



Annual Report: Fiscal Year 2025
(July 1 – June 30)

A message from our CEO

Dear Friends,

As I look back on my first year of leading West Central Behavioral Health, I am grateful for the time to listen, observe, and begin to create a vision for our future. This would not be possible without the consistent support of our individual, foundation, and corporate donors. Your confidence in the work we do to reduce stigma and bring healing to those living with mental illness and substance use disorders gives us the foundation to build a better future for our agency and our clients.

What became immediately apparent was our need for a suitable building to meet the needs of all our clients in Claremont. After a year of searching and negotiating, we concluded the purchase of adjoining properties on Broad Street. This location, within walking distance of both Claremont's middle and high schools, will be the home of our flagship therapeutic site in Claremont that will meet the needs of children, adults, our mobile crisis response team, and our administration.

Gifts to the 2025 NH Gives campaign are providing opportunities to introduce passion projects for clients who identified a fulfilling personal interest or activity that they would pursue with a bit of financial assistance.

West Central's good work is highlighted by a multi-year effort to become a Certified Community Behavioral Health Clinic, which culminated in our certification in July 2025. This model ensures access to high-quality integrated behavioral healthcare to anyone who needs it.

Thank you for teaming with us to promote the health and quality of life of individuals, families, and our communities by providing treatment for mental illness and substance use disorders. Your support of our services helps our clients and their families to manage their mental health in ways that they might never have imagined.

Gratefully,

Lori Shibinette, RN, MBA
President & CEO



New therapeutic site planned for Claremont

In 2024, West Central came to the conclusion that our current locations in Claremont were not meeting our needs for several reasons: lack of space for clinical practice, unreliable HVAC, very poor interior conditions that we could not address as renters, limited parking, and no room for expansion. The search began for new locations in April 2024 and after researching dozens of sites and working with realtors, business, the City of Claremont, and property management companies, we came to an agreement in June 2025 on a pair of adjacent properties on Broad Street in Claremont that would allow us to co-locate our children and adult services, as well as our Mobile Crisis Response Unit, and eventually our executive leadership team.

The new site will fulfill all of our goals while providing one site to meet the needs of Claremont area clients:

- » **Own our own facility (better return on investment) that will house all disciplines at the same location in Claremont, NH: Adult, Children, Emergency Services**
- » **Provide a welcoming, therapeutic location for clients and staff that will meet our HVAC requirements**
- » **A facility that aids in recruiting and retaining staff**
- » **A location that allows for future growth**
- » **Consolidated operation cost**

We are eager to increase our space and provide a new welcoming, therapeutic space for our Claremont area clients right in the heart of Claremont. We are excited to work together with the residents of Claremont to build a facility that meets needs and fits the aesthetic of the neighborhood.





Annual Report

July 1, 2024 – June 30, 2025

REVENUE

State of NH BMHS	\$862,274
Other Public Support	\$1,025,529
Grant	\$1,278,132
Program Service Fees	\$6,927,927
Contracted Services	\$194,383
Rental Income	\$176,085
Other Revenues	\$345,262
TOTAL	\$10,809,592

EXPENSE

Adult Services	\$3,204,032
Children Services	\$2,851,292
ACT Team	\$877,424
Emergency Services	\$729,471
Housing Services	\$1,960,517
Other Program Services	\$1,722,044
TOTAL	\$11,344,780
Net Operating Income	-\$535,188
Investment Gain/(Loss)	\$300,893
Total Net Assets Increase/(Decrease)	-\$234,295
Uncompensated Care*	\$532,810

*The value of services delivered to clients that are not written-off as bad debt

2025 NH Gives donations launched passion projects

For someone working through a mental illness, that illness can seem to define their life. Studies show that engaging in hobbies or community activities can improve social connections and provide a healthy outlet for creativity and self-expression. For those facing mental illness, it can remind them that they are more than their illness.

To provide access for our clients to engage in hobbies and activities that would reap these benefits, West Central dedicated the gifts from the June 2025 NH Gives fundraiser to create a Passion Projects fund. To date, 11 clients have accessed the funds to help them attend classes or purchase art and hobby supplies to pursue creativity and community-based activities.

Hobbies provide an escape from daily stressors and allow people to relax and focus on something outside of their mental illness. One young client is pursuing martial arts classes that will have the multiple benefits of community connection and increase both physical and mental strength. Accomplishment through hobbies also builds confidence and self-esteem.

We are thrilled that our clients are finding access to new and sometimes forgotten outlets that help stimulate their creativity and neural pathways and encourage mindfulness and resilience. Thank you to those who donated to our NH Gives campaign.

If you would like to contribute to future Passion Projects, please contact us at development@wcbh.org.



MOBILE CRISIS RESPONSE

	160	Outreach Responses to Homes & Schools
	225	Emergency Room Evaluations
	106	Urgent Appointment Requests
	1	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)

Thank You to all of our Generous Donors

FOR YOUR SUPPORT

Becoming a Certified Community Behavioral Health Clinic

Certified Community Behavioral Health Clinic



In September 2022, West Central took a step forward in transforming behavioral health care in the region by receiving a four-year grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). This opportunity set us on the path to becoming a Certified Community Behavioral Health Clinic (CCBHC)—a model that ensures anyone in need can access comprehensive, coordinated, and high-quality integrated behavioral healthcare, regardless of age, ability to pay, or residence.

Two years later, in June 2024, New Hampshire was selected as one of ten states to join the CCBHC Medicaid Demonstration Program, marking a major milestone for behavioral health in our state. This initiative allows New Hampshire to certify and expand CCBHCs within its Community Mental Health Center system—organizations uniquely positioned to meet the model's rigorous standards. The program also introduces a new payment model for Medicaid eligible individuals that better reflects the true cost of care, supporting sustainable services, expanded staffing, and improved quality.

On July 1, 2025, West Central received its initial CCBHC certification, joining just two other CCBHCs in New Hampshire. This certification represents more than a designation—it signifies a transformation in how care is delivered in our region.

Through the CCBHC model, West Central is:

- » **Expanding and strengthening our workforce**
- » **Enhancing timely access to services**
- » **Promoting whole-person, recovery-oriented integrated behavioral healthcare**
- » **Building intentional partnerships with community providers**
- » **Ensuring that individuals no longer need to piece together care from multiple sources**

Over the next three years, we will continue working closely with the state and our fellow CCBHCs to enhance access, quality, and whole-person wellness—bringing us closer to a future where every person has timely access to the behavioral health support they deserve.

Visit the NH CCBHC website to learn more:

<https://www.dhhs.nh.gov/programs-services/health-care/behavioral-health/certified-community-behavioral-health-clinics>

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July 1, 2024 – June 30, 2025

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Platinum
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To make a donation or learn more about the work of West Central Behavioral Health, please contact:

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*Development & Community
Relations Director*

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Phone: 603-448-0126



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Reflecting on Canopy



At our joint exhibit with AVA Gallery and Art Center in May 2025, the residents of West Central's Arbor View created a community art piece titled "The Tree of Us, Arbor View".

Through processes of reflective journaling, team discussions, and community brainstorming, residents came to understand how they and their peers related to the theme and how to incorporate everyone's voice. Arbor View worked on this piece for 6 weeks; some residents highlighted their mastered craft while others experimented with new techniques. The piece was constructed with paint, collage techniques, stenciling, written word poetry, and assemblage on canvas. "The Tree of Us, Arbor View" highlights the unique perspective each individual carries and the importance of community on mental health. This project brought a great sense of teamwork, resilience, and joy to the home, and the residents are proud of this incredible piece as their talent and hard work are celebrated by the community.

Through elements of writing and images, "The Tree of Us, Arbor View" by The Arbor View Residents, captures the feeling of support and comfort found under the canopy of a tree and in the community at Arbor View.

While reaching for the sky and grounded in the earth, we see the duality of personal goals and community support. The individual leaves represent the unique creative energy every resident brings to the home, each with different experiences, styles, and personalities. We come together to create a cohesive and beautiful landscape. The roots visualize Arbor View as a family-based love intertwined with each other. The beauties of nature are restorative, as Arbor View is an ongoing, growing environment. In life and birds' nests, we see a new day and a hopeful home.

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.