



2019 Report on Philanthropy



Nurturing dreams...
Transforming lives...



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Roger Osmun, PhD,
President & CEO

Diane Roston, MD,
Medical Director



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.



Our New President & CEO



Roger Osmun, P.h.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.

Our Departing President & CEO



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.

Did You Know?

*West Central has a **Supported Employment (SE)** program that helps our clients find part-time or full-time work.*

Our vocational specialists also help clients with things like pursuing a GED, finding college or training classes, interpreting benefits programs, fine tuning interviewing skills, seeking vocational rehabilitation, transportation, workplace accommodations, and support for other issues that encourage employment as a way to improve quality of life.



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
Jeffrey Allen
Susan Almy
T. Gregory Ames and
Jacqueline Joy-Ames
Marcia Armstrong
Christopher and Linda Arnold
Gert and Jan Assmus
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Cynthia Barrette
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Elizabeth Tomlinson
Nancy Bassett
Clinton Bean
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Pete and Ruth Bleyler
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Putnam and Marion Blodgett
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Wendy Bayles-Dazet
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Closey and Whit Dickey
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Robert A. Greene
Laura Greer and Erich Osterberg
James and Mary Grenier

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 Dana and Martha Robes

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 Sheila and Lawrence Shulman
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 Lindsey Klecan
 Barry Smith
 Dudley and Julie Smith
 Nancy Smith
 Thomas and Patricia Spencer
 Bayne and Jeanie Stevenson
 David and Kristine Stiger
 Phillip and Mary Beth Stocken
 Vanessa Stone
 E. Clinton Swift and
 Bonnie Allard Swift
 Theresa Symancyk
 Peter Tenney
 C. Dennis and Ann Thron
 William and Rebecca Torrey
 Charles Townsend and
 Jean Clark Townsend
 Jesse and Jan Turner
 Sean Vallie
 Dean and Rachelle Vanier
 James and Lucinda Varnum
 August Ventura
 William Von Oehsen and
 Helen Moore Von Oehsen

Aileen Walden
 John and Nancy Walters
 Patricia and Ken Warren
 Bradford and Karen Whitaker
 Stephen and Carolyn Whitman
 Debra Williamson
 Doug and Leslie Williamson
 Miriam Winer
 Carole Wood
 Tricia and Richard Wood
 Jeanne Woodward-Poor
 Charles Wooster and
 Susan Kirincich
 James and Betsy Wooster
 James and Susan Wright
 Michael Zegans
 Claudia Zegans

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 Banwell Architects
 Charles W. Boren Fund
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 Dartmouth College Tuck School
 DOMUS, Inc.
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 Goodrich Oil Company
 Granite United Way
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 Hypertherm HOPE 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

Cities, Towns & Municipalities

Grafton County
 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.*



Did You Know?

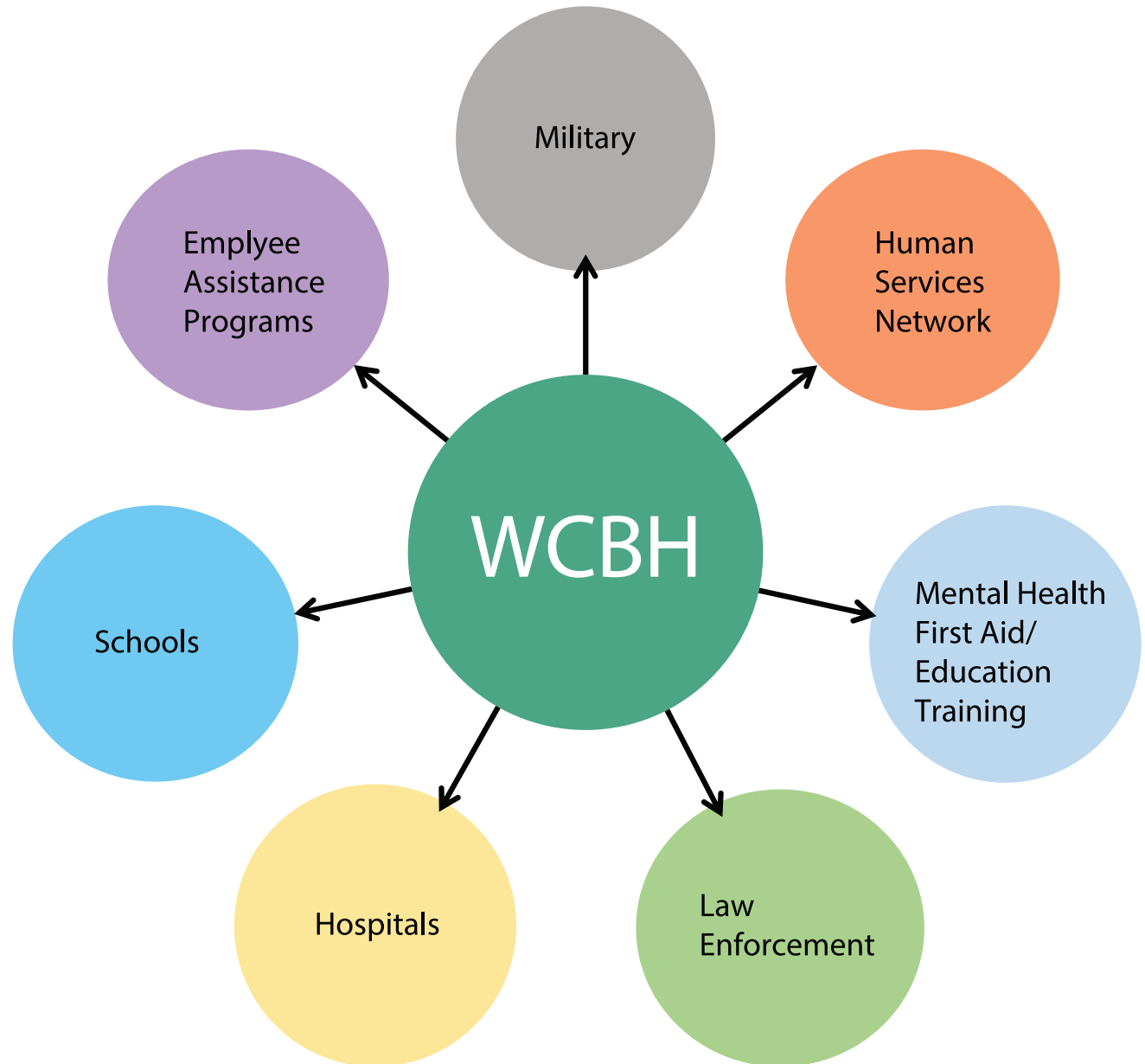
West Central's outreach into the community includes a public educational component: 8-hour-long **Mental Health First Aid** training sessions that teach people how to recognize the warning signs of a mental health or addiction crisis—and what to do when they arise.

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 in our Community

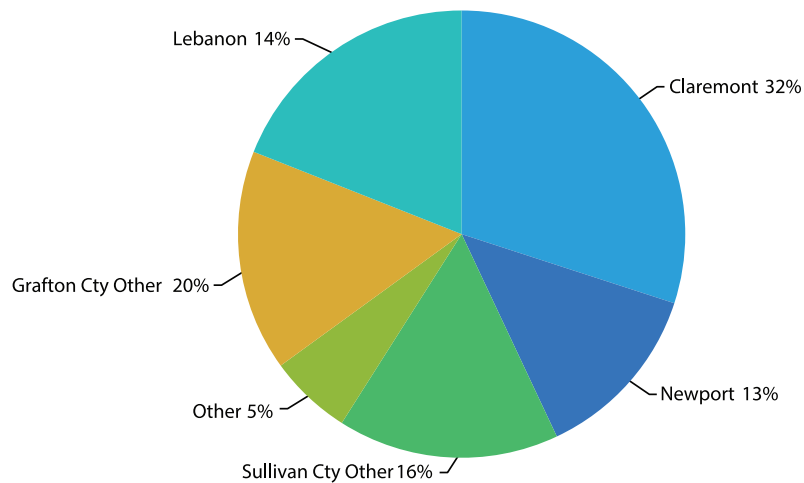
Mental health affects every facet of our community, from health and safety to housing and employment. West Central collaborates with many partners to reach every child, individual, and family in need.



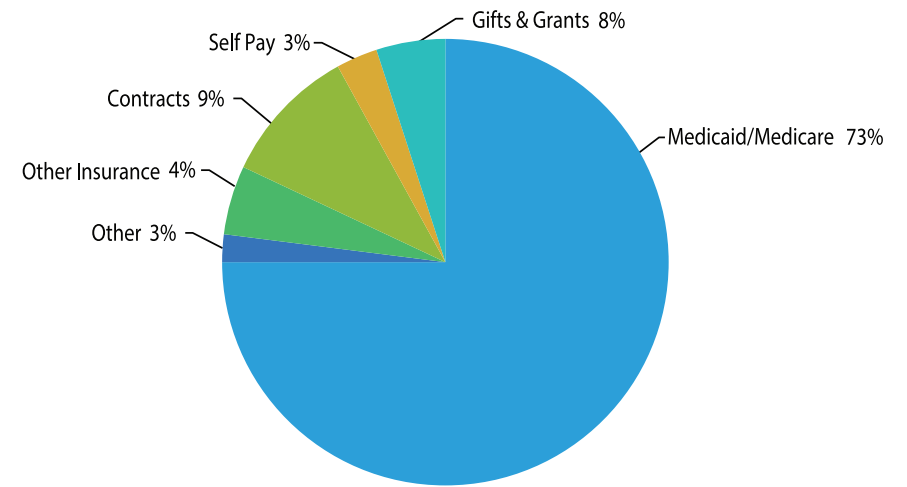
Financial Summary FY2019

07/01/2018 - 06/30/2019

Our Clients



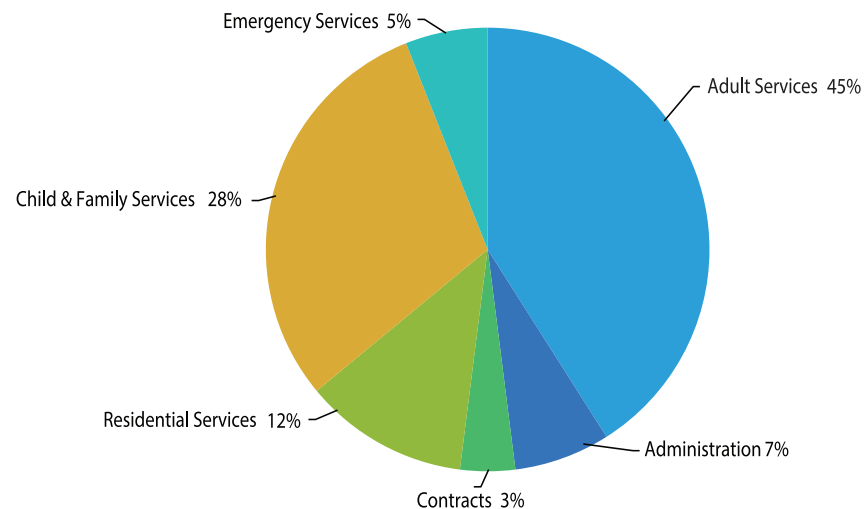
Revenue Sources



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

Expenses By Program



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.

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.

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."*

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

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 Farnen

In Honor of David Thron

Sarah Hague

Memorial Gifts

In Memory Of Michelle Parsons

Ms. Tricia Wood

In Memory Of Robert Germana

First Congregational Church
of Croydon, NH

In Memory Joshua Mark Christie

Mr. Jeffrey W. Allen Sr.

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

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.



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

Diane Roston, MD,
Medical Director

Cynthia Twombly, MA, MBA,
Vice President of Operations

Nancy Nowell, PhD,
*Vice President of
Clinical Services*

Robert Gonyo,
Chief Financial Officer

Dave Celone,
*Director of Development
& Community Relations*

Locations

1 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

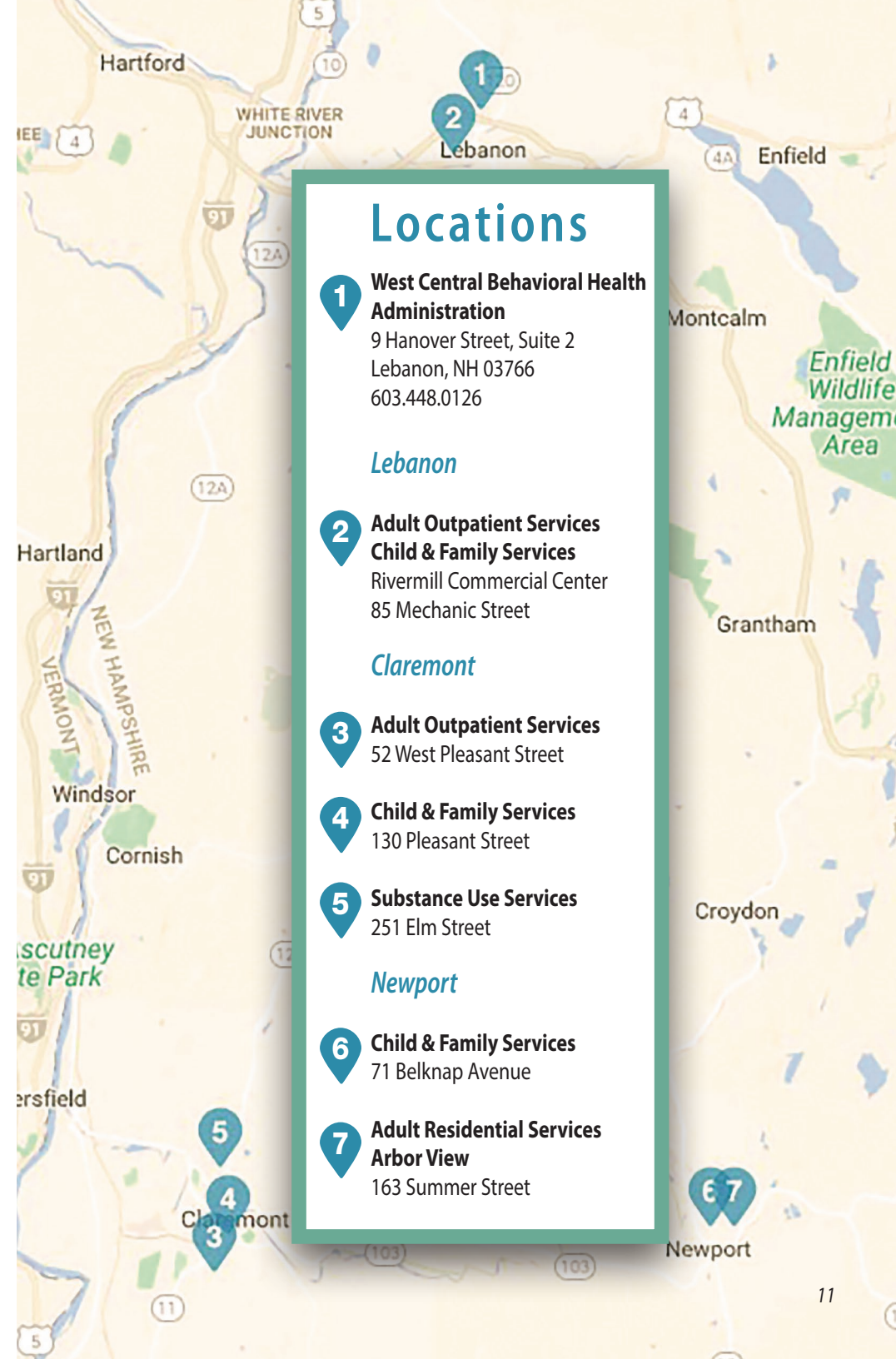
Newport

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”*



24-Hour Emergency Services

800-564-2578

Schedule an Appointment

603-542-5128

www.wcbh.org



Find us on:
facebook®