



The Mental Health Center
of Greater Manchester

2023 Annual Report



“There is a crack
in *everything*,
that’s how the
light gets in.”

– Leonard Cohen

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.

Board of Directors 2022–2023

Philip Alexakos
Mark Burns*
Ronald Caron
Courtney Carrier
Lt. Derek Cataldo
Stacy Champey
Jeff Eisenberg
Desneiges French
Beth Gutoff
David Harrington*
Brent Kiley*
Dr. Joohahn Kim
Elaine Michaud
Kibar Moussoba
Michael Reed
Connie Roy-Czyzowski
Leo Simard
William Stone*
Dr. Andrew Watt

Board Officers 2022–2023

Elaine Michaud, Chair
Michael Reed, Vice Chair
Brent Kiley, Treasurer
Philip Alexakos, Secretary

New Board Members 2023–2024

Kendra Kearney
Newton Kershaw, III
Jim Merrill
Jacqueline Proulx

* Retiring board members

A LETTER FROM THE PRESIDENT

Dear Stakeholders, Partners, and Friends,

As the CEO of the Mental Health Center of Greater Manchester, I am honored to share with you the significant strides we have taken over the past year in delivering high-quality mental health services to our community. MHCGM was founded on the belief that everyone deserves access to compassionate, effective, and equitable mental health care. In 2022–2023, we continued to uphold this mission by striving for excellence in every facet of our work.



Despite the unprecedented challenges posed by the enduring impact of the global pandemic, our dedicated staff and community partners rose to the occasion. We have also learned valuable lessons which have reinforced the importance of agility, innovation, and unity. As we chart our course for the post-COVID era, we do so with optimism and a clear sense of purpose.

Highlights from this past fiscal year include:

- 1. Expanding Access:** We broadened our reach by providing services wherever and whenever they are needed through rapid response/mobile crisis teams and by expanding our reach with children and adolescents in schools and summer camps. Telehealth services continue to allow us to provide care to those who might otherwise have been unable to access our programs.
- 2. Program Innovation:** We continued to innovate our programs, offering a wide range of evidence-based treatments and support services, and initiated new treatment options like Transcranial Magnetic Stimulation (TMS) and integrated primary care through our ProHealth Clinic. Our commitment to staying at the forefront of mental health care ensures our clients receive the best possible care.
- 3. Community Partnerships:** We strengthened existing partnerships and forged new partnerships with local organizations, schools, and businesses to promote mental health awareness and provide resources to those in need. Collaboration has been a cornerstone of our success.
- 4. Diversity and Inclusion:** We took significant steps to enhance diversity and inclusion within our organization, striving for a more equitable and inclusive workplace, workforce and reflecting our service provision. We understand the importance of belonging in mental health care.
- 5. Client Success Stories:** We are proud of the countless success stories we've witnessed throughout the year. Each individual's journey to recovery reminds us why we do what we do.

While we celebrate our achievements, we also recognize that there is much work left to be done. The stigma surrounding mental health continues to persist, and the demand for our services remains high. In the coming year, we are committed to improving access, evolving our programs to meet community needs, and advocating for policies prioritizing mental health. None of this would have been possible without the unwavering support of our stakeholders, partners, donors, and the tireless dedication of our staff. Your trust and commitment have been invaluable, and we are deeply grateful for your ongoing support.

As we move forward, we invite you to join us in our mission to promote mental wellness, reduce stigma, and improve the lives of those we serve. Together, we can create a brighter future for our community. Thank you for being an integral part of the MHCGM family. We look forward to another year of growth, progress, and positive change.

Sincerely,

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

Patricia Carty
President and CEO



FINANCIAL SUMMARY

Revenue

July 1, 2022–June 30, 2023

Client Fees & Insurances	\$ 31,254,668
NH Bureau of Behavioral Health	\$ 3,365,281
Rental Income	\$ 991,912
Contributions & Misc. Income	\$ 10,333,823
Total Revenue	\$ 45,945,684

Expenses

Bedford Counseling Associates	\$ 1,696,393
Child & Adolescent Services	\$ 6,670,447
The Cypress Center	\$ 4,088,458
Emergency Services / Acute Care	\$ 1,781,991
Case Management / Multi Service Teams	\$ 20,903,492
Residential Services	\$ 1,651,221
Vocational Services	\$ 671,801
Other Specialized Services	\$ 3,189,493
Administration & Support	\$ 4,857,996
Total Expenses	\$ 45,511,292

FINANCIAL SUPPORT TOTALS

MHCGM Annual Fund raised July 1, 2022–June 30, 2023: \$401,870.26

Manchester Mental Health Foundation Financial Summary 2022–2023

Portfolio value of the MMH Foundation Endowment June 30, 2023: \$7,965,072

SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that, for 63 years, has been available to Manchester area citizens in need of mental health care. This past year, we served 10,569 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. 44% of our individuals, or 4,613, meet these 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 488, 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 are affiliated with Dartmouth Medical School.

For additional information go to www.mhcgmm.org

CLIENTS SERVED AND SERVICES PROVIDED 2022–2023

Program Group

Assertive Community Treatment (ACT) / Teams	68,032
Bedford Counseling Associates (BCA)	17,551
Care Transitions Team (CATT)	1,089
Case Management / Recovery / Resiliency Services	69,759
Child and Adolescent Services	68,386
Cypress Center	14,097
Emergency Services / Acute Care	10,658
Homeless Outreach	2,606
Housing Bridge	437
Housing Outreach Team	3,611
InSHAPE (Healthy Choices / Healthy Changes)	7,321
Intensive Transition Team (ITT)	2,052
Medication Services	33,675
Pro Health Integrated Care	2,535
Projects for Assistance in Transition from Homelessness (PATH)	1,253
Rapid Response / Mobile Crisis Response Team (MCRT)	5,493
Residential	34,599
Vocational Services	6,746
Total	349,900

Patient Services

Child Impact Classes

44 Classes

556 Individuals Completed

Lifestyle Changes Classes

21 Classes

360 Individuals Completed

Mental Health First Aid

8 Adult Classes

74 Individuals Trained

2 Youth Classes

18 Individuals Trained

Summer Camps

Fun In The Sun:

80 Youth Helped

Boys And Girls Club:

60 Youth Helped

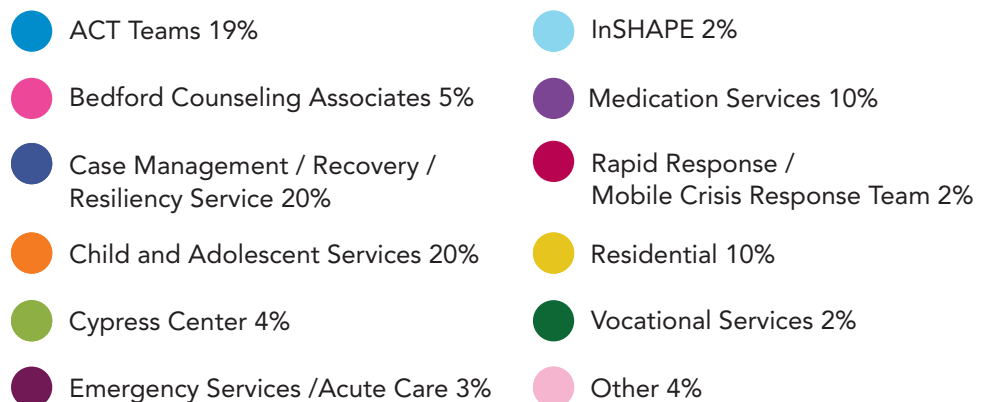
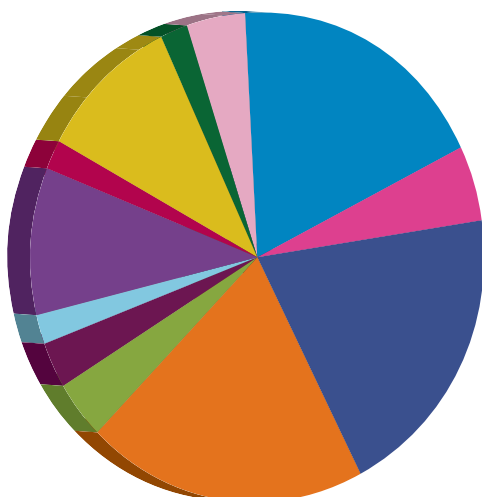
Girls Inc:

50 Youth Helped

MPAL:

25 Youth Helped

Patient Services



Annual Fund (July 1, 2022– June 30, 2023)

INDIVIDUALS

\$5,000+ Contributors

Barbara Eiermann

\$1,000+ Contributors

Joan Bussiere

Tom and Patricia Carty*

Patty and Rik Cornell*

Jennifer De Voe*

Cassandra Durand*

Jeff Eisenberg

Brent Kiley

Dr. Joohahn Kim

Dr. Michael McNamara*

Elaine Michaud

Rider Family

Ashwini Saxena*

Suzanne Spencer

Dr. Keith Stahl

\$500+ Contributors

Michael Burns

Charles & Janet Carpenter

Stacy Champey

Mayor Joyce Craig

Lisa Descheneau*

Diane DiStaso*

Brian Seneca Eldredge

Beth Gutoff

Sarah Hayes

Mary Heath and Robert Leclair

Lynnea Koester*

James and Kristen Kraunelis*

William and Doris McDonald

Lara and Jonathan Routhier*

Constance Roy-Czyzowski

Richard and Fleurette Shannon

Bret Smith*

William Stone

James Tobin

James & Jane Toohey

Warren and Catherine Turner

Peter and Cynthia Varney

Steven Zarse*

\$250+ Contributors

Philip Alexakos

Margaret Almeida

Jennifer Barlow*

Matt Bouchie*

Debbie Campo*

Ronald Caron

Tammy Clay*

Leslie Clukay*

Kelly Collins*

John* and Susan Curtis*

Christian Dangremond*

Alicia Finn

Philip and Jill Hastings

Deborah Hoeft*

Maureen and Peter Janelle*

Karen Jorgensen*

Jessica Lachance*

Lizabeth MacDonald

Rick and Barbara Maloney

Maureen Manning

Maureen & Paul Michaud*

Robert Mission Jr.*

Kibar Moussoba

Ian Nadeau

Greg Paninski*

Anna Pousland*

Kenneth Rhodes

William and Gail Rider

Kari Sanborn*

Jeffrey and Bernie Seifert

Sandra Seney*

Meghan Shea

Leo Simard, Jr.

Anna Strassner

Dr. Andrew Watt

Dr. David Williams*

Other Individual Contributors

Debra Acres*

John & Sarah Jane Adams

Marcy Ainslie*

Arlene Aldoupolis

Mary Ann Aldrich

Cindy Andrikowich

Lynn Angelo*

Diane Asbury

Lisa Auditore Reynolds*

Adele Baker

Lisa Beidler

Darcy Beirne

Melinda Bellanti*

Shirley Bhutto

William & Doris Blanchette

Brianna Blodgett*

Howard & Marilyn Bookman

Linda Boulay*

Tina Boulet*

Stacy Boursier*

Susan Broad*

Cinzia Broketa

Janelle Brophy*

Dylan Brothers

Ken and Diane Brown

Julie Buccarelli*

Kristin Burke*

Peter Burke

Mark Burns

William Callahan

Jessica Campo

Joshua and Ashley Campo

David and Kathryn Canedy

Brenda Cannon*

Courtney Carrier

David Carroll*

Lois Carroll

Lt. Derek Cataldo

Nicole Chambers*

Richard & Pauline Charpentier

Jessica Charron*

Danielle Charron*

Michelle Chase

Thomas Cleary

Constance & Norman Coates

Donna Colabella

Sandra Cole Kunitake*

Jennifer Conley*

Jennifer Conn

Dana Conrad*

Caroline Consoli*

Maureen Corrigan

Peter Costa*

Alexandria Cote*

Diane Cotter

Johnny Council*

Robbie Cowette*

Felicia Crawson-Doyle*

Katrina Cray*

Stefan Czynowski

Sandra DaCosta Fontes*

Lou and Pat D'Allesandro

Sandra Davideit*

Frank Davies

Matthew Davis*

Terri DeCarli

Nancy Deihle

Karen Desmarais

Denis and Joanne Duclos

Brendan and Kathleen Duffy

Lisa Duquette

John & Ruthie Durand

Scott & Aurore Eaton

Kathleen Egan

Rose Ehret*

Thelma Ellerin

Marilyn Elliott

Peggy & Tony Evans

Carolyn Farley

Catherine Fenton

Doris Florence & Family

Jean Fortier*

Barb Fraser

Tulani Freeman

Michele and Mark Fregeau

Mary Freitas

Desneiges French

Heather Gagnon*

Carol Galeaz

Diane Gedney

Lori Georgy*

Marjorie Giannetti

Donna Giddings

Jim Giordano*

Amanda Gladysz

Nancy Goodwin*

Mary Graziano*

Susan Guarino*

Lacey Gude

Aimee Hackett

Gary and Heidi Hamer

David Harrington

Paula Harris*

Louise Hart

Carol Harwood

Roy and Jane Hasselman

Kathleen Healey*

Suzanne Herbert

David Herod

Sandra Holbrook

Nancy Hoyt*

Alison Huddy*

Margaret Iannacone

Craig Iannotti*

Russ Johnson*

Christine Kaczmarek

Sandra Katsikas*

Joe Keefe

Michael Kobzik*

Kirija Kokulanathan*

Yunieska Krug*

Kathleen Labbe

Susel LaCroix*

Bonnie LaRose

Richard and Judy Leclerc

Tina Legere*

Frank and Maureen Lembo

Christopher & Crystal LeStage-

Berberich

Ruthe Lindsey*

Erin Lindtveit

Alice Love

Suzanne Luebker

Sandra Lumb

Steve Macek

Janet Magee

Catharine Main*

Ellen Malloy

Letitia and Matthew Manning

James Manning

Rhonda Martin

Sarah Mason*

Karen Mayrand

Karen McArdle

Lisa McCarthy

Elissa McCullough

Laura McDonough*

Karen McGonagle

Susan and Patrick McKeown

Brian and Christina Mellor

Paul Mertzic

Stephen Miln

Terri Modesto

Kriti Modi

Stephanie Modrak*

Linda Moody

Russell Morgan*

Henocson Mulatre

Rebecca Mulroy

Maureen Murphy

Charles and Nancy Myette

Amanda Newton Costilow*

Leslie Nixon

Gavin O'Brien*

Paul and Joanna O'Brien

Lauren O'Connor

Elaine Oleniak

Francine Papas

Rushi Patel*

Patricia Pendoley*

Christine Phillips

Iris Pimentel

Kevin & Pamela Pitman

Elaina Pousland*

Mark Powers*

Vicki Powers*

Glenn Quinney*

Robert Raiche, Sr.

Colleen Rainey*

Mariela Richard Crosa*

Brandy Riel*

Rodgers Family

Pamela Roy

Jessica Rubinstein

Susan Russell

Theresa Ryan
 Stephanie Savard
 Kyle Schneck
 Dr. Ron Schneebaum
 Diana Schryver*
 Laurie Seluk
 Ken Senus
 Amy Sheehan
 Kevin Sheppard
 Doris Finch and Roland Simard
 Stephanie Sioras
 Kendall Snow
 Mary Starratt
 Christine Steinberg*
 Elizabeth Stodolski
 Liane Stressenger
 Joe Tardiff*
 Timothy and Tara Tenasco
 Helen Theodore*
 Melissa Therrien*
 Andre & Caryl Thibodeau
 Dawn Thomas*
 Candice Thomas
 Nancy Thomson*
 Lisa Trainor*
 Michael Trotta
 James Truncellito
 Heather Twombly*
 Valerie and James Valliere*
 Robin Vergato
 Lisa Viau
 Marianne Vincent*
 Sara Vorias*
 Marguerite Wageling
 Michelle Wagner
 Mary Webber
 Milissa Wechter*
 Amy Weeks*
 Lisa Werner
 Major Wheelock
 Agatha White
 Jennifer Whitehead*
 K & S Wicker
 Robert Wiczorek
 Heather Williams*
 Georgelyn Wizner

In Memory of

Pat Gerrard
 Shawn Greene
 Kyle Grikscheit
 June Koester
 Myron Milden
 Tommy Mulcahy
 Robert Prince
 Mary Raiche
 Shawn Sarel
 Anthony Spencer
 David "Dace" Walsh

CORPORATIONS AND ORGANIZATIONS

\$10,000+ Contributors

Bernstein Shur, Sawyer & Nelson, P.A.
 Brady Sullivan Properties
 Granite State Plumbing & Heating, LLC

Granite State Poker Alliance
 Granite United Way
 The Rotary Club of Manchester

\$5,000+ Contributors

CGI Business Solutions
 Eldridge Investment Advisors
 Elliot Health System
 Harvard Pilgrim Health Care
 Longchamps Electric, Inc.
 PROCON, Inc.

\$2,500+ Contributors

AmeriHealth Caritas NH
 Dartmouth Health
 Financial Strategies Retirement Partners
 Genoa Healthcare
 Members First Credit Union
 MIASP
 NH Healthy Families
 Rise Private Wealth Management
 Service Credit Union
 Stebbins Commercial Properties, Inc.
 Total Image Running, LLC
 United Healthcare Freedom Plan

\$1,000+ Contributors

Anagnost Companies
 Anthem Blue Cross and Blue Shield
 Bangor Savings Bank
 Bedford Village Inn
 Bellwether Community Credit Union
 Catholic Medical Center
 Easter Seals Farnum Center
 Granite State Hospitality, LLC
 Keller Williams Realty Metropolitan
 Lavallee Brensinger Architects
 Northeast Delta Dental
 Primary Bank
 St. Mary's Bank
 Wadleigh, Starr & Peters, P.L.L.C.
 WellSense Health Plan
 Wiczorek Insurance
 WIPFLI

Other Corporate Contributors

Amoskeag Health
 Baker Newman Noyes
 Bar Harbor Bank and Trust
 Castagna Consulting Group
 CCA Global Partners
 Clark Insurance
 Cocoa Beach Rotary Club
 Craig & Gatzoulis, PLLC
 Craighead & Martin, PLLC
 Dividers Plus, Inc.
 Ecosmith Recyclers, Inc
 Fidium Fiber
 Hannaford Bros. Company
 Imperial Dade
 Manchester Community College
 Merchants Automotive Group
 Moore Center Services, Inc.
 NAMI NH
 NH Ancient Order of Hibernians
 Office Alternatives, LLC
 PI Physik Instrumente
 Pelmac Industries, Inc.

Sterling Payee Services
 TD Bank
 The Dupont Group
 The Granite Group
 The Women's Committee
 Think Design

Foundations and Trusts

Adam & Kristin Giving Fund
 Amazon Smile Foundation
 America's Charities
 Benevity Community Impact Fund
 Chase Family Fund Fidelity Charitable
 Cogswell Benevolent Trust
 Dumais Family Charitable Fund
 Dobles Foundation
 Eversource Energy Foundation
 Finisterre Fund of The NHC
 The Hunt Family Revocable Trust
 Marjorie A Palmer Rev. Trust
 Maximus Foundation
 Network for Good
 New Hampshire Charitable Foundation
 Queen City Rotary Club Foundation
 Raymond Houle Revocable Trust
 Red Sox Foundation
 Ruisseau Fund of the NHC
 Saul W. Ellerin Trust
 Schwab Charitable
 TD Charitable Foundation
 The Blackburn Giving Fund

In-Kind Contributors

Ali Huddy
 Ben & Jerry's
 Blue Hill Country Club
 Boston Exclusive Auto Rentals
 Boston Immersive Experience
 Brandy Riel
 CGI Business Solutions
 Charmingfare Farm
 Chiropractic Associates of Bedford
 Debbie Campo
 DeRosa Jewelers
 Dr. Ashwini Saxena
 Gavin O'Brien
 Granite State Lunch Box
 Great NH Restaurants
 Helms & Co.
 Jennifer Paris
 Jennifer Richardson
 Jonathan Routhier
 Kim Ahlgren
 King Bowling Lanes
 Kittery Trading Post
 Kristen Kraunelis
 Kristin Burke
 Leslie Clukay
 Manchester Country Club
 Manchester Millyard Museum
 Manchester Police Department
 Market Basket
 Mary Jo McCreedy
 Melinda Bellanti
 Palace Theatre
 Panera
 Patricia Carty

Peter Costa
 Rik Cornell
 Rimmon Heights
 Scott Reed
 Thai Food Connection
 The Derryfield Restaurant
 The Inside Scoop
 Thirsty Moose Taphouse
 Trader Joe's
 True Value
 Tupelo Music Hall
 Vicki Powers
 XO Bistro

ENDOWMENT

(July 1, 2022–June 30, 2023)

Silver Level (\$1,000+)

Arlene Robbins
 Dr. Michael McNamara
 Peter & Maureen Janelle
 Town Fair Tire Foundation

Friend Contributors (\$250+)

Leslie Clukay
 Network for Good

Other Endowment Contributors

Sheryl Sweet

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.



“As I make my journey into the next phase of my recovery, I would like to express how prohealth has helped me.

Professionals, your knowledge, passion and dedication has inspired me to push my limits and strive for excellence.

This program has been a transformative experience that has shaped me into a better thinker and communicator.

This experience has taught me that mental illness is a battle that knows no boundaries, that even in the darkest moments, there is always a glimmer of light.

The professionals have made me understand that I am not alone and there are individuals who understand me and always willing to offer a listening ear.

The program has taught me that setbacks are not signs of failure, but opportunities for growth. And every step forward, no matter how small, is a victory worth celebrating.

Last but not least, I have learned that the stigma surrounding mental health and substance abuse is that together we can overcome the affliction and build a better future with endless possibilities.”

– Patient in our Integrated Care Program



The Mental Health Center
of Greater Manchester