



Northern
Human Services
Changing Lives



ANNUAL REPORT
2021



Message from the President

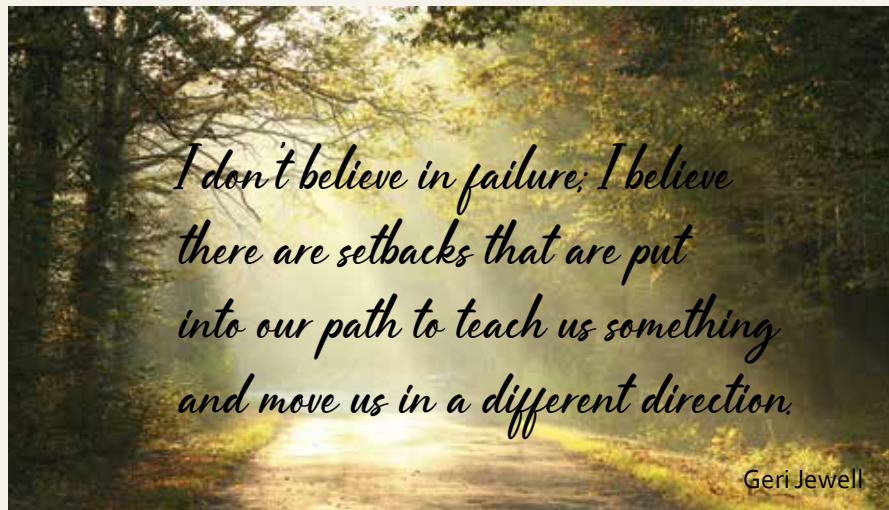
The main topic of my brief message this year is centered around change. During the pandemic, Northern Human Services has had to reassess and reanalyze the impact that the virus has had on our clients at the local, state, and federal levels. Everyone this year has had to adapt to an ever-changing environment.

Change is never easy but the hard work and diligence of our staff helping our clients with their day-to-day life experiences by supporting, listening, advocating, encouraging and helping them to understand the changes in the environment of our new normal, has been very important. We will, of course, see challenges in the future but there is remarkable comradery, hard work and diligence that will make us stronger and ready for future changes.

This year, we regretfully lost an admired and respected board member, Bob Fink. Bob joined the Board in January of 2007 and stepped down for a few years. He rejoined in March of 2013 and brought a lot of wit and wisdom to our Board. Also, at the end of this year our CEO, Eric Johnson, will be retiring. We shall truly miss him but we wish him the best of luck in his retirement.

I would like to thank Eric and the Management Team who have worked tirelessly through all of the changes over the past year. Also, a huge thank you to all the staff at Northern Human Services, the Board of Directors, current and past, as well as current Board Committee Members. I am truly humbled and honored to be a part of this group of dedicated professionals.

Madelene Costello, President



I don't believe in failure; I believe there are setbacks that are put into our path to teach us something and move us in a different direction.

Geri Jewell

Board of Directors

President

Madelene Costello, Conway

Vice President

Dorothy Borchers, Gorham

Treasurer

James Salmon, Conway

Members:

Georgia Caron, Stark

Carrie Duran, Wolfeboro

Margaret McClellan, Berlin

Stephen Michaud, Gorham

Annette Carbonneau, Franconia

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.



Departing Message from the CEO

This will be the last Annual Report I shall have the privilege of introducing after serving for the past eight years as the CEO of Northern Human Services. Starting at the young age of 24, I have worked here for nearly

thirty-eight years in multiple capacities. With some patience, tenacity and good fortune, I am grateful to have had a remarkable experience helping many people realize their goals. This includes individuals and families that we have served, as well as colleagues. I never really imagined that a day would come when I would leave. In retrospect and somewhat regretfully, I have missed many family events, birthdays, anniversaries, and have been late in getting home many nights, sometimes "risking life and limb" on lonely dark and snowy roads, only to turn around and come back and do it all over again in the morning.

The life experience of committing over forty years to human service work inevitably has left its mark on me; and I suspect the full impact of those years will be gradually revealed in the months and years ahead. Was it worth it? Absolutely. Would I do it all again? It is hard to imagine it would actually be possible.

The source of ongoing reinforcement for showing up every day was the need for both fun and the challenge, to collaborate with other people in a widespread group effort to help others who needed support . . . pretty basic. Helping others is ever interesting and rewarding despite the fact that the delivery of services is exceedingly complicated by far too many regulatory requirements that must always be understood and followed. Balancing the simple satisfaction of helping others with the ever increasing demands of government accountability creates an ongoing dynamic tension that causes stress for people who are drawn to the field. Many ambitious young folks embarking on a career

in human services learn too quickly that their desire to help is often overshadowed by the administrative burdens of funding sources. Why not work at a job with less bureaucratic requirements that pays more?

Let us ask, why not stay? As leaders, now more than ever we must be responsive to the perennial challenge of maintaining an effective workforce. This has been the most complex problem in recent years and it has been exacerbated by the COVID-19 pandemic. Nonetheless, this year's annual report serves a solid testament to the dedication and hard work of many Northern staff, Board members and Family Support Council members. The tenacious and positive spirit to help others persists and fuels the engine that powers the helpers but it also draws others to the field.

Fortunately, Northern Human Services is strongly positioned to continue its mission well into the future. Always understated, never an agency seeking to boast about its accomplishments, and certainly an agency that is always willing to go the extra mile, it is the good people that work here who are the keys to its ongoing success. It's about all of us pulling together, setting a positive tone, and always offering to pitch in that gets the real work done. And it is hard work.

Thanks so much to our generous donors and funders. Thank you to our local communities for their ongoing support. I have never been good at saying "goodbye." It might be that I can't accept the finality of such a statement and so, it is with deep gratitude and humility that I thank all of you for the opportunity to have had the experience of a lifetime; a career which I will certainly never forget.

Eric Johnson, CEO



New Community Mental Health Center School Liaison

In 2020, the New Hampshire State Department of Education was awarded a Federal System of Care Expansion and Sustainability grant to continue to develop a child and family focused system of care throughout the state of New Hampshire. The purpose of this grant, funded by the Substance Abuse and Mental Health Services Administration, is to improve clinical outcomes and functioning in home, school and communities for New Hampshire's children and youth with serious emotional disturbance and their families by strengthening the ability of local communities to respond.

Primary goals of this effort are largely centered on building strong collaboration between schools, families, children/youth, behavioral health providers, and their communities. This includes developing, enhancing and expanding a statewide system to support the use of New Hampshire's Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) model. Strengthening partnerships between participating Community Mental Health Centers (CMHCs) and local education agencies in order to leverage resources, create a common understanding, and increase access to high-quality mental health services and supports for NH students and their families is also a priority.

The Office of Social & Emotional Wellness within the Bureau of Student Wellness at the NH Department of Education has selected seven local jurisdictions for implementing NH's System of Care Expansion and Sustainability initiative. These jurisdictions include the following: Governor Wentworth School District (Northern Region), Hillsboro-Deering (Southwest Region), Hudson (South Central Region), Lincoln-Woodstock (Northern Region), Merrimack Valley (Lakes Region), Raymond (Southeast Region), and Sanborn Regional (Southeast Region).

Of the seven jurisdictions that were selected to participate in this grant, two of the districts are in Northern Human Services catchment area; the Governor Wentworth School District and Lincoln-Woodstock. Therefore, Northern Human Services has contracted with the Department of Education for this exciting opportunity to collaborate with Governor Wentworth School District and Lincoln-Woodstock schools. This contract will bring with it a new staff position for Carroll County, a School Liaison. The School Liaison will be responsible for serving as the primary CMHC point of contact for communications about program implementation with the Department of Education and the Bureau of Mental Health Services and their associated local education agency project managers.

The School Liaison will act as a core member of all district and school level Multi-Tiered Systems of Support for Behavioral Health and Wellness implementation teams including the District Community Leadership team, which provides high-level implementation guidance and support for MTSS-B implementation in the district/community, as well as school-level tiered teams. This position will also facilitate the development of mental health center policies/procedures that support an integrated delivery system. The Liaison will provide behavioral health consultation, coaching, and training to school-based staff to support high-fidelity implementation of social-emotional and mental health supports across the tiered continuum. Finally, the School Liaison will ensure rapid access to clinical services for students who are uninsured or underinsured, providing therapeutic services as needed.

In Reach Liaison for the Elderly

My name is Guy Mitchell, and I am the In-Reach Liaison at the Glencliff Home located in the village of Glencliff NH. In collaboration with Northern Human Services and the Bureau of Mental Health Services, I provide assistance to residents identified for transition. I explore independent living options in community settings, enhanced family home care opportunities, assisted living facilities and nursing homes that are closer to family and friends throughout the state as well as possible opportunities outside of New Hampshire.

The Glencliff Home In Reach position is a unique position to Northern Human Services and is integrated into the Glencliff Home social services team. A critical component of the In-Reach Liaison is documentation for all interactions with residents, potential community living settings, legal guardians and other Community Mental Health Centers.

In June, a resident that is 81 years old and formerly worked in the airline industry relocated to Glencliff. During the discharge planning process several states were identified as possible locations but in the end, based on Medicaid transferability rules, she was able to return to the town she was born in. It also helps that she can see her brother who is in a nursing home in St. Louis less than two hours away.

Residents who are actively engaged in discharge planning participate in visioning/informed choice meetings to discuss their goals, activities they enjoy and the supports that they feel are necessary to live independently in the community. During this meeting, a plan is developed to identify the needs of the individual prior to moving back into the community. We work closely with the Community Mental Health Centers and Area Agencies during the transition process and also when the resident

returns to the community. The support of these agencies is critical to assuring the success of the individual returning to live independently.

This past July, a peer support specialist from The Peer Support Center of Northern New Hampshire began visiting Glencliff Home and offering bi-weekly seminars for residents who are challenged by mental health issues. The Peer Support Specialist shares similar experiences with mental health issues as the residents. This allows for an environment of acceptance and where there are no judgements.

In the near future we will begin offering residents the H.O.P.E.S program, Helping Older People Experience Success. This is a weekly skills class and the goal is to help residents review, practice or learn skills that will help them achieve personal goals.



Guy recently announced that he is moving into a new position at Northern Human Services as the Assertive Community Treatment Team Leader in the Littleton area.

Supported Employment Program

The Supported Employment Program is an evidenced based practice for individuals with serious mental illness and is available to all state eligible adults at Northern Human Services. Nationally, about 22% of people with serious mental illness are employed but that number jumps to 60% when someone is engaged with a Supported Employment Program. Supported Employment operates on the basis of "Zero Exclusion". Simply put, Zero Exclusion means that no one else has a right to determine if a person is ready to work. If that individual says they are ready to work, then they are ready to work.

Supported Employment offers a wide array of supports for those looking to meet their vocational goals. Supported Employment Specialists build relationships within the community to develop job opportunities for consumers based on their individual interests. Pre-employment supports range from career exploration to résumé creation to helping individuals navigate benefits counseling. Once someone has obtained employment, the focus shifts to what the individual needs in order to be able to maintain employment such as helping explain a disability to a supervisor, developing relaxation strategies to decrease symptoms in the workplace or assisting someone in getting on a regular schedule so that they can be on time to work. Supported Employment also assists with educational and self-employment goals.

The Program is not just for the individual receiving support, it's also a resource to the business community. Part of our role is to keep open lines of communication with our consumers and their employers to facilitate successful employment. Many employers have concerns about the potential costs of accommodations but, in reality, most disability accommodations cost little to nothing at all. In fact, hiring someone with a disability can make a business eligible for a Work Opportunity Tax Credit. Misconceptions about disabilities and an individual's ability to work are another factor when, in reality, inclusion in the workforce creates stronger morale, high rates of employee retention and less absenteeism. Additionally, multiple studies have also concluded that consumers look upon businesses that hire individuals with disabilities more favorably.

Currently the Program has sites at four of our mental health centers: Conway, Wolfeboro, Berlin and Littleton. Northern Human Services is committed to helping individuals become part of their communities through work.

Not only have I seen the impact meaningful employment in the community can have on the myriad of individuals I've worked with over the years but I have seen the difference work can make in the lives of my own family members with mental illness.



Jennifer Taylor, Supported Employment Regional Coordinator, and her son, Anthony.

My son, Anthony, is in his early twenties and has struggled with depression since early adolescence. His fears around being judged and misunderstood have often gotten in the way of his ability to pursue his goals. Recently, he found a job cooking in the kitchen of a summer camp and the changes I've been seeing are immensely gratifying. Anthony is gaining confidence, making social connections, learning new skills and is experiencing a significant decrease in the severity of his depression. Most importantly, hope has returned to his life and he has begun to dream again.

Forty-five percent of individuals with mental illness cite fear of stigma and discrimination as the primary reason they do not work. As a community, we have the ability to erase the stigma of mental illness and remove barriers to employment. In doing so, we create a world where everyone feels encouraged to challenge themselves, achieve their goals and be their best possible selves.

Success Stories - Summer 2021

"After twelve years of not working, it's really nice to be back in the workforce. Really nice to be back to work and have a little money in my pocket. I don't make a lot, but every little bit helps since I'm on disability. My job is busy. Sometimes we have 180 people coming for breakfast. I like the job and the people I work with."
- M.G. (Conway CMHC)

"Without Supported Employment, I simply would not have been able to accept my job. The hours were very long with few days off. I enjoyed the work but I needed to have an ally to bolster my spirit and keep me on track."
- M.B. (Littleton CMHC)

"I cannot adequately express my gratitude for the Supported Employment Program and the staff of Northern Human Services. They have been an invaluable resource in my recovery from a lengthy, debilitating period of mental illness. Not only were they able to help me sort through options for employment and continuing education, they have also been emotionally supportive, offering encouragement and compassion and listening when needed."
- M.I. (Wolfeboro CMHC)



We would like to recognize the following businesses who have been supportive of individuals with behavioral health issues by collaborating with our area Mental Health Centers to provide employment opportunities.

Berlin
The Glen House

Conway & Wolfeboro
Front Side Grind
Home Instead Senior Care
PSI Molded Plastics
TJ Maxx
The Wentworth Inn

Littleton
The Coffee Pot Restaurant
Dollar General
Dollar Tree
Emma & Company
Fresh Salon
Ninety Nine Restaurant
Shaw's Supermarket
TJ Maxx

Infant Mental Health

Whitney Houston once said: "I believe the children are our future." This statement not only rings true for Northern Human Services but also the generous advisors of the Neil and Louise Tillotson Fund. By investing time and resources into the very youngest of the population, we can build a stronger foundation for them to grow and prosper.

Several years back, Tillotson conducted research in Coos County to find out what would make the county thrive and become economically stable. They found that if they invested in the young in a proactive and preventative way, they would grow up with a stronger skill set and be productive members of the community. In 2009, three groups were granted money from the Tillotson Fund to focus on Early Childhood Development: The Coos County Director's Network, The Coos Coalition for Young Children and Families and Northern Human Services. Northern Human Services used this funding to develop their Infant and Early Childhood Mental Health Program to focus on families and children birth to age eight.

Northern Human Services saw six children under the age of five in 2009 and had few staff who felt comfortable treating such young clients and their families. There was also little collaboration with the other early



childhood agencies. With the development of the Infant Mental Health Program, the agency now serves between 140-150 clients and their families under the age of eight in Coos County alone. The Infant Mental Health staff has grown from the three original staff members to sixteen in four Coos County locations. This increase is largely due to the specialized trainings made possible by the funding from the Tillotson Fund. The funding has also helped to increase the partnership, collaboration and networking between the early childhood agencies where, before, it felt similar to a system of silos. The Infant Mental Health team has developed strong relationships with the Coalition, the Director's Network, Division for Children, Youth & Families, Court Appointed Special Advocates, schools, Family Centered Early Supports & Services, Family Resource Council, Head Start, childcare centers and others to ensure that nearly all of the families served receive collaborative care.

The Infant Mental Health Program is unique in several ways. Because of the Tillotson funding, it is able to provide an increased number of "non-billable" services. These services include providing outreach and support to families even before the intake happens. They bridge meetings between providers to help offer a warm hand-off for the families and provide mental health consultations to area child care centers who attend specialized trainings related to Infant Mental Health. We provide services to families that may have private insurance that would not normally cover case management and functional supports. The Tillotson grant allows the Infant Mental Health program to increase the availability and flexibility of the staff to build

stronger relationships with the various programs involved with the families and clients served. This also allows for staff to integrate themselves into local Head Start classrooms, preschool classrooms and early public school classrooms (K-2); thereby increasing the scope of impact from not just the families served but to a much larger percentage of the county's population.

For the past 10 years, Northern Human Services has been granted the opportunity to work with the Tillotson Fund to help strengthen the social and emotional wellness of the county's young children. Strategic planning is done each year to guide the Infant Mental Health program to optimize and sustain the current work being done including future planning. Ultimately

the goal of Infant Mental Health, the Coos Coalition, and the Director's Network is to build a strong community foundation that promotes collaboration, prevention and social emotional well-being. The Infant Mental Health Program is grateful for the opportunity to be a part of this ground breaking work and is excited to see what the future can bring for the youth of Coos County.



Family Centered Early Supports and Services

Last November Kim Stewart, Cassie Rowe, Kerin Fiore, and Sheri Goyette participated in the Spark Hanen "It Takes Two to Talk" training. SPARK Communication™ is an intensive training designed specifically for professionals who work with young children with language delays and their families. Participants learn research-based responsive interaction strategies, drawn from Hanen's It Takes Two to Talk® program and guidebook, that are known to accelerate children's early language development. They also learn how to coach parents to apply these strategies during everyday interactions with their child to make language learning a natural, ongoing process for the child.

Founded more than 35 years ago, The Hanen Centre is a Canadian charitable organization with a global reach. Their mission is to enable parents and professionals to transform their daily interactions with young children to build the best possible lifelong social, language and literacy skills. This includes children with or at risk of language delays and those with developmental challenges such as Autism Spectrum Disorder.

During the training, they learned research-based responsive interaction strategies. These strategies are known to accelerate children's early language development. They also learned how to coach parents to apply these strategies

during everyday interactions with their child to make language learning a natural, ongoing process. Family Centered Early Supports and Services (FCESS) continues to emphasize the importance of coaching caregivers and this training provided them with more tools when supporting families. They are now licensed by the Hanen Centre.

Many children continue to be referred to FCESS due to speech and language delays. Research has been done on the early home language environment and how caregivers form the foundation of children's language development. A parent's responsiveness to their child, even before birth, can impact language development. Reading and communicating with children makes a huge difference. "Tune in, talk more and take turns."



The Family Support Advisory Council

In April of this year, the Family Support Advisory Council was saddened by the passing of an amazing young lady: Maya Jerri James. Maya was a vibrant 15-year-old full of love and spunk, who experienced the developmental disabilities of Down syndrome and autism. With passion and commitment, Maya's mother, Emily James, has served on the Family Support Advisory Council for over a decade. Maya was love and joy personified. Her smile melted hearts everywhere and her spirited love for life was infectious. Her loss has been felt deeply by her school, local community, friends and, most of all, her family. Maya is survived by her brother, Marvell; sister, Mary; mother, Emily; and father, Martin. Our love and prayers are with them. This year's Family Support Advisory Council's report is dedicated to Maya James in honor of her life's purpose; to show us all how to love and care for one another.

The Family Support Advisory Council is comprised of parents and caregivers who have a family member with a developmental disability. Our mission is to assist those with developmental disabilities and their caregivers by providing the resources, knowledge, tools, and support needed to enable them to live an enriched and fulfilled life.

As with last year, the Covid-19 pandemic continued at the forefront and although it has changed the way in which we assist our families, it hasn't changed our mission and dedication to ensuring families are supported. Certain expenses we usually covered disappeared. For example, there wasn't a Family Support Conference and few recreational opportunities or camps that operated. Instead, we increased the amount of discretionary spending that our dedicated Family Support Coordinators were able to utilize. Shanon Smith, Amanda Emery and Stephanie Boutin worked to meet each family's individual needs. For some families that meant extra respite, for others it meant gas/grocery cards and still for others it might have been purchasing technology to facilitate a child's education. We feel lucky to have such knowledgeable, caring, and dedicated Family Support Coordinators.

Karen Blake, Coordinator of Public Policy and Marketing, was key to keeping us all informed of what was happening in Concord. She sent regular legislative updates to our families which were easily read and understood. They not only covered the pending bills of the moment but educated our families about the legislative process and how they, too, could and should participate. At our monthly meetings Karen reviewed legislative updates and responded to questions which helped council members become better ambassadors of the legislative process with our local families. Karen also managed our Facebook page which informed families of upcoming events.



Maya Jerri James

Thank you to our members of the Family Support Advisory Council for their years of service and dedication to our families: Karen Blake (North Woodstock), Willie Cintron (Milan), Carrie Duran (Wolfeboro), Tammy Howry (Berlin), Emily James (Wolfeboro), Stephen Michaud (Berlin), Danielle Oakes (Dalton), Stephanie Russell (Gorham), Jessica Savage (Gorham), Lindsey Secinore (Berlin), and Susemarie Swenson (Whitefield). If interested in becoming a member of the Family Support Advisory Council or you would like more information about our services, you may contact Danielle Oakes at danielloakes1121@gmail.com or Emily James at ejames@brewsteracademy.org.

Undoubtedly, we will be facing many more challenges in the upcoming year. 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 serving you in the year to come.

Home Care Providers

The pandemic had a profound impact on people across the world. Stores, restaurants, places of worship, schools and many other venues were closed. Some were able to alter the methods they used to work or conduct business with remote connections, video conferencing, curbside service, and other creative measures. Others were furloughed with safety measures such as enhanced unemployment benefits, job retention, and stimulus payments. One group that worked tirelessly throughout the pandemic with increased responsibility, without the ability to meaningfully modify their work and without the increased public recognition and appreciation afforded to first responders or frontline workers were contracted Home Providers.

In any other year, the responsibility of a Home Care Provider is a great one. They give up their lives to support and care for another. The people they serve become their ultimate responsibility. When other support services are canceled or modified, or when the individual is sick or otherwise unable to participate, Home Care Providers are the ones that must step up, alter their lives, and ensure the needs of the person they serve are met. Never has this been tested to the extreme brought on by the pandemic.

Early on, the frequency of community based services was reduced to what was absolutely essential. For the majority

of Home Care Providers, that meant providing supports twenty-four hours a day, seven days a week, weeks at a time. Among office staff, there was a concern of what this could mean for the quality of supports and the potential of provider burn out. As the days, weeks and months went on, we learned the true resiliency and dedication of our Home Care Providers. With each weekly check in, we heard stories of adaptation, creativity and optimism. Rather than focus on the negative situation, they immediately started thinking of ways to reduce the impact on the individuals they serve. Teleconferencing was used to set up events, group conversations and to maintain connections with friends. Card writing campaigns were started as a fun activity and also a way to stay in touch. Ideas were shared among groups of providers on ways to be active and connected despite the limitations.

As we all adapted to teleconferencing, we were able to meet face to face with the Home Care Providers and the individuals living with them. We could see and talk with individuals who remained optimistic and happy in the face of what we were all going through. With each and every check in, we found the overall wellbeing of those we serve remained largely unaffected.

One such provider, John Maxwell, deserves special recognition. John has been with Northern Human Services for 31 years now. He has been a Home Care Provider for the same individual for that



entire time. Thank you, John, for your many years of service and continued dedication.

All of us had to navigate a strange, new world at the start of the pandemic. Home Care Providers were not exempt from this and had to do the same but they had to support the individuals they serve to do so, as well. We at Northern Human Services have never been prouder and more thankful for our Home Care Providers. We are honored and humbled by the example they have set over the past year.

*“Thank you, John,
for your many years
of service and
continued dedication.”*

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
250 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

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 Eafrazi, 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





We gratefully acknowledge the Public Support received by NHS from:

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
Conway	Lyman	Tuftonboro
Dalton	Madison	Wakefield
Dummer	Milan	Warren
Easton	Monroe	Whitefield
Eaton	Moultonborough	Wolfeboro
Effingham		Woodstock

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)

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.

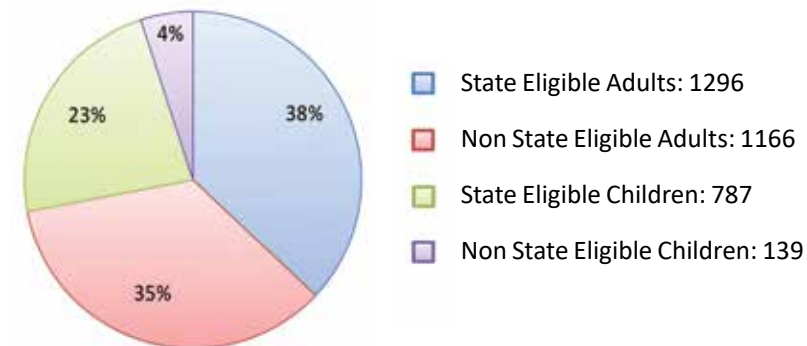


Financial Statement

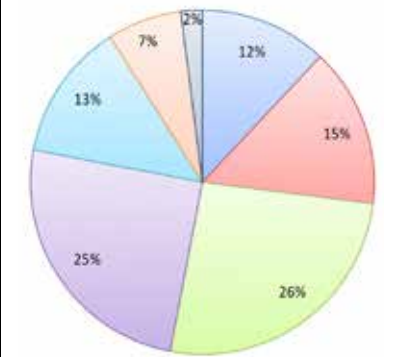
Financial Statement Audited as of June 30, 2020

Revenue		
Program Service Fees	\$41,907,391	91.30%
State and Federal grants	\$2,169,389	4.73%
Other	\$475,559	1.04%
Production Income	\$327,416	0.71%
Other Public Support	\$591,205	1.29%
Local and County Support	\$405,607	0.88%
Donations	\$22,673	0.05%
Total Revenue	\$45,899,240	100.00%
Expenses		
Mental Health Program Services	\$10,765,480	24.79%
Developmental Services Program Services	\$25,264,280	58.18%
Administration	\$6,283,048	14.47%
Occupancy	\$1,114,835	2.57%
Total Expenses	\$43,427,643	100.00%

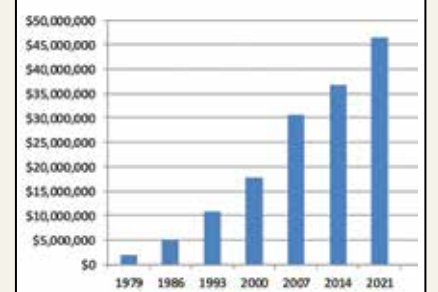
Individuals Receiving Behavioral Health Services



Individuals Receiving Developmental Services



Revenue Growth



Thank You to Our Donors

The following donations were received during fiscal year July 1, 2020 to June 30, 2021. 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 sincere apology and contact us at 603.447.8018.

Individuals

Benjamin Agati
 Karen Blake
 Robert & Cheryl Carlin
 Frank Gutmann
 Maureen Hanlon
 Lorie Dunne & Mark Hempton
 Jay Henry
 J. Beatty & Susan Hunter
 Catalina Kirsch
 Steve & Lucille Michaud
 James Salmon
 Chad Tardif
 Kimberly Wade
 Deborah Warner
 Mollie-Ann White

In Memory of

Robert Lapointe
 Paul & Lillian Lafleur
 Rita Lambert

Miriam Morrell
 Kathleen Roberts

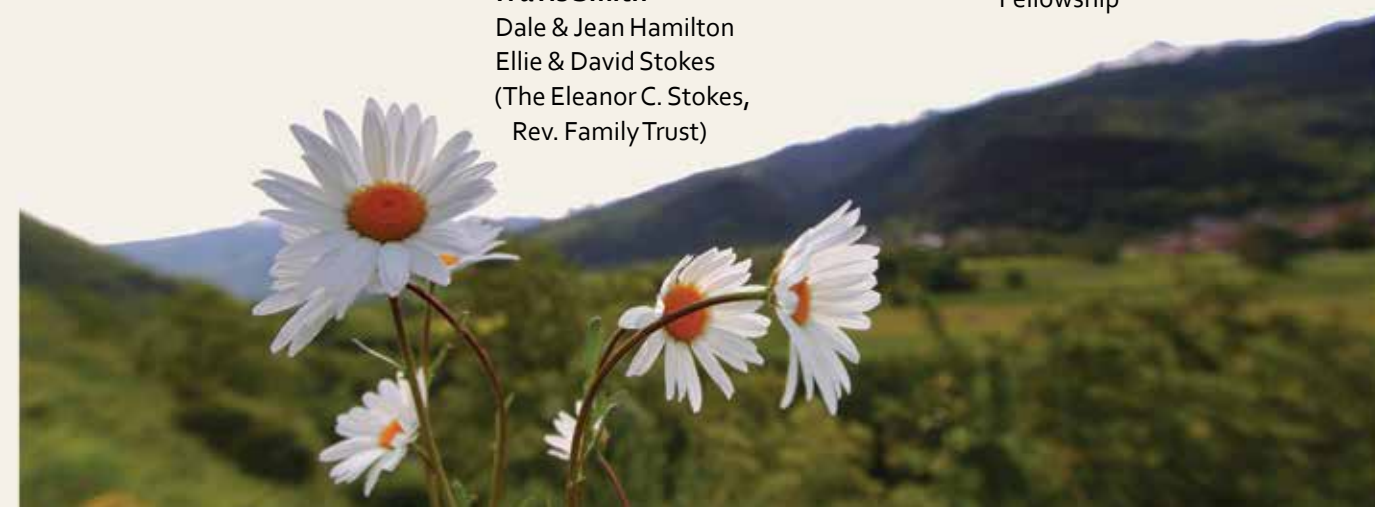
Jules Roy
 Claude Beaudoin
 Diane Beaudoin
 Dennis & Diane LaRoche
 Rachel LeBlanc
 Mike & Ron Legere
 Richard & Doreen Tremaine

Karen Farrell
 Lorraine & John Mills
 Ellie & David Stokes
 (The Eleanor C. Stokes,
 Rev. Family Trust)

Travis Smith
 Dale & Jean Hamilton
 Ellie & David Stokes
 (The Eleanor C. Stokes,
 Rev. Family Trust)

Organizations

All Saints Episcopal Church
 Fidler Technologies
 First Congregational Church,
 Wolfeboro
 Great American Dining
 Jackson Community Church
 Leone, McDonnell & Roberts
 McAdams Charitable Foundation
 NH Catholic Charities
 New Hampshire Charitable
 Foundation
 NH Charitable Foundation's
 Roorbach Charitable Fund
 North Country Health Consortium
 Randolph Foundation
 Randolph Church Benevolence
 Association
 Tillotson North Country Foundation
 Union Congregational Women's
 Fellowship



In Lieu of Flowers

"A past client's family member called to ask if donations could be made in her brother's name as he had recently passed and was a longtime client of the Agency. When writing the obituary, she requested 'in lieu of flowers to make donations to Northern Human Services'. She said that the entire family was grateful for the services her brother received and the staff of Northern Human Services made a positive impact on his overall quality of life."

In-Kind Donations received from

Borislow Insurance
 Chocorua Community Church
 Cigna
 Consolidated Communications
 Delta Dental
 Fast Taxi
 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
 Our Lady of the Mountains
 Catholic Church
 Lee Phaneuf
 Sage Wealth Partners – Tim Dabrieo
 Shaw's Supermarket
 Susan Shea
 The Laura Foundation

University of New Hampshire
 Cooperative Extension, Carroll County
 Vaughn Food Pantry
 Walmart
 Wolfeboro Mask Makers

Event Sponsors

Androscoggin Valley Hospital
 Littleton Food Co-op

With Appreciation to Our Dedicated Employees

Forty-Five Years

Chester Annis

Thirty-Five Years

Jill Blunden

Theresa McCauley

Thirty Years

Marianne Barney

Cynthia LaPointe

Twenty-Five Years

Louise Boutin

Patricia Clark

Deborah Hamel

Steven Leavitt

April Smith

Susan Wiggin

Twenty Years

Lowin Camarillo

Lisa Fournier

Susan Frenette

Jennifer Ogren

Tonya Rowe

MaryVendt

Fifteen Years

Nancy Campbell

Elizabeth Charles

Michael Deyak

Amanda Emery

Franz Farquhar

Kelly Lynch

Theresa Marchand

Shanon Mason

Joseph Perkins

Lisa Rinebold

Debra Schloth

Betsy Shivers

Shanon Smith

Anisa Woodsum

Ten Years

Melissa Farr-Carbee

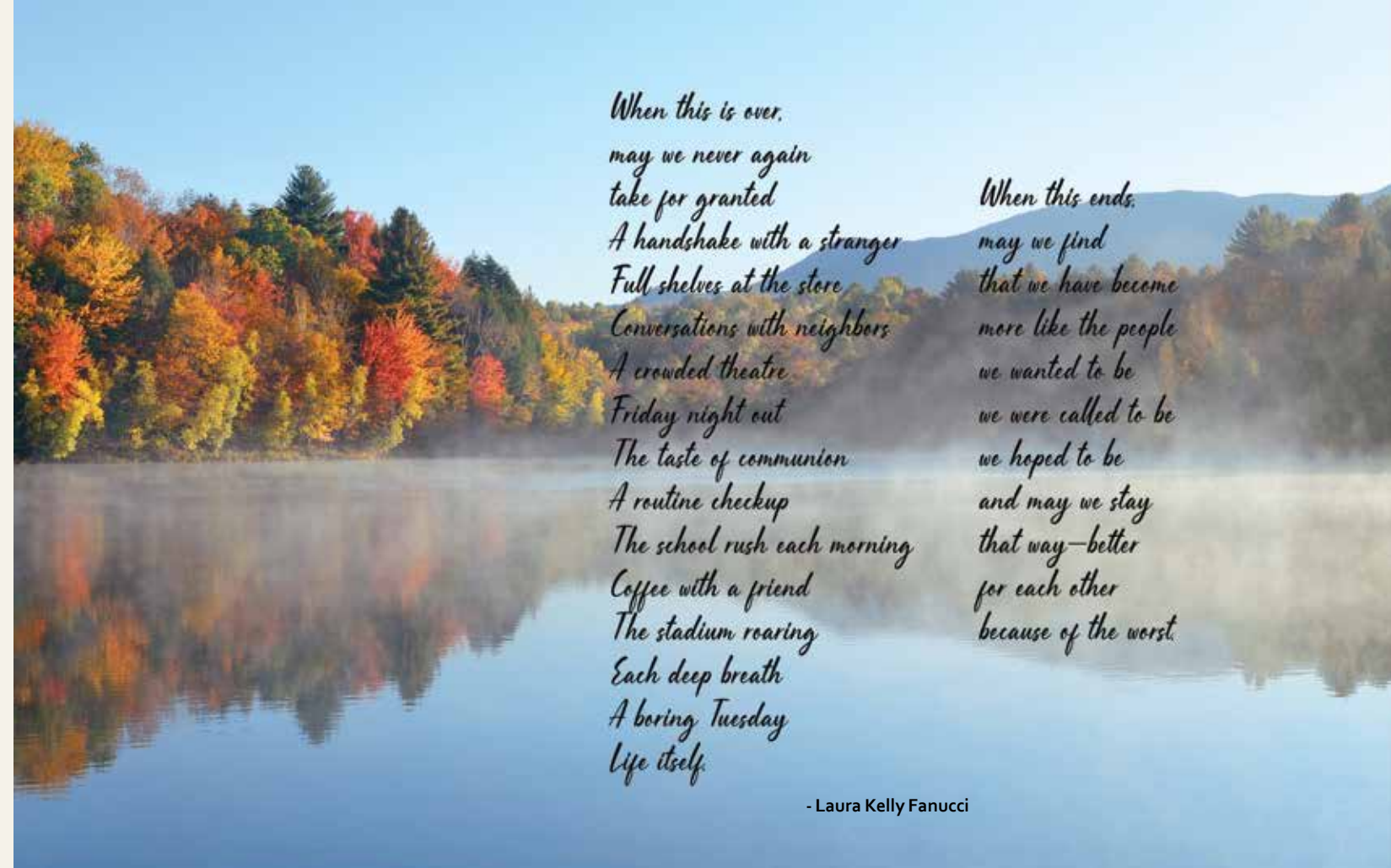
Talena Richards

A Response to Eric's Retirement Announcement

Hello!

I know we have never met and you probably have no idea who I am, but I wanted to say how awesome I think it is that you started from case management and moved all the way up to CEO. I am a case manager currently, and although I don't desire to be a CEO at any point, I have so much respect for truly earning your place in a company/organization. In my experience, those who do tend to be the most valuable. That being said, it is sad to hear you are moving on. I'm sure you are a beacon of knowledge that will be sorely missed. It is at least comforting to know that you will be around for a few more months, as things continue to settle.

I hope retirement finds you well when the time comes, and thank you for sharing a piece of your story. It is truly inspiring from the perspective of a twenty something who is unsure of where the road ahead will lead.



When this is over,
may we never again
take for granted
A handshake with a stranger
Full shelves at the store
Conversations with neighbors
A crowded theatre
Friday night out
The taste of communion
A routine checkup
The school rush each morning
Coffee with a friend
The stadium roaring
Each deep breath
A boring Tuesday
Life itself.

When this ends,
may we find
that we have become
more like the people
we wanted to be
we were called to be
we hoped to be
and may we stay
that way—better
for each other
because of the worst.

- Laura Kelly Fanucci

A Silver Lining

When you think back over the past year and a half, are you able to identify any silver linings? Did you take up any new hobbies that you think will endure beyond the pandemic; new family routines or even new methods of self-care? Have you learned anything about yourself and your abilities to face adversity? My guess would be that many of you are emerging from this pandemic having learned things about yourselves and how incredibly resilient and strong you are and to me that is the silver lining.

Suzanne Gaetjens-Oleson
Mental Health Regional Administrator





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