



**ANNUAL REPORT
2020**





Message from the CEO

At Northern Human Services we work every day with other organizations across the vast and beautiful landscape that is northern New Hampshire. We know well as citizens of the North Country, both how much people depend on us as a nonprofit provider, and how significantly the staff of the agency positively impact hundreds of people's lives each day.

More than ever, we strive to maximize and use every resource that we have to help people. With the COVID-19 pandemic, for many, life has been deeply impacted in ways that no one could predict. This is a pivotal time in northern rural New Hampshire and across the entire world. We have entered a period of great uncertainty when the role of each major sector, whether it be government, nonprofit, or for-profit, is being required to step up and innovate to adjust to destabilizing economic realities. Because the COVID-19 virus does not discriminate, it not only impacts our systems of care and commerce, it also accentuates the existing inequities in our communities. Because of these evolving circumstances, the needs in our local communities are exponentially greater, not less, and all of the sectors are being pressed to find new ways of working together.

In the pages ahead you will see some glimpses into the large role that Northern Human Services plays in New Hampshire. Put very simply, without the agency there would not be a multi-service provider serving individuals and families from birth until death. We are here for those who experience mental health, substance misuse or have developmental service needs across more than forty percent of the state's geographic area.

The values that Northern Human Services was founded on are the underpinnings of its strength and resilience. This organization has been vital in providing compassionate, safe, and creative community services; simply, that is what we do best. To that end, it is more important than ever that we all take part in the conversation about how Northern Human Services and other nonprofit providers can navigate in this time of change.

We wish to sincerely thank the many individuals, towns and organizations who have given their generous support and contributions to Northern Human Services over the past year. We are humbled by your expressions of support for our work.

Eric Johnson, CEO

“The values that Northern Human Services was founded on are the underpinnings of its strength and resilience.”

Management

Chief Executive Officer
Eric Johnson, MS

Chief Financial Officer
Dale Heon, MBA

Medical Director
Melissa Myers, MD

Human Resources Administrator
Claire Lapsley, BA, SPHR, SHRM-SCP

Mental Health Regional Administrator
Suzanne Gaetjens-Oleson, LCMHC

*Developmental Services
Regional Administrator*
Liz Charles, BS

Directors of Behavioral Health:
Kassie Eafрати, MA
The Mental Health Center, Berlin

James Michaels, MS, LCMHC, MLADC
The Mental Health Center,
Colebrook & Groveton

Valeda Cerasale, MHS/MBA
The Mental Health Center,
Conway & Wolfeboro

Amy Finkle, BA
White Mountain Mental Health,
Littleton

Directors of Developmental Services:
Lynn Johnson, BS
Community Services Center, Berlin
Vershire Center, Colebrook

Shanon Mason, BS
New Horizons, Ctr. Conway & Tamworth

Mark Vincent, MS
Common Ground, Whitefield,
Littleton & Woodsville



Message from the President

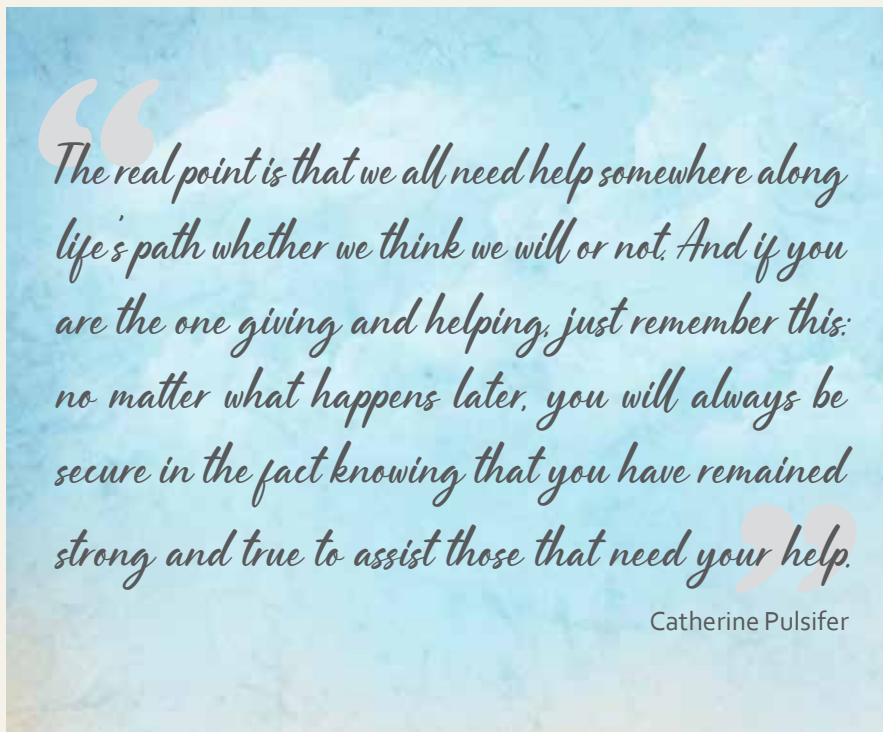
As I write this message, the first expression that comes to mind is "If I knew then, what I know now," as I reflect on 2020. This year has been a difficult time for everyone. In the first months of the COVID-19 pandemic several caregivers reached out with questions of fear and frustration at a very uncertain time. Asking, "what do we do, and what can we do" . . . they needed a sense of hope and direction in a very uncertain time.

As time has passed, communication has become increasingly paramount on many levels and the new normal is now zoom meetings, tele-medicine, virtual support groups, webinars, video conferencing or reaching out for help by phone. The staff at Northern Human Services have gone above and beyond to deliver services, support and advocacy. The work they have done in this time of despair I feel is truly remarkable.

The Management team and CEO, Eric Johnson, have worked tirelessly to provide services, expertise and communication to all. Everyone's assistance and support is what makes Northern a great agency. With this support we will all move on into the "new normal." I would like to thank the staff of Northern Human Services, the Board of Directors, current and past, and all of the Board Committee Members. I am honored to be a part of this group of dedicated professionals.

As we have heard many times, we are truly all in this together.

Madelene Costello, President



Board of Directors

President

Madelene Costello, Conway

Vice President

Dorothy Borchers, Gorham

Treasurer

James Salmon, Conway

Members:

Georgia Caron, Stark

Carrie Duran, Wolfeboro

Bob Fink, Lancaster

Margaret McClellan, Berlin

Stephen Michaud, Gorham

Mission

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

Statement of Vision

Everyone who truly needs our services can receive them, as we strive to meet ever-changing needs through advocacy, innovation, collaboration and skill.

Our New Directors



James Michaels
Director of Behavioral Health,
Colebrook & Groveton

James Michaels

A true New Englander, I was born and raised in Bennington Vermont. I graduated from Mount Anthony Union High School in 1978. I enlisted in the US Marine Corps and after seeing much of the world and working my way to become a non-commissioned officer, I was honorably discharged in 1982. I married my wife, Jody, in July 1981, and we have three children and five grandchildren. Jody and I also did foster care for many years in the Lancaster area. We have been married for 39 years, and I'm 60 years old. How time flies.

I have worked in restaurants as a cook, in a tannery making leather, and I earned my journeyman's papers as a machinist while working as a civilian employee at Watervliet Arsenal making prototype cannons. I was on the original design team for the bunker buster that was used in Desert storm. I attended Southern Vermont College

(Business), the State University of New York (Engineering), and bible college earning a BA in Biblical Counseling. This led to my earning a Master of Theology (Th.M.) and a Masters in Sacred Studies (M.S.S). I also earned a Master of Science (MS) in Community Mental Health Counseling with integrated substance abuse services from Southern New Hampshire University. I am currently working on my doctorate in Sacred Studies. I am currently an ordained minister and a Justice of the Peace.

As a Children's Case Manager for Northern Human Services in Colebrook on an internship, including emergency services as well as outpatient therapy, I realized that I loved doing emergency services work, and I accepted a position at Seacoast Mental Health in Portsmouth as a fulltime Emergency Services Clinician. I also worked part-time at the Center for Life Management in Derry as an Emergency Services Clinician. My family went through a crisis, and Jody and I moved back to Lancaster to be with family. I contacted Steven Arnold, and he hired me as the Clinical Director in Colebrook. When he retired at the end of last year, I was promoted to be the Director of Behavioral Health. I continue to fulfill the duties of Clinical Director as well.

I have a life goal that goes like this "I want to use my God given ability of choice to that which is in the best interest of another person and help them live their lives to their full potential, recognizing their strengths and weaknesses". The team in Colebrook and Groveton have grasped this principle and the current COVID-19 crisis has only solidified their desire to help our clients succeed. I'm honored to be part of this team.



Valeda Cerasale
Director of Behavioral Health,
Conway & Wolfeboro

Valeda Cerasale

As the Director of Behavioral Health for Carroll County, I'm happy to be working for Northern Human Services. Born and raised in North Reading, MA, I am new to New Hampshire and this area. For the past seven years my family and I resided in the Bangor, Maine area, and it is nice to now live in the beautiful Conway area. We are enjoying all the things the area has to offer.

About fifteen years ago I started my career in the health care industry as an EMT in the Boston, MA area, and I also worked as a supervisor of a rest

home where I cared for Alzheimer's and dementia patients. I decided to go back to school and finish my education and received a Master's degree in Health Administration with a concentration in Gerontology. After receiving my MHA, I decided to pursue a Master's in Business Administration and received my MBA in 2018. While living in Maine, I worked at Acadia Psychiatric Hospital in Bangor as an Outpatient Support Specialist. I also worked for a mental health center in Bangor where I was the administrator

for an eight-person residential home. Before joining Northern Human Services, I was the Quality Assurance Coordinator for a small agency that supported adults with developmental disabilities. While there, I also ran the agency's Community Supports Day Program for the Bangor office.

I started off this year excited to move to a new state and begin a new job and then COVID hit. Learning a new high level job and its diverse responsibilities in the midst of this unprecedented

time has been quite interesting, to say the least. Though it has come with some challenges, I have been fortunate to have joined a team that is incredibly supportive. From the staff that I oversee to Management Council, everyone has been supportive, welcoming, and they have made me feel at home. I could not have made it through these past few months if it wasn't for the support of my co-workers. I look forward to many more years with the agency.



Lynn Johnson
Director of Developmental Services,
Berlin & Colebrook

Lynn Johnson

My name is Lynn Johnson, and I have been the Director of Developmental Services for the Berlin and Colebrook area since early August. I have three decades of experience working at Northern Human Services in a variety of settings. I started my career working summers in residential and day settings while working towards my bachelor's degree in social work at Plymouth State College. I did my internship in the provision of case management services and never left.

For the past 30 years I have had the pleasure of working with many wonderful people, their families, and their teams to plan, advocate and support individuals to live full lives in a manner that they choose. I am excited to begin my newest endeavor as the Director of Developmental Services, and I honestly feel like I have been training for this job my whole career.

When not working, I spend much time at our family camp with my husband and extended family enjoying summer boating to winter activities like ice fishing and snow machining. I am very grateful for how blessed I am. I have three lovely children, and my son started his first year of college in August. He played football for six years for a local club team where I also serve on the Board of Directors. I volunteered selling concessions at the local football games and worked along with my extended family doing 10 hour days. I also volunteer at the elementary school as a cheerleader coach. I started doing this with my daughter, who is now in 10th grade, and I couldn't stop myself from returning. I will admit that I am a cheerleader at heart; be it for basketball or my work. I look forward to leading our staff to feel valued, our clients to dream big, our families to take risks, and our teams to facilitate positive change.

I am passionate about client centered services, dignity of risk and supporting people to have meaningful lives. I have actually learned my biggest lessons from my twenty-year-old daughter who, with challenges, is funny, caring, social while still shy, interested in all and very interesting herself. She is feisty and determined, and she experiences life with Down Syndrome. Let me share that I am a much more insightful employee now than I was twenty years ago thanks to my first born.

I am honored and excited for this new career opportunity. I understand, on a personal level, just how important the work that we do is for so many people. I take pride in the experiences that I have had both personally and professionally which have enabled me to relate to the individuals that we serve and their families. I am humbled and look forward to my new role and in leading the staff to pursue the mission of Northern Human Services.

Family Centered Early Supports & Services

As early interventionists/therapists, we know that infants and toddlers grow and develop within the environment of their family and that the time we spend with a child is not as impactful as the family's influence. It is of the utmost importance to give the family everything they need to help their child reach their optimal development since caregivers are with the child every day throughout their childhood. Early interventionists/therapists help the family to be the child's first and foremost teacher, to have the skills they need to parent and to be the child's best advocate. To that end, our services are designed to give them everything they need to care for their child rather than solely providing



services directly to the child. This process is known as parent coaching.

Fortunately, Northern Human Services has been providing family

coaching for several years, creating a strong foundation for providing remote, telehealth services during the COVID-19 pandemic. It is anticipated that we will offer services remotely for the foreseeable future. To ensure that each child, family, and provider is safe, we are developing phases of service delivery; allowing for face to face outside visits while following CDC guidelines when remote services are not beneficial to both child and family. Many families have found tele-therapy to be the preferred method for receiving supports and services. We will continue to support our families in the best way possible through this difficult time.

Regional Care Liaison

Northern Human Services is working closely with the New Hampshire National Alliance for the Mentally Ill (NAMI NH) as part of a GLS (Garrett Lee Smith) grant to reduce the deaths by suicide for youth ages 12 - 24. This new position is called a Regional Care Liaison and will serve youth and young adults in Coos, Carroll, and Grafton counties who are at high risk for suicide and will follow them for up to ninety days after discharge from a hospital. The grant is just getting started and work is currently focused on developing implementation teams and working with

NAMI NH to identify data points that will be collected to assess the efficacy of this program.

A primary purpose of the program is to implement youth suicide prevention and early intervention strategies in schools, educational institutions and juvenile justice systems as well as other child and youth-serving organizations. Based upon the most recent New Hampshire youth suicide data, the North Country and Carroll County reported 14.5 youth suicides

per 100,000. This is higher than the US rate of 10.57 per 100,000. These 2017 rates indicate a 50% increase since 2016. The program will identify and refer youth at risk of suicide and it will also increase the capacity of clinical service providers to assess, manage and treat youth who are at risk of suicide. Continuity of care for those at risk for suicide, including those who have been discharged from emergency departments and inpatient psychiatric units, will also occur.

Northern Human Services is excited to partner with NAMI NH on this important initiative. We look forward to improving outcomes for youth at risk and will support our community partners in their efforts to provide services to this population.



The Family Support Advisory Council

The Family Support Advisory Council is comprised of parents and caregivers who have a family member with a developmental disability. The Council's mission is to improve programming and services for individuals with developmental disabilities through information, legislative updates, networking, resource/referral opportunities, and direct service activities. The Council also serves as a resource and advisory body for the Board of Directors of Northern Human Services. As we thought about this year, the arrival of the pandemic was at the forefront and although it has changed the way in which we assist our families, it hasn't changed our mission and dedication in ensuring families are supported.

The arrival of COVID-19 brought with it the pressing need to develop creative ideas and solutions to assist our families. Some of our typical avenues of support, such as providing registration and hotel stays for the Family Support Conference and covering overnight and day camperships, were cancelled due to the pandemic, and we needed to rethink our traditional budget. Our Family Support Coordinators, Shanon Smith, Stacey Bilodeau and Amanda Emery, became our unsung heroes. Reaching out to families, they discovered many needed immediate additional supports. Our coordinators arranged for grocery and prescription pick up for families with medical conditions and, at times, the coordinator was the one who picked up the groceries. Whether it was providing a grocery gift card, ensuring students had the tools needed for school or a friendly and supportive voice on the phone, our coordinators were there for our families. On behalf of all our families, we thank you for your commitment and dedication.

Karen Blake, Coordinator of Public Policy and Marketing, has been providing daily updates on Facebook of key events and decisions from the governor, state and national legislatures. She also emails families directly with an overview of the developments. If you would like to receive these updates, please contact Karen at kblake@northernhs.org

Thank you to our members of the Family Support Advisory Council for their years of service and dedication



Council member Carrie Duran and her daughters. In front: Katie. In back: Isabella, Carrie, and Marisole.

to our families: Karen Blake, North Woodstock, Jen Buteau, Berlin, Willie Cintron, Milan, Carrie Duran, Wolfeboro, Tammy Howry, Berlin, Emily James, Wolfeboro, Stephen Michaud, Gorham, Danielle Oakes, Dalton, Stephanie Russell, Gorham, Jessica Savage, Gorham, Lindsey Secinore, Berlin, and Susemarie Swenson, Whitefield.

We will undoubtedly be facing many more challenges in the upcoming year, and the Family Support Advisory Council is committed to facing those challenges with empathy, dedication and creative solutions. We hope you will reach out to us with any questions or concerns, and we look forward to serving you. For more information, email us at regiononefsac@gmail.com. Find us on [facebook.com/familysupportadvisorycouncil/](https://www.facebook.com/familysupportadvisorycouncil/)



Supported Employment Program

Obtaining competitive employment and actively engaging in meaningful work is not always easy or straightforward. At Northern Human Services, clients interested in working are offered help to determine what jobs they may enjoy, and employers are contacted on their behalf. The Supported Employment Program is a vibrant recovery-based program that believes individuals living with mental illness can work and be successful. Participants are supported as they engage in a wide variety of work, and they are able to maximize their potential, gain new skills and feel part of a team.

Northern Human Services' Mission is "To assist and advocate for people affected by mental illness, developmental disabilities and related disorders in living meaningful lives" and has actively served the communities in the North Country for over forty years. We proudly collaborate with community partners through our Supported Employment Program in which we offer job development, personalized job coaching and one to one on-going support so that our clients can obtain and retain integrated work in the community.

We are most appreciative of the energy, enthusiasm and commitment of the community partners working to make Supported Employment a success and a gateway to greater well-being. These partners include not only our key employers who make this program a reality but also providers, consumers of services, Supported Employment personnel and a cross section of professionals.

Benefits to an employer are many including financial incentives such as the Work Opportunity Tax Credit. There are no fees, no requirement to advertise for a job (Northern Human Services will refer an individual to you) and follow-up services are provided as needed to ensure a positive experience for all. Individuals referred by Northern Human Services have the strengths, skills and experience to best fit the needs of the employer.

In celebration of the many successes of individuals involved in the program, a fiesta was held on January 30th at White Mountain Mental Health in Littleton. It was a well-attended colorful event and several individuals who actively participate in the program shared their personal experiences.

“
It was a well-attended colorful event and several individuals who actively participate in the program shared their personal experiences.

”

Thank You to Our Donors

The following donations were received during fiscal year July 1, 2019 to June 30, 2020. Every effort is made to recognize all donors accurately. If your name was inadvertently omitted or misspelled, please accept our apology and contact us at 603.447.8018.

Individuals

Robert & Cheryl Carlin
Frank Gutmann
Lorie Dunne & Mark Hempton
Jay Henry
J. Beatty & Susan Hunter
Margaret McClellan
James Salmon
Chad Tardif

In Memory of John Truncellito

Mr. & Mrs. David Vachon

Organizations

AHEAD
Fidler Technologies
First Congregational Church, Wolfeboro
Great American Dining
Jackson Community Church
McAdams Charitable Foundation
New Hampshire Charitable Foundation
Randolph Foundation
Randolph Church Benevolence Association
Tillotson North Country Foundation
Union Congregational Women's Fellowship

Event Sponsors

Androscoggin Valley Hospital
Littleton Food Co-op

In-Kind Donations

Borislow Insurance
Cheese Louise
Chocorua Community Church
Cigna
Consolidated Communications
Delta Dental
Fast Taxi
Freedom Town Hall
Greater Wakefield Resource Center
James Parker
Jing Fong Chinese Restaurant
Knights of Columbus
Lance Walling – LaPerle's IGA
Liberty Mutual
Living Shores Aquarium
Mother Earth's Creations
New Horizons Dream Team
Ossipee Town Hall
Our Lady of the Mountains Catholic Church
Sage Wealth Partners – Tim Dabrieo
Shaw's Supermarket
Story Land
The Laura Foundation
UNH Cooperative Extension, Carroll County
Vaughn Food Pantry
Walmart
White Mountain Wood Fired Pizza & Catering
Wolfeboro Mask Makers



*Invest in
Behavioral Health
and
Developmental Services*

For over forty years, Northern Human Services has provided northern New Hampshire with quality care. Whether it's comprehensive behavioral health care, individualized services for persons with a developmental disability or substance use disorder treatment, Northern Human Services offers timely and professional service. When you need help, we're here. Northern Human Services is a non-profit agency, and we need the support of the community to continue to provide help to everyone in need.

*We gratefully acknowledge the
Public Support received by NHS from:*

Upper Grafton County and the following towns:

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

We also gratefully acknowledge:

- NH Department of Health & Human Services (Healthcare System Relief Fund)
- NH Bureau of Developmental Services (Tuition Assistance)
- US Department of Homeland Security (Personal Protective Equipment)

*“The only limit to our
realization of tomorrow will
be our doubts of today.”*

Franklin D. Roosevelt

Financial Statement

Financial Statement Audited as of June 30, 2019

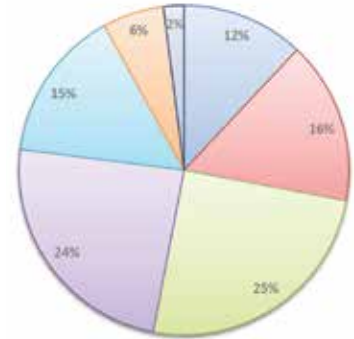
Revenue

Program Service Fees	\$38,997,170	92.31%
State and Federal grants	\$1,131,728	2.68%
Other	\$587,714	1.39%
Production Income	\$456,617	1.08%
Other Public Support	\$603,307	1.43%
Local and County Support	\$442,733	1.05%
Donations	\$26,990	0.06%
Total Revenue	\$42,246,259	100.00%

Expenses

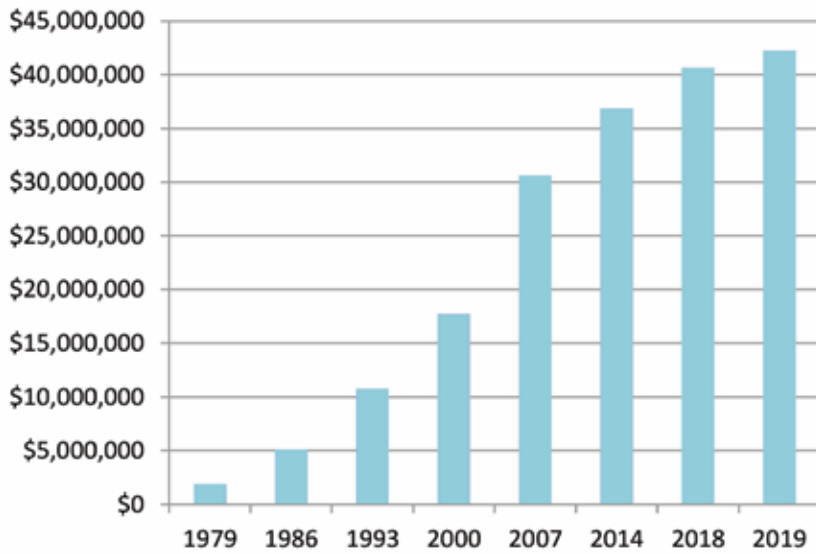
Mental Health Program Services	\$10,476,112	26.02%
Developmental Services Program Services	\$23,558,522	58.50%
Administration	\$5,128,004	12.73%
Occupancy	\$1,105,752	2.75%
Total Expenses	\$40,268,390	100.00%

Individuals Receiving Developmental Services

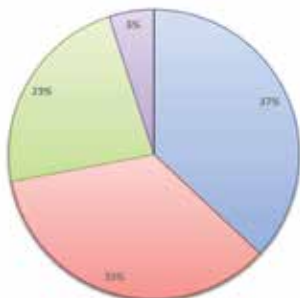


- Residential Services: 230
- Community Participation Services/Supported Employment: 296
- Service Coordination: 476
- Family Support: 450
- Family Centered Early Supports & Services: 294
- In-Home Supports/Participant Directed and Managed Services: 120
- Community Support Services: 39

Revenue Growth



Individuals Receiving Behavioral Health Services



- State Eligible Adults: 1292
- Non State Eligible Adults: 1195
- State Eligible Children: 816
- Non State Eligible Children: 158



About Us

History

Designated as Region I by the New Hampshire Bureau of Behavioral Health and Bureau of Developmental Services, Northern Human Services is one of two agencies in the state designated as a service provider for both developmental services and mental health services. Region I covers over forty percent of the land area of the state and is generally sparsely populated with 106,933 (2010-census) residents. Counties covered include all of Carroll, Coos and the seventeen towns in Upper Grafton County.

Our Agency grew out of an effort in 1970 by White Mountain Community Services, North Country Community Services and Carroll County Mental Health Services to establish a comprehensive community mental health center in northern New Hampshire. A fourth clinic, Upper Connecticut Valley Mental Health Service, serving the furthestmost northern corner of Coos County, was brought in as a sub-contractor of North Country Community Services. In January 1977 their application as an equal status member in the Agency was adopted.

In April 1979, a single corporation, Northern Human Services, was formed as a result of the merger of Androscoggin Valley Mental Health Center, Upper Connecticut Valley Mental Health Service, White Mountain Mental Health Center and Carroll County Mental Health Service.

Philosophy

The activities of the board, management and staff shall be consistent with the Agency's Vision and Mission Statements. The Board of Directors of Northern Human Services intends that the services and supports provided by the Agency shall promote dignity and independence. Services shall be effectively and efficiently delivered by staff who are cognizant and respectful of the cultural diversity of individuals served, with no more services than are essential being provided.

Behavioral Health

Short-term counseling for individuals who need help with issues such as stress, anxiety, depression, grief and other life challenges are available. Mental illnesses may include major depression, bipolar disorder (manic-depression), anxiety disorders such as panic attacks and obsessive-compulsive disorder, and schizophrenia. Many forms of mental illness can be treated by psychotherapy and medication. Often one of the challenges that individuals and families face in seeking treatment is the public's attitude that mental illness is somehow shameful or frightening. In fact, most people with supportive treatment can live fairly normal lives provided they have access to the services they need.

Developmental Disability and Acquired Brain Disorders

Developmental disability is a delay that usually occurs at or near birth. It can also be caused by prenatal factors or a chromosome abnormality or can be caused by diseases and accidents in childhood. An acquired brain injury is an injury to the brain that has occurred after birth and before the age of sixty. Causes can include traumatic brain injury, anoxic/hypoxic injury (e.g., cardiopulmonary arrest, carbon monoxide poisoning, airway obstruction, hemorrhage), intracranial surgery, vascular disruption, infectious diseases, intracranial neoplasms, metabolic disorder, seizure disorders and toxic exposure.

The Staff of Northern Human Services

Northern Human Services employs skilled staff who provide and manage services to people who live throughout northern New Hampshire. The employees have diverse backgrounds and training which contribute to the strength of our multidisciplinary approach to providing services and supports. Many employees have been with the agency for a long time, and they have extensive experience in their respective fields.

Our Service Locations

Mental Health Services

The Mental Health Center
3 Twelfth Street, Berlin

The Mental Health Center
55 Colby Street, Colebrook

The Mental Health Center
25 W. Main Street, Conway

The Mental Health Center
69 Brooklyn Street, Groveton

The Mental Health Center
70 Bay Street, Wolfeboro

White Mountain Mental Health
29 Maple Street, Littleton

White Mountain Mental Health
250 Swiftwater Road, Woodsville

Developmental Services

Common Ground
32 Main Street, Littleton

Common Ground
24 Lancaster Road, Whitefield

Common Ground
50 Swiftwater Road, Woodsville

Community Services Center
69 Willard Street, Berlin

New Horizons
626 Eastman Road, Center Conway

New Horizons
680 White Mountain Highway, Tamworth

Vershire Center
24 Depot Street, Colebrook





To NHS Staff...

May 14, 2020

From: Eric Johnson

Subject: Appreciate Your Work!

Dear NHS Staff:

Human services work inevitably draws those who wish to make a difference in the lives of others. They have a higher calling and always rise to the challenges confronting them. This happens every day, but it's very apparent during this challenging time in our history. There is no part of Northern Human Services that is untouched by this public health emergency. We are all learning and inventing new models of healthcare as we deal with the Coronavirus pandemic.

While the times are stressful, they are also providing an unparalleled opportunity to find even greater satisfaction in our roles in human services, whether they may be in clinical, community support services, direct service, or other facets of the agency's work. Please hang in there! Remember to find joy in your work - it couldn't be more vital.

Each one of you is critical in ensuring our vulnerable rural populations are not forgotten in a time where the media seem to highlight life in the large cities. From residential program and direct services front-line staff, to clinical and community support services staff, to administrative personnel - each day all of you demonstrate your ongoing commitment to keeping the individuals and families we serve safe.

Thank you! We could not continue to operate the agency without each of you. Please stay safe, and remember to take care of yourself while you take care of those around you...

June 4, 2020

From: Suzanne Gaetjens-Oleson

Subject: End of the week thoughts

Hello All,

I was thinking about the fact that the last couple of months have felt so incredibly long. Months filled with uncertainty and not knowing or being able to predict with any real accuracy what comes next. It is so hard to walk through uncertain times and can feel so exhausting. Today I just want to tell you that we see you. We are grateful for you.

Your collective ability to persevere during this time has been amazing. You are appreciated and valued and we know that this is dragging on and that the not knowing when we will get "back to normal" is taking its toll some days. Thanks for not giving up and for trudging through the muck with us. We will get to the other side of it and I honestly think we will be all the stronger individually and as an agency for having weathered this storm. I hope that you all get a chance to kick back and do something that makes your hearts happy this weekend.

Thank you for being part of this team and for persevering even when it is a long and sometimes discouraging road because we have a purpose, and it is so incredibly important. You are rock stars.



July 25, 2020

From: James Michaels

Subject: Thought

Hey Everyone,

Today is my 39th anniversary, and I was thinking about all the great times and not so great times that got me and my beloved here. The challenging times led to growth and strengthened us. The great times gave us hope. I was thinking the we, at NHS, are like this.

We are going through a difficult time but we are growing and getting stronger. I look forward with hope for a better tomorrow. As we stay committed to one another both in the good and difficult times, we will experience new heights like we never thought possible.



Lu Johnson, shown with her grandson Quinn, was the former Director of Developmental Services for Berlin and Colebrook. Lu retired this year in June after thirty-eight years of dedicated service.

“The more one forgets himself - by giving himself to a cause to serve or another person to love - the more human he is.”

Victor E. Frankl

Our Dedicated Employees

Thirty-Five Years

Ghislaine Boudle
Robert Nylin
Mark Vincent

Thirty Years

Janet Pelletier
Lynn Johnson

Twenty-Five Years

Bobbi Lyndes-Langtange
Suzanne Gaetjens-Oleson

Twenty Years

Leann Despins
Donna Hallee
Carolyn Martin
Sheila McKenzie
William O'Brien
Lynn Rapoza
Karen Richards

Fifteen Years

Melanie Bova
Nicole Johnson
Kenneth Jordan
Willie Judd, Jr.
Wendy Riendeau
Joann Sesholtz

Ten Years

Celeste Bisson
William Dunklee
Richard Gilbert
Sheri Goyette
Sarah Hoffman
Paul Jackson
Robert Levesque
Kymberly Olds
Mary Opalinski-Girard
Robert Savard
Rhonda Vappi



Northern
Human Services
Changing Lives

87 Washington Street • Conway, NH 03818 • 603-447-3347 • northernhs.org