

**COMMUNITY BENEFITS REPORTING FORM**

*Pursuant to RSA 7:32-c-1*

FOR FISCAL YEAR BEGINNING 07/01/2017

*to be filed with:*

Office of the Attorney General  
Charitable Trusts Unit  
33 Capitol Street, Concord, NH 03301-6397  
603-271-3591

**Section 1: ORGANIZATIONAL INFORMATION**

**Organization Name** The Lakes Region Mental Health Center, Inc. (formerly known under trade name of Genesis Behavioral Health)

**Street Address** 40 Beacon Street East

**City** Laconia

**County** 01 - Belknap

**State** NH **Zip Code** 3246

**Federal ID #** 20272138

**State Registration #** 1574

**Website Address:** www.lrmhc.org

Is the organization's community benefit plan on the organization's website? Yes

Has the organization filed its Community Benefits Plan Initial Filing Information form? Yes

**IF NO**, please complete and attach the Initial Filing Information Form.

**IF YES**, has any of the initial filing information changed since the date of submission?

No **IF YES**, please attach the updated information.

**Chief Executive:** Margaret M. Pritchard 6035241100 mpritchard@genesishb.org

**Board Chair:** Deborah Pendergast 6032319223

Deborah.Pendergast@dos.nh.gov

**Community Benefits**

**Plan Contact:** Ann Nichols 6035241100 anichols@genesishb.org

Is this report being filed on behalf of more than one health care charitable trust? No

**IF YES**, please complete a copy of this page for each individual organization included in this filing.



## **Section 2: MISSION & COMMUNITY SERVED**

Mission Statement: Lakes Region Mental Health Center's mission is to provide integrated mental and physical health care for people with mental illness while creating wellness and understanding, in our communities (Revised and Approved by the Board of Directors, 9/15/15). Has the Mission Statement been reaffirmed in the past year (*RSA 7:32e-1*)? No

Please describe the community served by the health care charitable trust. "Community" may be defined as a geographic service area and/or a population segment.

Service Area (Identify Towns or Region describing the trust's primary service area):

Per its contract with the State of New Hampshire, Bureau of Behavioral Health, Lakes Region Mental Health Center (LRMHC), formerly known as Genesis Behavioral Health (GBH), serves Belknap and southern Grafton Counties, including the municipalities of Alexandria, Alton, Ashland, Barnstead, Belmont, Bridgewater, Bristol, Campton, Center Harbor, Ellsworth, Gilford, Gilmanton, Groton, Hebron, Holderness, Laconia, Meredith, New Hampton, Plymouth, Rumney, Sanbornton, Thornton, Tilton and Wentworth.

Service Population (Describe demographic or other characteristics if the trust primarily serves a population other than the general population):

Lakes Region Mental Health Center serves children, families, and adults who are living with - and recovering from - mental illness and/or emotional distress. The organization provides services pursuant to RSA 135-c and the He-M Administrative Rules governing community mental health centers. This includes the provision of an intake and assessment to determine clinical eligibility for state-defined mental health services, as well as 24/7 emergency services to anyone in the community experiencing a psychiatric crisis, regardless of their insurance status or ability to pay.

Lakes Region Mental Health Center offers individual, group and family therapy; psychiatry; nursing; community support programs for people with severe and persistent mental illness; case management; community-based care; housing; supported employment; substance use disorder treatment services; Assertive Community Treatment (ACT) Team; and children and family services, including trauma-focused therapy, Project Renew for transition-age youth, art therapy and play therapy. Child Impact Seminars are offered in Laconia and Plymouth for divorcing families. An on-site pharmacy and lab are available to improve access to care and services for patients.

Together with its community partners, including area hospitals, other health care providers, nursing homes, law enforcement, corrections, courts, schools, municipalities, child care providers, DCYF and human service agencies, Lakes Region Mental Health Center provides a continuum of care for people with mental illness and/or emotional distress. These services are provided via contractual arrangements with other providers, including LRGHealthcare and its affiliated providers, Speare Memorial Hospital, Plymouth State University, Lakes Region Community College, area school districts, several nursing homes, Grafton County Mental Health Court, and Belknap County Compliance Court.

LRMHC was one of only 60 recipients nationwide to receive a \$1.6 million four-year Primary and Behavioral Health Care Integration Grant from the Substance Abuse and Mental Health Services Administration in 2015. This grant, which began on 10/1/15, will allow LRMHC patients to access integrated mental and physical health care at the community mental health center. This grant strengthens the agency's current partnerships with the two area Federally Qualified Health Centers (HealthFirst Family Care Center and Mid-State Health Center), who will contract with LRMHC to provide primary care services at LRMHC's locations in Laconia and Plymouth.

**Section 3: COMMUNITY NEEDS ASSESSMENT**

In what year was the last community needs assessment conducted to assist in determining the activities to be included in the community benefit plan?

2014 *(Please attach a copy of the needs assessment if completed in the past year)*

Was the assessment conducted in conjunction with other health care charitable trusts in your community? Yes

Based on the needs assessment and community engagement process, what are the priority needs and health concerns of your community?

	NEED (Please enter code # from attached list of community needs)
1	120
2	100
3	122
4	400
5	102
6	101
7	602
8	601
9	121

What other important health care needs or community characteristics were considered in the development of the current community benefits plan (e.g. essential needs or services not specifically identified in the community needs assessment)?

	NEED (Please enter code # from attached list of community needs)
A	430
B	421
C	420
D	422
E	371
F	374
G	127

Please provide additional description or comments on community needs including description of “other” needs (code 999) if applicable. *Attach additional pages if necessary:*

As the community mental health center serving Region 3 (Belknap and southern Grafton Counties), LRMHC is responsible for the provision of mental health treatment and services for individuals of all ages living with - and recovering from - mental illness and/or emotional distress. Access to mental health care is identified as a top priority need in both the 2014 LRGHealthcare Community Health Assessment and the 2014 Central New Hampshire Health

Partnership Community Needs Assessment, the two most recent community needs assessments conducted in LRMHC's catchment area. In both Counties, access to care is influenced by a number of factors, including affordability of and insurance coverage for services, provider capacity in relationship to population need, and demand for services, the availability and proximity of services, and viable transportation options given the geographical challenges of living in a rural area. Participants in both assessments noted issues such as isolation due to the rural setting, long winters, alcohol and drug use, financial burdens, and lack of employment opportunities as challenges to living in central New Hampshire that contribute to poor mental health. Additionally, according to both Health Needs Assessment reports, the region has a higher proportion of the elderly compared to the New Hampshire population overall.

The difficulty in accessing mental health services in the Lakes Region is attributable to several factors, namely lack of health insurance or financial resources (the individuals surveyed are those who do not meet the criteria for state eligibility), provider capacity in relationship to population need and demand for services, proximity to services, limited transportation options, and poverty. Additionally, impacting access to care is the workforce shortage in NH; particularly as it relates to mental health providers.

As a recipient of grant funds from both Counties, Lakes Region Mental Health Center utilizes these dollars to subsidize short-term therapy for underinsured and uninsured adults in need of counseling services. These programs, offered as an optional service by LRMHC, improve access to behavioral health care and alleviate the burden on those without insurance and adequate financial resources. Lakes Region Mental Health Center utilizes two 10-passenger mini-buses obtained through a grant with the NH Department of Transportation to facilitate transportation to appointments for individuals in need of assistance.

The 2014 report noted that the Lakes Region has statistically higher rates of poverty, individuals without health insurance, utilization of the emergency department for mental health conditions, and suicide than the averages for New Hampshire. In addition, the region has a critical shortage of behavioral health providers, which contributes to reduced access to mental health care and poorer health outcomes.

LRMHC is an active participant in the Partnership for Public Health and the Central New Hampshire Health Partnership, and will continue to work with the collaborating organizations to alleviate barriers to mental health care in Belknap and southern Grafton Counties. Many of the mental health issues addressed within both assessments, including access to care, substance misuse and addiction, and suicide prevention, are also addressed in the Winnepesaukee Public Health Region's Community Health Improvement Plan, of which LRMHC is a participant in several workgroups.

**Section 4: COMMUNITY BENEFIT ACTIVITIES**

Identify the categories of Community Benefit activities provided in the preceding year and planned for the upcoming year (note: some categories may be blank). For each area where your organization has activities, report the past and/or projected unreimbursed costs for *all* community benefit activities in that category. For each category, also indicate the *primary* community needs that are addressed by these activities by referring to the applicable number or letter from the lists on the previous page (i.e. the listed needs may relate to only a subset of the total reported costs in some categories).

<i>A. Community Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Community Health Education</i>	3 7 F	\$43,221.00	\$43,586.00
<i>Community-based Clinical Services</i>	-- 7 F		
<i>Health Care Support Services</i>	6 3 F	\$102,796.00	\$117,187.00
<i>Other:</i>	-- -- --		

<i>B. Health Professions Education</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Provision of Clinical Settings for Undergraduate Training</i>	-- -- --		
<i>Intern/Residency Education</i>	-- 3 F	\$12,715.00	\$13,527.00
<i>Scholarships/Funding for Health Professions Ed.</i>	-- -- --		
<i>Other:</i>	-- -- --		

<i>C. Subsidized Health Services</i>	<i>Community Need Addressed</i>	<i>Unreimbursed Costs (preceding year)</i>	<i>Unreimbursed Costs (projected)</i>
<i>Type of Service: Emergency Services</i>	3 6 E	(\$291,061.00)	(\$386,263.00)
<i>Type of Service: Underfunded Services</i>	3 6 E	(\$595,660.00)	(\$601,617.00)
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		
<i>Type of Service:</i>	-- -- --		

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<b><i>D. Research</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Clinical Research</i>	-- -- --		
<i>Community Health Research</i>	-- -- --		
<i>Other:</i>	-- -- --		

<b><i>E. Financial Contributions</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Cash Donations</i>	-- -- --		
<i>Grants</i>	-- -- --		
<i>In-Kind Assistance</i>	-- -- --		
<i>Resource Development Assistance</i>	-- -- --		

<b><i>F. Community Building Activities</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Physical Infrastructure Improvement</i>	-- -- --		
<i>Economic Development</i>	-- -- --		
<i>Support Systems Enhancement</i>	-- -- --		
<i>Environmental Improvements</i>	-- -- --		
<i>Leadership Development; Training for Community Members</i>	-- -- --		
<i>Coalition Building</i>	3 6 7	\$67,046.00	71069.00
<i>Community Health Advocacy</i>	-- -- --		

<b><i>G. Community Benefit Operations</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Dedicated Staff Costs</i>	3 -- --	\$40,617.00	\$43,054.00
<i>Community Needs/Asset Assessment</i>	3 -- --	\$2,072.00	\$2,175.00
<i>Other Operations</i>	3 -- --	\$38,055.00	39958.00

<b><i>H. Charity Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Free &amp; Discounted Health Care Services</i>	3 6 5	\$4,939,350.00	\$4,939,350

<b><i>I. Government-Sponsored Health Care</i></b>	<b><i>Community Need Addressed</i></b>	<b><i>Unreimbursed Costs (preceding year)</i></b>	<b><i>Unreimbursed Costs (projected)</i></b>
<i>Medicare Costs exceeding reimbursement</i>	-- -- --		
<i>Medicaid Costs exceeding reimbursement</i>	-- -- --		
<i>Other Publicly-funded health care costs exceeding reimbursement</i>	-- -- --		

**Section 5: SUMMARY FINANCIAL MEASURES**

<i>Financial Information for Most Recent Fiscal Year</i>	<i>Dollar Amount</i>
<i>Gross Receipts from Operations</i>	\$13,003,497.00
<i>Net Revenue from Patient Services</i>	\$11,606,472.00
<i>Total Operating Expenses</i>	\$12,726,392.00
<i>Net Medicare Revenue</i>	\$595,539.00
<i>Medicare Costs</i>	\$582,848.00
<i>Net Medicaid Revenue</i>	\$9,086,073.00
<i>Medicaid Costs</i>	\$8,892,448.00
<i>Unreimbursed Charity Care Expenses</i>	\$403,485.00
<i>Unreimbursed Expenses of Other Community Benefits</i>	\$357,185.00
<i>Total Unreimbursed Community Benefit Expenses</i>	\$760,670.00
<i>Leveraged Revenue for Community Benefit Activities</i>	\$189,378.00
<i>Total Community Benefits including Leveraged Revenue for Community Benefit Activities</i>	\$950,047.00

**Section 6: COMMUNITY ENGAGEMENT in the Community Benefits Process**

<i>List the Community Organizations, Local Government Officials and other Representatives of the Public consulted in the community benefits planning process. Indicate the role of each in the process.</i>	<i>Identification of Need</i>	<i>Prioritization of Need</i>	<i>Development of the Plan</i>	<i>Commented on Proposed Plan</i>
1) Lakes Region Mental Health Center-Genesis Behavioral Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Community Action Program (Belknap-Merrimack Counties)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Central NH VNA & Hospice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) HealthFirst Family Care Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Lakes Region Community Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Partnership for Public Health	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Granite United Way	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) LRGHealthcare	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Communities for Alcohol and Drug-Free Youth (CADY)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Newfound Area Nursing Association	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11) Mid-State Health Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12) Pemi-Baker Home Health & Hospice	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13) CDaD/Plymouth Pediatrics and Adolescent Medicine	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14) Plymouth Regional Clinic	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15) Spere Memorial Hospital	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16) Whole Village Family Resource Center	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17) Community Members - Surveys	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18) Focus Groups	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide a description of the methods used to solicit community input on community needs (attach additional pages if necessary): The most recent community needs assessment for Belknap County was led by Lakes Region Healthcare and completed in 2014. The group utilized 2 data sources to inform the assessment - a review of publicly available health related data from vital statistics, surveys, and other objective data sources; and focus group interviews involving community members representing a variety of social sectors. Focus group information was analyzed together with vital record data, survey results, and other objective health data to identify community strengths, needs, and priorities for future work.

LRMHC serves both Belknap and southern Grafton Counties, and thus utilizes two needs assessments in preparing this report. The most recent assessment for Grafton County was conducted in 2014 by the Central New Hampshire Health Partnership. Methods employed in the assessment included a series of community discussion groups convened and moderated by

members of the Central New Hampshire Health Partnership and a review of available population demographics and health status indicators to update a more comprehensive community health needs assessment completed in 2011.

**Section 7: CHARITY CARE COMPLIANCE**

<b>Please characterize the charity care policies and procedures of your organization according to the following:</b>	<b>YES</b>	<b>NO</b>	<b>Not Applicable</b>
The valuation of charity does not include any bad debt, receivables or revenue	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written charity care policy available to the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any individual can apply for charity care	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any applicant will receive a prompt decision on eligibility and amount of charity care offered	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notices of policy in lobbies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notice of policy in waiting rooms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notice of policy in other public areas	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Notice given to recipients who are served in their home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### **List of Potential Community Needs for Use on Section 3**

#### *100 - Access to Care; General*

- 101 - Access to Care; Financial Barriers
- 102 - Access to Care; Geographic Barriers
- 103 - Access to Care; Language/Cultural Barriers to Care
- 120 - Availability of Primary Care
- 121 - Availability of Dental/Oral Health Care
- 122 - Availability of Behavioral Health Care
- 123 - Availability of Other Medical Specialties
- 124 - Availability of Home Health Care
- 125 - Availability of Long Term Care or Assisted Living
- 126 - Availability of Physical/Occupational Therapy
- 127 - Availability of Other Health Professionals/Services
- 128 - Availability of Prescription Medications

#### *200 - Maternal & Child Health; General*

- 201 - Perinatal Care Access
- 202 - Infant Mortality
- 203 - Teen Pregnancy
- 204 - Access/Availability of Family Planning Services
- 206 - Infant & Child Nutrition
- 220 - School Health Services

#### *300 - Chronic Disease – Prevention and Care; General*

- 301 - Breast Cancer
- 302 - Cervical Cancer
- 303 - Colorectal Cancer
- 304 - Lung Cancer
- 305 - Prostate Cancer
- 319 - Other Cancer
- 320 - Hypertension/HBP
- 321 - Coronary Heart Disease
- 322 - Cerebrovascular Disease/Stroke
- 330 - Diabetes
- 340 - Asthma
- 341 - Chronic Obstructive Pulmonary Disease
- 350 - Access/Availability of Chronic Disease Screening Services

#### *360 - Infectious Disease – Prevention and Care; General*

- 361 - Immunization Rates
- 362 - STDs/HIV
- 363 - Influenza/Pneumonia
- 364 - Food borne disease
- 365 - Vector borne disease

*370 - Mental Health/Psychiatric Disorders – Prevention and Care; General*

- 371 - Suicide Prevention
- 372 - Child and adolescent mental health
- 372 - Alzheimer's/Dementia
- 373 - Depression
- 374 - Serious Mental Illness

*400 - Substance Use; Lifestyle Issues*

- 401 - Youth Alcohol Use
- 402 - Adult Alcohol Use
- 403 - Youth Drug Use
- 404 - Adult Drug Use
- 405 - Youth Tobacco Use
- 406 - Adult Tobacco Use
- 407 - Access/Availability of Alcohol/Drug Treatment

*420 - Obesity*

- 421 - Physical Activity
- 422 - Nutrition Education
- 430 - Family/Parent Support Services

*500 – Socioeconomic Issues; General*

- 501 - Aging Population
- 502 - Immigrants/Refugees
- 503 - Poverty
- 504 - Unemployment
- 505 - Homelessness
- 506 - Economic Development
- 507 - Educational Attainment
- 508 - High School Completion
- 509 - Housing Adequacy

*520 - Community Safety & Injury; General*

- 521 - Availability of Emergency Medical Services
- 522 - Local Emergency Readiness & Response
- 523 - Motor Vehicle-related Injury/Mortality
- 524 - Driving Under Influence
- 525 - Vandalism/Crime
- 526 - Domestic Abuse
- 527 - Child Abuse/Neglect
- 528 - Lead Poisoning
- 529 - Work-related injury
- 530 - Fall Injuries
- 531 - Brain Injury
- 532 - Other Unintentional Injury



533 - Air Quality  
534 - Water Quality

*600 - Community Supports; General*

601 - Transportation Services  
602 - Information & Referral Services  
603 - Senior Services  
604 - Prescription Assistance  
605 - Medical Interpretation  
606 - Services for Physical & Developmental Disabilities  
607 - Housing Assistance  
608 - Fuel Assistance  
609 - Food Assistance  
610 - Child Care Assistance  
611 - Respite Care

999 – Other Community Need