2020 Report on Philanthropy

Nurturing dreams...
Transforming lives
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
President & CEO
#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.
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.

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, PhD
President & CEO
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 Beck
Henry and Elizabeth Benatti
Dan Bergeron
Holly Bergeron
Carol Bergeron
Richard Bircher
Cynthia and Bill Bittenger
Pete and Ruth Bleyer
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
Gary 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 Curnen
Barbara and Dick Couch
Kaitlyn Covel
John and Carol Crouthamel
Patricia D’Andrea
Lawrence and Linda Dacey
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
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Elizabeth Edson
Brian and Susan Edwards
Stephen Ensign
Tom and Ashley Farmen
Isabelle Farmer
Charles and 
Charlotte Faulkner
Jim and Sheila Feyrer
Allyn Field
Timothy and 
Kathleen Fisher
Stephen Foley
June Foley
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 Hennessey
Sarah Herbert
Bob and Lisa Holley
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 Kelsey
Jay Campion and 
Polly Kent Campion
Marc and Mary Kenton
Paul and Joyce Killebrew
Ron and Sara Kobyleński
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 Elaine León
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 Allyson 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 Christopher 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
Roger Osmun & Jon Mason
Ted and Dorothy Osgood
LoChang and Cynthia Ou
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.
American Legion Post 25
Balogur Associates
Benevity Community Impact Fund
Bio X Cell
Burton, Inc.
Caldwell Law
Canaan Lions Club
Cioffredi & Associates Physical Therapy, LLC
Co-op Food Stores
Couch Family Foundation
Crown Point Cabinery Charity Fund
Darkside Snowboards
David & Sydney Feldman Charitable Trust
Dussault Property Management, LLC
FUJIFILM Dimatix, Inc.
Geokon, Inc.
Liberty Mutual Foundation
GOOGLESforDOCS
Granite Value Capital, LLC
Greater Sullivan Strong
Griffiths-Wennrich Family Fund
Hannaford Helps
Hanover Family Chiropractic
Hays Companies Inc.
Heaton Trust
Hubert’s of Claremont, Inc.
Hypertherm Hope Foundation
Infinity Martial Fitness
Jake's Market & Deli
John M. Shapiro Charitable Trust
KJS Fund
Lane and Elizabeth Dwinell Charitable Trust
LaValley Building Supply
Law Office of Margaret A. Jacobs
Ledyard National Bank
Lil Family Fund
Lubbe Family Fund
Marsicovetere Law Group, PC
Mascoma Savings Bank Corp.
Mascoma Savings Bank Foundation
Meriden Congregational Church
Mt. Roeschmore Foundation
Network for Good
New Hampshire Charitable Foundation
Newport Charitable Fund
Newport Police Department
Newport Rotary Club
Pifer Foundation
Red Kite Candy
Rosebud Fund
Rotary Club of Hanover
Silo Distillery

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 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

We serve hundreds of people through our work in schools, nursing homes, corrections facilities, and court diversion programs.

85% of West Central Clients are Medicaid/Medicade-eligible. We serve the underserved, marginalized and most vulnerable of all ages.

We provided close to $600,000 in unreimbursed charitable care in FY ’20.

Revenue Sources

Revenue Budget $10.0 million

Revenue from Gifts & Grants grew by 5% in FY ’20 (as %’age of budget)

Revenue Sources

Gifts & Grants 13%
Other Insurance 4%
Other 3%
Contracts 10%
Self Pay 2%
Medicaid/Medicare 68%

Expenses By Program

Expense Budget $9.8 million

Adult Services 43%
Child & Family Services 26%
Residential Services 12%
Contracts 7%
Administration 7%
Emergency Services 5%

We provide $585,000 in unreimbursed charitable care in FY ’20.

We answer over 5,000 calls annually on our Emergency Services crisis line: 800-542-5128.

Executive Summary

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Contracts 7%
Administration 7%
Emergency Services 5%
Leaving a legacy to help future generations starts with careful planning. The 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.

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*

Roger Osmun, PhD
*President & CEO*

Robert Gonyo
*Chief Financial Officer*

Diane Roston, MD
*Medical Director*

Nancy Nowell, PhD
*VP of Clinical Services*

Cynthia Twombly, MA, MBA
*VP of Operations*

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
“You don’t have to see the whole staircase, just take the first step.”

~ Martin Luther King, Jr.