



TOGETHER,  
WE GROW.

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Lakes Region  
Mental Health Center  
**2023**  
ANNUAL REPORT



# BOARD OF DIRECTORS

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It has been said that “timing is everything”. If that is true, there is no better time of year than the Fall to reflect on our accomplishments.

During our travels between our Laconia and Plymouth offices, we cannot help but be in awe of the wonder of the New Hampshire foliage, and its reflection on the bodies of water here in the Greater Lakes Region. Those reflections give us twice the viewing pleasure, yet we are unable to see the strength of the roots that are just underneath the surface.

Mental health is about the strength of things beneath the surface- hidden supports. Our roots here at Lakes Region Mental Health Center are what make us strong and responsive to change. Our strong roots help us to give support to those we treat, and to those in our community that we need to educate.

Like those hidden roots, mental illness is also often hidden from sight. We see a smile on a person’s face, and think they are happy. We see a tear running down someone’s face, and we wonder why they are sad. Just how deep a person’s happiness or sadness runs is not clear to the eye. You have to look beneath the surface to find that out- and that is what our professionals here at LRMHC do every day.

Do you remember some of the great ice storms we’ve experienced? The trees bent under the weight of the ice, but their roots kept them firmly fixed to the ground. In a similar way, our deep roots here at LRMHC keep our organization resilient and adaptable to change. In response to a nationwide mental health crisis, workforce challenges, and the specific needs of those in the communities we serve, we are in the process of creating a new strategic plan to guide us for the next three years. In an effort to continue our growth and support the community members who need us, this plan will strengthen our organization and ensure we are planting the seeds for new roots to take hold.



*Laura M. LeMien*

*Maggie Fritchard*



# 2023: YEAR IN REVIEW

Lakes Region Mental Health fulfilled its purpose through the actions and dedication of our staff:

## Healthy Communities

Our **Community Support Program** diagnosis team supported more than 150 patients, meeting the needs of those with co-occurring substance use and mental illness.

In just its second year, **Mobile Crisis Response Team** (MCRT) supported multiple crisis situations within the LRMHC catchment area and has earned accolades from city government and first responders.

**Passage House** supportive residential facility:

- Opened in March
- Licensed in July
- Staffed 24/7
- Capacity for 12 patients

## Residential Team:

- Assisted 11 patients into independent living in the community
- Bridge program housed 27 individuals/families

**Integrative Housing** doubled the number of housing vouchers offered and the number of integrative support staff

Supported the state with operation of the Belknap County **Cold Weather Shelter**

- Free community screenings of film "**Anxious Nation**" with LRMHC staff participating as panel experts
- Youth mental health presentations and counseling supports for Boys and Girls Club, Circle Camp and summer camps through the Department of Education

## Therapists co-located at:

- Laconia Middle and High Schools
- Gilford Middle and High Schools
- Campton, Rumney, and Thornton Elementary schools

**Neurological Treatment and Service Access** conducted community trainings:

- SMART therapy goals
- Nonviolent Crisis Intervention
- Mental Health First Aid
- CPR
- Intake Assessments
- Ethics & Boundaries in a Community Mental Health Setting

The **Mobile Crisis Response Team** held:

- Information sessions in the community to inform people of rapid response services
- Staff trainings on suicide risk assessment



## Community and statewide events:

- *Party in the Park*
- *National Night Out*
- *International Overdose Awareness Vigil*
- *Rally for Recovery*
- *Multicultural Market Day*
- *PSU Freshman Check Day*
- *Employment Fairs*
- *School District Wellness Fairs*
- *High School Career Fairs*

Continued...

Fulfilling our mission, 365 days a year

# 2023: YEAR IN REVIEW

## Healthy Communities



### Healing Through the Power of the Arts

- Art Therapy event at Beans & Greens for youth
- "Open Mic" nights to showcase expressive writing
- Art, experimental art, and dance movement therapy groups
- Therapeutic Support Specialist "drop-in" writers workshops
- Patient and staff-produced jewelry based on the Japanese art of [Kintsugi](#)
- First [Annual Art Auction](#)
- Consultation for children's author Andi Diehn for "[Mama's Days](#)" book about a parent's experience with mental illness
- Partnered with local artist [Larry Frates](#) to hold Paint-Along nights for community and staff

LRMHC provided [Referral, Education, Assistance, and Prevention \(REAP\)](#) services to more than 100 older adults, to/for VNA, Housing, Primary Care, Mental Health Services, Case Management, and other services.

**Critical Time Intervention (CTI)** was the first NH program chosen to offer CTI training to the community and other CMHC's.

*"LRMHC emphasizes the importance of acknowledging and embracing one's vulnerabilities and struggles. This piece was created for you by a patient or staff member. By incorporating the creation of this art into therapeutic practice, patients are encouraged to discover the strength and beauty in their own healing process. By wearing this piece, LRMHC hopes to inspire self-acceptance and foster supportive environments that celebrate the uniqueness of every individual on their own path to recovery."*



## Evidence-Based Practices

[Child & Family](#) therapists conducted a [MATCH](#) therapy support group, expanded the availability of EMDR and individual and group [DBT](#) therapies, and attended [RENEW](#) facilitator certification training.

Adult Services expanded the availability of [EMDR](#) treatment

## Partnerships

- Navigating Recovery
- Lakes Region Community Developers
- Lakes Region Community Services
- HealthFirst
- Boys & Girls Club of the Lakes Region
- Kathy Ireland Recovery Center
- Concord Hospitals Laconia and Franklin
- Speare Memorial Hospital
- School Districts: SAU30, SAU 73, SAU 48
- Mid-State Health Center, Plymouth
- Communities for Alcohol and Drug Free Youth (CADY)
- Concord and Lakes Region 2023 [Community Needs Assessment](#)
- Central New Hampshire 2023 [Community Needs Assessment](#)
- Belknap-Merrimack County Community Action Program (CAP)
- Belknap House, Carey House, Isaiah 61 Cafe
- The Taylor Community, Forestview Manor

***"Individually we are a drop, together we are an ocean."***

*-Ryunosuke Satoro*



*Continued...*

# 2023: YEAR IN REVIEW

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## Diversity, Equity, and Inclusion

- Child & Family hosted a focus group of community members on LGBTQIA2S+ issues for the Concord and [Lakes Region Community Needs Assessment](#) and a workshop on for community members, youth and parents/caregivers.
- Plymouth staff attended a seminar on the intersectionality of Trauma, Neurodiversity, and gender diversity.
- A newly formed DEI Committee crafted a formal mission/vision/values statement that was formally adopted by the Board of Directors.

## You matter. I Matter. We Matter.

*LRMHC 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 and resources.*

## Strategic Planning

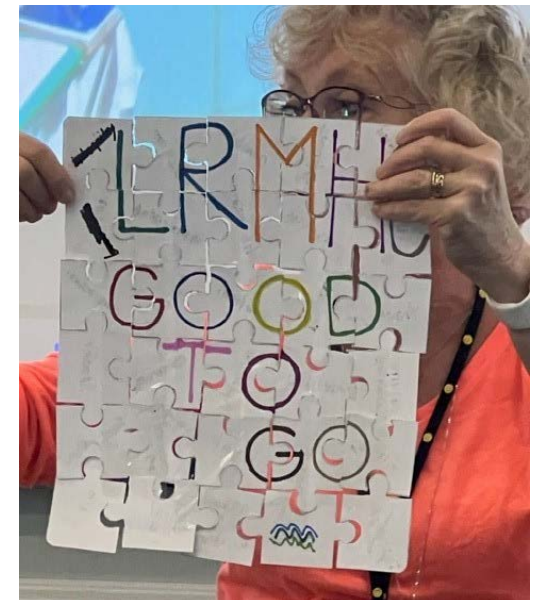
Efforts are underway to develop a three-year plan to guide agency operations through 2027:

### Considerations:

- **Data-driven:** extensive survey work: all staff, board members, community partners
- **Community Health Needs:** aligns with Concord-Lakes Region and Central New Hampshire 2023 Community Needs Assessments
- **Person-Centered:** Policies, procedures, and their development are based on the individual needs of people at risk, designed to remove barriers to care and reduce disparities within the community health care and mental health systems.

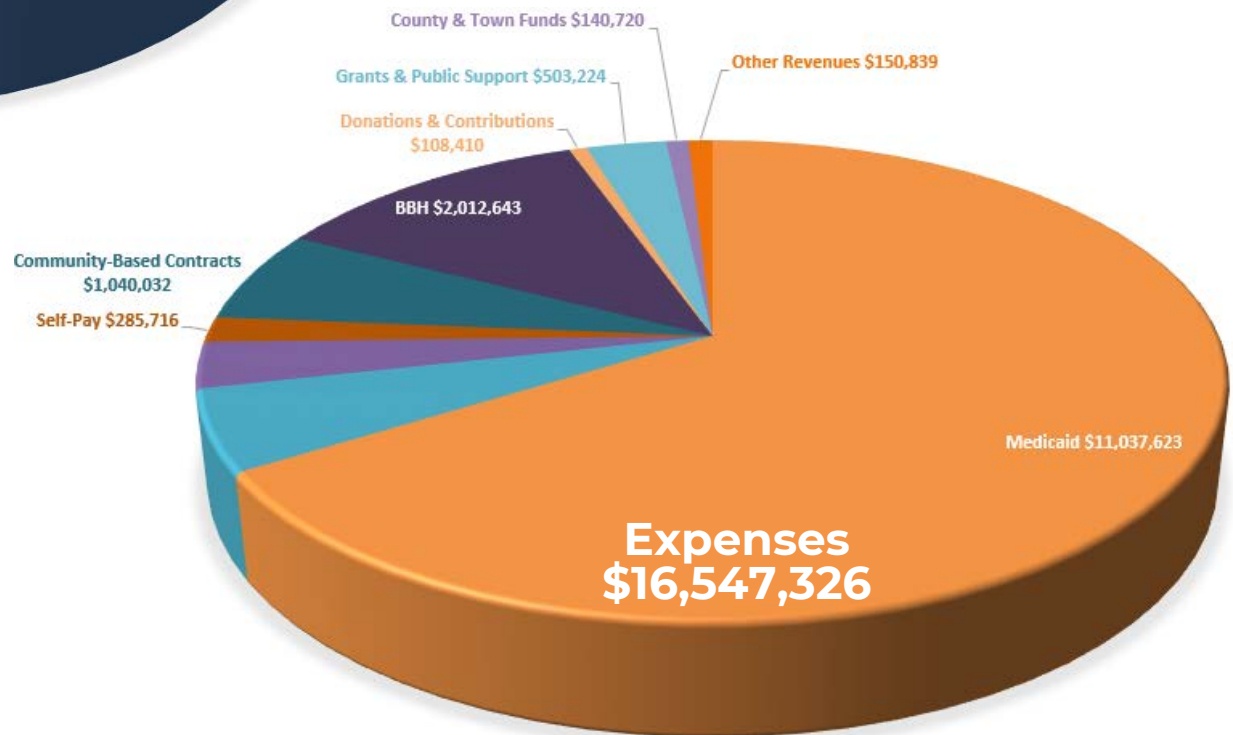
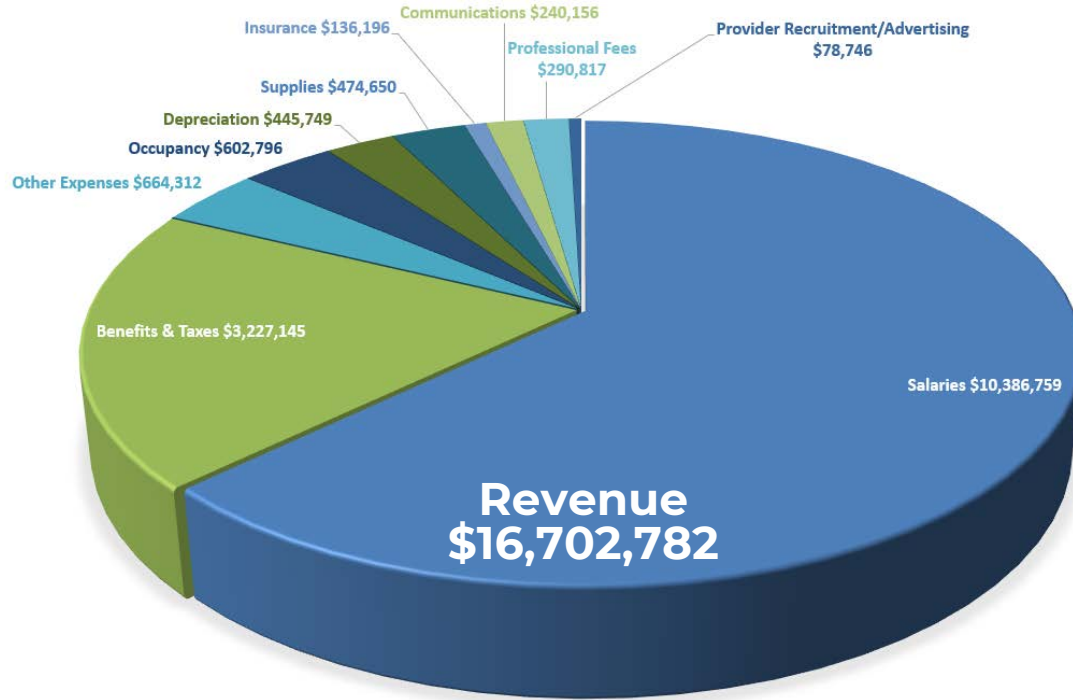
### Based on 5 pillars:

**Employee-Centered Culture | Patient-Centered Care | Operational Excellence**  
**Financial Sustainability | Community Wellness**





# FINANCIAL SUMMARY



# ORGANIZATIONAL IMPACT

## Municipal Support

Lakes Region Mental Health Center serves 24 towns in Belknap and Southern Grafton Counties, and wishes to thank the towns and counties that offered their financial support during the period of July 1, 2022 to June 30, 2023.

**Belknap County Support: \$32,000**

**Grafton County Support: \$23,000**

LRMHC leverages funding to increase the quality and access of patient care.

The **Access to Care** team reduced the waitlist for intake appointments by 60%.

LRMHC invested in training and development to foster staff growth and better serve the needs of our communities. Staff extended their knowledge in:

*Dialectical Behavior Therapy; Suicide Prevention, Intervention, and Postvention; Grief Treatment; Cognitive Behavior Therapy; Acceptance and Commitment Therapy; ADHD Assessment; Personal Training; Brain Injury; Cognitive Processing Therapy; Psychopharmacology; Substance Use Disorders and Treatment*

- The number of licensed clinicians grew to **19**
- **2** certified as Mental Health First Aid Trainers
- **58** trained in Nonviolent Crisis Intervention
- **14** certified in CPR/First Aid

Staff celebrated **milestone** anniversaries:

- **14:** 1 year
- **12:** 5 years
- **2:** 10 years
- **2:** 15 years
- **2:** 20 years
- **2:** 25 years

**4** staff members celebrated employment with LRMHC for more than **28 years!**



	Patients Served	Charity Care Provided	Support Received
Alexandria	33	3010	1500
Alton	87	5861	15750
Ashland	54	8556	0
Barnstead	78	4672	0
Belmont	270	26132	10000
Bridgewater	14	4535	0
Bristol	86	16673	7000
Campton	71	13557	1200
Center Harbor	16	1520	1750
Ellsworth	1	0	0
Gilford	179	11777	21000
Gilmanton	61	8433	7500
Groton	6	0	400
Hebron	8	5	1750
Holderness	22	1091	3500
Laconia	1043	58684	30000
Meredith	167	7515	13500
New Hampton	46	2823	2820
Plymouth	173	6895	5000
Rumney	22	5785	1000
Sanbornton	62	1864	2000
Thornton	23	977	5250
Tilton	119	1428	0
Wentworth	13	608	0
Out of Catchment	180	21382	0

***Thank you for your time and commitment - we are truly grateful!***

**Friends and Supporters**

Stephen & Elizabeth Bedard  
Marsha Bourdon  
Erin Crangle  
Samantha Kokua  
Peter J. Minkow, Esq.  
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Jim Vincent  
Julie von Wettberg  
Janice Watch  
Michael Wright  
Hope Zollo

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



## Tributes

### IN MEMORY OF EDWARD AND BRENDA MCFARLAND

Elizabeth and Eugene Friedman

### IN MEMORY OF PETE AND BARBARA HARRIS

Susan Stearns  
Donald and Martha Dolben  
Perry and Anne Onion  
Julie von Wettberg  
Michael and Kristen Welch  
Stephen and Elizabeth Bedard  
Barbara Zeckhausen  
Carolyn Ames  
Wachs Family Giving Fund

### IN MEMORY OF SANDY MOSBRUCKER

Larry Mosbrucker

### IN MEMORY OF CJ GRAHAM

Carolyn Ames  
Michael and Cindie Graham

### IN MEMORY OF SHIRLEY STRAUCH

Walter Strauch

### IN HONOR OF CHELSEA LEMKE

Lynn and Bradley Leighton

### IN HONOR OF BRADLEY BROWN

Pamela Brown

## In Memorium



## Edward McFarland 1935 - 2023

**Board of Directors**  
2007-2016 | 2017-2021

*"I worked with Ed on the finance committee for many years. Ed was a kind, intelligent man who was generous with sharing his time and financial expertise. He often provided guidance on our projects, including the acquisition and financing for our current Laconia center. Ed was a steady presence, and he is missed greatly."*  
– Sunshine Fisk, CFO

*"Ed was the true definition of a gentle man."*  
–Maggie Pritchard, CEO

*"In the garden of memory, in the palace of  
dreams... that is where you and I shall meet."*  
-Lewis Carroll

Contributions listed are from July 1, 2022 -June 30, 2023. We take care to recognize our supporters accurately.  
If you notice unintentional errors or omissions, we apologize-  
please contact our Development Office at 603-524-1100 x 445 so that we can correct our records.

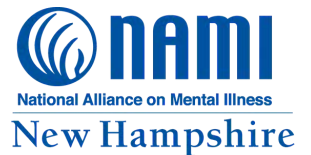
## Organizations

3 Lakes Landscaping LLC  
 405 Pub & Grill  
 Amazon Smile Foundation  
 Annie's Cafe & Catering  
 Ashland Lumber  
 Baron's Major Brands  
 Belknap Marketplace  
 Belknap Mill Quilters Guild  
 Bolduc Park Association  
 Castle In The Clouds  
 Chaos & Kindness  
 Clark's Bears  
 Climaxe Throwing  
 Covered Bridge Farm Table  
 Cozy Cabin Rustics  
 Crossroads Chiropractic  
 Debbie Papps, LCSW LLC  
 Emily Clement, Life Coach  
 Franklin Opera House  
 Franklin Savings Bank  
 Fright Kingdom

Funspot  
 Genoa Healthcare  
 George's Seafood & BBQ  
 Gunstock Mountain Resort  
 Harris Family Furniture  
 Hart's Turkey Farm Restaurant  
 Hectors Fine Food and Spirits  
 Kayla Selesky Photography  
 Kittell Branagan & Sargent  
 Koung Sushi Mart  
 Laconia Rotary Club  
 Minkow & Mahoney Mullen, PA  
 Moulton Farm  
 Network for Good  
 New England Revolution Foundation  
 New Leaf Vintage, LLC  
 Northeast Delta Dental  
 NuCar of Tilton  
 Piedmont Print & Frame  
 Plymouth Animal Hospital  
 Prescott Farm Environmental Education Center

Rand's Hardware  
 Remix Nutrition  
 Rowell's Services  
 Shooter's Tavern and Pizzeria  
 Squam Lakes Science Center  
 Studio 151  
 Tanger Outlets Tilton  
 Taylor Rental Center  
 The Cake Theatre  
 The Children's Museum of  
     New Hampshire  
 The Common Man  
 The Studio  
 The Taylor Community  
 Unitarian Universalist Society  
 United Way of Rhode Island  
 Vista Foods, Laconia  
 Wachs Family Giving Fund  
 Woodstock Inn Brewery  
 Yip Fitness

## 2023 Event Sponsors

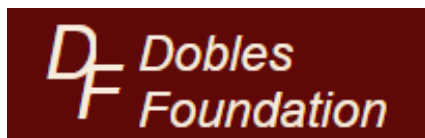


ST. JAMES EPISCOPAL CHURCH

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.



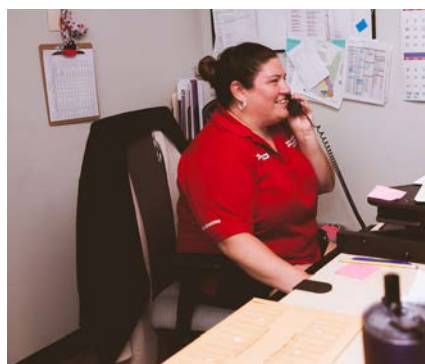
**Grant 1:** Support for the LRMHC Electronic Health Record project  
**Grant 2:** Addressing workforce issues through the LRMHC Child & Family program



Support for Access to Care Program



Support for services for individuals in Plymouth and surrounding areas



Support for Benefits Specialist



General Operating Expenses



Training and consultation for Child & Family clinicians in Eye Movement Desensitization and Reprocessing (EMDR)



Founded in 1966, Lakes Region Mental Health Center is a private, non-profit organization providing mental health and specialty services for the people of the Greater Lakes Region of New Hampshire.

***Counseling & Psychotherapy for Children, Families, and Adults | 24/7 Emergency and Acute Care Services | Residential Programs for Adults | Wellness Activities and Education | Supported Employment Services | Peer Supports | Case Management | Evidence-Based Practices and Therapies***

Lakes Region Mental Health Center is here to help ensure healthy communities. A healthy community is made up of healthy residents. Behavioral health disorders can affect anyone, at any time. Seeking and receiving treatment improves a person’s health and ability to live a full, satisfying life.

**R**espect      **A**dvocacy      **I**ntegrity      **S**tewardship      **E**xcellence      **D**iversity

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