



## ANNUAL REPORT 2017



### MISSION

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





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## Message from the President and CEO

We hope you enjoy reading through Northern Human Services' 2017 Annual Report. A look back over the past year reveals many good things that have happened. We very much appreciate the employees who work so hard to deliver quality services to thousands of people each year. Leading the agency as we go forward into 2018 is both exciting and humbling, given the magnitude of the work ahead.

NHS has had another strong year in terms of positive outcomes. There have been changes in our leadership team, which has brought renewed energy and new perspectives to accomplishing our mission. We have been fortunate to recruit experienced medical staff to strengthen our treatment services. We have had some very long term experienced employees retire, two of which were with NHS for more than 40 years! Yes, our workforce is aging, and inevitably, more staff will be retiring in the next few years as the demographics across NH impact all employers.

Our diligent work to bring evidenced based services such as assertive community treatment and supported employment to higher fidelity levels has shown good results in State reviews. Our client satisfaction rates with services are among the highest in the state. Operationally, the agency is running steady, growing gradually, and constantly striving to improve and enhance its services and infrastructure. Much of this work requires that we collaborate closely with our community partners, as we plan to provide increasingly more integrated care bringing behavioral health and physical health together to support individuals from a whole life perspective.

Three new people have joined our experienced Board of Directors in the past year; they bring increased diversity and knowledge that will contribute to our energy as we face the future. The advocacy that we devote much time to at the State level continues to be critical, to be sure that our rural area is always considered in matters that are impacted by funding and regulatory changes. It is with sadness and much thanks, that we bid farewell to longtime Board member Marti Faulkner. She became a member of the Advisory Council of White Mountain Mental Health in 1991 and then joined the NHS Board of Directors the following year. She has served diligently for twenty five years!

Despite its large size and diversity of services, NHS has become increasingly adept at responding to the challenges brought by increasing demands for accountability and the requirements to meet funding obligations. Balancing these needs against responsive service delivery requires ongoing care and oversight. The Board, management team and staff could not accomplish its mission if we did not work closely together and trust one another that each will do their part in fulfilling our respective roles. We look forward to another fast paced year of good work ahead. Many people are counting on us to do just that; they expect us to be here when they need us, and they trust that we will do our best to help them. It is with humble reflection that we offer glimpses into our accomplishments in this report.

We extend our sincere gratitude to the supporters of NHS, the communities that we serve, and to those who contribute tirelessly to our important work. We hope you will feel our pride as you read this Annual Report.



Stephen Michaud  
President



Eric Johnson, CEO

*“It is with  
humble reflection  
that we offer  
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## Time for New Hampshire to Change Direction

It is estimated that mental illness affects one in five people. Twenty five years ago, NH had the most progressive mental health care system in America. The highly successful community support system that allowed thousands of people in the former state hospital to be “deinstitutionalized” has been steadily eroding due to a lack of funding.

Today, community support services, substance abuse treatment programs, appropriate housing and mental health services are all needing enhanced financial support. The support system has reached a critically weakened state. Finding and getting help for a family member with acute mental illness is extremely difficult with exceedingly long waiting times in local hospitals for an available inpatient psychiatric bed.

The campaign to “Change Direction” is a national initiative to teach people to recognize five basic signs of mental illness and encourage them to discuss the issue as openly as they would any other health problem. It found its beginning in New Hampshire, amidst this ongoing crisis. Leading the campaign in New Hampshire is John Broderick, a former chief justice of the New Hampshire Supreme Court. John is a reassuring and understated spokesperson. He solemnly describes how he and his wife did not understand the signs of mental illness in their adult son until several years had passed which culminated in a tragic event leaving the former chief justice severely injured and in the hospital.

The campaign promotes knowing the five basic signs of potential mental illness: not feeling like yourself, feeling agitated, growing withdrawn, giving up grooming and other ways of caring for oneself, and suffering feelings of hopelessness. Mental illness affects all people, regardless of their age, economic or social class, educational background or job. As a result it also impacts almost every family. The campaign is sending the message that it is appropriate to talk openly about the illness. Giving ourselves permission to do this could lead to identifying mental illness early in its process. It can also be an important first step to preventing a suicide, and preventing other potential tragedies.

*“The campaign is sending the message that it is appropriate to talk openly about the illness.”*

It is time that people think about mental illness as they do any other physical illness that affects us all, such as heart disease, diabetes, or cancer. Only then will stigma be reduced and public support might increase for rebuilding New Hampshire’s mental health system.

*Eric Johnson, CEO*



Former Chief Justice John Broderick will be speaking at this year’s Northern Human Services Annual Business Meeting on October 23rd in Jackson, NH.

## What We Do As a Community Mental Health Center



Community Mental Health Centers across the state are still feeling the impact of the legal Settlement Agreement reached

between the state of NH and the Federal Government, and Northern Human Services is no exception. We have been faced with many challenges that I am not sure we would have been ready to face ten years ago. Over the past five years

we have transitioned our record keeping system to be completely electronic. We successfully moved to a capitated system of payment from Medicaid and undergone many reviews from Managed Care companies, as well as state agencies, which have been positive. The entire Mental Health system is under a microscope like it has never been under before and the good news is that the system is rising to meet the challenge.

NHS is working hard to deliver quality care to the people we serve. We are now offering more quality evidenced based practices than we have ever offered before including Assertive Community

Treatment (ACT), Supported Employment, Illness Management and Recovery, and Dialectical Behavioral Therapy. The electronic record system allows us to collect outcome data that helps us to know what works well and what needs improvement. NHS uses a constant quality review cycle which has led to improved service delivery. We are able to meet requirements from the state and simultaneously begin new endeavors that we believe will further improve services. Through our service delivery we work to embody the spirit of our mission statement: “To assist and advocate for people affected by mental illness, developmental disabilities and related disorders in living meaningful lives.”

*(continued on page 10)*



## Family Centered Early Supports and Services

Over this past year the Family Centered Early Supports and Services (FCESS) program served 270 children and families. Next fiscal year, FCESS is projected to serve 336 children and families. Next year will be considerably higher in part due to Northern Human Services' collaboration with Children Unlimited's (CUI) program. The transition of some children from CUI to NHS started in July with informing families and referral sources of the change. Program staff met with pediatricians, DCYF and school districts to review the referral process and inform them about Family Support and FCESS. They addressed all concerns and answered questions that stakeholders had. Overall, the meetings

were positive; one local pediatrician's office was glad to be reminded of all the services NHS offers and commented about how comprehensive it was. The transition also included contracting with therapists of CUI. By doing so, children were able to continue to receive services from a known therapist. Together we have worked collaboratively to provide the best services possible, and we hope to continue to work together in years to come.

FCESS continues to focus on the importance of family engagement. Therapists and educators work to involve parents in therapy visits where caregivers take the lead and learn from staff how to increase their own skills to provide the best strategies and interventions possible for

their children. A parent is more effective in making developmental changes in their child than a therapist who only works with the child one time per week. By coaching parents, they are able to work with their child to reach developmental milestones everyday. Families have commented that they feel more confident and competent as a result of this model.

FCESS is fortunate to have an amazing team of qualified, dedicated professionals serving children in Carroll, Coos and Upper Grafton counties. Members of our team continue to be active participants in community initiatives and groups such as the Carroll County Coalition, Coos Coalition, VROOM, Cultural Competency, See Change, NHS's Infant Mental Health and, most recently, we hosted an infant massage group for the New Life Program.

*Karen Willett  
Program Director, FCESS*







## I Want To Know the Issues that are Important to You

My name is Karen Blake and I'm the Legislative Liaison for Northern Human Services. I am also the parent of a wonderful,

smart, funny boy who happens to also experience a developmental disability. Our family lives and works in the White Mountains. I am a member of the Family Support Council for Northern Human Services, and I am currently the Chair of the New Hampshire Council on Developmental Disabilities. I have been trained as a Parent Information Center Volunteer Advocate, and I am also a graduate of both the NH Leadership series and NH Leadership in Neurodevelopmental Disabilities program.

I started my journey working to educate legislators and advocate for laws and policies to ensure that our son and all NH residents who experience a developmental disability have the opportunity to live full and involved lives in their communities. I recently assumed some additional responsibilities which will broaden my focus to include increasing



*“It is my job to keep you informed about legislative issues that may affect individuals with developmental disabilities and their families.”*

public awareness of the agency's work through broader communication and marketing. I am fortunate to be able to work for Northern Human Services for a cause that I'm passionate about, and I believe in the work of the agency.

How can I help you? As Coordinator of Public Policy it is my job to keep you informed about legislative issues that may affect individuals with developmental disabilities and their families. One way is to be on my Legislative Alert email list. To be added to this list please contact me at [kblake@northernhs.org](mailto:kblake@northernhs.org). The Legislative Alerts highlight bills and policy news at the state and federal level as well as any actions that one might want to pursue.

In addition to keeping up with Legislative news I also present legislative education events in each of our regions. During the election process I coordinate “Meet the Candidate” events and legislative coffees to give candidates and constituents an opportunity to build relationships and exchange ideas.

One of the best parts of my position is meeting with individuals and families who are served by Northern Human Services. I want to know the issues that are important to you and your families so that I can effectively educate State and Federal Legislators. If you would like to meet with me please contact me at [kblake@northernhs.org](mailto:kblake@northernhs.org).







Shanon Mason, Rachel Waterhouse, and George Woodward

## New Horizons' Direct Support Professionals Day

Sponsored by The Family Support Council, The Dream Team, and Northern Human Services, this year's event took place at Mother Earth's Creations Pow-Wow grounds in Tamworth on Friday, July 28th. Co-owners Gary "Smiles A Lot" Martischnig and Henry "Spirit Eagle" Gelinas graciously opened the entire grounds to our employees, giving them the opportunity to explore and enjoy activities.

This year's celebration was an all-day affair beginning with a "trivia-style" human rights training. Participants were able to renew their knowledge of human rights in an entertaining game show format, with a multitude of general NHS trivia questions mixed in as well. All attendees then split into groups to organize and present skits that represented the main points of the training.

Smiles then led the group in a "wish feather" arts and crafts activity. Staff learned the meaning behind the wish feathers they created was to bestow a positive and unselfish wish upon another person.

Lunch consisted of grilled hot dogs and hamburgers with many different salads and sides, followed by cookies for dessert. Thank you to those who took the time to contribute food



Susan Bygraves, Lisa Rinebold, and Deborah Weinstein



Rob & Marion Owen, and Michael Felber



Photos: Group photo above shows everyone who participated in DSP Day. Photos Right: Marc Wilbur, Denise Davis, Brooke Sawyer, and Charity Wythe





and drink for everyone's enjoyment. Pre-ordered t-shirts with a special NHS design were then passed out for a tie-dye activity in the afternoon. The results were both excellent and diverse.

Overall, the direct care staff enjoyed a gorgeous day at a beautiful setting and were reminded of just how appreciated they are. A special thank you to everyone who helped to make DSP Day 2017 an incredible success!



Franz Farquhar



Diane Forrest



Becky Gargan



Shanon Mason and Katie Armington



Sue McCue and Lisa Holmes



Victoria McConkey and Monica Guptill

*The State of New Hampshire  
By His Excellency  
Christopher T. Sununu, Governor  
A Proclamation*

In the year of our Lord Two Thousand and Seventeen

**DIRECT SUPPORT PROFESSIONALS APPRECIATION DAY  
SEPTEMBER 8, 2017**

*WHEREAS*, it is vital that New Hampshire citizens with disabilities are able to live independent lives, and a great deal of the support they receive comes with the help of dedicated Direct Support Professionals (DSPs); and

*WHEREAS*, families who have children with developmental disabilities rely on the many services and supports DSPs provide to help them through the many challenges of their daily lives, and appreciate the support and encouragement they provide to families and their children; and

*WHEREAS*, individuals with disabilities are supported by DSPs in contributing to New Hampshire both in the community, the classroom, and the workforce; and

*WHEREAS*, DSPs also help in educating the public on working with individuals with disabilities, and advocate for them to receive the best training and education possible to live as independent and full a life as possible; and

*WHEREAS*, Direct Support Professionals develop a close and trusted relationship with individuals and their families, and provide a broad range of support services including preparation of meals, helping to administer medications, bathing, dressing, mobility and general daily affairs; and

*WHEREAS*, 2017 marks the 10<sup>th</sup> year celebrating Direct Support Professionals in the State of New Hampshire;

**NOW, THEREFORE, I, CHRISTOPHER T. SUNUNU, GOVERNOR** of the State of New Hampshire, do hereby proclaim September 8, 2017 as **DIRECT SUPPORT PROFESSIONALS APPRECIATION DAY** in the State of New Hampshire, and thank them for the countless ways they help to support individuals with disabilities and their loved ones.

*IN TESTIMONY WHEREOF*, I have hereunto set my hand and caused the Seal of the State of New Hampshire to be affixed this 8<sup>th</sup> day of September, 2017.

  
*Christopher T. Sununu*  
Christopher T. Sununu  
Governor



## Reflections of Bettina Ryan

*(This piece covered the history of NHS from the early 1960's to 1981)*

### Northern New Hampshire Mental Health Center from White Mountain Community Services

Remember that commercial, "You've come a long way, baby"? Well, that's just what it has been like at White Mountain Mental Health Center. Only it was first conceived as White Mountain Community Services by a group of concerned citizens back in the early 1960's. The State of New Hampshire, at that time, wasn't sure about developments in the wild, untamed wilderness of the White Mountains. They did feel Concord and Hanover were civilized enough for such advanced thinking to provide and accept mental health services.

Northern New Englanders, being a stubborn breed, worked at creating a service to fill their own needs. Caregivers, like clergy, physicians, hospital trustees, gave birth to a duly incorporated non-profit organization called White Mountain Community Services on April 12, 1965, with funds from private supporters and Spaulding-Potter Trust. An office was provided by the Littleton Hospital, an A.C.S.W. (social worker) was found, as was a part-time secretary, and back-up came from a consulting psychiatrist. All was ready for September 1st. With the Legislature passing the Mental Health Act in the early Spring, there was State money for the new baby on July 1st.

Emergency Services in times of crisis, along with consultation and education to schools, hospitals, clergy, and other caregivers were foremost in the Board of Directors' minds. Outpatient, inpatient services were not forgotten about, but there was the assumption that community mental health centers were supposed to consult and educate themselves out of business.

The duties of the travelling clinic from New Hampshire Hospital (the State Hospital), which came to the north country once a month, were taken over by White Mountain Community Services. Instead of ex-patients having to stand in "cattle lines", as some of them have described it, they had a concerned person to turn to. The agency dispensed medications through the psychiatrist and volunteer nurses. The medications were provided by New Hampshire Hospital. Volunteers were also used to sit with patients in the local hospital to assist the medical staff and eliminate the need for the patients to return to the State Hospital.

Prior to my employment at WMCS in 1969, the staff grew by leaps and bounds to keep up with the community's needs, but the financial support did not match that need. Two very important employees were laid off, but not until they were assisted in finding a field of study that suited them. WMCS was as concerned with the mental health of the staff as it was with the mental health of the area. The agency had become the envy of the State, as I was soon to find out when I went to meetings across the State.

Medications groups were formed shortly after my employment to fill the growing need of patients returning from the state hospital to the community. The staff, as always, looked to better ways to provide services and best serve the community.

The story begins...





While at meetings in Concord, our Director met with others from our area who were experiencing the same funding problems and trying to meet the increasing need for more services. By February, 1971, a non-profit organization called the Northern New Hampshire Mental Health System was duly formed and incorporated. The System brought together Carroll County Mental Health in North Conway and Wolfeboro, North Country Community Services in Berlin, and our own White Mountain Community Services in Littleton. Instead of five essential services needing to be delivered, there were now twelve (to be described later in this paper) including the Development Center for children with special needs, which has since been taken over by the school system, and the Sheltered Workshop. The reasoning for such a large territory was that to be eligible for monies for a federal staffing grant, one needed to count heads. A large rural area compares to a small urban area. More staff was hired, services were expanded and a 24 hour emergency services was started, which eliminated the need for us to always be on-call to our clients. The name was changed to White Mountain Mental Health Center. The Board felt that the community could now accept mental health in title, and it better described what we were all about.

The fight to be autonomous by each agency was lost due to the mandate of the Federal Government. The individual Boards of Directors became Advisory Councils, with three members from each council sitting on the System Board. All of this was not done without a lot of very bad publicity, which cost us dearly at town meetings that year.

To borrow from the President's Letter from the 1974 Annual Report for WMCS, Phoebe Chardon wrote: "Dr. Margaret Anthonisen, at the 1967 WMCS Annual Meeting said, "the goal of the Mental Health Clinic is to assist its clients in finding a place for themselves in the community and in their work and assist them in developing self-respect. It is a COMMUNITY job to help them attain these goals". That statement has not changed, whether it be 1967 or 1981 – whether we are called White Mountain Community Services or Northern New Hampshire Mental Health Center. The names and faces have changed at the agency, but the goal is still the same. From a one-man operation, we are now eighty-four strong, with a budget of \$2,000,000. We encompass all of Coos and Carroll Counties and most of Grafton County. There are four mental health centers, five satellite offices, three sheltered workshops, a Drug Hot-Line, and a halfway house waiting to be born. The twelve essential services are still being provided and expanded upon, again in the face of funding problems.

My! You have come a long way, baby!

## Northern Human Services Excels In Recent Three Year Survey of Mental Health Consumers

The New Hampshire Department of Health and Human Services Bureau of Mental Health contracted with JSI Research & Training Institute, Inc. of Boston, MA to conduct Consumer Satisfaction Surveys. Adult clients and family members of children receiving mental health services through the ten community mental health centers across NH were surveyed. JSI used mail surveys with telephone follow-up of non-respondents. Data collection began in April of 2016, ending in the fall of 2016.

The survey results showed that NHS had high satisfaction results in the state despite the geographical challenges of covering 45% of the state and years of under funding. This rating also occurs in an environment with the highest unemployment, poverty, and substance abuse rates of anywhere in New Hampshire. Northern Human Services area also has the fewest social service community resources available.

Compared to the state overall, NHS had higher client satisfaction scores across seven of the nine domains. Two domains, general satisfaction and outcomes, were statistically significantly higher. Sixty-percent of NHS clients responded positively to treatment outcomes, as compared to 52% statewide. About 84% of NHS clients were generally satisfied, compared to 78% statewide.





*(continued from page 3)*

Northern has had outstanding successes with our Supported Employment Program. Many of the clients who have gone through the program are working at full time jobs; something they previously did not believe they could do. Our ACT program works with individuals who are at risk for hospitalization, homelessness and legal problems. This program helps individuals who are in crisis to reduce the frequency and duration of hospitalizations, decrease housing problems, and resolve any legal issues. Northern participates in many community programs outside of the agency in order to stay abreast of all the changes that are happening in health care service delivery. We do this in order to be certain that we can continue to provide top quality services to any individual in our region who is in need.

This year I was honored to be at an event celebrating one of our long term employees who was retiring, and I was approached by someone who had received services at Northern Human Services. Hearing her story was a very moving experience. It helped me to remember that despite all of the bureaucratic requirements and struggles, we have dedicated staff who respect and care about the people we work with. It also confirmed the fact that the services we are providing are working. This woman had gone from virtually being paralyzed by severe and persistent mental illness to working and contributing to help others in need of guidance. Nothing is more rewarding as a professional then to hear first hand that the work you are doing is helping change lives.

This is what we do as a Community Mental Health Center, and it is work to be proud of. We do it with the strong commitment of our staff and Board of Directors, and we do it because we believe in it. Northern Human Services is an agency I am proud to work for.

*Suzanne Gaetjens-Oleson  
Regional Mental Health Administrator*



## What a Difference a Generation Makes

There have been many changes in the field of mental health over the past 35 years. During this time, the locus of mental health care has moved from institutionalization to facility-based programming and then to community-based programming. While this trend eventually occurred nationwide, these changes were prominent early in the North Country. Northern Human Services was not just a participant in these changes but it was an agent of change. Early on, the relative small size of Northern's programs invited innovation

and this innovation allowed programs throughout the agency to meet the needs of a changing client population.

In the early 1980's, the dominant movement in mental health care was deinstitutionalization. Deinstitutionalization meant that funding and programs shifted away from large state facilities to the community mental health centers. The centers responded by providing housing in the form of group homes and community support programs such as case management, medication monitoring, and partial hospitalization. While offered in the community, these programs were still facility-based. Clients were expected to come to the agency for their services. Although this model worked in populated areas where clients could walk or use public transportation, access to these services was limited in rural areas where people living outside of downtown areas struggled to get the services they needed. Case managers were the only mental health staff to make home visits, and they often were a lifeline for people with serious mental illness living in rural areas.

During the next decade, significant changes occurred. Mental health services transitioned into community-based supports. The earliest steps to get mental health services into people's homes was an approach named Home Based Partial Hospitalization that was offered through White Mountain Mental Health in the late 1980's.

This approach allowed the agency to send staff directly into client's homes and work directly with clients in their own environments. Northern was a pioneer in this effort. Mental health outreach programs soon developed statewide and became a powerful intervention that offered people with mental illness support with functional impairment.

Meeting the needs of people seeking mental health care has never been more complicated or challenging than it is now. On one hand, advances in psychopharmacology have led to the development of improved antipsychotic and antidepressant medications that are more effective and have fewer side effects than previous medications. On the other hand, people often suffer from a combination of psychiatric problems complicated by substance abuse, and they need help with both areas of difficulty. The use of alcohol, marijuana, opioids, stimulants, and other substances makes proper diagnosis and treatment of mental illness difficult for providers. During this time, the second disturbing trend has been the gradual loss of inpatient psychiatric beds throughout the state. The shortage of both voluntary and involuntary hospital beds has led to people with mental illness being housed in emergency rooms for days and even weeks at a time. This situation will not improve until more inpatient psychiatric beds are created and hospitals receive adequate reimbursement for providing inpatient psychiatric services by qualified professionals. The third big challenge is stigma. This covert bias persists in the community and in the healthcare system itself, and it is difficult to confront and change.

The picture of the future is not entirely rosy, nor is it totally bleak. As long as caring individuals remain involved in all areas of mental health care, current challenges can be met with knowledge, commitment and financial support.

*George Thurston, Clinician/REAP Counselor*

*“Meeting the needs of people seeking mental health care has never been more complicated or challenging than it is now.”*







### Thomas McTague Lifetime Achievement Award

Last fall, Chet Annis was awarded the prestigious Thomas McTague Lifetime Achievement Award from the New Hampshire Alcohol & Drug Counselors Association at their 30th anniversary annual meeting. The recipient of this award must have a minimum of 15 years of experience in the addiction counseling profession or has made a sustained and significant impact to the advancement of addiction counseling. In presenting the award, board member Melony Lyons noted Chet’s “sustained and exceptional contributions to the substance abuse counseling field”.

Chet retired in September of this year after forty-one years with Northern Human Services. He will be remembered as a very skilled and committed clinician who has mentored many staff over the years.

### Health Innovator Award

For its unwavering dedication to employee health and wellness, Northern Human Services was recognized by Harvard Pilgrim Health Care and NH Business Review as the most recent recipient of the Health Innovator Award this past year. Dr. William Brewster, VP of NH Regional Market, Harvard Pilgrim Health Care, stated “We are thrilled to recognize Northern Human Services for their commitment to the health and wellness of their staff. They have provided quality care throughout the community, and it is inspiring to see that same level of care for the full wellbeing of their employees and their families. Harvard Pilgrim is honored to partner with them on their incredible journey.”

Northern Human Services (NHS) is always looking for ways to keep employees interested in participating in wellness initiatives and looking for new ways to educate people and expose them to new possibilities. As each year passes, NHS is encouraged by employee participation and enthusiasm which keeps the agency excited to further enhance the program further.

It is the goal of NHS to reach out to staff who are at different places along their wellness journey, keep the dialogue going and be identified as a culture that takes care of ourselves as well as doing an outstanding job of taking care of the individuals we serve in our communities. Wellness is a journey that doesn’t have a finish line.



Left to right: Claire Lapsley, Human Resources Administrator; Rhonda Vappi, Office Manager (former HR Coordinator); Tammy Briggs, Sr. HR Coordinator; and Eric Johnson, CEO

*“Wellness is a journey that doesn’t have a finish line.”*



# Financial Statement

Audited as of June 30, 2016

## Revenue

Program Service Fees	\$35,365,819	93.07%
State and Federal grants	\$806,031	2.12%
Other	\$531,284	1.40%
Production Income	\$517,074	1.36%
Other Public Support	\$394,338	1.04%
Local and County Support	\$144,916	0.38%
Donations	\$238,313	0.63%

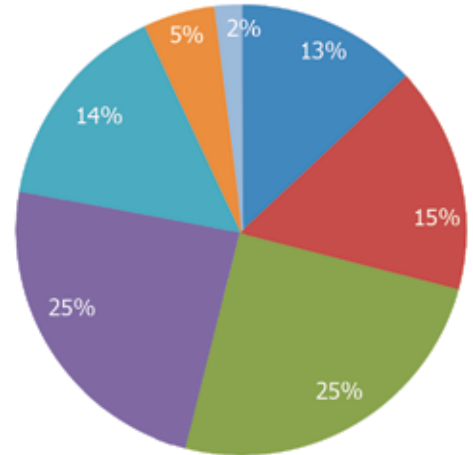
**Total Revenue** \$37,997,775 100.00%

## Expenses

Mental Health Program Services	\$9,951,192	26.49%
Developmental Services Program Services	\$21,953,639	58.43%
Administration	\$4,628,233	12.32%
Occupancy	\$1,039,318	2.77%

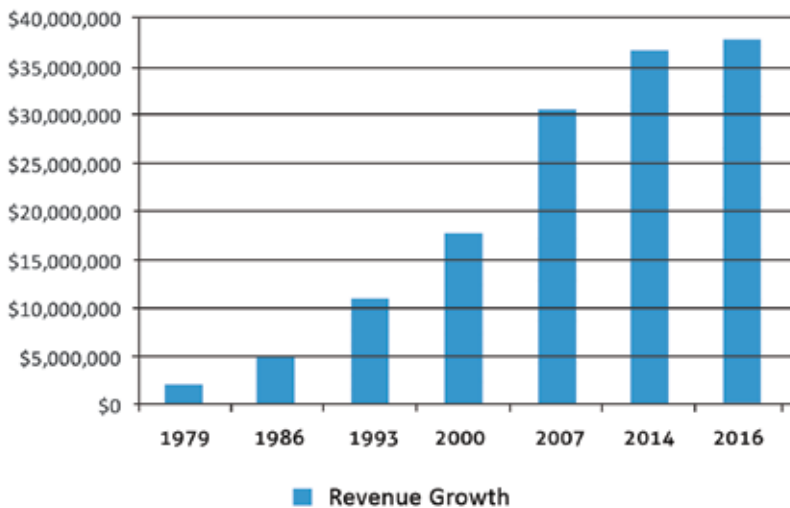
**Total Expenses** \$37,572,382 100.00%

## Individuals Receiving Developmental Services

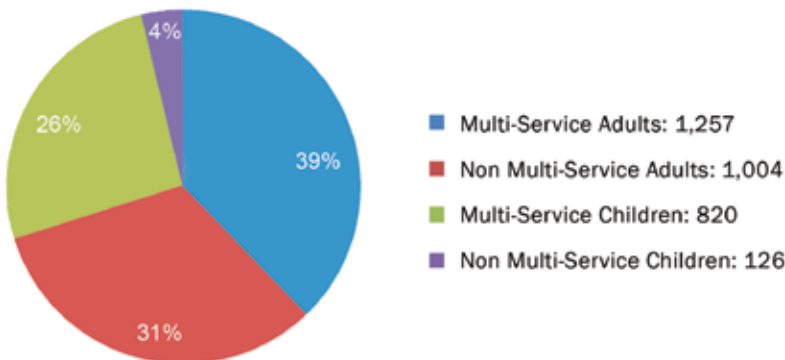


- Residential Services: 221
- Community Participation Services/Supported Employment: 271
- Service Coordination: 438
- Family Support: 432
- Family Centered Early Supports & Svcs: 252
- In-Home Supports/Participant Directed and Managed Services: 90
- Community Support Services: 38

## Revenue Growth



## Individuals Receiving Behavioral Health Services





## Thank You to Our Contributors for Their Commitment

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

## 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        |              |



The winning team was AutoNorth and the players were (left to right): Tyler Martin, Cassie Martin, Brian Dupont, and Devin Kelley.

## Vershire Open Raises Funds for Vershire Center

The Sixth Annual Vershire Open was hosted by the Colebrook Country Club on June 4th. Not only did AutoNorth Pre-Owned Superstore of Gorham sponsor the winning team, they have been the lead sponsor annually for the Vershire Open since its origin in 2012. The annual tournament raised approximately \$11,000 this year and the proceeds will be used to fund a variety of activities for the consumers served at the Vershire Center in Colebrook.





## Charlie Cotton's Retirement Party

*Bottom Row* (left to right): Heidi Losier, Sam Boudle, Theresa Marchand, Amy Meunier, Liz Labonte, Louise Boutin, Charlie Cotton, Lisa Fournier, Eileen Theriault, Nicole Marsh, Bob Levesque, Marge McClellan and Liz Bomberger. *Middle Row* (left to right): Claire Lapsley, Linda Hook, Krystal Judson, Steve Arnold, Laura Benjamin and husband, Steve Finnegan-Allen, Helen Levesque, Roxanne Dodge, Suzanne Gaetjens-Oleson, Celeste Bisson and Lu Johnson. *Top Row* (left to right): Tammy Briggs, Eric Johnson, Janet Nickerson, Andrew Kessler, Denise Gagnon, Cindy Lapointe, Ann Champagne, Becky Roberge, Joy Hebert and Rosalie Smith.



Charlie Cotton and staff celebrated his retirement after 30 years with Northern Human Services. The event was held on June 22nd at Heritage Park in Berlin. Charlie decided it was time to retire, stepping down from his position as Area Director of The Mental Health Center in Berlin after 20 years. His career began in 1987 as Berlin's Clinical Director and in 1996 he accepted the position of Area Director in Colebrook. He was an invaluable leader with Northern Human Services, responsible for initiating many successful programs that have positively impacted the lives of countless individuals. Charlie always put his heart into his work, and Northern Human Services will miss him greatly.

## New Director of Developmental Services

Louise Johnson has assumed responsibilities as Director of Developmental Services for the Community Services Center in Berlin, and Colebrook's Vershire Center. Lu has been with Northern Human Services for over 35 years, starting out as a Case Manager. She has a background in both mental health and developmental disabilities. Lu enjoys training staff and team building.



Louise Johnson



Keri Riley-Pickford

## New Area Director

Keri Riley-Pickford recently took on responsibilities as the Area Director of The Mental Health Center in Berlin. The position was previously held by Charlie Cotton who retired in June. Keri has worked for Northern Human Services for the past eight years starting out as a Case Manager and quickly working her way to become the Director of Community Support Services in Littleton. She brings strong behavioral health experience working with individuals and families needing long term supports and services.



## Forty-eight Years of Service!

Bettina Ryan is still dancing at 85 years of age. When she retired in September, Bettina held the distinction of being Northern Human Services' most senior employee: a record that will be tough to beat. Since coming on board in 1969 as a community outreach worker, Bettina went back to school for her degree and has been an outstanding case manager for many years. She has been known for her quick wit, forthright manner, an avid interest in sports and, as this picture demonstrates, her amazing rendition of "The Charleston" performed with great flair on many celebratory occasions. Bettina has been the soul of White Mountain Mental Health, always decorating for Christmas and sending each of her co-workers a Valentine's Day card every year, signed by "The Great Valentine". She is much loved by her clients and co-workers and has been an invaluable support to hundreds of people over the years. Thank you, Bettina, and keep dancing!



*"Bettina has been the soul of White Mountain Mental Health."*

## With Appreciation to Our Dedicated Employees

### *Forty-five Years*

Eileen Theriault

### *Forty Years*

Linda Goldstein

### *Thirty-five Years*

Louise Johnson

### *Thirty Years*

Paula Briggs

Vicki Harlow

Eve Klotz

Scott Ryder

### *Twenty-five Years*

Clifton Cilley, Jr.

### *Twenty Years*

Craig Bedard

Shelley Crossley

Phil Dauphinais

Judy Elderkin

Louise Guilbeault

Robin Leclercq

Cindy Marcou

### *Fifteen Years*

Suzanne Beauchesne

Kathleen Buteau

Donna Cassidy-Botting

Rhonda Edwards

Ryan Marchetti

William Sullivan

### *Ten Years*

Jennifer Adair

Nancy Bisson

Amy Caron

Michael Deyak

Lisa Eastwood

Michael Felber

Mary Fillius

Erin Gasper

Dale Heon

Anna Lacasse

Karen Laflamme

Katrina Marchand

Roselyn Mead

Heidi Roy

William Wainer





Northern  
Human Services  
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