



ANNUAL REPORT  
OCTOBER 2015

**MISSION**

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

#### BOARD OF DIRECTORS

Marti Faulkner, *President*  
Stephen Michaud, *Vice President*  
James Salmon, *Treasurer*  
Madeline Costello, *Secretary*

#### MEMBERS

Georgia Caron  
Bob Fink  
Judy Houghton  
Margaret McClellan  
Amy Mitz  
Jenn Pineo



#### HONORARY BOARD MEMBERS

Caroline Gale  
Natalie Peterson  
Felix Weingart, Jr.



Our Board of Directors (From left to right)  
Stephen Michaud, Margaret McClellan, Jenn Pineo,  
Madelene Costello, Marti Faulkner, James Salmon,  
Amy Mitz. (Not shown) Bob Fink, Georgia Caron,  
Judy Houghton



### Message from the President

I became involved with White Mountain Mental Health and Developmental Services, as it was then called, in 1991 as a member of the local Advisory Council in Littleton. Later that year I was invited to join the Board of Directors of the Agency. At that time, the agency provided mental health and developmental services for Coos County, and the northern half of Grafton County as well as mental health services in Carroll County. Developmental

services were provided by the former Center of Hope in Conway until 2006, at which time Northern was required by the State of NH to assume responsibility for those services.

Following the agency consolidation process, we realized that the original name of Northern New Hampshire Mental Health and Development Services was too cumbersome, and the Board of Directors shortened the name to Northern Human Services, or Northern, for short.

NHS now serves more than 4,000 individuals and families and covers more than 40% of the state's geographic area. Our region encompasses 3,950 square miles. With over 550 employees, we seek to serve all those in need of services and expand our capacity. Through the past 24 years, I have been truly impressed with the talent and dedication of our administration and the staff, and their ability and willingness to adapt to the ever-changing needs of the people that we serve. They have developed programs for many school districts in our catchment area as well as services to support additional, unique populations as needed. Many of our employees have been with us for 20, 30, or 40 years, and we are so fortunate to have their loyalty. We're also grateful to have new employees bring their talents to our teams with fresh ideas and energy to our services.

It requires commitment from management, clinical, and direct support staff to collaborate and deliver on the mission of Northern Human Services. The members of the Board of Directors value every one of them. I wish to thank all of them as well as my fellow board members for helping me through my first year as President of the board. There is much more work to be done in the years ahead, and I welcome your continued patience and support.

Marti Faulkner  
President

### Scholarship Award

Last year, the Board of Directors and Management Team established an Employee Scholarship Award to encourage and support employee's pursuit of educational goals which will lead them to advancement opportunities within NHS.

On behalf of the Board of Directors, I am pleased to announce that Lenny Jewell has been chosen as the 2015 recipient and will be furthering his education towards Healthcare Administration at Southern New Hampshire University. Last year's recipient, Keri Riley, has been granted a second year award to continue her work toward an MBA degree.

The Board of Directors extends its sincere thanks to each employee who applied this year and wants them to know that their work for the agency is greatly appreciated.

It is planned that the application process will be re-opened again in the spring of next year.

Marti Faulkner  
President



## Message from the CEO

As I began to compose this letter, I realized how quickly my two years has passed as Chief Executive Officer of Northern Human Services. This has been a year with many rewarding moments, as well as some challenges. I am proud to be a part of the success and stability of NHS, and I believe in the importance of our mission held in common by our staff and Board of Directors. On a personal level, I am truly humbled to lead the incredibly talented and dedicated people who work for NHS.

Providing high-quality services to individuals and families throughout the North Country has always been a challenge. State policy makers and others who are responsible for resource allocation decisions more often than not use a “one size fits all” approach. People with mental illness or developmental disabilities experience stigma. By extension, service providers are also subject to stigma and are marginalized when seeking financial support. A major challenge all of us at NHS face together is sustaining adequate funding for services. When combined with rapidly changing regulatory requirements, an uncertain fiscal reality, and rising operational costs, the scale and complexity of the funding issue is magnified in its complexity.

My daily work takes me to the very center of this challenge. Meanwhile, every day, the staff and providers are working to help



people in northern NH to live more meaningful and better lives. We recognize that with that role comes a responsibility; one we consider a privilege. I'm pleased with how we are meeting that responsibility, but I'm more determined than ever to leverage the resources that NHS needs to expand its capacity to serve more and more people in need of services.

In this year's annual report you will see evidence of the caring extended by NHS staff that also inspires caring in the communities where we work. The stories remind me of how firmly and fundamentally compassion for others, including those who experience stigma, is woven into the fabric of our culture. We will continue to promote a purpose-driven organization and develop leadership for the future. This planning is essential for us to deliver on the obligation that accompanies our responsibility as a major human service provider.

NHS' critical role in service delivery has been made possible by the belief in our mission that you share with us. I am committed to continuing the proud tradition of NHS as a purpose-driven organization, utilizing the diversity of our staff and provider's talents and capabilities. In the year ahead we will continue to work with our communities and local partners around the state to take essential action to improve people's lives. We'll also continue our commitment to our employees, and to the communities in which we operate and proudly call home.

Eric Johnson  
Chief Executive Officer

*“In this year's annual report you will see evidence of the caring extended by NHS staff that also inspires caring in the communities where we work.”*



## Created with Love

Katie Johnson is a professionally trained pastry chef who opened her new bakery, From Scratch Baking Co., this past spring at 36 Center Street in Wolfeboro Falls. Katie is a 2004 graduate of Kingwood Regional High School who intends to raise awareness and understanding by staffing her business with workers with developmental disabilities.

One of those workers is her older sister, Kristin, who has Down syndrome. Katie founded the bakery on the principle that while people with disabilities may have a unique set of challenges, they also have incredible talents and skills to offer the workplace. "Kristin proves this every single day. She has taught me a lot about life and people – she's very joyful. She tells is like it is. And Kristin happens to be very precise, a skill useful when measuring out ingredients, for instance."



Katie and Kristin share a special moment

Johnson chose to open as a business, rather than a nonprofit, to prove that working with people with disabilities is a viable business decision and does not need to be seen as charity. Her employees will work in baking, customer service and landscaping, with each employee matched with

a role that aligns with their individual skill sets and talents.

Katie brings her own unique skill set to her new venture. Before earning her degree in baking and pastry arts at Johnson & Wales University in Providence, R.I., she earned a bachelor's degree in elementary education from the University of Rhode Island and then taught fourth-graders at the Cornerstone Christian Academy in Ossipee, following in the footsteps of her mom, former educator Gail Johnson, who now is a full-time home care provider with Northern Human Services. Gail Johnson said her daughter

is committed "100 percent" to everything she chooses to do, and in this case has the ideal skill set – teaching and baking – to break down each task and teach that task to her employees. "I think the bakery itself is going to be great, and the staff will be able to show their stuff – their loyalty and abilities. Other people in the local business community will start to see the possibilities and open their doors to the workers with developmental challenges," she added. Katie said she hopes the business model will serve as an example to other business owners who will in turn hire and train those with developmental challenges. Gail Johnson said "there is a shortage of jobs for people with disabilities, but through interacting with employees at the new bakery, the public will realize that "everybody has value." "Everybody has potential. It's going to open the eyes of patrons, and staff," she said.

For more information, please visit [www.fromscratchbakingcompany.com](http://www.fromscratchbakingcompany.com)  
*Source: Larissa Mulkerens special to the Manchester Union Leader*



Dana Lawrence working with a volunteer at the Food Pantry



Organizing the Community Services Book Store: Sheila McKenzie assists David Morse.

## Volunteer Efforts by the People We Serve

The mission of NHS is to assist people in leading meaningful lives and in doing so, build community for everyone. In the city of Berlin, the individuals we serve are seen as much more than just a member of the community. They are viewed as assets. People are engaged in an expansive network of volunteerism that enhances the quality of life for local citizens. Efforts include operating a Book Drive and raising money to support a number of local charities.

Scholarships have been awarded by the people we serve to deserving graduating high school seniors who have shown an understanding of the importance of using People First Language and community integration. Other community services include staffing the Food Bank and soliciting contributions of food.

Providing Meals on Wheels, promoting literacy through reading to children at the day care centers and libraries, making care packages for soldiers serving our country over seas are only a few examples of the volunteer efforts undertaken by the people we serve that promote positive community integration and relationship building. They are proud of their contributions to our communities and are committed to making the North Country a better and more vibrant place for all of us to live.

## Meaningful Talent

Essence of Art is an art studio and retail store which has provided meaningful opportunities for individuals with differing abilities to create and sell their products for over 20 years. This venture began when a small group of individuals started working with an experienced weaver and discovered that they enjoyed weaving. After a year of learning and practicing the skill, the group began to exhibit their products at fairs throughout New England, winning "Best of Show" for several years at the Fryeburg Fair.

The Essence of Art's first retail shop was opened in 1992 in the community of North Conway. The artists and their products were well-received and, consequently, sales began to grow. In 1995, a professional potter was hired which provided another opportunity for individuals to learn a different skill.

Our work has evolved over the years. In addition to teaching and supporting individuals in the arts of weaving and pottery, we also provide opportunities for community interaction, personal growth and developing hidden creative talents.

Please stop by and visit our shop located at 10 Seavey Street in North Conway (open Mondays through Saturdays from 9:00am to 5:00pm). Meet our artists who are always happy to demonstrate their skills. Browse our inventory of hand towels, table runners, hats, scarves, bags, clothing, whimsical clay houses, platters, vases, flowers, bird houses and other products. We also welcome special requests. We promise to make your visit a memorable one!



*"In addition to teaching and supporting individuals in the arts of weaving, pottery, we also provide opportunities..."*





## Berlin Project AWARE

Project AWARE is a five year grant project funded by the Federal Substance Abuse and Mental Health Services Administration through the NH Department of Education. The Berlin Public Schools will be working closely with state and community-based youth-serving organizations to create safer and more secure schools and communities. Over the five year life of the grant, the goals of Berlin Project AWARE will include the following initiatives:

- Develop and implement a framework that reduces school violence, bullying, behavior problems, suspensions, substance abuse and punitive/exclusionary discipline practices;

- Reduce the need for intensive residential treatment, out-of-home placement, hospitalization, or incarceration of children and youth in each region;
- Substantially improve the engagement of school, families, and youth in decision-making at the policy, practice and individual levels; and,
- Provide Youth Mental Health First Aid training to school staff and other adults who interact with youth in the Berlin community.

NHS will be providing key services and supports to the project and partnering with schools to form Behavioral Health Intervention Teams that will provide evidence-based mental health interventions for children and youth at risk of developing mental health disorders.

## Vershire Center Golf Tournament: A Legacy

The Vershire Center in Colebrook has been benefitting from the proceeds of an annual golf tournament fundraiser for over three decades. This annual event raises \$12,000 and more each year, and has funded a number of new initiatives over the course of time. We would not be able to deem the tournament a success if were not for the generosity of our loyal hosts, numerous sponsors and returning golfers.

Through the years, the fundraiser has evolved in many ways including three name changes and two changes in venue. In the early days, the Vershire Center was the beneficiary of the Annual North Country Amateur Golf Championship that was held at the Balsams Panorama Golf Course in Dixville Notch. This tournament was held for thirty nine years and Felix Weingart, a former board member of Northern, originally approached the Balsams about identifying the Vershire Center as the beneficiary in 1984. This began a long standing relationship with the Balsams which spanned 26 years.

The closing of the Balsams Grand Resort

led Vershire staff to seek a new sponsor if this valuable fundraiser was to continue. In the winter of 2012, several of the golf



tournament committee members approached Clayton and Michelle Hinds, owners of the Colebrook Country Club and Hotel, about hosting the event at their golf course. The Hinds' welcomed the annual fundraiser and once again, the tournament was renamed. This past June marked The Fourth Annual Vershire Open.

Through the years, proceeds from the golf tournament have funded numerous recreational activities and social opportunities for the individuals served at the Vershire Center. Some of the activities have included therapeutic horseback riding, as well as downhill skiing and snowshoeing. In more recent years, the sponsored activities have

provided a Core trainer for individuals who attend the local gym, a bowling banquet which includes a barbeque and

prizes for bowlers and New Hampshire Fisher Cats baseball game tickets. The proceeds further subsidize the North Country Grocery Service, in turn providing employment to vocational employees delivering groceries to the elderly and those in need.

The work on this annual fundraiser has always been a joint effort by many of the staff and individuals of the Vershire Center. There are many responsibilities that go into organizing this event and no one person can take the credit for its continued success. We look forward to many more years of promoting the Vershire Open.

## Children's Services Grow in Carroll County

Carroll County is working hard to expand evidence based behavioral health services for children and families in Carroll County. These are services that research supports as having success in working with the child and family populations. This past year, NHS clinicians in Carroll County have been acquiring training and certification from Dartmouth in Trauma Informed services, Trauma Focused CBT, Child Parent Psychotherapy and RENEW for transitional aged youth 14 to 21. All Carroll County clinical, case management and functional support services staff have been trained and have a broader understanding of the many individuals and families we serve who have experienced emotional, physical or sexual abuse in their past and who struggle with mental illness.

There are currently three child and family clinicians who are certified to use Trauma Focused CBT with children and youth who have experienced or witnessed abuse. One is nationally



(L – R) Kathy Francoeur (Institute on Disability), Nicole Quinn (Seacoast Mental Health), and Melanie Bova (Conway MH Center) at the 2015 Conference on School Culture, Climate, and Positive Behavior Support

certified and is currently providing supervision and support to the others. She will be acquiring her certification to train and certify other clinicians in TF-CBT in the near future. She is also certified to train staff in general to provide their services from a trauma informed vantage point and has done so in both the Wolfeboro and Conway offices of NHS.

Child and Parent Psychotherapy (CPP) is an evidence based practice designed to assist young children and their parents. Currently, working with Partners for Change at Dartmouth, one outpatient clinician in Carroll County is certified and under supervision in CPP and two more are scheduled to be trained in the fall. This enables close, intensive work with families and their small children early on as mental health problems begin to be identified.

RENEW is an evidence based practice that is designed for work with 14 to 21 year old youth to assist in their successful transition to adulthood. Currently in Carroll County there are four outpatient clinicians and four case managers who are trained to do RENEW. One case manager is certified as a coach for the entire program and is working closely with three middle and high schools in Moultonborough, Conway and Wolfeboro to collaboratively serve students who struggle with mental health problems.

During the past year, over 223 children and their families have been served with these new interventions. Going forward, we are confident that our capacity and skills to serve children is growing and improving, leading to better clinical outcomes.



## NH Health Protection Program Opens the Door for Mental Health Treatment

On August 14, 2014 thousands of New Hampshire low income residents became eligible for comprehensive health insurance through the New Hampshire Health Protection Program (also known as “expanded Medicaid”). Unlike traditional Medicaid which requires that the applicant fit into one of a limited number of eligibility categories which can often take months to process, the NHHPP requires only that the applicant meet financial guidelines. Coverage is often activated within a few days. At NHS, our administrative staff have been active in helping our clients apply for this enormous benefit which covers not only our services, but also essential healthcare. In times of crisis or hospitalization, the question of “how am I going to pay for this?” is no longer a barrier to treatment, opening the door to recovery.





## Healthcare Reform Changes

The federal Affordable Care Act (ACA) requires changes in the healthcare system by giving more Americans access to quality, affordable health insurance. The most significant employer impact of the new federal law is that employers with more than 50 employees must now offer access to health insurance for anyone working an average of 30 hours per week. Additionally, the employee's cost share must fall into the government's definition of "affordable".

In order to access health insurance, employees must be working regularly part time for 20 hours per week or more. To receive the Agency's cost sharing for the benefit, an employee needs to be full time (35/+ hours per week). Regular part time staff can access health insurance but must pay 100% of the premium. To comply with the "affordable" piece of the regulation, the cost sharing portion to staff earning in specific wage brackets are adjusted to meet the regulatory requirements. There are significant reporting requirements with the new regulations.

Northern works diligently to keep up with the shifting landscape of regulatory changes, as well as Federal and State mandates. We attempt to comply with these mandates with as little interruption as possible to employees while trying to maximize benefit opportunities. Together with experts and experienced professionals, we research and adopt best practices with as many favorable changes as possible with the least amount of disruption.

substances can make clinical detection challenging.

Spotting these problems is particularly difficult when clients are also dealing with mental illness or other psychological or developmental problems, which can mimic or mask substance abuse symptoms. Sending clients to local medical clinics or hospitals for drug tests has proven difficult due to the additional costs and transportation required, which present a barrier to many clients, and because many clients simply do not complete ordered testing.

To more effectively address this challenge, NHS has contracted with a national toxicology lab to provide lower cost testing for specimens collected on-site in our clinics. Specimens are securely sealed and shipped overnight to reference labs and results are received at the clinics in two or three days. This allows NHS clinicians to immediately investigate any substance abuse concerns that arise in their work with clients, to complete testing on the spot to establish validity of the specimen being obtained, and to have quick access to the resulting clinical data that will allow them to intervene with individuals at risk.

These detailed reports include comprehensive testing for a wide range of substances that can be tailored by the ordering clinician, automatic verification of any positive results including the specific amount of the substance present, and access to a range of reports including result trends in the clinic and surrounding area, which can help alert the clinic and community to problems as they develop. Quantitative reporting of the amount of drug present allows clinicians to confirm that individuals who are being prescribed controlled substances are using them as prescribed and that those who are stopping substance use remain abstinent as the drug level in their body drops.

Clinicians have also found that clients involved in testing are more open and honest about reporting their substance use and thus engage more effectively in counseling and other interventions. This program has provided NHS clinicians with invaluable information regarding the needs and struggles of their clients and the communities they serve, with more convenience to clients and at a reduced cost to the mental health system.



## Substance Abuse Treatment is Challenging

Despite our largely rural service area, many of the people we serve at NHS struggle with problems of substance abuse including drugs typically associated with urban centers. Our staff is constantly challenged to stay abreast of current information on the bewildering array of substances making their way into our towns and into the lives of our clients, and to help the individuals we serve to responsibly manage potentially addictive prescribed drugs. The first step in helping someone with these issues is to recognize their presence, no easy task since individuals are typically reluctant to disclose this information and the sheer number and variety of available



# Financial Statement

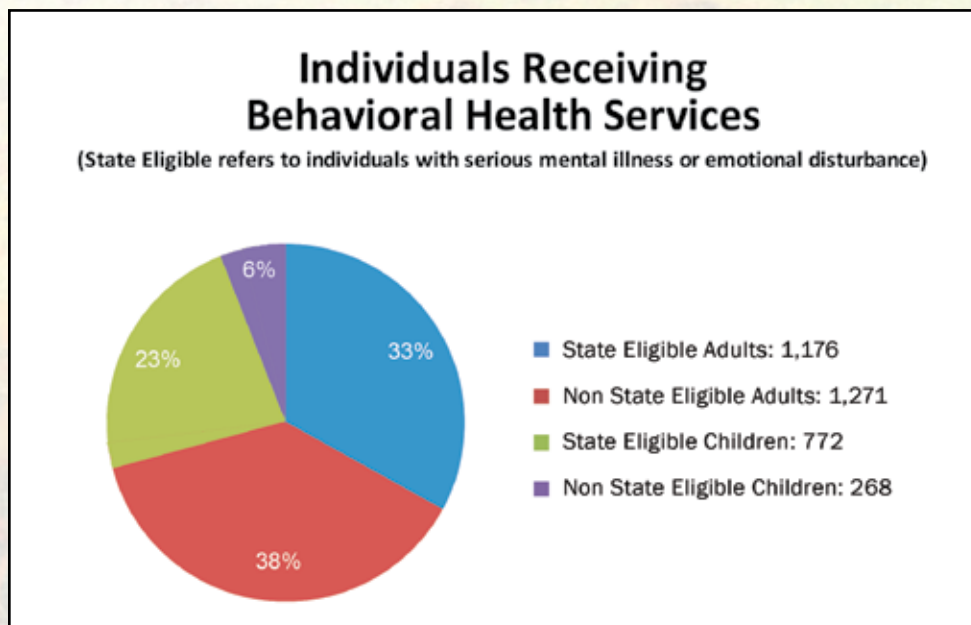
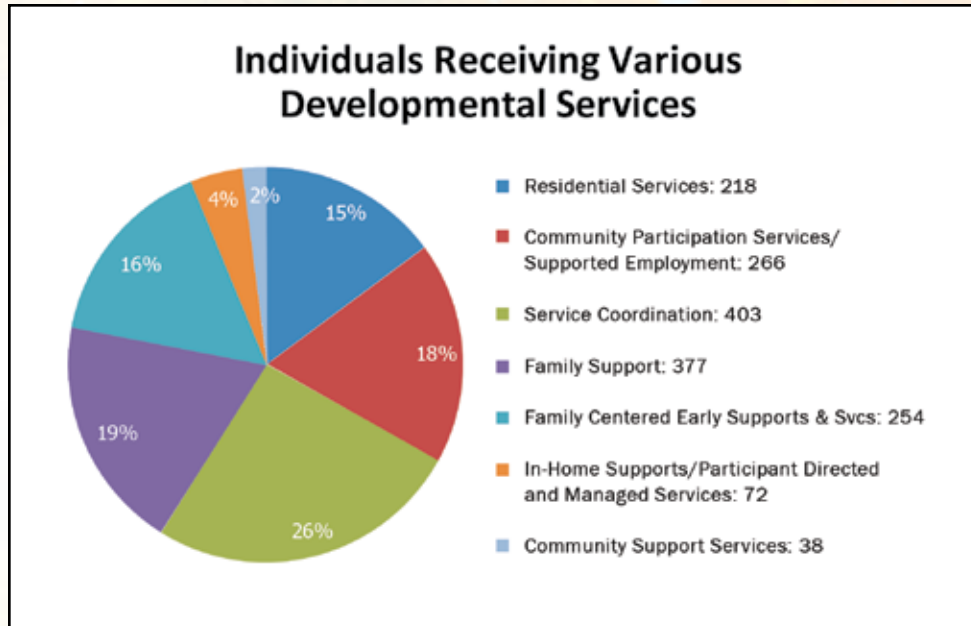
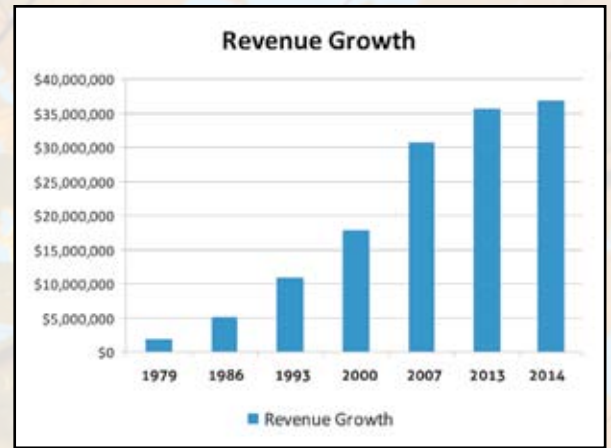
Audited as of June 30, 2014

## Revenue

Program Service Fees	\$34,051,950	92.51%
State and Federal grants	\$773,864	2.10%
Other	\$560,910	1.52%
Production Income	\$483,562	1.31%
Other Public Support	\$510,884	1.39%
Local and County Support	\$70,197	0.19%
Donations	\$358,213	0.97%
<b>Total Revenue</b>	<b>\$36,809,580</b>	<b>100.00%</b>

## Expenses

Mental Health Program Services	\$9,912,093	28.16%
Developmental Services Program Services	\$19,852,212	56.40%
Administration	\$4,354,703	12.37%
Occupancy	\$1,079,865	3.07%
<b>Total Expenses</b>	<b>\$35,198,873</b>	<b>100.00%</b>



## Feedback from Families Receiving Early Supports and Services

*"We are extremely thankful for all of the hard work and dedication from our team at Northern Human Services, Early Intervention. They are all professional, personable and helpful to our family on behalf of our son. Keep up the great work and thanks again!"*

*"I am very impressed with this program. Our son has made such progress. I would recommend this program for any family that requires services for their child."*

*"It has been great working with Early Intervention. I would've been lost without them. As a single mother with three children who have all been a part of this program, I have been directed and understand the needs of my children so much more than I ever would have without them. Their help has been greatly needed and appreciated."*

*"Early Intervention is fantastic!"*

*"Early Supports & Services has done an amazing job working with my son. They have kept me informed of areas they feel are of concern and different ways of improving my son's communication skills. A strong relationship has been formed between my son and the workers that work with him."*



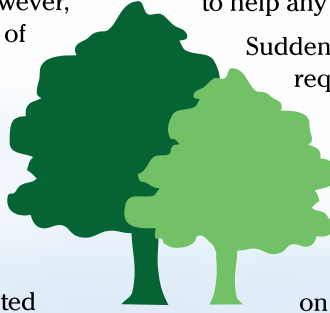
## Mental Health Services Update: Reflection and Perspective on the Past Year

This past year our Mental Health programs have been inundated with new requirements, increased expectations and demands, and endless regulations by funders and regulatory agencies. As a team we came out with the best reviews from the Bureau of Behavioral Health that we have ever had, and we felt success. Recently, we had an opportunity to remember why we do this work. The real meaning of our work, however, is out there in our communities, touching the lives of the people we live among and care about.

During the summer there was a tragedy in Lancaster, which is one of the towns that NHS serves. An unexpected accident occurred when a circus tent was picked up by sudden strong winds and then collapsed on top of the families that were inside it. The community of Lancaster was shaken, to say the least. The tragedy also affected Northern Human Services in that we lost a valued long term employee, and his child; part of our own Northern Human Services' family. All at once, we became the grieving and the providers of help to the griever.

NHS worked with New Hampshire's Disaster Behavioral Health Response Team to quickly offer support to those affected by

the tragedy. It is a well researched fact that responding quickly when a crisis has occurred to support those affected helps to minimize the impact of the trauma/crisis. NHS was available within an hour after the incident and remained involved until the situation had resolved. We were also able to offer training to local school personnel so that they could be better equipped to help any students who were affected.



Suddenly, the challenges of contending with regulations and requirements paled in comparison to the amazing feeling of truly living the mission that we have committed ourselves to as employees of Northern Human Services. We came together as an agency and as a community and supported each other through an unspeakable tragedy. This is why we are here and why we do what we do on a daily basis.

We do not just talk about caring for others and helping people lead meaningful lives; we live it. We are more than the weight of regulations and red tape. We are an agency that thrives on human connections and helping others. That is true success!

### In Honor of Robert Young

Robert was a direct support services employee of Common Ground; a program of Northern Human Services for 16 years. Common Ground provides an array of services to individuals with intellectual disabilities. Our goal is to look at one person at a time and to focus on the individual's strengths and capacities. Robert embodied that goal and was a very dedicated employee who cared deeply about the individuals he supported. For him, it was a vocation; not just a job. It was very important to him that he fully understand and get to know each person.

He was always ready to accept a challenge and looked forward to supporting those with the most challenging behaviors. Robert's immediate answer when asked if he could accomplish a particular assignment was "Done!" He was the go-to guy for meeting an individual and assessing the needs and supports appropriate for that person.

Robert was genuinely concerned about those he supported and wanted to be sure that each person was given new opportunities and experiences. One person with complex medical issues had

never been to the ocean, so this summer Robert took him to the beach. The wonder and amazement at seeing waves for the very first time will always be with him.



Fellow employees have been touched deeply by Robert's passing and miss him; not only on a professional level, but as a personal friend. As part of his work for Common Ground, Robert supported individuals in their employment at various local businesses. Those businesses have mentioned that Robert was an outstanding example of how to assist those needing support while showing a positive and friendly outlook.

Robert's biggest passion was his family, and he was very devoted to his children. He was never without a photo of his two little daughters and loved to share their accomplishments.

Those who knew Robert will remember his broad smile, wild hair and occasional smart-aleck remarks - "Totally!"

## Testimony to the Members of the NH Senate Finance Committee

"I'm conflicted. On the one hand I value the privilege of being allowed a voice, to share my story with you so you can put a human face on the impact of dollars. On the other hand, I am frustrated by standing here at various times over the years, stating my case as a beggar might. I would much rather be working collaboratively with you with the premise and understanding that the lives of our most vulnerable citizens need ongoing support. These dollars provide a life of dignity and purpose for our disabled twin sons.

Our twin sons, Jack and Aden were born with significant cognitive disabilities. When they were ready to start kindergarten we were advised to place one of them away from home into an institutional setting. We rejected that. We chose to raise both of our sons at home. We actively advocated, negotiated, and fought for their inclusive education. This meant regular meetings with a team composed of school personnel and a variety of support staff including paraprofessionals, and other specialists and consultants, later including a job and volunteer activity coordinator. All of this was a foundation for building work and volunteer opportunities in the community. Jack and Aden live full lives with the hard won framework of work, recreation and contribution.

Today, Aden is a busser at the Omni Mt. Washington Hotel. He also sets, serves and busses tables for up to 90 seniors at our local senior center, volunteers at the local hospital, serves at a weekly dinner program and delivers meals on wheels. Jack has three small paying jobs at Home Depot, the Littleton Coin Company and a tractor supply store. He stacks wood at a Christmas Tree Farm, shreds at an area transfer station and SAU office, and washes towels for a local beauty salon.

Both boys meet friends once a week at a local diner, and have participated in both Unified Basketball and Adaptive sports programs. All of these activities require sufficient funding to pay for the team of support staff who foster our sons' continuing growth and independence and enable community connections. To have a good life means a wholesome life. A wholesome life is one which seeks to create a meaningful balance of work, recreation, contribution and social engagement. Our cognitively challenged sons cannot achieve this balance without sufficient assistance. They don't stand a chance.

But apparently the quest for this essential balance disappears this year on the day they turn 21 years old, which



Aden (pictured on the left), and Jack at their high school graduation

is October 29th – just few months away. We're told that the needed funding will be partial at best and they may also have to wait for all of it or some of it. These are long term needs that will be wiped out at 21. We have been informed that school funding is an entitlement and adult services were never meant for building on 21 years of learning, growing and transition.

So what does all this mean? The hard-won success we have achieved for our sons thus far is a model, but at age 21 it appears to be a dead end instead of a springboard. How can this be since we already know that long term residential living is not only more expensive, but no substitute for living and working productively in the community.

Then what am I asking of you on behalf of my sons and others like them? Make these regular testimonial appearances unnecessary. You can do this by seeing the long-term economic necessity of providing sufficient ongoing funding supporting long term community supports for people with disabilities. Your actions will enable our sons and people like them to join all those in the community who live productive and wholesome lives."

Amy Mitz, March 2015  
Board Member

*"To have a good life means a wholesome life."*



## Thank You to Our Contributors

AutoNorth Pre-owned Superstore  
Bank of New Hampshire  
Caouette Real Estate  
Christ Episcopal Church, North Conway  
Colebrook Country Club  
Companion Pet Care  
Connecticut River Bank  
Cormack Construction  
Eastport Real Estate  
Fairpoint Communications  
First Congregational Church, Wolfeboro  
First Stop Pizza  
Flatbread's Pizza  
Granite United Way  
Frank Gutmann  
Henry F. Hurlburt, III Charitable Trust  
H&R Block  
Kiwanis Club of Mt. Washington Valley  
Knights of Columbus  
Lakes Region General Hospital  
LaPerle's IGA  
Guy Laperle  
LinWood Medical Center  
McAdams Charitable Foundation  
Mirror Lake Community Church  
Moultonborough Family Health Center  
Mountain View Grand Resort and Spa  
Neil and Louise Tillotson Fund of the NHCF  
New Life Assembly of God Church  
New Hampshire Charitable Foundation  
New Hampshire Department of Justice  
New Horizons Dream Team  
New Horizons Parent Group  
Northway Bank  
Randolph Church Benevolence Association  
Storyland  
Super Shoes  
Tillotson North Country Foundation  
Union Congregational Women's Fellowship  
US Department of Housing and Urban Development  
United Way of Northern New Hampshire  
United Way of Rhode Island, McAdams  
Charitable Foundation  
Wal-Mart

We gratefully acknowledge  
the Public Support received from:

Grafton County

The towns of:

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

 Northern  
Human Services  
*Changing Lives*

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