

# Celebrating Diversity



## 20 ANNUAL 22 REPORT

LAKES REGION MENTAL HEALTH CENTER



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## OUR MISSION

LRMHC's mission is to provide integrated mental and physical health care for people with mental illness while creating wellness and understanding in our communities.

## OUR VISION

We are the community leader in providing quality, accessible and integrated mental and physical health care services, delivered with dedication and compassion.

## OUR VALUES

- R**espect We conduct our business and provide services with respect and professionalism.
- A**dvocacy We advocate for those we serve through enhanced collaborations, community relations and political actions.
- I**ntegrity We work with integrity and transparency, setting a moral compass for the agency.
- S**tewardship We are effective stewards of our resources for our clients and our agency's health.
- E**xcellence We are committed to excellence in all programming and services.
- D**iversity We are dedicated to providing a welcoming, inclusive atmosphere for everyone, where all voices are heard and diversity is celebrated.



**You Matter. I Matter.  
We Matter.**

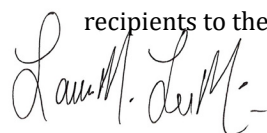
Lakes Region Mental Health Center is dedicated to providing a welcoming, inclusive atmosphere for everyone, where all voices are heard and diversity is celebrated. We strive to develop an inclusive culture where staff, patients, and community members feel comfortable and seen. Through continuous education, conversation, and empathy, we foster an environment where people of various backgrounds, beliefs, and identities feel safe seeking mental health help & resources.

## FROM OUR CEO

Annual reports traditionally celebrate accomplishments of the previous year. Yet, they are also a key component of establishing a path forward - for the coming year and many years to come. As we near the end of our 2020 - 2022 Strategic Plan and celebrate the completion of many goals, we must acknowledge there is more to be done. Work presents itself to an organization like ours from many directions. The NH Department of Health and Human Services Bureau of Behavioral Health led the charge this year with a contract that had us implement a rapid response system, establishing our mobile crisis team. The bureau also recognized the increased need for affordable supportive housing and challenged us to add six new beds to our portfolio. Laconia Housing Authority, also recognizing the increased need for housing supports, entered into a partnership with us to serve residents with psychiatric needs. Internally, through discussions with staff, we were challenged to examine our practices promoting and intentionally recognizing equity, diversity, and inclusion.



For TV show **NCIS** fans- this moment was very much like the affectionate slap in the head that Special Agent Gibbs gives to his mentee, Anthony DiNozzo. "Tony" *thinks* he has the full picture, but Gibbs rattles his thoughts so he can see the situation clearly. LRMHC values staff input and welcomes these "wake-up" calls that we can hear with open minds. As leaders, we are aware of diversity within the organization's stakeholders: staff, patients, family, and board. We work hard to treat people respectfully, with a clear understanding of equity, while being mindful that we are a mental health center serving ALL. Though this is admirable, it is not the full picture. Nor is it where we intend to stop. We are setting our sights on an intentional approach that recognizes the need to move the agenda forward. Our strategic plan called for collaboration with higher education, and workforce challenges demand that we bring that task forward. We need to address the mental health pipeline issue with our partners to benefit the community. Lives are at stake, services are needed, and our care is **medically necessary**. We take that responsibility seriously. We are an employer of choice that offers rewarding work, good benefits, and that highly values diversity in our workforce. We are acutely aware of the importance of retaining our loyal workforce. This year we invested more financial resources and made available wellness opportunities galore! We added more recipients to the State Loan Repayment



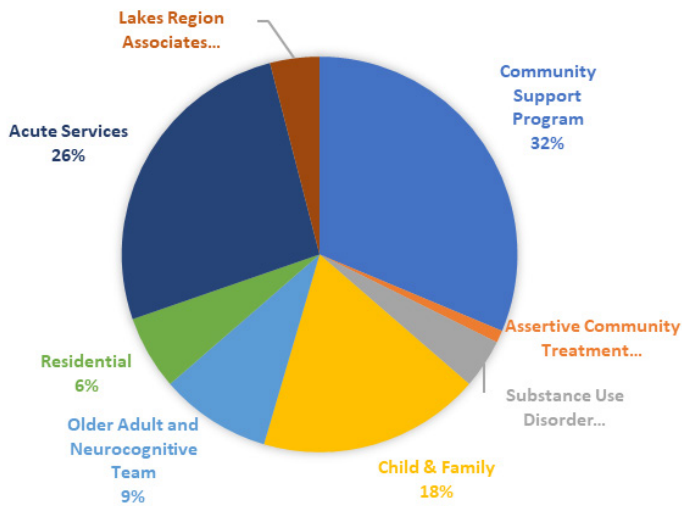
"Lives are at stake, services are needed, and our care is medically necessary. We take that responsibility seriously."



Program that not only decreases the financial burden of student loans, but increases the length of time that those employees stay part of the LRMHC team. We raised our employer contribution to staff 401k plans, added eye care to the health plan, and did not increase rates to employees for their health coverage. We take care of our staff and their wellness. They enjoyed timely bonuses and market adjustments, massages, "FIKA" (the Swedish custom of a coffee break and conversation among coworkers), and numerous professional training opportunities designed to support their continued individual growth and development. Our strategic plan will undergo a revision this year. There will likely be a continuation of goals that were set years ago, as we learn more, our thoughts expand, and the world changes. Let this year's accomplishments speak to our stellar past and the promise of a bright future!

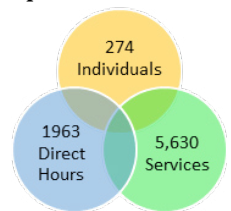


# 2022 PROGRAM HIGHLIGHTS

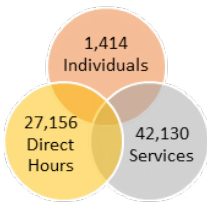


**Access to Care:** is the first contact to those requesting services through answering up to 260 calls per day, scheduling, screening for admission, and/or identifying individuals in crisis and linking them to *immediate* care. The team ensures all individuals discharging from the hospital get access to community-based services within 48 hours. As part of this program, the **Care Transition Team** supports coordination of care and individual engagement. Members include the Engagement Specialist, Hospital Liaison, and the **Critical Time Intervention (CTI)** team. The goal of CTI is to increase an individual's success in the community after discharge from an in-patient behavioral health setting, in 3 phases of intervention over a 9-month period, with intensity decreasing at each phase.

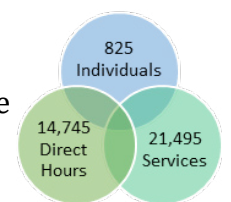
**Residential Services:** offers permanent supportive housing that combines affordable housing assistance with voluntary support services to address the needs of the chronically homeless. These services help build independent living and tenancy skills and connects individuals with community-based treatment. This year, the Team also started providing community-based services to individuals living in the community who need specialized housing-focused support. The program works collaboratively with area partners to increase access to safe, affordable, and accommodating housing to meet the growing needs of community members.



**Community Support Program (CSP):** offers in person and telehealth appointments to support individual choice, health & safety, and to increase effective treatment participation. This year, a number of clinicians were trained in Eye Movement Desensitization and Reprocessing (**EMDR**), which facilitates quick and effective alleviation of symptoms resulting from experiencing a traumatic event. CSP clinicians are now able to offer this service to individuals who would benefit from this treatment. CSP relaunched the Supported Employment program and have been able to offer employment related services to more than 40 individuals over the course of the year. CSP also continues to offer InSHAPE® services to individuals, which provides a broader path to recovery by highlighting the connection between physical and mental health through walking groups, hiking, fitness activities, and individual education around nutrition, exercise, & healthy living.



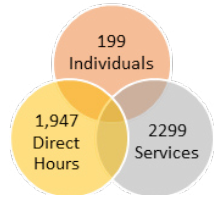
**Child & Family:** staff continue to see the ripple effect of the pandemic on families, as evidenced by an increase in symptoms of anxiety and depression in children. To meet the increasing need, the Team supports children through the provision of remote and in-person services. Through the generous support of the **Children's Auction**, staff were trained in EMDR. The team continues to invest in the community and has partnered with schools to provide supports and clinical services on-site. Child & Family staff collaborate with other agencies, serving in a liaison role with the Adverse Childhood Events Trauma Team (ACERT), DCYF, and the Child Advocacy Center.





**Acute Services:** serves individuals in crisis in a variety of settings. In January of 2022, LRMHC launched the Mobile Crisis Response Team (MCRT) which provides mental health crisis services in the 24-town catchment area. The MCRT provides the right care at the right time to those in crisis by taking a “no wrong door” approach. This means individuals in crisis can receive care anywhere, anytime - regardless of their ability to pay.

**Substance Use Disorder (SUD):** A dual diagnosis team was created this year specifically for individuals who struggle with substance use and mental health issues. This team provides American Society of Addiction Medicine (ASAM) assessments, harm reduction (including NARCAN and fentanyl test strips), therapy (both individual and group), and psychiatric services either in person or remote. The SUD team also began utilizing the "7 Challenges" curriculum for the treatment of adolescents with co-occurring disorders.



**Older Adult and Neurocognitive Team:** is a Specialty team that provides services to adult patients with a mental health diagnosis and a neurological disorder such as: autism, traumatic brain injury, seizures, Parkinson’s, and early onset dementia. Despite the pandemic and staffing shortages, the Team has been able to problem-solve solutions to ensure patients are served, and has collaborated with outside agencies to support individuals that are homebound and medically comprised to increase access to care. The team now manages the medication clinic that moved to LRMHC during the pandemic. Services are provided in-office, as well as in the community, patients' homes, and via telehealth, to meet the needs of patients in an environment that is comfortable for them.



**\*Peer Support Services:** LRMHC has expanded the peer workforce by adding several mobile crisis peer positions, hiring a Peer Support facilitator, and supporting staff working toward credentialing as Certified Peer Specialists via training (including Intentional Peer Support and Wellness Recovery Action Plans).

*\*See back page for more information on Peer Support.*

## Strategic Planning

### ORGANIZATIONAL STABILITY

Invested in strategies to stabilize the workforce: staff incentive plans; new positions; and management training. Developed clinical and operational efficiencies for a stronger bottom line. Purchased a Plymouth facility that is a modern, professional mental health/medical facility. Began improvements on existing client housing and finalizing new options to increase available housing.

### ENHANCED CLINICAL SERVICES

Improved continuity of care and reduced barriers to access. Introduced Access to Care, Substance Use Disorder program, Mobile Crisis Response Team, Critical Time Intervention, and expanded Peer Supports. Expanded medical program. Celebrated the one year anniversary of three new Advanced Practice Registered Nurse (APRN) graduates. Provided on-site COVID testing and vaccinations for patients and staff.

### TECHNOLOGY ADVANCEMENT

Technology strategies implemented to increase efficiency, provider-to-provider interoperability, and consumer connectivity. Technology upgrades for accessibility and security. Electronic medical record (EMR) upgrade/migration & evaluation. Made phone and equipment upgrades.

### ENHANCED COLLABORATIONS

Increased and ongoing collaboration to reduce duplication of effort and expand service capabilities. Added contracts & memorandums of understanding with local schools, hospitals, and other providers.

# ORGANIZATIONAL IMPACT

Lakes Region Mental Health Center serves 24 towns in Belknap and Southern Grafton counties. 3,512 patients were served through all programs from July 1, 2021 to June 30, 2022. Lakes Region Mental Health Center provided a total of \$372,950 in charity care to residents of those towns.

## SOUTHERN GRAFTON COUNTY

TOWN & CITY	NUMBER OF PATIENTS	CHARITY CARE
Alexandria	39	\$1,919
Ashland	71	\$15,684
Bridgewater	11	\$2,408
Bristol	115	\$30,927
Campton/WV*	87	\$10,206
Ellsworth	1	\$0
Groton	5	\$4,157
Hebron	19	\$3,100
Holderness	32	\$4,176
Plymouth	226	\$37,526
Rumney	46	\$2,818
Thornton	20	\$108
Wentworth	13	\$35
Non-Catchment	97	\$16,654

**782** GRAFTON COUNTY PATIENTS

**\$129,649** GRAFTON COUNTY CHARITY CARE

## BELKNAP COUNTY

TOWN & CITY	NUMBER OF PATIENTS	CHARITY CARE
Alton	120	\$17,222
Barnstead	84	\$2,229
Belmont	328	\$18,405
Center Harbor	16	\$46
Gilford	224	\$18,309
Gilmanton	59	\$5,422
Laconia	1,174	\$106,800
Meredith	220	\$25,157
New Hampton	57	\$81
Sanbornton	71	\$7,304
Tilton	153	\$19,541
Non-Catchment	227	\$23,504

**2,730** BELKNAP COUNTY PATIENTS

**\$243,300** BELKNAP COUNTY CHARITY CARE

## MUNICIPAL SUPPORT

*LRMHC wishes to thank the following towns and counties for their financial support:*

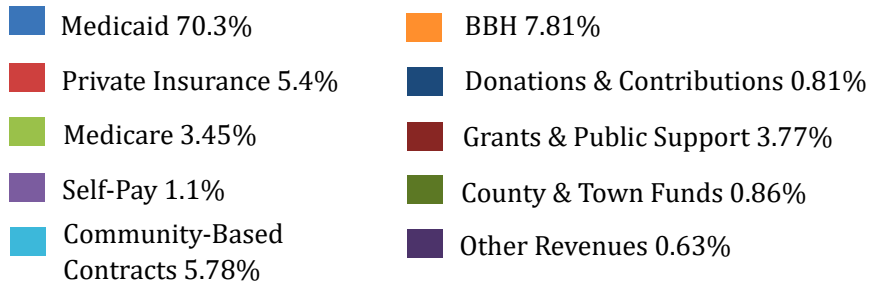
- |                            |               |
|----------------------------|---------------|
| Alexandria                 | Center Harbor |
| Ashland                    | Gilford       |
| Bristol                    | Groton        |
| Campton/*Waterville Valley | Hebron        |
| Gilmanton                  | Holderness    |
| Laconia                    | Plymouth      |
| Meredith                   | Rumney        |
| Alton                      | Thornton      |
| Belmont                    |               |

**\$117,720** Total from Towns

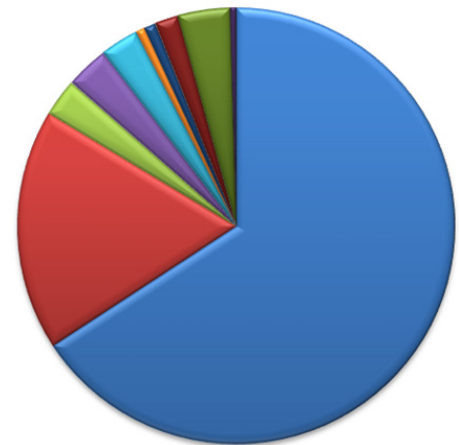
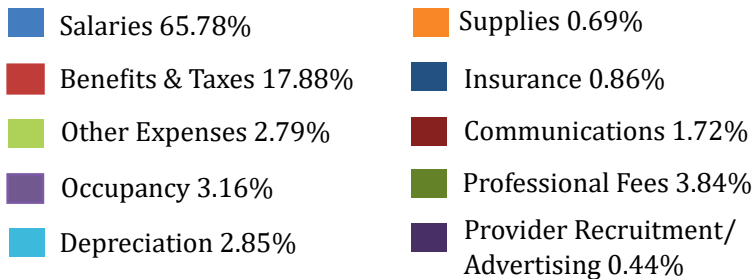
**\$23,000** Total from Grafton County

# FINANCIAL SUMMARY: Fiscal Year 2022

## REVENUES



## EXPENSES



Lakes Region Mental Health Center would like to thank the Accounting and Accounts Receivable Teams of the Business Office for their tremendous efforts over the past year. The external financial auditors, Kittell, Branagan & Sargent, mentioned in the presentation to the Board of Directors how impressed they were with the quality of information received. Accounting updated the chart of accounts and implemented a new general ledger software package that provided enhanced financial reporting, which aided in a clean annual audit. The Accounts Receivable team members took on new system processes, resulting in vastly improved collections. They were able to reduce the amount reserved in allowance for future write offs by over \$700K in the past two years. LRMHC is grateful for their continued hard work towards improving our financial systems.

## What do you love most about working at LRMHC?

- *"I love the collaboration between the different team members. We all come together to help patients and it's always wonderful to see." - Jen Schmidt, Assistant Director of Child & Family*
- *"I worked in big organizations before. Working here, I have been able to collaborate with my coworkers to make an impact and change in the company over my years here. I was able to make a difference." - Ed Drury, Director of Facilities and Special Projects*
- *"I take great pride in what we do here – we always try our best to provide quality care and services. I respect my coworkers a lot for their dedication. The patients are always at the forefront of their minds." - Linda Hagan, Coordinator of Support Services/Office Manager*
- *"The staff are welcoming, and are quick to teach you everything they know to support you in your role. I feel supported by my teams, my co-workers and leadership to continue to push myself professionally. It has been six years so far, I look forward to the next thirty years with LRMHC." - Celyne Godbout, Director of Residential Supports and Services*

# INDIVIDUALS

Carolyn Ames  
Dianne Anthony  
Jim & Virginia Babcock  
Sandra & Dennis Bean  
Joseph & Carrie Bellavance  
Dennis Bothamley  
Marsha Bourdon  
Joseph & Julie Bradley  
Susan & James Bradley  
Mary Brickhouse  
Judy Buswell  
Gregory & Jean Cadrette  
Ronald & Lynn Chaput  
Nicole Chase  
Thomas Cochran  
Atty. Michael Conklin  
Dennis & Phyllis Corrigan  
Hans & Kathy Dahll  
Kelly & Christopher Dalmass  
Tracey Darroll & Joe Prado  
Steven & Iane Deutsch  
Joyce Palmer & George DeWolf  
John & Gina Dineen  
Janet Dodge  
Donald & Martha Dolben  
Sue Drolet  
Rodney & Gail Dyer  
Mark G. Edelstein  
Tammy Emery  
Eric & Cheryl Ferren  
William & Julia Ferry  
Joel Fisher  
Sunshine Fisk  
William & Audrey Fitzgerald  
Jerry Fleischman  
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Linda Hagan  
Barbara Harris  
David Hart  
Marshall Hatch  
Kate Hedberg & Dr. Viking  
Hedberg  
Donna & Andrew Hosmer  
Sarah Hundgen  
William & Joyce Jacobson  
Mitchell B. Jean  
Jaron Jenkins  
Scott & Gigi Johnson  
Richard & Katherine Jones  
Kevin Keohan  
Samantha Kokua  
Brenda & Ken Korach  
Chi Kung  
Dawn & David Lacroix  
Kathryn Lacroix  
Laura LeMien  
E. Devitt & Gary Liptak  
Carmen Lorentz  
Debra & Thomas Macone  
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Linda Nichols  
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Marcia Oder

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Micheline Roy  
Samantha Shiel  
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Matthew Soza  
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Joanne Stevens  
Kenneth & Brooke Stillwell  
Christopher & Cathleen Sullivan  
Gloria Thorington  
Eva Thornber  
Paul & Mary Tierney  
Kimbly Wade  
William Christie & Cinde  
Warmington  
Cathy Welch  
Brenda & David White  
Dr. Kelley White  
Dr. Charles Wilder  
Patrick & Jane Wood  
Judith Wright  
David Wunsch

*We gratefully acknowledge our contributors for their generous support of our mission.*

**THANK YOU FOR YOUR SUPPORT**



# TRIBUTES

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Cathy Welch

## IN MEMORY OF CJ GRAHAM

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Dianne Anthony  
Hans and Kathy Dahll

## IN MEMORY OF SALLY HATCH

Marshall Hatch

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Eugene & Elizabeth Friedman

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Matthew Soza

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Linda Nichols

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Kate Hedberg and Dr. Viking  
Hedberg

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Mr. and Mrs. David  
and Gail Mears

## IN MEMORY OF KATHLEEN JAMES

Marcia Oder

## IN HONOR OF PETE HARRIS

Martha and Donald Dolben

## IN HONOR OF PAUL LEVESQUE

Mr. and Mrs. Edward McFarland, Jr.

## IN HONOR OF THE LEGACY OF DICK AND BETTY PERSONS

Gilford Community Church

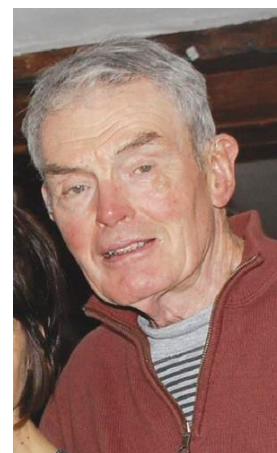
## IN HONOR OF KATE MILLER

Atty. Michael Conklin

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## IN MEMORIUM

**BARBARA HARRIS**     **RICHARD HATTAN, MD**  
1924-2022                     1930-2022



*No ray of sunshine is ever lost,  
but the green that it awakens  
takes time to sprout, and it's not  
always given to the sower  
to see the harvest.  
-Albert Schweitzer*

*Contributions are listed from July 1, 2021 to June 30, 2022. We make every effort to recognize our supporters accurately and apologize for any unintentional errors or omissions. Please contact our Development Office at 603.524.1100 x445 so we may correct our records.*

**THANK YOU FOR YOUR SUPPORT**

## ORGANIZATIONS

3 Lakes Landscaping LLC	Haffner's Energy North Group - Plymouth Mobil	New Hampshire Fisher Cats
A&M Donuts - Dunkin'	Hannaford Community Bag Program	New Leaf Vintage, LLC
Ann's Fabrics & Crafts	Hart's Turkey Farm Restaurant	Northeast Delta Dental
Artisan Eyewear	Hectors FFS LLC	NuCar Automall of Tilton
Bank of New Hampshire	Highland Mountain Bike Park	Overhead Door Options, Inc.
BDH Foundation	Institute for Cultural Exchange	Patrick's Pub & Eatery
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Camp Kita	Laconia Housing	Prescott Farm Environmental Education Center
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Congregational Church of Laconia	Lakes Region Community College	Squam Lakes Natural Science Center
Cross Insurance Laconia	Loudon Country Club	St James Episcopal Church
Crossroads Chiropractic	Magic Foods Restaurant Group	Stafford Oil & Propane
Downtown Gym and Wellness Center	Maxfield Real Estate	The Lakeview Inn
Four Your Eyes Only	Melcher & Prescott Insurance	The Napoli Group
Franklin Savings Bank	Meredith Village Savings Bank	The Studio
Gilford Community Church	Meridian Construction	The Winnepesaukee Playhouse
Granite United Way	Minkow & Mahoney Mullen, PA	Unitarian Universalist Society
Grappone Automotive Group	Miracle Farms Landscaping	United Way of Rhode Island
Gunstock Mountain Resort	NAMI NH	

### PRESENTING SPONSOR



### GOLD SPONSORS



### SILVER SPONSORS



## ANNUAL AUCTION SPONSORS

# GRANTS

At Lakes Region Mental Health Center, we value the partnerships we have in the Greater Lakes Region as well as in the Granite State. Together, we are able to utilize our collective — yet limited — resources efficiently and effectively while continuing to make a difference in the lives of the many adults, children and families living with- and recovering from- mental illness.

**SAMUEL PARDOE  
FOUNDATION**  
**\$12,500** for programs  
support

**SPEARE MEMORIAL  
HOSPITAL FUND**  
**\$15,000**  
to support a homeless liaison for  
the greater Plymouth area

**GREATER  
LAKES REGION  
CHILDREN'S  
AUCTION** **\$20,000**  
for EMDR training and  
consultation with Child & Family

**GRANITE UNITED  
WAY** **\$5,000** to support  
InSHAPE program for children

**DELTA DENTAL**  
**\$1,000** for crisis financial  
support

*"Therapists are enthusiastic  
and grateful for the opportunity  
to receive intensive training in  
EMDR through the support of the  
Children's Auction. The addition of  
EMDR as an intervention will have  
significant impact on the children  
and families we serve."  
—Charlotte Hassett, Director of  
Child & Family*

**CHARLES &  
NANCY WILDER  
FOUNDATION**  
**\$10,000** for program  
support

**NH CHARITABLE  
FOUNDATION**  
**\$20,000** to support the  
cost of electronic medical records  
implementation

**MEREDITH  
VILLAGE SAVINGS  
BANK FUND**  
**\$15,000** for improvements  
to community residences



# Better Together

## COMMUNITY PARTNERS

Concord Hospital Laconia and Franklin | Partnership for Public Health | Speare Memorial Hospital | NH Department of Health and Human Services | Kathy Ireland Recovery Centers | Navigating Recovery of the Lakes Region | The Child Advocacy Center | NH Department of Education | Lakes Region Community Services | Laconia Housing Authority | Boys & Girls Club of the Lakes Region

THANK YOU FOR YOUR SUPPORT

# HIGHLIGHT: PEER SUPPORT

Peers offer hope by sharing their own stories, wellness tools, and goal-setting support to help people move toward where they would like to be. Peers reduce some of the barriers and confusing components of connecting to mental health services and offer one-on-one support from someone who has been there.

Peer support workers are individuals with lived experience and may be called **peer support workers, peer specialists, peer recovery coaches, peer advocates, peer recovery support specialists**, or, collectively, “peers” who have undergone special training or certification to be effective in this role.

### Peer support...

- ... is an evidence-based practice.
- ... has extensive literature to support the inclusion of peers in the behavioral health workforce.



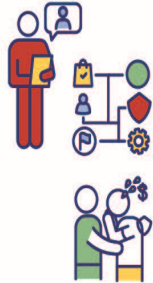
### Research on peer support has demonstrated...



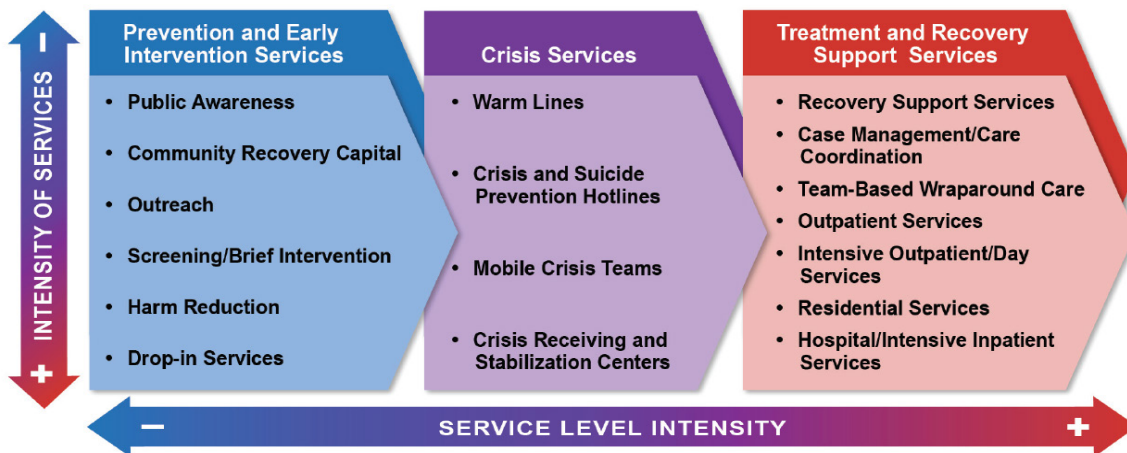
- ... cost effectiveness.
- ... improved outcomes for recipients.

### Improved outcomes for recipients include...<sup>2,3</sup>

- ... reduced re-hospitalizations.
- ... lower overall costs of services.
- ... increased service utilization.
- ... increased treatment engagement.
- ... improved quality of life.
- ... increased functioning.
- ... decreased behavioral health symptoms.



## Key Components of a Behavioral Health Continuum of Care



SOURCE: Substance Abuse and Mental Health Services Administration (SAMHSA), [WWW.SAMHSA.GOV](http://WWW.SAMHSA.GOV)

**FIND LAKES REGION MENTAL HEALTH CENTER AT:**

**Laconia:** 40 Beacon St. E, Laconia, NH | **Plymouth:** 81 Highland St., Plymouth, NH  
**Phone:** 603-524-1100 | **Website:** [www.lrmhc.org](http://www.lrmhc.org)  
**For Emergencies: Call Rapid Response Access Point:** 833-710-6477 or NH988.com