A vibrant sunset over a mountain range. The sun is a bright, glowing orb in the center of the frame, surrounded by a soft, ethereal glow that makes it appear to have a face. The sky transitions from a deep orange near the horizon to a lighter yellow at the top. The mountains below are silhouetted against the warm light of the setting sun.

“What mental health needs is more sunlight, more candor, and more unashamed conversation.”

— Glenn Close

CLM Center for Life Management™

## To Our Community Partners, Colleagues and Friends:



CLM has been serving the Greater Derry region for 54 years providing the most comprehensive array of mental health and substance use services of any provider in the region. Annually, our organization proudly serves more than 5,900 children, adolescents, adults and seniors. Collaborating with them on their path to resiliency, recovery and greater well-being.



Vic Topo  
President & CEO

Perhaps more than any other time, the nearly two years of the COVID pandemic has caused upheaval in all of our lives, stress and anxiety, depression and isolation and tested our fortitude in many ways. It has also shined a light on the importance of addressing mental health needs. The Center for Life Management including our Board of Directors and the dedicated staff on our team remained steadfast and focused on our mission, not skipping a beat in continuing to attend to the mental health care of some of the most vulnerable members of our community.

Within three days of the announcement of NH's Emergency Order, CLM was able to nimbly shift from in-office treatment to a telehealth (by phone or video) model of care. This swift and transformative change in the way services are delivered was possible because CLM's Information Technology (IT) team was out front over the course of many years in deploying the use of mobile devices (tablets, cell phones, laptops) for CLM providers in the community. This readiness allowed CLM to respond very swiftly to the unprecedented challenges facing our communities and country.

While no organization can be completely prepared to deal with a pandemic, early investment in

### 2021-2022 Board of Directors

David Hebert, Chairperson  
Maria Gudinas, Vice Chairperson  
Susan Davis, Secretary  
Ronald Lague, Treasurer

### Board Members

Joseph Crawford  
Michael Delahanty, M.Ed.  
Christopher Peterson, M.D.  
Judi Ryan  
Rebecca Sanborn, J.D.  
Vernon Thomas  
Vic Topo, President & CEO

technology, a history of embracing change and program innovation, and recognition of the importance of our dedicated workforce our “people power”, put us in a good position to sustain and even thrive. Our finance team was instrumental in securing federal financial assistance through the Paycheck Protection Program (PPP) and the financial stability it provided for our organization. Despite many immediate challenges, as a team we stayed focused on our long-term strategic planning process as well as made continued strides that significantly improved access to care.

Over five decades of service to our communities, the past year has proven our organization is “built to last”. Without a doubt, it is leadership at every level of our organization from our Board of Directors, management team and dedicated staff that makes the difference in sustaining our mission and caring for those in the community that we proudly serve. •

Sincerely



David Hebert,  
Chairperson, Board of Directors



Vic Topo,  
President and CEO



David Hebert  
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 - Service/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.

## CLM Named Non-Profit of the Year

Our organization was honored to be recognized as the 2021 Nonprofit of the Year. The award was presented at the Greater Derry Londonderry Chamber of Commerce Annual Dinner held in October.

In accepting the award, Vic Topo, President and CEO, noted,

“My acceptance is on behalf of all of our staff and our Board of Directors for your dedication, positive energy and commitment to our community and those we serve. It truly is a great honor to serve and be recognized.” •



L to R: Kelly Merritt, Community Relations Specialist with Eversource presented the award to Vic Topo, President and CEO.

## COVID Pandemic Ushers in New Era for Telehealth

CLM has continually embraced change and the pursuit of innovations in our field. Within three business days of the stay-at-



home order in New Hampshire, CLM was able to shift from in-office treatment to a telehealth (by phone or video)

model of care. This swift and transformative change in the way services are delivered was possible because CLM's Information Technology (IT) team was out front several years ago in mobilizing the use of tablets, cell phones and laptops for CLM's community-based providers.

In addition, CLM was focused on the safety and well-being of clients and staff. Efforts to mitigate the spread of COVID included strong adherence to CDC recommended practices of mask wearing and other personal protective equipment, health screening and social distancing within our facilities, increase in remote work, contact tracing and relentless encouragement to get as many people as possible vaccinated. •



## Workforce Recruitment and Retention

Like community mental health centers across the state, CLM faces workforce challenges as demand for services strains a system that is already highly competitive for staffing. CLM has a deeply rooted philosophy that cultivates a positive work culture and highly values our “people power”. CLM's Human Resources team led



the way in implementing assertive recruitment and retention strategies including the addition of a Recruitment and Retention Manager to our HR team. These efforts have resulted in CLM filling vacancies in a shorter amount of time and minimizing turnover that can greatly impact continuity of service provision. •

### Homeless and Housing Support:

With a shortage of low-income housing options and no shelters in the area, our region presents significant challenges for homeless individuals and families. CLM has made significant strides through community outreach and collaboration with other community resources to meet the needs of the homeless mentally ill in the community. With an innovative approach, CLM has helped improve access to housing and treatment for homeless adults with mental illness through a variety of HUD and SAMHSA funded programs for treatment and supported housing. This often times faceless and forgotten population benefits significantly from this important outreach work. •

### Improving Access to Care

Mental health and addictions treatment organizations must gear up to meet the increased demand for services knowing it's necessary to avoid wait lists and offer timely appointments when people need them. That divide between meeting demand for service and a very real strain on capacity is a challenging one. Much attention has been focused on improving operational efficiencies and redesigning our intake process for more timely access to care. The Access to Care team was expanded to allow for more live calls, process flows were streamlined to identify and reduce barriers to access. All callers are assessed for their level of acuity which allows for immediate scheduling of critical care intakes and reduced wait times for regularly scheduled intake appointments. We've seen that quick access to care reduces the rate of missed appointments, improves continuity and more quickly engages clients in their treatment and recovery. •

---

### Continuum of Collaborative Care Now a Statewide Approach

The Continuum of Collaborative Care is a specialized treatment model and person-centered approach to working with individuals with co-occurring Mental Health needs and Intellectual and Developmental Disabilities, Acquired Brain Injuries and/or Autism. The model was developed in a collaborative effort by the Center for Life Management and Community Crossroads. In 2021, The model was deemed by the NH Bureau of Behavioral Health and Department of Development Disabilities as a best-practice treatment model that is being implemented at community mental health centers and developmental disabilities agencies throughout the NH system of care.

A 3-part Virtual Training Series on the model was presented in the spring of 2021. Participants from across the state attended the virtual training series led by Julie Lago, LICSW, CLM Director of Collaborative Care and Jennifer Chisholm, M.Ed., Director of Clinical Services at Community Crossroads. •





## LYNDA'S STORY

"The whole staff is super friendly. Now that I'm in there, I'm so glad because this is the best medical provider I've ever had in my life. I'm very comfortable going there."

She first visited CLM some five years ago after an incident when she was working as a housekeeper at a Windham hotel, entered a room to clean it and found a dead man hanging from a belt.

"I have PTSD from it," she says. "It was terrible. I had wicked flashbacks. I kept seeing things, faces in clothing. I couldn't sleep in my bedroom for two months because it has a closet there. I was totally traumatized."

She started seeing a therapist at CLM and a psychiatrist prescribed medications to help her with her depression, inability to sleep and anxiety. She has continued that therapy and joined the Healthy Together program at the suggestion of her therapist.

The program provides her things like physicals and routine screenings, but also helps her cope with her emphysema and chronic obstructive pulmonary disease.

"Our goal is to really reduce stigma, improve physical health outcomes, reduce chronic disease and care for the whole person," says Amy Izzett, CLM's Coordinator of Integrated Care.

The program now serves more than 150 patients, offering both telehealth and in-office visits on two days per week. On Fridays, a team consisting of Amy Izzett, physician assistant Susan Nichols, a representative of Lamprey Health Care, CLM Medical Director Ken Brown, medical staff members, therapists and psychiatrists "huddle" to talk about their mutual patients and the best way to provide for their needs.

**L**Lynda Kelley first came to the Center for Life Management after experiencing a psychological trauma, but now she turns to CLM for help with her physical as well as her mental health.

Lynda participates in CLM's new Healthy Together program, which provides primary medical care for clients on-site so they can have "one-stop shopping" for all their medical needs. A partnership between CLM and Lamprey Health Care, the program is seen as important because people with severe mental illness die as much as 25 years earlier than those in the general population, often from preventable causes, and they sometimes have difficulty finding medical providers they consider "a good fit" for their needs.

"Now I have everything I need in the same building and they sort of are like a team for me," Lynda says. "I totally would recommend the program."

## Treating the Whole Person for Mental Health and Primary Medical Care:

For many individuals living with mental illness, access to primary medical care is limited and often times “not a good fit” in helping address their physical health care needs. In partnership with Lamprey Health Care, the Healthy Together program onsite at CLM Derry is helping to give clients a convenient, one-stop place for whole person care.

*(Lynda's story continues)*

The Healthy Together Program recently expanded to include teens ages 12 and older.

Current plans call for expanding the program in the Derry and Salem CLM offices to allow for primary care five days a week, according to Amy. That comes as good news to Lynda, who has hoped for medical care availability beyond the current twice-a-week appointment schedule.

“They’re very nice, very supportive. No matter what it is, they’ll help you,” says Lynda, a Pelham resident who now runs her own housekeeping company. “The whole staff is super friendly. Now that I’m in there, I’m so glad because this is the best medical provider I’ve ever had in my life. I’m very comfortable going there.” •

Healthy Together provides primary medical care by appointment for

### Healthy Together Whole Person Care

adult CLM clients and recently expanded to include adolescents ages 12 and older. Services include: physicals and sports exams, preventive care and screenings; chronic disease management for conditions such as diabetes, high blood pressure and cholesterol; sick visits and health education.

Since the program began in September 2020, primary care has been provided to more than 180 clients. According to Steve Arnault, Vice President of Clinical Services, “It has been a long-term goal to provide an integrated model of care that addresses the mental health and physical health care needs



of the clients we serve. Healthy Together is a fully integrated model that truly serves the dignity and well-being of our clients.” Expansion of the program to CLM’s Salem office is planned for 2022. •



# CHRISTINE'S STORY

"To get the help they need, it's only a phone call away," Christine says. "Once you get out of your comfort zone and talk to someone, people can turn around their lives."

**C**hristine Catino in 2014 was working full-time managing a restaurant and running a side catering business, priding herself that she could do all that and still maintain a household with a husband, two kids and five dogs.

Then she was hit with a double whammy.

Her husband suffered an aortic aneurysm rupture, nearly killing him and necessitating multiple surgeries over the next few years at Massachusetts General Hospital. Then, her father was diagnosed with frontal lobe dementia and ended up in a nursing facility in Stoneham, Massachusetts.

Christine found herself driving every day from her Derry home to Mass General to spend the day with her husband, then stopping in Stoneham on the way back to spend two or three hours with her dad.

"Within all that, I kind of lost myself," she says. "Between the hospital and the nursing facility, I was surrounded with sadness all the time. I got in touch with CLM because everything about me was gone. They got me in right away."

She started seeing a therapist to help her with her depression, and with the ADHD (adult attention-deficit/hyperactivity disorder) with which she was soon diagnosed. She has continued that therapy ever since.

"I stuck with CLM because they've been a really supportive program," she says. They're there when I need them. They've been a lifeline for me."



She also took advantage of CLM's Supported Employment Program, which helps people with serious mental illnesses find and maintain meaningful jobs they are passionate about. She was put in touch with the New Hampshire Vocational Rehabilitation Program, which helped her build a plan to start her own business.

Today, Christine is the proprietor of Kiss the Cook, a macaroni and cheese company that uses only local, fresh and whole ingredients, based on her mother-in-law's old family recipe, and which offers gluten-free and vegan versions. She can be found at farmers markets in Derry, Salem and Milford, New Hampshire, as well as Tewksbury, Massachusetts and other venues. She sells about 100 pounds of macaroni and cheese a week, and treks to Vermont every other month to buy 180 pounds of Cabot cheese to use in production.



## Acute Care Services and Rapid Response Mobile Crisis

Throughout the pandemic, many individuals- adults and children- experienced increased levels of anxiety and depression. As the pandemic wears on with no clear end yet in sight, we see signs that many continue to experience increased anxiety, strain and “COVID fatigue”.

CLM has always provided 24/7 emergency response for those in mental health crisis including in-office and phone support, crisis stabilization and acute brief treatment. During the COVID pandemic, Emergency Services increased their capacity for crisis intervention via telehealth services. CLM’s Rapid Response Mobile Crisis team, which launched in July 2021, will take services to a new level of direct response by meeting individuals where they are in the community for face-to-face crisis intervention when needed. The team has been enhanced

with the addition of peer support and case management in addition to emergency service clinicians.

Rapid Response Mobile Crisis is part of a Department of Health and Human Services and Bureau of Behavioral Health

initiative being implemented in collaboration with community mental health centers throughout NH. A statewide NH Rapid Response Access Point call center launched January 1, 2022 to take calls, help de-escalate crisis and quickly connect callers to local services as part of this integrated crisis response system.

In addition to the rollout of Mobile Crisis Response, the Emergency Services team has been doing significant outreach and coordination with all 11 or our area police departments. Developing protocols, policies and even providing IT devices and support to area departments to enhance “in the moment” crisis intervention and de-escalation when officers are responding to incidents in the community. ●

*(Christine’s story continues)*

“It has put so many wonderful smiles on people’s faces,” she says of her business, which started in 2019. “I just really wanted to share that with everybody.”

She continues to meet with her CLM Supported Employment Program advisor, Jane Martin every week. “She’s another lifeline,” Christine says. “She helps me with everything, deadlines for venues, the farmers markets, the applications.”

Christine acknowledges that she still has occasional bouts with depression “but for the most part I’m living my life daily, very positive. I can honestly say right now I feel amazing in my life. I’m where I should be.”

She encourages others with depression to take the same steps she has.

“To get the help they need, it’s only a phone call away,” Christine says. “Once you get out of your comfort zone and talk to someone, people can turn around their lives.” ●

### **New Hampshire** Rapid Response Access Point





## JUSTIN'S STORY

"I am very grateful to have such an incredible amount of collaborators that I have a chance to work with in the Collaborative Care program."

centers and developmental disabilities agencies throughout the state.

"We focus on whole-person care and breaking down silos," says Julie Lago, CLM's director of Collaborative Care. "We pulled all Justin's meetings together for mom and dad and that was especially important because having multiple meetings is exhausting and repeating your story is exhausting. We started merging meetings and if something needed to be communicated between CLM and Community Crossroads or vice-versa, we were picking up the phone before he was even out of the building."

Justin, who was diagnosed with autism at the age of 6 and became a CLM client at 16, says he is "very grateful to have such an incredible amount of collaborators that I have a chance to work with in the Collaborative Care program."

Now 30, he not only sees a CLM therapist regularly, but also participates in a weekly men's group, illness management sessions and a fitness program called InSHAPE, which finds him taking long walks with his CLM Wellness Coach - while they debate which contestants are likely to be winners on reality TV shows like "The Bachelor" and its spinoffs, according to Justin.

"Justin is such a nice example of somebody who gets all our wrap-around services and it's helped him maintain stability, his overall wellness," says Julie. "He's a great example of 'people are not their diagnosis.'"

That stability has also enabled Justin to pursue many community activities. Pre-COVID, he traveled to the Plaistow Public Library to sing

**J**ustin Paine and his parents used to have to visit several providers to get the help he needed for his multiple diagnoses, which range from autism to schizoaffective disorder.

Now, he gets all his services under one roof thanks to the Center for Life Management's Continuum of Collaborative Care, a specialized treatment model to support individuals with dual diagnoses of intellectual disabilities or traumatic brain injury and mental health issues.

"Everything is under one umbrella, so I don't have to worry about where am I going to get this service or that service, which is how it was in the beginning," says Justin's mother, Debra. "I was drowning."

A collaborative effort by CLM and Community Crossroads, an "area agency" supporting those with developmental disabilities or acquired brain disorders, the program provides more coordinated care and broader services to those with dual diagnoses. The New Hampshire Bureau of Behavioral Health and Department of Developmental Disabilities have recognized it as a best practice treatment model and it is being implemented at community mental health

## First Episode Psychosis in Teens and Young Adults

Clinical staff in our Child and Adolescent program have completed specialized training to identify and address First Episode Psychosis (FEP). FEP refers to the first time someone experiences psychotic symptoms or episode and typically occurs in adolescents and young adults ages 15-25. An individual experiencing a first episode may not understand what is happening. The symptoms can be highly disturbing and unfamiliar, leaving the person confused and distressed.

*(Justin's story continues)*

and read books to toddlers once a week – an activity that made Wednesdays “one of my favorite days of the week,” he says, adding that he hopes to resume when conditions allow.

He works out with a personal trainer twice a week, has participated in Special Olympics and is also active in Play Among The Stars Theatre Groupe, Inc., a non-profit organization for the physically and developmentally challenged, which puts on two shows each year. In Christmas shows, he is often cast as “the man, the myth, the legend, Santa Claus,” Justin says with a laugh. “I love performing. It’s been part of my DNA since I was a kid,” he adds. In August, he sang the National Anthem at an Autism Awareness Day event at the Londonderry Speedway.

Justin credits his parents, Debra and Joseph, for providing love and support throughout his journey toward wellness. They, in turn, credit CLM and programs like the Continuum of Collaborative Care.

“It really does take a village,” Debra says. “Luckily, I have a village.” •

Early intervention is important as a delay in treatment or left untreated the greater the disruption to the person’s family, friends, studies, work and life. •



## Annual Concert & Silent Auction Is A Drive-In Success

Despite the challenges and precautions of COVID, we were excited to keep our annual benefit alive as a Drive-In Concert at Tupelo Music Hall. Our 12th annual event was headlined by Broken Arrow a Tribute to Neil Young, while the 13th Annual event featured The Breakers Tribute to Tom Petty and the return of our Silent Auction with the convenience of online bidding. Thanks to our concert goers, sponsors and in-kind donors, proceeds from the two events totaled \$37,820 in support of the Center for Life Management Foundation and provided mental health services for those in need. •





## CLM Dedicated Donor Recognition Giving Tree Sculpture



A dedication ceremony for the “Center for Life Management Giving Tree” was held in November 2021. The 13’ bronze sculpture was created by David

Little of Winnepesaukee Forge, Meredith, NH and commissioned by the Center for Life Management Foundation to recognize the generosity of donors.

The sculpture was dedicated to the greater Derry community and serves as the foundation for the charitable giving program at CLM. “The generosity of donor gifts enables CLM to continue to lift the human spirit with the treatment of mental illness for those in need. Relying on gifts from others builds the charitable foundation enabling

CLM to offer programs and services that help clients live independently while managing their mental illness,” explained Vic Topo, President and CEO.

This sculpture is an opportunity for the community to remember, memorialize, or honor someone with their donation. On the tree, tricolor leaves have individualized engraved messages and recognize charitable gift levels. ●



L to R: CLM Board members Rebecca Sanborn, Susan Davis and Gail Corcoran with Melissa Ballard Sullivan, Director of Philanthropy and Vic Topo, President and CEO.

## Staying Connected at Community Events

### Magnify Voices

Meeting the 2021 NH Kids Governor Charlie Olsen at NAMI NH’s Magnify Voices event. Charlie was elected on his platform of spreading awareness about Childhood Depression.



### Giving Thanks to Our Area Police

We are thankful for our local police departments and all they do for the community. To show our appreciation, our Emergency Services/ Mobile Crisis Response team delivered trays of treats to our 11 town PD night shifts over the Thanksgiving holiday. The officers in Chester seemed to appreciate the gesture!



### NAMI Walk 2021

We walked as Team Center for Life Management to support NAMI NH and Mental Health for All.



### Derry Holiday Parade

A fun kick-off to the season at the 2021 Annual Derry Holiday Parade.

As the Non-profit of the Year, CLM was honored to participate and be recognized at this year’s parade. ●





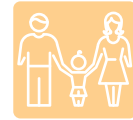
## Summary of Clients Served

Fiscal Year 2020 - July 1, 2019 - June 30, 2020

Fiscal Year 2021 - July 1, 2020 - June 30, 2021

### AGENCY OVERVIEW

	2020	2021
Clients Served	4,554	4,460
Pre-Admit Support	-	929
Child impact	429	440
REAP Program	96	95
Total Persons Served	5,079	5,924



### CLIENTS SERVED FY 2020 AND 2021

Town	Children/Teens 0-17		Adults 18-59		Seniors 60+		Total Served	
	2020	2021	2020	2021	2020	2021	2020	2021
Atkinson	43	43	30	39	18	14	91	96
Chester	40	40	45	51	3	6	88	97
Danville	32	42	44	63	8	11	84	116
Derry	608	576	1,069	1,043	188	181	1,865	1,800
Hampstead	72	74	75	93	30	32	177	199
Newton	37	42	27	35	7	5	71	82
Pelham	92	89	95	133	32	25	219	247
Plaistow	82	89	73	102	19	14	174	205
Salem	245	264	320	364	91	91	656	719
Sandown	85	86	63	64	19	16	167	166
Windham	91	107	85	112	19	16	195	235
Londonderry	92	49	68	44	18	12	178	105
Other Towns	52	37	276	181	261	175	589	393
Total Clients Served	1,571	1,538	2,270	2,324	713	598	4,554	4,460

### EMERGENCY SERVICES

	2020	2021
Face-to-Face Contacts	3,087	1,829
Phone Interventions	3,358	4,319



## UNCOMPENSATED CARE\* BY TOWN

TOWN	2020	2021
Atkinson	\$50,970	\$26,444
Chester	\$53,110	\$62,222
Danville	\$52,580	\$46,229
Derry	\$1,127,320	\$759,312
Hampstead	\$121,102	\$91,586
Newton	\$42,579	\$29,638
Pelham	\$121,319	\$96,409
Plaistow	\$110,879	\$93,551
Salem	\$401,207	\$289,080
Sandown	\$93,599	\$69,517
Windham	\$106,313	\$95,884
Londonderry	\$83,435	\$42,195
Other Towns	\$178,260	\$156,284
<b>Total</b>	<b>\$2,542,673</b>	<b>\$1,858,351</b>

\*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

Uncompensated Care	2020	2021
	\$2,542,673	\$1,858,351*

\*Decline in uncompensated care due to COVID relief provisions waiving co-pays and spend-down obligations.

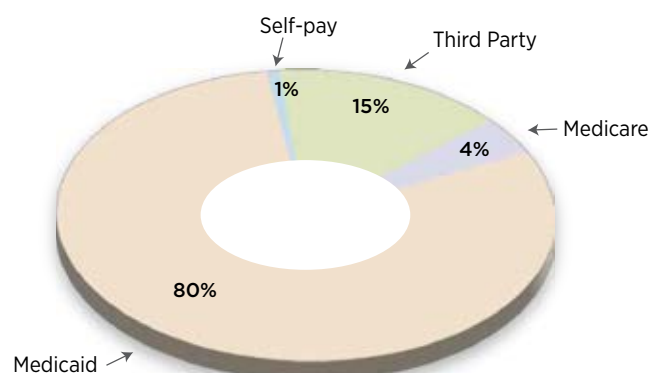


## Client\* Claims by Insurance Type

	2017	2018	2019	2020	2021
Medicaid	1,972	2,039	2,115	2,105	2,334
Medicare	795	949	1,036	875	672
Third Party	2,473	2,332	2,397	2,314	2,294
Self-pay	210	192	198	216	149

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

## 2021 Client Claims by Insurance Type



## Financial Statement

Fiscal Year 2020 - July 1, 2019 – June 30, 2020

Fiscal Year 2021 - July 1, 2020 – June 30, 2021

ASSETS	2020	2021
<b>Current Assets:</b>		
Cash	\$3,980,700	\$6,583,475
Accounts receivable, net	848,651	477,737
Other receivables	193,213	226,806
Prepaid Expenses	121,456	121,323
Security Deposit	11,087	11,087
Total Current Assets	\$5,155,107	\$7,420,428
Property and equipment, net	3,621,331	3,682,944
Total Assets	\$8,776,438	\$11,103,372
<b>LIABILITIES AND NET ASSETS</b>	<b>2020</b>	<b>2021</b>
<b>Current Liabilities:</b>		
Current portion of long-term debt	\$98,538	\$103,538
Accounts payable	47,019	100,008
Accrued payroll & payroll liabilities	641,109	201,904
Accrued vacation	383,284	472,798
Accrued expenses	41,576	190,415
Deferred Revenue	8,000	274,587
Total Current Liabilities	\$1,219,526	\$1,343,250
<b>Long-term Liabilities:</b>		
Interest Rate Swap Agreement	\$163,783	\$100,265
PMPM Reserve	210,687	483,543
Paycheck Protection Program (Note Payable*)	2,212,100	2,212,100
Long-term debt, less current portion	2,116,679	2,013,109
Total Long-Term Liabilities	\$4,703,249	\$4,809,017
Total Liabilities	5,922,775	6,152,267
Net Assets	2,853,663	4,951,105
Total Liabilities and Unrestricted Net Assets	\$8,776,438	\$11,103,372

\*Paycheck Protection Program Loan Forgiveness Granted August 2021

## Public Support And Revenues

### PUBLIC SUPPORT

	2020	2021
Federal	\$1,143,039	\$868,764
State of NH - BBH	380,896	828,490
State and local funding	44,102	36,600
Other public support	167,813	187,142
Total Public Support	\$1,735,850	\$1,920,996

### REVENUES

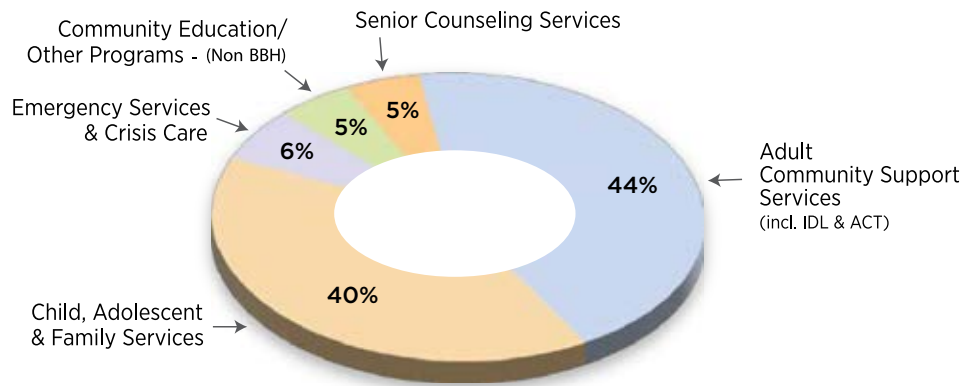
Program service fees, net	\$13,759, 719	\$17,727,719
Other service income	584,033	245,722
Rental income	5,288	4,963
Other	228,025	419,873
Total Revenues	\$14,577,065	\$18,398,277
Total Public Support and Revenues	\$16,312,915	\$20,319,273

### EXPENSES BY PROGRAM

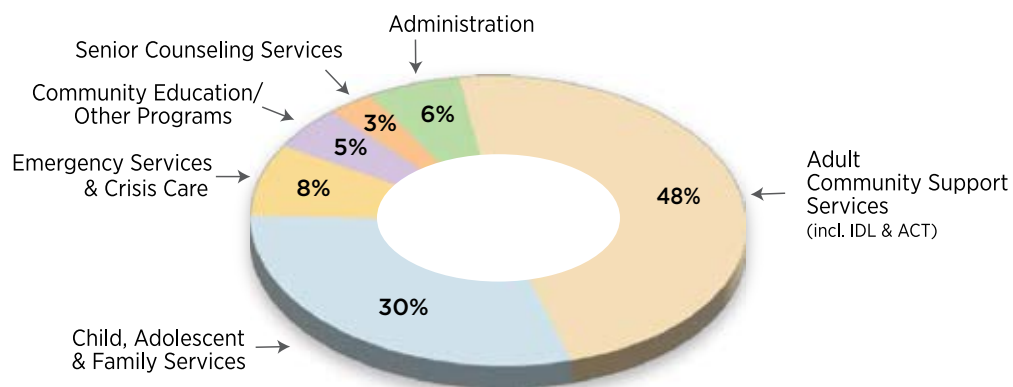
	2020	2021
<b>BBH Funded Programs:</b>		
Children	\$5,269,747	\$5,427,719
Elders	580,123	552,287
Vocational	321,661	332,014
Multi-Service	3,148,577	4,197,913
Acute Care	1,183,032	1,289,002
Independent Living	2,688,824	2,973,494
Assertive Community Treatment	799,937	909,960
Non-specialized Outpatient	986,629	490,110
Non-BBH funded program services	584,153	936,896
Total Program Expenses	\$15,562,683	\$17,109,395
Administrative Expenses	1,027,869	1,175,953
Total Expenses:	\$16,590,552	\$18,285,348
Change in Net Assets (operations)	(277,637)	2,033, 925
Non-operating Expense		
Fair value on interest rate swap	(105,753)	63, 517
Change in net assets	(383,390)	2,097,442
Net Assets— Beginning of year	3,237,053	2,853,663
Net Assets— End of Year	\$2,853,663	\$4,951,105



## 2021 Revenues By Program



## 2021 Expenses By Program



# THANK YOU TO OUR DONORS!

## Legacy Circle (\$100,000+)

Barry C. Quimby Fund

## Advocator (\$5,000 to \$99,999)

Vic Topo

## Leader (\$1,000 to \$4,999)

Steven Arnault

Ballard Sullivan Family

Bergeron Family

Gail Bennett Corcoran

Ronald Bourque

Crawford Family

Susan Davis

Celia Felsenberg &  
Douglas Brenner

Maria Gudinas

Hebert Family

Diana Lachapelle

Mark & Laurie Ota

Jeffrey Rind, MD

Judith Ryan

Troupe Family

Patrick Ulmen

## Partner (\$500 to \$999)

Kelley Capuchino

Melissa Carleton

Douglas Howard

Izzett Family

David Moran

Peter Reinertsen

Richard Tamaro

Donald Williams, DO, PC

Walter Wingate, MD

## Mentor (\$100 to \$499)

Christopher Adams

Margaret Bennett

Michael Bergeron

Kenneth Brown MD, MPH

Evelyn Cotter

Carol Drouin

Cynthia Ebelacker

Janice Foust

Jacalyn Gauron

Russell & Joan Grebo

Patrice Helie

Linn Kurkjian

Peter Klecan

Ronald Lague

Paul Levesseur

Lindsay McRobbie

Nancy Myette

Sandra Norton

Gerianne Patti

Kathleen Raymond

Christine Robb

Stephen Robertshaw

Susan Scheibe

Vern Thomas

Mary Timson

Kalliopi Urban-Patterson

Lisa Williams

Erin Wood

## Friend (\$25 to \$99)

Kerry Ali

Carol Bowden

Edith Brown

Jennifer Bukowski

Kirsten Butler

Beverly Call

Eileen Chabot

Ellen Connare

Michael Cooper

Gregory Davis

Pauline Field

David & Karen Galipeau

Michelle Harlan

Jodi Harper

Richard Hartung

Nicole Huber

Kathleen Intoppa

Linda Janvrin

Debra & Skip Johnson

Craig Lazinsky

Jill Moore

Robert Paul

Christopher Peterson, MD

Amy Reinikainen

Betsey Rider

Beth Roth, Esq.

Mary Anne & Nickolas Sarbanis

William Wheeler

## In Honor of:

Michael Bergeron

## In Memory of:

Joseph Capuchino

Paul Carbone

Megan Chapman

Tiarma Malm

Andrew Plante

Timothy Prizio

## We gratefully acknowledge the Public Support received by CLM from the following:

NH Bureau of Behavioral Health

Town of Chester

Town of Hampstead

Town of Pelham

Town of Plaistow

Town of Windham

US Department of Housing & Urban Development

### Corporate Sponsorships

Anthem BlueCross BlueShield  
Betley Chevrolet  
Boston Retirement Advisors  
Bottom Line Technologies  
CGI Business Solutions  
Derry Neurological Associates  
Derry Friendship Center  
Edward C. David & Company CPAs  
Enterprise Bank  
Exeter Hospital  
Genoa Healthcare  
Hampstead Hospital  
Hannafords  
NH Healthy Families  
Parkland Medical Center  
People's United  
Pentucket Bank  
Starr Manus Trust  
Shaw's  
Sheehan Phinney  
Trivantus  
USI Insurance  
Wellsense  
Wisehart Wimette & Associates, PLC

### Organizations

Amazon Smile  
CAF  
Network for Good  
Rotary Club of Greater Salem  
United Way of Philadelphia

### Grants

Alexander Eastman Foundation  
Arthur Getz Charitable Trust  
Cogswell Benevolent Trust  
DCU for Kids Foundation  
Horne Family Foundation  
Mary Louise Billings Trust  
NH Charitable Foundation  
NH Council on the Arts  
Oleonda Jameson Trust  
Saab Family Foundation  
TD Charitable Foundation  
The Quimby 2019 Revocable Trust

### In-Kind

Amoskeag Beverages  
Annie's Baldoria  
Bellavance Beverages  
Bertucci's Dough  
Beverly Call  
Bob's Furniture Foundation  
Boston Museum of Science  
ButlerGraphics  
Circle Signworx  
Chunky's  
Candia Woods  
CGI Benefit Solutions  
Capital Genealogy  
Common Man Restaurants  
Diana Lachapelle  
Elise Mello  
Erin French  
Erin Wood  
Frank FM  
Friends of the Foundation  
Gail Bennett Corcoran

Great NH Restaurants  
Gunstock Mountain  
Julianne Holmes  
Jeanne Laventure  
Kathy Martorella  
Kerri Ali  
Laurie Ota  
Mallory Portraits  
Melissa Ballard Sullivan  
Michele Harlan  
Mohegan Sun  
Nadeau's Subs  
New England Picture  
Nuffield Pottery  
Palace Theater  
Palmer Gas & Oil  
Paget Family  
Patriots Foundation  
Peter Klecan  
Rachel Morgan Lanouette  
RAM Printing  
Red Sox  
Ron Lague  
Royal T Car Wash  
Stephen J. Ballard  
Tree House Brewing Company  
Tupelo Music Hall  
Vertical Dreams  
Vic Topo  
Walter Wingate  
Wendy Menard  
White Claw

We make every effort to recognize all donors accurately and apologize for any unintentional errors or omissions. Please contact the Philanthropy Office at 603-965-0770 so that we may correct our records.



10 Tsienneto Road, Derry, NH 03038



103 Stiles Road Salem, NH 03079



603.434.1577

[CenterForLifeManagement.org](http://CenterForLifeManagement.org)

Emergency Services: 603.434.1577, option 1



**New Hampshire**

Rapid Response Access Point

833.710.6477, [NH988.com](http://NH988.com)