WEST CENTRAL
BEHAVIORAL HEALTH
Adult | Child | Family

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President & CEO
Ex-officio
Lebanon, NH

Diane Roston, MD
Medical Director
Ex-officio
Lebanon, NH

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.
This was a year of extraordinary and surprising change. You helped us thrive.

COVID-19 made people from all walks of life feel the sharp emotional pinch of mental illness. If you suffer from mental illness you are a vital part of our social fabric; yet, you are often neglected and discriminated against. After all, 1 in 2 people will experience a mental health issue in their lives, and 1 in 5 will experience mental illness this year. Suicide and substance misuse rates have risen by nearly 30% during the pandemic. Please know there’s no need to suffer in silence. We are all in this together.

With your support, we developed a 24/7 mobile crisis response team this past year. We transitioned to a technology-enabled virtual/mobile workforce, deploying new laptops, and upgrading our integrated electronic medical records system for home and community-based work without interruption of care. We stepped up our efforts in the Newport community and schools, began development of an integrated care program in our Claremont adult clinic, increased our emphasis on early childhood therapy, and moved our administrative staff into our Lebanon clinic to reduce our footprint and better integrate our workforce. We fully established a Medication Assisted Treatment (MAT) program for opioid addiction treatment and recovery in Sullivan County. And we continue to provide nearly $600,000 in unreimbursed charitable care to clients.

Rural populations, veterans, and underrepresented minorities are disproportionately affected by mental illness and substance misuse. Incarceration is a cause of, and a failed response to, addressing mental health issues. With our mobile crisis staff poised to respond, we hope to reverse this disturbing trend.

Pete Bleyler, whose five-year term as our Board chair ended, will remain on as a Board member. We are grateful for his devotion to our mission and work. Under Pete’s guidance, we have made great strides to deliver exceptional care to disenfranchised and vulnerable community members.

From a virtual COVID-19 online campaign that garnered more than $76,000, to gifts and grants totaling nearly $1.2 million, we benefited from your generosity. When our clients tell us they couldn’t have survived without us, we know we could not have survived the pandemic without each of you.

As we extend our great appreciation for your ongoing generosity, we ask you to help us rise to the future challenge of funding our work when private support is so desperately needed.

Sincerely, and with thanks,

Doug Williamson, MD
Chair, Board of Directors

Roger Osmun, PhD
President & CEO
Pete Bleyler chaired our Board of Directors for five years, ending his term on June 30, 2021. During Pete’s tenure, West Central took large leaps forward, not the least of which was hiring Roger Osmun, PhD as our new CEO & President in September 2019 after a comprehensive, nation-wide search. As Chair, Pete guided West Central through the creation and implementation of a 5-year strategic plan to advance integrated care, expand our substance use services offerings, strengthen our ability to attract and retain qualified staff, raise our visibility in the community, and increase public and private funding to help achieve our mission. Thanks to Pete’s leadership, West Central is in a much stronger position to meet our clients’ needs and to sustain itself financially. Pete now joins his wife, Ruth, as a past West Central Board chair. We extend our sincere admiration and appreciation to Pete and Ruth for their Board service and ongoing support. Pete plans to remain on our Board as a valued member.

**Annual Awards**

June 28, 2021 was an exciting day to present our annual awards to two very worthy West Central community members. Michael Whitman of Lyme received the Lilla McLane-Bradley Award for Mental Health Advocacy and Shawn Cornell of Claremont received the Fred Hesch Award for Excellence in Performance. Michael was recognized for his decades of local volunteer work in suicide awareness and recovery. Shawn, West Central’s IT Director, was recognized for his 22 years of exemplary service to his colleagues and to help our organization thrive in this rapidly-changing world of technology.

*The strongest are those who win battles we’ll never see. Mental illness gives rise to survivors, heroes, and role models. Let’s celebrate them openly!*

Anonymous
A MESSAGE FROM DEVELOPMENT & COMMUNITY RELATIONS

Tens of millions of Americans struggle with mental illness. It disrupts lives, education, employment, family relationships, and it tests our criminal justice system. Two of the most common disorders, anxiety and depression, cost the global economy over $1 trillion in lost productivity annually. We know that one in five people live with mental illness, yet we still have trouble speaking about it openly and without shame.

Closer to home, drug overdose deaths are intensifying, with “deaths of despair” (suicides and drug overdoses) projected to rise dramatically as a result of the pandemic. While vaccination rates have risen and people return to their daily routines, the effects of the pandemic’s isolation on children and families remain. People who lost their jobs continue to teeter on a financial razor’s edge, with the resulting stressors hard to manage without professional help.

Yet there is help, and we must broadcast this to all corners of our beautiful region. Seeking mental health or substance misuse treatment is not just important, but crucial to your health and to those who care about you. Seeking help makes you stronger. You become a hero, a role model for others.

To this end, we are spreading the word on social media – Facebook, LinkedIn, Instagram – about mental health-related programs and information to help normalize the conversation around mental illness and substance misuse as treatable disorders. Please join us in the virtual world by liking, sharing and commenting on our posts and pages. You may also stay informed and support our work by signing up for our monthly e-newsletter. We encourage everyone, including individuals, companies, foundations, towns, cities, and municipalities to support our cause.

We also urge all people to seek mental health and substance misuse treatment as a normal part of their regular health practices. The COVID-19 pandemic has amplified our need to rely upon trusted and educated behavioral healthcare professionals to help us cope and recover.

Together, with our work with clients in our communities, our collective voices can create a “new normal” of speaking about, rather than shrinking from, conversations surrounding mental illness. We encourage the philanthropic community to join with us in catalyzing change to the approach of funding mental health programs so we may all thrive.

Sincerely,

Dave Celone
Director, Development & Community Relations (DCR)

Kaitlyn Covel
Board member; DCR Committee Chair
Donors are the vital spark who sustain our work. Our primary source of revenue, Medicaid, covers only 75% of our cost of care, making private support crucial to our ongoing success. Giving from foundations and corporations more than doubled in FY’21. Our total number of gifts grew by 8%. And our overall revenue increased to $1.17 million, up just over 5%. Media and social media hits, likes, follows, clicks, and placements rose considerably. Thank you for your wonderful financial contributions, and for letting your friends and family members know you choose to support us so we, in turn, can support our friends and neighbors. Your involvement inspires, motivates, and energizes us!

OUR DONORS

Individuals

Bill & Cyndy Bittinger
Pete & Ruth Bleyler
Peter & Ruth Blodgett
Rick & Cindy Bolduc
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Lisa Celone
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George Hano & Diane Crowley
Bob Hansen
Carl & Pamela Hanson
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John & Alice Harrison
Pat Harrison
William & Virginia Hart
Nicholas & Connie Harvey

John & Jill Hatch
Karen & Doug Heaton
Emma Henderson
Jan Henshaw Longwell
Caroline Hoen
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Houde
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Gregory & Allyson McGinn
Gregory McHugo & Mary Conrad
Peter McLaughlin & Jane Kitchel McLaughlin
Ellen & Erzo Meara
Ron Michaud
Thomas & Susanne Milligan
David & Sheila Millstone
Angela Montano
William & Margaret Montgomery
Sue Mooney
WEST CENTRAL’S PANDEMIC PIONEERS

Once COVID-19 vaccines were approved and available for healthcare workers, we jumped on board, bared our arms, and led the way. Many of our staff members began sending us photos of themselves as they were being vaccinated. This prompted plenty of conversation and helped more people, staff and clients included, make the decision to get vaccinated early. As a result, we had very few cases, and at our Arbor View residence in Newport, we had zero cases!

We knew this was serious business, but making it look easy and fun was a good way to reflect on the importance of small things that have major consequences. A smile. A kind word. Wearing a mask. Sharing a joke. Letting someone know we care. We know what we do matters to those who often cannot find a way out of life’s most difficult places.

Physical health and mental health are intertwined, so keeping ourselves vaccinated helped us remain strong in the face of the pandemic’s overwhelming psychological demands. Thank you, to all Pandemic Pioneers!

“Asking for help is the first step. You are more precious to this world than you’ll ever know.”

~ Lili Reinhart, Actor & Author
We respond to more than 2,000 calls annually on our Mobile Crisis Response line.
1-800-564-2578

Revenue from Gifts & Grants grew by 5% in FY’21 to $1.2 million.

We provide $600,000 in unreimbursed charitable care each year.

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/Medicaid-eligible. We serve the underserved, marginalized and most vulnerable of all ages.

1,655 Clients Served & More Than 65,000 Client Visits

Revenue Budget $12.2 million
* Paycheck Protection Program (PPP) loan for COVID-19 relief (one-time only)

Expense Budget $10.4 million

We serve the underserved, marginalized and most vulnerable of all ages.

Revenue Sources

Our Clients By Location

Our Clients By Age

Expenses By Program

Our Clients By Location

Our Clients By Age

Expenses By Program

Financial Summary FY2021

Revenue Sources

Expense Budget $10.4 million

Expenses By Program

Our Clients By Location

Our Clients By Age

Expenses By Program

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Our Clients By Location

Our Clients By Age

Expenses By Program

Financial Summary FY2021

Revenue Sources

Expense Budget $10.4 million

Expenses By Program
Leaving a legacy to help future generations starts today. The MacNamee Society was named to honor long-standing West Central benefactors, 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 join The MacNamee Society. Please call our Development Office at 603-448-0126 or email Dave Celone at dcelone@wcbh.org to discuss planned giving opportunities.

THE MACNAMEE SOCIETY

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
& Katy Milligan

In Honor of Jessie Turner
Bob Drake & 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 & Elizabeth Benatti

Jan Dooley
David & Sydney Feldman
Margery Kelly
Bill & Joanne Segal
Margaret Sheehan
Jane Winer
Joshua Winer
Molly Winer

In Honor of Steve Whitman
Stewart Whitman

Jan Dooley
David & Sydney Feldman
Margery Kelly
Bill & Joanne Segal
Margaret Sheehan
Jane Winer
Joshua Winer
Molly Winer

In Honor of Danielle M. Griffin
Jeffrey & Katherine Alitz
Barbara Bugbee
Earl & Lucille Capozzi
Mary Ann Del Debbio
Mike & Kelly Gabriele
Donna Griffin & Lori Neme
Kathleen Martin
Noreen Quinn

In Memory of Joshua Mark Christie
Jeffrey Allen Sr.

In Memory of Lane Ellis
Holly Bergeron
Donald & Dana Burrell
Kathie Coburn
Carol & John Crouthamel
Elizabeth Edson
Hermine Wallach
Diane Wells

In Memory of Raustin Daine Hernandez
Dussault Property Management LLC

In Memory of James Holley
Carolyn & Milt Frye

In Memory of Michelle Parsons
Robert Rice
Tricia & Richard Wood

In Memory of Matthew Winer
Miriam (Mimi) Winer

Thru the generosity of the Harrison Family Griffiths-Wennrich Family Fund
James Griffiths
Patricia Harrison
Sarah Herbert

GIFTS OF STOCK & SECURITIES

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

Account information and our Federal tax id number are listed on our Donate web page at wcbh.org/donate/

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.
**OUR PROGRAMS & SERVICES**

**Adult Services**
Providing comprehensive mental and behavioral health treatment for adults age 18+ and seniors. 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**
Support for children ages 0-18 and their families. Our clinical treatment addresses issues such as anxiety, depression, trauma, ADHD, eating disorders, and conduct problems. Individual therapy, child-parent psychotherapy, psychiatric care, case management, and early childhood therapy.

**Mobile Crisis Services**
Launched in July 2021, our crisis clinicians provide 24/7 mobile crisis response throughout our region. Phone and in-person support for individuals, caregivers, and social service providers during times of crisis, trauma, and disasters. Assisting first responders working in local schools, hospitals, social service agencies, and businesses.

**Substance Use Services**
Outpatient treatment for individuals coping with substance use disorders, including alcohol, opioid, cannabis, cocaine and amphetamine dependence. Individual and group therapy, relapse prevention, case management, treatment for co-occurring mental health issues, and medication-assisted treatment (MAT) for opioid addiction.

**Older Adult Services**
Outpatient treatment including psychiatric treatment, case management, and medication management for seniors experiencing life transitions and life changes who exhibit signs they may need help, such as confusion, memory loss, behavior changes, or difficulty managing daily activities.

**In The Community**
Supporting the community with behavioral health services and educational programs locally in schools, nursing homes, businesses, courts, and corrections facilities. Raising awareness of the need to speak openly and in support of all who seek treatment for mental health and substance use disorders.

**SENIOR LEADERSHIP**

- **Dave Celone**
  *Director of Development & External 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*

- **Susan White, PHR**
  *Director of Human Resources*

**LOCATIONS**

**Lebanon**

1. **Administration & Development Offices**
   Rivermill Commercial Center
   85 Mechanic Street
   Suite C2-1 Box A-10
   Lebanon NH 03766
   603.448.0126

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

3. **Adult Outpatient Services**
   Child & Family Services
   52 West Pleasant Street
   Claremont

4. **Child & Family Services**
   130 Pleasant Street
   Newport

5. **Substance Use Services**
   251 Elm Street
   Newport

6. **Child & Family Services**
   71 Belknap Avenue
   Newport

7. **Adult Residential Services**
   Arbor View
   163 Summer Street
I had to use the Crisis line earlier this year when our 13-year-old was having a mental health crisis. I’m really glad I had someone to talk to in such a scary time.

~ West Central Parent