

# Greater Nashua Mental Health Center *at Community Council*



*Serving Individuals, Families and  
Our Community Since 1920!*

**Annual Report 2017**

## *To Our Community Partners, Colleagues and Friends,*



Elizabeth Sheehan  
Board Chair

In the immortal words of Bob Dylan, “the times, they are a-changing.” This is just as true today as it was back in the 60’s, perhaps even more so with the spread of information technology and the rise of the global economy. What is different however, is the pace of that change. We have seen some wonderful advances in many fields—including the healthcare field that we operate in. We have cracked the code of the human genome, opening avenues of research,



Craig Amoth  
President & CEO

treatments and potential cures once only dreamed of. It has also led to the development of some powerful drugs that have the potential to both relieve suffering or cause suffering if used inappropriately. Back in the 60’s, this country was dealing with a heroin crisis. Some fifty plus years later, we are now attempting to deal with the misuse of a drug many, many times more powerful than heroin and every bit as addicting—fentanyl.

What we didn’t know as well back in the 60’s that we know today is the close association of addictions with mental health disorders. A recent landmark study from Dartmouth Hitchcock Medical Center and the University of Michigan found that over half of all the prescriptions for opioids went to persons with a co-occurring mental illness. We also now know that to better understand and treat many of these complex disorders, it is unwise to attempt to separate the mind from the rest of the body. The new field of research and treatments are now focusing on treating the whole person—integrating the fields of mental health, addictions and physical health care.

The Greater Nashua Mental Health Center is committed to staying abreast of the emerging research and evidence-based treatments and will soon be launching integrated treatment options in close partnership with other area healthcare professionals in our community. If we are going to be successful in meeting the demands of the 21<sup>st</sup> century, we must adapt and change our practices to meet the emerging challenges. One of our greatest challenges, however, will be to move a system of regulations and reimbursement for care that was created back in the 20<sup>th</sup> century to support the new advancements in care. Not all change moves at the same pace but there is movement and there is hope on the horizon.

We invite the rest of our community to partner with us on this journey of discovery and hope. Because as Bob Dylan also said, “there is nothing so stable as change.”

A handwritten signature in black ink that reads "Craig D. Amoth".

Craig D. Amoth  
President and CEO

A handwritten signature in black ink that reads "Elizabeth Sheehan".

Elizabeth Sheehan  
Board Chair

## Drug Court Provides Results

Jean\* is a middle-aged woman who had a long history of substance misuse and like many others afflicted with this challenge, she also had a lengthy criminal record. During her last arrest, she was fortunate to be diverted to the Drug Treatment Court program in Nashua, which consists of a collaboration among an entire team of professionals including judges, attorneys, police departments and mental health providers at the Greater Nashua Mental Health Center. Jean began working with a therapist and was diagnosed with a co-occurring mental health disorder, meaning that she was not only struggling with a long standing substance use disorder, but she also had an additional significant mental health challenge to address. This is not an uncommon occurrence and in fact many people try to self-medicate with drugs and alcohol because they are suffering and never received treatment for the underlying mental disorder.

Feeling a real sense of hope, Jean was totally engaged and spent about 4 days a week in intensive outpatient therapy. In addition, she was subjected to random drug tests and appeared before the judge on a regular basis where she received incentives for making progress toward her goals. Participants are also required to attend recovery support meetings in the community. Jean worked diligently at her recovery, developed numerous connections and built herself a healthy support network in her community.

After 18 months of hard work, Jean successfully graduated from the drug court program and is living an entirely new life. She has gone to school to study technology and is currently working full-time with a real salary.

Jean is able to pay back loans that she had hanging over her head and enjoys a renewed sense of being a productive and responsible member of her community. She has since volunteered her time to become a mentor to new drug court program participants, because she wants to give back to the community that helped her to find renewed hope and joy in her own life.

*"I am so happy that I am able to give back to others, now that I've been given a second chance."*

### *Board Officers*

|                   |                 |
|-------------------|-----------------|
| Elizabeth Sheehan | Chair           |
| Pamela Burns      | Vice Chair      |
| Jone LaBombard    | Secretary       |
| Marie Tule, CPA   | Treasurer       |
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### *Our Mission*

**Empowering people to lead full and satisfying lives through effective treatment and support.**

## Mental Health Court Saves Lives

Jacob\* was the kind of young man most would consider an adolescent superstar: a scholar and an athlete, surrounded by a loving family and good friends. Life seemed as close to perfect as it could be.

But things began to change for him and it seemed that Jacob's life was crumbling. His mother was diagnosed with a serious medical condition, a situation that was understandably stressful for the entire family, but Jacob began acting very differently than the person his family and friends knew and loved. One fateful day, something inside him caused his behavior to escalate to the point that was no longer safe and to protect him and those around him, the police became involved. Jacob was charged with a felony and it looked as though he would be spending time in jail. A bright, young man with a great future, now going to jail...it was unthinkable!

Fortunately, Southern Hillsborough County has a mental health court program that partners with GNMHC for precisely this kind of situation. Jacob suffered a psychotic episode, something he and his family didn't understand. The resulting behavior was due to an undiagnosed and untreated mental health disorder.

Sending Jacob to jail would likely have done him further harm. Thankfully, Jacob's family was connected with expert clinicians at GNMHC who advocated that he be considered for the mental health court project. This program allowed him to be diverted to inpatient psychiatric treatment, which is what Jacob needed in order to be diagnosed, treated and stabilized.

Today, eight months later, Jacob is stable, receiving the treatment he needs and is back on track with the life he had envisioned for himself. He is enrolled in college, carrying a full-time course load and is pursuing an intensive and challenging major course of studies. His life is his own again. His family, including grandparents and other extended family members, are beyond thrilled with the positive results of what could otherwise have been a tragedy in a young life. The entire extended family is fully supportive and involved in his recovery and progress. As for

Jacob's parents, they are so grateful that the future is bright once again, and they are more than thrilled to tell the individuals involved in his care:



*"You truly saved our son's life, and we are forever grateful!"*

## Supported Employment Program Changes Lives

Rosa \* is a lovely woman in her late 50s who has been staying home alone and struggling with anxiety and depression for many, many years. Crippled by her symptoms and the fear, she had no way to leave the house without becoming panicked. This fed her depression and it seemed like she was caught in a vicious circle that kept her stuck.



Fortunately, Rosa sought out treatment with a therapist at the Greater Nashua Mental Health Center and she began to work through the barriers which kept her from living a full life – a life she truly wanted for herself.

When Rosa expressed an interest in getting a job, a specialist from our Supported Employment program was assigned to meet with her. In the program, clients are assessed as to their interests, goals, and abilities, in order to obtain meaningful employment that they wish to pursue. However, the responsibility lies with the client to actually find the job, even though the employment specialist is there as a guide each step of the way. Clients receive assistance with crafting a resume and cover letter, practicing interviewing skills, choosing appropriate interview clothing, or any other challenge that may interfere with reaching their goals. Once on the job, the employment specialist follows the client and is there as a support should any issues arise while working. In this way there is a safety net available for clients who may not have worked in a long time and don't necessarily feel confident in their ability to succeed.

*“Working keeps you young! You have to get out of the house and be around people!”*

Rosa is now working 25 hours a week and she just beams when she talks about it. She states that her family and friends have told her how great she looks and she agrees. Her happiness radiates from within. Rosa has coworkers that she can talk with and she feels a real sense of belonging to a group and a new purpose in her life. Getting a paycheck is a bonus as well!

Now that she is working, Rosa couldn't be happier. She exudes confidence and a sense of well-being. Whenever anyone asks what her secret is for looking so well, she gladly tells them: “Working keeps you young! You have to get out of the house and be around people.”

\* All names have been changed for client privacy and anonymity

# Service By the Numbers

The following statistics refer to the numbers served by specific programs last year.

- 1,517** Individuals received Adult Outpatient Services
- 1,398** Children, Adolescents & their Families received services through Child & Adolescent Program
- 58** Children received services from our Child Act Program
- 422** Individuals attended our Child Impact Classes
- 135** Families received Visitation Center Services
- 459** Individuals were seen by Elder Services
- 482** Individuals used our Emergency Services
- 262** Individuals participated in Vocational Services
- 1,338** Individuals received Community Support Services
- 229** Individuals received Substance Misuse Services
- 117** Individuals received services from our Adult ACT Program
- 83** Deaf and Hard of Hearing Adults & Children received services through Deaf Services Team
- 78** Individuals served in the Drug Court Treatment Program
- 74** Adults utilized our Outreach Services
- 60** Adults received Veteran Support Services

# Communities We Serve

Greater Nashua Mental Health Center serves the Greater Nashua Region, which includes 10 towns. In the past year, we served a total of **3,951** residents as follows:

|             |       |
|-------------|-------|
| Amherst     | 49    |
| Brookline   | 42    |
| Hollis      | 49    |
| Hudson      | 356   |
| Litchfield  | 54    |
| Mason       | 6     |
| Merrimack   | 212   |
| Milford     | 195   |
| Mont Vernon | 7     |
| Nashua      | 2,720 |
| Out Of Area | 261*  |

\* this number represents individuals who participated in programs for which we do not collect demographic information.

# Clients by Age and Gender

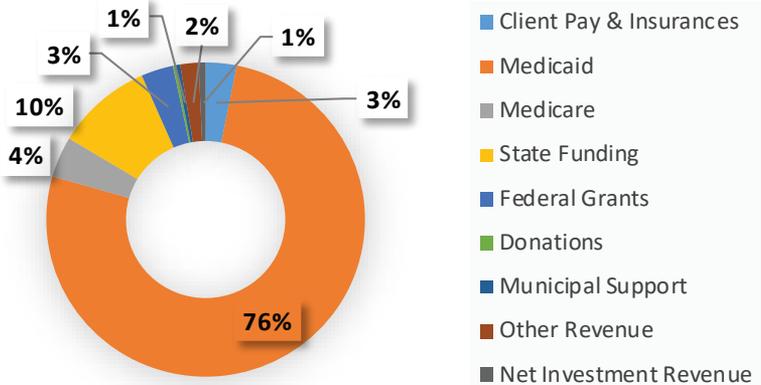
| Age     |       |
|---------|-------|
| <18     | 805   |
| 18-24   | 354   |
| 25-44   | 1,246 |
| 45-64   | 1,312 |
| 65+     | 234   |
| Gender  |       |
| Male    | 1,703 |
| Female  | 2,245 |
| Unknown | 3     |

# Financials

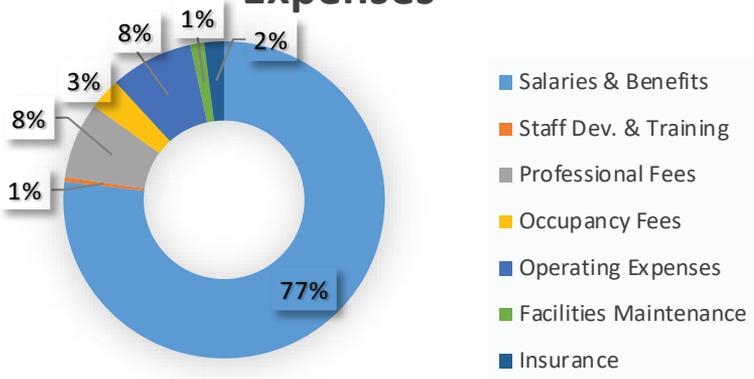
| Revenues               |                   |
|------------------------|-------------------|
| Client Pay & Insurance | 411,244           |
| Medicaid               | 9,958,188         |
| Medicare               | 547,056           |
| State Funding          | 1,281,240         |
| Federal Grants         | 425,521           |
| Donations              | 37,574            |
| Municipal Support      | 59,936            |
| Other Revenue          | 241,488           |
| Net Investment Rev.    | 92,021            |
| <b>Total Revenues</b>  | <b>13,054,268</b> |

| Expenses               |                   |
|------------------------|-------------------|
| Salaries & Benefits    | 9,083,030         |
| Staff Dev. & Training  | 52,277            |
| Professional Fees      | 17,972            |
| Occupancy Fees         | 381,265           |
| Operating Expenses     | 88,755            |
| Facilities Maintenance | 162,852           |
| Insurance              | 235,847           |
| <b>Total Expenses</b>  | <b>11,821,998</b> |

## Revenues



## Expenses





**Greater Nashua Mental Health Center**  
*at Community Council*

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*Strengthening Individuals, Families and Our Community Since 1920!*

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[info@gnmhc.org](mailto:info@gnmhc.org)

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24- Hour Emergency Services: 800.762.8191  
Appointment Scheduling: 603.402.1574  
Deaf Service Video Phone: 603.821.0240

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