children's Psychiatric Clinic**



On the cover:
 Front door of Community
 Guidance Center 1961,
 corner of Canal and Hollis
 Streets, Manchester, NH

A LETTER FROM THE PRESIDENT



A worldwide pandemic only served to galvanize our duty-bound spirit to lean ever harder into our work, ensuring that we were accessible to all the people in need. We learned that a crisis situation doesn't build character it reveals it! The character of The MHC GM system of care, has been forged by 60 years of delivering hope and healing, and since March of this year, in the face of the pandemic, our heroic staff revealed their character in the following ways:

- We have kept the 50 residents in our three residential housing programs safe and COVID-free.
- 300 individuals who found themselves in a rough patch of life were welcomed into our Cypress Center
- 24/7 our ES & Mobile Crisis Response teams were there for folks in an emergency, our hospital partners (CMC and Elliot Hospital) and the greater Manchester first responder network.
- In May, MHC GM joined with Manchester Fire and Health Departments to support people displaced by the decompression of the traditional homeless shelters. We built a team of staff who visit over 40 encampments daily (including weekends and holidays), all working together creating lifelines for those struggling against the elements.
- At a time of unemployment...MHC GM Supported Employment Staff continue to set records at job placements. Our brilliant staff took advantage of the shifting economy and got our patients back into the workforce. How cool is that?
- Our Medical Staff and clinicians teamed up to serve 400 more clients in FY 20 than we served in FY 19 despite the pandemic! Their adaptation to telemedicine has been outstanding! Not only did we do telemedicine treatment we did telemedicine research...as we participated with The Vanguard Group in a 13 site research study.
- We tenaciously worked our finances resulting in full employment so the services could get to the people. We were able to forego any state Coronavirus assistance thereby allowing these precious resources to be used by other healthcare partners.
- While most of us were adapting to life in a pandemic, our generous supporters raised a record setting \$247,000 in FY 20! A 6% increase! All proceeds go to support services provided by our Bedford Counseling Associates.

Clearly, MHC GM together with you, is a POWERFUL FORCE FOR GOOD no matter the circumstances! Indeed, The Mental Health Center of Greater Manchester has been unchanging in emanating hope in this ever changing world.

With heartfelt thanks to 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



Dr. Nicholas Verven

1963

A new direction starts to unfold with support from President Kennedy and The Community Mental Health Act of 1963.

1965

In 1965, Dr. Nicholas Verven was hired as the first full-time Executive Director and his charge was to begin to develop a community mental health center. As one of his first actions, he sought new quarters for the Community Guidance Center and thanks to the generosity of May Blum Sidore Gruber, owner of Pandora Industries, The Center was relocated to the Pandora building on the corner of Canal and Hollis Streets.

Guidance Center Is Filling Vital Service for Children of Community

19**66**

Planning process for federal Community Mental Health Center grant begins.

19**71**

Federal grant approval allows construction of 401 Cypress St. to begin.

19**73**

Greater Manchester Mental Health Center (GMMHC) opens at 401 Cypress Street offering an array of services.

19**74**

Community Support Services begins as a separate department.

19**76**

Manchester Housing Authority partners with us to offer supervised apartments.

"Good things will happen as long as I stay on this path."



Dr. Kennard Calls For Expansion Of Community Guidance Center

DISCUSSING PROGRAM held at the Manchester Banks Community Room are staff members of the Community Guidance Center. From left are Mrs. Thelma Ellerin, psychiatric social worker; Dr. Margaret Kennard, psychiatrist and director; John Harmer, psychologist, and Miss Katherine McLaughlin, psychiatric social worker. (Staff Photo)



Monday, September 10, 1973

Mayor Speaks at Dedication

Open Mental Health Center

1973

The Community Guidance Center became the Greater Manchester Mental Health Center, which later was re-named as The Mental Health Center of Greater Manchester.

1970s

The Department of Supportive Services was created in 1972 when The Center began to send its staff to the old Sacred Heart Hospital to take over the responsibilities and services, formerly carried out by the traveling clinic. The Center began to take over the responsibility for all mental health related cases discharged from the hospital, and in the spring of 1973, assumed the full caseload carried by the traveling clinic. Shortly after moving into a new facility on Cypress Street (July 1973), The Center began the process of expanding its services to include Inpatient Services, a Partial Hospital Program, a 24-hour Emergency Service Program

and expanded outpatient care services to include specialized services for children, adolescents and adults. We became heavily engaged in ongoing research and a lot of the earlier research projects led to some of the evidenced-based treatments that are utilized at The Center today.

Throughout the 70's and into the 80's, The Center enhanced its services through use of many community volunteers. A cast of staff and actors were also assembled to present the play "Little Bear" to area schools to aid in the understanding and reporting of childhood sexual abuse.

1985

Bedford Counseling Associates opens.

1991

Assertive Community Treatment (ACT) approach started.

1992

Cypress Center opens.

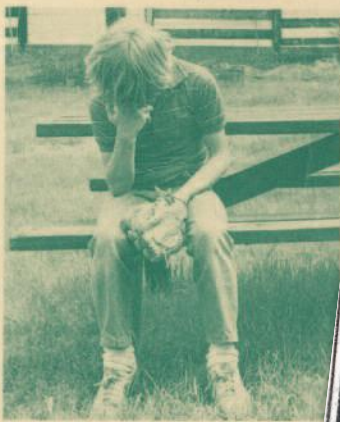
1996

Affiliation with the Dept. of Psychiatry at Dartmouth Medical School.

1998

American Psychiatric Association presents its Gold Award to MHCGM.

SOMEBODY NEEDS YOU!



BECOME A VOLUNTEER AT THE
GREATER
MANCHESTER
MENTAL
HEALTH
CENTER

Somebody needs you

Your community mental health center is seeking
VOLUNTEERS
to work with staff. Orientation and training provided. Minimum time required: three hours week. This is an unusually challenging opportunity to be directly involved in the delivery of mental health services.

Greater Manchester
Mental Health Center
401 Cypress St.
Manchester, N.H. 03103

Call Rik Cornell
668-4111
VOLUNTEER TODAY!

"I've been in therapy for 30 years and hope I can come forever, because it helps me so much."

1980-1998

By the early 80's Bedford Counseling Associates (BCA) was established and grew from a staff of three to 29 in its first year of service.

The 80's and 90's marked a growth of services to the chronically mentally ill, including case management, long-term partial hospitalization, residential services, resocialization and vocational services. Four group homes were opened in Manchester.



1985 MHCGM opened the 1555 Elm Street location for supportive services programs.

Little Bear play offered to help children learn to prevent sexual abuse.

FINANCIAL SUMMARY



Revenue

July 1, 2019–June 30, 2020

Client Fees & Insurances	\$ 26,167,135
NH Bureau of Behavioral Health	\$ 3,994,162
Rental Income	\$ 138,572
Contributions & Misc Income	\$ 8,263,911
Total Revenue	\$ 38,563,780

Expenses

Bedford Counseling Associates	\$ 1,740,306
Child & Adolescent Services	\$ 5,487,460
The Cypress Center	\$ 3,309,888
Emergency Services/Acute Care	\$ 2,864,393
Case Management /Multi Service Teams	\$ 16,484,159
Residential Services	\$ 1,086,944
Vocational Services	\$ 659,625
Other Specialized Services	\$ 2,491,989
Administration & Support	\$ 3,504,284
Total Expenses	\$ 37,629,048

FINANCIAL SUPPORT TOTALS

MHCGM money raised July 1, 2019–June 30, 2020: \$247,922.49

Manchester Mental Health Foundation Financial Summary 2019–2020

Portfolio value of the MMHF Endowment June 30, 2020: \$4,522,030

SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that, for 60 years, has been available to Manchester area citizens in need of care. This past year we served 11,475 children, adults and older adults.

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 450, who operate over 35 programs and provide 24/7 emergency psychiatric with mobile crisis response to the community. This also entails approximately 35 ongoing contracts with other community agencies. We are the largest provider of outpatient mental health services in New Hampshire and we are affiliated with Dartmouth Medical School.

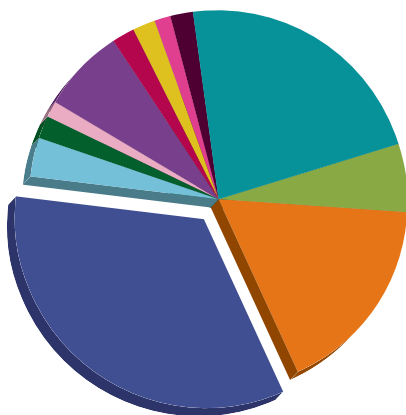
For additional information go to www.mhcgm.org

CLIENTS SERVED AND SERVICES PROVIDED 2019–2020

Over this past fiscal year, The Mental Health Center of Greater Manchester provided treatment services to 11,475 people from the greater Manchester area. Of those 52% or 5,901 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	368	80,286
Bedford Counseling Associates (BCA)	2,371	21,117
Child and Adolescent Services	2,212	61,043
Case Management / Recovery / Resiliency Services	2,752	121,170
Emergency Services / Acute Care	2,955	12,538
Housing Outreach Team	232	6,203
InSHAPE	199	4,988
Medication Services	3,173	26,222
Vocational Services	392	7,488
Care Transitions Team (CATT)	425	6,142
Intensive Transition Team (ITT)	479	5,089
Mobile Crisis Response Team (MCRT)	1,483	6,976
Totals	17,041	359,262

Patient Services



ACT Teams 22.3%	InSHAPE 1.4%
Bedford Counseling Associates 6%	Medication Services 7.3%
Child and Adolescent Services 17%	Vocational Services 2.1%
Case Management / Recovery / Resiliency Service 33.7%	Care Transitions Team 1.7%
Emergency Services and Acute Care 3.5%	Intensive Treatment Team 1.4%
Housing Outreach Services 1.7%	Mobile Crisis Response Team 1.9%

Residences

	Patients	Days
The Cypress Center Admitted:	696	4,394
The Cypress Center Served:	607	
Residential Services Served:	53	18,065

Other Persons Served

	Individuals/Patients
Child Impact Class Attendees	616
Mental Health First Aid	106
Project for Assistance in Transition from Homelessness (PATH)	76
Referral Education Assistance & Prevention (REAP)	148
Weight Loss Surgery Support	
Psychological Assessments	53
Education / Support Groups Attendees	210



Peter Janelle

1999

Peter Janelle succeeded Dr. Vervan as President and CEO and served in that role from 1999–2015. Many new initiatives and treatment programs were added during this period as noted in the timeline and the employee **Success Oriented Services (SOS)** program was created.



Programs Developed from 2005–2015

Services such as; **The Cypress Center**, **ACT teams**, **VOC/Housing**, and **InSHAPE** were started. Partnerships expanded in Emergency Services with the local hospitals, along with interim care and ancillary programming. **Bedford Counseling** and **Child & Adolescent Services** merged together sharing a location at 1228 Elm Street.

2001

Manchester Mental Health Foundation Endowment is created.

2002

Accountable Care Management Model is adopted.

2006

Integrated Dual Diagnosis Treatments and Illness Management & Recovery (IMR) begin.

2007

National Science to Service Award for advancing Evidence-Based Practices.

2009

Joint community-wide emergency behavioral health response system created.



"My trouble with substances started in high school but I wasn't aware that I was struggling with it."



2015

William Rider, was chosen to succeed Janelle as President & CEO. Bill led a number of changes for The Center, including the introduction of services such as **Care and Intensive Transition Teams** and the development of a **Mobile Crisis Response Team (MCRT)**. The concept came out of a state lawsuit regarding the boarding of patients in our hospital emergency rooms across the state, which had been happening due to decreased beds in the state-run facilities (New Hampshire Hospital), as well as from closures of beds in a number of private hospitals. The goal of MCRT was to be available to the public 24 hours a day, seven days a week, wherever there was a need in the community. Throughout the recent opioid crisis, the state homelessness crisis and now the COVID-19 pandemic, the Mobile Crisis Response Team has been vital in helping individuals stay alive and connected to treatment.

Our fundamental beliefs are based on some relatively simple facts.
 “We all have mental health, therefore, we can all have mental illness.”

- \$80–\$100 billion dollars are lost to American businesses each year due to mental illness, mostly untreated or ineffectively treated.
- Depression is thought to count for 400 million work loss days a year.
- One in five Americans have some form of mental illness.

What about business? Business prospers when; employees are healthy, families are healthy and community system supports are healthy. In short, when the community is healthy, individuals, families and businesses all experience positive outcomes. We need to recognize that mental health is an important aspect in achieving overall wellness.

2010

Mental Health Court project begins at Manchester District Court.

In SHAPE health promotion program begins for at-risk consumers.

Limited English Proficiency Plan was developed.

2013

Electronic medical record went live on June 10, 2013.

2014

Started training of Mental Health First Aid to the community.

2015

Added two new clinical practices, Child Parent Psychotherapy and Cognitive Processing Therapy.

2016

Adoption of a new logo, increased our numbers of Evidence-based Treatment's implementation of Integrated Delivery Network (IDN).

“What I am most proud of in my recovery, is that I am in recovery.”

Research studies continued and numerous services and initiatives were added such as our **Zero Suicide Initiative**, the introduction of peer to peer supports and integrated care transition programs for patients. There was also a boost in our homeless outreach program and connecting people experiencing homelessness to appropriate services. A lot of changes also came about due to the opioid epidemic and providing Medication Assisted Recovery Treatment.

The MHCGM grew into the largest outpatient mental health care provider in the state, also offering more internal and external trainings than any other organization. We also started offering Mental Health First Aid training classes for individuals, groups and external organizations.



Mobile Crisis Response Team

The Mobile Crisis Response Team serves Auburn, Andover, Concord, Candia, Goffstown, Hooksett, Londerry, Manchester and New Hampshire. We are available 24 hours a day, 7 days a year to provide help, hope and information. Our caring professionals assist with eligibility requirements for various services. Referrals are accepted from our community through emergency services personnel and healthcare providers, as well as family members, friends, parents, guardians and friends.

The Mental Health Center of Greater Manchester
 Mobile Crisis Response Team
 401 Cypress Street • Manchester, NH 03103

Annual Fund (July 1, 2019 – June 30, 2020)

INDIVIDUALS

\$5,000+ Contributors

Gail and William Rider*

\$2,500+ Contributors

Jeff Eisenberg

\$1,000+ Contributors

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Patricia and Richard Cornell*

Kevin and Debbie Duffy

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William and Gail Rider

In Memory of

John Truncellito

Marcia White

Muriel Talkov

Ronald Felix

Fernando Ornelas

Robert Tyler Hailey

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New England

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WellSense/BMC Healthnet Plan

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Yawei Yang

Manchester Mental Health Foundation Endowment

(July 1, 2019–June 30, 2020)

Silver Level (\$1,000+)

Stephen Camann
Peter* and Maureen Janelle**
David & Rosamond Lockwood Charitable Trust

Friend Contributors (\$250+)

Gail and William* Rider

Other Contributors

Leslie Clukay*
Eugene and Veronica Van Loan

In Honor of

Peter and Maureen Janelle

MHCGM Today and Into the Future

2017

Stigma Initiative,
start of 24/7
Mobile Crisis
Response Team
and Tele-Medicine.

2018

Start of our
Zero Suicide
Initiative
throughout
the agency.

2019

Community
expansion with
core transition
services and
homeless outreach.

2020

We believe strongly in Prevention, Evidence-Based Care and Community Connectedness. Strategic planning with other businesses and local non-profits expanded to create solutions to local issues such as substance misuse, homelessness, suicide risk and more, some of which intensified due to the COVID-19 pandemic.



The Mental Health Center of Greater Manchester system of care treats more than 11,000 people of all ages each year. We employ 450 staff and offer over 30 different programs to serve the behavioral health needs of young and old who are in need of such services.

As we look to the future we can only see that continuing these efforts will bring a comfort and resolve to those who deal with mental illness. It is through that comfort and resolve that we build better, happy and more productive lives, families and communities with a strong foundation of **HOPE**.



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.

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* Retiring board members

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Tina Legere, Vice Chair
Brent Kiley, Treasurer
Lizabeth MacDonald, Secretary

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Deanna Rice
William Stone



The Mental Health Center
of Greater Manchester

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