



**Experienced**

We have been providing behavioral health services for more than fifty years, working with people of all ages and backgrounds.



**Knowledgeable**

Our providers are highly trained, and their expertise, skill, and professionalism are recognized throughout our community.

**Compassionate**

We provide accessible, person-focused services that are respectful of individual needs and capabilities.



**Treatment Works!**

**Responsive**

Our 24/7 goal is to provide the right care, at the right time, in the right place.



**Evidence-Based**

All our programs incorporate practices that are shown to be effective through rigorous research and evaluation.



**Community-Based**

We provide services in a variety of settings, including the home, at schools, at primary care provider locations, and Riverbend offices in Concord and Franklin.



## Core Services

- **Addiction Treatment & Recovery Services**
- **Adult Services**
- **Children's Services**
- **Counseling & Mental Health Services**
- **Integrated Health**
- **Psychiatric Emergency Services**
- **Residential Programs**
- **Wellness Education**

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Founded in 1963, Riverbend Community Mental Health is a private, nonprofit organization providing specialized behavioral health services in central New Hampshire.

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### On the cover

At the end of 2018 we began the process of updating our website to provide better access to Riverbend services, events, and information. The cover replicates our new home page, and design elements used throughout this annual report echo the new website. We expect to launch in early 2019 and we hope you will like it as much as we do!

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# Behavioral Health Services for Everyone

*We are the specialists, utilizing evidence based interventions that are true to a model that is measurable.*

When I first arrived in this country I used to listen to Click and Clack, the Tappet Brothers (Tom and Ray Magliozzi), on NPR. I was amazed how these two brothers would crack each other up with some oldies but goodies. One time I was listening and Tom, or Ray, came up with this line: “When you want your car repaired, you need to take it to a specialist; beware the sign that announces ‘we are experts in all foreign and domestic automobiles.’”

I remember thinking that was so applicable to our interventions with people who struggle with the disease of mental illness. Beware when a clinician says “I have an eclectic approach to therapy!” In many ways it is the same as the brothers’ joke. At Riverbend, we are the specialists, utilizing evidence based interventions that are true to a model that is measurable. Treatment Works.

We also have a duty to show everyone *how* it works. Staff across the agency sharpen their skill sets and work as teams, facilitating amazing outcomes such as improvement in symptom management, greater employment and housing stability, reduced use of the Emergency Room, less interaction with the criminal justice system... I could go on.

Good outcomes don’t happen by accident, and in the following pages you’ll be able to review some of our work over the past year, and get a sense of how positive outcomes happen.

We have come a long way yet there are many miles ahead, and we are forever heartened and inspired by the many people who are on this journey with us. Thank you to our board and staff, our partners, our supporters, and our clients — who are truly changing the world every day as they tell their own stories of resilience and recovery.

Together, we are pushing back the veil of stigma in our communities.

Sincerely,



Peter Evers, *President and CEO*

— Host Chris Ryan (left), WKXL, and Peter Evers discuss the behavioral health issues facing our community today. “I’m listening... with Peter Evers” airs Thursdays at 3:00 PM and Saturday/Sunday at 2:00 PM. Listen on demand: [nhtalkradio.com](http://nhtalkradio.com)





# A revolutionary change in healthcare delivery

Primary care providers play a key role in helping individuals understand how behavioral health is part of medical health.

— Katie Lipp, Director of Integrated Health (I), shown here with Carly Marquis Henson, primary care provider at the Integrated Center for Health.



*We believe that by providing medical and behavioral health services in one setting, individuals have better health outcomes overall.*

Katie Lipp, Director of Integrated Health, explained that “meeting people where they are” has been a strategic goal for several years, and in order to really move in that direction, everyone has to start thinking about access to behavioral healthcare both in a physical and situational sense. “One way to improve access is to look at all the existing gateways, portals, and pathways into behavioral health treatment, and make those better, stronger, and more person-focused,” Lipp said, “and integrated health is the answer.”

The benefits of integrated health have been obvious and highly recommended for many years, but realizing the vision has been difficult to achieve. Why? In the simplest terms, it’s because restrictive payment methods and entrenched practice patterns have impeded system collaboration.

“The integration of mental health, primary care, and addiction treatment services didn’t happen until now, because there was no financial incentive or administrative advantage to bringing these standalone treatment operations together,” said Lipp.



Mark Walrod, MD, consults with Lynn Anne Palmer, MSW, at Concord Family Medicine

### Integrated Health near you

Every medical group within **Concord Hospital** and **Dartmouth Hitchcock – Concord** has access to Master’s level Riverbend clinicians and psychiatric providers to assist with integrating behavioral health treatment and provide patients with timely interventions in all aspects of their health care.

But over the past few years, that's changed. Specifically, Medicaid expansion — and the Affordable Care Act's mandate that marketplace plans include mental health and addiction treatment benefits — has changed the whole healthcare equation. "These developments have made the full implementation of integrated care more important than ever," Lipp explained. Now, all providers of medical, behavioral health, and community support services have to move away from a fee-for-service payment model and come up with a new approach.

"Providers had to figure out, together, how to improve the overall health of an entire population of people — in our case everybody in the greater Concord area — while reducing overall healthcare costs and improving outcomes," Lipp said. "This required a whole new way of delivering primary care and behavioral health services to children, adults, and families, and required providers to change the way we work."

Lipp explained that to be part of an integrated treatment team, behavioral health providers had to be prepared to deal not only with mental illness and addiction, but also with the medical aspects of clients' care. At the same time, primary care providers had to become a lot more comfortable talking about a range of behavioral health issues — particularly substance use — and making facilitated referrals, and unless care is integrated, referrals alone don't work.

"In an integrated system, primary care physicians play a key role in helping individuals understand how behavioral health is part of medical health," Lipp said. "Primary care physicians can help people over that first hump, while reassuring them that treatment works and is available right down the hall."

Now, at every medical group within Concord Hospital and Dartmouth Hitchcock — Concord, a Riverbend clinician is introduced as part of the treatment team. When a primary care physician feels that a behavioral health intervention would be helpful to a patient in managing a medical condition, that Riverbend clinician is called upon right away.

"In an integrated health setting, there is little or no waiting time, and we are moving much closer to immediate, same day service," Lipp said. "When a person is open and ready to have a behavioral health conversation, we are there at the same office. Our job at that point is to help them take the next steps into treatment, and work with doctors and others to facilitate and maintain that treatment."



## Integrated Center for Health

Since opening in 2016, the **Integrated Center for Health** has enrolled over 400 Riverbend clients, and is expected to reach 500 participants by the fall of 2019. All clients are reassessed at six-month intervals on a range of behavioral and medical health factors.

Across the board, all participants have shown improvements in symptom management, daily functioning, and social connectedness measures. Many participants also report a greater openness to healthcare treatment in general, often after years of avoiding it. "It's a safe and convenient place for clients," Lipp said, "and it's a lot more efficient operationally, too, when everyone involved in a client's health is in the same building."

Over the past four years, most health measures have improved for participants, most notably an overall 70% decrease in hypertension after 12 months, and 57% improvement in A1C levels for individuals living with diabetes. Tobacco use has been reduced significantly, and there are high rates of participation in the Wellness Programs conducted at the Center each day.

The key goals of the project have been to create a healthcare home for adults living with severe mental illness, facilitate access to medical services, and reduce emergency room visits and hospitalization.

An analysis of "medical service utilization" for this population shows a dramatic 69% decrease in usage after only six months participation, which represents an overall healthcare cost savings of almost one million dollars each year.

"Utilization costs are decreased across all medical services," Lipp said, "which provides all the evidence that anyone should need to demonstrate how important this integrated service model is for our clients."





# The harder choice

Participation in this program is a hard choice to make. Jail is familiar territory. Getting sober and changing your life is not.

— Audrey Clairmont, Clinical Manager of Merrimack County Drug Court



“Most of the people we work with have been in the system for a long time,” said Audrey Clairmont, Clinical Manager of the Merrimack County Drug Court, a program that Riverbend operates, through Choices, for the State of New Hampshire. “And while it is true that participants avoid jail time if they complete the program, for many this is the harder choice. Jail is familiar territory. Getting sober and changing your life is not.”

*We believe in the power of change, resilience, and recovery.*

Clairmont said that the program will soon be operating at capacity, which is 75 participants. She and her team got the program up and running a little over a year ago. The first graduate received his diploma on January 28, 2019 at Merrimack County Superior Court House.

It takes a minimum of one year to complete the program, and most often it takes longer.



Christopher Ruggles, the first graduate of the Merrimack County Drug Court program, receives congratulations from the Honorable Judge John Kissinger, Merrimack County Superior Court.

## Drug Court Program

Participants receive intensive substance use disorder treatment and community supervision throughout the program. It is a voluntary program for offenders determined — through the use of standardized screening tools — to be at high risk to reoffend and in high need of substance use disorder treatment.

“The people we work with are not just managing their recovery, but they are also re-establishing themselves in the workforce, and stabilizing living situations and relationships. Some are dealing with chronic health conditions for the first time —it’s a lot for anyone,” Clairmont said. “But there’s a lot of help available, too.”

Governor Maggie Hassan established New Hampshire Drug Courts statewide in 2016. The initiative brings together the judiciary, prosecution, defense, probation, law enforcement, mental health, addiction treatment, and social services and corrections communities to support felony offenders with severe substance use disorders. The goal is to support a long-term recovery process and facilitate successful community reintegration.

Each week, Clairmont convenes a team meeting where the judge, police officers, parole officers, prosecutors, public defenders, Merrimack County House of Corrections representatives, and Choices therapists and case managers come together to review each Drug Court case. Clairmont explained that the team discusses appropriate incentives or sanctions to promote program compliance and positive behavior change, as well as addressing barriers to treatment and services that come up. “We also note milestones and accomplishments,” she said. “When things are going well, it’s important for everyone on the team to know it, and reinforce it with participants when they encounter them out in the community.”

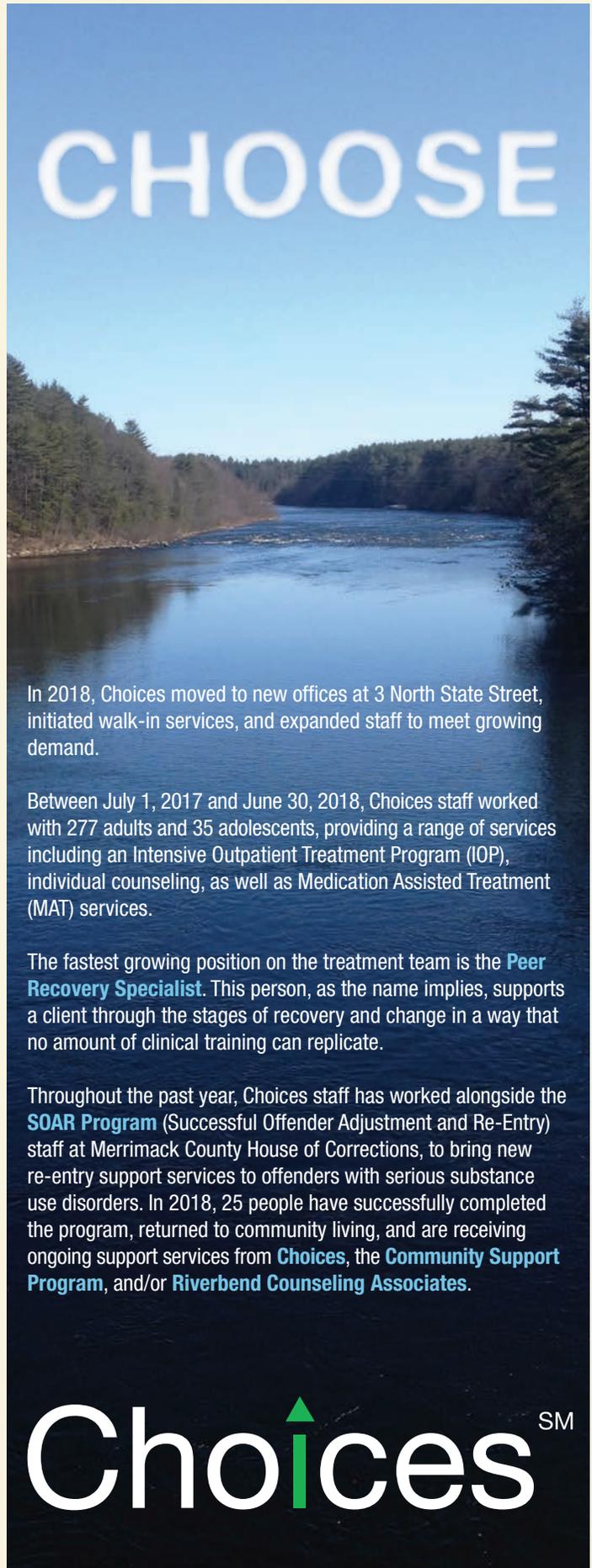
A commitment that all participants make is their weekly appearance in public court, for a check-in with Justice John Kissinger. The judge is fully informed by the team, knows what is going on for each participant, and plays a pivotal role in facilitating recovery.

“Each week, participants talk publically, in open court, with the judge. The judge might say ‘I hear you are doing well...’ or it might be more disciplinary, but the judge has a real relationship with them, and learns their story over time,” Clairmont said. “His recognition, as well as his reprimands, mean something.”

Most Drug Court participants are in the 25-35 age range, but there are a few people in their 40s and 50s. Of the women participating, almost all are single parents. Some have already lost custody of their children, and program participation is a step towards regaining parental rights.

In the months ahead, Clairmont hopes to create more direct pathways for rebuilding relationships with estranged family members. She also wants to establish a new case management position to be a voice for children impacted by a parent’s substance use.

“Creating ways for people to take steps *toward* each other again can be extremely powerful,” Clairmont said. “And studies tell us over and over again that any level of family involvement in treatment improves outcomes.”



# CHOOSE

In 2018, Choices moved to new offices at 3 North State Street, initiated walk-in services, and expanded staff to meet growing demand.

Between July 1, 2017 and June 30, 2018, Choices staff worked with 277 adults and 35 adolescents, providing a range of services including an Intensive Outpatient Treatment Program (IOP), individual counseling, as well as Medication Assisted Treatment (MAT) services.

The fastest growing position on the treatment team is the **Peer Recovery Specialist**. This person, as the name implies, supports a client through the stages of recovery and change in a way that no amount of clinical training can replicate.

Throughout the past year, Choices staff has worked alongside the **SOAR Program** (Successful Offender Adjustment and Re-Entry) staff at Merrimack County House of Corrections, to bring new re-entry support services to offenders with serious substance use disorders. In 2018, 25 people have successfully completed the program, returned to community living, and are receiving ongoing support services from **Choices**, the **Community Support Program**, and/or **Riverbend Counseling Associates**.

# Choices<sup>SM</sup>



# Our approach is different because Franklin is different

Our clients are challenged with stigma on a regular basis. Some parents bring a lot of fear to the treatment process, and we need to support and educate them too if we're going to help a child who's struggling. There is no shame in asking for help.

— Tara Nelson, Clinical Manager of Children's Services – Franklin



*We believe that early treatment can make a significant difference in helping young people find their way in the world.*

"Things are a little different in Franklin," said Tara Nelson, Clinical Manager of Children's Services – Franklin. "We provide the same services here, but the approach is different because the community is different."

Last fall, the Franklin office officially opened its new, expanded facility on Kendall Street. This has significantly increased the program's capacity to provide behavioral health treatment services to everyone in the greater Franklin area. Other than services for children, adolescents, and their families, this office also provides a full range of services for adults (18+), including community support, addiction treatment, and individual and group counseling.

Nelson explained that community resources for supporting a child and family are more limited in this rural and economically challenged area.



### Franklin Office

"The new sign makes us a lot easier to find," Nelson said. Riverbend has operated a full service office at 53 Kendall Street in downtown Franklin since 1998. In 2018, the 2,100 square foot expansion of this facility has greatly increased capacity to serve a growing caseload of adults, children, and families living in the greater Franklin area.

“There is significant economic hardship here — and something as seemingly simple as getting to appointments on time can be a real challenge for some families,” Nelson said. “We can offer school-based therapy for clients who struggle with transportation, as long as it’s clinically appropriate. We need to remove as many barriers to treatment as we can, and include parents as much as we can.”

Nelson also described how sometimes, when parents are not in agreement about treatment, the process can be difficult. “Our clients are challenged with stigma on a regular basis,” she said. “Some parents bring a lot of fear to the treatment process, and we need to support and educate them too if we’re going to be helping the child. That [fear] can be a dynamic going on in the background sometimes, even well after treatment begins.”

Riverbend has six full-time children’s clinicians based at the Franklin office, including Nelson. This group provides services at the Kendall Street office, and at seven public schools in the area. The Children’s Services clinicians also collaborate with staff at the Parks and Recreation Department and at the Franklin Boys & Girls Club — which operates the after-school and summer camp programs at Paul Smith Elementary School. There is also a Riverbend clinician from the adult program at **Health First Family Care Center**, one day a week. “We maintain relationships with all these places,” Nelson said, “as part of the network of providers that support kids and families in this community.”

The expanded Franklin facility has provided more office space, dramatically increased the size of the waiting area, created a new “drop-in” office, and added a large room for family sessions and other group meetings.

“There are some real advantages to being smaller, and having adult services and children’s services in the same building.” Nelson said. “When we meet with parents, we encourage them to get involved — not only so they can reinforce therapy goals and learning at home, but also to take care of themselves, too. When a child needs help, the family needs help.”

In the year ahead, Nelson wants to expand services and implement short-term, intensive behavioral health interventions in the home and community for children at risk of psychiatric hospitalization and/or group home placement. “We also want to better support young people who are returning home after foster care or group home placement,” Nelson said. “That is a fragile time for everyone involved, no matter how well people may seem to be managing on the surface.”

# Children’s Services



In 2018, the children’s program provided services to **1,333 children and their families**, helping young people identify and resolve issues that are negatively affecting their success in the family, school, and community.

The **Autism Program** worked with **67 children and their families**, providing family, school, and other supports to help each child learn, grow, and flourish.

In 2018, four Children’s Program clinicians were trained in Modular Approach to Therapy for Children with Anxiety, Depression, Trauma, or Conduct Problems (**MATCH**), an evidence-based practice found to be effective in treating children age 6-15 with multiple behavioral health issues.

Children’s Services staff helped **395 parents** learn how children respond to separation and divorce. The **Child Impact Program** teaches parents new communication skills and problem-solving techniques that provide a foundation for effective co-parenting.



## Addiction Treatment & Recovery Services

**Choices** provides comprehensive outpatient treatment services for adolescents (14+) and adults (18+)

### 2018 Highlights

- Over 300 individuals accessed Choices for treatment.
- 40 women have engaged in our Perinatal Addiction Treatment program since its opening in June 2017.
- 94 persons received Medication Assisted Treatment.



## Psychiatric Emergency Services

Emergency clinicians are available 24/7 to help individuals and families experiencing a psychiatric crisis

### 2018 Highlights

- The mobile crisis team completed 1,128 community-based assessments.
- The emergency team diverted over 80% of individuals seeking crisis services from the hospital.
- The apartments at 40 Pleasant Street were utilized by 319 adults.



## Counseling & Mental Health Services

Licensed therapists are ready to help individuals discover their strengths, learn new skills, and realize their potential

### 2018 Highlights

- Counseling Associates re-located to 130 Pembroke Road in Concord.
- Therapists served over 800 individuals at the Concord office and in medical practices.
- Clinicians provided nearly 1,000 hours of case management and counseling at the Concord Homeless Resource Center.



The right  
At the right  
In the right

## Residential Programs

Safe, affordable, and supportive housing for adults with severe mental illness

### 2018 Highlights

- All residential clients received Christmas gifts thanks to the generosity of our donors.
- Clients gathered for the largest Thanksgiving Dinner to date at Twitchell House.
- 25 clients participated in the Step Up to Wellness program.



# Behavioral Health Services for Everyone



## Adult Services

Counseling services, wellness programs, and community support for adults (18+)

### 2018 Highlights



- 1,290 adults are enrolled in our Community Support Program.
- Nearly 200 clients participated in our Supported Employment Program.
- An on-site pharmacy opened at 10 West Street for Riverbend clients.

## Children's Services

Individualized, office and community-based treatment for children, adolescents, and their families

### 2018 Highlights



- Services were provided in nearly 40 elementary, middle and high schools.
- 6 parenting programs were attended by 50 grandparents, parents, and caregivers.
- 40 youth attended summer camp to promote decision making, responsibility, creative problem-solving, teamwork, and independence, all while building confidence.

## Integrated Health

Bringing together behavioral health and medical care in one location

### 2018 Highlights



- Over 400 adult clients are enrolled in Riverbend's Integrated Center for Health.
- 143 clients enrolled in InSHAPE, our exercise and nutrition program.
- 8 Integrated Behavioral Health Clinicians are embedded in medical practices throughout the Capital Region.

## Wellness Education

Normalizing the behavioral health conversation through learning and engagement

### 2018 Highlights



- 30 individuals were certified as Mental Health First Aid instructors.
- Riverbend staff participated in over 25 conferences, round-tables, wellness fairs, and community events.
- The weekly show "I'm Listening," featuring Riverbend CEO Peter Evers, on NHTalk Radio was launched in September.

ht care  
ght time  
ght place



# Increasing awareness and eliminating stigma

Wellness education is about promoting healthy living and helping people understand how to reach an optimal state of physical, social, and mental wellbeing.

— Karen Jantzen, Vice President of Community Affairs at Riverbend (left) and Johane Telgener, Director, Center for Health Promotion, work together to bring accessible, relevant, and engaging behavioral health programming to the public.



*We believe that education eliminates stigma.*

“Our overarching goals are to eliminate stigma and increase behavioral health literacy,” said Karen Jantzen, Riverbend’s VP of Community Affairs. “And to do that, we have to break through all the myths and inaccuracies about mental illness and substance use disorders that still operate in our culture – all the ‘men don’t cry’ kinds of inaccuracies – and replace them with real facts.”

Riverbend’s first official campaign to dispel misconceptions about mental illness began with the Faces of Mental Illness campaign in 2014. “Several well-known people told their personal stories about mental illness and treatment. And we’ve been building on that campaign ever since by creating new opportunities and environments where people can tell their stories and encourage others to get help,” Jantzen continued. In 2016, Riverbend made New Hampshire the first state in the nation to launch [ChangeDirection.org/NH](http://ChangeDirection.org/NH) — a statewide mental wellness education initiative — with the help of Chief Justice John Broderick.

Anti-stigma campaigns aren’t new for Riverbend. For more than a decade, Riverbend has been recognizing individuals who have shown extraordinary advocacy, leadership, and vision in improving the lives of those affected by mental illness.



## #workchangeseverything

One of the education initiatives in 2018 was spreading the word about the [Supported Employment Program](#). The campaign features Riverbend clients and their stories of employment success. We plan to expand this program in 2019.

These “Champions for Mental Health” have made significant contributions to the work of eliminating the stigma surrounding mental health. Our Champions have included local business owners, mental health clinicians, legislative and policy advocates, family, and motivated community members. Each year, the net is cast wider as new groups, businesses, and families celebrate their Champion, exponentially increasing mental health awareness.

“Wellness education is all about promoting healthy living and helping people understand how to reach their optimal state of physical, social, and mental wellbeing,” said Jantzen.

Riverbend has a longstanding partnership with **Concord Hospital’s Center for Health Promotion** at 49 South Main Street in downtown Concord. “The Center staff loves working with Riverbend,” said Johane Telgener, Director, Center for Health Promotion. “People trying to make lifestyle changes are often dealing with behavioral health issues. It’s a great collaboration.”

In addition to “lunch and learn” programs on behavioral health topics, Riverbend teaches Mental Health First Aid (see sidebar) quarterly at the Center. Over 300 individuals including parents, teachers, members of civic and social service organizations, businesses, local and state government and faith-based groups have taken the class since it was first offered in 2014. All participants have one thing in common: they want to understand behavioral health issues and learn how to respond effectively to someone in crisis.

Jantzen described how Riverbend spreads the word through tabling events at corporate wellness fairs, community education forums, and school health fairs. “These education opportunities are designed to increase awareness, normalize the behavioral health conversation, and make next steps as easy as possible for people,” Jantzen said.

This past August, Riverbend brought mental health awareness education to the public in another exciting way, with the launch of a weekly radio show called “I’m Listening” with Chris Ryan on **NHTalkRadio!** Each week, Riverbend CEO Peter Evers, Chris, and special guests discuss a wide range of behavioral health topics that are on people’s minds today.

In the months ahead, Riverbend plans to expand the conversation through a variety of mediums. “We will continue to grow our social media reach across multiple platforms, including the launch of a new website full of fresh content,” Jantzen said. “We are also looking forward to expanding our Workforce Recruitment Campaign with our job preview videos, showcasing staff and their experiences with working at Riverbend.”



## Let’s make Mental Health First Aid as common as CPR

**REPORT CARD** Over the past year, Riverbend has provided training to the local police and fire departments, city employees, and other community groups, reaching over 300 people, and equipping them with new skills to help people experiencing a mental health or substance use challenge.



**REGISTER ONLINE** This training is open to anyone interested in learning more about mental illness and addiction. Learn more about the training, schedules, and registration details at [riverbendcmhc.org](http://riverbendcmhc.org) or email [mhfa@riverbendcmhc.org](mailto:mhfa@riverbendcmhc.org)

# With Gratitude

Thank you to the following individuals, families, businesses, foundations, and community organizations for sharing our mission and investing in our programs. These lists acknowledge gifts made to Riverbend between January 1 and December 31, 2018. Please let us know if your name — or that of your company, foundation, or organization — is missing or printed incorrectly. For your vision, dedication, and philanthropy, we are deeply grateful.

## Riverbend Leadership Circle

Our Leadership Circle recognizes those who make cumulative gifts of \$1,000 or more throughout the calendar year.

### Visionary \$20,000+

Concord Hospital -  
Community Services Fund  
Dartmouth-Hitchcock  
Dobles Foundation  
Granite United Way  
Healthy Beginnings Endowment

### Collaborator

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#### \$5,000 — \$9,999

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Northeast Delta Dental  
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Town of Hillsborough\*  
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Glenn and Leslie Walker

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IPG Employee Benefits  
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Dr. Bryce Lambert\*\*  
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and Allenstown  
Prescott Park Condo  
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Sharon Sweet\*\*  
The UPS Store  
Melinda Tobie Charitable Trust\*\*  
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## Consecutive Years of Giving

\* 5+ years

\*\* 10+ years

\*\*\*15+ years

◇ 365 Day Club Member

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### \$500 — \$999

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Sarah Walsh, MD  
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The 2018 Champions for Mental Health Award recipients (l-r): Sharon Sweet, Chris Cummings, and Jeanne Ryer

### FRIEND

A.I.M. Mutual Insurance Companies  
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Mental Health Center of Greater Manchester  
Allan M. Moses  
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New England Risk Management  
Terry Sturke and Thomas Bell  
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### Special Thanks

Accompany Video Production  
Capital Craftsman & Romance Jewelers  
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True Confections



# With Gratitude

## \$100-249

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 Loon Mountain Resort  
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 Moonlight Meadery / Hidden Moon Brewing  
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 Sky Zone Boston  
 Southwick's Zoo  
 Squam Lakes Natural Science Center  
 Story Land  
 Strawberry Bank Museum  
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 The Margate  
 The Music Hall  
 The Puritan Backroom  
 The Zen Lounge  
 Title Boxing Club  
 Vertical Dreams Indoor Climbing  
 Washington Street Cafe  
 White Mountain Gourmet Coffee

**Honor and Tribute Gifts**

**In Memory of Susan Brown:**  
 Finisterre Fund of the  
 New Hampshire Charitable Foundation

**In Memory of Joan Cook:**  
 John and Joan Cook Duplicate Bridge Club

**In Memory of Betty Eberhart:**  
 Charles Bickford  
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 Mark Forsyth  
 St. Paul's School  
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**In Honor of Colin Mills:**  
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 Patrick Kelly  
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**In Honor of the Providers at  
 CH Center for Urologic Care, Suite G2:**  
 Dr. David and Kris Green

**In Memory of Arpiar Saunders:**  
 Steve and Jane Cohen

**In Honor of Jeffrey Savage's Years of Service:**  
 Franklin Savings Bank

**In Memory of Margaret J. Senter:**  
 Peggy Senter

**In Memory of Beth Sweet:**  
 Anthony and Martha D'Amato  
 Harry and Chris Kirsch  
 Sarah Sweet  
 Sharon Sweet  
 The Institute of Professional Practice  
 Phil Warren

**In Honor of Sharon Sweet:**  
 Ben and Moira Clark

*We should be at the top of the river  
 finding out who is pushing people  
 into the water, instead of waiting at  
 the mouth of the river working to  
 pull them out.*

– Betty Eberhart  
 1928 – 2018



# With Gratitude



Addiction is a disease, and with New Hampshire leading the nation in overdose deaths per capita for fentanyl, we hope this grant program will help organizations like Riverbend providing health, hope, and support for freedom from addiction.

— William Brewster, MD  
Harvard Pilgrim Health Care

Moira M. Clark, Riverbend's Assistant Director of Philanthropy, and Shanna Large, the Director of Choices, are flanked by Katie Martinez, Marketing Strategy Manager at Harvard Pilgrim Health Care, and William Brewster, MD, Vice President of NH Market for Harvard Pilgrim Health Care.

## Restricted Gifts

### Autism Program

Capital City Tattoo  
Cogswell Benevolent Trust  
Oleonda Jameson Trust

### Child and Family Emergency Discretionary Fund

Drs. John and Julie Bassi  
Stephen and Christine Caccia  
Canterbury United Community Church  
Dr. and Mrs. Mark Ciocca  
Ben and Moira Clark  
Jeremy and Jaime Corwin  
Deering Community Church,  
United Church of Christ  
Episcopal Church of New Hampshire  
Dr. Jeffrey Fetter and Ms. Erin Stewart  
First Baptist Church of New London  
Karen Green  
Dr. Randy Hayes and Mrs. Martha Clark  
Karen Jantzen  
Robert Maibauer  
Robin Moore and Susan Deforest  
Jack and Lori Weston

### Child-Parent Psychotherapy

Healthy Beginnings Endowment

### Children's Program

Page Cannon  
Kathleen Hall  
Hearts for Kindness  
Lynn A. Labrie  
Monica Mezzapelle  
Old Home Day Pembroke and Allenstown  
Kimberly Schofield  
Kathleen and Brandon Sheldon  
Jan and Scott Trudo  
Unitarian Universalist Church  
Penny Upton

### Choices: Addiction Treatment and Recovery Services

Concord Hospital - Community Services Fund  
Benjamin W. Couch Trust  
Dartmouth-Hitchcock  
Dobles Foundation  
Harvard Pilgrim Health Care  
Krystina Olsen  
Unitarian Universalist Church

### Community Support Program

Bonnie Cook

### Homelessness

Concord Hospital - Community Services Fund

### In SHAPE

Janssen Pharmaceuticals, Inc  
Merrimack County Savings Bank

### Outdoor Adventure Group

Arthur Getz Charitable Trust

### Parenting Education

Child and Family Services of NH  
Concord Female Charitable Society  
Rolfe and Rumford Donor Advised Fund of the  
New Hampshire Charitable Foundation

### Psychiatric Emergency Services

The Boucher Family Fund of the  
New Hampshire Charitable Foundation  
Richard Roberts

### Rainbow Fund

Concord Female Charitable Society

### Step-Up to Wellness

Glenn and Tracey Quimby



# Financial Report

For the Fiscal Year Ending June 30, 2018

## PUBLIC SUPPORT AND PROGRAM REVENUES

Government	\$2,202,673
Charitable Support	\$1,065,041
Insurance	\$20,872,012
Contracted Services	\$4,778,125
Net Assets released from restrictions	\$182,224

**TOTAL PUBLIC SUPPORT AND REVENUES** **\$29,100,075**

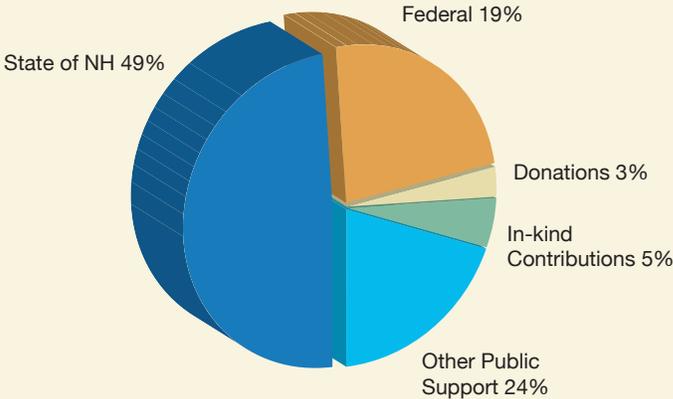
## PROGRAM EXPENSES

Children & Adolescents	\$4,900,425
Psychiatric Emergency Services	\$940,783
Adult Outpatient Concord	\$7,449,132
Outpatient Franklin	\$2,021,989
Assertive Community Treatment	\$1,417,916
Residential	\$2,679,243
Mobile Crisis	\$2,019,248
Riverbend Counseling Associates	\$3,965,718
Administrative and Misc.	\$3,321,616

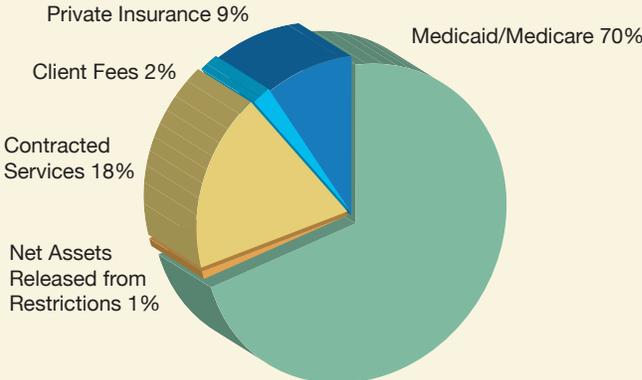
**TOTAL PROGRAM AND ADMINISTRATIVE EXPENSES** **\$28,716,070**

**NET OPERATING INCOME/EXPENSE** **\$384,005**  
**OPERATING MARGIN** **1.3%**

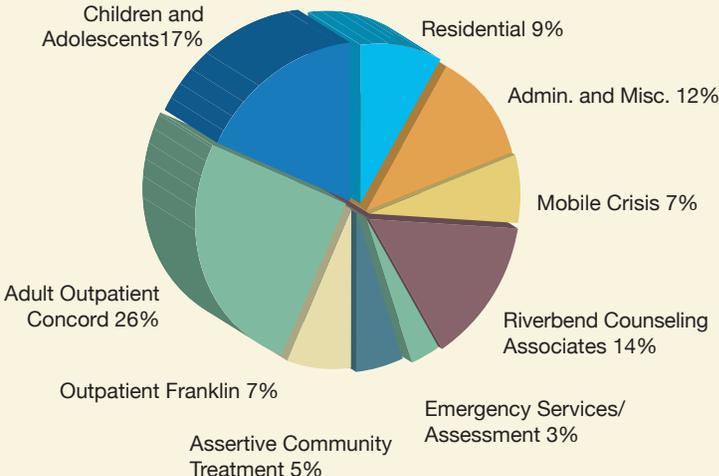
## Public Support \$3,267,714



## Program Revenues \$25,832,361



## Program Expenses \$28,716,070



# Community Benefits Report

As per the report filed with the state each year, Riverbend provided \$6,155,694 in non-reimbursed services to the community from July 1, 2017 through June 30, 2018.

Highlights:

- Provided \$2,542,371 in charity care to individuals and families in need of services.
- Provided \$1,031,302 in emergency services to individuals and families in crisis
- Provided \$2,369,889 in supportive services to clients, including housing assistance, client education, and consultations.

See the full report at [riverbendcmhc.org](http://riverbendcmhc.org)



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## Behavioral Health Services for Everyone

One thing we know from over fifty years of developing and refining behavioral health programs is that treatment works and recovery is possible for everyone.

Our staff includes psychiatrists, nurse practitioners, psychologists, nurses, social workers, case managers, and counselors with expertise in a range of evidence-based practices.

### Program Overview

We offer a variety of programs for children adolescents, adults, elders, and their families.

Our approach is strength-based, positive, and goal-directed.

Treatment plans are designed in collaboration with clients, their families, their medical healthcare providers, and other community resource providers.

### Treatment Effectiveness

Evidence-based practices guide all our work. Evidence-based practices are established by rigorous scientific research and have been proven effective in achieving positive behavioral health outcomes.

We believe treatment and recovery are ongoing processes in which choice, education, advocacy, and hope are key elements.

### Your Next Step

We provide treatment services where and when they are needed — at our offices, schools, primary care locations, transitional housing sites, businesses, and community centers.

Medicaid and most major insurance accepted. No insurance? We'll help you figure it out.

Contact us with questions and to schedule appointments.



riverbendcmhc.org