

FISCAL YEAR HIGHLIGHTS



MENTAL HEALTH SERVICES

- Two Carroll County community mental health center locations in Conway and Wolfeboro worked collaboratively with the Center for Life Management, to pilot a new program, **Continuum of Collaborative Care**, which bridges services between mental health and developmental disabilities and ensures that clients with a dual diagnosis receive the services they need.
- The Berlin **Assertive Community Treatment (ACT) Team**, which provides a full range of services to people who have been diagnosed with a serious mental illness, was identified as having one of the most efficient and stable ACT teams at Northern Human Services. The team was formally recognized by the State of Hampshire.
- **Berlin Mental Health Center** staff engaged with the Gorham Middle & High School. A NHS mental health case manager is onsite and working with students two half days each week.
- **Jennifer Wackerle**, LICSW and **Jaime-Rose Kelly**, LCMHC attended a Parent Resource Night on cyber bullying and suicide at Lin-Wood School in Lincoln, NH. They provided a resource table for parents and community members that included support and information about where to turn in a mental health crisis.
- **Michele Authier**, LICSW provided a 1.5-hour training for teachers and staff at White Mountains Regional High School during their teacher in-service day. Michele provided the attendees with an overview of trauma and an introduction to Dialectical Behavior Therapy.
- **White Mountain Mental Health** (WMMH) worked collaboratively with the School Administrative Unit 36 (SAU 36) to provide services to students who are not currently receiving services through the community mental health centers. Funds from the State of New Hampshire Department of Education were allocated to provide mental health services to summer camp staff and student campers in SAU 36 that were not receiving services through Northern Human Services. A WMMH children's care coordinator collaborated with an SAU 36 social worker to provide specialized small group programming to support students with social skill development and emotional regulation. Students practiced their new skills through game play and creating a feelings books for use in the classroom and at home.



- Northern Human Services hosted three screenings of the documentary film, **Anxious Nation** in May. Funding for the events were provided by a grant from the New Hampshire Charitable Foundation.



- Colebrook Mental Health was awarded a \$5,000 Community Matters More grant from the Bangor Saving Bank Foundation.

PARTICIPANT DIRECTED & MANAGED SERVICES / IN HOME SUPPORTS

- Hosted two events for families, our first since Covid-19; an apple-picking day at a local orchard, which included cider and donuts, a visit to the petting zoo, and plenty of time in-person socializing.
- December brought back our holiday luncheon held for the first time in Conway. Nearly 50 families enjoyed a bountiful meal, dessert, bingo, singing, and holiday cheer.

FAMILY-CENTERED EARLY SUPPORTS & SERVICES (FCESS)

- FCESS and the Family Resource Center hosted an open gym event at Evergreen Sports Gym in May. Twelve families attended with children from newborn to age four. The children (and moms) were seen were running, climbing, jumping and laughing with joy.

FAMILY SUPPORT & RECREATION

- Family support provides numerous opportunities for individuals to explore recreational activities such as swim lessons, music lessons, camperships and adaptive sports (horseback riding, biking, skiing, or rock climbing and more).
- Our Conway team hosted an ice cream social for families. From make-your-own sundaes and ice cream-related team building activities, to corn hole, it was a great opportunity to gather and connect with families. (June '23)

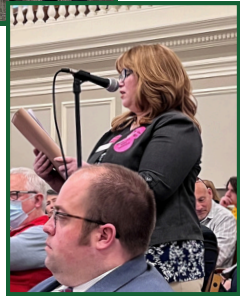
RESIDENTIAL SERVICES

- Hospital Road Residence in Colebrook, enjoyed a Luau-themed event with fun summer drinks, Hawaiian pizza, pineapple upside down cake. Residents also enjoyed listening to Hawaiian music and learning about Hawaiian culture.



ADVOCACY

- NHS Board member, Family Support Advisory Council member, parent and advocate, Carrie Duran provided important testimony in Concord on the State Budget bill.
- NHS hosted three in-person legislative learning sessions with candidates for the N.H. House of Representatives and Senate. Family members, home care providers, Family Support Advisory Council members, and staff met with the candidates, shared their personal experiences and advocated for the need to increase State Medicaid rates to support the direct support professional workforce.



EMPLOYMENT SERVICES

Service delivery staff are the heart and soul of our agency. They strive to support individuals to be contributing members of their community, provide guidance to be successful in employment situations and make it possible for an individual to live independently in their own home.

We work with employers to understand the following benefits with working with individuals with mental health and/or developmental disabilities.

- **Access to talent:** By focusing on skills rather than stereotypes, you access an untapped pool of talent.
- **Increased innovation:** Employees with diverse experiences have different approaches to problem solving.
- **Increased engagement and retention:** Employees who feel included have higher levels of loyalty and enthusiasm.
- **Better reputation:** Customers value companies that show a real commitment towards inclusion.
- **Benefits for everyone:** Everyone benefits from an inclusive workplace, not just those with a disability.

The developmental services supported employment team completed two separate trainings this year; a 40-hour training and certification program through the Association of Community Rehabilitation Educators and a training program through the Community Rehabilitation Program.

CELEBRATING STAFF

- NHS held multiple staff appreciation events, including a breakfast for service delivery staff affiliated with the Vershire Center in Colebrook. (June '23).

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On August 22, family and community members in Tamworth, N.H. hosted a comedy night in member of Silas Berrier to benefit Northern Human Services.



2022-23 provided the backdrop for several new communication efforts including a newsletter for families and individuals connected to the disability community and a newsletter dedicated to legislative advocacy.



CEO, Suzanne Gaetjens-Oleson hosted a virtual caregiver group for families and individuals connected to the developmental disability community. Monthly sessions were held March-June.



The Family Support Advisory Council held its annual meeting in June at the Wildcat Inn & Tavern in Jackson.



ANNUAL REPORT 2023

All in a Year's Work

A Message from our President and CEO

Thinking about the obstacles that Northern Human Services has faced in recent years, and the achievements that occurred despite those obstacles, gives us reason, once again, to acknowledge and thank our staff. Over the past year we navigated the end of a global pandemic and public health emergency while facing the challenges of a national work force shortage. We implemented initiatives to address retention and recruitment and this year we were able to accomplish some of our bigger goals.

With the unanimous support of the Board of Directors, we addressed many issues identified by a group of employees who serve on the Joy at Work Committee. We increased the mileage and staff appreciation fund allowances, issued retention bonuses and adjusted the compensation scale across-the-board which increased starting salaries for all positions. These efforts have had a positive impact on retention and the turn-over rate has declined. We now need to focus on recruitment; no easy task in the current workforce environment. Workforce recruitment and retention will continue to be a major concern in the coming year.

Constant change and challenges are predictable when you consider the work that Northern Human Services does. In the past two years, mental health services and developmental services have undergone numerous changes that our employees have had to navigate and operationalize. The mental health team successfully implemented many new programs in January 2022, including Critical Time Intervention, Supported Housing and a complete change to our emergency service delivery system; now referred to as Mobile Crisis/Rapid Response. Our developmental services team has been in the midst of an unprecedented change to its delivery system and has been preparing for those changes. They have been unrelenting in their commitment to continue delivering the best possible services while focusing on our mission and, therefore, the individuals we serve.

We are so grateful for our dedicated staff whose work allows the delivery of crucial services that help to improve the quality of life for those we serve. We appreciate all of our employees who keep the wheels of Northern Human Services turning in order to assist and advocate for people in living meaningful lives.

Madeline Costello

President

Suzanne Gaetjens-Oleson

CEO

MISSION

To assist and advocate for people affected by mental illness, developmental disabilities and related disorders in living meaningful lives.



SUPPORTED EMPLOYMENT

We are grateful to the businesses and organizations who participate in our Supported Employment program.

Attitash	J.J.'s Breakfast and Lunch
Beech River Mill	Kelly's Yum Yum Shop
Camp Cody	Knotty Pine Grill and Tavern
Carraige House Gibson Center	Lakes Region Humane Society
Chequers Villa	Little Treasures Learning Center
Christmas Tree Shop	McGrath's Tavern
Conway Humane Societ	Mountain Valley Mall Cinema 7
Conway Public Library	Omni Resorts Mount Washington
David Sands/ Tramway	Ossipee Concerned Citizens
Dunkin Donuts	Ossipee Mountain Land Co.
Earl Family Farm	Purity Springs Resort/Traditions
Flatbread Company	Spider Web Gardens
Fryeburg Health Care Center	Story Land
Glass Graphics	The Gibson Center
Great Waters Music Festival	The Paul School
Hannaford Bros.Co.,LLC	Tossed and Found Gallery/ NHS
Harrison House, Animal Rescue League	Visiting Nurse, Home Care & Hospice of
of New Hampshire - North	Carroll County
Harvest Market	Wakefield Diner
Home Goods	White Mountain Hotel
Horsefeathers	

IN-KIND DONATIONS

Borislow Insurance	Monadnock Congregational Church
Brad Wilson	Sage Wealth Partners
Cooper Cannon	Shawn Colby
Cigna	VFW
Debbie Cloutier	
Deltal Dental	
Gorham Congregational Church	
Gorham Recreational Department	
Harvest Christian Fellowship	
Home Depot	
Liberty Mutual	
Mike Galipeau	

INDIVIDUALS RECEIVING BEHAVIORAL HEALTH SERVICES

State Eligible Adults: **1209**
Non State Eligible Adults: **946**

State Eligible Children: **802**
Non State Eligible Children: **201**

INDIVIDUALS RECEIVING DEVELOPMENTAL SERVICES

Residential: **208**
Community Participation Services/Support Employment: **229**
Service Coordination: **537**
Family Support: **496**
Family-Centered Early Supports & Services: **246**
Inhome Supports/Participant Managed & Directed Services: **150**
Community Support Services: **33**

GIFTS & CONTRIBUTIONS

The following donations were received during fiscal year July 1, 2022 to June 30, 2023. Every effort is made to recognize all donors accurately, and we apologize for any errors. If your name or the name of your company was inadvertently omitted or misspelled, please accept our sincerest apology and contact us at 603.447.8018.

INDIVIDUALS

Robert Stone & Suzanne Birdsall-Stone
N Dale Bragdon
Florence Cummins
Susan Cummins Harris
Deborah Warner
Michelle Bolash
Robert Carlin
Frances & William Rich
David F. McGrew & the Conlon family (In Memory of Silas Berrier)

ORGANIZATIONS

First Congregational Church, Wolfeboro
Jackson Community Church
Leone, McDonnell & Roberts
North Country Health Consortium
Randolph Church Benevolence Association
Tamworth Foundation
Tillotson North Country Foundation

PUBLIC SUPPORT

Bartlett	Easton	Lisbon	Shelburne
Bath	Eaton	Lyman	Stark
Benton	Effingham	Madison	Stewartstown
Berlin	Errol	Milan	Stratford
Bethlehem	Franconia	Monroe	Sugar Hill
Brookfield	Freedom	Moultonborough	Tuftsboro
Carroll	Gorham	Northumberland/	Wakefield
Chatham	Haverhill	Groveton	Warren
Clarksville	Jackson	Ossipee	Whitefield
Colebrook	Jefferson	Piermont	Wolfeboro
Columbia	Lancaster	Pittsburg	Woodstock
Dalton	Landaff	Randolph	
Dummer	Lincoln	Sandwich	

FINANCIAL STATEMENT AUDITED AS OF JUNE 30, 2023

REVENUE		
Program service fees	\$44,145,561	91.86%
State and Federal grants	\$2,251,017	4.68%
Other	\$320,000	0.67%
Production Income	\$71,325	0.15%
Other Public Support	\$7040,252	1.47%
Local & County Support	\$495,045	1.03%
Donations	\$69,6450	0.14%
TOTAL REVENUE	\$48,057,530	100.00%
EXPENSES		
Mental Health Program Services	\$11,678,621	25.18%
Developmental Services Program Services	\$25,991,352	56.04%
Administration	\$7,526,323	16.23%
Occupancy	\$1,186,126	2.56%
TOTAL EXPENSES	\$46,382,422	100.00%