



SEACOAST

MENTAL HEALTH CENTER

FY2020 Annual Report



ABOUT US

Center Leadership

Jay Couture, MHA, *President and CEO*

Wassfy M. Hanna, MD, *Medical Director*

Linda Every, *Associate Director*

Chris Drew, MBA; *Chief Information Officer*

Patty Driscoll, LICSW; *Director of Adult Services*

Nancy Eames, MBS, *QI Director/Compliance Officer*

Dianna Fogarty, *Vice President of Human Resources*

Jodie Lubarsky MA, LCMHC; *Child, Adolescent and Family Services Director*

Rebecca Throop, MBA; *Vice President of Community Relations*

Dennis Walker, MSW, LICSW; *Emergency Services Director*

Current Board of Directors (as of 12/31/2020)

Monica Kieser, *President*

Kimberly Hyer, *Vice President*

Mark Cochran, *Secretary*

Brian Carolan, *Treasurer*

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John Pendleton

Jason Coleman

Ned Raynolds

Kathleen Dwyer

Paul Sorli

Sandi Hennequin

Eric Spear

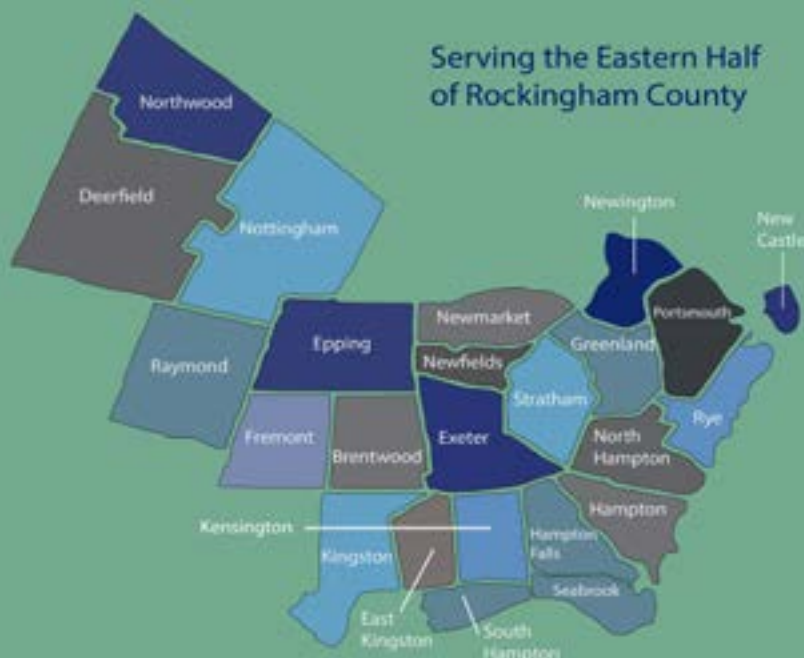
David Keaveny

Peter Taylor

Erin Lawson

Mary Toumpas

Andy Mamczak





As we reflect on Fiscal Year 2020, it is hard to not be all consumed with the ongoing COVID19 crisis and the impact it has had on our clients, families, communities and staff. Thankfully, there was more to FY 2020 than a pandemic.

In September 2019 we went live with a new “Open Access” system for therapy intake appointments. After more than a year of planning and changes to our operational work flow and staffing, we implemented a model to eliminate possible long waits for first time

appointments. Under the new model, individuals who called the center for an intake appointment learned when each office had “Open Intake” days. Individuals who arrived during those times would be seen for an intake. Post intake appointments generally occur within ten days of the intake. This model has kept us busy! As 2019 rolled into 2020, we expanded staffing and made tweaks to the model as we learned what worked best. And then the pandemic hit in March 2020.

We were not able to continue Open Access availability in the manner we had implemented, but quickly transitioned to a same day scheduled model offering telehealth and then back to in person intakes. The present modified system has scheduled intake slots each day. Presently, when an individual calls for an intake, they are offered one of those same day slots, or an appointment the following morning, if they are calling later in the day.

While the pandemic has upended the routine of our work and personal lives, Seacoast Mental Health Center never closed. Staff continued to offer services in many ways. In the early days of COVID19 our staff quickly transitioned to working remotely and providing telehealth services. Our 24/7 group home staff never stopped supporting our residents. Our nursing staff showed up onsite every day to provide services such as injections. Our emergency services clinicians provided in person care when telehealth was not an appropriate option. In the spring months we began to increase our in-person services in the office and in the community, while always balancing clinical need with staff, client, and community safety.

Technology and access to supportive funding through government programs, grants, and foundation support has been critical to our ability to continue to function as a work community: a work family. Front line workers such as ours, are also facing the same insecurities as so many others: the challenges of personal isolation, children remote learning at home, and general anxiety related to the pandemic to name a few. Yet, our staff has never wavered in their support of our mission and always ensured services were accessible to those in need.

We remain humbled and grateful for the dedication of our staff and the support of so many members of our community. In times of crisis we learn how strong we can be.

Our mission to provide a broad, comprehensive array of high quality, effective, and accessible mental health services to residents of the eastern half of Rockingham County is far stronger than a pandemic. We are here for you.

Jay Couture, MHA
President and CEO

Monica Kieser
Board President

Services

Therapy services can be delivered in many locations and provided via telehealth or in-person.

Adult Services

Assertive Community Treatment Team
Dialectical Behavioral Therapy
Fairweather Lodge (Group Residential Home)
Functional Support Services
Illness Management & Recovery
Individual, Family & Group Psychotherapy
InSHAPE
Integrated Treatment for Co-Occurring Disorders
Adult Mental Health First Aid training
Projects for Assistance in Transition from
Homelessness Program
Referral Education Assistance & Prevention Program (REAP)
Supported Employment
Substance Use Disorder Services
MAT, Recovery Support Services,
Tobacco Education & Smoking Cessation
Targeted Case Management

Community Collaborations

Aging Disability Resource Center
Austin 17 House
Bureau of Elderly and Adult services
Chase Home for Children in Portsmouth
The Children's Behavioral Health Collaborative
Coalition on Substance Use, Mental Health and Aging
Co-located clinical services at primary care practices
Co-located in schools across our catchment region
Community Access to Recovery
Connections for Health and Community Care Teams
Connections Peer Support Center
Core Family and Pediatric Practices
Correctional Wrap
Crossroads House
Dartmouth Center on Aging
The Doorway
Easter Seals
Exeter Health Resources
Head Start
Institute on Disability
Lamprey Healthcare
Local police departments
Lower Seacoast Youth Collaborative

Child Adolescent and Family Services

Diagnostic Assessment
Individual, Family, and Group Psychotherapy
Targeted Case Management
Functional Support Services
Psychiatry Services
Substance Misuse Assessment
Psychological Testing/Neuro-Psychological Testing
Child Impact Seminar
Youth Mental Health First Aid training

Emergency Crisis Services

24/7/365 in both Portsmouth & Exeter offices

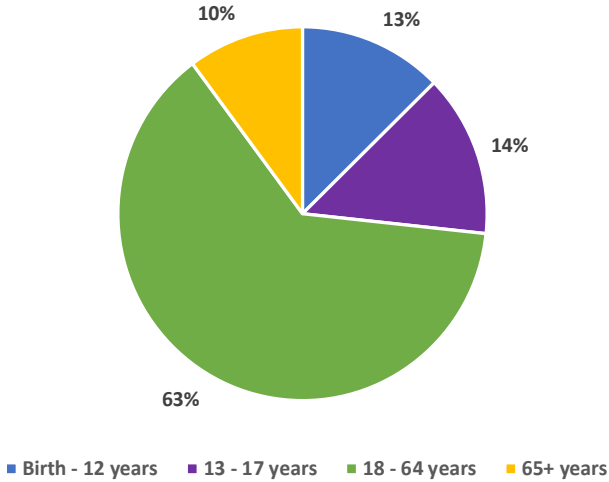
Psychiatric Services

Board Certified Adult, Child, & Geriatric Psychiatrists
Nurse Practitioners, Nurses, & Medical Assistants

Mental Health Court Services
NAMI
NH Alliance for Healthy Aging
NH Department of Health and Human Services
NH Division of Child and Family Services
NH Division of Juvenile Justice
NH Housing Finance Authority
NH NASW Aging Committee
NH Resident Service Coordinators
NH Military Supports Initiatives
One Sky Developmental Services
Pathways through Aging
Pediatric Associates
Portsmouth Community Coordinated Response
to the Substance Use Crisis
Portsmouth Housing Authority
Raymond Coalition for Youth
Rockingham County Child Advocacy Center
Safe Harbor Recovery Center
Seacoast Learning Collaborative
Seacoast Pathways
ServiceLink
SOS Recovery Community Organization
UNH Center on Aging and Community Living

FY2020 Snapshot

Percentage of Clients Served by Age



218
Full and Part
Time Staff



5,990
Clients Served

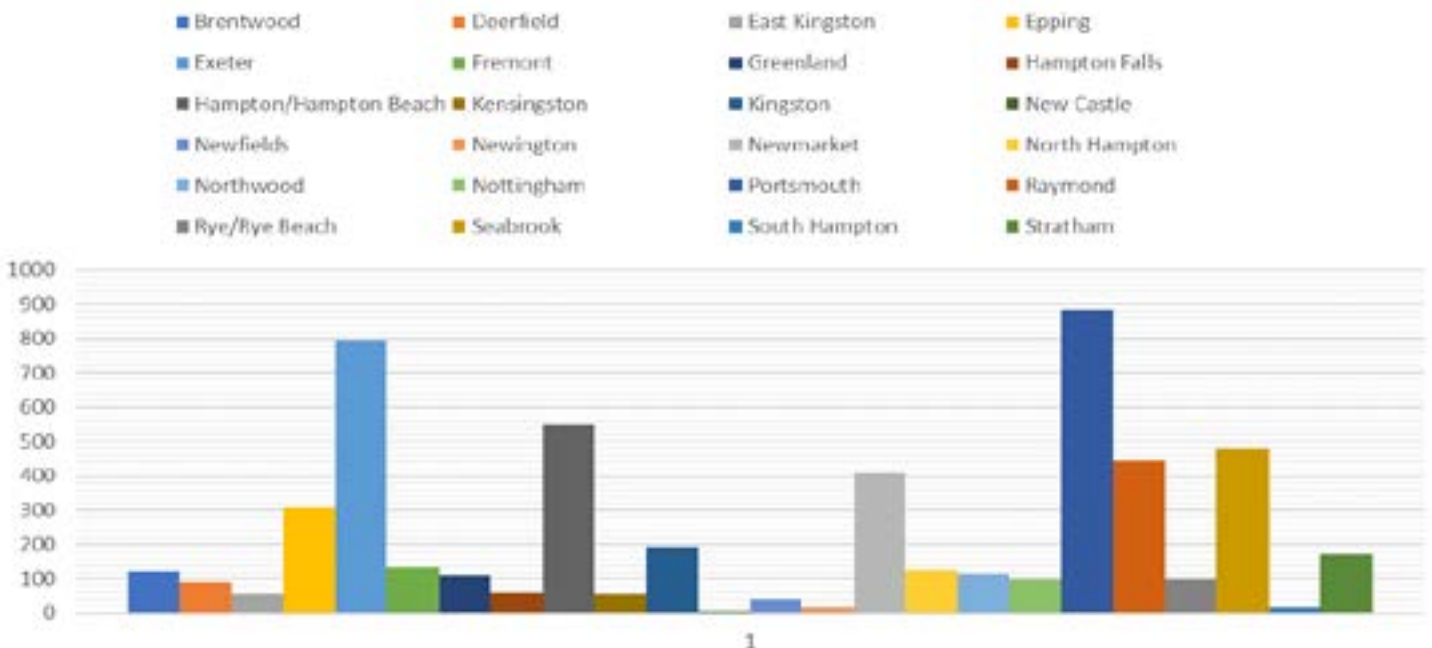


114,018
Total Visits

Number of Services Provided by Department



Where Our Clients Live



Philanthropic Contributors

We are very appreciative of the support we receive from all our funders. They ensure we are able

to continue to provide hope and promote recovery within the communities and clients we serve.

Catherine and David Anderson
 Karen Andrews
 John D Baker
 Alice Balkin
 Emma Balkin
 Bangor Savings Bank Foundation
 Suzanne Cyr Barton
 The Bauman Family Foundation, Inc.
 Judith Belanger
 Robert G. Belisle
 The Benevity Community Impact Fund
 Mark and Susan Berman
 Bottomline Technologies
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 Andrew J. and Joan Corsiglia Breen

Joshua Cole
 Jason and Mindy Coleman
 Jay Couture
 Cowern Family Property Trust DTD 2-7-94
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 Kerry Cromwell
 Marie Dansereau
 Darcy E. Davidson and Robert M. Snover
 Robert M. Derosier and Susan D. Porter
 Constance Desjardins
 Arthur Dionne
 Thomas Drew
 Patricia Driscoll
 Edward Drummond
 Mary Christine Dwyer

Stephanie Griffin
 Wassfy and Lynn Hanna
 Kelly Hartnett
 Linda Hartnett
 Cassandra M. Hennequin
 Robert W. and Patricia Burke Hickey, MD
 Caryn Himsworth
 Anne Hodsdon
 Art Hoffman
 Normand Houle
 Robert Iafolla
 IDN Region 6
 Katie Jacques
 Judith Jellinek
 K and K Moody Fund of the
 Maine Community Foundation

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 Mergim Miftari
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 Paul and Sharon Morrill
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 Barbara Nadori
 Michelle Nathan-Hannon
 New Hampshire Center for Nonprofits
 New Hampshire Charitable Foundation
 Christopher F. and Eileen A. Nevins

The Schleyer Foundation
 William G. and Naomi Scott
 Seacoast Women's Giving Circle
 Service Credit Union
 Sherman Family Charitable Fund
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 Anna Shultz
 Christopher Shultz
 Solomon Family Giving Fund
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 Paul Sorli
 Eric A. Spear
 Marilyn Spoerl
 Barry Steinberg
 Bradley M. Stevens
 O. Robert and Janet Stevens

Serena Wheeler
 Michele Whitehouse
 Tracy L Williams
 Roger F. and Elaine M. Wood
 Susan Yakutis



Photo by Courtney Hedger on Unsplash

Carl P. Brigada
 Charles J Brown USAF (Ret)
 Brown Family Charity Fund
 Scott Brown
 Thomas J. and Carole L. Bunting
 Christine Burns
 Jeremy Burt
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 Caroline Carlson
 James Carney
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 CGI Business Solutions
 Earl and Lori G. Chabot
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 Cogswell Benevolent Trust
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Kathleen Dwyer
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 Eastern Bank Charitable Foundation
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 Linda Every
 Fabulous Find
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 Diane Fontneau
 Marc Frank
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 Melissa Gaynor
 Denise and Joel Gershowitz
 Steven and Gail Goldberg
 Meredith Goodrich
 Timothy Graff
 Granite United Way

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 Jodie L Lubarsky
 Jason R. Mahosky
 Dennis Malloy
 Andy Mamczak
 Lorraine Mansfield

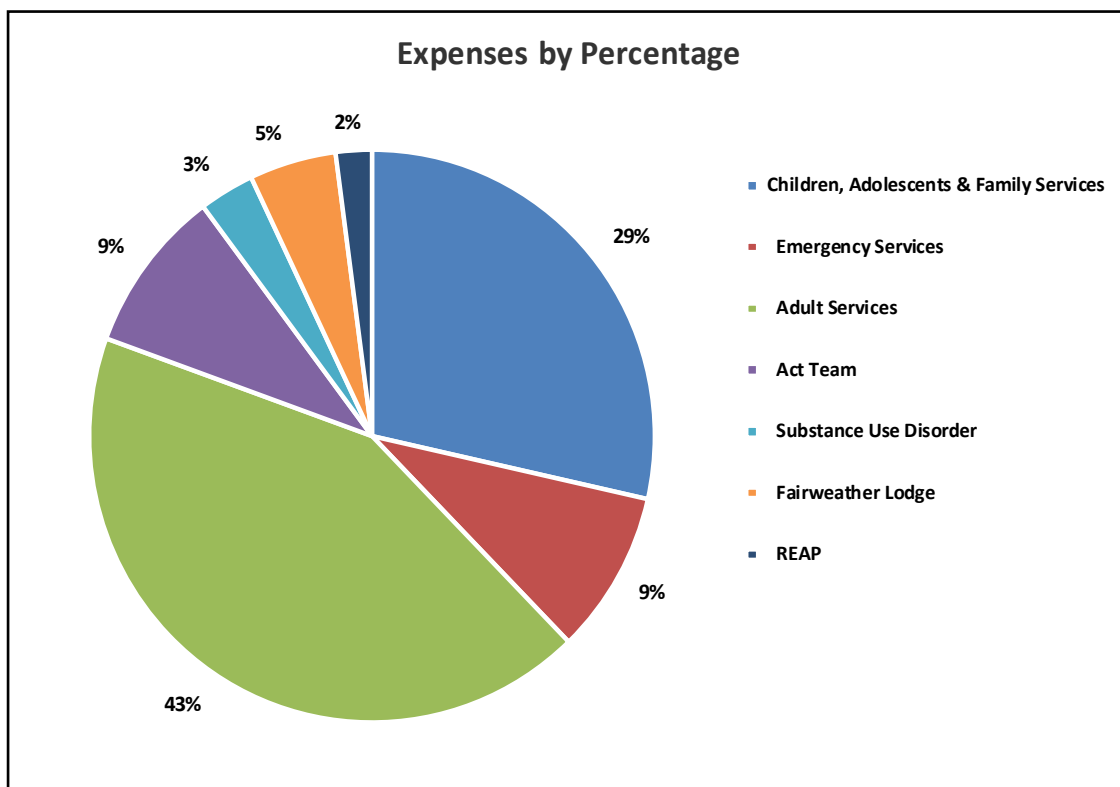
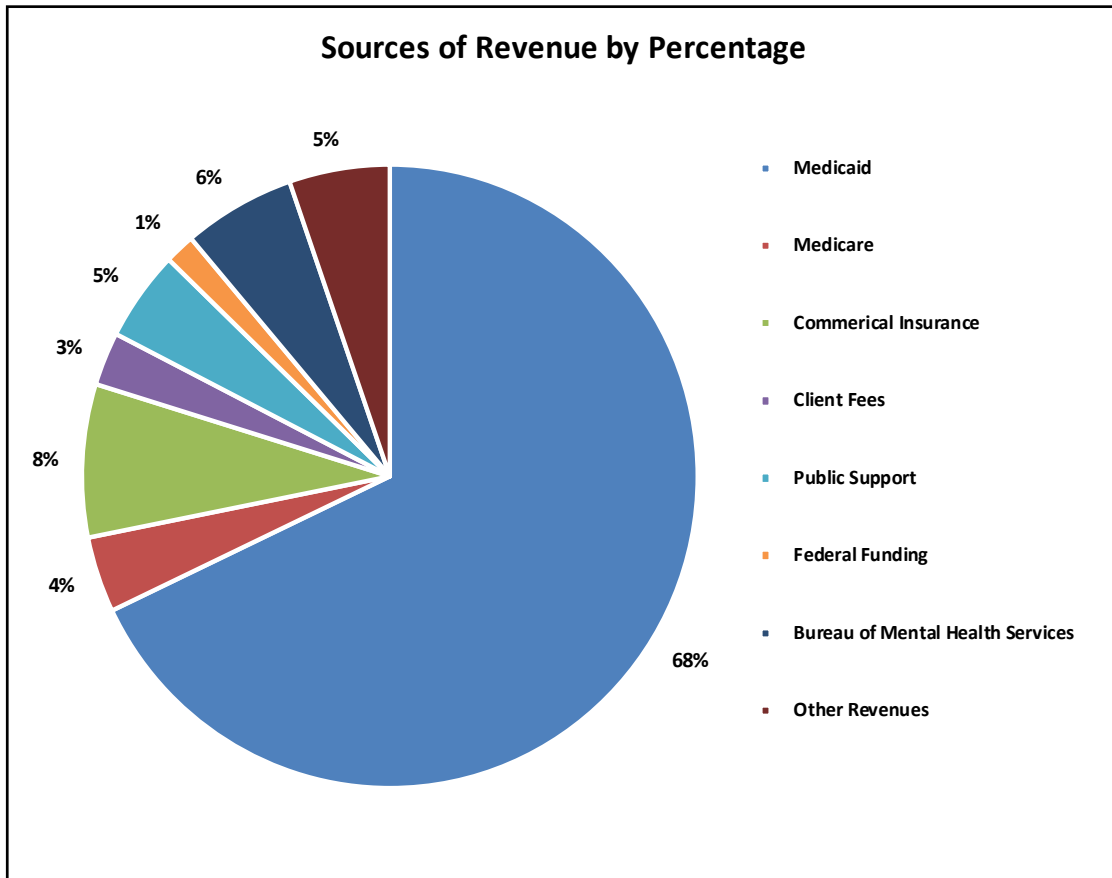
Newburyport Five Cent Savings
 Charitable Foundation
 Laurin Noel
 North Church of Portsmouth
 John J. and Patricia K. Novello
 Henry Ouimet
 Steve Palevich
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 Robert Sanferrare
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 Jane M. Savage
 Johnny and Joyce Schablik Charitable Fund
 of the NH Charitable Foundation
 Gail Schatzle

Peter and Ann Strachan
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 Mary Toumpas
 Nicholas and Linda Toumpas
 William Trainor
 Tufts Health Freedom Plan
 United Way of the Greater Seacoast
 United Way of Massachusetts Bay
 and Merrimack Valley
 Christine Vallone
 Jane Veale
 Michelle Villeneuve
 Dennis Walker
 Andrew and Bonnie Weeks

City of Portsmouth
 Town of Deerfield
 Town of Exeter
 Town of Fremont
 Town of Hampton
 Town of Kingston
 Town of New Castle
 Town of Newfields
 Town of Newington
 Town of North Hampton
 Town of Northwood
 Town of Raymond
 Town of Rye
 Town of Seabrook
 Town of Stratham

Financials FY 2020

During the 2020 fiscal year, SMHC provided nearly \$900,000 in uncompensated care. We anticipate this figure to significantly rise in the upcoming year. We are grateful for our community's support in many ways, as it not only provides hope and promotes recovery for our clients but contributes to eliminating the stigma surrounding mental health and substance misuse disorders.



Community Events

Community Breakfast & Erik Cogswell Memorial Award

Each year we honor an individual who has demonstrated their efforts to provide Hope, Education, or Support for those living with mental illness, as well for those who care for them. On October 9, 2019 we honored Patrick Dowling who was pivotal in the passing of the Bill SB177 that was signed into law on



January 1, 2020. This law repeals a previous requirement to automatically use physical restraints on a person being transported to the New Hampshire State Hospital for involuntary admission. Instead, the decision on whether restraints are necessary will be made by the appropriate medical personnel.

Mr. Dowling shared his personal story and experiences which were critically important towards the bill's success.

Mr. Dowling has worked tirelessly to destigmatize mental illness and to foster change.

SMHC Thanksgiving Dinner

For the past 25 years, SMHC has hosted a Thanksgiving meal celebration for Adult Services clients on the Thursday before the holiday. The Masonic Temple in Portsmouth generously donated its space for us to create a beautiful, warm and inviting dining experience for our clients. SMHC Board member Paul Sorli, owner of The Portsmouth Gas Light Co., graciously donates a complete Thanksgiving meal, for which we are incredibly grateful.



Board members and staff serve dinner, as well as provide music during the afternoon. There is no shortage in the abundance of food or revelry amongst all attending, as staff and clients share food and conversation. This is a favorite event at our center, as it is a time to reflect on what we are thankful for while providing an opportunity for our clients.

We are grateful to share in a delicious meal and valuable company.

Before COVID19 stopped a Spring-full of in-person community focused events, we participated in impactful activities to support our mission with our community!



Mental Health Awareness Panels



10,000 Lights Recovery Rally



Community Educational Breakfast

“RENEW is a program that is helpful because it helps to keep me on track and organized. It is helpful to have support from someone who is not a family member or part of school who helps me reach the goals I choose.” - Jessie

“I can’t thank your ES team enough for getting my son into Hampstead today. And all on televideo! That made such a difference for my boy. My son struggles with Autism and you were able to interview him from his bedroom at home. The whole process prevented us from having to go to the hospital emergency department, which would have led to increase distress and stimulation. I felt like he gave you so much more information because of the video format.” -AD

“Your Emergency Services department helped me get a successful placement for my child this summer. This was a second placement this year. Since, my child has done a partial day program and is now an apprentice at a local plumbing company learning so much. She is really enjoying the trades and new job and is back to the happy D we knew before college. I can't say enough good things about her therapist, psychiatry physician and all of the staff at SMHC...I just wanted to let you know how much I appreciated your time and help. We are looking at a better future thanks to the support we received from all you. Thank you.”

-Current client’s Mom

“Thank you for getting me an appointment with a therapist so fast. It’s a good thing! I want to get strong. You’re making this happen so fast. It’s such a good thing, thank you!” -Bob

“All the staff and doctors are amazing. I absolutely wouldn't be where I am today without them!” -Cliff

“Right now everything seems closed down due to this lockdown (COVID). It felt hopeless. But your SUD person got me access to the mobile van in Dover to get my MAT prescription. I know it was a team effort with her and the SOS staff to advocate for me. You literally saved my life. I am so grateful to now come work with you on therapy and my prescription. Thank you for your help!” -Rick

OUR CLIENTS MATTER MOST

“I spent many years being treated at Seacoast. I loved the quality of care I received. The staff actually cares about their patients and doesn't just treat someone as a dollar sign. They take the time to address your issues so proper treatment can be administered. They take notice of the details. Not just the big picture. I took for granted the mental health care I received while living in NH. Since moving I have received little to no care at all. I severely miss Seacoast and their care. I wish they could put an office where I live now. I would suggest Seacoast for mental health care. They are all friendly and welcoming. There is no judgement. You feel safe there. Never an issue with rescheduling or making an appointment. Please do not take their services for granted. Once you no longer have access to them you will realize how truly fantastic, they are. I would love to go back.” -Heather

“Dr Hanna is an amazing doctor and person. He has been helping my son for years and I cannot say enough wonderful things about him and his staff. My son loves to see him.” - Current Client’s Mom

“We have a great deal of experience with our residential youth utilizing SMHC services in office and in the emergency room. Your staff is very supportive and professional. It’s wonderful that both our staffs are really digging deep to meet the needs of people in crisis. I am always thankful for SMHC and to know we have a resource like you. I hope you can share this feedback with staff, as I hear all the time from Chase Home how amazing SMHC staff are.” -Chase Home Board member

“During this difficult and challenging time (of COVID), we want to express our sincere appreciation to all of you for your unending support and encouragement. You have no idea what it means to us. Stay safe. You are our heroes.” -Current client’s family

“It is amazing what you can accomplish when you know someone believes in you and stands by along the way.” – Current Supported Employment Client

“SMHC is caring, attentive and friendly people that are there to help.” -Robert

“I was 32 years old, working at Hannaford’s Grocery Store and living in my home when I started working with Supported Employment at SMHC. I wanted desperately to have a career but was unsure of what I wanted or could do. I had trouble in high school and was told I would never make it in college. I had tried an automotive school in the past but had difficulty with the schooling piece and was not able to complete the coursework; I dropped out. I had no confidence that I would ever have a career in anything... but look at me today. I am working as an LNA and training others to do something I thought I never could! SMHC believed in me and helped me reach my goals.” - Jane



Our Mission

The mission of Seacoast Mental Health Center is to provide a broad, comprehensive array of high quality, effective and accessible mental health services to residents of the eastern half of Rockingham County.

Our Vision

To support all people in reaching their full potential while living positive, productive lives free of stigma.

Our Values

Respect – We treat everyone with dignity and respect.

Quality – We deliver high quality care to support and improve the lives of those we serve.

Caring – We provide treatment in a caring, compassionate, and empathetic environment.

Integrity – We deliver our services with integrity, commitment, dedication, and professionalism.

Community – We are a vital resource and work to positively impact all in our community.

Accessibility – We strive to reduce all barriers to care.

Portsmouth Office
1145 Sagamore Avenue
Portsmouth, NH 03801
603-431-6703

Exeter Office
30 Magnolia Lane
Exeter, NH 03833
603-772-2710

www.smhc-nh.org

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