

The Mental Health Center
of Greater Manchester

2025 Annual Report



Perinatal Support Program

Perinatal mental health challenges require dedicated attention for the well-being of Moms, Dads and babies. MHCGM has responded by significantly enhancing these services:

- Specialized Therapy
- Group Therapy and Support Sessions
- Medical Care Coordination
- Case Management
- Peer Support
- 24/7 Crisis Line

Cover photo: Human Mental Health Ribbon photograph, taken by David Geyer, 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 2025, I am inspired by the resilience and determination of The Mental Health Center of Greater Manchester (MHCGM) to continue transforming lives and breaking barriers in mental health care. Despite the challenges posed by shifting policies and regulations, our commitment to serving the people of our community remains steadfast. Together, we are building a future where access to behavioral health care is a reality for all.



Access for All: Breaking Barriers to Care

At MHCGM, we believe that everyone deserves timely and equitable access to behavioral health services. This year, we expanded our Open Access model, ensuring that individuals and families can receive care on any day without delay. By eliminating wait times and streamlining processes, we are making it easier for people to receive the care they need, when they need it most.

Transforming Care Through CCBHC Certification

Our designation as a Certified Community Behavioral Health Clinic (CCBHC) remains a transformative milestone for MHCGM. This certification has enabled us to expand the scope and quality of our services, ensuring we can meet the diverse needs of our community. With cost-based funding and innovative care models, we are leading the charge in delivering comprehensive, person-centered behavioral health care.

Integration of Care for Kids and Families

We are proud to have expanded our efforts to support children and families by integrating mental health services into schools and community programs. By working directly with educators and school systems, we are addressing mental health challenges early and providing students with the tools they need to thrive. Additionally, our after-school programs and summer camps have created safe spaces for children to learn, grow, and build resilience. These initiatives are helping us foster a brighter future for the next generation.

Optimism for the Future

While fiscal year 2025 has brought its share of obstacles, including challenging directives from our administration that impact behavioral health care and the people we serve, we remain optimistic. The recognition we have received, including the Business and Industry Association's 2025 Advantage Award and the Best of the 603 for Best Non-Profit Organization and Best Mental Health Clinic, is a testament to the impact of our work. We are committed to overcoming these challenges and continuing to raise the bar for behavioral health care in our community.

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 creating a stronger, healthier, and more inclusive community where behavioral health is a priority for all.

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

Sincerely,

A handwritten signature in black ink that reads "Patricia Carty". The signature is written in a cursive, flowing style.

Patricia Carty
President and CEO



FINANCIAL SUMMARY

Revenue	July 1, 2024–June 30, 2025	
Patient Revenues	\$	35,403,994
State Contract	\$	3,988,229
Rental Income	\$	1,079,093
Other Contracts, Grants and Misc Income	\$	6,790,760
Total Revenue	\$	47,262,076
Expenses		
Bedford Counseling Associates	\$	1,834,650
Child and Adolescent Services	\$	7,842,288
The Cypress Center	\$	4,371,602
Emergency Services and Mobile Crisis	\$	4,483,221
Community Support Services	\$	15,957,817
Residential Services	\$	2,284,350
Vocational Services	\$	756,380
Other Specialized Services	\$	6,105,760
Administration & Support	\$	2,156,054
Total Expenses	\$	45,792,123

FINANCIAL SUPPORT TOTALS

MHCGM successfully raised \$608,581 from July 1, 2024 – June 30, 2025

Manchester Mental Health Foundation Financial Summary 2023–2024

Portfolio value of the Endowment June 30, 2025: \$7,346,364

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 the Greater Manchester community for 65 years. This past fiscal year, the Center helped 8,644 patients.

MHCGM has become a Certified Community Behavioral Health Clinic (CCBHC). A CCBHC is a specialized outpatient clinic providing comprehensive mental health and substance use disorder services to anyone in need, regardless of insurance or diagnosis, featuring 24/7 crisis care, integrated physical health, and a mandatory set of nine crucial services to improve access and quality of care. CCBHCs are highly regulated and require a high level of data collection.

The Center is the largest Community Behavioral Health Center in New Hampshire. The Rapid Response team operates 24 hours a day, 7 days a week to respond to people experiencing psychiatric or substance misuse emergencies. The team travels to wherever the person is—school, home, work, park or anywhere they are. MHCGM also offers the ProHealth program that provides integrated care with on-site primary care providers working in concert with mental healthcare providers to better serve patients. Providing whole person, family-centered care ensures greater success for patients.

For additional information go to www.mhcgmm.org

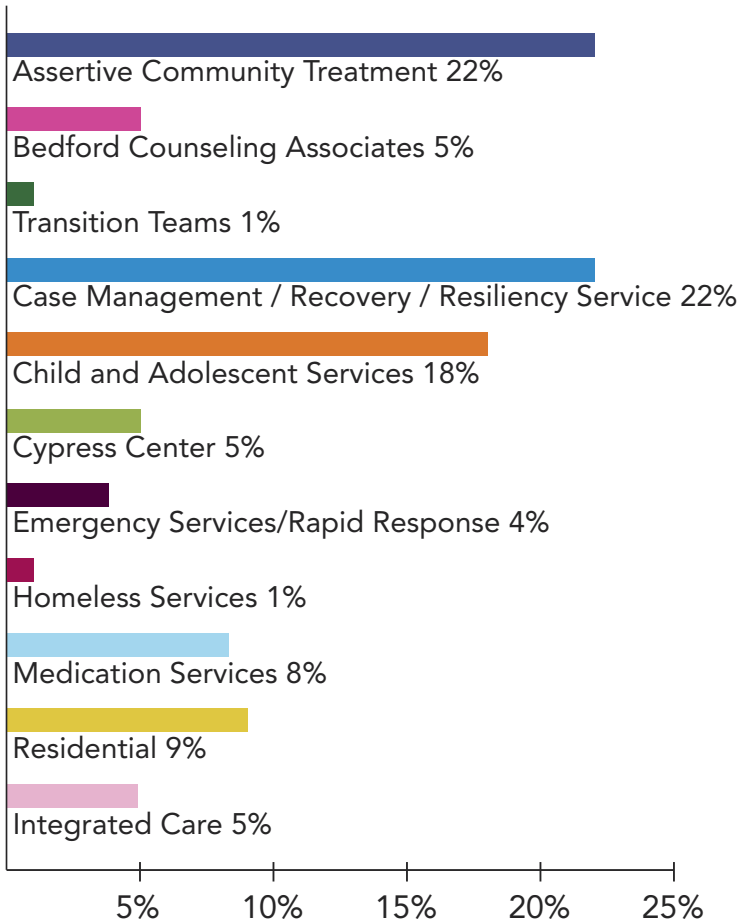
SERVICES PROVIDED 2024–2025

Program Groups

Assertive Community Treatment Teams	70,754
Bedford Counseling Associates	15,408
Care Transitions Team	1,341
Case Management / Recovery / Resiliency Services	72,229
Child and Adolescent Services	57,150
Cypress Center Served	15,123
Emergency Services	7,313
Homeless Services	2,916
InSHAPE (Individualized Self Health Action Plan for Empowerment)	7,305
Intensive Transition Team	2,365
Medication Services	26,739
ProHealth Integrated Care	3,056
Rapid Response	4,484
Residential Services	29,779
Vocational Services	6,462
Total	322,424

Patient Services

Patient Services



CHILDREN AND ADOLESCENT SERVICES



1,768
Children Served



57,148
Services Provided

CLINICIANS ARE AVAILABLE IN:



22
Schools



11
Summer Camps

InSHAPE

InSHAPE is a comprehensive, evidence-based health and wellness program designed to improve the health outcomes and social inclusion of individuals living with serious mental illness.



75%

of patients who had uncontrolled blood pressure now have it under control.



36%

of overweight patients achieved clinically significant weight loss.

SUICIDE PREVENTION



The banner hung at the intersection of Elm and Bridge Streets to raise awareness for Suicide Prevention



Billboard facing Market Basket on Elm Street in Manchester



Billboard at the Candia Road-Massabesic Traffic Circle

MONTH

MHCGM has implemented policies and practices in line with the national Zero Suicide Initiative so we can weave a tighter net to protect against suicide in our community.

In September for Suicide Prevention Month, Funds from our Zero Suicide grant enabled us to display our impactful messages in Manchester on a banner across Elm Street, three billboards, and four bus shelter posters.



Bus Shelter on Elm Street in front of Citizens' Bank



Bus Shelter on Elm Street in front of Veteran's Park



Bus Shelter at Agnes and Pinard Streets

Annual Fund (July 1, 2024– June 30, 2025)

INDIVIDUALS

\$10,000+ Contributors

Newton Kershaw III

\$5,000+ Contributors

Michael Castagna
William Leicht

\$1,000–\$4,999 Contributors

Robert and Diane Bonfiglio
Joan Bussiere
Patricia and Thomas Carty*
Jennifer De Voe*

Jeff Eisenberg

Art Gisonni
Grandgeorge Family Fund of NHC
Susan Howland*
Richard Ingram

Brent Kiley

Mia Markello
Walter McFarlane
Michaelene McFarlane
Dr. Michael McNamara, DO*

Elaine Michaud

Shawn Monty
Constance Roy-Czyzowski
Lara and Jonathan Routhier*
Kendall Snow
Suzanne Spencer
John B. Sullivan Jr.
The Seifert Family Foundation
James and Jane Toohey
Kristin Welch

\$500–\$999 Contributors

Amber Banks
April Burnham

Melissa Carder

Linda Capuchino

Stacy Champney

Richard and Patricia Cornell*
Michael Dee
Joanne DeStefani
Diane DiStaso*
Cassandra Durand*
Pat Goodridge

Beth Gutoff

Kym Harrington
Michael Harrington

Madeline Hutchings

Peter and Maureen Janelle
Rob Joyce
Carol Jue

Dr. Joohahn Kim

Kelly Kirkpatrick
Patricia Long
James McMillen

James Merrill

Dean Penny
John Price
The Rider Family
Joyce Robitaille
Kari Sanborn*
Ken Senus

Leo Simard

Michael Slide
Daren Smith
Wyatt Surbey

Carol Voloshin
Timothy Wade
Ian Wallin
Gina and Steven Zarse*

\$250–\$499 Contributors

Elizabeth and **Philip Alexakos**
James Angell

Stuart and Diane Asbury
Adele Boufford-Baker
Jennifer Barlow*
Matthew Bouchie*

Courtney Carrier

Lt. Derek Cataldo
Tammy Clay*
Leslie Clukay*
Lisa Descheneau d'Arville*
Bill Dee

Jamie Dee
Dr. Alicia Finn, Ph.D.
Wayne and Nancy Ford
Lionel Greenwood
Deb Grudzien
Sarah Kenda
Kristen Kraunelis*
Jessica Lachance*
Jeannette Lakness-King
Ruthe Lindsey*
Brian and Christina Mellor
Patrick Miller
Thomas Momtsios

Kibar Moussoba

Chris Napolitano
Tamra O'Connor
Jennifer Shattuck*
David Sponenberg
Tracie Sponenberg
Beth Strassner*

Dr. Andrew Watt

Other Individual Contributors

Margaret Adams
Mary Ann Aldrich
Diane Allen
Cindy Andrikowich
Emilee Angell
Deb Ayer
John Banks
Linda Bauer
Melanie Bauer*
Trevor Bauer
Melinda Bellanti*
Ward Bennett
Shirley Bhutto
Kendall Blanchette
Donald Boisvert
Steve Boudreau
Linda Boulay*
John and Stella Bourque
Stacy Boursier
Nick Brattan
Robin Brenner*
Roderick Brew
Tim and Lisa Brown
Kristen Burke*
Antonio and Debbie Campo*
Brenda Cannon*
Lisa Carmichael

Ronald Caron

Armando and Joan Catano
Nicole Chambers*
Susan and Jeff Chrabolowski
Taylor Claritza
Christopher Clukay*
Tara Collins*
Christopher Conard
Janice Conboy
Amanda Conley
Matthew Conley
Sean and Jennifer Conley*
Caroline Consoli*
Patrick Conway
Donald Corcoran
Peter Costa*
Alexandria Cote
Dara Cote
Geraldine Couture
Jay Couture
Robbie Cowette*
Dan Cronin
Kevin Cumberland
Barbara and Harry Cunningham*
Andrew Czyzowski
Senator Lou and Patricia D'Allesandro
Christian Dangremond*
Matthew Davis*
Theresa DeCarli
Adam Dean
Sarah Dee
Dennis Denoncourt

Jacqueline DePippo

Ethan DeStefani
Maria Devlin
Donald Dickson
Edmund Dougherty
Margaret Iglesias-Dougherty
Jaime Gallagher Driscoll*
Mark Dudas
Ann Durham
Patricia Edes
Kathleen Egan
Rose Ehret*
Cami Eurieck
Kate Farrell
Abigail Fay
Laura Fegan*
Catherine Fenton
Christina Ferrari
Sandra Fontes
Desneiges French
Heather Gagnon*
William and Susan Gamanche
Lori Georgy*
Keith Gilliland*
Jim Giordano*
Kaite Glennon*
Nancy Goodwin*
Jessica Goudreault
Marjorie Goudreault
Marie Greene
Heidi Hamer
Paula Harris*
Carol Harwood
Roy and Jane Hasselman
Philp and Jill Hastings
Roger and Iphigenia Hatt*
Mary Heath

Suzanne Herbert
David Herod
Shaun Hickey
John Holland
Nancy and Kevin Hoyt*
Ali Huddy*
Krista Jerome*
Karen Jorgensen*
Sayed Khashaba
Chris King
Veronica Knox*
Michael Kobzik
Samantha Kula
Bonnie LaRose
Kristofer Larsen
Robert Leclair
Eli Leino
Erin Liddell
Alice Love
Suzanne Luebker
Susan Lumb*
Christopher MacNeil*
Lisa Madden
Janet Magee
Catherine Main*
John Martinelli
Jen Mazzei
Doris McDonald
Susan and Patrick McKeown
Jodie and Patrick McLaughlin
Mary Kate McMakin*
Terri McNeil
Kristen Miller
Stephanie Modrak
Jessica Mongeau
Caitlyn Moran
Allison Morawski*
Russell Morgan*
Donna Morin
Mary Ann Morin
Michele Morley
Moses Family
Charles and Nancy Myette
Donna Nicolosi
Terie Norelli
Gavin O'Brien*
David O'Neil
Hannah Olkovikas
Donna Page*
Sherri Panaro
Greg Paninski*
Jennifer Paris*
Nicholas Park*
Susan Perkins
Katheirne Pfeifle
Roderick and Iris Pimentel
Kevin and Pamela Pitman
Kathleen Porter
Elaina Pousland*
Chantal Pricone*
Carol and Glenn Quinney*
Karen Radwanski*
Kelli Rafferty
Colleen Rainey*
Albert Ralph
Siobhan Riddel*
Michael Rider
William Rider
Jessica Rubinstein

Sue Russell
 Gregory and Marie Samaha
 Stephanie Savard
 Dr. Ashwini Saxena*
 Jeffrey Schroeder
 Kalleen Schultze*
 Deacon Richard Shannon
 Kevin Sheppard
 Kathryn Skouteris
 Teddy Sleath
 Chris Smith
 Nicole Spaulding
 Susan Stearns
 Christine Steinberg*
 Nancy Stockton
 Marie Straiton
 Laura Sullivan
 Melissa Sullivan
 Brandon Swisher
 Joe Tardiff*
 Scott Tardiff
 Tara and Timothy Tenasco*
 Butch and Trudy Tetro
 Helen Theodore*
 Melissa Therrien*
 Dawn Thomas*
 Larissa Tinkham
 Jim Tollner
 Michael Trotta
 Nicholas Tutela*
 David and Karen Van Der Beken
 Robin and James Vergato
 Monica Villescas
 Michelle Wagner
 Jodi Wallin
 Masa Watanabe
 Mary Webber
 Amy Weeks*
 Dao Weeman
 Albra Welch
 Charles Wilkes
 Heather Williams*
 Wayne and Teri Williams

In Memory of

Nova Dunn
 Thelma Ellerin
 Barbara Eiermann
 Brittany Greathead
 Robert E. Raiche Sr.
 Marie Raiche
 Gail H. Rider
 David Walsh

In Honor of

Shavonne Baker
 Denise Cassinghino
 Senator Lou D'Allesandro
 Lisa Descheneau d'Arville*
 Ali Fairhurst

CORPORATIONS AND ORGANIZATIONS

\$10,000+ Contributors

Brady Sullivan Properties
 Castagna Consulting Group
 CGI Business Solutions
 Elm Grove Companies
 Granite State Poker Alliance/REVO
 Casino
 NH Healthy Families / Centene

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

Dartmouth Health
 Eldridge Investment Advisors
 Elliot Health System
 Financial Strategies Retirement
 Partners
 Harvard Pilgrim Healthcare
 Longchamps Electric, Inc.
 M&T Bank
 Rise Private Wealth Management

\$1000-\$4,999 Contributors

AmeriHealth Caritas NH
 Anagnost Investments
 Anthem Blue Cross and Blue Shield
 Bank of New Hampshire
 Bedford Village Inn
 Bellwether Community Credit Union
 Capitol Hill Services
 Catholic Medical Center
 Genoa/Optum Services, Inc.
 Lavallee Brensinger Architects
 Morgan Stanley
 Northeast Delta Dental
 Primary Bank
 Service Credit Union
 Stebbins Commercial Properties
 St. Mary's Bank
 TD Bank
 Unitarian Universalist Church
 United Therapeutics Corporation
 Wadleigh, Starr & Peters
 WellSense Health Plan
 Wipfli

\$500-\$999 Contributors

Baker Newman Noyes
 Bar Harbor Bank and Trust
 CCA Global Partners
 Clark Insurance
 Continental Casualty Co.
 Jarica Mazerall State Farm
 Manchester Community College
 Office Alternatives
 PROCON

\$250-\$499 Contributors

Ecosmith Recyclers Inc.
 Haggerty's Cleaning Service
 Stewart Property Management

Other Corporate Contributors

CVS Health
 Diz's Café
 New Hampshire Fisher Cats, LLC
 Texas Roadhouse
 Wieczorek Insurance

Foundations and Trusts

Bank of America
 Charities Aid Foundation of America
 Chase Family Fund
 Raymond and Olga Cote Family Fund
 Digital Federal Credit Union
 Dorothy Spanos 1999 Trust
 Endowment for Health
 Mary & John Elliot Charitable
 Foundation
 Mental Illness Awareness & Suicide
 Prevention
 Morgan Stanley Foundation
 M&T Bank Foundation

New Hampshire Charitable
 Foundation
 Pearl Manor
 NH Healthy Families
 The Mary Gale Foundation

In-Kind Contributors

900 Degrees Neapolitan Pizzeria
 Angela's Pasta & Cheese Shop
 Antiques on Elm
 Ben & Jerry's Elm St Ice Cream Shop
 Bob's Discount Furniture Charitable
 Foundation
 Boston Bruins
 Boston Celtics
 Brenda Cannon*
 Canterbury Shaker Village
 Patricia Carty*
 CGI Business Solutions
 Pete Costa*
 Dave's Hot Chicken
 Dunkin'
 Currier Museum of Art
 Jennifer De Voe*
 Dream Yards, LLC.
 Donna Colabella
 Jeff Eisenberg
 Elavina Salon and Spa
 Foxwoods Casino and Resort
 Granite State Candy Shoppe
 Granite State Escape
 Great NH Restaurants
 Gunstock Mountain Resort
 Hannaford
 Deborah Hoeft*
 Susan Howland*
 Ignite Bar & Grill
 Ken Jones Ski Mart
 Kristen Kraunelis*
 LaBelle Winery
 Let's Roam
 Mallory Portraits
 Market Basket
 Nadeau's Subs
 New England Botanical Garden
 New Hampshire Fisher Cats, LLC
 Northeast Delta Dental
 Palace Theatre
 Pat's Peak

Patz Deli
 Puritan Backroom
 Brandy Riel*
 SEE Science Center
 Sea Stones
 Seacoast Science Center
 Kari Sanborn*
 Shorty's Mexican Roadhouse
 Sky Zone Trampoline Park
 Smoke Shack Café
 SNHU Arena
 Squam Lake Natural Science Center
 Star Island Corporation
 Stebbins Commercial Properties, Inc.
 Steven Singer
 Story Land
 Texas Roadhouse
 The Bridge Café
 The Common Man Family of
 Restaurants
 The Derryfield Restaurant
 The Hop Knot
 The Rugged Axe
 The Wholistic Pet
 Thirsty Moose Taphouse
 UNH Wildcat Athletics
 Jeffrey Wedge
 Wrap City
 You're Fired

ENDOWMENT

(July 1, 2024–June 30, 2025)

\$25,000+

The Estate of Thelma Ellerin Trust

\$1,000-\$4,999

Michael Bujnowski
 Arlene Robbins
 Philip and Jill Hastings

\$250-\$499

Kathleen Bateman
 Leslie Clukay*
 Dorothy C. DeCotis
 Donald and Geraldine Foucher

Other Endowment Contributors

Lisa Descheneau d'Arville*
 Sheila Gray
 Gina and Steven Zarse*

Consider Leaving A Legacy

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

For more information, please contact
 Jennifer Villandry villandj@mhcgcm.org.



OPEN ACCESS

Walk-in for Intake Assessments

No appointment needed

MHCGM has transitioned to an Open Access appointment scheduling model. All new and returning patients can receive same-day intake services.

The goal of the Open Access model is to get patients into an appointment at their convenience, remove barriers, and help them receive care sooner. This is an important step forward in ensuring access as a CCBHC. It is an innovative approach that allows individuals to access intake services on the same day they express the need for support, streamlining the process and eliminating long wait times.



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 patient/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 healthcare access for all.

Board of Directors 2024–2025

Michael Reed, *Chair*

Philip Alexakos, *Vice Chair*

Beth Gutoff, *Secretary*

Brent Kiley, *Treasurer*

Melissa Carder

Courtney Carrier

Lieutenant Derek Cataldo

Stacy Champey

Jacqueline DePippo

Madeline Hutchings

Newton Kershaw III

Dr. Jooahn Kim

Jim Merrill

Elaine Michaud

Kibar Moussoba

Glory Mukendi

Connie Roy-Czyzowski

Kathy Sevigny

Leo Simard

Chris Toppin





From Our Community



Our patient was beside herself with joy and disbelief when seeing how many people rallied together to support her family out of the kindness of their hearts, reinforcing a sense of community that she had long since given up on.

– Note from MHCGM Homeless Outreach worker to team after staff donated housing items for a newly housed mom and young daughter.

Hi, I really want to thank you! Honestly if it wasn't for you, I wouldn't be here. Thank you for making sure. Sitting with me, reminding me how brave I was and that my feelings are valid. Thank you more than anything!

– A patient

TMS has changed my life. I was ready to give up and take my life. It was not worth living the way I was feeling. I was in treatment for over 20 years and tried so many medications. With TMS I feel better and I can see the light. I believe this saved my life.

– A patient

Throughout the summer, I witnessed remarkable growth in the campers. Some tackled their social anxiety and were able to form new friendships, while others developed stronger coping skills, learning to navigate their feelings in healthier ways. Watching them take small but meaningful steps toward personal growth was an incredibly rewarding experience.

– Camp counselor



The Mental Health Center
of Greater Manchester

