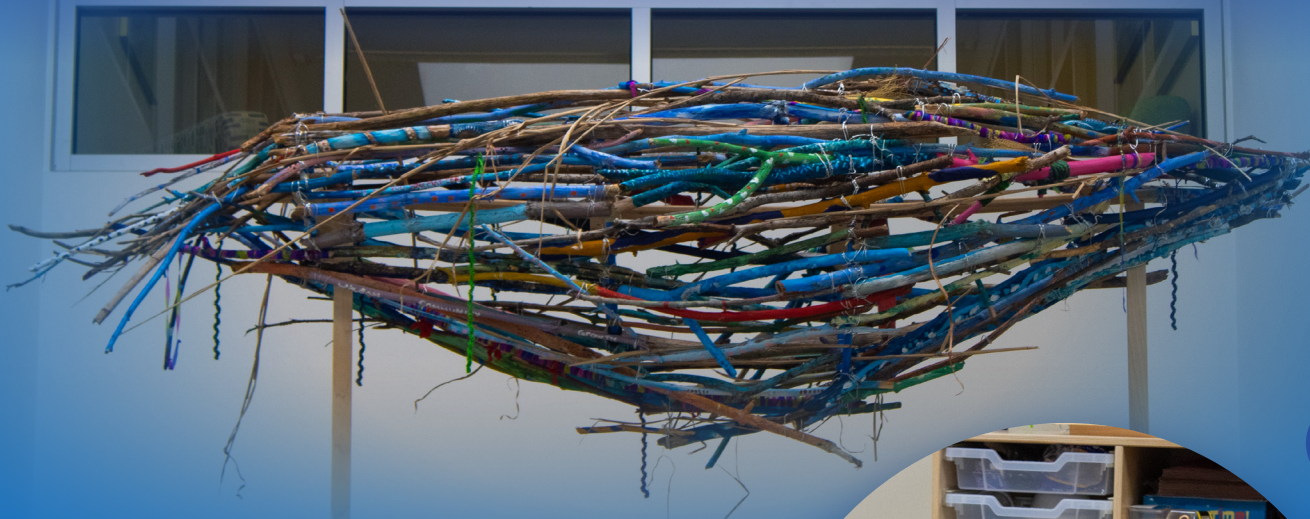


A WHALE OF A YEAR



MFS

The Summit

MONADNOCK FAMILY SERVICES

ANNUAL REPORT 2023-2024

Board of Directors 2023-2024

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Dear Friends,

With gratitude for your generous compassion for the children and adults with serious mental health challenges who turn to MFS for help, we offer you a quick report of the problems and progress Monadnock Family Services encountered during the fiscal year that ended June 30, 2024.



Phil Wyzik
CEO

Reba Clough
Board Chair

First, please know that, from our decades long careers in community mental health, we know that a person's recovery of their health hardly tracks in a straight line, one achievement after another. Most often, the journey is filled with ups and downs, a mix of progress and setbacks, a blend of accomplishments and frustrations. In the end, the positives outweigh the negatives.

This also is the way organizations like MFS change over the years, especially when they face chronic underfunding and the fluctuating needs in society. The last fiscal year here had major setbacks, careful adjustments, and a rebound of resilience too.

MFS faced many challenges last year. With the conclusion of the public health emergency brought on by the pandemic, hundreds of people lost health insurance coverage both in NH and the nation; it hit us hard.

On top of that, the struggles healthcare employers have with turnover and hiring the competent people they need to do their work continue with no let-up. This restricts our ability to keep pace with the exploding demand for treatment services. And the need for mental healthcare has never been stronger.

Second, please know that resilience is a fact of our life too. Even with setbacks, we bounce back and take steps forward.

Over the last year, we've continued to lay the groundwork for the improvements and innovations that position us for the next successful chapter in our history. We look to the months ahead with optimism and prudent hope. Like years past, our bright outlook comes about from our passionate, talented and dedicated staff, our committed Board members, community stakeholders and funders, and opportunities we see in the future.

Those capacities and strengths can never be taken for granted. That's why we're calling the next twelve months a 'Year of Gratitude.' **We're grateful for the wonderful staff who bring their best selves to the job each day, for our clients who entrust us with their care, to every stakeholder who invests their time, talents and financial support to our mission - and for you, for your caring and willingness to support this life saving work.** Thank you for your ongoing interest in our organization.

Sincerely,



Whale of a Story

Monadnock Family Services collaborated with SPAR(K) (Social Practice Artist's Residency Keene) for an artist residency that led to some incredible water-themed art for the MFS Child and Family Services Lobby at the Avon Center. Equally as impressive were the new friendships and the support that our clients felt as they made art together.

The Artist in Residence, Katie Bachler and MFS Child and Family Clinician Kate Russo facilitated two groups for MFS clients weekly, one elementary and one teen.

Thank you to Katie and Kate, SPAR(K) Director Craig Stockwell, and all the generous funders who made this wonderful project a reality.

As our young participants might say, this project was so slay!

The groups set out to co-create a community piece. Everyone had two things in common, their love of or talent in art, and each being at some point in their own journey of mental health.

We presented the theme of "water and hope" to the groups and allowed the clients to take the lead on what the art installations would come to be. Clients initially worked on individual pieces, a grounding place to begin to get to know each other with conversations about school, friends, interests and collections, and families. Conversations deepened and artwork shifted to collaborative process.

A client stated, "We can talk about things here that we can't talk about in other places."

The theme of water often brought peace, exploration, and fun. But it also brought grief, fear, and pain. As facilitators, we were struck by how the participants took care of one another. Group members celebrated each other's individuality, lifting each other up, embodying the meaning of "slay" described by a client as "owning your truth."

The groups resulted in 4 art pieces; a working watercolor station, a nest of plaster eggs, a map with islands, and a whale boat made of Ashuelot River sticks.

As one quote from our watercolor wall expressed, "life is a river, let it flow. The tides will pass one day!"

- **Kate Russo LMHC, Child and Family Clinician**

Healing Waters Run Deep at MFS

The theme of water has been running through MFS ever since the 50 Drops of Water project – glass drops made by clients, staff, and friends displayed in the Avon Center lobby. As the SPAR(K) Artist in Residence Katie Bachler said, "...water flows and heals. We cry. We are made of water, the same water as our ancestors." The sticks used to make the whale sculpture were gathered at the Ashuelot River. Ashuelot means a place between waters. Then the NNDI/MFS camp picked up on the water focus (see back page), exploring ice, steam, and water as metaphors for our emotions.



Craig Stockwell with Phil Wyzik, Katie Bachler, and Kate Russo.



Craig Stockwell with Judy Putnam, a generous supporter.

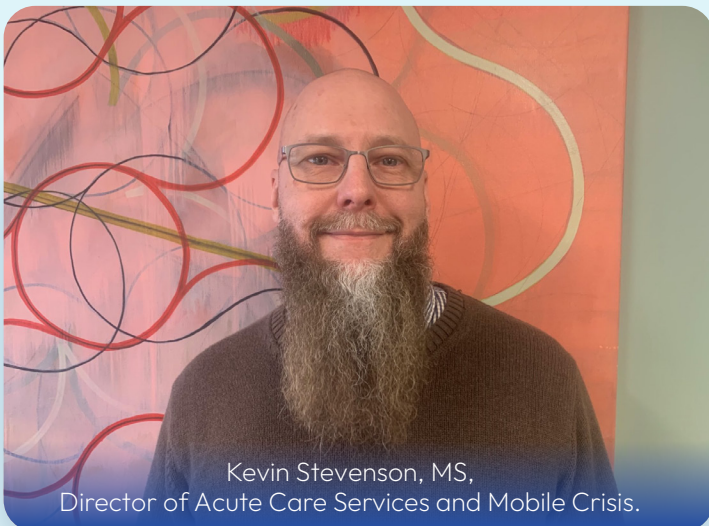
Redesign – Innovation – Improvement

With the Medicaid funding issues and the increased need for services, MFS has met the moment with the commitment to three words – Redesign, Innovation, and Improvement. The staff have been working hard to develop initiatives, streamline procedures, and increase productivity all with one goal in mind – to be there for the people who need us in the region. Here are some of the highlights.

New Urgent/Emergent Clinic Helps Avoid the Hospital's Emergency Department

The MFS Urgent/Emergent Clinic is open to anyone in the community who needs immediate mental healthcare assistance. People can call for a time or just walk into our Avon Center in Keene between 9:00 am and 3:30 pm, Monday through Friday. Staff will complete a crisis stabilization assessment for safety, provide brief therapy and peer support, **and often avoid visits to the overcrowded hospital emergency department.** Follow-up services are also provided.

MFS is working closely with local law enforcement, so they are aware that the clinic is a resource for people they encounter in crisis. There is even a dedicated phone line for the police to access MFS resources in real time rather than automatically transporting people in mental distress to the hospital.



Collaboration with Cheshire Medical Center

Mindy Asbury, MD, PhD, is playing dual roles as MFS Chief Medical Officer and Cheshire Medical Center's (CMC) Chair of Psychiatry. Dr. Gina O'Brien, CMC's Chief Medical Officer shares, "Dr. Asbury's role in both CMC and MFS has strengthened the communication between the two, enhancing our efficiency and effectiveness." The result is better care for our community.

In a Crisis?

If you or anyone you know is experiencing a mental health crisis, call 833-710-6477 in NH or 988.

You can also walk into the MFS Urgent/Emergent Clinic at 40 Avon Street in Keene between 9:00 am and 3:30 pm, Monday through Friday. You do not need to be a current MFS client to utilize this clinic.

HOPE Program Expanded

At the urging of MFS Chief Medical Officer Dr. Mindy Asbury, the NH Department of Health and Human Services has expanded the criteria for the first episode psychosis program known as HOPE (Helping Overcome Psychosis Early) beyond the narrow scope of just schizophrenia to include all forms of psychosis. **Because of Dr. Asbury's efforts, New Hampshire becomes only the fifth state to expand the youth and young adults who can receive crucial early intervention through HOPE.**

Because of our leadership role in this important expansion of services, MFS is a training site for HOPE and is assisting the other community mental healthcare centers in New Hampshire.



Deb Coltey, APRN-BC, MSN,
Associate Director of Health Services

MFS Launches MOUD Clinic to Treat Addiction

Since January, MFS has been offering the MOUD (Medication for Opioid Use Disorder) Clinic for people with drug addiction, filling a life-saving need in our community. We provide both psychiatric and medical assessment as well as prescribe appropriate medication for the treatment of opioid addiction. **The clinic has already grown from serving seven to fifteen people.**

Wait Time for Client Intakes Cut by 75%

With the ongoing increase in the need for our services and the staffing crisis, the MFS team has worked hard centralizing the intake process and increasing efficiency, thereby reducing the wait time for new clients to be seen by 75%. We have vastly expanded the current staff that are able to provide intakes.



Jolymn Paulsen, Manager of Community Support Services/Supervisor for Adult & Older Adult Case Managers

Client Clinic Gives Additional Support

The new clinic, offered in both our Keene and Peterborough facilities, is available to MFS clients who may need additional support in between scheduled appointments (not crisis or emergency), as well as for people who would like to reengage in services.

“The clinic is also available to people who have come through the intake process and need support before their first scheduled therapy appointment” as stated by Senior Director of Clinical Services George Piers.



Allyson Miller, Homeless Outreach Specialist

How's It Been Going - With Your Support!



Annelies Spykman, LICSW, Director of Child and Family Services with George Piers, LICSW, Senior Director of Clinical Services.

Solution Focused Care

Our transition to Solution Focused Care has been positive for both our clients and staff as they work together on setting clear goals and action steps to reach them.

As Annelies Spykman, Director of Child and Family Services shared, “The solution focused approach puts the client in the driver’s seat of their own treatment. They focus on the goal they set, making them less dependent on us for their continued well-being.”

The response has been encouraging, with our clients feeling more hopeful that they can get better. Keeping the focus on the here-and-now rather than the past allows them to better move forward in their mental healthcare journey.

MFS staff have embraced this evidenced-based approach, seeing it as very much in line with the mission of community mental healthcare – for people to live as independently as possible. The solution focused approach focuses on strengthening a person’s natural supports in the community.

People move through services in a timely manner as they meet their goals. This is not only better for their mental health, but also permits MFS to provide services for more people. With the growing demand from both children and adults needing assistance, this allows us to meet the current challenges facing community mental healthcare providers more effectively.

New Electronic Medical Record

With our current EMR being outdated and often impeding our work, MFS has invested in a top notch EMR called myEvolv to help the staff both streamline the time they spend documenting their work and increase the communication flow between all the providers.

The new system is user-friendly as the staff have found out through a series of training sessions. Our team members are genuinely excited for all it can do. For example, with myEvolv, it’s much more efficient when developing a treatment plan for each client. The system also provides more useful data to help inform the staff’s work.

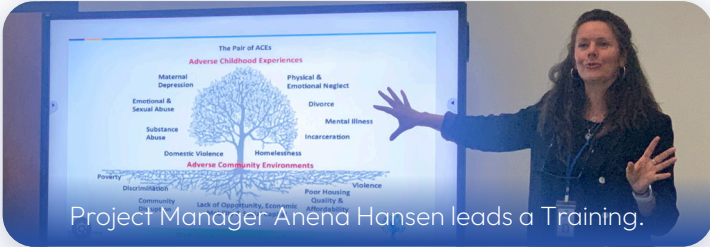
As Kaitlin Kelly, Director of QS and Corporate Compliance shared, “MFS is stepping into 2024 with this new EMR. **This upgrade is as important now as ever.**”



Kaitlin Kelly, MS, Director of Quality Assurance and Corporate Compliance.

“I just want to thank you for helping people like me. You save our lives. I’m so glad I’m still here thanks to folks like you.”

MFS Client



Move to the Avon Center

The Keene-based MFS program staff relocated to the newly renovated center on Avon Street in December of last year.

The new space has provided us with all we hoped for and more, a thing of beauty that creates a real feeling of respect and positivity for our clients and families. There is art and natural light and plants everywhere. The center provides the setting that our clients deserve.

This welcoming, professional space is also a real morale booster for our hard-working staff. It's much more convenient to collaborate on client care. And they enjoy lovely breakrooms, outdoor spaces, and plenty of parking!

We are deeply grateful for all the amazing people who donated towards the capital campaign that helped make this possible. The Avon Center is as transformative as we hoped it would be.

Trauma Responsive Monadnock Update

It's been a busy year since Anena Hansen, Project Manager was hired last year. An initiative of Monadnock Family Services, several organizations and individuals have come together to raise awareness of what it means to be a trauma-informed community. **Trauma Responsive Monadnock is the first organization of its kind in New Hampshire.**

We've started offering trauma-related trainings to a variety of groups – from Community Kitchen staff and volunteers to Savings Bank of Walpole employees. These trainings provide a deeper understanding of what trauma is, how it continues to affect people into adulthood, and how to best respond.

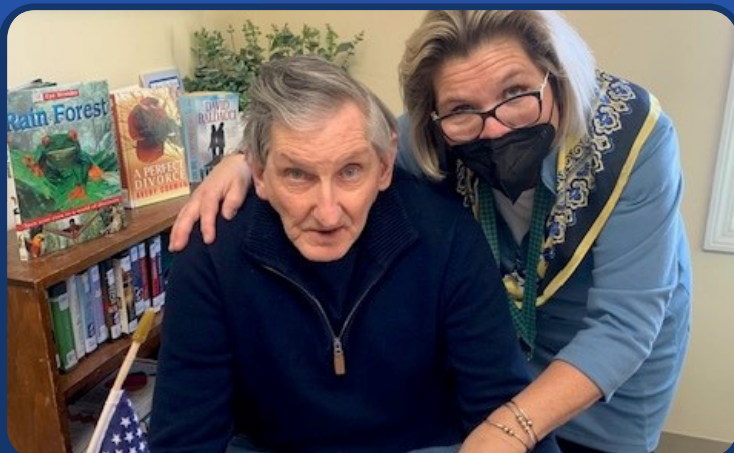
Anena shared, "As a person in recovery from alcoholism, I have found it so illuminating to understand how certain difficult experiences from my childhood were predictive of my addiction and other challenging behavioral, mental and physical health issues I've faced. Naming and understanding these adversities has empowered me to live a better life than I ever imagined, and I love bringing this possibility to other people in my community too!"



If you want to learn more about how to get involved, visit traumaresponsivemonadnock.org.



A look back on the difference your support made!



January 11, 2024

MACC Director Chris Selmer works with Donald

Our adult care center (MACC) in Jaffrey is a place that radiates joy and positivity! Director Chris Selmer is encouraging Donald (pictured above), a client who comes five days a week for services and helps with the MACC library.

October 31, 2023

LGBTQ Group

Supported by MFS case management and peer support staff, our adult LGBTQ group brings together clients for communal mental health support. One of the recent activities of this group was to create a collage to represent their recovery vision and how social connection supports mental health. The week after clients shared the meaning behind their contribution to the collage and how this group has helped their mental health journeys.



Staff members Liz Haynes and Camryn Adams with clients Jesse, Liam, and Auctavia.



December 22, 2023

Urban Styles Donation

Urban Styles Barber Shop owners Hector Castro and Ryan Cooper (pictured above) held a gift drive for the children, teens, and families receiving MFS services. Their customers gave donations, as did they. How great is that!

October 10, 2023

Annual Meeting

At last year's Annual Meeting held at the Avon Center prior to the staff and programs relocating there, new Incorporator and MFS client Jess Spencer touched everyone's hearts when she bravely shared her personal mental health journey.



MFS Client & Incorporator Jess Spencer with Sarah Hart.

May 29, 2024

Embracing Hope Together

MFS was glad to co-sponsor “Embracing Hope Together: A Community Seminar on Suicide Prevention” in Peterborough with Monadnock Community Hospital. Participants learned how our actions can help prevent suicide: warning signs, communication tools, and community support.

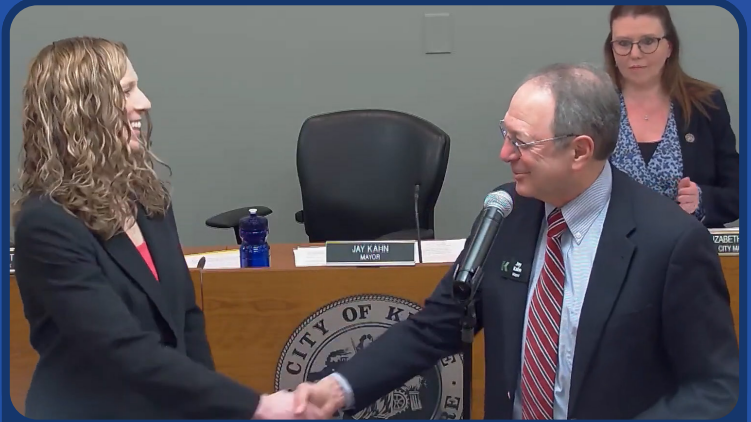


Kevin Stevenson, MFS Director of Acute Care Services as well as Social Worker Samantha Johnson, LICSW, and Karen Langley, Outpatient Therapist, LICSW.

April 20, 2024

Green Up Keene

The MFS team along with some of their enthusiastic kids volunteering for the Green Up Keene event!



February 19, 2024

Dr. Mindy Asbury Gets Key to the City

Dr. Mindy Asbury has had a huge impact on MFS and our community since she began as our Chief Medical Officer last year. Under her leadership, many important initiatives and revamped procedures have been implemented to improve both the effectiveness and efficiency of our services.

Last winter, Dr. Asbury was recognized by Mayor Jay Kahn, pictured above, at the Keene City Council meeting as he presented her with the key to the city.



February 5, 2024

InShape Party

InShape held its first party since before the pandemic! About 35 of the InShape clients along with staff gathered at Yankee Lanes in Keene. What a great party! What a great program!



May 17, 2024

Celebration Fundraiser

Celebrating both our beautiful newly renovated center on Avon Street in Keene and the unique leadership role that CEO Phil Wyzik played in this transformative project, a fundraiser was held in the new space. The \$40,000 goal was surpassed as we raised over \$50,000 to support the work of MFS!

A special thank you to everyone who donated to make this celebration such a huge success. We also deeply appreciate Whitney Brothers, Ingram Construction, and all our generous sponsors.



May 23, 2024

Book Talk: The Anxious Generation

Many parents, grandparents and others have worried that smartphone technology and social media could have negative health consequences on people, especially children. A warning was even issued by the US Surgeon General, Vivek Murthy MD.

MFS hosted a one-hour open discussion about “The Anxious Generation”, like a book club conversation. A panel discussion on the book that featured Gina Pasquale PsyD, the Executive Director at MAPS Counseling Service, Jennifer Porschitz LICSW MLADC, Student Assistance Counselor at SAU 29, & Annelies Spykman, LICSW the Director of MFS’ Child and Family Services department (pictured above). And a reflection on panel and steps parents or others might take to mitigate the harmful effects of smartphones on youth.



Reba Clough has been involved with Monadnock Family Services since 2020 and recently made the decision to include MFS in her Will.

As a retired Psychiatric Nurse Practitioner, Reba knows firsthand just how important community mental healthcare is not only for the health of the individuals who receive MFS services, but also for the community as a whole.

When Reba moved to the Monadnock region five years ago, she knew she wanted to get involved. "I joined the MFS Board of Directors because I wanted to give back in a meaningful way to my new community."

"I can continue to give back through my Will," Reba stated.

What a legacy, Reba! We thank you for taking this amazing step to join the MFS Batchelder Society.



An Investment into the Future – Leaving MFS in Your Will

How can you make a meaningful investment into the future? By **remembering MFS in your Will** in ways such as naming us as a beneficiary of a retirement plan or life insurance policy, you are ensuring that community mental healthcare will continue to be available to those who need it.

This is the ultimate expression of your compassion for the children, families, and adults with serious mental health challenges who turn to MFS for help.

The Batchelder Society, named after our founder, Alice Batchelder, includes compassionate MFS supporters who have informed us that they are planning a gift in their Will, possibly the most important gift they will ever make.

A legacy that isn't just a donation – it's an investment into the future.

John C. Calhoun

Susan R. Chollet

Reba Clough

Carolyn Crane

Eileen Fernandes

Mary Delisle

Susan Doyle

Bob & Dita Englund

Ruth Ewing +

JoAnn & Bill Fenton

Mary Hewitt +

D. Baldwin Gardner +

Jean & John Hoffman

Ken + & Carol Jue

Agnes Lindsey +

Helen Livingston +

Douglas Maynard

Karen Adams-McGhann +

Isabelle F. Miller +

Mary Ellen + & Franklin Moore

Sandie Phipps

Dorothy D. Peterson +

William M. Scranton +

Lucy Shonk

James & Catherine Talbert

Peter & Suzanne Whittemore

Mildred B. Wolfe +

Story & Thomas Wright +

Philip Wyzik

1 Anonymous Friend

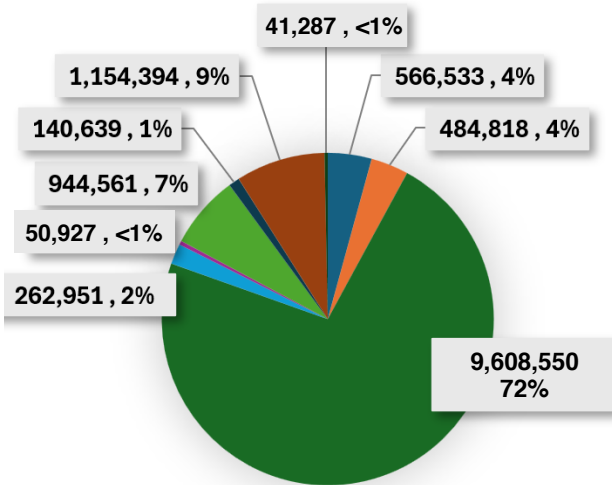
For more information regarding becoming a member of The Batchelder Society and including MFS in your Will, contact Kathy Waters, Director of Development at (603) 209-5947 or kwaters@mfs.org. Check out [Freewill.com](https://www.freewill.com) for simple and straightforward guidance at no charge.

The + indicates the member has passed.

Financials

Unaudited

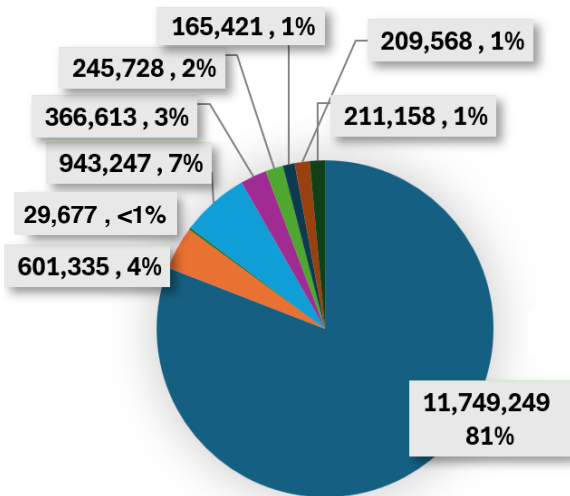
(Does not include capital campaign funds)



Revenues

\$13,254,660

- Client Fees
- Private Health Insurance
- Medicaid
- Medicare
- Program Fees
- Public Support
- Federal Grants
- State Funding
- Other Income



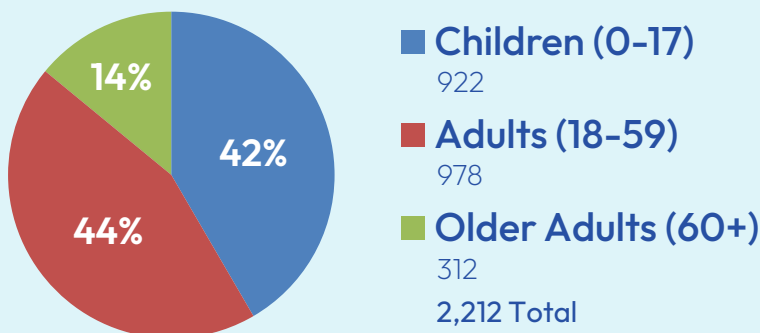
Expenditures

\$14,521,997

- Personnel
- Professional Fees
- Staff Development & Training
- Occupancy
- Consumables
- Equipment/Communications
- Transportation
- Client Services

Serving all Ages:

In FY 2024, MFS services touched the lives of 2212 friends and neighbors throughout Cheshire County and beyond.



MFS Campers with Archie the pig at Amazing Grace Animal Sanctuary.

Services Provided to Friends and Neighbors

Town	Town Contributions	Clients	Hours of Care
Acworth	\$1,066.00	2	9
Alstead	\$2,330.00	32	412
Antrim	\$3,313.00	40	731
Bennington	\$1,876.00	24	401
Charlestown	\$0.00	2	26
Chesterfield/Spofford	\$4,440.00	41	757
Dublin	\$1,915.00	16	94
Fitzwilliam	\$2,938.00	45	1235
Francestown	\$2,012.00	10	153
Gilsum	\$940.00	13	238
Greenfield	\$500.00	29	530
Greenville	\$2,467.00	36	774
Hancock	\$2,163.00	23	303
Harrisville/Chesham	\$1,230.00	6	105
Hinsdale	\$4,935.00	84	1929
Jaffrey	\$6,650.00	107	2153
Keene	\$25,000.00	715	22245
Langdon	\$0.00	2	3
Lyndeborough	\$800.00	7	98
Marlborough	\$2,620.00	45	669
Marlow	\$936.00	20	3236
Nelson/Munsonville	\$786.00	9	163
New Ipswich	\$0.00	40	723
Peterborough	\$8,022.00	94	2289
Richmond	\$1,496.00	18	250
Rindge	\$4,000.00	61	1378
Roxbury	\$275.00	4	48
Sharon	\$0.00	1	37
Stoddard	\$1,717.00	20	477
Sullivan	\$822.00	16	268
Surry	\$1,025.00	8	190
Swanzey	\$7,500.00	175	3372
Temple	\$1,727.00	16	329
Troy	\$2,662.00	54	1154
Walpole/N. Walpole	\$2,000.00	74	1910
Westmoreland	\$2,000.00	13	192
Wilton	\$4,870.00	27	507
Winchester/Ashuelot	\$5,500.00	140	3240
TOTALS	\$112,533.00	2,212	52,628

New NHDI Camp for MFS Kids Expands on Water Theme

When Kristen Leach, Executive Artistic Director for New Hampshire Dance Institute (NHDI) heard MFS CEO Phil Wyzik at the Elm City Rotary Club talk about the SPARK(S) art project (see Whale Story on page 2), she knew she wanted NHDI to get involved. This led to the **first collaboration between MFS and NHDI and a fantastic day camp for our young clients with mental health challenges. The camp culminated in a performance for family and friends called, Wonderful Water – Wonderful Me.**

Being in such a show with their family members and MFS staff in the audience beaming with pride as they performed is often a rare occurrence for our young clients.

The participants used **water as a metaphor for life**, with ice symbolizing what it's like when we get frozen in our emotions, steam for when we feel anxious or agitated, and water when we can go with the flow of life.



MFS and NHDI Camp Staff

Thank you to NHDI for providing such an amazing experience for our children. And a special shout-out to the Elm City Church for providing space for the day camp.

Our deepest gratitude for your support!

Locations

Administrative Office

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

Avon Center

40 Avon Street
Keene, NH, 03431
603-357-4400

Peterborough Office

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

Adult Care Center

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

 mfs.org



Monadnock Family Services
Administrative Office
64 Main Street
Keene, NH 03431