2020 Report on Philanthropy



Nurturing dreams...
Transforming lives

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Directors Ex-Officio

Roger Osmun, PhD President & CEO

Diane Roston, MD Medical Director



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.

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 and Donors,

Last year, we talked about embracing change. With new leadership came ideas to improve our services. Little did we know what kind of change was about to arrive. Back in March, the COVID-19 virus emerged as a threat to our society and our lives. For those serving on the front lines during this pandemic, our own clinical staff included, life has become fraught with new challenges. And for all of us, staying safe and healthy has taken on a whole new meaning.

In the world of behavioral health, the coronavirus has increased the need for calm, compassionate, and expert care for our clients. Opioid and other substance use is rising, and we have responded with a new Medication-Assisted Treatment program. Parents whose children need support can now find early childhood services designed for the youngest among us, children 0 – 6 years old. And we are making inroads in expanding our emergency crisis services, as well as an integrated care effort, with primary care services to be offered in our clinics. In Newport, we've expanded services available to children and families thanks to a generous grant from the Burkehaven Family Foundation.

We have taken steps to combat the threat of COVID-19. We've masked up, spent more time cleaning our offices and washing our hands, donned face shields and gowns, and increased our vigilance to stay at safe physical distances, while encouraging our clients to do the same. We've now made teletherapy via voice and video available, in addition to in-person and in-the-community visits.

From Claremont and Newport, to Lebanon and Sunapee, and all around the Upper Valley and Sullivan County, we reach the most vulnerable people of all ages—2,000 people last year alone—to help them rebuild their lives and be productive members of society.

We remain true to our vision to eliminate the stigma associated with mental illness and substance use disorders. Everyone who needs behavioral health services should feel comfortable asking for help, regardless of their financial circumstances. Last year, we provided close to \$600,000 in charitable care to our most vulnerable clients thanks to your generous support.

This Report is meant to acknowledge our many donors and volunteers, without whom we could not exist. These include: the Upper Valley Mask Makers for sewing and donating more than 1,500 cloth masks to us; Hypertherm for making us dozens of face shields; the Jack & Dorothy Byrne Foundation for help with technology upgrades; the Couch Family Foundation and the Kettering Family Foundation for contributions to early childhood care and integrated care, respectively; and more than 400 other people, businesses, foundations, towns, cities and municipalities whose names appear on these pages. We thank you, most sincerely.

In or out of a pandemic, our mission drives us forward to help improve the lives of our friends and neighbors, to build a better community for today and tomorrow.

With appreciation,

Pete Bleyler

Chair, Board of Directors

Roger Osmun, PhD

One Year of Accomplishments

We've made great strides toward our Strategic Plan goals during the past year.

#1 Delivering Quality Care

We are starting up our Integrated Care Initiative to offer primary health care in our clinics. Responding to community need, we've added a clinical position to focus on early childhood services. We have expanded our Child & Family services offerings in Newport, adding a child clinician. And we have purchased laptops for our clinical staff to stay connected with clients by video and voice teletherapy.

#2 Meeting Urgent Need

We have opened a new Medication-Assisted Treatment program in Claremont for those addicted to heroin or prescription opioids. The opioid epidemic remains a significant, and growing, public health issue. Mental health 911 crisis calls are increasing—local police departments and towns have asked for our help. As a result, we are adding an emergency services crisis clinician.

#3 Ensuring Access to Care:

We've expanded our recruitment efforts by using social media outreach. An employer 403(b) retirement plan match was put in place, as was an internal professional training program. We have been able to maintain student loan forgiveness programs and hiring bonuses for qualified new-hire clinical staff. We have also received funding to continue to transport clients to and from their clinical visits.

#4 Raising Community Awareness:

Our outreach to heighten awareness of who we are keeps growing. Our monthly email newsletter "West Central News" is now sent to more than 3,000 people and organizations. Our use of social media—Facebook, Instagram, LinkedIn—is on the rise. We've added informative podcasts and articles to our website, and had numerous opinion pieces and articles in The Valley News, The Eagle Times, The Union Leader, Kid Stuff Magazine, and online blogs. We continue to work with schools, corrections facilities, police departments, hospitals, nursing homes, and local human service agencies.

#5 Meeting Our Mission:

As a private, non-profit, 501(c)(3) community behavioral health center, West Central relies on gifts from individuals, businesses, foundations and other non-profits. Our primary source of revenue, Medicaid, only covers about 73% of our cost of care and, with your help, we made up the difference with close to \$600,000 in charitable care last year. Area appropriations from municipalities, cities, and towns are also crucial, enabling us to offer services to their residents in need. We are grateful for every gift, grant, in-kind donation, and volunteer hour of service donated.

A Message from Our CEO & President



The work of our clinicians and administrators continues to impress me as we develop ever-deeper relationships with our local communities. Seeing their efforts to help people overcome mental health and substance use challenges gives me cause for hope. There is effective treatment for people experiencing difficult times. We are here to provide compassionate and expert care when

it's needed most—in-person and online via telehealth.

I am also heartened to see a recent article in *The Lancet Global Health* stressing how COVID-19 has elevated the importance of investing in mental health to

match the global awareness of the problem poor mental health presents. This pandemic has made us aware of just how crucial it is to maintain a healthy lifestyle balance that includes mental health as an indicator of good overall health. Calling out the need for increased funding for mental health is a global call to action. For us, it is also a local call to action.

The Lancet article notes that "...the economic case for investment is strong: for every \$1 invested in scaled-up treatment for

depression and anxiety, there is a \$4 return in better health and productivity." Our case in point is our investment in Supported Employment, which helps clients incorporate work as part of their treatment and recovery.

Our Supported Employment specialists work with local businesses to identify fit, strengths and weaknesses, and provide training and encouragement to ensure clients who want to be employed find work and stay employed. It's a holistic view of treatment that serves our clients and communities well, decreases the cost of care, and develops productive and grateful

clients whose mental health improves.

"For every \$1 invested in scaled-up treatment for depression and anxiety, there is a \$4 return in better health and productivity."

As you can see, we are making progress despite these challenging times. I remain excited about the work we

do and our mission to ensure everyone in our region in need of treatment gets access to behavioral healthcare regardless of their financial circumstances. Supporting us is a wise investment.

Sincerely,

Roger Osmun, Ph[President & CFO

Our Donors

More than 400 strong last year, our donors are the lifeblood of our organization. The number of gifts we received increased by over 30%, up to 442 in FY'20 from 338 in FY'19. Overall gift revenue increased significantly to just over \$1 million thanks to contributions of all sizes and a bequest

from Richard Williamson, whose passing deeply saddens us. Richard's and your belief in our mission is a testament to our cause. Your support motivates us to do more, and it gives us the financial capacity to offer charitable care to people in need. Thank you!

Individuals

Sarah Ackerman Elizabeth Adams Brooke and Jim Adler Joshua Adler Jeffrey and Katherine Alitz Jeffrey Allen Susan Almy Kathy Alpert Richard and Mary Altman T. Gregory and Jacqueline Ames Anonymous (3) Marcia Armstrong Virginia Arvold Dwight and Gayle Aspinwall Gert and Jan Assmus Steven Atkins Chris and Christine Bailey-Kellogg Bob and Bronwen Ballou Clyde and Caroline Barbour **Anthony and Erin Barnett** Cyn Barrette Stephen Bartels and Elizabeth Tomlinson Nancy Bassett Debra Ann Bean Clint Bean Wende Reck Henry and Elizabeth Benatti Dan Bergeron Holly Bergeron

Carol Bergeron Richard Bircher Cynthia and Bill Bittinger Pete and Ruth Bleyler Peter Blodgett and Ruth Mayer Put and Marion Blodgett Rick and Cindy Bolduc Karen and Paul Boucher Theresa Boutin Dick Bower David and Ann Bradley Nick Bramlage **Daniel Brand** Garv and Linda Brenner Gabriel and Jessica Brooks Barbara Brown Scott and Mary Brown Max and Theresa Bryant Dexter and Liz Bucklin Barbara Bugbee Kenneth and Marion Burchard Tim and Kristin Burdick Donald and Dana Burrell Dorothy Byrne Dom Candido Earl and Lucille Capozzi Samuel Casella and Danielle Basta Dave Celone Lisa Celone

Raymond and

Susan Chandler

William and Marjorie Chase

Bob Christensen and Sara Ecker David and Ann Cioffi Ray and Christina Clark John Cloutier Kathie Coburn Chuck and Liz Cole David Cole Margaret Connolly Clyde and Marilyn Cook Thomas and Nicole Cormen Barbara and Dick Couch Kaitlyn Covel John and Carol Crouthamel Patricia D'Andrea Lawrence and Linda Dacev Andy Daubenspeck Susan Davidson Marilyse De Boissezon Lindsay Dean Mary Del Debbio Katherine and William Demers Allen and Ardis Dietrich Ken and Vivian Dolkart Stephen Doyle Bob Drake and Debbie Becker Lawrence and Elizabeth Draper Ernest and Debra Drown Carol and Rod DuBois Stephanie Durand Robert and Shirley Eaton Elizabeth Edson

Brian and Susan Edwards Stephen Ensign Tom and Ashley Farmen Isabelle Farmer Charles and Charlotte Faulkner Jim and Sheila Fevrer Allyn Field Timothy and Kathleen Fisher Stephen Foley June Folev Rachel Frank Carolyn and Milt Frye Stephen Fucini Mike and Kelly Gabriele Michael and Margaret Galbraith Robert Gallagher Yves and Jeannine Garceau Paul and Frances Gardent Bill and Kathy Geraghty Steve and Sarah Goldsmith Dennis and Laura-Beth Goodman Ken and Fawn Goodrow Wendy and Richard Gray Sylvia Green Alan Green and Frances Cohen Laura and Erich Greer Jim and Mary Grenier Suellen Griffin Dennis and Catherine Griffin Donna and Lori Griffin

Jim and Debbie Griffiths **Bob and Honey Hager** Bill and Cristina Hammond George Hano and Diane Crowley **Bob Hansen** Phil and Kate Harrison John and Alice Harrison Pat Harrison Robert Hartwell Nicholas and Connie Harvey William and Jill Hatch Wendy Hazlett Martha Hennessev Sarah Herbert Bob and Lisa Hollev Joan Hoose John Houde and Jennifer Rybeck Houde Deanna Howard Larry and Nancy Huot Peter and Virginia Irwin Mike and Nancy Izenson Margaret and Thomas Jacobs Eric Janson Beatrice Jillette Mark and Holly Johnson **Bruce Johnstone** Barbara Jones Gisela Jones Kevin and Punam Keller Margery Kelly Pete and Winkie Kelsev

Jay Campion and Polly Kent Campion Marc and Mary Kenton Paul and Joyce Killebrew Ron and Sara Kobylenski Donald and Patricia Kollisch Sally Kraft Thomas and Agnes Kurtz Raymond and Maree Lagasse Harold and Gerry LaValley Carola Lea Steve LeBlanc Ariel Leggett Richard and Flaine Leone George and Carol Little Todd and Jill Lloyd Brian and Tracy Lombardo Joe and Margo Longacre Sarah Lord Doug and Jean Loudon Rebecca Lovejoy Barbara Lynch Katy Milligan and Ted MacVeagh Katherine and John Madden Betsy Maislen R. Dewitt and Vera Mallary Christine Malone Paul and June Marshall Peter and Lu Martin Kathleen Martin Pete and Laurie Mason William and Donna Matson Betsy McCann

Jane McCarthy Katie and Terry McDonnell Gregory and Allysón McGinn Gregory and Mary McHugo Peter McLaughlin and Jane Kitchel McLaughlin Richard and Neely McNulty Ron and Hilary Michaud David Millstone and Sheila Moran Marc and Patty Milowsky Angela Montano William and Margaret Montgomery Sue Mooney Allison Moskow Randall and Bridget Mudge Henry and Amy Nachman Tina and Christpher Naimie Valerie Nevel Richard and Sharon Nordgren Peggy O'Neil **Bob and Judy Odell Ernst and Linda Oidtmann** Ted and Dorothy Osgood Roger Osmun & Jon Mason LoChang and Cynthia Ou Evan and L ee Walker Oxenham Marilyn Paganucci Anne Page Robert and Diane Palac Peter and Rebecca Paquette Henry and Pauline Parker Susan and Jim Paschell Henry and Barbara Payson John and Maggie Pepper Robert and Norah Peterson **Arthur Pistey** Stephen Plume and Martha McDaniel

Steven and Jane Plumley Melissa Potter Steve and Rebecca Powell Noreen Ouinn Robert and Sharon Racusin Suzette Ragan John and Jennifer Randolph Thomas and Nancy Reardon Michael Redmond Brian and Elaine Remillard **Judith Revnolds** Robert Rice Stephen and Martha Richardson Cathy Richmond McCullough Kerry Riess-Choukas John and Martha Robb David and Barbara Roby Linda and Rick Roesch Bettve Rosselle Carol Rossi-Fries Diane Roston Barry and Arline Rotman Sally and Jerry Rutter Elizabeth Ryan Fred and Mary Ann Salvatoriello John and Karen Sanders John and Emily Sands Jennifer Sayer Sonia Scherr Molly Potter Scheu Mark and Jennifer Schiffman John and Jill Schiffman Larry and Mary Schissel Sarah Schwaegler Bill and Joanne Segal

Barrie and Pat Sellers

Sheila and Larry Shulman

Margaret Sheehan

Rob Shumsky Helen Skeist Matt Slaughter and Lindsey Klecan **Barry Smith Dudley and Julie Smith** Kimberly Smith Dave and Nancy Steck Richie and Ilene Stellar Ignacio and Donna Stepien Bayne and Jeanie Stevenson Gregory and Patricia Steverson David and Kristine Stiger Phil and Mary Beth Stocken Christine Finn Stone James and Margaret Strickler Jon Malcolm and Barbara Swenson Clinton Swift and **Bonnie Allard Swift** Alva and Gail Taylor Dennis and Ann Thron William and Rita Tingle Will and Rebecca Torrey Charles Townsend and Jean Clark Townsend Jesse and Jan Turner Roy and Emily Van Vleck Jim and Cindy Varnum Casey and Suzanne Villard William Von Oehsen and Helen Moore Von Oehsen Hermine Wallach Mary Waters Ken Wells Diane Wells Carol Westberg Huntley and Lynne Whitacre Susan White Stew Whitman

Susan Williams

Judith Williams Karen Williamson Debbie Williamson Doug and Leslie Williamson Richard E. Williamson Mimi Winer Joshua Winer Molly Winer Jonathan Winer Jane Winer Tricia and Richard Wood Jeanne Woodward-Poor Chuck Wooster and Susan Kirincich Jim and Betsy Wooster Jim and Susan Wright

Organizations & Foundations

A.B. Gile, Inc. Margaret A. Jacobs American Legion Post 25 **Ledvard National Bank Balagur Associates** Lilla Family Fund **Benevity Community** Lubbe Family Fund Impact Fund Marsicovetere Bio X Cell Law Group, PC Burton, Inc. Mascoma Savings Caldwell Law Bank Corp. Canaan Lions Club Mascoma Savings Bank Cioffredi & Associates Foundation Physical Therapy, LLC Meriden Congregational Co-op Food Stores Church **Couch Family Foundation** Mt. Roeschmore Foundation **Crown Point Cabinetry** Network for Good **Charity Fund** New Hampshire Darkside Snowboards Charitable Foundation David & Sydney Feldman Newport Charitable Fund Charitable Trust Newport Police Department **Dussault Property Newport Rotary Club** Management, LLC Pfizer Foundation FUJIFILM Dimatix, Inc. Red Kite Candy Geokon, Inc. Rosebud Fund Liberty Mutual Foundatio Rotary Club of Hanover **GOGGLESforDOCS** Silo Distillery

Granite Value Capital, LLC

Hanover Family Chiropractic

Hubert's of Claremont, Inc.

Greater Sullivan Strong

Griffiths-Wennrich

Family Fund

Hannaford Helps

Heaton Trust

Hays Companies Inc.

Hypertherm Hope

Infinity Martial Fitness

Jake's Market & Deli

Charitable Trust

Charitable Trust

Law Office of

Lane and Elizabeth Dwinell

LaValley Building Supply

Foundation

John M. Shapiro

KJS Fund

Sons of American Legion Squadron 36 Stave Puzzles, Inc. Stettenheim Foundation, Inc. Sugar River Bank The Burkehaven Family Foundation The Couch Family Foundation The Couch Philanthropy Fund The Jack and Dorothy Byrne Foundation United Way of Sullivan County Upper Valley Mask Makers Upper Valley Strong Vermont Hardwoods Woodlawn Care Center

Cities, Towns & Municipalities

Grafton County Commissioners Sullivan County Commissioners City of Lebanon Town of Acworth Town of Canaan Town of Charlestown Town of Cornish Town of Goshen Town of Grafton Town of Grantham Town of Hanover Town of Lempster Town of Lyme Town of Newport Town of Orange Town of Orford Town of Springfield Town of Unity Town of Washington

West Central's Masked Marvels

When we put out the call in March, the community responded.

Colorful masks of all shapes and sizes arrived at our front door to keep our staff and clients safe and virus-free.

We then launched our West Central "Masked Marvels" campaign internally, on Facebook, and in our monthly newsletter. We received plenty of photos from our staff, all masked up as the marvelous people they are.

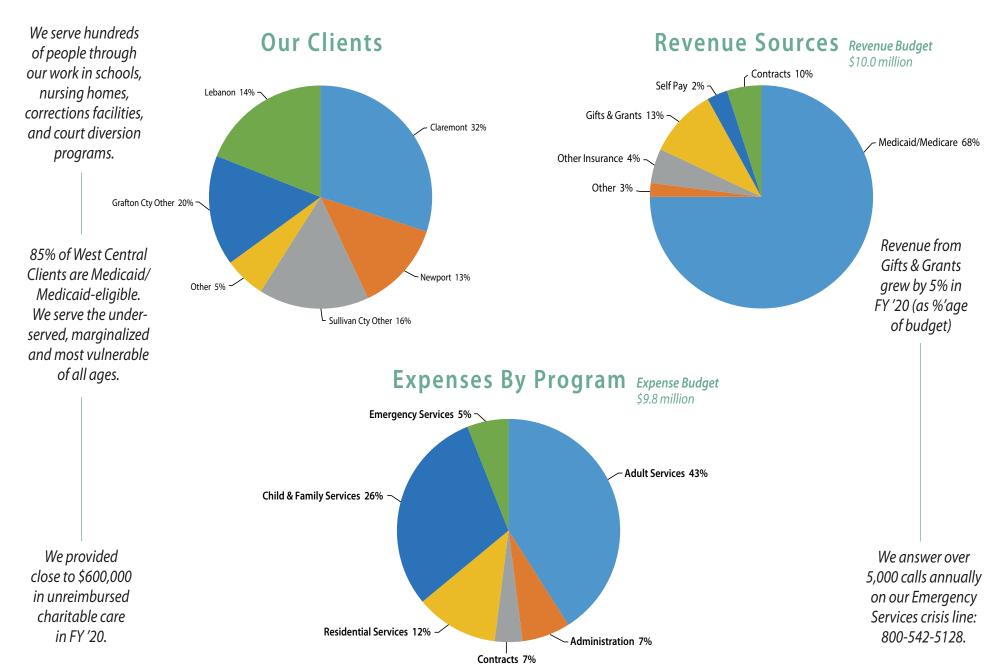
We had a great deal of fun with this, but also know the coronavirus is a serious matter. Even with masks, we ask all our staff to wash their hands and sanitize surfaces, while keeping physically distanced by at least six feet.

We are extremely grateful to the Upper Valley Mask Makers for their donations of 1,500 cloth masks—and counting!





Financial Summary FY2020



Tributes

Tribute gifts honor or memorialize a person in your life, or highlight important events like weddings, birthdays, graduations, retirements, or anniversaries. Memorializing a loved one with your gift, or by requesting aifts be made to West Central are powerful ways to create a legacy.

If you designate us to receive a memorial donation, please use the following language in the obituary. "Memorial gifts may be made to West Central Behavioral Health, 9 Hanover Street, Suite 2, Lebanon, NH 03766. Attention: Development Office."

Honorary Gifts

In Honor of **Brooke Adler** Joshua Adler

In Honor of Roberta Berner Molly Potter Scheu

In Honor of **Suellen Griffin**

Susan Almy William Bittinger Paul Boucher Deanna Howard Ted MacVeagh and Kathy Milligan

Peter Mason **Bob Odell** Peggy O'Neil Susan Paschell Thomas W. Reardon Larry and Mary Schissel Doug and Leslie

Williamson In Honor of the Harrison Family

Griffiths-Wennrich Family Fund James Griffiths Patricia Harrison Sarah Herbert

In Honor of Jessie Turner

Bob Drake and Debbie Becker

In Honor of Hermine Wallach

Holly Bergeron **Donald Burrell** Kathie Coburn Carol Crouthamel Elizabeth Edson Diane Wells

In Honor of Mrs. Miriam Winer Kathy Alpert Henry and Elizabeth Benatti

Jan Dooley David and

Sydney Feldman Foundation Margery Kelly

Bill and Joanne Segal Margaret Sheehan Jane Winer Joshua Winer Molly Winer

In Honor of **Steve Whitman** Stewart Whitman

Memorial Gifts

In Memory of Danielle M. Griffin

Jeffrey and Katherine Alitz Barbara Bugbee Earl and Lucille Capozzi Mary Ann Del Debbio Mike and Kelly Gabriele Dennis and Catherine Griffin Donna Griffin and

Lori Nemec

Kathleen Martin

Noreen Quinn

In Memory of Joshua Mark Christie

Jeffrey Allen Sr.

In Memory of Lane Ellis

Holly Bergeron Donald and Dana Burrell Kathie Coburn Carol and John Crouthamel Elizabeth Edson Hermine Wallach Diane Wells

In Memory of **Raustin Daine** Hernandez

Dussault Property Management LLC

In Memory of **James Holley**

Carolyn and Milt Frve

In Memory of Michelle Parsons

Robert Rice Tricia and Richard Wood

In Memory of **Matthew Winer** Miriam (Mimi) Winer

Planned Gifts

Pete and Ruth **Bleyler** Richard E. Williamson

Planned Gifts

Leaving a legacy to help future generations starts with careful planning.

MacNamee 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 or estate plans, or make a planned gift, you will become a member of The MacNamee Society.

Please call our development office at 603-448-0126 x2100. or email Dave Celone at dcelone@wcbh.org for more information.

Gifts of Stock and Securities

We accept gifts of stock and marketable securities. This offers a way to donate the current value of appreciated assets while gaining a tax deduction and avoiding capital gains taxes. Your individual tax situation may vary, so please consult with your advisor. We accept stock gifts via our Vanguard brokerage account.

Account information and our tax id number are listed on our "Donate" web page at www.wcbh.org.

We have taken great pleasure in compiling this report as accurately as possible. If you see an error or omission, please accept our apologies and kindly let us know.

West Central Programs & Services

Adult Services

Comprehensive mental and behavioral health treatment for adults 18+ and elders. Our personalized treatment plans assist clients to manage their symptoms, improve their health, and enhance their quality of life.

Child & Family Services

Support for children and their families coping with issues such as depression, anxiety, trauma and ADHD. Individual and family therapy, child-parent psychotherapy, psychiatric care, and case management.

Substance Use Services

Outpatient treatment for adults with drug and alcohol addiction. Individual and group therapy, relapse prevention counseling, treatment for co-occurring disorders, and Medication-Assisted Treatment for opioid addiction.

Emergency Services

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

In the Community

Supporting the community with services offered locally in schools, nursing homes, businesses, courts, and corrections facilities.

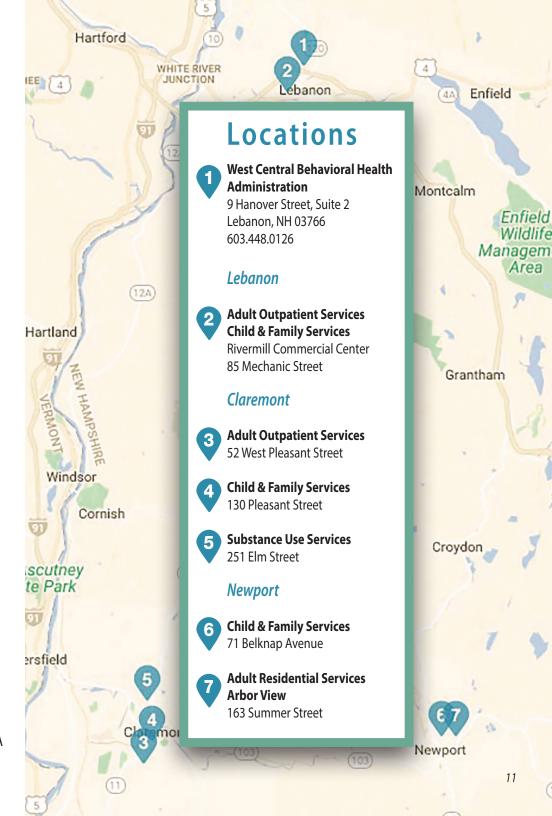
Senior Leadership

Dave Celone
Director of Development
& Community Relations

Robert Gonyo Chief Financial Officer

Nancy Nowell, PhD VP of Clinical Services

Roger Osmun, PhD President & CEO Diane Roston, MD Medical Director Cynthia Twombly, MA, MBA VP of Operations







24-Hour Emergency Services

800-564-2578

Schedule an Appointment





