



Northern  
Human Services  
*Changing Lives*

40  
*Years*

ANNUAL REPORT  
2019





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Eric Johnson, CEO

## Message from the CEO

This year marks 40 years that Northern Human Services has been present throughout the North Country of NH. As I look back on the past 35 years that I have been fortunate to work here, the overwhelming feeling I have is one of immense gratitude. I am grateful for the opportunities provided to me by working alongside so many talented and dedicated people. I am also grateful to be working as part of a team that accomplishes such important work with kindness and compassion.

From such a solid foundation, we confidently embark on the next chapter of the agency's journey. I shall miss three great colleagues who have over 100 years of combined experience with Northern. They have completely dedicated their time and energy to the agency for decades. They have each worked beyond the "normal" range of retirement age and will leave behind many friends and supporters. Preparing to see them go causes me to realize that the passage of time is now teaching me to finally appreciate the present.

This year's annual report is full of highlights that show the passage of time. All are the result of people "working" but, with closer examination, the stories reveal the passion and desire to constantly improve how we go about meeting the needs of people who are seeking support.

During the past year, the agency's website has undergone a face-lift. The site has been updated to give users a more streamlined experience and help them find what they are looking for, faster. We have hired a new and very experienced Information Technology Director to lead us unto the next decade of the ever changing landscape of computer networks, software, hardware and systems. We must adapt and stay current in order to remain competitive and to assure high quality service delivery. The agency received a positive re-designation report from the NH Bureau of Developmental Services. The Board of Directors participated in an informative and engaging presentation from the NH Charitable Trust Unit which validated its compliance with NH's legal requirements for non-profit boards. I have been elected President of the Board of Directors of the Community Support Network Inc., which is the association of the ten Area Agencies in NH. Many other events have unfolded this past year; too numerous to mention in this brief message.

There are three key points that I leave you with as you peruse this year's annual report: I hope readers will see there's still a great need across northern NH for Northern Human Service to continue with its mission and vision; we are invested in strengthening relationships with loyal supporters by acknowledging the people and partners that have made our progress possible; forty consecutive years of delivering a wide diversity of programs and services demonstrate that we will continue to make a tangible impact of helping people.

Thank you for your continued support.

Sincerely,

Eric Johnson, CEO



*“Dedication  
is belief  
transitioned  
into action  
which is  
transformed  
into change.”*

*Byron Pulsifer*



## President’s Message

I became a member of the Board of Directors of Northern Human Services in 2006. At the time, the Center of Hope, now known as New Horizons, was consolidating with Northern. For many years I was a member of the local parent/guardian group. I’m a guardian for my brother, Richard, who is a former Laconia State School resident. I believe it was

difficult for everyone involved with the former Center of Hope to accept the idea of consolidation; it was an unknown future for the families that had received support and services. Northern’s staff worked tirelessly to ensure an effortless transition, and I have always been treated with respect, kindness and compassion when dealing with difficult issues.

I would like to thank the staff of Northern Human Services whose dedication and tireless service make the agency so successful in an ever changing health field. I also want to thank the Board of Directors, current and past, including each of the committee members who offer their expertise to the agency. Everyone’s assistance makes Northern a great agency, and I am proud to be a small part of this group of dedicated professionals. I look forward to continuing to support the agency’s work going forward.

Sincerely,  
Madelene Costello  
President



## With Appreciation to Our Dedicated Employees

### *Fifty Years\**

Becky Roberge

### *Forty Years*

Jane MacKay

Eric Van Leuven

### *Thirty-five Years*

Eric Johnson

Claudette Martin

### *Thirty Years*

Ann Champagne

Rosalie Smith

### *Twenty-five Years*

Paula Ball

Nancy Cabaup

Janet Nickerson

Robb Stander

### *Twenty Years*

Melissa Myers

Claudette St. Laurent

### *Fifteen Years*

Michele Authier

Michele Bolton

Sheena Hardy

Leonard Jewell

Joanne Kawecki

Tammy Phillips

Michelle Scherer

### *Ten Years*

David Cross

Shawna Demoree

Andrea Fortin

Gary Gebhard

Joy Hebert

Dennis Johnson

Karen Nelson

Katelyn Parker

Sara Sidoti

Stacey Smith

Christopher Strout

*\*Becky was an employee of a Berlin program that joined Northern in 1979.*



# From the beginning and over the years . . .



**1979** A single corporation, Northern New Hampshire Mental Health Center, 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. The merger sets the stage for improved interagency dialogue and the establishment of comprehensive regional goals and objectives.

**1982** Designated as the area agency for developmental services, Northern New Hampshire Mental Health Center changes its name to Northern New Hampshire Mental Health and Developmental Services. The agency makes a strong commitment to assist with the placement of Laconia State School residents into community-based residential and day treatment programs.

**1984** In cooperation with Androscoggin Valley Hospital in Berlin, the agency opens a psychiatric inpatient unit; the first designated receiving unit to open in the state.

**1986** Helen Lesperance's leadership greatly enhanced services to individuals with mental illness and developmental disabilities. She served on the Board of Directors until her passing. The Distinguished Citizen Award was re-named the Helen Lesperance Award as a token of the love and respect Northern had for her.

**1988** The agency was awarded Certificates of Accreditation by the Joint Commission on Accreditation of Healthcare Organization, and the Commission on Accreditation of Rehabilitation Facilities.

**1993** Upper Connecticut Valley Mental Health center in Colebrook expanded its Elder Services program with the help of additional funding from the state.

**1995** Founder's Hall, previously part of Northeastern Vermont Regional Hospital, joined the agency as an outpatient substance abuse treatment program.

**1998** Stanley Marsden retires after serving for 19 years as the Executive Director of Northern New Hampshire Mental Health and Developmental Services. The Board of Directors designates Dennis MacKay as the Executive Director.

**2002** With the help of a federal grant, the agency completed its third year of working with the communities of Berlin/Gorham and Lancaster, Littleton, Woodsville on the CARE NH project. The project is promoting system change in the way human service provides work with children who have mental health needs.

**2004** Art Froburg retires after working over 30 years for the agency. Art was recognized for his earnest attempts to adapt to technology, his minimalist style of verbal communication and the non-verbal cues to look for on those infrequent occasions when his incredible patience might have been "wearing thin".

**2005** Northern New Hampshire Mental Health and Developmental Services becomes Northern Human Services (NHS). The new name reflects the geography served and the diverse services offered in mental health, substance use disorders and developmental services.

**2006** The consolidation with the Center of Hope, now known as New Horizons, and NHS is finalized ensuring uninterrupted developmental services in Carroll County.

**2013** NHS' Board of Directors appoints Eric Johnson the new Chief Executive Officer. Eric previously served Northern as the Chief of Operations for 16 years.

**2014** The year marked an important milestone in the agency's history. NHS celebrates its 35th anniversary serving the North Country.

**2016** Melissa Myers, M.D. is named Medical Director after serving for 17 years as a psychiatrist at The Mental Health Center in Conway. She assumed the duties of this key position previously held by Dr. Eric Van Leuven.

**2018** NHS partners with Coos County Family Health Services to provide integrated health care. The Crossroads Clinic in Berlin opened on July 25th with the goal to serve clients that don't have a primary care provider. Members of the community and staff in need of care can also receive services.

**2019** NHS' 40th anniversary, redesigned website, re-designation from the Bureau of Developmental Services and a Board of Directors' retreat with guest speaker Terry Knowles, Assistant Director of the NH Charitable Trust Unit, are some of the events that took place this year.





Left to right: Carrie Duran, Tammy Howry, Tricia Priest, Jessica Savage, Liz Charles, Jim Salmon, Stephanie Russell, Mark Vincent, Stacey Bilodeau, Autumn Johnson, Steve Michaud, Isadora Rodriguez-Legendre, Maddie Costello, Danielle Oakes, Lindsey Secinore, Meaghan Vincent, Shanon Smith, Anne Cote, Shanon Mason, Lou Johnson, Amanda Emery, Lynn Johnson, Emily James, Eric Johnson, Susemarie Swenson

## Family Support Advisory Council's Annual Meeting

The Family Support Advisory Council held its annual meeting in June at the Red Fox Bar & Grille Restaurant in Jackson. Northern Human Services' board members, employees and families also attended the event (see above photo).

Co-chairpersons Danielle Oakes, and Emily James presented a slide show highlighting the year's accomplishments, challenges and future goals. "The annual meeting is a great way to celebrate reaching our goals, establishing new ones and showing our support for Northern Human Services staff who go above and beyond every day. When I joined the council, it was to find additional ways to support my children who experience autism but I now feel that I have a responsibility to speak for other families and give a voice to the voiceless" stated Danielle.

One of the council's objectives this year is to support educational opportunities and social experiences for families with young adult children by sponsoring dances and self-advocacy training.

For more information about the council, email Danielle Oakes at demerson4@myfairpoint.net or Emily James at ejames@brewsteracademy.org. You can also find us on Facebook at facebook.com/familysupportadvisorycouncil/ or northernhs.org/family-support-advisory-council/ 🌱

## Legislative Alerts

As the Coordinator of Public Policy and Marketing for NHS, my goal



is to help you stay informed about legislative issues that may affect individuals and families we serve. An easy way to stay informed and get involved is to join the NHS Legislative Alert email list which highlights bills and policy news in New Hampshire.

The State's Legislative session runs from January through June annually. This past session was primarily focused on creating the NH State Biennium Budget for 2020-2021. Individuals, family members and friends helped to advocate by sending emails,

letters, attending public hearings and testifying on the NH Budget.



Another way to stay informed is to like Northern Human Services' Facebook page. Legislative updates, events, news and more are posted there. Visit us at: facebook.com/NHSNewHampshire.org/

If you would like to be added to the Legislative Alert email list or if you would like more information, please feel free to contact me at kblake@northernhs.org

Karen Blake  
Coordinator of  
Public Policy & Marketing 🌱



# Highlights from Developmental Services



Ghislaine Boudle, Program Team Leader and 34 year NHS employee, and Donna Grant, 50 year Vershire Center participant, were on hand to welcome the community and answer questions at Vershire Center's 50th Anniversary celebration in June. *Photo courtesy of the Colebrook Chronicle.*

welcoming place for those residing in the surrounding area. An Open House was held on June 21st to celebrate the event that featured historical displays, tours of the facility and an afternoon cookout. Linda Couture and Donna Grant, who have been part of Vershire for the entire fifty years, were on hand to greet members of the community. 🌿



Linda Couture, pictured on the left, and Donna Grant. *Photo courtesy of the Colebrook Chronicle.*

## Golden Anniversary

Vershire Center marked fifty years of service this year to individuals with developmental disabilities. Located in Colebrook, Vershire Center, originally the "Ver-Shire School", started out in the former train station on Depot Street in March of 1969 and has become a



## START

Family Support Coordinator, Shanon Smith, was the recipient of the Care Coordination Award at this year's START

National Training Institute that took place on May 7th in Washington, D.C. The award recognizes a service coordinator who has worked closely and positively with START (Systemic, Therapeutic, Assessment, Resource, and Treatment) teams to improve support for individuals with disabilities and behavioral health challenges. The recipient exemplifies the importance of the collaborative and systemic work between START teams and service coordination in the system. 🌿



Sponsor Don Noyes Chevrolet left to right: John Strickland, Don Noyes, Tori Smart, Aimee Strickland, Tina Fournier, Marc Hibbard, Ginette Noyes, Homer Davis.

## Vershire Open Raises Funds for Vershire Center

The Eighth Annual Vershire Open was hosted again this year by the Colebrook Country Club and Hotel on June 2nd. Don Noyes Chevrolet of Colebrook sponsored the tournament and sixty-eight players enjoyed the day's festivities. The annual fundraiser brought in approximately \$16,000 and the proceeds, donated by generous sponsors, benefit a wide variety of activities for Vershire's consumers. 🌿



AutoNorth's First Place team left to right: Tyler Martin, Cassie Martin, Devin Kelley, and Brian Dupont.





Front Row (left to right): Sarah Hoffman, Tiffany Thorgerson, Will O'Brien, Mayor Paul Grenier, Ben Gagnon, Justin Lessard. Back Row (left to right): Christina Leferve, Dave Parent, Susan Labonville, Kelly Croteau, Lee Page, Elizabeth Holland.



## Community Services Center

The Coos County Botanical Garden Club was recognized by the City of Berlin's Mayor Paul Grenier who proclaimed May 1st as Coos County Botanical Garden Club Day. He acknowledged the work the group does to develop and maintain the city's gardens; especially the Laura Le Viger Botanical Garden on Hutchins Street. The Mayor stated that the city appreciates the work of the club, and the Community Services Center's Supportive Employment Program. Will O'Brien, a Community Services Center Community Integrator, created the club's seal which was presented to the Mayor in the form of a plaque and placed on the wall of City Hall. 🌿

## Limitless Playground

Plans are in the works to create an inclusive playground called Limitless Playground. Karen Willett, NHS Program Director of Family Centered Early Supports and Services, stated "The vision of the playground is to allow more children to play with and make friends while playing side by side on various equipment, including a wheelchair swing, handicap zipline, wheelchair merry-go-round, two sensory walls, musical instruments and three-tiered sand table that wheelchairs can access. Equipment will be added over a three-year period." 🌿





# As one chapter ends, another begins . . .



Jane MacKay, Director of Behavioral Health, Littleton & Woodsville

## Jane MacKay

My husband, Dennis, and I spent seven years working as clinical social workers in Illinois and Maine when we decided to live closer to the mountains. We sent off resumes, found jobs, rented an uninsulated camp in Randolph and started a new adventure. It has been a long journey.

Less than six months on the job in Littleton, I was transferred to Colebrook/Groveton and told people I was being sent to Siberia. I loved Siberia and stayed for thirteen years; nine as the clinical director. The first Groveton office was in a home that also housed the local thrift shop. I could go through the back hall into the shop and browse during lunch. Nirvana. When clients called in crisis, I often just went to their home. I was the only clinician and there was no “on-call” system except me.

All of my intakes were handwritten and then typed up by our one administrative assistant. It was several years before we started to do formal treatment plans.

Most clients stayed in treatment for several months or sometimes even years. Primary medications for psychosis were Thomasine and later Haldol and many people had florid psychotic symptoms spending long months or years at New Hampshire Hospital. There were no case managers or Family Support Service workers; we hired “street workers”. Later, one of our early case managers was a young guy named Eric Johnson.

When I adopted my children, I took six months off and my job was held open for me; twice. This was 10 years before the Family Medical Leave Act. The Annual Dinner was a huge affair for all staff and board members. The agency paid for dinner at a big venue like the Mount Washington Hotel. Staff recognition consisted of a “roast” in front of the assembled 300+ people. We also offered internal conferences at large venues including Dialectical Behavior Therapy with Marsha Linehan at The Balsams. I had dinner with her. The good old days.

To this day, when an employee has a family crisis, White Mountain Mental Health rallies to provide support, often for many days. That’s the kind of place it is; support is always available, both personal and professional. For me, coming to work has never been a dreaded event. I have had enormous opportunities to grow and challenge myself, moving from a clinician, to a supervisor, to an administrator. I have stayed because my work makes a positive difference, both for our clients and for our staff.

I have always tried to give our staff members what Northern gave to me: challenging work in a workplace that is supportive, flexible and kind. Thanks to all, past and present, who have made the past forty years meaningful and fun. 🌲



Eve V. Klotz, Director of Behavioral Health, Conway & Wolfeboro

## Eve V. Klotz

I have spent close to half my life at Northern Human Services. It will be thirty-three years in May 2020, and I will be 69 years old. I began here in 1987 working 12 hours a week at The Family Health Centre which was an affiliate of Northern New Hampshire Mental Health and Developmental Services; now Northern Human Services. My job was to counsel young women who were seeking reproductive health care. I was able to write a grant to increase my hours and finally achieved full time work as a community health educator.

Northern eventually ended its affiliation with the Family Health Centre which became the White Mountain Community Health Center. I wondered about refocusing my attention on mental health or pursuing a medical career and working for the White Mountain Community Health Center but with a bachelor’s degree in English, I was limited in either field. At the time, I made the decision to take a case management position at Northern and work with children with emotional disturbance. In 1994 I enrolled at UNH in the first year of its MSW program. I worked full time





at Northern in the Wolfeboro office as a Children's Case Manager and went to school part time. It took five years to complete my studies, and I graduated in 1999.

When I became a Licensed Clinical Social Worker in 2001, I was hired as the Clinical Director. In 2010, I was asked to become the Clinical Director for all of Carroll County, covering both Wolfeboro and Conway. I worked alongside Jane MacKay, Area Director, for the next five years. These were some of my best years at Northern Human Services; we were a good team. I assumed the role of Director of Carroll County in 2017.

I am most proud of the staff who provide excellent care to people with severe mental illness, and our Emergency Services program which collaborates with area hospitals. The opportunity to represent Northern with the NH Hospital Association and the Community Behavioral Health Association has been enjoyable and rewarding. I have also represented Northern at state level meetings for Children's Services and Emergency Services, bringing back valuable information to share with our staff for the past several years. Our effort to expand our Assertive Community Treatment program to cover Wolfeboro is now in process.

Over the years I have seen many changes while providing care and support to the best of my ability and helping others to experience recovery. I leave with some sadness but the third trimester of my life beckons. 🌲



Steve Arnold, Director of Behavioral Health, Colebrook & Groveton

### Steven Arnold

In May of 1983 I was offered a Drug and Alcohol Counselor position at the Groveton Mental Health clinic. I was in that role for a brief period before accepting a clinician position at Colebrook's Mental Health office.


For several years I worked under Jane MacKay who was the Clinical Director. She eventually took a job as the Area Director for Littleton. In 1995, Eric Johnson became the Area Director for Colebrook/Groveton, and he appointed me as the new Clinical Director. I worked under Eric until he was promoted to Associate Director for NHS. Charlie Cotton then took his place as the

Area Director for Colebrook/Groveton. I was promoted to the position of Director of Behavioral Health for the Colebrook and Groveton areas in 2016.

Things have changed dramatically since I started working for Northern NH Mental Health and Developmental Services in 1983. Dr. Eric Van Leuven and Jane Mackay were already working here. Two major changes have occurred since 1983. The first is that the vast majority of patients we saw for counseling were adults and there were only a couple of teens and even fewer elementary age children. It seemed to me that waiting until children grew up to help them with their problems was a big mistake and this was something that I had the opportunity to change as I was gradually promoted with additional responsibilities.

The second major change was that clients in 1983 were coming into our office to see us for appointments. In 1983 there was quite a stigma about walking into any mental health office. Today, over half of our counseling is done in the community, the local schools, daycare centers, Head Start, the county jail, nursing home and area hospitals. We are willing to go and meet people where they are, and we have also reduced our dependence on NH Medicaid revenue by establishing contracts and securing grants with outside agencies. The stigma is not completely gone but it has been dramatically reduced serving a new generation of clients.

When I first arrived in Colebrook in 1972 on a visit with a classmate from college, he told me there were always jobs open at the Mental Health Center in Colebrook. Later, I was in Colebrook for another visit, while working my way through graduate school, and Dr. Gifford, an agency board member, told me to come back and apply for a job after I obtained my master's degree. When I leave my job at the end of this year after 35+ years, I hope to leave it, as it is now, with a full clinical and administrative staff and a balanced budget; thankful for the opportunity to help those in our communities in the very northern reaches of New Hampshire. 🌲

  
*"You are never too old to set a new goal or dream a new dream."  
 – C.S. Lewis*



# Highlights from Behavioral Health Services



Left to right: Bobbi Lyndes-Langtange, Office Manager; Suzanne Gaetjens-Oleson, Mental Health Regional Administrator; Nicholas Hunt, Community Support Program Director; Ed Shanshala, II., ACHS CEO; Natalyia Sundina, PA; Eric Johnson, CEO; Katie Raymond, ACHS; Jane MacKay, Director of Behavioral Health; Linda Goldstein, Clinical Director; and Teresa Brooks, ACHS COO.

*Photo courtesy of the Littleton Courier - Salmon Press papers.*

## Integrated Healthcare

A ribbon cutting ceremony was held on August 28th at White Mountain Mental Health in Littleton to mark the opening of our second behavioral health and primary care services clinic. Crossroads Clinic, a collaboration between Northern Human Services and Ammonoosuc Community Health Services (ACHS), offers medical care to individuals who might not otherwise reach out to receive care in a traditional medical office setting. Members of the community and staff in need of care can also receive services. Partnering with Coos County Family Health Services, Northern opened its first clinic in July of 2018 located at the Community Services Center in Berlin. 🌳



## Adolescent Community Reinforcement Approach

Northern was awarded a generous two year grant from an anonymous donor through the New Hampshire Charitable Fund. This support has enabled us to train five Case Managers in an Evidenced Based Program called “Adolescent Community Reinforcement Approach”. This approach is used in the community with adolescents

who have a substance use disorder or are at risk of developing a disorder. The support also addresses youth who might be living with a caregiver who has a substance abuse issue. The approach works by promoting positive social activities including peer and family relationships. There is a focus on enhancing caregiver involvement and parenting practices, as well as teaching problem-solving, communication and other skills. Assessments are completed with the adolescents before, during and at completion of the program to identify their growth and to measure their anticipated risk and exposure to the negative effects of substance use. 🌳



## Supported Employment Program

The Supported Employment Program in Carroll County continues to grow at Northern Human Services with an increasing number of participants signing up and finding meaning and recovery through work in northern communities. Linda Machowski, CSP Director in Carroll County, writes: “For the quarter ending May 31, 2019, more than 50% of eligible consumers were involved in Supported Employment programs. Of those, 42% found meaningful jobs and were happily employed. Others were actively seeking work with the assistance of staff, willing employers in the community and work groups designed to train individuals in the art of job seeking and success.”

Jen Taylor, Coordinator of Supported Employment, was pleased to report that in October 2018 the Supported Employment Program expanded to include Southern Carroll County by offering services at the Wolfeboro office. There are about a dozen new individuals including five consumers who have obtained employment since entering the program and one who has started her own business.

“In the 33 years I have worked at Northern, this is one of the most effective programs that has a positive impact on consumers and staff alike. I am most proud of our Supported Employment staff and the community employers who open their doors to our clients for employment opportunities. Everyone deserves to find meaningful work and a purpose in life.” Eve Klotz, Director of Behavioral Health

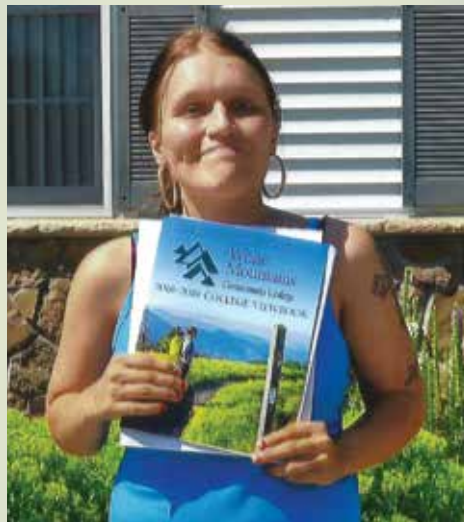


Omer Parry, pictured above, was the employee of the month for June. “Work gives me a chance to have money in my pocket. I get paid. Working at First Stop is great.”

### Participants in the program comment:

Amber Capone stated “Working with staff in the supported employment program has been a wonderful opportunity. It has been great to have someone there to help me work through each step and to realize my goals as an in-home childcare provider. The program has given me opportunities to connect with resources and network with people I otherwise would not have been able to find on my own. I’m thankful for everyone who has been able to make this program available for those who need a little help.”

Amber Capone’s photo not available 🌱



Carli Marple Combs, pictured above, said “Staff helped me not only to be successful in getting my first job, they helped me get a jump start on my dream come true, which is to get into college.”



## Thank you...

We would like to recognize the following Littleton businesses who have been supportive of individuals with behavioral health issues by collaborating with us to provide employment opportunities.

### SERVPRO

The residential and commercial restoration services company initially created a part time job for Rosie who has done so well that she’s now working full time and taking all trainings offered by them.

### The Coffee Pot Restaurant

Fred has been working for over two years at the restaurant which serves all-day breakfast and lunch.

### Dollar Tree

Glen independently learned how to unload the delivery trucks and is now in charge of them. The manager described overhearing someone say “You are knocking it out of the park today, Glen. Thank you!”

### Fresh Salon & Day Spa

Carman has been an employee of the business for over two years. She enjoys time with her co-workers and attending special events such as Funds for Families. 🌱

### We would like to recognize the following Carroll County Businesses:

Frontside Coffee	Shaw’s
Old Village Bakery	Dollar Tree
Roasters	First Stop
Stairway Café	Storyland
Ben and Jerry’s	JC Penny’s
The Christmas Loft	The Local Grocer
Zeb’s	The Inn on Main (Wolfeboro)

*“Surround yourself with positive people who believe in your dreams, encourage your ideas, support your ambitions, and bring out the best in you.”*

- Roy T. Bennett





The Family Support Advisory Council works in partnership with Northern and the Board of Directors. Our mission is to improve services for individuals with developmental disabilities via information, education, networking, resource/referral opportunities and direct service activities. The council is comprised of parents and caregivers of a family member with a developmental disability.

The FSAC worked diligently this year to meet its goal of increasing educational opportunities for families. We welcomed filmmaker Dan Habib at a screening of his movie *Intelligent Lives*, held transition and resource fairs, family day at Story Land, private movie nights and sponsored over 40 families to attend the Family Support Conference at the Mount Washington Hotel. The FSAC is also dedicated to providing camperships for our families and proudly supported their attendance at Camp Allen, Camp Sno-Mo and Adam's Camp.

For more information, email us at [regiononefsac@gmail.com](mailto:regiononefsac@gmail.com). You can also find us on Facebook at [facebook.com/familysupportadvisorycouncil/](https://www.facebook.com/familysupportadvisorycouncil/) 🌱



Isabella, Katie and Marisole, sisters, enjoyed Cinderella's Pumpkin Coach during family fun day.



Left to right: Emily James, Family Support Council Co-chair; Karen Nelson, NHS Transition Coordinator; Carrie Duran, Family Support Council member, Amanda Emery, NHS Family Support Coordinator

## Story Land Day

Employees of Participant Directed and Managed Services, In Home Support Services, and Family Support programs came together to host a family fun day on June 14th at the theme park in Glen. Story Land generously donated the entrance fee for 38 individuals, 42 family members and 25 employees. The day's event began with a breakfast social and program coordinators appreciated the opportunity to learn more about each family. Everyone enjoyed meeting each other while creating lasting memories and experiencing the fun and excitement that Story Land has to offer. 🌱

## Resource Fair

New Horizons held a Resource Fair on June 6th at their Center Conway location. Vendors with differing expertise shared information with individuals, guardians and families. Included were the Mt. Washington Valley Children's Museum, Service Link, NH Vocational Rehab, The Laura Foundation, and the Family Support Advisory Council. NHS staff were also in attendance and shared information about Participated Directed and Managed Services, In Home Support Services, and Family Support Services. 🌱

## Statewide NH Family Support Conference

This year's event took place at the Mt. Washington Hotel in April. Northern's Family Support Advisory Council was among seventeen Grassroots Sponsors. Nearly thirty NHS families attended the two-day conference with fifty families who participated in the Meet and Greet. During the opening session, Carrie Duran, NHS board and council member, made herself available for a Q&A period. The agency had the most families in attendance with good staff turnout. 🌱





## Common Ground Golf Tournament

Common Ground's first Golf Tournament was held at the Maplewood Golf Course in Bethlehem. The goal was to raise money in order to improve the quality of life for individuals with developmental disabilities and/or acquired brain disorders. With the help of community members, local businesses, friends and families, the event successfully raised over \$3,330.00. 🌱

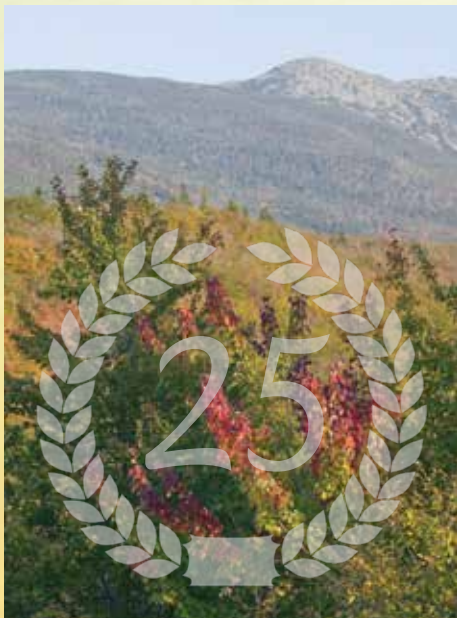
### Thank You to the Sponsors

Aaron's Repair Center	NAPA
Arrow Equipment	Nelson's Auto Repair & Tire
Blackmount Equipment, Inc.	North Country Tech Services
Carr Well & Pump Service	P&S Equipment, Inc.
Crosstown Motors	Pete & Gerry's
Fastenal	Peter Powell
Franconia Auto Service Team	Rosa Flamingo's
Geo. M. Stevens & Son Co.	Sawdust Saloon
Harden Law Office	The Granite Grind
Life Transition Services	The Village Gun Store
Lisa Hampton Real Estate	Waystack Frizzle Trial Lawyers
Mary's New You	Whitefield Animal Hospital
Modern Furniture	



The winning team (left to right): Ben Cronin, Corey Colbeth, Steven Martel, Nate Heathe, and Matt Danforth.

*The meaning of life is to find your gift. The purpose of life is to give it away.* - Pablo Picasso



## Celebrating 25 Years

In May of this year, Common Ground celebrated 25 years of providing individualized supports to those with developmental disabilities. The celebration included dinner and shared stories about the challenges of creating new ways to support people in the community. Common Ground has three locations: Whitefield, Littleton and Woodsville. 🌱

## Common Ground's Third Annual Quarter Auction

Common Ground's Third Annual Quarter Auction successfully raised \$2,500.00 this year due to the generosity of the community and volunteers. Individuals, home providers, family, friends and community residents enjoyed getting together for the chance to win items donated by local businesses. 🌱

### Thank You to the Sponsors

Ann Larson	Northern Charms (Littleton)
Attitash Mountain Resort	Posh & Robert Lawrence and Spa
Aylakai	Rachel Ford
Cannon Mountain	Red Sox
Corey's Sport Shop	Rustic Signs by Cindy's Closet
Crosstown Motors	Sandy Brown
Dunkin Donuts	Shaw's
Evergreen (Lisbon)	Silva Skelton
The Farmer's Daughter Fudge	Star Theater
Food for Families	Saint J. House of Pizza
Hatchland Farms (North Haverhill)	Gold Crown Lanes
Jing Fong	Subway
Kelly Pilotte Photography	The Brick Store
Kelly's Tattoo	The Maplewood Golf Club
Lenore Lane	Topic of the Town
Loon Mountain	Trackside Grain
Michael and Donnell	Twin State Ford
NAPA	Walmart (Littleton)
New England Patriots	Yuki Kroeger
Noah's Ark Pet Shop	

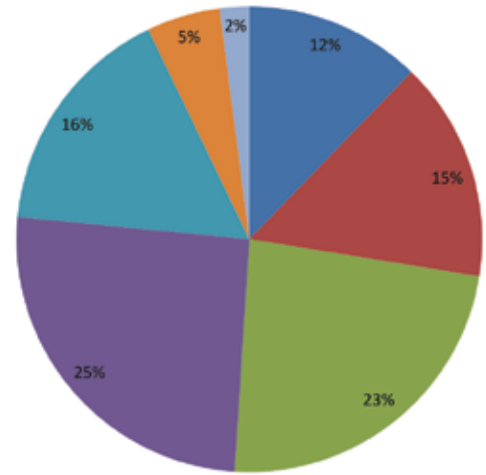


# Financial Statement

Financial Statement Audited as of June 30, 2018

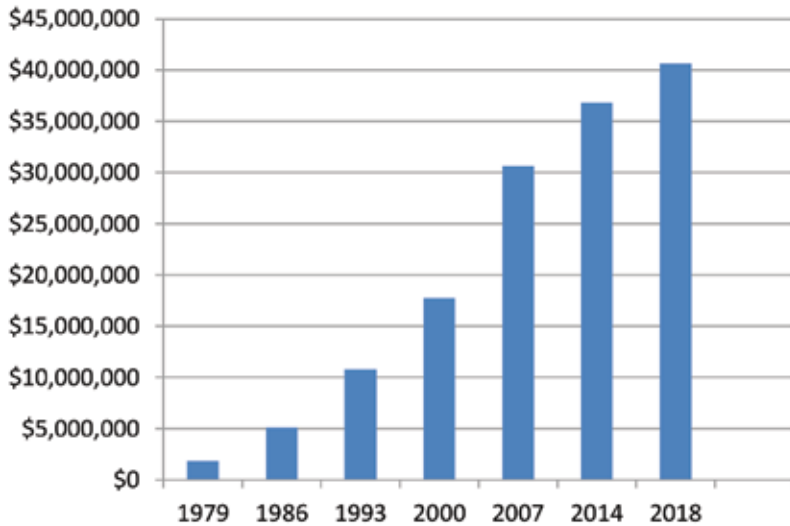
<b>Revenue</b>		
Program Service Fees	\$37,962,172	93.41%
State and Federal grants	\$927,662	2.28%
Other	\$430,436	1.06%
Production Income	\$437,758	1.08%
Other Public Support	\$553,387	1.36%
Local and County Support	\$306,732	0.75%
Donations	\$24,296	0.06%
<b>Total Revenue</b>	<b>\$40,642,443</b>	<b>100.00%</b>
<b>Expenses</b>		
Mental Health Program Services	\$10,371,690	26.16%
Developmental Services Program Services	\$23,428,287	59.09%
Administration	\$4,774,159	12.04%
Occupancy	\$1,076,712	2.72%
<b>Total Expenses</b>	<b>\$39,650,848</b>	<b>100.00%</b>

## Individuals Receiving Developmental Services

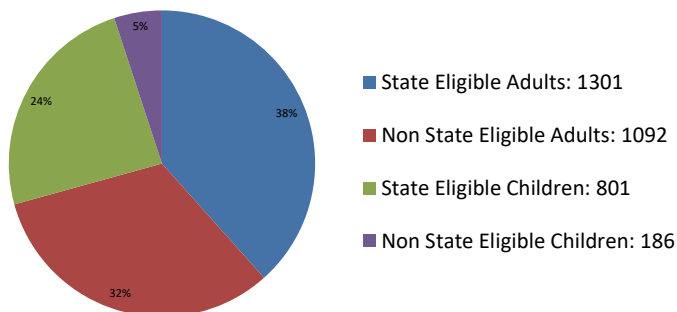


- Residential Services: 218
- Community Participation Services/Supported Employment: 288
- Service Coordination: 439
- Family Support: 476
- Family Centered Early Supports & Svcs: 310
- In-Home Supports/Participant Directed and Managed Services: 103
- Community Support Services: 42

## Revenue Growth



## Individuals Receiving Behavioral Health Services



## We gratefully acknowledge the Public Support received from:

Grafton County and the towns of:

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



## Thank You to Our Contributors for Their Commitment

ACE Hardware  
Androscoggin Valley Hospital  
(Casual for a Cause Days)  
Aylakai  
Bank of New Hampshire  
Big Dave's Bagels & Deli  
Borislow Insurance  
Caouette Real Estate  
Chocorua Community Church  
Christ Episcopal Church,  
North Conway  
Clement Property Maintenance  
Colebrook Country Club & Hotel  
Companion Pet Care  
Connecticut River Bank  
Cormack Construction  
Crosstown Motors  
Danny & Elaine Dagesse  
Daughters of the Charity of the  
Sacred Heart of Jesus Convent  
David & Nancy Vachon Living Trust  
Don Noyes Chevrolet  
Dunkin Donuts  
Eastport Real Estate  
Evergreen Sports Center  
Fairpoint Communications  
Fast Taxi  
First Congregational Church,  
Wolfeboro  
First Stop Pizza  
Flatbread's Pizza  
Frank Gutmann  
Freedom Town Hall  
Grandma's Kitchen  
Granite United Way

Greater Wakefield Resource Center  
Guy LaPerle & Lance Walling –  
LaPerle's IGA  
H&R Block  
Hannaford  
Happy Star  
Henry F. Hurlburt, III Charitable Trust  
J. Beatty & Susan Hunter  
Jackson Community Church  
Jaime Gemmitti  
Jay Henry  
Kiwanis Club of Mt. Washington Valley  
Knights of Columbus  
Lahout's  
Lakes Region General Hospital  
Lancaster House of Pizza  
LinWood Medical Center  
Little Village Toy & Book  
Living Shores Aquarium  
Maureen Blanchard  
McAdams Charitable Foundation  
Mirror Lake Community Church  
Mother Earth's Creations  
Moultonborough Family Health Center  
Mountain View Grand Resort and Spa  
Nancy Grant  
Neil and Louise Tillotson Fund of the  
NHCF  
New Century Chinese Restaurant  
New Hampshire Charitable Foundation  
New Hampshire Department of Justice  
New Horizons Dream Team  
New Life Assembly of God Church  
Noah's Ark Pet Shop  
Northway Bank

Ossipee Town Hall  
Pete & Gerry's  
Pizza Hut  
Polly's Pancake Parlor  
Randolph Church Benevolence  
Association  
Riff Flower Shop & Greenhouses  
Scorpions Pizza & Sports Pub  
Shear Animal Hair Salon  
Shear Perfection  
Simon the Tanner  
Storyland  
Subway  
Super Shoes  
The Healthy Rhino  
The Laura Foundation  
The Maia Papaya  
Tillotson North Country Foundation  
Topic of the Town  
Union Congregational Church  
Women's Fellowship  
United Way of Northern  
New Hampshire  
United Way of Rhode Island, McAdams  
Charitable Foundation  
US Department of Housing  
and Urban Development  
VIP  
Walker Motors  
Wal-Mart  
White Mountain Footwear  
Woodsville Village Pizza

*We make every effort to recognize all donors accurately and apologize for any unintentional errors or omissions.*



## MISSION

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





Northern  
Human Services  
*Changing Lives*

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