

# *Changing Lives, Saving Lives*



**CLM** *Center for Life  
Management™*

ANNUAL REPORT 2019

# *To our community partners, colleagues and friends*

One of the highlights of our roles here at the Center for Life Management is the opportunity to look back, reflect on the past year and recognize all the tremendous work that has been accomplished by both our staff and the clients we have served.



Vic Topo, President & CEO

As much as this report is a look inward at our highlights and accomplishments, CLM continues to face many external changes and challenges. The Department of Health and Human Services (DHHS) Payment Reform and Medicaid Managed Care Organization contracting reached a 5-year juncture with implementation of managed care. As an organization, we continue to adapt to the challenges and significant systemic change of moving away from a fully fee-for-service payment model to capitation and per member per month payments.

The ever increasing demand for services continues to be a challenging part of our mission as we work to find solutions toward providing the best access to care for those most in need. In the coming months, we will be redesigning our intake process as we move toward an open access model of care with a goal of reducing wait times and improved consumer experience in seeking services. Our crisis response process and the efforts of our Emergency Services team have proven to be seamless and highly effective for the community. Setting strategic priorities is never an easy task given the environment we are in, however, revising our strategic plan is also in store for 2020.

Acquiring and retaining the most talented workforce needed to address the needs of people seeking care continues to be a priority. Our leadership places a very high value on the relationships it establishes with our employees and our top-notch Human Resources team is instrumental in ensuring employees have a high value work experience from time of hire and throughout their employment experience.

## 2019 Board of Directors

Ronald Lague, Chairperson

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Judith Ryan

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Vic Topo, President & CEO

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Susan Davis, Secretary

# 2019 | Annual Report

Data and reports are informative, but can't have the same impact as having someone tell their own personal story of their life experience. And so, we hope that the profiles in courage of the clients featured in this report will encourage others to have the confidence in how treatment can help make a difference in their lives.



Ronald Lague, Chairperson, Board of Directors

We are honored to be a part of the important work of helping individuals achieve their best mental health, life and wellbeing.

As we go to print with this report, we are now in the midst of facing the challenges of the COVID-19 pandemic. In just a short period of time, our model of providing services has shifted to telehealth either by phone or video conference. This unprecedented change was possible in part because of swift emergency provisions at both the state and federal level to allow broader use of telehealth, but also because CLM's IT team were out front several years ago in mobilizing tablets, cell phones and laptops for our providers in the community. This allowed our organization to respond very nimbly to the changes. How this will impact delivery of mental health services into the future remains to be seen and will certainly be impactful on our organization and the whole community mental health system in NH over the months ahead.

A handwritten signature in black ink that reads "Vic Topo".

Vic Topo, President & CEO

A handwritten signature in black ink that reads "Ronald Lague".

Ronald Lague, Chairperson, Board of Directors

## OUR MISSION

To promote the health and well-being of individuals, families and organizations.

We accomplish this through professional, caring and comprehensive behavioral health care services and by partnering with other organizations that share our philosophy.

## OUR VISION

Together, we can evolve from being primarily a treatment focused behavioral health organization to one that values whole health and wellness.

## OUR CORE VALUES - PEOPLE

Foster creativity and initiative through freedom of expression, action and risk taking.

Promote teamwork, clear communication and cooperation throughout CLM.

Promote leadership at all levels regardless of position and/or title.

## OUR CORE VALUES - SERVICES/CARE

Services/care provided at all times in a confidential and respectful manner.

Ideal system of care is recovery focused, integrated in the mainstream community, and holistic.

Commit to providing highest quality of services/care including new innovative solutions.



# Highlights

## Clinical Services:

### Adult Community Support Program (CSP)

CSP provides a multi-faceted range of services with a goal of supporting restoration, rehabilitation and recovery for clients with severe and persistent mental illnesses such as schizophrenia, mood and depressive disorders. Our goal is to help clients attain their optimal health and live as fully as possible within their own communities. Services provided include medical services, individual and group therapy, evidenced-based practice, targeted case management and functional support services provided to clients in the community setting.

### Evidence-Based Practices Improving Consumer Outcomes

Evidence-Based Practices (EBP) are models of treatment or best practices proven effective at treating mental illness and improving clinical outcomes.

### Supported Employment (SE)

SE is devoted to helping clients find and maintain meaningful jobs in the community and/or pursue education advancement for career goal achievement. Since the program began, SE has served more than 719 clients helping them successfully secure and maintain employment, pursue educational and career goals. The SE program has established and maintained collaborative relationships with many area employers as well as educational institutions in the community.

### Illness Management and Recovery

Illness Management and Recovery (IMR) is a program that provides information, support and skills to help clients manage their mental illness and move forward in their own recovery process. An evidence-based practice, IMR gives consumers information about mental illness and coping skills to help them: manage their illness, develop goals, make informed decisions about their treatment and reach individualized recovery goals.





Our goal is to help clients attain their optimal health and live as fully as possible within their own communities.

### **Trauma-Focused Cognitive Behavioral Therapy (TF-CBT):**

TF-CBT is an evidenced-based treatment approach shown to help children, adolescents, and their caretakers overcome trauma-related difficulties. It is designed to reduce negative emotional and behavioral responses following child sexual abuse and other traumatic events.

### **Integrated Dual Diagnosis Treatment (Mental Illness/ Substance Use Disorder)**

Integrated Dual Diagnosis Treatment (IDDT) groups help individuals with a diagnosis of mental illness and substance use disorder. IDDT are group psychotherapy sessions that educate and support participants in working towards sustained recovery from drugs and alcohol as well as successful management of mental health symptoms.

### **Assertive Community Treatment Team**

The purpose of Assertive Community Treatment (ACT) is to provide extensive community outreach to high risk individuals who have frequent hospitalizations, encounters with law enforcement and/or are resistant to treatment. These services for adults are provided in a wrap-around model with frequent contact with clinicians, ACT specialists, medical providers and peer support specialists with a goal of greater success, recovery and independence in the community.

This year a Peer Specialist joined the Adult Act Team. As a person with lived-experience with mental illness and treatment, the Peer Specialist is able to relate and advocate for clients on a more personal level and be an important link between the client and the entire ACT team. ➤

### **Other CSP Initiatives:**

- Interagency case and educational meetings are held monthly in partnership with Community Crossroads. The team works to improve coordination and provision of services through the Integrated Dual Disorder/Mental Health Continuity of Care model for clients served by both agencies.
- We have recently expanded our commitment to Criminal Justice Services. CLM began participating in Rockingham County's Mental Health Court with a vision to expand our work with the legal system, participate in Drug Court, strengthen the services for mentally ill persons getting out of prison and expand into the criminal justice system for kids. ➤

Just past his high school days, Casey R. had set some very high goals for himself. He was enrolled at Massachusetts Maritime Academy in the engineering program. Just 17 years old at the time, he looks back now and realizes he did not have any understanding or knowledge about mental illness and the impact it was about to have on the path of his life over the next several years.

During his sophomore year at Mass Maritime, Casey experienced his first psychotic episode and began having symptoms of a serious mental illness. At that time, Casey acknowledges, “I didn’t know what was going on. I had no education about mental illness. I always worked very hard and got good grades and it really meant a lot to me to finish at MA Maritime, but I just couldn’t do it. No matter how hard I tried to stay focused and get through my courses, I just couldn’t manage it on my own.” He admits he began drinking during this time, which led to being disciplined and only added to the stress he was under managing an engineering workload and trying to control his symptoms on his own.

Spend just a few minutes talking with Casey and it’s very apparent that he is a thoughtful and intelligent young man that hasn’t let mental illness stop him from achieving goals for his life. He has gone through long periods of depression and while he has the support of his family, understanding the impact of mental illness on their son and brother has been a learning process for his family. “There are good days and bad days,” he admits.



“It’s an upward climb. Depression sneaks up and sneaks in on you subtly and gets to you. Just don’t hurt yourself now, you can get better.”

Coming to the Center for Life Management Casey found the additional support he needed to better manage his symptoms. His treatment team has included a therapist, case managers and medical providers for medication management. In addition, he has learned effective self-management skills through his participation in evidence-based modalities including Illness Management and Recovery, Dialectical Behavior Therapy group and the Supported Employment Program which helped him find and successfully maintain employment. In addition, through the InShape program he has



## Highlights

worked with a wellness coach which helped him lose 80 pounds and improve both his physical and mental wellbeing.

“I’m glad I have the supports I have. So many people don’t get that CLM has been here like a friend of mine and they have stuck by me through a lot of difficult stuff. I’m a hard working, driven person with a mental illness that has at times derailed me.” His advice to others who might be struggling, “It’s an upward climb. Depression sneaks up and sneaks in on you subtly and gets to you. Just don’t hurt yourself now, you can get better.”

### Supported Housing and Homeless Outreach

CLM Housing and Homeless Outreach staff address the needs of the homeless in our community and statewide. In particular, improved access to housing and treatment for adults with



mental illness has been achieved through various Housing and Urban Development (HUD) funded programs. These HUD funded programs offer housing assistance for eligible homeless adults, who are willing to participate in treatment and are in need of housing assistance and support. In fiscal year 2019:

- Shelter Plus Care 1 provided permanent housing and treatment for 30 homeless adults living with chronic mental illness.
- Shelter Plus Care 2 in alliance with Northern Human Services provided permanent housing and treatment for 8 chronically homeless individuals living with mental illness.
- Permanent Housing 1 provided permanent housing and treatment to 24 individuals.

- Family Housing 1 has provided housing and treatment to 45 chronically homeless individuals and families.

- Programs to Assist Transition from Homelessness (PATH), a Substance Abuse and Mental Health Services Administration (SAMHSA) funded program that provides outreach to homeless individuals living with mental illness and/or substance use disorder, and served over 48 individuals in the last year.

### Additionally, CLM’s Housing program oversaw:

- Bureau of Behavioral Health Housing Bridge Subsidy Program which provides rental assistance to adults with a severe mental illness who cannot afford an apartment are homeless or at risk for homelessness, and are awaiting a Section 8 certificate. Individuals at NH Hospital are prioritized for inclusion in this program which is managed in each region by the area community mental health center. In 2019, CLM provided clinical services to 10 individuals and housed 13 individuals through the Bridge program.
- Participated in the Bureau of Homeless and Housing’s annual Point in Time count of homelessness in the state.



of just how much impact addiction has had for too many families.

Anne Marie sits with her portrait of Jackie, a beautiful young woman who she recalls even did a bit of modeling. Jackie struggled with mental health issues over the years and found it difficult to talk about her difficulties. With therapy, she started doing better. Although in hindsight, Anne Marie sees the subtle signs that her daughter was slipping into a dangerous place. “Jackie was good at hiding what was going on with her,” says Anne Marie. “Looking back, I can recognize that there were signs, but you don’t want to see them at the time. You just don’t want to think that’s what it is going on with your child.”

After Jackie’s passing, Anne Marie recalls just numbly going through the motions of life. “You really have to fight your way back. It’s very hard to do,” says Anne Marie. There were many days, she recalls, when she could not get out of bed, she had no social contact outside of

“Art is a wound turned into light.”

Anne Marie Zanfagna understands what it is to lose a beloved child to drug addiction. She lost her daughter Jacqueline to heroin and fentanyl in 2014. An artist, Anne Marie eventually turned to painting as part of her grief and healing.

The first portrait she painted was of Jacqueline. Little did she know that it would be the start of *Angels of Addictions*, a non-profit she started with her husband Jim. After finding comfort in painting Jacqueline, Anne Marie has since made it her calling to create colorful portraits so other grieving families have a fitting remembrance of their loved ones also lost to addiction. In all, she has painted more than 300 portraits, a stunning illustration

family and was experiencing panic attacks just going to the grocery store. “I had days when I would think, why am I here? I should be with her. But, then you realize you have other responsibilities.”

Eventually Anne Marie and Jim began attending a support group for families who have lost a loved one to addiction. When Anne Marie shared her portrait of Jackie with



the group, the requests from other families started coming in and *Angels of Addictions* began. She paints the portraits free of charge to the families requesting them. Since she began, she's painted more than 300 portraits, and her exhibits have graced the walls of town halls, libraries and recovery centers. She has had an exhibit in the Russell Senate Office Building in Washington, D.C. after being invited to show her work there by Senator Jeanne Shaheen of NH and recently had an exhibit at the Currier Museum of Art in Manchester, NH.

Anne Marie agrees with the words of artist Georges Braque, "Art is a wound turned into light." *Angels of Addictions* has shared that light with the families and with those who have viewed exhibits of the portraits, the beautiful faces of addiction. 🌿

## Highlights

### Wellness Programs Encourage a Whole-Health Approach

Our Wellness Programs take an integrated approach and address the link between a person's physical health and medical conditions and how they might impact mental health and treatment. By focusing on whole-health in treatment, each client has the opportunity to embark on a personal wellness journey. Whether the goal is to learn skills to reduce symptoms, improve relationships with others, boost self-confidence, return to work, prevent relapse or maintain sobriety, each wellness journey is unique.

- CLM wellness programs serve all ages from children, adolescents and families to adults and seniors. Our Adult InSHAPE Program pairs each participant with a Wellness Coach who is cross trained as a mental health counselor and certified personal trainer. Participants are empowered to establish and work toward personalized wellness goals while learning healthy habits and routines to achieve success with lifestyle changes.



- The Wellness Works Program supports youth (ages 13+) and their families as they work toward whole health wellness by identifying and understanding what wellness is and why it is important; working toward

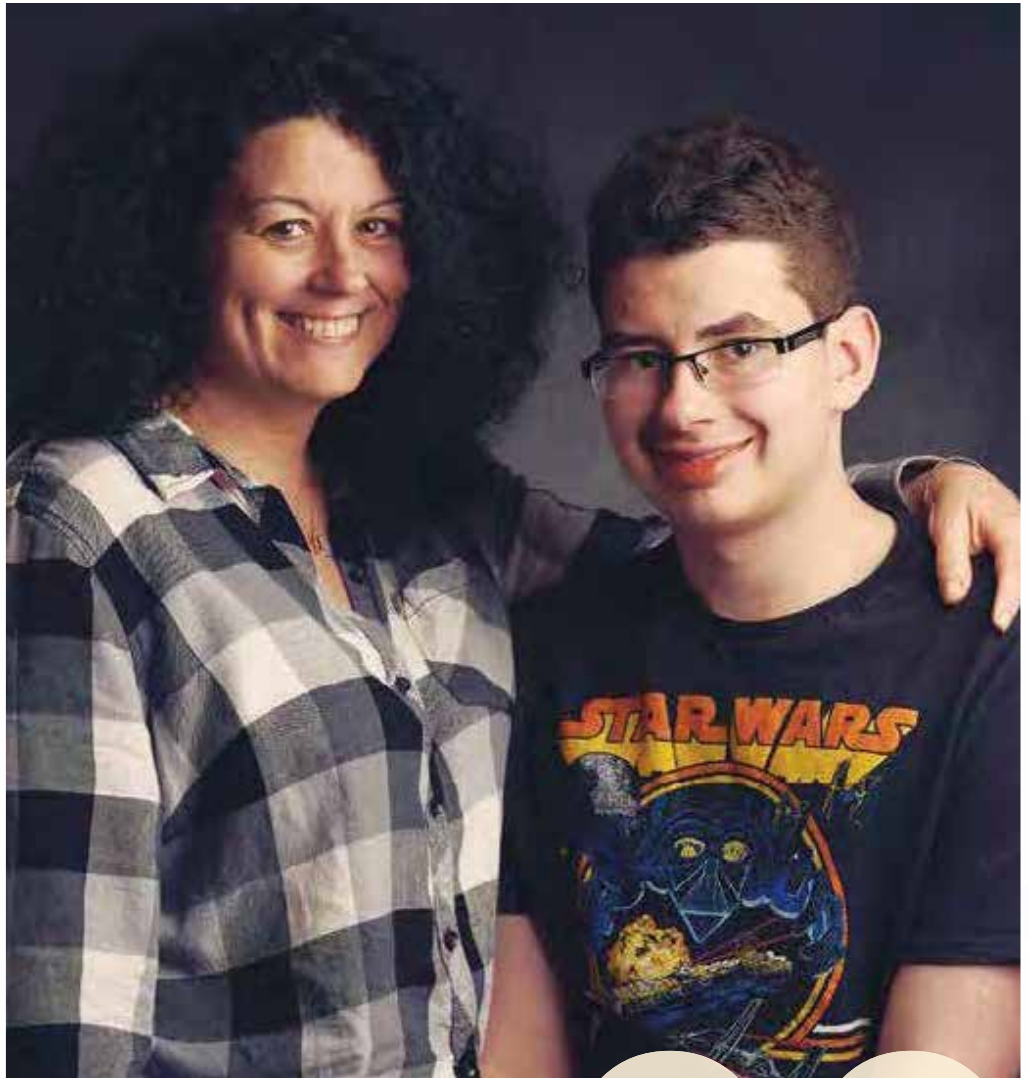


personalized wellness goals as a part of an individualized wellness plan; understanding the importance of mind-body balance through physical activities, balanced eating, surrounding one's self with positive influences and stress management; engaging families in wellness education and activities to increase knowledge and support to foster youth development.

Our Children's Wellness Coaches work with each child and family up to three times each week for a period of three to six months to provide intensive support, education and empowerment of our youth and families with establishing healthy habits. 🌿

From the age of 6-years old, the Center for Life Management has been a main stay in Christian's life. He first came to CLM at a time when his parents were going through a divorce and the family was trying to manage the upheaval. Like many youngsters affected by divorce, Christian was feeling angry and caught in the middle, he was unsure who to blame and started acting out. When he reached school age in first and second grades he started showing other signs that would be diagnosed as Attention Deficit Disorder (ADD) and major anxiety. Often fidgety in class, Christian would just get up to leave the classroom and one time even tried to run from school because he just wanted to go home.

As he got older, school was not always the easiest place for Christian. Like other youngsters with ADD, he struggled to learn social behaviors and make friends and was often the target of bullying. Christian notes, "I've worked a lot on social behaviors that sometimes hurt my ability to make friends. I was so nervous, unless someone came up to me, I didn't know how to interact." The support he received at CLM has helped him to learn to navigate his symptoms, manage anger and emotional reactions, recognize



Christian and his mother Lori

"I would tell them the people here at CLM understand what you are going through. They will take the time to listen to you and tell you that you'll get through it with their help. Don't be afraid to be yourself."

anxiety and learn how to make social interactions easier. He has worked with a treatment team that has included clinicians, medical and case management providers.

"My case manager, Jim, is someone I can talk with and find things that are interesting to me. It's really nice to have someone to talk to that is so

## Highlights

laid back and helpful.” Now a 17-year-old, Christian is thriving at school, successfully working part-time, working towards his driver’s license, and enjoying social activities and friendships. He’s found interests that include joining ROTC and the computer club at school where he says, “I can be myself and learn new things.”

By sharing his experiences, he hopes he can help other kids who might be struggling. “I would tell them the people here at CLM understand what you are going through. They will take the time to listen to you and tell you that you’ll get through it with their help. Don’t be afraid to be yourself.”

### Emergency Services:

- Emergency Services has undergone tremendous growth within the team and a made number of changes in the delivery model this year.
- Through a contract with Parkland Medical Center, our Emergency Services team continues to provide 24/7 crisis evaluations for all community members presenting with a psychiatric crisis at the local emergency department. This integrated model of service has improved access to the appropriate level of crisis response, helped to better manage and respond to individuals being “boarded” in the ED awaiting psychiatric hospitalization, and effectively minimizes the number and need for involuntary emergency admissions among other quality care best practice outcomes.
- Emergency Services provides significant support to area school districts as an expert resource and crisis evaluation support to schools managing students presenting with emotional and psychiatric crisis. As a part of



outreach efforts, CLM ES staff annually visit all elementary, middle and high schools within our region to educate and build awareness regarding availability and accessing of Emergency Services.

- This past year, our Emergency Services team re-introduced a brief treatment model of care. Brief treatment is solution-focused and concentrates



on resolution of a specific problem(s) or symptom(s) and is limited to a specified number of sessions with a therapist as determined on a case by case basis. This is a significant addition to our treatment offerings as CLM which, like other community mental health providers in NH, is experiencing unprecedented demand for service that has strained our capacity to manage the volume of demand for medical services and resulted in the need to restructure traditional service delivery options.



## Highlights

### Children's Services:

CLM's Child, Adolescent and Family Services continues to fill a key role in meeting the behavioral health needs of children and families and serves as an essential support to school systems throughout our region. Recent highlights include:



- The Mental Health Services in School Program is a recently established partnership between CLM and the Salem School District. Through the program, CLM School Based Clinicians provide mental health assessments, supportive counseling, coordination of mental health care and futures planning to best support the students of Salem High School, Woodbury Middle School and five Elementary Schools. This is a first-of-its-kind contract for CLM in that it covers all levels from elementary, middle and high school throughout the district.

The School Based Clinicians provide assessment of student needs and risk in close coordination with CLM's Emergency Services team for further risk assessment. Areas of focus include: Crisis Intervention, Mental Health Supports & Coordination of Care, support around Issues with Tardiness and/or Attendance at School- Creation of Student and Parenting Plans, Futures Planning using the RENEW (Rehabilitation for Empowerment, Natural Supports, Education, and Work) model, and support for Concerns with Alcohol or Drug misuse.

- A Children's Assertive Community Treatment (ACT) team is an intensive rehabilitative mental health service for children and adolescents. This service meets the needs of youth suffering from severe mental illness and/or co-occurring disorders, who need assistance (due to the severity of their symptoms), with coordinating mental health, school/employment, housing, family, and physical health services. Services are delivered in a team treatment model rather than individual treatment.
- The department implemented a Young Adult Program designed to more fully meet the needs of young adults age 21 - 28 with support in transitioning to adult services and success in their lives.
- CLM Children's specialists are trained in RENEW (Rehabilitation for Empowerment Natural Supports Education and Work) which uses a person-centered approach to engage transition age youth with mental illness to help them identify life goals and provide structure and supports to help them work towards achieving those goals. ➡

#### Mental Health School Program Areas of Focus Include:

- Crisis Intervention
- Mental Health Supports & Coordination of Care
- Support around Issues with Tardiness and/or Attendance at School
- Creation of Student and Parenting Plans
- Futures Planning using the RENEW (Rehabilitation for Empowerment, Natural Supports, Education, and Work) model
- Support for Concerns with Alcohol or Drug misuse

## Collaborative Care Program

- Entering into a third year, CLM has been contracted by Northeast Rehabilitation Hospital Network (NRHN) to provide the services of licensed clinical social workers to support patient care and enhance patient outcomes. This initiative focuses on the full-scope of patient wellness by assessing the mental health needs of NRHN patients, triaging complex cases, providing short-term solution focused treatment, and appropriate community referral.

- The “Continuum of Collaborative Care” model provides effective and specialized treatment options for individuals with co-occurring mental health needs and Intellectual and Developmental



Disabilities (IDD). This specialized therapeutic model was developed between CLM and Community Crossroads and recently garnered a \$50,000 state grant to pilot the model with another region in the state as a possible best-practice for treating this population statewide. ➤



CLM Collaborative Care Program was honored with the 2018 Compass Community Resource Award presented by Community Crossroads. Accepting the award on behalf of CLM are Vic Topo, President & CEO; Elissa Elliot, Collaborative Care Team Leader; Celia Felsenberg, Director of Strategic Development; and Julie Lago, Collaborative Care Coordinator.



## South Central NH Public Health Network

CLM has partnered with Greater Derry Community Health Services (CHS), Community Alliance for Teen Safety (CATS), The Upper Room and Parkland Medical Center as the lead organizations forming the South Central NH Public Health Network. This regional public health initiative is supported by the Granite United Way, the NH Charitable Foundation, the NH Bureau of Alcohol Services and the NH Division of Public Health Services. The priority areas of focus as determined by the SCNHPPHN include the Public Health Advisory Council, Continuum of Care for Substance Use Disorders, Substance Misuse Prevention, Public Health Emergency Preparedness & Response and Young Adult Strategies. ➤

## Information Technology (IT) Has Integral Role in Clinical Care Management

The ongoing work and support of the IT team is a crucial component of clinical care management both onsite and for community-based providers. Continuous updates and improvements to webAISCE, CLMs’ electronic health record system, allow our organization to be nimble in responding to rapidly changing payment and clinical reporting needs. Providing network management and support, the IT department has deployed and provides support for 40 iPhones, 55 iPads, 180 laptops and 20 desktops. Additionally, CLM was the first mental health center in NH to implement the CANS/ANSA Assessment Tools due to the coordinated efforts of IT, Quality Improvement and clinical staff. ➤

## Highlights

### CLM Partners On Integrated Care Initiatives

CLM's Quality Improvement and Information Technology staffs have been actively involved with the NH Citizens Health Initiative (NHCHI) Accountable Care Project which is working towards a health care system with better health, better care, and lower costs for all New Hampshire residents.

#### NH Citizens Health Initiative

CLM has been instrumental in helping the NHCHI establish the Behavioral Health Integrated Learning Collaborative. The goal of the NHCHI Learning Collaborative is to have primary care practices, health systems, behavioral health providers, health care payers, and other stakeholders learn together how to integrate behavioral health care in primary care to improve patient health and improve health outcomes using evidence-based practice. The learning collaborative is funded by the Endowment for Health.

CLM was recognized by NH Citizen's Health Initiative Symposium held in Fall of 2019. Jennifer Lesieur, Director of Quality Improvement and Corporate Compliance, presented on behalf of CLM at the Symposium on the use of a variety of evidenced-based Quality Improvement change tools which are in current practice throughout our agency. 🍃



CLM was presented with a Certificate of Recognition from the Centers for Medicaid and Medicare Services.

Pictured from L to R: NHCHI and CLM Staff are Jean Ryer, Vic Topo, Katherine Cox, Steve Arnault, Jennifer Lesieur, Celia Felsenberg, Jan Thomas.



## Network4Health Funds Nurse Care Navigator

The Nurse Care Navigator, was funded through the Network4Health Integrated Delivery Network (IDN). Through CLM's Integrated Enhancement Plan, the Nurse Care Navigator helps to identify behavioral health clients who are also challenged by a chronic medical condition such as diabetes, high cholesterol, and/or high blood pressure. In the children's department, she works to identify and respond to youth cases challenged by asthma and/or obesity. The Nurse Care Navigator plays a key role in care coordination with internal and external providers with the goal of realizing better health outcomes for CLM's most vulnerable clients faced with both mental illness and a chronic disease conditions. ➡

## CLM Staff Making a Difference

CLM welcomed **Kenneth Brown, MD**, as Medical Director in November 2018. Dr. Brown has been a valuable part our organization since 1997, having served as a Child and Adolescent Psychiatrist on our staff for many years.

**Jessica Kenez** is currently serving her second term as the President of the Southern NH Human Service Council.

**Vic Topo, President and CEO** was recognized for his 20 years at the helm of our organization. We have deep appreciation for Vic's leadership, vision, dedication to innovation, and commitment to promoting mental wellness and supporting the clients we serve.

In March of 2020, **Mike Bergeron** retired from his role of Chief Financial Officer at CLM. Mike has been a member of CLM's staff for more than 30 years, spanning a career that began in case management and led to his role as CFO. Mike has been a devoted and respected pillar of our organization and will be truly missed, but not forgotten. ➡

## Strategic Initiatives

- CLM partnered with New England College through their Preferred Partner Program in offering a master's degree program for clinical mental health counselors onsite at CLM. One of four community mental health centers to participate, this creative partnership is working to address NH's workforce shortage of master's level clinicians available to fill clinical positions in both mental health and substance use treatment.
- CLM reintroduced TMS (Transcranial Magnetic Stimulation) Treatment program for depression. TMS Therapy is an FDA-cleared, non-drug, non-invasive treatment that is giving new hope to depression sufferers and is once again available at the Center for Life Management. TMS is one of the most promising new therapies for patients, particularly for those suffering with treatment resistant depression, and we are very excited to make this treatment available. While TMS is not going to be right for all patients, it does give us another highly effective tool in helping patients get relief from depression. ➡



**Antidepressants not working?**

Let NeuroStar® TMS Treatment help.

Now there is an FDA-cleared, non-drug, non-invasive way to treat depression with no systemic side effects.

Now covered by most major health plans.

# Highlights

## Building Community Awareness:

- CLM relaunched our Mental Health Matters Community Television Program. The program is produced in partnership with DerryCAM— Derry Community Access Media. Our goal is to educate, build awareness, hopefully ease some of the stigma concerning mental health and encourage people to seek appropriate help when needed. Each 30-minute edition features various mental health related topics and airs on our area town community access channels as well as CLM’s YouTube channel on our website.
- CLM continues to reach out to the community to provide information about mental health and build awareness of our services by participating in a variety of community events throughout the region. ➤



11th Annual Benefit Concert staff volunteers.

## Annual Concert & Silent Auction Benefits CLM Foundation

The 11th Annual Concert and Silent Auction to benefit the CLM Foundation was held on July 19, 2019 at the Tupelo Music Hall in Derry. Foreigners Journey headlined the concert for a full house which raised more than \$37,000 to benefit the Center for Life Management Foundation. Funds raised at the 2019 event were designated to support the CLM Wellness Programs for Uninsured Children and Adults. We thank and appreciate all of our event sponsors, silent auction donors, concert attendees and our staff volunteers who all contribute to the success of this anticipated annual event. ➤

## Pinkerton Astros Catwalk for a Cause



Pinkerton Astros Catwalk for a Cause raised more than \$3,000 to support CLM and mental health awareness.

## Art from the Heart Group:



Clients from our Art from the Heart therapy groups had an opportunity to shine and share their creative work at Client Art Shows that displayed their art in the lobby of CLM Derry. ➤

# Summary of Clients Served

Fiscal Year 2018 - July 1, 2017 - June 30, 2018

Fiscal Year 2019 - July 1, 2018 - June 30, 2019

## Agency Overview

	2018	2019
Clients Served	4,574	4,862
Child impact	565	521
REAP Program	91	107
<b>Total Persons Served</b>	<b>5,234</b>	<b>5,490</b>

## Clients Served

Town	Children/Teens 0-17		Adults 18-59		Seniors 60+		Total Served	
	2018	2019	2018	2019	2018	2019	2018	2019
Atkinson	41	53	43	33	13	18	97	104
Chester	40	53	45	48	5	5	90	106
Danville	45	45	41	44	8	10	94	99
Derry	670	654	1,136	1,083	175	179	1,981	1,916
Hampstead	75	70	61	67	18	26	154	163
Newton	35	40	22	28	4	4	61	72
Pelham	122	98	90	92	19	27	231	217
Plaistow	91	88	66	60	15	14	172	162
Salem	228	228	292	311	82	101	602	640
Sandown	72	84	56	56	13	19	141	159
Windham	96	113	81	86	13	18	190	217
Londonderry	128	154	71	83	19	23	218	260
Other Towns	55	58	250	329	238	360	543	747
<b>Total Clients Served</b>	<b>1,698</b>	<b>1,738</b>	<b>2,254</b>	<b>2,320</b>	<b>622</b>	<b>804</b>	<b>4,574</b>	<b>4,862</b>

## Emergency Services

	2018	2019
Face-to-Face Contacts (Parkland ED)	1,890	1,923
Face-to-Face Contacts (CLM Office)	617	1,217
Phone Interventions	1,588	2,136



## Uncompensated Care\* by Town

TOWN	2018	2019	TOWN	2018	2019	TOWN	2018	2019
Atkinson	\$48,364	\$48,119	Newton	\$42,748	\$36,965	Windham	\$99,481	\$93,636
Chester	\$56,683	\$47,459	Pelham	\$121,987	\$87,860	Londonderry	\$117,934	\$107,579
Danville	\$51,599	\$45,663	Plaistow	\$119,345	\$90,686	Other Towns	\$102,294	\$124,428
Derry	\$1,125,723	\$894,515	Salem	\$354,134	\$322,501	TOTAL	\$2,403,456	\$2,051,297
Hampstead	\$68,429	\$79,097	Sandown	\$94,735	\$73,061			

\*Uncompensated care includes cost of services to individuals who are un- or under-insured and in need of treatment. This represents dollars absorbed by CLM for which there is no other source of reimbursement.

## Utilization Trends

### Agency Overview

	2018	2019
Total Persons Served	5,234	5,490

### Emergency Services

	2018	2019
Face-to-Face Contacts at CLM	617	1,217
Face-to-Face Contacts at PMC	1,890	1,923
Phone Intervention	1,588	2,136

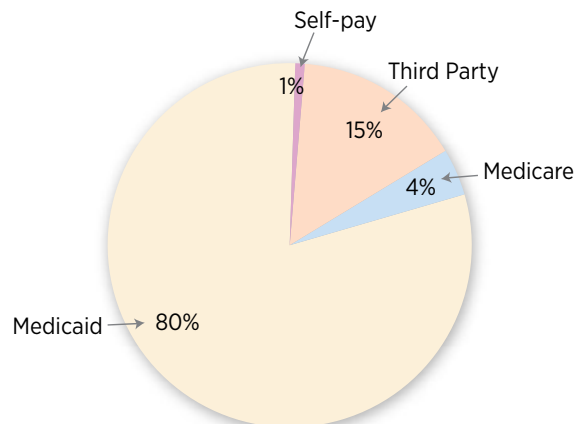
### Uncompensated Care

	2018	2019
	\$2,403,456	\$2,051,297

## Client\* Claims By Insurance Type

	2018	2019
Medicaid	2,039	2,115
Medicare	949	1,036
Third Party	2,332	2,397
Self-pay	192	198

\*An individual client may appear in multiple insurance types.



# Financial Statement

Fiscal Year 2018 - July 1, 2017 - June 30, 2018

Fiscal Year 2019 - July 1, 2018 - June 30, 2019

<b>ASSETS</b>	2018	2019
<b>Current Assets:</b>		
Cash	\$1,640,075	\$1,662,875
Restricted cash	-	-
Accounts receivable, net	864,230	943,181
Other receivables	144,815	284,929
Prepaid Expenses	80,753	93,768
Security Deposit	11,087	11,087
<b>Total Current Assets</b>	<b>\$2,740,960</b>	<b>\$2,995,840</b>
Property and equipment, net	\$3,656,665	\$3,715,469
<b>Other Assets:</b>		
Interest rate swap agreement	\$48,533	\$58,030
<b>Total Assets</b>	<b>\$6,446,158</b>	<b>\$6,769,339</b>
<b>LIABILITIES AND NET ASSETS</b>	2018	2019
<b>Current Liabilities:</b>		
Current portion of long-term debt	88,538	93,538
Accounts payable	53,554	76,558
Accrued payroll & payroll liabilities	375,055	402,801
Accrued vacation	327,657	372,138
Accrued expenses	13,319	18,961
Deferred Revenue	7,580	11,980
<b>Total Current Liabilities</b>	<b>865,703</b>	<b>975,976</b>
<b>Long-term Liabilities:</b>		
PMPM Reserve	112,737	225,000
Long-term debt, less current portion	2,308,819	2,215,250
<b>Total Long Term Liabilities</b>	<b>\$2,421,556</b>	<b>\$2,440,250</b>
<b>Total Liabilities</b>	<b>3,287,259</b>	<b>3,416,226</b>
<b>Net Assets - without donor restrictions</b>	<b>3,158,889</b>	<b>3,353,113</b>
<b>Total Liabilities and Unrestricted Net Assets</b>	<b>\$6,446,158</b>	<b>\$6,769,339</b>

# Public Support And Revenues

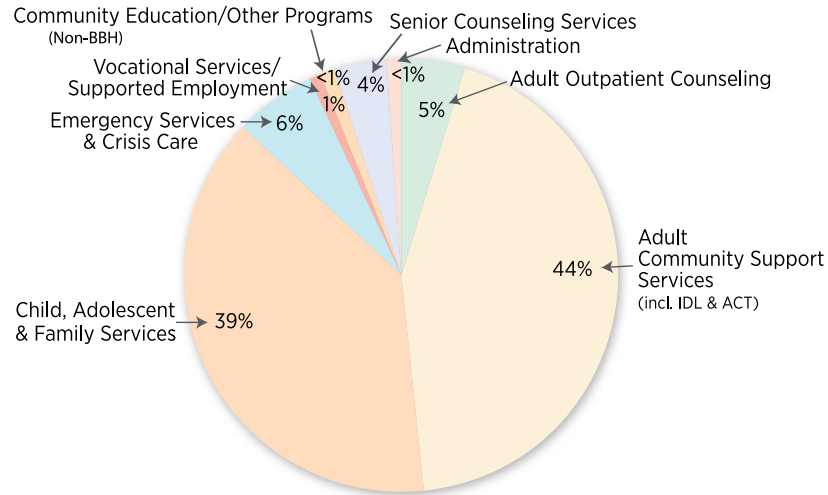
<b>PUBLIC SUPPORT</b>	2018	2019
Federal	\$1,005,755	\$893,941
State of NH - BBH	316,921	258,681
State and local funding	43,602	43,601
Other public support	131,172	224,837
<b>Total Public Support</b>	<b>\$1,497,450</b>	<b>\$1,421,060</b>

<b>REVENUES</b>		
Program service fees, net	\$12,364,822	\$13,076,818
Other service income	467,403	647,329
Rental income	4,985	5,188
Other	39,231	158,841
Gain on sale of assets	-	10,000
<b>Total Revenues</b>	<b>12,876,441</b>	<b>13,898,176</b>
<b>Total Public Support &amp; Revenues</b>	<b>\$14,373,891</b>	<b>\$15,319,236</b>

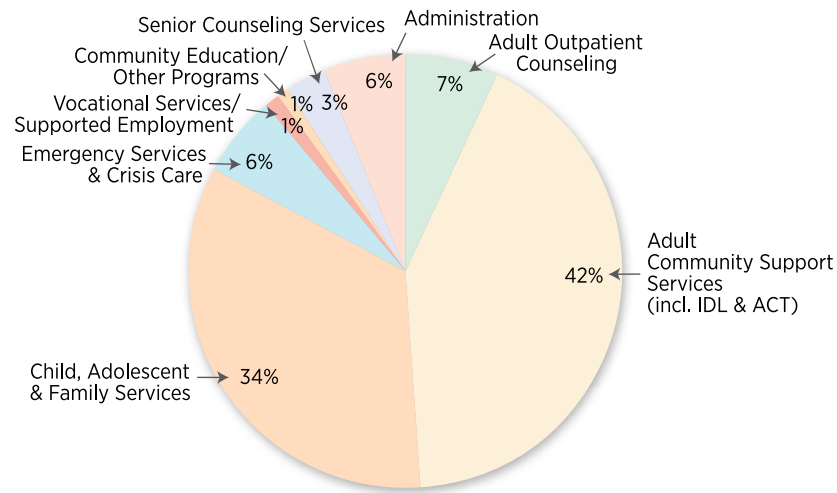
<b>EXPENSES</b>	2018	2019
<b>BBH Funded Programs:</b>		
Children	\$4,859,070	\$5,157,438
Elders	282,131	501,342
Vocational	234,156	266,091
Multi-Service	2,609,377	2,971,434
Acute Care	775,806	932,421
Independent Living	2,226,618	2,334,134
Assertive Community Treatment	835,083	734,195
Non-specialized Outpatient	980,645	1,063,655
Non-BBH funded program services	132,495	213,421
<b>Total Program Expenses</b>	<b>\$12,935,381</b>	<b>\$14,174,131</b>
Administrative Expenses	1,049,580	960,388
<b>TOTAL EXPENSES</b>	<b>13,984,961</b>	<b>15,134,519</b>
Change in Net Assets (operations)	\$388,930	\$184,717
Non-operating Expenses		
Fair value on interest rate swap	85,586	\$9,497
Change in net assets	\$474,516	194,214
Net Assets— Beginning of year	2,684,383	\$3,158,899
Net Assets— End of Year	<b>\$3,158,899</b>	<b>\$3,353,113</b>



## 2019 Revenues By Program



## 2019 Expenses By Program



## REVENUE GROWTH AND UNCOMPENSATED CARE\*

	2018	2019
Net Earned Revenues (Service Fee Income)	\$12,376,284	\$12,920,163
Uncompensated Care	\$2,403,456	\$2,051,297
Medicaid Spend-down Losses	\$570,532	\$574,712

\*Uncompensated Care includes bad debt and Medicaid spend-down.

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