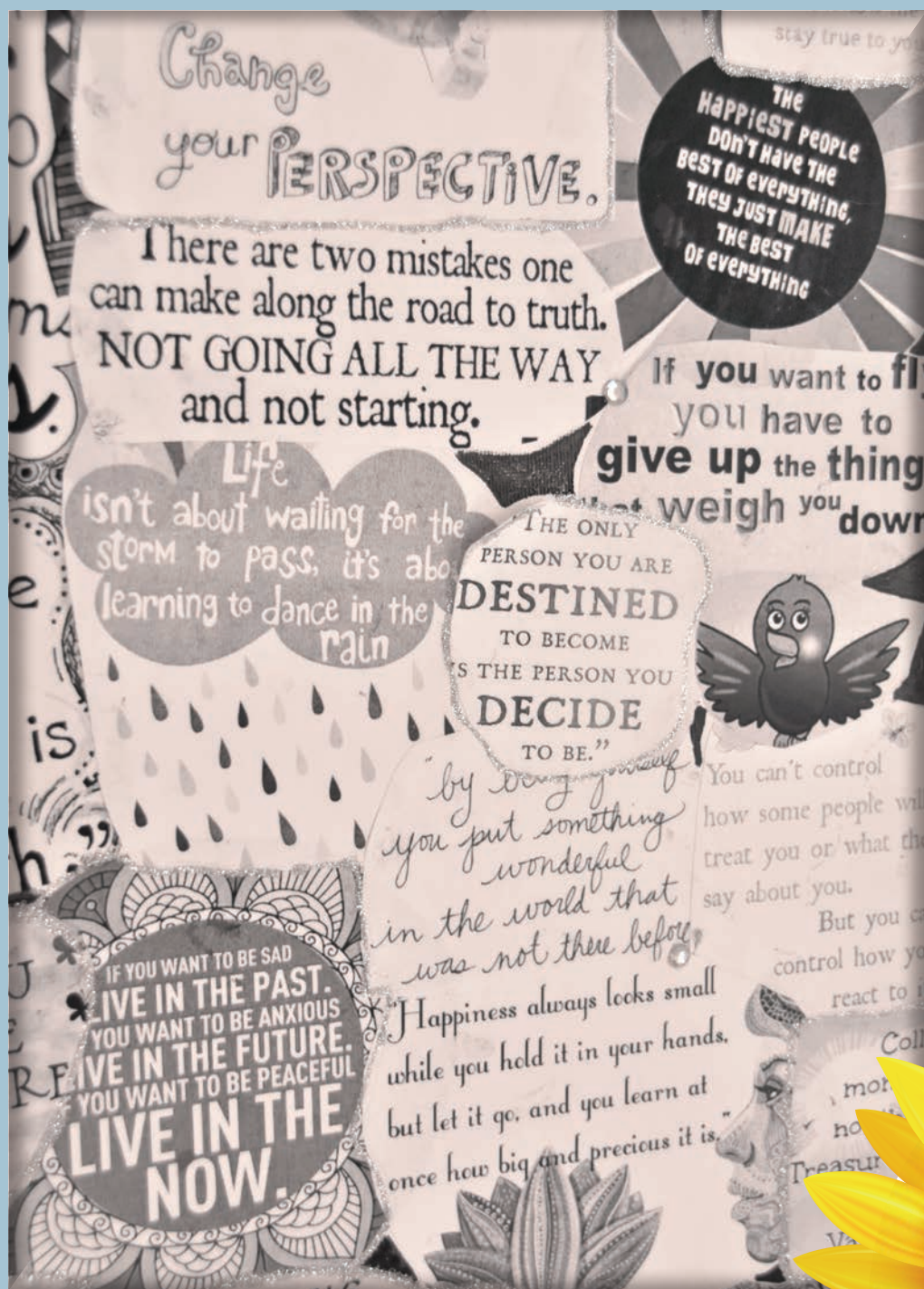




ANNUAL REPORT 2019-2020



"I did it for a reminder that there is hope, and when I'm having a hard time, looking at it gives me strength to keep moving forward. It helps to have a visual." —Cut paper collage by Jessica Spencer, see page 3





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Dear Friends:

Who would have thought that this fiscal year would find Monadnock Family Services and most of the world struggling to address the near thorough disruption to normal life caused by a global pandemic? As you can imagine, this virus has dominated almost all aspects of our work over the last few months. But as one of our clients reminded us – a person making her own heroic recovery that you’ll read about – hope was never cancelled.

While COVID-19 was and still is a formidable adversary, the virus is no match for the remarkable generosity of our community and the many people who support our organization.

No coronavirus can diminish the dedication and professionalism shown by our wonderful staff who faced one challenge after another during the first phases of the outbreak when uncertainty, confusion, and anxiety were high throughout the nation. With each issue, our employees worked with creativity and teamwork to focus our services on safety, telehealth, flexibility and basic needs. Still helping people in person, some departments knew that remote outreach to our clients through phone calls or online meetings didn’t always fit. We’ve endeavored to minimize the risks to health in both clients and staff alike to the best of our ability and we’ve witnessed much success as a result.

In the same way the tremendous outpouring of donations, both monetary and tangible, are a clear sign that our region is a wonderful place to be, a place that cares about people in need and has countless local heroes who make a difference each day. Even more so than other years, this strong wave of kindness is both humbling and moving; we hope you know that our gratitude is heartfelt.

Our report this year will explain some of the things that made this last year remarkable.

As to the future, the public health crisis that’s upon us will continue to influence our operations for many months to come. The relevance of our mission and the need for our service is as important as ever. Thank you for all your gracious support.

Sincerely,

Sharon Price Stout
Chair, Board of Directors

Phil Wyzik
Chief Executive Office

Our Mission is to be a source of health and hope for people and the communities in which they live, particularly as it pertains to mental illness. We create services that heal, education that transforms, and advocacy that brings a just society for everyone.

We All Need Sunflowers Sometimes

By Phil Wyzik and Mary Delisle



Jessica Spencer with Millie

When we sat down to talk about her journey, the smile on Jessica Spencer's face was broad and beaming. Asked what she wanted this story to be about, her answer was quick and confident: Gratitude.

As the recent 'stay at home' order disrupted life for everyone in the late winter and early spring of 2020, many people like Jessica experienced new obstacles in a variety of forms. For individuals facing mental health challenges, the social isolation, uncertainty and interruption of many regular routines was a new stress that caused them to draw on new sources of coping. In the midst of the massive adjustment we all felt in March and April, Jessica reminded all her supporters at MFS and beyond that "hope was not cancelled."

As a young teen, mental illness brought this gentle lady great pain and turmoil. Jessica chose art as a way to express her emotions, transferring her powerful feelings onto the canvas as dark abstract images. She also began to use a journal to capture her thoughts on paper.

Her road to health was neither smooth nor easy. "I've been in and out of hospitals since I was 13," she shared. It included a six year experience at New Hampshire Hospital where, through the patient support from staff and the MFS Assertive Community Treatment (ACT) team, she realized that she really wanted to do well and be well. Now this talented adult leads a happy life that she shares with her mischievous cat Millie.

The Assertive Community Treatment team has kept up the face-to-face support for many people like Jessica. Whether it was for the treatment of symptoms, personal encouragement, or basic needs, the team's caring outreach never wavered, despite the risk of the COVID-19 virus.

Thanks to our Supported Employment program and working at the Keene Hannaford Supermarket, Jessica will tell you that her job helps her be a more confident person. There, she's made friends and finds her role both helpful and healthy. The social quality to her part-time responsibilities are a strong element in her life these days. "I've been working there for almost five years," she says confidently.

The ACT team helps Jessica reframe her thoughts and focus on positive thinking. "This keeps me going forward," she says. "They believe in me." She's also grateful to her therapist, Sarah Hart-Wills, all the staff at Emerald House, and the Recovery and Resilience program at the Adult Care Center in Jaffrey.

"Nanette [Roberto] sends me uplifting messages and I look at them all the time," she told us, referring to the ACT team leader. During the isolation she faced, she fashioned many of these positive messages into a collage for herself, a large reminder of where she was headed – a bright future.

Grateful to the support people behind her and thankful for all she's accomplished, Jessica says that "I'm finally living a life I love."

***"I don't think I say it enough," she admits.
"I really love my support team. I call them my sunflowers."***

FY2020 Highlights

Throughout this pandemic, we've received remarkable and unique community support. Here are a few examples:



St James Episcopal Church blessed us again with over 200 pair of new socks, which made their way onto the feet of MFS clients and their families – ranging in age from toddlers to seniors.

Masks, masks, and more masks... MFS has been surrounded by the kindness and generosity of mask makers, from as far away as Florida, who have donated well over 1000 masks to keep MFS staff and clients safe during the pandemic.



The Elm City Rotary Club in Keene and The Peterborough Rotary Club kindly did drive-by “thank you” parades at two of our offices, to the delight and warm smiles of the staff who were able to cheer them on as they passed.



Bulldog Design kicked off round one of the Great Grey Tee Project in early April, which would ultimately benefit over 400 area businesses and nonprofits. Thanks to their creative generosity, 35 MFS friends purchased one of our awesome MFS t-shirts.



Elm City Church conducted the most successful food drive we have ever seen, and clients and families served by MFS benefitted from their generosity. It took 4 vehicles, stuffed to the brim, to move all the food they collected to our storage space.

MFS teams came together to help clients who receive food boxes each week from the Community Kitchen to remain safely at home during the pandemic. **Adult team members** from Keene and staff from our **Adult Care Center** in Jaffrey joined forces to ensure everyone got their food each Wednesday by way of our three busses delivering to clients throughout the region. This has worked so well that the teams continue to make this happen each week, even with the Adult Care Center having re-opened on July 27th.

Lisa Scoville captured this photo of our children's team being playful as she covered the region during the early weeks of the pandemic, honoring local heroes and essential workers, with her stunning photography.





Emerald House and COVID-19

by Meg Broadhead

*People with serious health conditions already know
that life can bring challenges, big and small.*

It's a type of acceptance that none of us will be able to control every circumstance that affects us. **Emerald House** residents greeted the onslaught of the coronavirus with the seriousness it deserves and openness to understand its impact. Staff and residents alike continue to practice and keep learning the patience, care, and mutual support it's taking to get through this together.

As a transitional home with individual rooms for 10 adults who share a kitchen, living room, dining room and other common space, **Emerald House** immediately confronted issues of safety when news of the virus hit. In conjunction with our Incident Command team, manager Ray Lagasse developed plans for hygiene, sanitizing, and quarantine, if necessary. We asked residents to observe the Governor's stay-at-home order and immediately began to implement all necessary protocols, including wearing the colorful masks sewn by resident educators Jewel Wilson and Amanda Moore. Checking temperatures and monitoring for symptoms daily, we're proud to report that we've all managed to stay healthy.

Residents and available staff are invited to meet, keeping our distance, a couple times a week to share feelings, strengths, skills, sometimes vulnerabilities, and always good expectations for the future. Guided visualizations of peace and safety, trivia contests, simple artwork (educational or funny),

nature videos, and silly games all help keep connections and resiliency while joining the world in coping with the disruptions around us all.

Throughout the pandemic, case managers check on client wellbeing by phone, as have staff at the **Monadnock Adult Care Center** in Jaffrey and **Monadnock Peer Support**, where some residents participate in activities. Nurses continue to make visits here for medical necessity, as does APRN Chris Polich. Most recently, we've begun face-to-face visits outdoors and residents have been glad to see the bright greetings from their support team – slightly muffled by masks all around.

We're lucky to be here in NH where factors including good public policy have helped to manage the outbreak. **And we're grateful to be in the comfort of the beautiful new furniture that was recently donated our home.** No one's compliance is perfect, and we wouldn't put too sweet a spin on the Emerald House experience. But in respecting the crisis and each other, coping and keeping on, we find we're sharing a viable community in equilibrium, more or less stuck at the house like many people and sticking it out in the midst of life together.

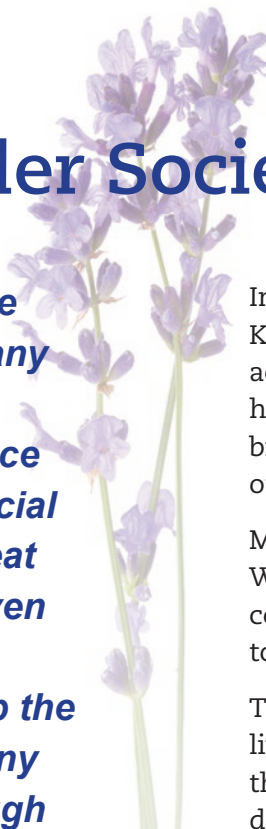
Ray Lagasse, Program Director
at Emerald House



The Batchelder Society



“Being involved with the workings of MFS for many years has given me the opportunity to experience the importance of financial support. It gives me great comfort to know that even though I won’t be here, I will still be able to help the agency continue its many diverse programs through my legacy gift.” –Susan Doyle



In September 1905 on her property at 91 Court Street in Keene, Mrs. Alice Batchelder gathered some friends and acquaintances for a meeting that would grow to inspire her community for the next century. This meeting gave birth to what became known as the Associated Charities of Keene, now known as Monadnock Family Services.

MFS has grown and changed in many ways since 1905. We still offer aid to families, but today that aid also comes in the form of counseling and related supports to individuals and families living with mental illness.

The intentions of the original 28 concerned citizens live on today in the generosity of our donors. It was with this caring legacy in mind that we created The Batchelder Society, providing friends and supporters with the opportunity to create their own legacy to benefit MFS.

We are deeply grateful for the generosity of Sue and the following friends who have included MFS in their estate plans, choosing to make a lasting difference in the lives of others.

For information about how you can name Monadnock Family Services in your estate plans, please contact Mary Delisle, Director of Development at (603) 283-1568 or mdelisle@mfs.org.

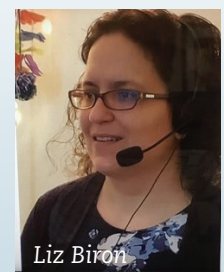
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Creativity and Caring “At the end of the first telehealth meeting with a new client, I could tell we just clicked and the client’s mother told me that he didn’t usually open up so quickly upon meeting someone new. Given our rapport and their need for support, she agreed to telehealth sessions after only meeting once. Since then, I have been meeting with both the client and his mother weekly for telehealth sessions. Our rapport has continued to grow and the family is receiving the support they need in these trying times.” –**Liz Biron, Clinician, Peterborough Office**



Sue Doyle

A Coach, Mentor, Volunteer, and Friend

By Mary Delisle and Phil Wyzik

Talking with Sue Doyle, you find yourself calmed and relaxed by the presence of this quiet spoken and nurturing soul. You immediately learn that she cares deeply about both the people in her life and the organizations or causes she chooses to get involved with and support.



When she and husband Peter decided to leave their teaching positions at Eaglebrook School in Deerfield MA, they found their way to Keene in 1970 and settled in a charming 1800's cape nestled in a quiet setting on the outskirts of the city, the setting as peaceful as the owner.

"I was an art teacher at a high school in Port Washington NY before teaching at Eaglebrook, and majored in Fine Arts in college. The medium I have been most involved with in the past 10 years is colored pencil, and locally have exhibited at the Sharon Arts Center, Art in the Park and the Fall Foliage Studio Tours, in addition to participating in Art Walk each summer."

A tennis player since the age of 7, Sue began teaching the sport when she was 15 and started a lifelong passion for the game. She became a school coach, where she mentored hundreds of students at both Keene High and Monadnock High School over the past 33 years, much of that time as a volunteer. She continues to enjoy coaching today.

When the conversation turned to her nonprofit work, Sue shared "I've always gotten involved with things I needed more information about and where I could offer my help". In the early 90's, one of Sue's interests drew her to seek a better understand of mental illness. She first became involved with the Alliance on Mental Illness (known today as NAMI), and it blossomed from there into her decades long involvement with MFS. When former CEO Fran Silvestri met Sue and witnessed her passion, commitment, and dedication to mental illness, he recognized what a perfect addition she would be to our Board of Directors.

During her early tenure on our board, Sue was chair of the quality assurance committee, and was instrumental in the formation of the local *Mental Health Court*, the first one to be established in NH and still operating today. She also played an active role in the early success of our InSHAPE program, which remains one of the most valued and beloved programs at MFS, now in its 17th year.

Three decades later, Sue remains one of our most faithful supporters, currently serving on our board of directors for a second time, and chairing the development committee. "I like knowing what's going on, being a contributing voice, and being ready to help." One of the reasons she stays so involved with MFS is because she values how "the agency has branched out through the years, offering hope to all".

Sue's longtime friend, Jane Larmon, shared "Every community would love to have someone like Sue Doyle among its members. She is a quiet doer who has contributed leadership, energy and financial support to many more causes and organizations than most can imagine. She intuitively knows where help is needed and offers her ideas, time and support. Sue is deservedly well-loved by so many in our community."

When it comes to the stigma often associated with mental illness, Sue observes "stigma has lessened a lot since I first got involved. People are less afraid to ask for help or to say they need help." She states with confidence "this generation is much more open."

With generous leaders like Sue on your team, it's always Game.Set.Match.

It is with grateful hearts that we thank Our Many Caring and Generous Donors

All gifts listed on the following pages were received between July 1, 2019 and June 30, 2020
or were raised during our 2020 fiscal year.

These lists have been prepared with care. If your name has been listed incorrectly or omitted in error, please accept our sincere apology and notify Mary Delisle, Director of Development, at (603) 283-1568 or mdelisle@mfs.org so that we may update our records.

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InSHAPE

“Our InSHAPE health mentors have been creative in helping clients through the pandemic. We’ve mailed educational material to participants and called them every day. We’ve used Zoom for video exercise sessions and used it to help people prepare nutritious meals. We’ve even joined clients by phone and video while they are out walking and running. Some find telehealth tools more comfortable than face to face sessions. Even in the pandemic, some clients have made great progress towards their health goals.”

—Julie Chapin Cordima, Program Coordinator



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DiLuzio Foley and Fletcher Funeral Homes
The Eaton Family Fund
Edward Jones - Alan Stroshine
Emmanuel Church
Eversource Energy Foundation
Fenton Family Dealerships
Filtrine Manufacturing Company
Gar-Wal Lawn Service, Inc.
Arthur Getz Charitable Trust
The Gilbert Verney Foundation
Granite United Way Southern Region
Grove Street Fiduciary, LLC
Hamblet Electric Charitable Foundation
Harvard Pilgrim Health Care

Hogancamp PC
Roy A. Hunt Foundation
The Insurance Source, Inc.
Johnson & Johnson
Ken Jue Consulting
Keene Elm City Rotary Club
Keene Rotary Club
Kiwanis Club of Keene
Knights of Columbus, Our Lady of
Monadnock Council #8544
Liberty Mutual Group, Inc.
The Main Street America Group
Mascoma Bank
The Melanson Company Inc.
Monadnock Community Hospital
Monadnock United Way
Mountainshade LLC
Nature's Green Grocer
NBT Bank
Network For Good
New Hampshire Center for Nonprofits
New Hampshire Charitable Foundation:

- Morison/Smith Family Fund of the
New Hampshire Charitable Foundation
- The Isabelle F. Miller Fund of the New
Hampshire Charitable Foundation
- Ira S. and Gertrude S. Hubbard
Memorial Fund of the New Hampshire
Charitable Foundation

- The Community Crisis Action Fund,
Oliver J. and Dorothy Penniman
Hubbard New Futures Fund of the New
Hampshire Charitable Foundation
NGM Charitable Foundation
NH Trust
Putnam Foundation
Radenhausen & O'Neill, Inc.
Ransmeier & Spellman
The Richards Group
Rust & Company, CPA's
Savings Bank of Walpole
Serendipity Shop of All Saints' Parish
Shipping Shack
St. James Church
Summerhill Assisted Living
Target Corporation
Targett Cleaners
The Toadstool Bookshop
True North Networks, LLC
Tuft's Health Plan Foundation
Union Congregational Church
Women's Fellowship
United Church of Christ in Keene,
Women's Fellowship
U.S. Charitable Gift Trust

In-Kind Donors

Adventure Limousine & Transportation
Alice Astel
AMT Productions
The Antrim Limrik
Beeze Tees Screen Printing
Sandra Bischof
Ross Boyle
Michelle Buckjune
Cheshire Garden
Cheshire Medical Center
The Community Kitchen
Country Bridal
Country Crafts
Creative Encounters
Donna Chase
Dunkin
Elm City Brewing Company
Elm City Church
Florentine Films
Frazier & Son Furniture
Pamela Friend
Grand Monadnock Rotary Club
Greenwald Realty
HCS
Hannaford-Keene
Hannah Grimes Marketplace
Nancy Harrington
Ann K. Heffernon

Jean Hoffman
The Home Depot
Laurie Indenbaum
Jet Set Candy
Sharon Kapiloff-Russell
Keene Lion's Club
Keene Public Library
The Keene Sentinel
Keene Signworx
Linda Langille
League of N.H. Craftsmen
Marcia Lehman
Bob and Linda Lester
Market Basket-Swanzey
McDonalds of Jaffrey
James Merritt Woodturning
Miller Bros-Newton
MoCo Arts
Mon Amie Fine Jewelry
Monadnock Broadcasting Group
Monadnock Food Co-op
Monadnock Ledger-Transcript
Nancy Newton
North End Mazda
Terri O'Rorke
Ocean State Job Lot
Mary Ellen Pellerin
Performance Health and Fitness

Gaynelle Pratt
Price Chopper-Keene
Prime Roast Coffee Company
Progressive Rehab Massage Therapy,
Steph Bedaw
Kathy Rogalski
Greg Rothman and Linda Singer
St. James Church
Eileen Sarson
Savron Graphics
Lisa Scoville Photography
Christine Selmer
Shipping Shack
Lucy C. Shonk
Gwen Smith
Solus Studios
Ted's Shoe and Sport
Denise Thomas
Tire Warehouse
Toy City
Walier Chevrolet
Sheila Williams
Winchendon Furniture
Works Bakery Café
WS Badger
Phil Wyzik
Louise Zerba

In Memory of...

In Memory of John A. Bleye

Jean Bleye

In Memory of Eric L. Bratten

Family of Eric Bratten

In Memory of Helen Burns

Richard and Roberta Burns

Nora Encinas

In Memory of Thomas J. Casey

Lisa Willenbrock

In Memory of Jean Clark

William and Sandra Cleary

Mary Carol Grip

Sally Shonk

In Memory of Barbara de Marneffe

Francis de Marneffe

In Memory of Joseph M. Descoteaux, Sr.

Mrs. Laurette G. Descoteaux

In Memory of Velma Francisco

Anne B. Francisco

In Memory of Mike Freitas

Diane Freitas

In Memory of Charles H. Hamilton, MD

Richard and Sarah Sigel

In Memory of David E. Howe

Mary Elizabeth McClellan

In Memory of Christopher J. Hulsizer

Robert and Constance Bowblis

Mark and Marybeth Byers

Cheshire Family Funeral Homes

and Crematories

John and Beatrice Flood

Craig and Sylvia McBeth

MRHS Class of 1989

Brendan Murray and

Catherine Rogers Murray

Jean M. Schank

George Scott and Charlotte Guyer

Diana VanAlstyne

In Memory of Richard Jansen

The Jansen Family

In Memory of Brian Kirby

Evelyn L. John

In Memory of Carla Kirsh

Paul and Sussan Henkel

In Memory of Robert J. Lammela

Bob and Mary Rooney

In Memory of Marie Manning

Mr. and Mrs. Joseph P. Manning

In Memory of James Meath

Jamie Huntington- Meath

In Memory of Jeanette Monaghan

Kathy and Bill Weibel

In Memory of George Rawlings

Craig and Sylvia McBeth

In Memory of Walter H. Rohr

Elke and Tom Hanna

Allen and Ellen Mendelson

NH Trust

Northeast Delta Dental

Virginia and James Quirk

The Richards Group

John Round

In Memory of Aidan Silitch

Nicholas and Regina Silitch

In Memory of Louisa C. Spencer

Leslie Spencer

In Memory of Patricia Szydlo

Denise Angwin

Pauline Angwin

Steve and Susan Black

Mr. and Mrs. Phillip Blanchard

Michael Maki

Benjamin Pratt and Diane Chauncey

David and Linda Szydlo

Stephen and Gayle Szydlo and Family

In Memory of Elwood Titus

Doris E. Titus

In Memory of Todd Walier

Mr. and Mrs. Joseph Walier

In Memory of Mildred Wolfe

Carol Anne Gillis

In Memory of Edward Zimmerli

Betsy Zimmerli

In Honor of...

In Honor of Kristin Anderson

Denise Angwin

Pauline Angwin

Steve and Susan Black

Mr. and Mrs. Phillip Blanchard

David and Linda Szydlo

Stephen and Gayle Szydlo and Family

In Honor of Mary Delisle

Beth Brown

In Honor of Bette Dubriske

Judy Dubriske

In Honor of Audrey Hadcock

Cindy and Tom Stewart

In Honor of John and Jean Hoffman

Diana and Charleton MacVeagh

In Honor of Jane Larmon

Charles and Marcy Southgate

In Honor of Mary Lodge

Dawn Moser and John Woods

In Honor of Marianne Marsh

Ann K. Heffernon

In Honor of Melissa Maurer

Barbara Michelson and James Heffron

In Honor of Monadnock

Adult Care Center

Bill and Martha Raymond

In Honor of The Dedicated Staff at MFS

Katherine M. Cook

Peter Skalaban

In Honor of Recovery and Resilience Program at MACC

Owen R. Houghton

In Honor of Arria Sands

Rushton and Charles Callaghan

In Honor of Lucy C. Shonk

Rushton and Charles Callaghan

Katie Hafner and Bob Wachter

In Honor of Annelise Spykman

Emily and Casey

In Honor of Marla Steffle

Betsy Street

In Honor of Lynda Vaillancourt

Anonymous Donor

In Honor of Tom and Story Wright

Thomas P. Wright Fund of the

New Hampshire Charitable Foundation

In Honor of Phil Wyzik

Ann K. Heffernon



At The Heart of Our Organization

*The dedication and unwavering support
of these caring friends is immeasurable - thank you all!*
Current MFS Incorporators, Committee Members and Event Volunteers

Frank Abbate	Susan R. Chollet	Lisa Foote	Sheila Heffernon	Mark Madden	John Round	Erin Temmen
Laurie Appel	Michelle Clarke	George Foskett	Jean Hoffman	Tyler Madden	Linda Rubin	James Tetreault
Rev. Cindy Bagley	Elizabeth Cleary	Christopher Gallagher	John Hoffman	Roberta	Judy Sadoski	Gregg Tewksbury
Ann Ball	Karen Clement	Glenn Galloway	Owen Houghton	Mastrogiovanni	Arria Sands	David Therrien
Christine Searles- Ballou	Sarah Clough	Mary Gannon	Christine Houston	Greg McConahey	Alfred John Santos	Denise Thomas
Linda Bastedo	Evelyn Clowes	Maich Gardner	Sharman Howe	Stephen McGreal	Eileen Sarson	Louisa Thoron
Phillip Bastedo	Kirsten Colantino	Donna Garner	John Hubbard	Bridget McMahon	Katie Schwerin	Sara Timmons
Jill Batty	Sally Collier	Laura Gingras	Allen Humes	Tim McMahon	George Scott	Gary Tochtermann
Ann Bazan	Natalie Conley	Kay Godsoe	Carol Jue	JoAnne Mead	Lucy Shonk	Ed Tomey
Kevin Bazan	Ann Conway	John Goodhue	Kenneth Jue	Sharon Meany	Sally Shonk	Robin Topper
Cheryl Belair	Raymond Cote	Bill Goodwin	Karrie Kalich	Allen Mendelson	Susan Shonk	Penny Vaine
Tamara Benaquist	Diane Croteau	Molly Gray	Jane Keough	Aaron Moody	Sherry Sims	Nancy Vincent
David Bergeron	Mimi Delaney	Julie Green	Megan Burke Kidder	Mary Ellen Moore	Winston Sims	Jay Ward
Joannie Berriman	Julie Dickson	Cyrus Gregg	Jean Kilham	Jennie Norman	Linda Singer	Sarah S. Webb
Jane Blanchard	Brian Donovan	Charlotte Guyer	Sarah Kingsbury	Maria Oberlander	Pamela Slack	Andrew Weglinski
Tina Boylan	Susan Doyle	Audrey Hadcock	Suzy Krautmann	David Orgaz	Nancy Sporborg	Thomas Westheimer
Sally Bulger	Judy Dubriske	Bernard J. Hampsey, Jr.	Linda Lacey	Marianne Parisi	Kathy Sportello	Jamie White
Kathleen Kennedy	Thomas Eaton	John Hann	Drew Landry	Will Pearson	Larry Sportello	Peter Whittemore
Burke	Alfreida Englund	George Hansel	Kendall Lane	Dorothy Peterson	Christopher Sprague	Samantha Wilhelm
Cynthia Caddell	Robert Englund	John Hansel	Molly Lane	Susan Peterson	Margot Sprague	Sheila Williams
Dennis Calcutt	Julie Farhm	Nancy Hansen	Jeremy LaPlante	Sandie Phipps	Michael Stoudt	Rosemary Wolpe
Jack Calhoun	Susan Farrell	Roger Hansen	Jane Larmon	Judith Putzel	Nathaniel Stout	Kathy Woodbury
Kathy Cambal-	Bill Fenton	Laura Hanson	Marion Lefrancois	Martha Raymond	Sharon Price Stout	Rev. Elsa Worth
Hayward	Donovan Fenton	Bill Hattendorf	Bob Lester	Maggie Rice	Barbara Summers	Gail Zachariah
Kathy Chelstowski	Jackie Fenton	Michelle Hayward	Linda Lester	Timothy Robertson	Jeanie Sy	Louise Zerba
Michael Chelstowski	JoAnn Fenton	Beth Healy	Betty Lowell	Mary Rooney	Jane Taylor	
	Maryanne Ferguson	Ann Heffernon	Diana MacVeagh	Robert Rooney	Cameron Tease	

Telehealth saves a life

"It was via a telehealth conversation that one of our members, who lives alone and never complains about anything, admitted he was experiencing shortness of breath. Concerned for his welfare, our nurse notified his contact person, who went to the home and immediately transported him to the ER. Later that evening, I received a call at home with the news that our client had been admitted for severe dehydration and pneumonia - two life-threatening diagnosis, especially when you are 95. He has recovered and is eager to return to our program."

**—Christine Selmer,
Director, Monadnock
Adult Care Center**



Telehealth breakthrough

"A client I have worked with for over 15 years has struggled to engage consistently with treatment throughout this time. We have never been sure what gets in the way, yet it has become clear that childcare for her two children was a big piece. She is more consistent with treatment than ever before since we began doing telehealth and is benefitting more as a result. It is a pleasure and delight to see someone do so well."

—Dr. Marianne Marsh, Chief Medical Officer

Services Provided to Friends & Neighbors

For over a century, MFS has been serving the 38 towns and communities that make up the Monadnock region. Below is a summary showing the amount each town has committed to MFS; the number of clients we served in each town from July 1, 2019 through June 30, 2020; and the total hours of care provided to each town.

TOWN	TOWN CONTRIBUTIONS	HOURS CLIENTS	OF CARE
Acworth	\$1,114.00	1	1
Alstead	\$2,421.00	34	439
Antrim	\$3,296.00	56	673
Bennigton	\$1,845.00	23	446
Charlestown	\$0.00	1	13
Chesterfield	\$4,505.00	44	783
Dublin	\$1,996.00	15	155
Fitzwilliam	\$2,995.00	36	388
Francestown	\$1,953.00	15	145
Gilsum	\$1,016.00	13	339
Greenfield	\$500.00	22	262
Greenville	\$2,631.00	39	713
Hancock	\$2,068.00	28	375
Harrisville	\$1,201.00	8	121
Hinsdale	\$5,058.00	118	2353
Jaffrey	\$6,821.00	85	1767
Keene	\$30,000.00	931	25710
Langdon	\$0.00	0	0
Lyndeboro	\$800.00	5	89
Marlborough	\$2,579.00	58	1012

TOWN	TOWN CONTRIBUTIONS	HOURS CLIENTS	OF CARE
Marlow	\$928.00	16	2952
Nelson	\$1,179.00	8	156
New Ipswich	\$500.00	44	1455
Peterborough	\$7,855.00	92	2656
Richmond	\$1,444.00	24	360
Rindge	\$6,075.00	55	713
Roxbury	\$286.00	2	53
Sharon	\$0.00	0	0
Stoddard	\$1,540.00	14	241
Sullivan	\$846.00	14	310
Surry	\$915.00	17	338
Swanzy	\$7,500.00	177	3462
Temple	\$1,708.00	9	137
Troy	\$500.00	65	1280
Walpole	\$2,000.00	85	1285
Westmoreland	\$2,343.00	14	193
Wilton	\$4,596.00	30	373
Winchester	\$6,819.00	196	3786
TOTALS	\$116,946.00	2394	55534



MFS Office Locations

Administrative Office
64 Main Street, Suite 201
Keene, NH 03431
(603) 357-4400

Recovery Support Services
17 93rd Street and
30 Washington Street
Keene, NH 03431
(603) 357-4400

Children's Services
64 Main Street, Suite 301
Keene, NH 03431
(603) 357-4400

Eastern Region Office
9 Vose Farm Road, Suite 120
Peterborough, NH 03458
(603) 924-7236

Winchester Office
83 Parker Street
Winchester, NH 03470
(603) 239-4376

Monadnock Adult Care Center
22 North Street
Jaffrey, NH 03452
(603) 532-2427

Financials

Fiscal Year 2020 (unaudited results)

Program Service Fees F20

Client Fees	165,199
Private Health Insurance	473,734
Medicaid	9,219,002
Medicare	292,193
Public Support	2,039,995
Federal Grants	409,712
Program Fees.....	130,446
Other Income.....	50,059

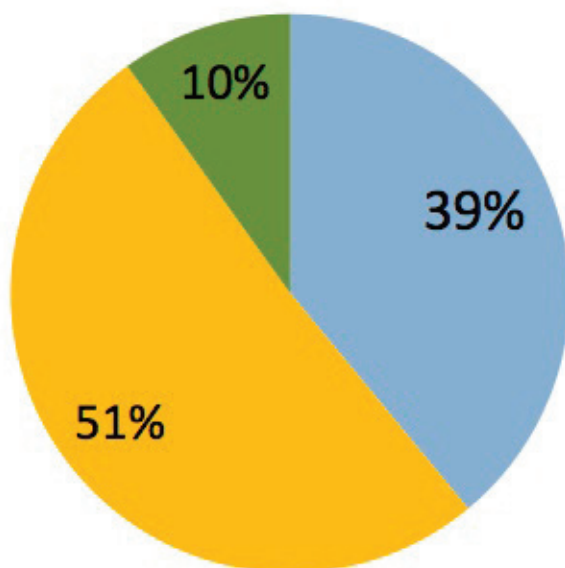
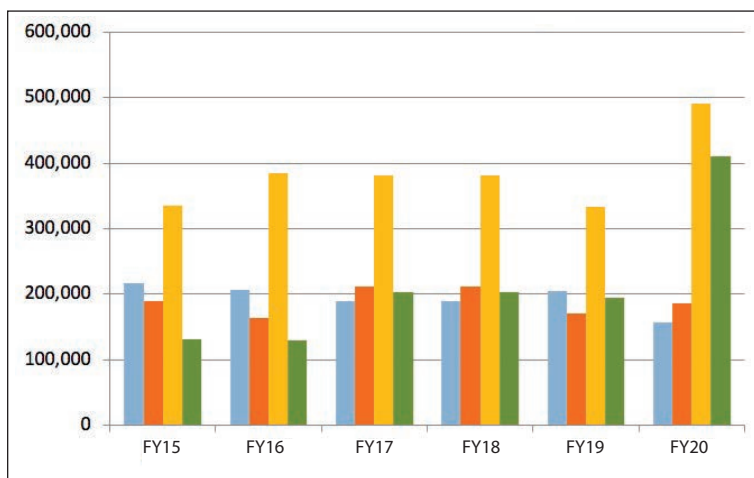
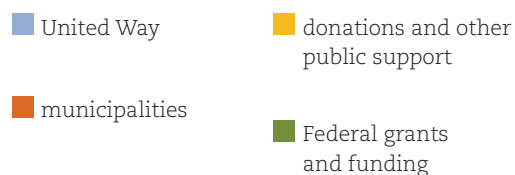
Total Revenue.....\$12,780,340

Expenditures F20

Personnel.....	7,406,750
Health Insurance.....	1,226,854
Payroll Taxes / Benefits	782,964
Occupancy	788,265
Professional Fees and Training	635,732
Transportation.....	120,418
Equipment / Communications	253,598
Consumables	241,618
Transfer to Affiliate Foundation	700,000
Other Expenses.....	472,788

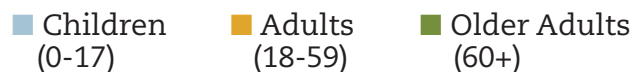
Total Expenditures \$12,628,987

Dollars to MFS from Non-State Sources



Serving All Ages

MFS services touched the lives of 2394 friends and neighbors throughout Cheshire County and beyond.



To fight the COVID-19 virus, let's all practice the

Safe Six

1. Wear a face mask



2. Keep Physical Distance



3. Clean surfaces



4. Screen, Screen, Screen



5. Remember to wash your hands



6. Do something to help others



www.mfs.org

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