The Summit ANNUAL REPORT 2021-2022

BREAKING NEW GROUND



Elli Ward - MFS Client and 2022 High School Graduate Read her story inside - "Breaking the Stigma for Young People" A year of growth and transformation



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Dear Friends:

It would be difficult to imagine a year as momentous in the history of Monadnock Family Services as the last twelve months have been. As the organization continues into the early decades of our second century, it is undeniable that we're starting a new chapter in our history.



Phil Wyzik Chief Executive Officer



Brian Donovan Chair of the Board of Directors

Consider that our delivery of mental healthcare services has, like many other organizations, weathered an unprecedented public health crisis with the impact of the COVID-19 pandemic. Through it all, we can assert that our clients and staff took prudent steps to stay healthy. We have embraced the use of telehealth services to maintain our support efforts and treatments, keeping our dedication and drive for our mission always at the forefront.

The last year has also been the culmination of a strategic goal first adopted by our Board of Directors in 2017, namely, the search for a new Keene location for our services that can position us for growth and the future. With our acquisition of 40 Avon St this past June – the result of over two years of dreaming, planning, and collaborating with a broad group of talented community members – MFS stands poised to start a wonderful new phase of our service to the region.

This is not without its challenges too. It's clear that every employer faces daunting issues when it comes to staffing. As we accelerate our effective recruitment and retention practices, we understand that 'business as usual' is a strategy of bygone times. We'll need new ideas, programs, and services to fit the needs of our changing times as the expectations of clients and their families raise the standards of effectiveness.

The future will require us to be creative, enthusiastic, and nimble. Fortunately, those gualities are deep in the marrow of our bones. The talented staff and volunteer Board members are ready for this task. We can reach into our legacy of care that has served so well for over a century, to our broad and supportive community whose financial contributions have made our capital campaign so successful, and to our unwavering commitment to doing the work we all love. To every donor, stakeholder, and supporter of our mission, our deepest gratitude goes out to you because, without your help, our impact is smaller and untreated illness causes undue suffering.

We hope you find our current report informative and inspiring. Thank you for your interest in our accomplishments and, more importantly, the accomplishments of our clients. It is our honor to serve the region as its community mental healthcare resource and we plan on doing so well into an exciting future.

Sincerely,

Philhyik Fin Down

"I didn't know why I was having overwhelming anxiety and persistent panic attacks, but I knew I needed help,"

eighteen-year-old Elli Ward shared.

ELLI'S STORY:

Breaking the Stigma for Young People

Brave enough to go to her parents to request therapy, Elli found Clinician Liz Biron, MS, LCMHC, working in our Peterborough office. *"Talking to Liz, I realized that those symptoms were a result of living in chaotic and stressful circumstances that surrounded me every day. This insight gave me a reason and the clarity I needed to understand my mental health challenges. It changed everything for me."*

At 16, Elli first came to Monadnock Family Services looking for answers. She was having severe panic attacks on a regular basis. She had headaches and stomach pain all the time. She experienced test anxiety so bad that it was affecting her grades. But Elli didn't understand why all of this was happening.

Elli isn't alone. According to the CDC, in 2021, more than a third of high school students reported they experienced poor mental health during the COVID-19 pandemic, and 44% reported they persistently felt sad or hopeless during the year.

Once she trusted Liz and began to open up, Elli could see that her symptoms were an understandable reaction to the complex relationships in her life and the traumas she experienced. "*I gained self-respect and knew that my challenges were not my fault.*"

In therapy, Ellie learned that anxiety has many roots, such as childhood experiences, traumatic events, chemical imbalances in the brain, or any combination of those and other causes.



"For the first time, I knew that someone was in my corner. I knew I could tell Liz anything and she wouldn't think badly of me." That unconditional acceptance from her therapist helped Elli turn things around.

Elli is off to college, having graduated fourth in her class! She no longer has those terrible panic attacks and is excited about her future.

"Now I can leave the inconsistency that has surrounded me my whole life behind. I often hear Liz's supportive voice in my mind, like a parent that is always there for me. Her guidance and compassion help me stand up for myself."

Liz could not be prouder of the work that Elli has done. "She has been able to rise above her difficult circumstances and learn about herself. And at such a young age!"

Elli wants to share her journey to help other young people find their person, find their "Liz". She wants to inspire others to seek help.

With mental health challenges in young people on the rise, Elli's story is so important to share. She understands that talking about it helps to break down the stigma.

So, what is Elli going to study in college? She wants to major in Counseling.

Washington Wellness

Though the majority of services at MFS are out-patient, our residential services provide care and skill building services to help client's graduate to independent living. In the first weeks of our newest residential program, Washington Wellness, clients have been sharing a repeated theme: It feels like home. "This is the greatest testament to our program being how we envisioned it." Ray Lagasse, Residential Services Manager shared. Community Support Program Director Jess Howard further explained, "Washington Wellness is a project to help clients with mental illness develop independent living skills. We help them learn budgeting, tenancy, and interpersonal skills while being independent in a shared living space. We want them to feel at home in this environment and develop positive peer relationships. The clients also have additional services from MFS, including case management, therapy, medication services, supportive employment, and Inshape depending on their needs and goals."

Clients in the program sign a one-year lease, but they have the option to leave earlier if they feel ready and have secured stable, independent housing. "Once the clients have graduated from the program, they will have a positive rental history and a landlord reference to help them find independent living," Howard added. "We are hopeful that with our services and support, they can be successful in the future living on their own. So many people who live with mental illness struggle to find and keep stable housing. We hope to change that for each of our residents and offer them hope for their future.

The new six-bedroom program, housed in a renovated area within Monadnock Peer Support (MPS) will offer clients frequent peer interaction and group options. Speaking about the benefit of a partnership with MPS, MFS CEO Phil Wyzik shared, "MFS and MPS have a long history of collaboration. The support people receive from both organizations are each made better with this teamwork." Since clients moved in at the beginning of June, the program has seen great success. "Residents are courteous, respectful, and focused on working together as a unified group. I've seen residents being generous to share food, inviting people to watch a movie, and do outdoor activities." Lagasse shared. "Additionally, I've never witnessed a group of individuals more compelled to support and help their fellow roommate as they do at Washington Wellness. It is a truly heartwarming experience to witness."

"I'm thankful to be part of an agency that is committed and supportive of our residents, staff, and program." Lagasse concluded. "Without the support from the agency, we wouldn't have a program that is flourishing."





"I work at MFS because I believe we can make a lasting, positive difference in the lives of our clients and by extension, make a positive difference in our community. The best part of my job is the amazing, supportive team that I am privileged to work with and learn from each day."

-Liz Haynes, Adult Services Case Manager

Where They Need Us

Sometimes health emergencies surface at all hours of the day or night. The same is true for mental health care. For decades, the clinical staff at Monadnock Family Services has provided urgent assessments and interventions for people experiencing a mental health crisis every day, around the clock.

On January 1, 2022, we launched an improvement in our work: a mobile crisis team. As part of the statewide New Hampshire Rapid Response Access Point, this new program gives people who are experiencing a mental health emergency the ability to call a 24/7 state-wide number (833-710-6477) and talk with a counselor who



Mobile Crisis Team

can assess their current situation and provide resources and de-scalation techniques to address the problem. If needed, they can dispatch our mobile crisis staff to their exact location for intervention. *"The immediate goal of the program is to stabilize people who are in crisis."* Phil Wyzik, CEO shared. *"Then we can provide follow-up with a counselor as soon as the next day."*

The hope is that this program will prevent many people who are in crisis from having to go to the emergency room, which can result in long wait times and delayed access to being seen by a mental health professional.

The new program also responds to schools, hospitals, police stations or other settings when needed. "The strength in this program is our new ability to meet people where they are" Keven Stevenson, Director of Acute Care Services added. "It allows us to provide community-based care, in the moments when it is needed most."

One of the biggest obstacles in preparing to open this program is the shortage of crisis counselors. Since the start of 2022, we added five staff to this team but that's not keeping up with what we need.

To further strengthen the response to our community, we in the process of partnering with Diluzio Ambulance Service to join us on our response in the community. This teamwork will add a vital new dimension to our effort. It makes for both a mental health professional and emergency medical technician to collaborate in a wholeperson assessment.

Across the country, we are seeing investments in making sure that people who are experiencing a mental health crisis have access to immediate help. We are proud to be doing our part in the Monadnock region to ensure that our community members have access to professional and compassionate emergency care.

Spotlight Moments



Food for Families Who Cook

On April 2nd, over 100 people donated nonperishable food and diapers to the food drive, helping families and individuals across our service area. The food was sorted, and our staff were able to shop for clients who face food insecurity. Even after our staff collected food for our clients, we were able to donate 40 boxes of food to The Community Kitchen to help more community members in need. The feedback from MFS staff detailed the profound impact these donations have had, from a diabetic client receiving pantry staples that meet his nutritional needs to a single mother who was moved to tears by her delivery of diapers.

Preview and Panel Discussion of Hiding in Plain Sight: Youth Mental Illness

On June 12th, we co-hosted the first public preview of the Ken Burns documentary, Hiding in Plain Sight: Youth Mental Illness with New Hampshire PBS! After the preview, MFS CEO Phil Wyzik led a panel discussion with Film participant Yanerry, Writer David Blistein, Producer Julie Coffman,



Co-Director and Editor Erik Ewers, and MFS COO Katherine Cook (pictured above). Over 75 community members joined us for the film which presents an unvarnished window into daily life with mental health challenges, from seemingly insurmountable obstacles to stories of hope and resilience.



Staff Appreciation Month

This year, our staff appreciation was a whole month long! We took the entire month of November to recognize and appreciate our hard-working staff. Our Incorporators played a huge role is the success of this project through their donations of a coffee fund at Prime Roast, a serenade at the MACC, yummy treats delivered all across our office locations, and many donated raffle prizes. Additionally, thanks to funds from our Alice Circle members, our supervisors had the opportunity to recognize their staff directly. They got creative, with small group activities like ax throwing and cuddles with Barry the guinea pig, as well as tokens of appreciation like soft blankets and coffee cards.



Book Signings

MFS CEO Phil Wyzik hosted two book signings for his debut novel "Pushed Down, Then Out" at the Keene and Peterborough Toadstool Bookshop locations. The novel is a call for compassion, telling a story about the powerful social stigma faced by those with mental health challenges. Profits from the novel benefit a new initiative with the Health Monadnock Alliance called the Monadnock Alliance on Trauma and Transformation which aims to make the Monadnock region a trauma-informed community. Visit our mfs.org to learn more about the novel and assembly.

Art Walk:

"I do therapeutic art for myself and all the ugly I feel inside battling PTSD, anxiety, depression, dissociation, and panic attacks. When I bury myself in my therapeutic art, feeling ugly, I paint beautiful animals without a word. My doctor and case manager never give up on me. They guide me in the right direction and inspire me to keep doing what I love. I could not have done it without their encouragement and guidance. I wanted to share this with



everyone. MFS has impacted my life and helped my world be a safer, a more stable place for me."

-Mary Cotton, MFS Client and Art Walk Participant

Monadnock Family Services has enjoyed having clients, staff, and friends showcase their talents and creativity in the first-floor window of our 64 Main St. location since taking over the space a few years ago. This year, seven clients and staff, and former Board Member Sue Doyle participated. The cherished community event has become an opportunity to share how art is an integrated part of their routines and experiences with mental and emotional wellness. Some of the artists in this year's Art Walk also submitted artist statements, which provide reflection and insight into what their pieces and the creative process mean to them.



Opportunity and Hope: The Campaign for MFS



CEO Phil Wyzik inside 40 Avon St. pre-renovation

Grateful and proud: that is how we would describe our reaction to the way our community has supported us in the last year. In late June, MFS purchased the building at 40 Avon Street in Keene to consolidate MFS Keene programs and services to address the problem of multiple facilities that are cramped, unwelcoming, and inefficient. To finance this, Monadnock Family Services launched a 1.25 million dollar capital campaign, *Opportunity and Hope:* The Campaign for MFS, in the summer of 2021. The response was astounding, with the total funds raised now exceeding \$1.8 million, including grants!

In late July, we hosted a ground breaking ceremony with key leaders and supporters. Many staff have now had the opportunity to visit the building, which has amplified excitement for the impact of the new space. *"All of the staff who have toured the new*

building with me reiterate the same theme: This space will provide hope and healing for our clients", CEO Phil Wyzik shared.

The project will create a high-quality, welcoming mental health care center with much-needed room to grow, enhanced special services such as art and dance therapy, and more cost-effective operations for years to come.

It allows us to ensure that we continue to be the community mental health center of the Monadnock region

for generations to come. We are excited to be entering the renovation phase of our timeline. The plan is to start relocating our Keene community-based services into the new facility by next spring. Watch for upcoming news on an open house and celebration with our community.

Thank you to everyone who invested in our next chapter! You have made a difference in mental health care for our community.



Transition from the Hospital to the Community– with Help from a Coach

"The client was so nervous about finding housing as he left the psychiatric hospital," states Transitional Coach Raonak Shristy (pictured above). "Knowing he had me in his corner gave him much-needed comfort. We solved his complex housing needs together."

Critical Time Intervention (CTI), a new, free program provided by Monadnock Family Services (MFS), works with people as they are discharged from a psychiatric inpatient facility. As clients make this transition, their CTI Coaches work with them over nine months to connect with community supports and form lasting relationships, so they can stay in their homes and avoid another hospitalization.

"Before people even leave the hospital, we meet with them. This assures them that they will not be alone and will get all the resources and support they need", Raonak shared. "We listen to what their goals are for themselves and how we can help."

Once discharged, CTI Coaches meet with their clients wherever they feel most comfortable. From securing safe housing to transportation to medical and legal needs, their Coach is there for them to assemble the resources that are crucial to their recovery. The program's end goal is for people to be at ease managing their community supports independently.

This MFS transitional program, made available through the NH Department of Health and Human Services with no requirement that clients have insurance, is an important part of the equation to keep healthy people in their own homes.

The Batchelder Society

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 sparked what became known as the Associated Charities of Keene, now known as Monadnock Family Services.

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 those who have included MFS in their estate plans, choosing to make a lasting difference in the lives of others.

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For information about how you can name Monadnock Family Services in your estate plans, please contact Kathy Waters, Director of Development at (603) 209-5947 or kwaters@mfs.org.







We are fortunate to live in a community with a wealth of helping organizations and caring people. We count Monadnock Family Services as among the most critical of that network. As members of the Batchelder Legacy Society we are committed to supporting the work of MFS today and into the future.

- Carolyn Crane and Eileen Fernandes

We couldn't do it without you! Thank you to our caring and generous donors.

All gifts listed on the following pages were received during our 2022 fiscal year, between July 1, 2021 and June 30, 2022.

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 Kathy Waters, Director of Development at (603) 209-5947 or kwaters@mfs.org so that we may update our records.

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"The MFS Eastern Regional Office (ERO) in Peterborough allows people to have supports closer to home, which encourages engagement and allows for easier access to support services. It's important for people to know that we are an established agency that provides quality car e to the people we serve. Our employees are passionate about their work and take pride in what they do. We at ERO, as well as the agency as a whole, are consistently working towards providing the programming needed to serve the needs of the people in our communities. Healthy individuals make for healthy communities."

-Scott Folsom MSW, LICSW - Eastern Region Office Coordinator

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"As a Psychiatric Nurse here at MFS, no day is the same, and the variation and novelty are what motivates me. I truly am passionate about helping our diverse clients. Having passion gives me purpose in life. Having a purpose leads to fulfillment and happiness!"

-Kristin, ACT LPN

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Taylor & Francis Group, LLC **TD** Charitable Foundation The Benevity Community Impact Fund The Blackbaud Giving Fund The First Church in Jaffrey, Congregational-UCC The Gilbert Verney Foundation The GoodCoin Foundation The Insurance Source, Inc. The Keene Sentinel The Kingsbury Fund The Mason and Bertha Rev. Trust The Woods, LLC Timken Company Charitable and **Education Fund** Town Fair Tire Foundation Union Congregational Church Women's Fellowship United Church of Christ - Women's Fellowship United Way of MA Bay, Inc. United Way of Massachusetts Bay and Merrimack Valley W.S. Badger Company, Inc. Wilder Plumbing & Heating, Inc. Yankee Publishing Incorporated

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In Honor of Mary A. Delisle Nathan Alexander

In Honor of Robert Englund Jon Wakelyn and Joyce Walker

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In Memory of Jean B. Wenigmann Sarah and Jeff Clough

In Memory of Mildred Wolfe Carol K. Henderson

In Memory of Nicholas Wurschmidt Alicia Deaver

At The Heart of Our Organization

The dedication and devotion of these caring friends is immeasurable – thank you all!

Current MFS Incorporators, Committee Members, and Event Volunteers

Frank Abbate Laura K. Appel Cynthia Bagley Christine S. Ballou Phillip R. Bastedo Jill L. Batty Ann Bazan Kevin Bazan Cheryl Belair Dee Belanger Tamara Benaquist David J. Bergeron Lucia Bergeron Joannie Berriman Jane Blanchard Tina S. Boylan Patrick Brown Sarah McKelvey Bulger Kathleen Kennedy Burke Cynthia S. Caddell Dennis Calcutt Jack Calhoun Michael Chelstowski Kathy Chelstowski Susan R. Chollet Elizabeth Cleary-Clark Karen Clement Reba Clough Jeff Clough Evelyn J. Clowes Kirsten O. Colantino Ann W. Conway **Raymond Cote** Carolyn Crane **Diane Croteau** Mary K. Delaney Mary Delisle Julie Dickson Brian P. Donovan Dean Dorman Susan Doyle Judy Dubriske Thomas Eaton Alfrieda Englund

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Sam Jacobs Alex Kapiloff Jane S. Keough Megan Burke Kidder Jean M. Kilham Sarah J. Kingsbury Drew P. Landry Molly B. Lane Kendall W. Lane Jeremy LaPlante Jane G. Larmon Marion Lefrancois Arto Leino **Bob** Lester Linda Lester Diana MacVeagh Mark Madden Tyler Madden Roberta Mastrogiovanni Greg M. McConahey Jan McGonagle Stephen P. McGreal Curtis Mead Allen Mendelson Aaron Moody Mary Ellen Moore Tom Moses William Nickey Maria Oberlander David G. Orgaz Raleigh Ormerod Andy Parsley Anne G. Peirce Janice Peterson Susan Peterson Sandie Phipps Tim Pipp Judith Putzel Martha Raymond Margaret Rice Timothy R. Robertson Eva Roeder **Robert Rooney** Mary Rooney

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Financials

(Does not include capital campaign funds)

Program Service Fees

Client Fees	
Private Health Insurance	
Medicaid	
Medicare	
Public Support	1,174,305
Federal Grants	
State Funding	
Program Fees	
Other Income	
Total Revenue	\$14,271,444

Expenditures

Personnel	10,525,205
Professional and Consultant Fees	
Staff Development & Training	
Occupancy	
Consumables	256,286
Equipment / Communications	
Transportation	
Client Services	
Transfer to Affiliate	
Other Expenses	
Total Expenditures	\$14,080,234

Serving all Ages:

MFS services touched the lives of 2,456 friends and neighblros throughout Cheshire County and beyond in FY 2022.



Services Provided to Friends and Neighbors

Town	Town Contributions	Clients	Hours of Ca
Acworth	\$1,000.00	1	31
Alstead	\$2,330.00	36	442
Antrim	\$3,313.00	37	677
Bennington	\$1,876.00	20	235
Charlestown	\$0.00	3	27
Chesterfield	\$4,440.00	43	723
Dublin	\$1,915.00	21	193
Fitzwilliam	\$2,995.00	44	552
Francestown	\$2,012.00	13	260
Gilsum	\$940.00	11	172
Greenfield	\$500.00	26	476
Greenville	\$2,467.00	43	896
Hancock	\$2,163.00	23	330
Harrisville	\$1,230.00	11	139
Hinsdale	\$5,058.00	119	2,083
Jaffrey	\$6,650.00	100	2,362
Keene	\$30,000.00	882	21,552
Langdon	\$0.00	5	28
Lyndeboro	\$800.00	6	178
Marlborough	\$2,620.00	81	1,621
Marlow	\$936.00	13	2,904
Nelson	\$786.00	10	123
New Ipswich	\$250.00	40	1,917
Peterborough	\$8,022.00	109	2,267
Richmond	\$1,496.00	16	166
Rindge	\$6,100.00	54	1,031
Roxbury	\$275.00	4	25
Sharon	\$0.00	1	1
Stoddard	\$1,717.00	22	285
Sullivan	\$822.00	16	103
Surry	\$1,025.00	17	286
Swanzey	\$7,500.00	210	4,162
Temple	\$1,727.00	12	241
Troy	\$2,681.00	63	972
Walpole	\$2,000.00	97	2,202
Westmoreland	\$2,000.00	21	224
Wilton	\$4,870.00	44	342
Winchester	\$5,426.00	182	3,613
TOTALS	\$119,942.00	2456	53,837

Thank you for making this a groundbreaking year!



SERVICES

Mission Statement

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.

MFS Office Locations

Keene

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

17 93rd Street Keene, NH 03431 (603) 357-4400

24 Railroad Street Keene, NH (603) 357-4400

www.mfs.org

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Winchester

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

Peterborough

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

Jaffrey- Monadnock Adult Care Center

22 North Street Jaffrey, NH 03452 (603) 532-2427