



The Mental Health
Center
of Greater Manchester

2022 Annual Report



A LETTER FROM THE PRESIDENT



I am truly honored to be sharing this message with you as the new CEO of The Mental Health Center of Greater Manchester.

In April of 2022, we bid farewell to our former CEO, Bill Rider, and we hold tremendous gratitude for all he gave to The Center in his 36 years of service. He is the very definition of a servant leader, and it is my mission to carry on that legacy as we embark on a new phase at The Center.

The past year has not been without its challenges, yet there is nothing but hope in my heart for the future of MHCGM. We have felt the serious impact of the pandemic and its sequela on our staffing, on the individuals and families we serve, and in our personal lives. We are eternally grateful to our partners, staff, and donors for all you have done to help us adjust our sails and continue to care for the community we are so committed to serving.

As important as it is to look back, we must also look forward, and remain steadfast in our mission to uphold the pillars of our Strategic Plan; Sustainability with a laser focus on building a thriving workforce, Quality, and Innovation by continuing our enhancement of innovative clinical programming, Community Wellness through honoring our diversity and providing education to our community to reduce the stigma associated with mental illness and deaths by suicide; and Leadership through enhanced training and support of our existing leaders, and cultivating leaders for the future.

We believe that knowledge coupled with compassion equals hope. And with hope comes recovery. We have witnessed some remarkable and courageous stories of recovery this past year, and we will use these stories as fuel to help us sustain our mission.

I again thank you so very much for your support. There is much more work to be done, but together I have no doubt that we will accomplish great things in 2023.

With gratitude,

A handwritten signature in black ink that reads "Patricia Carty". The script is fluid and cursive.

Patricia Carty
President & CEO

FINANCIAL SUMMARY



Revenue

July 1, 2021–June 30, 2022

| | |
|--------------------------------|---------------|
| Client Fees & Insurances | \$ 30,930,836 |
| NH Bureau of Behavioral Health | \$ 3,337,222 |
| Rental Income | \$ 525,972 |
| Contributions & Misc Income | \$ 16,909,839 |
| Total Revenue | \$ 51,703,869 |

Expenses

| | |
|---------------------------------------|---------------|
| Bedford Counseling Associates | \$ 1,722,749 |
| Child & Adolescent Services | \$ 6,525,443 |
| The Cypress Center | \$ 4,157,522 |
| Emergency Services / Acute Care | \$ 1,439,373 |
| Case Management / Multi Service Teams | \$ 22,360,427 |
| Residential Services | \$ 1,729,712 |
| Vocational Services | \$ 737,465 |
| Other Specialized Services | \$ 3,700,585 |
| Administration & Support | \$ 4,696,561 |
| Total Expenses | \$ 47,069,837 |

FINANCIAL SUPPORT TOTALS

MHCGM money raised July 1, 2021–June 30, 2022: \$310,521.25

Manchester Mental Health Foundation Financial Summary 2021–2022

Portfolio value of the MMHF Endowment June 30, 2022: \$7,723,331

SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that, for 62 years, has been available to Manchester area citizens in need of care. This past year we served 11,227 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 serious and/or persistent mental illness. 49% of our individuals, or 5,488, meet that criteria. 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.mhcgmm.org

CLIENTS SERVED AND SERVICES PROVIDED 2021–2022

Over this past year the Center provided treatment services to 11,227 people from the greater Manchester area. Of those 49% or 5,488 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 | 304 | 71,865 |
| Bedford Counseling Associates (BCA) | 2,085 | 23,832 |
| Care Transitions Team (CATT) | 175 | 1,435 |
| Case Management / Recovery / Resiliency Services | 2,536 | 70,739 |
| Child and Adolescent Services | 2,351 | 65,408 |
| Emergency Services / Acute Care | 3,061 | 10,625 |
| Homeless Outreach | 560 | 3,003 |
| Housing Bridge | 47 | 130 |
| Housing Outreach Team | 205 | 6,509 |
| InSHAPE (Healthy Choices / Healthy Changes) | 241 | 6,214 |
| Intensive Transition Team (ITT) | 264 | 1,738 |
| Medication Services | 3,244 | 35,820 |
| Pro Health | 410 | 2,768 |
| Projects for Assistance in Transition from Homelessness (PATH) | 265 | 1,679 |
| Rapid Response / Mobile Crisis Response Team (MCRT) | 2,437 | 7,010 |
| Vocational Services | 293 | 7,975 |
| Totals | 12,290 | 316,750 |

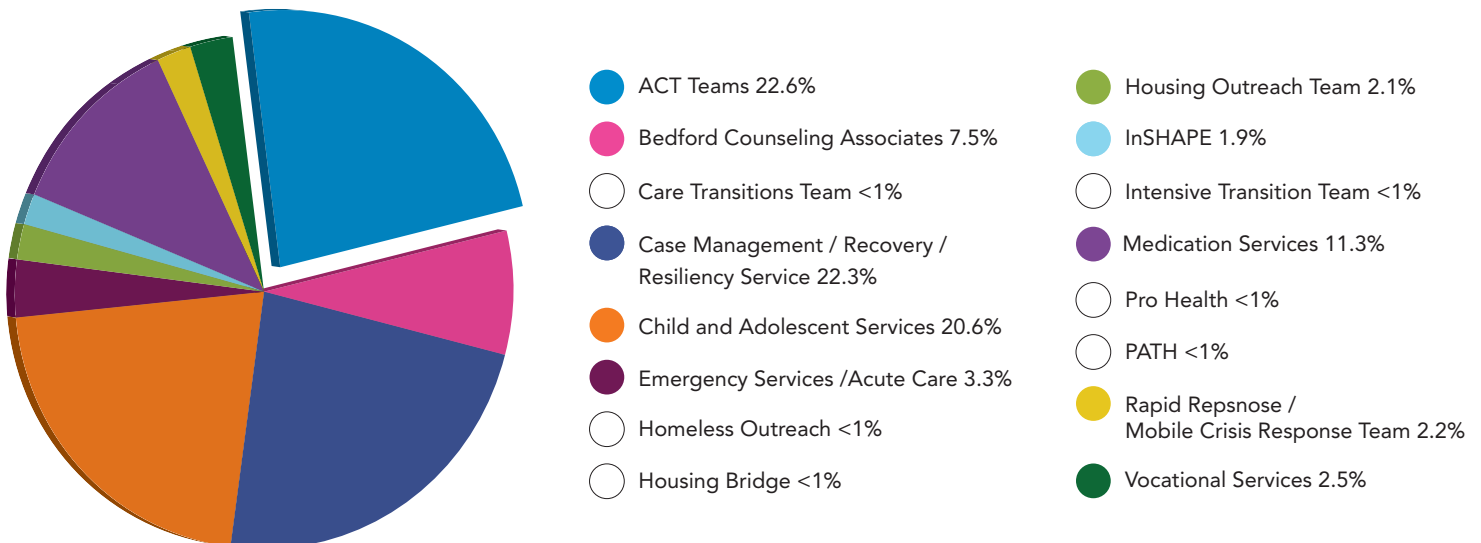
Crisis Services: 23,230

Total PATH Services for Homeless: 1,679
(Also 3,003 Homeless Outreach Services)

Medication Services (including MAR):
Duplicated Patients: 3,244
Unduplicated Patients: 3,219
Services: 35,820

Residential
The Cypress Center
Patients Served: 508
Total Residential Patients: 560
Residential Days: 14,699
(11,381 non-Cypress and 3,318 Cypress)

Patient Services



TIME TO RE-CONNECT

Hopefully, this will be the year we come out from the darkness of COVID. The year when we re-acquaint face-to-face with old friends and discover new ones. Someone the other day said,

“It feels good to have a real hug from someone you care about.”

We lost that these past few years. And the simple things like holding hands, we lost that too. If this is the year when some of our uncertainty is released, will it allow us to grieve those we have lost? If the answer is yes, then we will need support from everyone more than ever before. We have all been through a lot. But imagine what it has been like for those who struggle with severe mental illness. What has it been like for them? While a typical day can be filled with bad thoughts, uncertainty, stress, and isolation, then suppose you add COVID-19 to that day. It is almost too impossible to think of. Many of the individuals that The Mental Health Center works with have had to endure this kind of pain.

As we move forward, we will again search for each other, hoping that this new future will be happier for everyone. This has been a very difficult time for a lot of our staff as well, and we recently asked them to share why they work at MHCGM.

Here are some of their comments;

“

It really is a place where skill, and hope and compassion collide to help enhance the wellbeing of the people we serve, of each other, and of our community.

By the kindness and compassion shown in the everyday actions of those I’m lucky enough to work beside.

I have the privilege to work with some of the most dedicated humans in the field. We are lucky to be able to work daily with individuals and families who need some extra support in their life to guide and assist them on their path of mental wellness recovery.

”

Annual Fund (July 1, 2021– June 30, 2022)

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ENDOWMENT

(July 1, 2021–June 30, 2022)

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Virgil Orff

Consider Leaving A Legacy So Your Cherished Values Live On

Leaving a legacy means giving something that will be valued and treasured by others who would benefit from your generosity. Did you know that The Mental Health Center of Greater Manchester accepts estate gifts, bequests, as well as gifts from donor-advised funds? Your donation whether now or in the future, would have a direct impact on the mental well-being of children, teens, and adults who are challenged with mental illness.

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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We hope to help provide a future
that is brighter for all children.

A future that becomes
more inclusive as they grow older.



The Mental Health Center
of Greater Manchester

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