

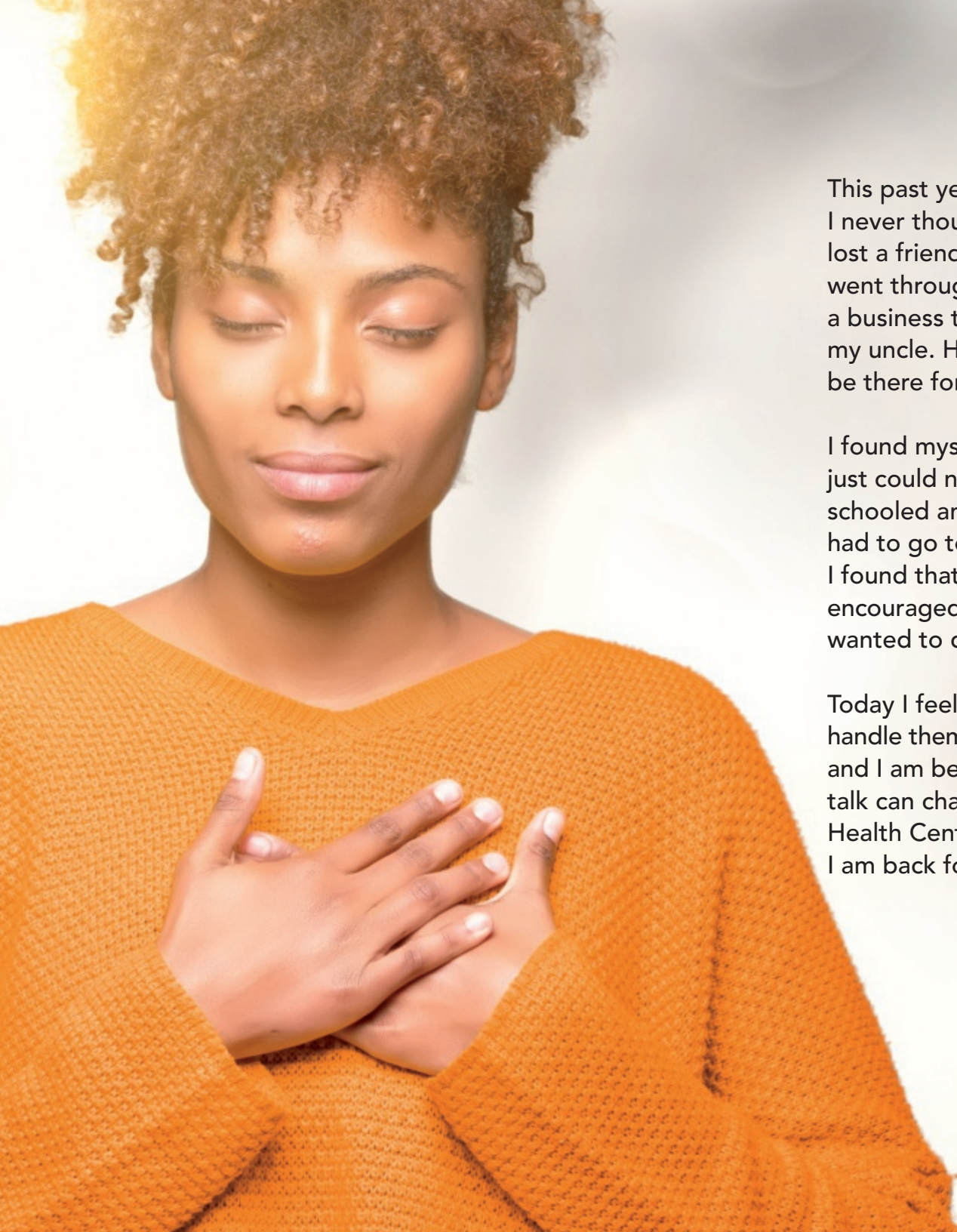


The Mental Health Center  
of Greater Manchester

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2021 Annual Report





This past year was very painful for me. When Covid hit, I never thought it would impact me personally. First, I lost a friend who I had known since the first grade. We went through grade school together and vowed to build a business together. We won't now. Then my family lost my uncle. He was always there for others but we couldn't be there for him when he died.

I found myself falling into a deep pit and feeling like this just could not get worse. My children had to be home schooled and I left my job (and co-workers). My husband had to go to work every day and I worried he would get it. I found that life was getting darker until finally my husband encouraged that I see someone. This was the last thing I wanted to do but I made the call.

Today I feel like as bad as things can get, I can and I will handle them. I will talk about things I used to be quiet about, and I am beginning to enjoy my life again. Funny how a little talk can change so much. I am so thankful for The Mental Health Center. They were there for me and because of that, I am back for me and I am back for my family.

Thank You.

– Emma

## A LETTER FROM THE PRESIDENT

In the face of this pandemic, all the ensuing trepidation and heartbreak, the staff and the Board of Directors at MHCGM have held ferociously to hope and healing. Hope towards a better life for our patients, their families and our community.


Our flame of hope is ever-ignited by our healthcare, justice and educational partners whose passion, imagination, creativity, courage, and collaboration results in hope becoming a force larger than life itself. In our work with these brilliant partners we are both teachers and learners. For together; We are stronger! We are effective! We are powerful! We are ever more hopeful!

Please join with me, our intrepid MHCGM staff and our dedicated Board of Directors in thanks and praise of: Amoskeag Health, Building Community in NH, CMC, Elliot Hospital, Easterseals/Farnum Center, Families in Transition-New Horizons, Friends of Aine, Geisel School of Medicine at Dartmouth, Genoa Healthcare, Goffstown-New Boston School District, Healthcare for the Homeless, Hillsborough County Dept. of Corrections, Manchester Health, Fire, Police and School Departments, Mass College of Pharmacy & Health, Moore Center, New Era Medicine, Network4Health, NH Behavioral Health Association, NH-DHHS, NH Harm Reduction Coalition, St. Anselm College, UNH Institute on Disability, UNH Manchester, and VA Medical Center.

Michelle Obama reminds us: “You may not always have a comfortable life and you will not always be able to solve all of the world’s problems at once—but don’t ever underestimate the importance you can have because history has shown that courage can be contagious and hope can take on a life of its own.”

I welcome you to action your hopes for health and healing by investing in the optimism of MHCGM.

With heartfelt thanks,



Bill Rider  
President & CEO





## FINANCIAL SUMMARY

Revenue	July 1, 2020–June 30, 2021	
Client Fees & Insurances	\$	28,404,638
NH Bureau of Behavioral Health	\$	2,361,191
Rental Income	\$	136,340
Contributions & Misc. Income	\$	11,065,059
<b>Total Revenue</b>	<b>\$</b>	<b>41,967,228</b>
Expenses		
Bedford Counseling Associates	\$	1,790,146
Child & Adolescent Services	\$	6,014,762
The Cypress Center	\$	3,746,495
Emergency Services / Acute Care	\$	2,962,097
Case Management / Multi Service Teams	\$	17,717,603
Residential Services	\$	1,527,523
Vocational Services	\$	786,906
Other Specialized Services	\$	2,572,665
Administrative Support	\$	3,733,447
<b>Total Expenses</b>	<b>\$</b>	<b>40,851,644</b>

## FINANCIAL SUPPORT TOTALS

MHCGM Annual Fund money raised July 1, 2020–June 30, 2021: \$249,779.91

Manchester Mental Health Foundation Financial Summary 2020–2021

Portfolio value of the MMHF Endowment June 30, 2021: \$5,509,025

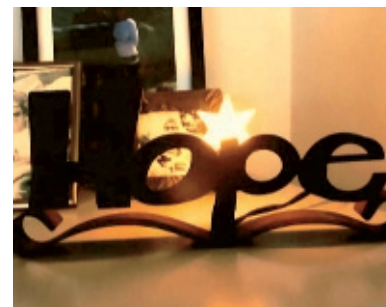
## SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that, for 61 years, has been available to Manchester area citizens in need of care. This past year we served 11,673 community 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 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 480, 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.

For additional information go to [www.mhcgm.org](http://www.mhcgm.org)

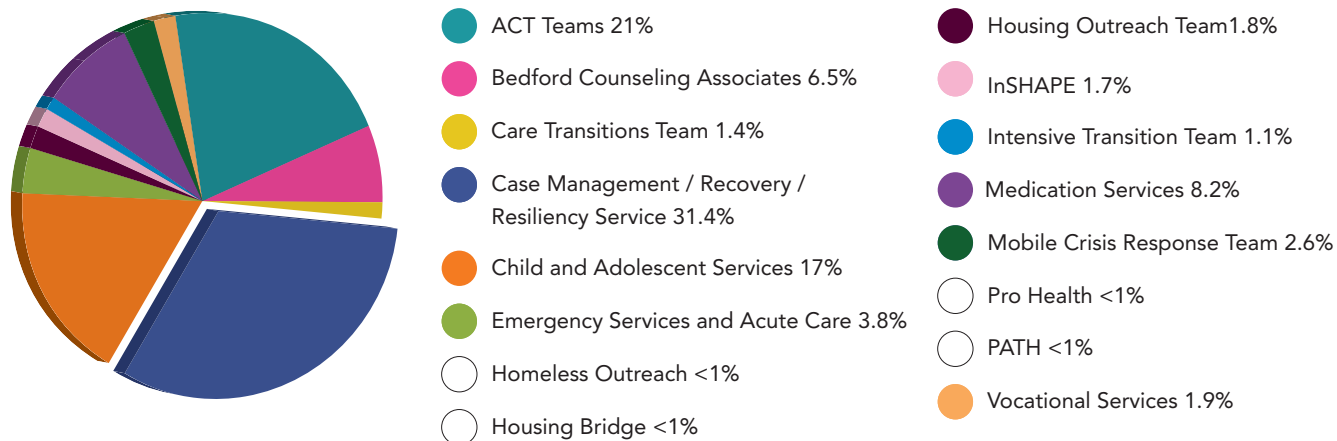


## CLIENTS SERVED AND SERVICES PROVIDED 2020–2021

Over this past year the Center provided treatment services to 11,673 people from the greater Manchester area. Of those 51% or 5,975 individuals were individuals diagnosed with one or more severe mental illnesses. These individuals were served in the Center’s community-based system of care. With the event of the COVID-19 Pandemic, MHCGM transitioned to providing most services via telehealth. It is believed that this is the major reason we were able to see and provide more services than the previous year.

Program Group	Duplicated	Patient Services
Assertive Community Treatment (ACT) / Teams	310	79,125
Bedford Counseling Associates (BCA)	2,234	24,499
Care Transitions Team (CATT)	330	5,234
Case Management / Recovery / Resiliency Services	2,788	117,725
Child and Adolescent Services (OC)	2,197	64,084
Emergency Services / Acute Care	2,883	14,398
Homeless Outreach	320	2,036
Housing Bridge	101	407
Housing Outreach Team	265	6,890
InSHAPE (Healthy Choices / Healthy Changes)	225	6,341
Intensive Transition Team (ITT)	336	3,982
Medication Services	3,220	30,643
Mobile Crisis Response Team (MCRT)	1,708	9,674
Pro Health	166	1,039
Projects for Assistance in Transition from Homelessness (PATH)	340	1,768
Vocational Services	332	7,265
<b>Totals</b>	<b>17,755</b>	<b>375,110</b>

Patient Services



### Residences

The Cypress Center Admitted

616 patients, 4,703 days

The Cypress Center Served

560 patients

Residential Services Served

53 patients, 17,273 days

### Other Persons Served

Child Impact Class

457 participants, 37 classes

Weight Loss Surgery Support

Psychological Assessments

123 patients

Education/Support Groups

316 participants

Mental Health Awareness/

Educational Presentations

665 participants, 30 classes

Center Wide Trainings

(Internal/External)

1,127 participants, 49 classes

Crisis Intervention Training

(CIT) for Police

34 police trained

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Eileen O'Leary  
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(July 1, 2020–June 30, 2021)

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Peter\*\* and Maureen Janelle\*\*  
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Ruisseaumont Fund of the NHCF  
Stephen Camann

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Benevity Community Impact Fund  
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#### **In Honor of**

Peter and Maureen Janelle

#### **In Memory of**

Virgil Orff

\*Indicates Staff Member

\*\*Indicates Former Staff

**Bold** indicates 2020-21 Board of Director



## **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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