Nurturing dreams... Transforming lives...
Our Mission

West Central Behavioral Health’s mission is to promote the health and quality of life of individuals, families and communities by providing treatment for mental illness and substance use disorders, while helping to reduce the stigma associated with these challenging conditions.

Our Vision

We envision a time when behavioral health services are fully available as needed and the stigma associated with mental illness and substance use disorders is eliminated.
Dear Friends,

Change is in the air, and we’re embracing it like never before. During the past year, West Central has seen significant change with the retirement of Suellen Griffin and the arrival of our new President & CEO, Roger Osmun, PhD.

We continue to follow our strategic plan, formulated by the Board, that envisions and articulates how best to pursue our mission: “To promote the health and quality of life of individuals, families and communities by providing treatment for mental illness and substance use disorders, while helping to reduce the stigma associated with these challenging conditions.”

Today, we wish to thank you for your generous support, and for your efforts to eliminate the stigma surrounding mental illness and substance use disorders by thinking of -- and talking openly about – them. These are treatable conditions – just like diabetes, cancer, or heart disease. Our challenge is to go out and spread the word broadly!

Your philanthropic support makes it possible for West Central to address dangerous and perplexing issues like the opioid crisis in our region, or the use of bath salts, vaping, alcohol, as well as severe forms of mental illness that can lead to unhealthy lifestyles and shorten lives.

Out in the community, our Mental Health First Aid classes, podcasts and newsletters are gaining ground. People are beginning to see us as a resource for much-needed health information that is readily accessible and educational.

All the while, we continue to provide accessible, high-quality, comprehensive mental and behavioral health treatment through evidence-based practices for people of all ages in and around the Upper Valley and Sullivan County regions of New Hampshire and Vermont. Last year alone, we helped more than 2,200 people, which included more than 55,000 client visits – over 15,000 of which were with children aged 2-17 – and over 5,000 calls fielded by our Emergency Services team.

Our caring, compassionate, and expert clinicians continue to save lives, as do you through your generosity of spirit and resources. We can’t possibly do this without you, or thank you enough.

With appreciation,

Pete Bleyler
Chair, Board of Directors

Roger Osmun, PhD
President & CEO
Strategic Plan

The West Central Strategic Plan offers a roadmap and vision for us to achieve goals that will help the most vulnerable of people in our communities and enable them to achieve better health and a much-improved quality of life. It includes:

**#1 Delivering Quality Care: Advance Integrated Care**

We plan to adopt a model of care which integrates behavioral health and primary care in an effort to improve coordination of care for our clients. Incorporating primary care into our behavioral health clinics will elevate care for the whole person with an evidence-based practice that works.

**#2 Meeting Urgent Need: Expand Substance Use Services**

West Central will expand the availability of substance use services for youth and adults in underserved communities. Our focus on making medication-assisted treatment (MAT) available at our Claremont substance use disorder (SUD) clinic will be a much-needed step in this direction.

**#3 Ensuring Access to Care: Address Workforce Development Challenges**

When your call to serve includes serving others in need, we want you to think of West Central as the place to work. We plan to address workforce issues in order to recruit and retain top clinical and administrative talent to meet the rising demand for care. An employer matching gift program, student loan forgiveness, hiring bonuses, and internal training programs will all be enhanced by your support.

**#4 Raising Community Awareness: Broaden and Strengthen Community Connections**

Our objective to increase community understanding of West Central’s work, reduce the stigma of mental illness, generate support, and attract new staff all hinge on our desire to reach out to people in the Upper Valley and Sullivan County in ever-greater numbers with compelling reasons how what we do impacts everyone who lives here.

**#5 Meeting Our Mission: Increase Public and Private Funding**

It will be critical to increase support from donors and other private and public sources in order to achieve our mission. It is in this way that so many of our friends play a role in West Central’s success. Your vote of confidence in our mission and for the work we do throughout the community and with many people and organizations—from schools to businesses, to hospitals, corrections facilities, police departments, nursing homes, and social service organizations—gives everyone at West Central a sense of pride that encourages us to engage positively as we help others.
Roger Osmun, Ph.D., joins us as our new President & CEO. Roger brings with him over thirty years of experience in the behavioral health and human services field, with a background that includes running a community mental health clinic in Pennsylvania and as the founder of a clinical practice offering comprehensive individual and family psychotherapy services. We are thrilled to welcome Roger, with his infectious enthusiasm and strong expertise as a manager and mental health practitioner.

We wish to thank and offer our very best wishes to Suellen Griffin, MSN, MHCDS, FACHE as she explores new ways to help others with her considerable knowledge of the mental health field. Under Suellen’s guidance for twelve years, West Central remained a key player in the mental health and social service landscape in the Upper Valley and Sullivan County, providing innovative programs in our communities wherever and whenever people needed our services.
Our Donors

Your financial support allowed West Central to offer more than $600,000 in charitable care last year to those who most needed our help and whose financial situations were tenuous. Thank you for providing this “social safety net” of goodwill and compassion without which so many people could not have received treatment.

This past year, 279 donors contributed $407,632 to West Central’s annual and program-specific funds. This is a 7% increase over the previous year and we hope to make greater strides in the future. Thank you for your belief in what we do each day. You instill in us a sense of gratitude and confidence that is felt and appreciated by everyone we meet.

Individuals

Brooke and James Adler
Daniel and Rosemary Affeldt
Kusum Ailawadi and Anand Natrajan
Charles and Alice Aimi
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Susan Almy
T. Gregory Ames and Jacqueline Joy-Ames
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Christopher and Linda Arnold
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Lindsey Klecan
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Bonnie Allard Swift
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Jean Clark Townsend
Jesse and Jan Turner
Sean Vallie
Dean and Rachelle Vanier
James and Lucinda Varnum
August Ventura
William Von Oeheisen and
Helen Moore Von Oeheisen
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Stephen and Carolyn Whitman
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Tricia and Richard Wood
Jeanne Woodward-Poor
Charles Wooster and
Susan Kirinich
James and Betsy Wooster
James and Susan Wright
Michael Zegans
Claudia Zegans

Corporations & Foundations
Amazon Smile Foundation
American Legion Auxiliary
Banwell Architects
Charles W. Boren Fund
Claremont Savings Bank
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Dartmouth College Tuck School
DOMUS, Inc.
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Croydon, NH
Geokon, Inc.
Goodrich Oil Company
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Jack and Dorothy Byrne
Foundation
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John M. Shapiro Charitable Trust
LaValley Building Supply
Mt. Roeschmore Foundation
Network for Good
New Hampshire Charitable
Foundation
New Hampshire Gives
Rosebud Fund
Rotary Club of Hanover
Stettenheim Foundation, Inc.
Sugar River Bank, Newport Office
Three Tomatoes Trattoria
United Way of Sullivan County
White River Junction Area Local,
APWU

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Sullivan County
City of Lebanon
Town of Acworth
Town of Canaan
Town of Charlestown
Town of Cornish
Town of Croydon
Town of Enfield
Town of Goshen
Town of Grafton
Town of Grantham
Town of Hanover
Town of Lempster
Town of Newport
Town of Orange
Town of Orford
Town of Plainfield
Town of Springfield
Town of Sunapee
Town of Unity
Town of Washington

Did You Know?

West Central’s InShape Program provides fitness and nutritional guidance for improved health and wellbeing for our clients. Our health mentors work with local businesses like the CCBA in Lebanon, Real Steel Fitness in Claremont, The Coop Food Stores, and King Arthur Flour to work one-on-one with clients to achieve their health and life goals.
West Central in our Community

Mental health affects every facet of our community, from health and safety to housing and employment. West Central collaborates with many partners to reach every child, individual, and family in need.

Did You Know?

West Central's outreach into the community includes a public educational component: 8-hour-long Mental Health First Aid training sessions that teach people how to recognize the warning signs of a mental health or addiction crisis — and what to do when they arise.

We also offer a series of newsletters, podcasts, and publications in the ABOUT section of our website (www.wcbh.org) where you can inform yourself more fully about what we do and find relevant information about the field of behavioral health.
West Central serves hundreds of people through our work in schools, nursing homes, corrections facilities, and court diversion programs.

FY19 Operating Budget
$9.6 million

West Central provides more than $600,000 in unreimbursed charitable care annually.

We answer over 5,000 calls annually on our Emergency Services crisis line: 800-564-2578.
The MacNamee Society

This society is named in honor of long-standing West Central supporters Dr. Hugh and Mrs. Mimi MacNamee.

Dr. MacNamee served as our first medical director in 1978. When you include West Central in your will, estate plans, or with a planned gift, you become a member of The MacNamee Society and create a lasting legacy that will help people for years to come.

For more information about how to make a planned gift, please call our development office at 603-448-0126 x2100, or email Dave Celone at dcelone@wcbh.org.

Tributes

Tribute gifts may be made to honor or memorialize a person in your life or an important event such as a wedding, birthday, graduation, retirement, or anniversary. Memorializing a loved one with a gift to West Central, or by requesting gifts be made to West Central is a powerful way to create a legacy.

Honorary Gifts

In Honor of Suellen Griffin
Dr. Alan I. Green
Mr. David M. N. Cole Esq.
Ms. Tina Naimie
Mrs. Marilyn Paganucci
Dr. John D. Robb
Dr. Paul Gorman EDD
Ms. Sheila Shulman
Mr. V. Bruce Pacht
Mr. Stephen Whitman
Dr. Jesse D. Turner

In Honor of David Thron
Sarah Hague

In Honor of Suellen Griffin
Mr. Bruce King
Mr. Ronald J. Michaud
Mr. James Varnum
Mr. Jeffrey Postupack
Mrs. Brooke Adler
Mr. Richard Couch
Mr. James Wright
Mr. Brian Collins
Mr. Michael Redmond
Ms. Maureen Gardella
Mr. Thomas Farmen

Memorial Gifts

In Memory Of Michelle Parsons
Ms. Tricia Wood

In Memory Joshua Mark Christie
Mr. Jeffrey W. Allen Sr.

In Memory Of Robert Germana
First Congregational Church
of Croydon, NH

In Memory Matthew Winer
Mrs. Miriam Winer

Memorial Gifts

In Memory Of Michelle Parsons
Ms. Tricia Wood

In Memory Joshua Mark Christie
Mr. Jeffrey W. Allen Sr.

In Memory Of Robert Germana
First Congregational Church
of Croydon, NH

In Memory Matthew Winer
Mrs. Miriam Winer

We have taken great pleasure in compiling this report in the hope it accurately lists all our donors.

If you see an error, please accept our apologies, and kindly let us know.

Leave a Legacy

Should you choose to designate us to receive donations in memory of a loved one, we suggest using the following language in the obituary. “Memorial gifts can be made to West Central Behavioral Health, 9 Hanover Street, Suite 2, Lebanon, NH 03766.”
West Central Programs & Services

Adult Services
Providing comprehensive mental and behavioral health treatment for adults age 18+ and elders. Our clinical team develops a personalized plan of treatment designed to assist clients in managing symptoms, improving health, and enhancing quality of life.

Child & Family Services
Providing support for children and their families coping with issues including depression, anxiety, trauma and ADHD. Including individual and family therapy, child-parent psychotherapy, psychiatric care, and case management.

Substance Use Services
Outpatient treatment for adults with drug and alcohol addiction. Providing individual and group therapy, relapse prevention counseling, and treatment for co-occurring disorders.

Emergency Services
Providing crisis response 24/7. Skilled clinicians assist more than 5,000 callers annually, including individuals, caregivers, first responders, and other service providers.

In the Community
Providing support throughout the community with services in schools, nursing homes, businesses, courts and corrections facilities.

Senior Leadership
Roger Osmun, PhD, President & CEO
Nancy Nowell, PhD, Vice President of Clinical Services
Diane Roston, MD, Medical Director
Robert Gonyo, Chief Financial Officer
Cynthia Twombly, MA, MBA, Vice President of Operations
Dave Celone, Director of Development & Community Relations

Locations

West Central Behavioral Health Administration
9 Hanover Street, Suite 2
Lebanon, NH 03766
603.448.0126

Lebanon

2 Adult Outpatient Services Child & Family Services
Rivermill Commercial Center
85 Mechanic Street

Claremont

3 Adult Outpatient Services
52 West Pleasant Street

4 Child & Family Services
130 Pleasant Street

5 Substance Use Services
251 Elm Street

Newport

6 Child & Family Services
71 Belknap Avenue

7 Adult Residential Services
Arbor View
163 Summer Street
“Act as if what you do makes a difference. *It does.*”

~ William James, *philosopher, psychologist, educator, and “father of American psychology”*