



## Annual Report: Fiscal Year 2024 (July 1 – June 30)

# A Message from Our Board President & Interim CEO:

Dear Friends,

West Central Behavioral Health has been in a transition this past year. AJ Horvath, Interim President & CEO, provided a steady hand and worked closely with board leadership to bring in a visionary leader in Lori Shibinette. She will take us into our sixth decade of service to the community.

Over the past year, the agency has focused our efforts on stabilization, workforce recruitment and development, quality improvement, community engagement, access to care, and financial health. Specific progress has been made in bringing our staff wages closer to market in the region, training clinicians in provision of evidenced-based practices, and establishing new and improving existing relationships with valued community partners. The crucial work WCBH does with our family and friends requires collaboration and partnership. With others we create an environment where our clients can thrive.

The demand for mental health services continues to grow. We are committed to building our full capacity to realize our mission: “to promote the health and quality of life of individuals, families and communities.” With the assistance from our generous donors, we look to continue to make meaningful and impactful investments within our communities, such as improved treatment spaces for our clients and staff, improved

and enhanced programming for our clients and families, and critical supports, not traditionally covered through insurance, shown to improve outcomes. In addition, we will continue to invest in our dedicated staff through competitive compensation and supportive work environments.

We ended this year, with a small net operating income gain, resulting from focused efforts to maximize our various funding sources, including assistance from the State to CMHCs to help all of us address lingering impacts of the pandemic on the fiscal health of our system. Your contributions continue to be vital in helping West Central Behavioral Health to meet its mission and to be a valuable contributor to help people in need in our community.

We see a bright future for WCBH and are excited to welcome Lori Shibinette as our fifth President and CEO. Lori comes to us with an extensive leadership background and a passion for community mental health. Please take the time to introduce yourself to her over the next year.

Gratefully,

**Will Torrey, M.D.**  
Chair, Board of Directors

**AJ Horvath**  
Interim President & CEO

# Board of Officers and Directors: July 1, 2023 – June 30, 2024

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**Andrew Smith, PhD**  
*Etna, NH*





# Annual Report

July 1, 2023 – June 30, 2024

## REVENUE

Medicaid	\$5,947,607
Other Insurance	\$535,729
Client Fees	\$98,482
Grants & Contracts	\$2,536,491
Public Support	\$793,462
Rent, Interest, & Other	\$740,204
<b>TOTAL</b>	<b>\$10,651,975</b>

## EXPENSE

Adult Services	\$2,513,584
Children Services	\$1,707,351
Residential Care	\$993,029
Housing Programs	\$433,844
Mobile Crisis	\$711,305
Vocational & Miscellaneous	\$184,683
Management & Administration	\$2,756,275
Fundraising	\$191,433
Contract/Grant	\$1,199,814
<b>TOTAL</b>	<b>\$10,691,318</b>
<b>Net Operating Income</b>	<b>-\$39,343</b>
<b>Investment Gain</b>	<b>\$199,574</b>



## The Lift of Blue

West Central Behavioral Health and AVA Gallery and Art Center hosted their 4th annual joint opening reception to celebrate Mental Health Awareness Month in May. This year's art exhibition was titled The Lift of Blue, inspired by Sea Church, a poem by Aimee Nezhukumatathil.

Our collaboration raises mental health awareness through artistic expression and is a West Central and AVA fundraiser. West Central uses event proceeds to assist with the associated costs of providing critical uncompensated care for clients.

*Photo Credits: Travis Paige Photography*



*Top Photo Opening Exhibition Gallery View, May 3<sup>rd</sup>, 2024*

*Bottom Photo: AJ Horvath, West Central's Interim President and CEO is pictured with Shari Boraz, Executive Director of AVA Gallery and Art Center*

## Thank You to all of our Generous Donors

### FOR YOUR SUPPORT

### YOUTH CAN IMPACT

*FY24 Impact Update July 23 - June 24*



**3,818** Volunteer Hours Valued at \$132,276



**9,850** People Served



**17** In-Kind Donations Valued at \$27,891



**76,177** Reached via Media



**125+** Coalition Members

### MOBILE CRISIS RESPONSE



**529** Outreach Responses to Homes & Schools



**216** Emergency Room Evaluations



**309** Urgent Appointment Requests



**24** Dispatches with Police Involvement

24/7 NH Rapid Response Access Point: 833-710-6477 (call or text); National Suicide & Crisis Lifeline: 988 (call or text)

# Residency Rotations

Diane Roston, MD, Director of Psychiatric Training at WCBH



Four psychiatry residents and two child psychiatry fellows from the DH Department of Psychiatry completed a year of training at West Central.

Under the guidance of staff psychiatrists Wendy Barros, Diane Roston, Katie Shea, and Matt Squires, these trainees spent one day a week (residents) or one day every other week (child fellows) for the whole year learning how to care for individuals in a community mental health setting.

West Central is a sought-after training site for residents and fellows. West Central resident Jordan Dietrich says, "Among the psychiatry residents, West Central has developed a reputation as one of our top community sites due to supervision and support from other members on the team."

West Central also offers a popular 4th year elective working on the Assertive Community Treatment (ACT) team, which provides an opportunity for a senior resident to work on the front lines of caring for our community members who are most in need.

4th year resident Diana Flanagan elected to return to WCBH for this 4th year ACT elective. Reflecting on her experience at West Central Claremont adult clinic over the past year, she says, "It was so much fun and an incredible learning experience for those who are interested in treating severely mentally ill individuals. You get a lot of autonomy in your clinical decision-making, which I think for me was an impetus to

really make sure I am doing things in an evidence-based way. One of my favorite parts of the week!"

West Central staff are enthusiastic about the trainees. Caitlin Lennon, Director of Child Services, says, "We really enjoy our partnership with the DH psychiatry program. This program allows our clients to receive more timely psychiatric services that complement the work clients are doing with their West Central providers."

Caitlin's team appreciates the child psychiatry fellows. "The fellows bring a fresh perspective to the team environment and really enhance our collaborative approach to client care."

Clients value the care they receive from residents, who, in turn, are grateful for the 'lived experience' they learn about from clients.

Perhaps the greatest benefit of having trainees at West Central is that they provide a natural pool for recruiting future West Central doctors. Trainees have an opportunity to discover whether community care is their calling, and many West Central trainees fall in love with working in community mental health care.

The evidence? The majority of WCBH staff psychiatrists, including the most recent Chief Medical Officers – Will Torrey, Diane Roston, and Matt Squires - completed a year at West Central as part of their psychiatry residency training.



## Kids Clothes Club

In the early fall of 2023, West Central was gifted new winter coats from Kids Clothes Club based in Brookline, MA.

We were thrilled to secure warm coats for children in our client services for the second year in a row. Kids Clothes Club was happy to extend their outreach to Northern New England where quality outerwear is needed the most.

Platinum  
Transparency  
2024

Candid.

To make a donation or learn more about the work of West Central Behavioral Health, contact Dana Michalovic, Development & Community Relations, Director at [dmichalovic@wcbh.org](mailto:dmichalovic@wcbh.org), or call 603-448-0126.





## West Central Behavioral Health

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Lebanon NH 03766

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Give Online at:



[WCBH.ORG/DONATE](http://WCBH.ORG/DONATE)



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### 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.

### Vision

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

### Values



West Central Behavioral Health values the worth, dignity and individuality of every person. We value our consumers as partners and recognize their right to self-determination. We value evidence-based clinical practices that have proven to be effective in treating mental and behavioral illness. We are committed to the highest standards of ethical conduct in all aspects of our work.

Our employees are our most valuable asset and we recognize that to achieve our mission and vision we must be good stewards of our resources. We must carefully manage them, and must collaborate with other agencies and groups, for the good of the community.

