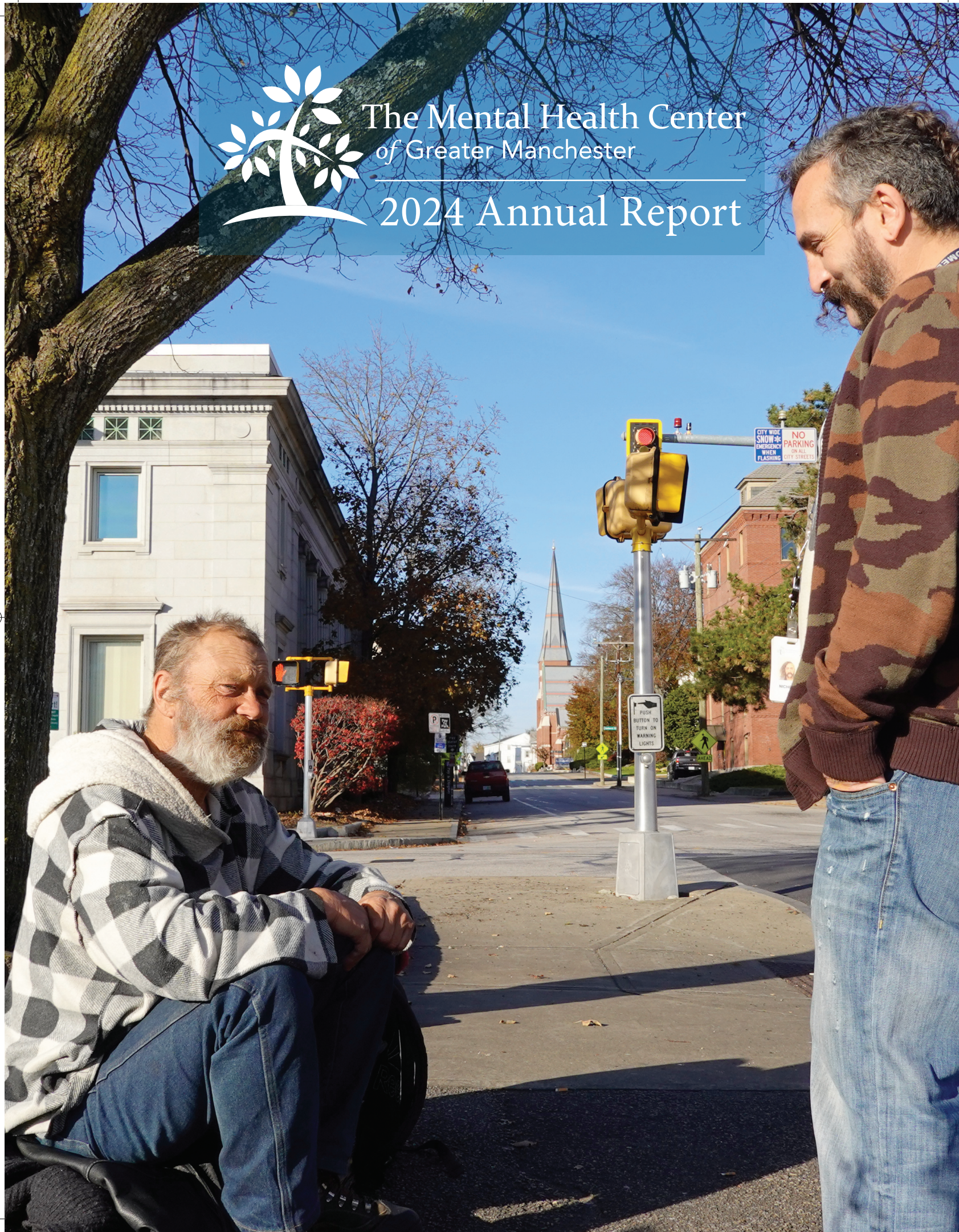




The Mental Health Center
of Greater Manchester

2024 Annual Report



Our Mission

To empower individuals to achieve recovery and promote personal and community wellness through an accessible, comprehensive, integrated, and evidence-based system of behavioral health care.

Our 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 behavioral health treatment integrated within our community.

Guiding Values

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, trauma-informed, 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.

We foster a culture of diversity, equity and inclusion.

Board of Directors 2023–2024

Philip Alexakos
 Ronald Caron
 Courtney Carrier
 Stacy Champey
 Jaqueline DePippo
 Jeff Eisenberg (Retiring)
 Desneiges French
 Beth Gutoff
 Kendra Kearney
 Newton Kershaw III
 Brent Kiley (Honorary Member)
 Dr. Joohahn Kim
 Jim Merrill
 Elaine Michaud
 Kibar Moussoba
 Glory Mukendi
 Michael Reed
 Connie Roy-Czyzowski
 Leo Simard
 Dr. Andrew Watt

Board Officers 2023–2024

Elaine Michaud, Chair
 Michael Reed, Vice Chair
 Desneiges French, Treasurer
 Philip Alexakos, Secretary

New Board Members 2024–2025

Melissa Carder



The human green ribbon was created by employees, family, and friends of The Mental Health Center of Greater Manchester during Mental Health Awareness Month (May 2024)

A LETTER FROM THE PRESIDENT

Dear Friends and Supporters,

As we reflect on fiscal year 2024, I am filled with immense pride and optimism for the future of The Mental Health Center of Greater Manchester (MHCGM). Despite facing significant challenges, our dedicated team has not only persevered but also achieved remarkable milestones that will shape the landscape of mental health care in our community for years to come.



Embracing Open Access

This year, we implemented a groundbreaking Open Access model for scheduling appointments in our Community Support Services (CSS) division. This initiative, which also extends to our children and adolescent services, demonstrates our commitment to reducing barriers to care and ensuring timely access to mental health support for those in need.

Advancing Service Integration

Our ongoing efforts to integrate services have yielded impressive results. The success of our Mobile Crisis Team, which expanded into the statewide Rapid Response system in 2022, continues to make a significant impact. In the past year, 85% of nearly 2,000 team deployments were diverted from emergency rooms, providing more appropriate and timely care to individuals in crisis.

CCBHC Certification: A New Era of Care

I am thrilled to announce that MHCGM has been certified as a Certified Community Behavioral Health Clinic (CCBHC). This prestigious designation not only recognizes our commitment to providing comprehensive, high-quality care but also opens up new avenues for funding and support. As one of only two centers in New Hampshire to achieve this certification, we are at the forefront of a transformative approach to mental health care delivery.

Strengthening Our Commitment to Diversity, Equity, and Inclusion

This year, we renewed and expanded our commitment to Diversity, Equity, and Inclusion (DEI). After nearly a year long consultation, we have been reinvigorated to imbed equity into the fabric of our mission focused on both patients and our staff. Through our Diversity+ Committee, foundational training for staff and leadership, and completing the Center of Excellence for Integrated Health Solutions' Project Echo, focused on DEI, we are positioned as leaders in this crucial area. We are dedicated to creating a more inclusive environment and providing equitable and effective care to all members of our diverse community.

Looking Ahead with Optimism

While fiscal year 2024 presented its share of challenges, including ongoing staffing shortages and financial pressures, I am incredibly optimistic about our future. The recognition we've received, including the Business and Industry Association's 2024 Advantage Award and the Best of the 603 for Best Non-Profit Organization and Best Mental Health Clinic, speaks volumes about the impact of our work. As we move forward, we remain committed to our vision of creating an ecosystem of excellence in mental health care. By raising the bar for community wellness, we are not only improving individual lives but also contributing to the overall economic and social well-being of our region.

I want to express my deepest gratitude to our staff, board members, partners, and supporters. Your dedication and belief in our mission have been the driving force behind our achievements. Together, we are building a stronger, more resilient community where mental health is a priority for all.

Thank you for your continued support and trust in The Mental Health Center of Greater Manchester.

Sincerely,

Patricia Carty
President and CEO

FINANCIAL SUMMARY



Revenue July 1, 2023–June 30, 2024

Client Fees & Insurances	\$ 25,677,878
NH Bureau of Behavioral Health	\$ 3,629,847
Rental Income	\$ 934,960
Contributions & Misc. Income	\$ 10,458,075
Total Revenue	\$ 40,700,759

Expenses

Bedford Counseling Associates	\$ 2,819,158
Child & Adolescent Services	\$ 7,813,880
The Cypress Center	\$ 4,320,699
Emergency Services / Acute Care	\$ 1,629,932
Case Management / Multi Service Teams	\$ 17,289,893
Residential Services	\$ 2,019,338
Vocational Services	\$ 603,472
Other Specialized Services	\$ 3,457,689
Administration & Support	\$ 4,949,041
Total Expenses	\$ 44,903,102

FINANCIAL SUPPORT TOTALS

MHCGM successfully raised \$514,576.72 from July 1, 2023 – June 30, 2024

Manchester Mental Health Foundation Financial Summary 2023–2024

Portfolio value of the Endowment June 30, 2024: \$6,053,822

SUMMARY OF SERVICES

The Mental Health Center of Greater Manchester is a private, non-profit system of comprehensive mental health services that has been available to Manchester area citizens in need of mental health care for 64 years. This past year, we served 10,480 community members.

We are a designated community mental health program for Region VII (Greater Manchester) by the NH Bureau of Mental Health Services. In this capacity, we provide a broad range of evidence-based services. This year, The Center helped 5,001 patients with serious and/or persistent mental illness. This represents 52% of patients served. Other services include counseling for less severe cases, care that includes working with patients' primary care doctors, crisis response, homeless outreach and more.

The Center employs more than 480 staff members, operates over 35 different treatment programs, and maintains a mobile crisis team that provides 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

SERVICES PROVIDED 2023–2024

Program Group

Assertive Community Treatment (ACT) / Teams	71,621
Bedford Counseling Associates (BCA)	16,704
Care Transitions Team (CATT)	1,141
Case Management / Recovery / Resiliency Services	72,212
Child and Adolescent Services	61,088
Cypress Center	16,654
Emergency Services / Acute Care	8,717
Homeless Outreach	4,476
Housing Bridge	380
InSHAPE (Healthy Choices / Healthy Changes)	6,807
Intensive Transition Team (ITT)	2,044
Medication Services	29,014
Pro Health Integrated Care	1,801
Rapid Response / Mobile Crisis Response Team (MCRT)	5,230
Residential	28,923
Vocational Services	4,465
Total	331,277

Patient Services

HOMELESS OUTREACH

Hope and Shelter

from 7/1/2023 to 6/30/2024



457

People Helped



54

Families



2

With Children



138

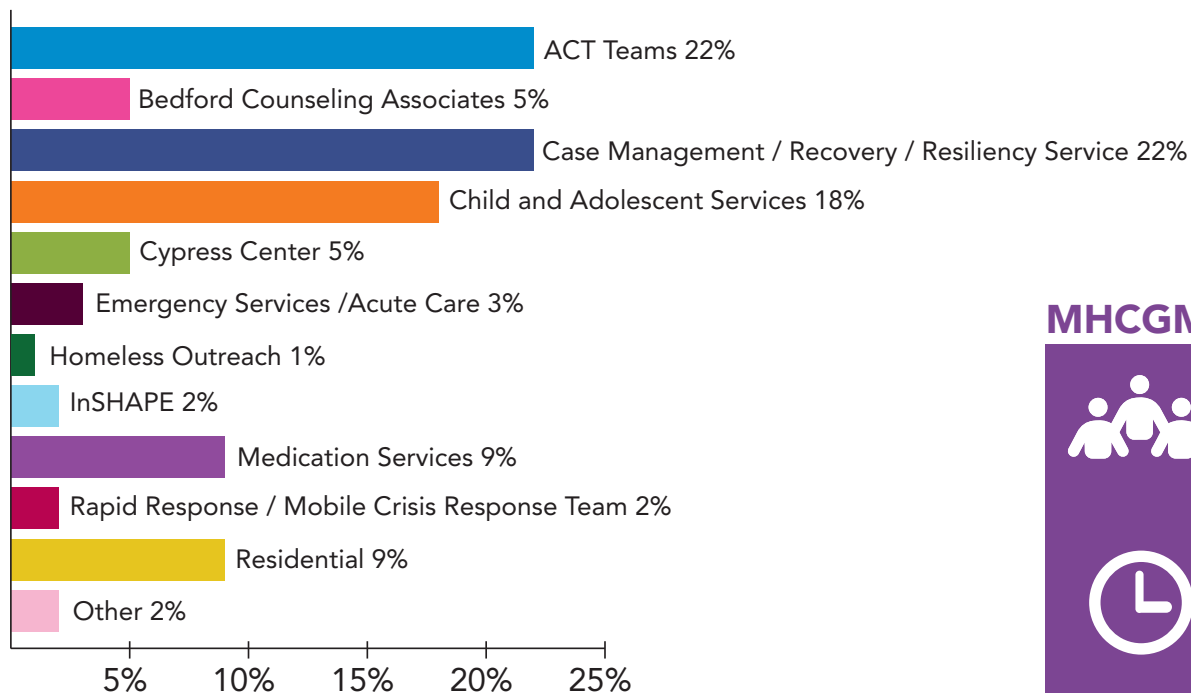
Camps Engaged



254

Referrals for Mental Health Services

Patient Services



MHCGM TRAINING



567

Community Members



3,818

Hours of Professional Development

Annual Fund (July 1, 2023–June 30, 2024)

INDIVIDUALS

\$5,000+ Contributors

Barbara Eiermann
Employees of Southern
New Hampshire University

\$1,000–\$4,999 Contributors

Shirley Bhutto
Joan Bussiere
Thomas and Patricia Carty*
Patricia and Rik Cornell*
Jennifer De Voe*

Newton Kershaw III

Brent Kiley

Dr. Joohahn Kim

Kristen Kraunelis*
Judy Leclerc
Michaelene McFarlane
Dr. Michael McNamara, D.O.*
The Rider Family

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Leo Simard, Jr.

Suzanne Spencer
James and Jane Toohey
Judi Window

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and Fleurette Shannon
Sylvia St. Onge
Anna E Strassner*
Peter and Cynthia Varney
Dr. Andrew Watt

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Melanie Bauer*
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Amy Weeks*

Major Wheelock

Tyler White

Matt and Jody Wilhelm

Wayne and Teri Williams

Heather Williams*

Georgelyn Wizner

Elizabeth Zellers*

In Memory of

Helen Dwyer

David "Dace" Walsh

Maurice "Moe" D. Morin
Myron Milden
Theodore "Ted" Neff
Robert E. Raiche Sr.

In Honor of

Bill Rider
Catherine Main
Catherine Osuban
CGI Business Solutions
Cypress Center Staff
Ken Snow
Kristen Kraunelis
MHC GM Employees
Patricia Carty
Rik Cornell
Shawn Buck
Valerie Libby

CORPORATIONS AND ORGANIZATIONS

\$10,000+ Contributors

Brady Sullivan Properties
Granite State Poker Alliance

\$5,000-\$9,999 Contributors

Bank of New Hampshire
CGI Business Solutions
Eldridge Investment Advisors
Elliot Health System
Elm Grove Companies
Granite United Way
Harvard Pilgrim Health Care
Mental Illness Awareness & Suicide Prevention

\$1000-\$4,999 Contributors

AE Mechanical
AmeriHealth Caritas NH
Anagnost Companies
Anthem Blue Cross and Blue Shield
Bedford Village Inn
Castagna Consulting Group
Catholic Medical Center
Comcast Business
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WIPFLI

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Bellwether Community Credit Union
CCA Global Partners
Clark Insurance
Clark Law, PLLC
Firefly American Bistro & Bar
Manchester Community College
Morgan Stanley
Office Alternatives, LLC

\$250-\$499 Contributors

Ecosmith Recyclers, Inc
Families in Transition
Haggerty's Cleaning Services
Makin' It Happen
NAMI NH

Other Corporate Contributors

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NAMI New Hampshire
Network for Good
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Paypal Giving Fund
Pelmec Industries, Inc.

Foundations and Trusts

Arthur Getz Trust
Benevity Community Impact Fund
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Chase Family Fund
Cogswell Benevolent Trust
Dobles Foundation
Estate of David E. Walsh
Eversource Energy Foundation
Londres Chaudhuri Fund
Mary & John Elliot Charitable Foundation
Maximus Foundation
New Hampshire Charitable Foundation
Parnell Family Fund
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Ruisseauumont Fund of the NHCF
Stanton Family Foundation
The Blackburn Giving Fund
The Rydstrom Family Charitable Trust
The Seifert Family Foundation
Town Fair Tire Foundation
United Way
WalMart Foundation

In-Kind Contributors

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Antiques on Elm
Whitney Beaulac
Bob's Discount Furniture Charitable Foundation
Patricia and Thomas Carty
Ltd. Derek Cataldo
CGI Business Solutions
Stacy Champey
Charles Riverboat Company
Chipotle
Rik and Patty Cornell
Peter Costa

Cowabunga's Indoor Kids Play & Party Center
Currier Museum of Art
Dancing Lion
Jacqueline Depippo
Jeff Eisenberg
Filotimo Casino & Social House
Granite State Candy Shoppe
Granite State Escape
Great NH Restaurants
Beth Guttoff
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Optima Dermatology & Medical Aesthetics
Osborne's Farm & Garden Center
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Parker's Maple Barn
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Puritan Backroom Restaurant
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Tucker's
Vertical Dreams
Dr. Andrew Watt
WellSense Health Plan
XO Bistro
YogaBalance
You're Fired

ENDOWMENT

(July 1, 2023-June 30, 2024)

Silver Level (\$1,000-\$4,999)

Arlene Robbins
Town Fair Tire Foundation

\$500-\$999 Contributors

Eugene and Veronica Van Loan

Friend Contributors

(\$250-\$499)

Leslie Clukay
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Other Endowment Contributors

America's Charities
Geoff Vercauteren
Jennifer De Voe*
Lisa Descheneau d'Arville*
Charles and Nancy Myette
Padma Salisbury

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 wellness of children, teens, and adults who are challenged with mental illness.

For more information, please contact
communityrelations@MHCGM.org



Transcranial Magnetic Stimulation now offered at MHCGM

Transcranial Magnetic Stimulation (TMS) is now available as a prescribed alternative service, for those who experience major depressive disorder and have not found improvement from other treatments or medication. TMS is performed over several weeks and is a non-invasive treatment during which magnetic pulses are delivered to stimulate nerve cells in the part of the brain controlling the mood, which is often underactive in patients with depression. Repeated stimulation of this part of the brain has proven to produce an antidepressant effect on people suffering from depression.



"I am a combat veteran and struggle with PTSD, depression, and anxiety. TMS helped with my suicidal ideations and sleep problems. I used to think about killing myself daily. Now I have few suicidal ideations and less intrusive thoughts. Overall, I now have more energy and am hopeful I will continue to improve."

– MHCGM TMS patient

MHCGM Provides School-based Services and Trauma-informed Care

Thanks to generous support from funders like Substance Abuse and Mental Health Services Administration (SAMHSA), The Mental Health Center of Greater Manchester (MHCGM) is making a meaningful difference in 21 elementary, middle, and high schools across the Greater Manchester area.

Our dedicated clinicians are embedded full-time within these schools, delivering a wide range of essential services, including individual counseling and group therapy, tailored to meet the unique needs of students. In five of these schools, MHCGM has introduced the transformative Bounce Back program—a skill-building, in-school group intervention designed to support students who have faced hurtful or traumatic experiences. This evidence-based program helps young learners regain confidence, resilience, and the tools they need to thrive.

By bringing mental health care directly to students, we're breaking down barriers and creating a brighter, healthier future for our community.



"Through this program, kids have found a community with each other."

– Bounce-Back school facilitator

Homeless Outreach

The mission of the Homeless Outreach Team of The Mental Health Center of Greater Manchester (MHCGM), is to engage with unhoused individuals and families to provide support and case management services. (The cover image depicts a member of the MHCGM Homeless Outreach Team chatting with an unsheltered individual in Manchester, NH).



The Mental Health Center
of Greater Manchester

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