



**Northern  
Human Services**  
*Changing Lives*

**ANNUAL REPORT  
2018**

**Region 1**

**MISSION**

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



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Eric Johnson, CEO

## Message from the CEO

Another year has already passed with many positive things accomplished! Looking back, the year was marked by new initiatives. The economy is strong and hiring employees is the most challenging issue we have faced in decades. Nonetheless, the work of the agency forged ahead.

Northern Human Services (NHS) spent the past year focusing on the fundamentals of timely access to services, continuous quality improvement, and investment in our staff and infrastructure. It was also a busy year, which included the opening of a new integrated health care clinic at our Berlin site in partnership with Coos County Family Health Services. We upgraded to a new building in Woodsville allowing for continued growth of staff and individuals served. We have strengthened the medical staff with several new hires and have continued to expand our already formidable range of services in Coos and Carroll counties by implementing newly funded drug court programs. Our collaboration with the Integrated Delivery Network (IDN) has focused on bringing together physical healthcare, mental health, and substance use disorder treatment. The North Country IDN is working to make it easier for people to connect with community resources in the community and access the care they need.

By continuing to fortify the core of our services, we have positioned ourselves to look to 2019 with confidence and optimism. The Board and Management of NHS extend our sincere appreciation to our generous donors and supporters, as well as those entities that provide critical grant funding to strengthen the service delivery system.

I often say that working in human services is one of the toughest jobs there is; at its heart, it will always be about building and maintaining trust with those we are helping. With a new year comes new challenges and goals. My goal is for it to be our best year yet. This is a year in which we want to maximize staffing, promote even further growth in services and improve client and family satisfaction.

We will succeed with the support, dedication and hard work of all our loyal employees. NHS strives to have the best people in human services. Through teamwork, relentless effort and solid performance, we excel in helping others to achieve their dreams.

With Sincere Appreciation,  
Eric Johnson, CEO





## With Appreciation to Our Dedicated Employees

### *Forty Years*

Marta Clark

### *Thirty-five Years*

Steven Arnold

Richard Laflamme

### *Thirty Years*

Linda Machowski

### *Twenty-five Years*

Stacey Bilodeau

Maureen Cason Hanlon

Linda Hook

### *Twenty Years*

Sharon Aiken

Cindy Bird

Angela Choiniere

Jane Davidson

Barbara Ann Lutz

### *Fifteen Years*

Randy Hynes

Claire Lapsley

Lori Mann

Cheryl Brueggeman

Patricia Buckovitch

Mary Croasdale

Ruth Curtis

Denise Davis

Jean Davis

Sora Davis

Kerin Fiore

Margaret Giguere

Erin Henderson

### *Ten Years*

Hope Holtgreffe

Daniel Lawton

Deborah Lucy

Nichole Nadeau

Bethany Ricker

Michael Rollins

Cassie Rowe

Catherine Thompson

Michele Wilson

**“It goes without saying that no company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it.”**

Jack Welch

## Day Café

In 2017 New Horizons, a program of Northern Human Services, teamed up with the Laura Foundation Adaptive Recreation Center in Madison for the first edition of an exciting new program called Day Café. The Day Café was established as an opportunity for individuals to socialize, practice cooking skills and learn the finer points of teamwork. The Laura Foundation adapted the curriculum from their existing programs for students and have now facilitated three different sessions where individuals from New Horizons meet on a weekly basis. Each Friday the group begins by sharing stories and working as a team with one another through a problem-solving challenge. Participants then prepare and cook meals and enjoy one another's company as well as the meal they created together.

Day Café facilitator Kelley Elliot and founder Amy Mahoney have shared that they enjoy the individuals as well as the staff who attend class and love getting feedback about the program. "It is our qualitative



Shanon Mason,  
Director of  
Developmental  
Services (with offices  
in Center Conway  
& Tamworth)



Kenny Wenzel




David Stokes



Christian Davidson




Ben Banfill

research, if you will!" All the participants have thoroughly enjoyed this unique opportunity and have brought many of their new skills home to share with others. The Laura Foundation has been very accommodating and the entire New Horizons community thanks them for providing this wonderful opportunity. In addition to the Day Café, the Laura Foundation will also be starting a new outreach program. This program will focus on learning skills such as gardening and composting, baking goods and harvesting vegetables to sell at community farm stands. Participants will also learn and practice mindfulness skills. New Horizons is looking forward to being part of this new and exciting opportunity, as well as our continued partnership with the Laura Foundation. 

**New Horizons  
continued on Page 12**

## Modular Approach to Treating Children

Northern Human Services was one of four community mental health centers in New Hampshire in 2017/18 to embark on an eighteen month learning collaborative with the Judge Baker School of Harvard University. The Modular Approach to Treating Children (MATCH) is an evidenced based practice designed to treat children aged 6 to 17 with mental illness; particularly those with anxiety, depression, disruptive behaviors and trauma. Six clinicians were trained in a week long intensive training in Concord. They also participated in weekly supervision with a psychologist at Harvard and attended three additional Learning Seminars. Five completed the program and are using MATCH to treat children and three of them are now supervisors conducting week long, intensive trainings of additional staff in the Children's Programs in Carroll, Coos and Grafton Counties.

We are very excited about the depth this new program is giving our capacity to treat children with mental illness. We look forward to increasing that capacity in the coming year. 



Eve V. Klotz,  
Director of Behavioral Health (with offices in Conway & Wolfeboro)



## Victims of Crime Act (VOCA) Programs

Northern Human Services provides outpatient services to victims of crime with funding support from the NH Attorney General's Office through several important grants. Northern VOCA treatment teams serve individuals in Conway, Wolfeboro, Berlin, Colebrook, and Littleton.


The Mental Health Center in Carroll County VOCA team is comprised of seven clinicians and a psychiatrist, all who have specialized skills in trauma focused mental health treatment, and they provide services to clients across their lifespan.

The White Mountain Mental Health, based in Littleton, VOCA program serves child victims of physical and sexual abuse, with a combination of trauma-informed,

community and home-based services. VOCA families receive clinical treatment, case management and outreach, augmented by consultation and education to schools, daycare settings and other community partners.

The Mental Health Center in Colebrook has five clinicians, two case managers and a psychiatrist who are trained to work with victims of crime and have done so over the past 20 years. The Mental Health Center Berlin VOCA team is comprised of five clinicians, a psychiatrist and a psychiatric APRN.

Referrals to community collaborators assures that VOCA participants are supported by the community in a comprehensive and integrated fashion,

always within the bounds of strict confidentiality requirements. Across Northern, this collaborative network includes law enforcement officials, the Courts, Child Advocacy Centers, the Division for Children Youth and Families, Domestic Violence agencies, as well as health care providers. 



Chance Reunig, SEP participant

## Supported Employment Program

Everyone deserves to find meaningful work, a job to do, a purpose in life. Northern Human Services offers the Supported Employment Program to achieve purpose through meaningful work for individuals who have had difficulty finding or maintaining a job due to symptoms related to a mental illness. Employment is a core value of recovery and often depends on the support of Northern's staff as well as the willingness of local employers to hire individuals who

struggle with mental illness.

Carroll County's Supported Employment Coordinator is Linda Machowski. Jen Taylor and Judy Sullivan were recently hired as full time Supported Employment Specialists, and Judy is in charge of Supported Employment for the Assertive Community Treatment (ACT) clients; working with passion to engage them in meaningful work. Within three months, Jen and Judy connected thirteen clients

*(continued on page 12)*

## Common Ground

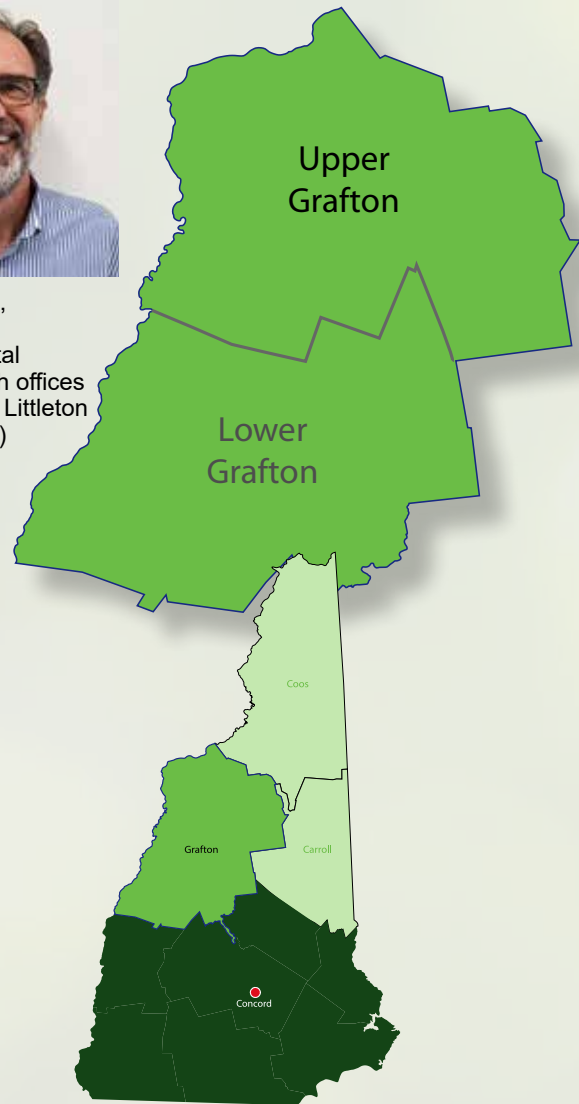
In 1994 Common Ground, a program of Northern Human Services (NHS), closed a program site located in Woodsville. This change supported the goal of serving individuals with community based services. All services were then coordinated and supervised from the White Mountain Mental Health office located in Littleton.

Paula Ball, a Service Coordinator at the time, felt strongly that the staff in the Woodsville area needed local support and those served with physical disabilities needed an accessible facility. In an effort to meet those needs, NHS rented a small, one-room office in Woodsville. Paula was the primary staff person in the Woodsville area during the early 2000's but the area continued to serve more and more individuals. Once again, a new office had to be found to accommodate the growing numbers.

*(continued on page 13)*



Mark Vincent,  
Director of  
Developmental  
Services (with offices  
in Whitefield, Littleton  
& Woodsville)



Left to right: Laurie Camarillo, Assistant Office Manager; Paula Ball, Team Leader; Marianne Barney, Program Coordinator; Anna LaCasse, Program Director.

## Employment Leadership Award

The Employment Leadership Award is presented to five New Hampshire business leaders each year who demonstrate their commitment to recognizing the skills and contributions that people with disabilities bring to the workforce. Nominees were submitted by businesses, Area Agencies, NH Vocational Rehabilitation staff and Community Rehabilitation Providers, as well as the general public. The nominations were evaluated based on each company's efforts to create opportunities for individuals with disabilities to develop and expand their skills in competitive employment, to adopt inclusive hiring and training practices that allow individuals with disabilities to fairly compete for employment, as well as engage community partners to become a more diverse

workplace within their communities.

This year, Common Ground nominated Omni Mount Washington of Bretton Woods, NH as a business that exemplifies all the qualities listed above and exceeds the expectations that service providers have for local employers. When the results were announced, Omni Mount Washington was one of the businesses selected as providing equal opportunity for the individuals served by NHS. The Omni Mount Washington is an employer that has created inclusive policies and hiring practices that allow people with disabilities to equally



compete and succeed in gainful employment.

Through this incredible partnership with Omni Mount Washington, we have learned that it takes a certain type of business to understand the importance

*(continued on page 13)*

## Meeting Community Needs

When most people think of a community mental health center, the image that often comes to mind is a therapist providing counseling in an office. While office-based mental health treatment is certainly offered at all locations of Northern Human Services, a significant component of our mission is the provision of services outside of the office walls.


Community-based services take multiple forms. Many hours of support are provided to our clients with serious and persistent mental illness; in their daily lives, in their homes, in getting and keeping employment and in maintaining good physical health. Beyond meeting the needs of our clients, Northern is also committed to meeting the needs of our local communities. Fostering a healthy community involves not just treating those people who come to us with symptoms of mental illness; it is also critical that we respond to requests for support and services from the larger healthcare and social services system. Working together is crucial.

There are many examples throughout Northern of community contracts, agreements, partnerships and collaborations. One notable example is our response to the severe shortage of psychiatric beds across the State, resulting in our local community hospitals caring for patients who would be transferred to a psychiatric hospital if beds were available. We have worked closely with Huggins Hospital in Wolfeboro, Littleton Regional Hospital, and Androscoggin Valley Hospital in Berlin to bring our clinicians into the hospital on a regular, scheduled basis; in most cases every day to help meet the needs of patients exhibiting behavioral health symptoms. These relationships allow our clinicians to provide mental health assessments, offer support to the medical staff and even offer short term treatment which may enable people who might otherwise be transferred to NH Hospital to stabilize and return home.

There are numerous additional examples of our commitment to working with community organizations to promote positive outcomes and the health of the people we jointly serve. The complete

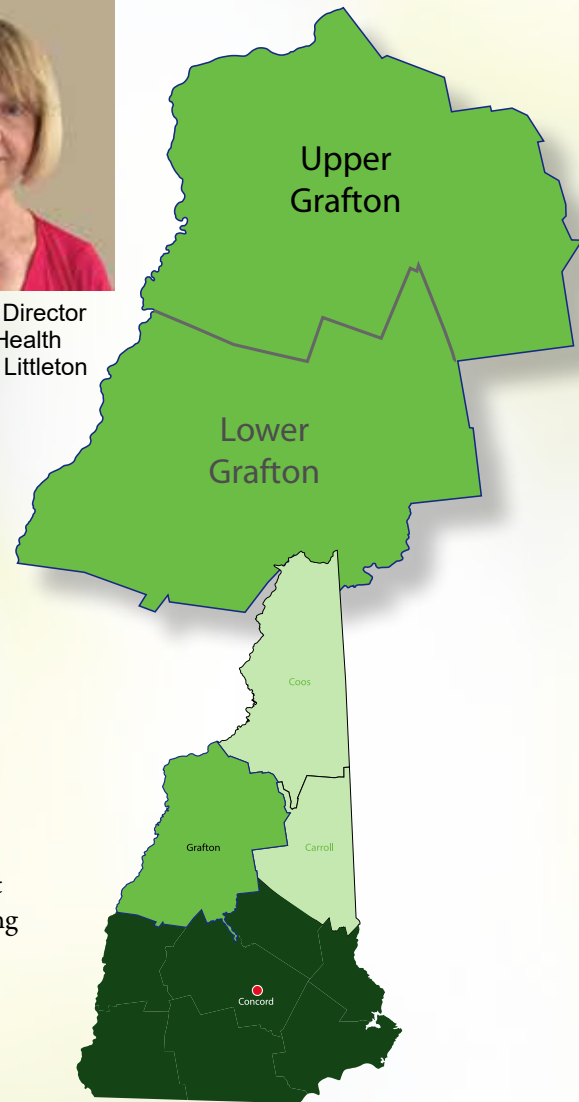
list is too long to include here but the following contains some of the collaborative arrangements and formal service agreements:

- Facilitation of treatment groups for victims of domestic violence in partnership with the Support Center at Burch House in Bethlehem, and Starting Point in Carroll County and provision of emergency services to victims at the RESPONSE shelter in Coos County;
- Contracting with area schools to provide an array of mental health services to Project AWARE and Project Fast Forward;
- Agreements with all twelve licensed childcare facilities in Coos County to provide consultation as needed;
- Active collaboration with the Child Advocacy Centers in each of our counties;
- Agreements for the provision of mental health and substance use disorder treatment services within both the Coos and Carroll County House(s) of Corrections;
- Agreements with nursing homes in Coos and Carroll counties;
- Agreements to provide psychiatric

  
**“Beyond meeting the needs of our clients, Northern is also committed to meeting the needs of our local communities.”**




Jane MacKay, Director of Behavioral Health (with offices in Littleton & Woodsville)



consultation to medical providers at the White Mountain Family Health Center in Conway;

- Agreements with five community hospitals to provide 24/7 emergency evaluations to people coming to the emergency departments with behavioral health issues;
- Home-based services to elders at risk of substance use or mental health disorders, with funding provided by the REAP program.


Northern Human Services is engaged and active throughout our service area. We can be most effective if we are able to “extend our reach” to educate and support the many entities that touch the lives of our children, families and elders. Moving forward we will strive to make this list grow. 

## Infant Mental Health

The Infant Mental Health Program (IMH) has served a specialized subset population within Coos County of families caring for children under the age of eight for the past eight years. This program is supported by a Tillotson Grant of the NH Charitable Foundation (NHCF) and is matched by Northern Human Services (NHS). The program was created out of the need for appropriate mental health services for very young children. Tillotson and NHCF worked together with NHS to build community-based teams to facilitate, monitor and improve IMH services by implementing strategies with the goal of enhancing the health and wellness of our children.

The goals of this program have grown since the beginning. The program began with a focus on recruiting and training mental health professionals to specialize in this subset population as well as to work closely with local providers to increase identification of children in need. The current goals of the program include screening and tracking progression of skills, screening caregivers for depression, working with community partners to be sure early childhood providers are trained in evidence based practices and increasing services to children whose parents suffer from a substance use disorder.

The IMH staff are connected with schools, child care centers, primary care physicians and specialty doctors. In addition to direct services, staff are available to do individual and classroom observations and consultation for schools and child care centers. These services have been part of a long term IMH goal to provide clinical consultation, training and technical assistance to other community providers involved with this population of children and families.

Through relationships with community organizations, children are identified and referred to the IMH program and staff are then able to do bridge meetings with the personnel already involved with the family. This allows for a smooth transition to mental health services and a higher percentage of follow through with services. IMH providers attend medical team meetings, school team meetings, provide parent education trainings and collaborate with all those involved in the children they serve. 



Kassie Eafrazi, Director of Behavioral Health (with an office in Berlin)




## Crossroads Clinic

Northern Human Services has partnered with Coos County Family Health Services to provide integrated health care to the individuals we serve. Behavioral health

and primary care services are now available at the Community Services Center located on Willard Street in Berlin.

Integrated healthcare has been a long standing dream for NHS and was led by Joanna Aldrich in the spring of 2018. Crossroads Clinic is grant funded, and our goal is to serve as many clients as we can that currently don't have a primary care provider. Members of the community and staff who are in need of care can receive services at the clinic also.

Construction of the Crossroads Clinic in Berlin began in April 2018 and was completed in June. July 25th was our first day providing services to patients. 



Richard Laflamme, Director of Community Support Services and Joanna Aldrich, Integrated Health Grant Project Manager.





## Mental Health in the Local Schools

We have been providing counseling for school-aged children in our Colebrook and Groveton Mental Health offices for over 40 years. In the mid-1990s, we had just one children’s case manager assigned to work with an average of 20 children seen in our offices. About the same time, Northern Human Services (NHS) took over employing and supervising the staff of Founder’s Hall. Their two local student assistant counselors (SAP) joined our mental health staff and continued to provide drug and alcohol prevention work within five of our schools. These schools were pleased with the work of the SAP counselors over the next couple of years, and they expanded their prevention work to include helping other students who had emotional and behavioral problems. These were the students who were often coded as having emotional problems and those who were required to have counseling as a part of special accommodations.

Our SAP school prevention staff’s work with students expanded each year and the demand became so overwhelming that the schools dramatically increased their referrals of students to both of our mental health offices. The children seen in our two mental health offices grew over the next 10 years from 20 children to over 100 children in 2006. The schools gradually began to allow our case managers to observe and to meet with children in the school classrooms and facilities. In addition, each of the five local schools



Steve Arnold, Director of Behavioral Health (with offices in Colebrook & Groveton)




scheduled regular monthly meetings with school administrators, nurses, guidance counselors, and our staff to coordinate our efforts to help these students. At the same time, the schools increased their contracts with local health clinics for school nurses so that physical and mental health services were fully integrated within our schools.

In 2014 the State of NH encouraged local SAU #7 to expand mental health services within the schools by applying for a five year Project Advancing Wellness and Resilience Education (AWARE) Grant. In 2015, three of the AWARE Grants were awarded within the State of NH,

including one to SAU #7, Berlin, and Franklin schools. These grants allowed SAU #7 to work with NHS to hire a full-time children’s case manager to work year-round with students within the SAU. In addition, the SAU worked with us so that a part-time therapist could provide counseling within the schools for students who were not being seen as clients in our offices. The SAU #7 Project AWARE Grant Coordinator decide which students are seen for counseling at the school and which students are referred for counseling at our mental health offices. While parents have the

right to refuse to allow their children to receive school or office based counseling, having the case manager and the therapist available to meet with students in the schools made counseling a lot easier to access for students and their families.

We have been able to expand our counseling and other services for children over the past twenty years from 20 in 1997 to over 200 now seen in our offices, schools and in the community. This has dramatically increased access for mental health care for children and reduced the stigma for them to seek help. 



## Workplace Team Building

Developmental Services for the Berlin and Colebrook areas are now under a single leadership team which allows for new opportunities for growth and innovation. Team building in the workplace has proven to be a key to success in this time of transition and program restructuring. When we are feeling overworked and the demands of the job increase, it is crucial that efforts be made to:

- Develop and improve effective communication
- Build mutual respect and motivation
- Work towards common goals
- Break down barriers
- Be positive
- Collaborate and invite creativity
- Celebrate team spirit and have fun

Adopting this philosophy can accomplish great success. The ability to successfully boost morale and positive experiences interacting with co-workers in a non-work related fun activity can open the path for a more positive, trusting environment for all.

Taking the time to learn each other's strengths, weaknesses and interests help staff to become more effective in their communication and work styles and enable a more highly skilled team to develop. The foundation of all of our jobs is to develop effective relationships with each other and with our consumers to help them achieve their goals.

Key activities that have been successful in supporting morale and teamwork in our area include: Mystery Dinners, softball and basketball games, Corn Hole tournaments, community activities as a team, summer picnics, popcorn Friday, make your own subs or sundae events and sharing motivational quotes of the week. 🌳



Louise Johnson, Director of Developmental Services (with offices in Berlin & Colebrook)



Pictured (left photo) from left to right: Kelly Croteau, Tom Guild, Dimitrie Giannos, Scott Hogan (bottom left photo) from left to right: Tonya Rowe, Nicky Johnson, Sam Boudle, Will O'Brien and Louise Guilbeault (bottom middle photo) from left to right: Dominic Morse and Mason Thorgouras (bottom right photo) Helen Levesque and Dominic Morse



## Drug Treatment Court

In November of 2017, Northern Human Services and the New Hampshire Judicial Branch (Superior Court System) entered into a contractual relationship to provide Drug Treatment Court services to Coos and Carroll Counties. We are thankful to Alex Casale, the NH Statewide Drug Offenders Program Coordinator, for his assistance with the implementation of the Drug Treatment Court program. This past March, we combined efforts with the Friends of NH Drug Court, and they have provided us with donations to assist us in developing an incentive program for both Drug Treatment Courts.

The Drug Treatment Court is a specialty program for offenders with substance abuse or mental health diagnoses. This program combines community based treatment with strict court supervision and progressive incentives and sanctions. By linking offenders to treatment services, the program aims to address offender's substance abuse and mental health diagnoses that led to criminal behavior; thereby reducing recidivism and protecting public safety. These treatment programs are designed to promote compliance as an alternative to jail time.



**“Drug courts are the right way to reduce crime, save taxpayer dollars and turn addicted individuals into productive members of society.”**

Currently both Drug Court teams are fully staffed, delivering services and accepting new applicants. Each team consists of:

- Superior Court Judge
- Attorneys from the County Attorney's Offices
- Local Defense Attorneys
- Probation & Parole Officers
- Members of local law enforcement departments
- Northern Human Services' staff
- Director of Drug Courts (serving both counties)
- Administrative Program Coordinator Drug Courts (serving both counties)
- Treatment Provider/Drug and Alcohol Counselor (one for each county)
- Case Manager (one for each county)

Since its' inception in 1989, Drug Treatment Courts across the country have shown success in: Saving lives, decreasing victim crimes, reducing recidivism, saving money, reuniting families, promoting recovery and providing integrated response to addiction and crime.

The Honorable Tina Nadeau, Chief Justice of the New Hampshire Superior Court, stated “Drug courts are the right way to reduce crime, save taxpayer dollars and turn addicted individuals into productive members of society. I have seen firsthand offenders transform their lives, obtain jobs, reconnect with family and, most importantly, stop using.”

Through our work in the Drug Treatment Court, NHS is now a part of the nationwide effort that continues to help in positively changing the lives of the people we serve. 🌱



Robert Nylin, L.A.D.C.  
Director of Drug Treatment Court

## Legislative Alert

As the Coordinator of Public Policy and Marketing for Northern Human Services, one of my goals is to help individuals and their families stay informed about legislative issues that may affect individuals who experience a developmental disability.



**“.. one of my goals is to help individuals and their families stay informed about legislative issues..”**

To get involved, you can join the Legislative Alert email list. The alerts highlight bills and policy news at the state and federal level as well as any actions that you might want to engage in to support. For example, there was a letter writing campaign this past summer to thank Governor Sununu and the legislature for supporting SB 590 which made a one time increase to the budget for the Developmental Disabilities waitlist. With the federal match, this added \$5.4 million dollars to the budget in a non-budget year which would not have occurred without advocacy from individuals and parents like you.



Our Facebook page is another way to stay informed with legislative updates, events, news and more. Visit us at: [facebook.com/NHSNewHampshire.org](https://facebook.com/NHSNewHampshire.org)

If you would like to be added to the Legislative Alert email list, want more information or have any questions, please feel free to contact me at [kblake@northernhs.org](mailto:kblake@northernhs.org) 🌱

Karen Blake  
Coordinator of  
Public Policy & Marketing

## Belief in Myself

“When I graduated from high school, I never thought that I would ever go to college. Six years later, I was talking with staff from New Horizons about wanting to become a teacher but I needed a degree. Staff told me that I could become a paraprofessional in the educational field with a certificate and that it would only take a few courses to complete. I was nervous about going back to school with the learning disabilities that I have but staff really encouraged me to just try out one course to see if I liked it because I could always stop taking them if it wasn’t my dream after all. So, I went and talked to Granite State College about my options, enrolled as a student and started my journey toward obtaining my degree. Fast-forward nine or ten years and despite some challenges along the way, I recently graduated with an associate’s degree and loved school. It took a lot of hard work and unending support from my team and, at times, it seemed like an unreachable goal but I am so proud of myself in



Heather M. English  
Granite State Class of 2018

accomplishing something that seemed so out of reach. When I wanted to give up, my team urged me to stick with it and take one course at a time. I made some changes to my degree program and was able to find a degree in general studies that allowed me to not only take courses in the educational field but also pursue other passions as well.

With the support from my team and belief in myself, I did it! I graduated in March, 2018.” - Heather M. English

*I’ve known Heather for nearly six years now. Over those years, she has blossomed into a strong, confident, independent person, and I think it has a lot to do with her obtaining her degree. She came up with a goal for herself and worked hard every day to meet that goal. She found volunteer work with a local facility that went hand in hand with her degree program and utilized the skills and knowledge she received there to help her complete her coursework and achieve the high grades that everyone knew she was capable of. Heather balanced going to school, utilizing day program services, volunteering and eventually paid full time employment and never once failed a course. I am amazed at her tenacity and proud beyond belief at what she’s accomplished.* 🌱

Becky Gargan, CPS Day Program  
Team Leader

## The Mental Health Center (Carroll County)

### Supported Employment (continued from page 5)

with jobs in the Mount Washington Valley, and our numbers are growing. We are now able to hire a third Supported Employment Specialist which will enable us to also connect individuals in southern Carroll County with meaningful jobs.

The success in Supported Employment is a result of the enthusiasm of Northern’s staff working in the program to support the ambition of clients who then gain the confidence they need to seek jobs. This is coupled with the efforts of staff to find willing community employers who will defy the stigma of mental illness to hire and train people to work for them. We are excited to say that in Carroll County we have a successful growing program.



Robin Witte

To add to the excitement, the program has begun to champion an Employee of the Month, who agrees to be the subject of the Supported Employment Bulletin Board located in Conway’s Mental Health Center. In July, Chance Reunig was chosen as Employee of the Month. He writes: “My advice is stick with the Supported Employment Program. Before the job I have now, I thought I’d keep cycling through job after job that I hated. Be patient, vigilant, and I’m sure you’ll find what you’re looking for. I feel like work is a

stress reliever, and it takes up time so you aren’t so bored and alone. I think there’s a job for everyone. When I was recently looking for a job, I saw a job I thought I really wanted. It didn’t work out, so I took the job at Zeb’s instead. I was absolutely surprised by how much I love it and how nice and kind the people are there.”

In August, Robin Witte was Employee of the Month. She writes, “Supported Employment has been a great asset to helping me with my job goals, making sure I have what I need and pursuing college goals. My long term goal is to get a job in early childhood education.”

Everyone deserves to find meaningful work, a job, a purpose in life. At Northern, we are taking Chance’s advice to “stick with the Supported Employment Program” to make the program a reality for those we serve. 🌱

**Common Ground** *(cont'd from page 6)*

Common Ground then moved into a one-room office at St. Luke's Parish Community Center on Central Street. St. Luke's graciously renovated the building to accommodate our needs. The number of individuals served continued to grow along with the need for more staff, and we once again outgrew our office. By 2017 it was time to look for another space. The elevator had broken down, we were housing four Service Coordinators in one room and lightning had hit the building three times!

In May of this year, NHS purchased a building in Woodsville which required renovations in preparation for our staff to relocate. This building is a huge improvement in terms of space and accessibility. We have an unoccupied apartment in the lower section of the new building which, in the future, may house



Common Ground's new building located in Woodsville

a transitional program. This new setting allows us the opportunity to get to know the hopes, dreams and needs of our individuals so we can better match them with staff and services in the future.

The individuals we serve in the Woodsville area now have a location in

the community that is ideal. Service Coordinators, Team Leaders, Housing, Nursing, Day Staff, Early Services and Supports, Family Support, Mental Health, Human Resources, and our Administrative staff all work there together to provide quality supports and services. 🌱

**Employment Leadership Award** *(continued from page 6)*

of not only hiring, training and retaining employment for individuals with disabilities but also having the characteristic of treating people with respect and equality. The Omni Mount Washington was selected because these are the very qualities that they exhibit.

The 2018 Employment Leadership Award winners were featured in the September 2018 issue of Business NH Magazine and were formally recognized at the 10th Annual Employment Leadership Awards Recognition Gala which was held on Wednesday, October 10, 2018 at the Grappone Conference Center in Concord, New Hampshire. 🌱



Megan Driscoll



Jason Winn



Paul Orlando and Jason Winn

# Financial Statement

Audited as of June 30, 2017

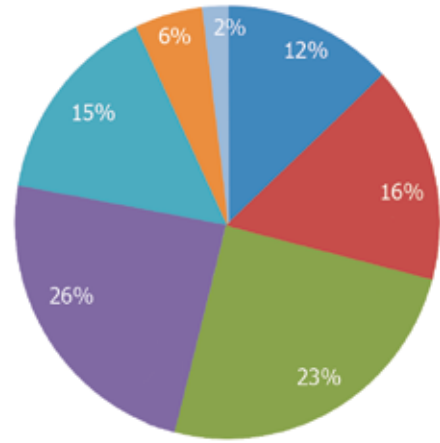
## Revenue

Program Service Fees	\$36,254,601	92.80%
State and Federal grants	\$888,151	2.27%
Other	\$573,908	1.47%
Production Income	\$442,276	1.13%
Other Public Support	\$493,536	1.26%
Local and County Support	\$138,189	0.35%
Donations	\$276,125	0.71%
<b>Total Revenue</b>	<b>\$39,066,786</b>	<b>100.00%</b>

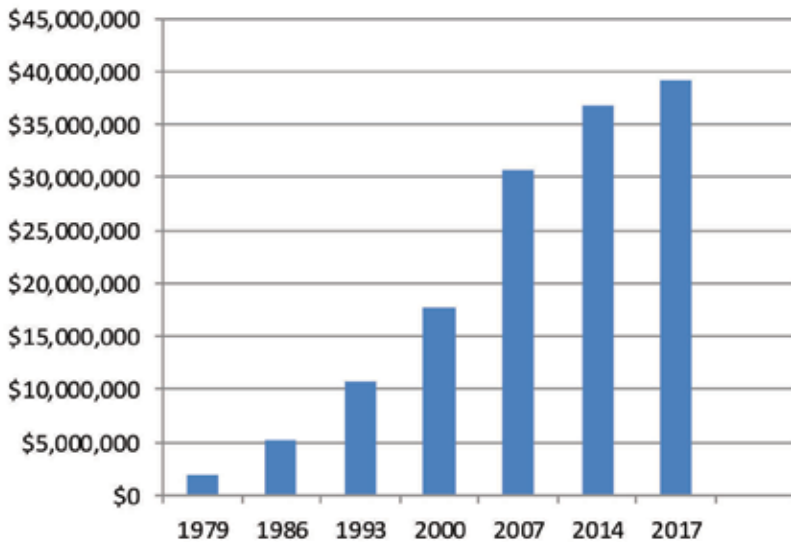
## Expenses

Mental Health Program Services	\$10,323,140	26.72%
Developmental Services Program Services	\$22,618,069	58.54%
Administration	\$4,627,046	11.98%
Occupancy	\$1,069,959	2.77%
<b>Total Expenses</b>	<b>\$38,638,214</b>	<b>100.00%</b>

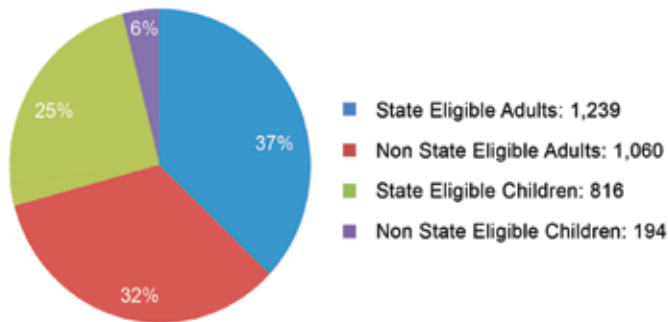
## Individuals Receiving Developmental Services



## Revenue Growth



## Individuals Receiving Behavioral Health Services



## We gratefully acknowledge the Public Support received from:

Grafton County and the towns of:

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

## Thank You to Our Contributors for Their Commitment

ACE Hardware  
Androscoggin Valley Hospital  
(Casual for a Cause Days)  
AutoNorth Pre-Owned Superstore  
Aylakai  
Bank of New Hampshire  
Ben and Jerry's  
Big Dave's Bagels & Deli  
Caouette Real Estate  
Christ Episcopal Church,  
North Conway  
Clement Property Maintenance  
Colebrook Country Club & Hotel  
Companion Pet Care  
Connecticut River Bank  
Cormack Construction  
Courtyard Cafe  
Crosstown Motors  
Danny & Elaine Dagesse  
Daughters of the Charity of the  
Sacred Heart of Jesus Convent  
Dunkin Donuts  
Eastport Real Estate  
Evergreen Sports Center  
Fairpoint Communications  
First Congregational Church,  
Wolfeboro  
First Stop Pizza  
Flatbread's Pizza  
Frank Gutmann  
Freedom Town Hall  
Grandma's Kitchen  
Granite United Way  
Guy LaPerle – LaPerle's IGA  
H&R Block  
Hannaford  
Happy Star  
Henry F. Hurlburt, III Charitable Trust  
IPG Benefits  
Kiwanis Club of Mt. Washington Valley  
Knights of Columbus  
Lahout's  
Lakes Region General Hospital  
Lancaster House of Pizza  
LinWood Medical Center  
Little Village Toy & Book  
McAdams Charitable Foundation  
Mirror Lake Community Church  
Mother Earth's Creations  
Moultonborough Family Health Center  
Mountain View Grand Resort and Spa  
Nancy Grant  
Neil and Louise Tillotson Fund  
of the NHCF  
New Century Chinese Restaurant  
New Hampshire Charitable Foundation  
New Hampshire Department of Justice  
New Horizons Dream Team  
New Life Assembly of God Church  
Noah's Ark Pet Shop  
Northway Bank  
Ossipee Town Hall  
Pete & Gerry's  
Pizza Hut  
Polly's Pancake Parlor  
Randolph Church Benevolence  
Association  
Riff Flower Shop & Greenhouses  
Scorpios Pizza & Sports Pub  
Shear Animal Hair Salon  
Shear Perfection  
Simon the Tanner  
St. Joseph's Church  
Storyland  
Subway  
Super Shoes  
The Healthy Rhino  
The Laura Foundation  
The Maia Papaya  
Tillotson North Country Foundation  
Topic of the Town  
True Value Hardware  
Union Congregational  
Women's Fellowship  
United Way of Northern NH  
United Way of Rhode Island,  
McAdams Charitable Foundation  
US Department of Housing  
and Urban Development  
VIP  
Walker Motors  
Wal-Mart  
White Mountain Footwear  
Woodsville Village Pizza



The winning team, "Par & Bar", from left to right: Tony Havalotti, Robert Allin and Rob Ayotte (missing from the photo is Chad Rogers).

### Vershire Open Raises Funds for Vershire Center

The Seventh Annual Vershire Open was hosted by the Colebrook Country Club on June 3rd. The tournament was sponsored once again by the AutoNorth Pre-Owned Superstore of Gorham, NH. Sixty eight players enjoyed the tournament day festivities. The annual fundraiser brought in an all-time high of approximately \$16,000 this year. The tournament proceeds are used to fund a variety of activities for Vershire's consumers and enriches their experiences. Some of the events this past year included attending a New Hampshire Fisher Cats baseball game, a trip to Clark's Trained Bears, various craft projects and entertainment at the newly established North Country Social Club and therapeutic horseback riding at Stable Connections. 🌱



Northern  
Human Services  
*Changing Lives*

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