In moments large and small, public and private, across all corners of our state, NAMI New Hampshire grows stronger when we all step up, and speak out, for individuals and families impacted by mental illness. In 2016, our passionate and diverse Staff brought a variety of lived experience to their work – serving more than 15,000 individuals and families in NH. A dedicated, knowledgeable group of NAMI NH volunteers provided life-saving peer and family support. Communities throughout New Hampshire were strengthened by the presence of NAMI NH educational programs, speakers’ bureaus, and support groups.

More than 75% of NAMI NH’s Board of Directors have lived experience with mental illness – their dedication, leadership and commitment to our organization’s mission are personal. In 2016, the reach of our Connect Suicide Prevention Program, a nationally recognized best practice program, expanded beyond New Hampshire to include Canada, England, and many states and tribal nations.

The year had many highlights for NAMI NH. The Veterans and Military Family Initiative, deployed in conjunction with the NH Department of Health and Human Services, NH Care Path, and other providers, gained national attention. NAMI NH expanded online support groups, and tested the waters of e-learning. Our social media presence was active, engaged, and saw steady growth.

In 2016, NAMI NH’s Family Network Grant application was successful. Advancement and fundraising efforts continued to grow in key areas – including sponsorship of NAMIWalks NH. Our audit was flawless, and the organization is poised for future Medicaid billing of family support services.

NAMI NH was busy on the advocacy front over the year, in the areas of Medicaid expansion, Children’s System of Care, and prior authorization extension for Community Mental Health Centers. We collaborated with partners in the substance misuse prevention and recovery movement, in a joint effort to combat the opioid epidemic. NAMI NH advocated for parity, supported the Stepping Up initiative, and served on the Steering Committee for Change Direction’s Know the Signs campaign. Media outlets continue looking to NAMI NH as an expert voice on mental health in our state, and beyond.

These accomplishments are tempered by the harsh daily realities faced by families and individuals seeking mental health services. On Memorial Day, 36 adults and 25 children in mental health crisis were waiting in emergency departments across New Hampshire, waiting for beds and treatment. Mental Health Centers in our state are working without a contract, and there are 140 vacancies across the system. Individuals in need of care face long waits for intakes and services, or are outright unable to secure a provider. The in-patient Behavioral Health Unit at Cheshire Medical Center closed, NH Hospital is in the midst of a contract dispute, and NH received another failing report from the independent expert reviewer assigned to monitor the Mental Health Settlement Agreement.

While challenges abound, there are hopeful signs as we move forward, particularly from the Division of Mental Health Services, Bureau of Children’s Behavioral Health, and Section 1115 Medicaid Transformation Waiver, which will promote integrated behavioral health care, statewide.

NAMI New Hampshire will continue to meet challenges with hope, work to create positive change for mental health, and recognize we’ll always be stronger together.

Kenneth Norton, LICSW  
Executive Director

Michele Grennon  
President

NAMI NEW HAMPSHIRE – FY2016 | ANNUAL REPORT
Emergency Department Boarding Crisis

On May 31, 2016, 36 adults and 25 children in mental health crisis were waiting in Emergency Departments across New Hampshire – 61 individuals waiting for treatment and beds. An average day in 2016 saw nearly 30 individuals waiting. NAMI New Hampshire is leading the charge to coordinate messaging to policy leaders, local, state and federal elected officials, and the media that emergency department boarding is medically, legally, ethically, morally and economically wrong.

NHH Waiting List
July 1, 2015 - June 3, 2016
Data compiled by NAMI NH
Over 750 Granite Staters walked in the 13th Annual NAMIWalks New Hampshire

“I walk to increase awareness and promote hope!”

“I walk to improve mental health treatment in New Hampshire, and for my husband.”
I walk in solidarity with all of the courageous people who have survived mental illness and suicide risk and/or loss. They are the inspiration and strength that gives hope to others.
Medicaid 2 Year Expansion

After advocating extensively for Medicaid expansion, NAMI NH joined others in celebrating the signing of HB1696 by Governor Hassan, making the Medicaid 2 Year Expansion initiative official.

An excerpt of NAMI NH’s testimony in favor of HB1696 follows:

NH’s mental health system currently faces significant challenges. Since going into effect in August of 2014, the New Hampshire Health Protection Program has been an important component to steps NH has been taking to improve the behavioral health service delivery system.

The National Institute on Health (NIH) estimates that one in five people have mental illness. Yet despite the availability of effective treatment, only about 50% of people with mental illness ever seek help. Like other medical illnesses, delays in treatment mean progression of the seriousness of the illness and more difficulty and cost when the person does seek treatment. Providing over 47,000 Granite Staters with health insurance through the NH Health Protection Program has encouraged early detection and treatment of mental as well as physical disorders such as heart disease, diabetes and cancer where there are high rates of co-occurring depression. Without access to timely mental health treatment through the New Hampshire Health Protection Program, the current crisis we face of people in psychiatric emergencies being boarded in Emergency Departments would undoubtedly be worse than it is now.

The state also faces a serious opioid and substance misuse crisis which is having a profound negative impact on residents of all ages. Addiction disrupts the entire family and puts huge pressure on courts, corrections, child protective services, and other economically and socially costly services. By offering substance abuse treatment services, the New Hampshire Health Protection Program is a front line in our efforts to stem the current drug crisis. Offering a substance use disorder benefit is especially critical for individuals who have both a mental illness and co-occurring substance use disorder. These individuals have poorer outcomes, including increased rates of hospitalization, incarceration, homelessness, complicated medical conditions, suicide and drug overdoses. Providing a treatment benefit for substance use disorders will greatly improve the outcomes for these individuals as well as help reduce medical costs.

Nothing puts families under duress like serious medical conditions. Continuing to provide health insurance to 47,000 Granite Staters will promote early detection and treatment of all medical conditions, and in doing so, will help strengthen New Hampshire families.
Military Culture Training

NAMI NH hosted free Military Culture Training on November 23, 2015. Presented by Dare Mighty Things, the statewide military culture training initiative was designed to increase understanding of the military population through education and training, strengthen the overall service structure in NH across military and civilian providers, and improve access to, and quality of care for Veterans, Service Members, and their Families. NAMI NH’s Veterans and Family Military Initiative was a year-long project generously funded through the NH Department of Health and Human Services, in partnership with NH Care Path.

Connect Youth Leaders

With grant support, NAMI NH worked closely with, and trained, adult mentors working with youth, including school personnel. Supplemental resources enabled NAMI NH to train youth in the Connect Youth Leader program. As a result, some of the students subsequently reported identifying and referring peers who were at risk for suicide. The youth made effective interventions with their peers, and were able to articulate their understanding of best practices, and their role in suicide prevention. One group of Connect Youth Leaders created a PSA that illustrates knowledge gained from the Connect Youth Leader training, and benefits to their school. These youth were among several groups from high schools and campuses in NH, who delivered the closing plenary for the annual suicide prevention conference in 2016.
Highlights

#ZeroSuicide Academy

NAMI NH participated in a #ZeroSuicide Academy in Colorado, where 100 mental health, behavioral health and other healthcare leaders attended a 2-day summit guiding work teams through the process of implementing the philosophy, and set of practices, of www.ZeroSuicide.com.

Survivors Of Suicide Loss Day

NAMI NH staff and friends marked International Survivors of Suicide Loss Day on November 21, 2015.

Convention SFO

The city of San Francisco hosted NAMI Annual Convention in July 2016. The NH contingent included (pictured, left to right; Teresa Moler, Michele Grennon, Ken Norton, Victoria Gonzalez, and Tricia Ellis).

Children’s Mental Health Awareness Day

To kick off Mental Health Month, NAMI NH hosted Children’s Mental Health Awareness Day festivities in Manchester’s Derryfield Park. The weather wasn’t ideal, but attendees still had an opportunity to enjoy games, crafts, music, dancing, photo booth, face painting, soccer, food, free giveaways, wellness information, and more!

Change Direction NH Kickoff

NAMI NH staff and friends headed to NH State House in support of Change Direction NH’s official kickoff – the event was a tremendous success, and the organization’s 5 Signs campaign has spread far and wide across our state.

“I thank NAMI NH every day of my life for helping me to understand and cope better with my loved one. Since being a part of NAMI NH, our lives have drastically changed for the better. Thank you for all that you do.”
Mental Health & Schools Conference

NAMI NH presented the “Mental Health and Schools Conference: Addressing Challenges, Fostering Hope” on October 9, 2015, featuring Keynote Speaker Cassie Yackley, PsyD, Psychologist/Research Scientist at Dartmouth Trauma Interventions Research Center. Dr. Yackley presented “Understanding Challenging Behavior: What Trauma Theory and Social Neuroscience Have to Tell Us.” Conference attendees selected from eight workshop sessions, and all attended “Maintaining Hope in the Face of Challenges: How Vulnerability, Reflection and Compassion Change Lives.” Networking opportunities at the Mental Health and Schools Conference allowed for educators, school personnel and family members to connect, and also to visit with exhibitors.

Life Interrupted Speaker Training

Several new speakers attended the Life Interrupted speakers’ training in May 2016 at NAMI NH. Life Interrupted was developed to provide families with a way to educate their communities about mental illness recovery. Presentations are made by trained family members who have a loved one impacted by mental illness. These families speak about their own recovery, how they learned about, coped with, and promoted their own health, the health of their family, and that of their loved one with mental illness.

Military Access Summit

NAMI NH participated in the Military Access Summit in July 2015. NAMI NH Executive Director, Ken Norton, serves on NH’s Commission on PTSD and TBI, which was involved in presenting the summit.

I am so grateful NAMI NH exists. The resources are must-haves. Thank you!

I would be lost without my NAMI NH support group. Having support has been invaluable in my self-care as my family journeys through our experience with mental illness.
Suicide Bereavement Conference – England

In September 2015, Ken Norton was invited to cross the Atlantic, in order to present at the University of Manchester’s 4th Annual Suicide Bereavement Conference in Manchester, England.

NAMI NH Annual Conference

NAMI NH’s 2016 Annual Conference included networking and workshops, shared wisdom, plenty of expertise, presentations by Governor Hassan and Representative Guinta, food, togetherness, mindfulness with coloring mandalas, recognition of volunteers and Annual Awards winners, learning, sharing and advocacy. Whew! Most importantly, the 2016 Annual Conference included HOPE.

NAMI NH has helped my family to navigate the complexities of mental illness, and work toward recovery.

2016 NAMI NH Annual Award Winners

The 2016 NAMI NH Annual Awards were presented during our Annual Conference on April 16, 2016.

The Annual Awards were created to highlight the extraordinary work of individuals and organizations who go above and beyond to improve the lives of people affected by mental illness.

Award winners included:

- **Mental Health Professional**
  - Mary Buckley

- **Law Enforcement and Criminal Justice**
  - Jill O’Neill

- **Volunteer of the Year**
  - Tricia Ellis

- **Peer Recovery**
  - Marla Steffire

- **Youth Organization**
  - Stamping Out Stigma
  - Paige Young, Karleigh O’Brien and Meredith Nicosia

- **Legislator**
  - Senator Chuck Morse

- **Media**
  - Rick Jurgens

- **The Hiller “Mac” McCartin Community Integration Award**
  - Tracy Bachert

- **Unsung Hero**
  - Mark Feigl

A special thank you to our volunteer Annual Awards Committee, who carefully and thoughtfully selected these category winners from among many deserving nominees.
A Message from Outgoing President Michele Grennon

In reflecting on the last few years of my presidency, I recognize how fortunate I have been to work with NAMI New Hampshire’s exceptional Staff and Board of Directors.

It has been a great time to serve as President of NAMI NH, and I appreciate all of the hard work done by those before me, to build the foundation of this presidency. It’s been a joy to see together, how far we have come, in such a short period of time.

It was a lifetime remembrance to be able to join Ken Norton at the Attorney General’s office, and Governor Hassan’s office, on her very first day in office.

It’s also been a lifetime remembrance to watch NAMI New Hampshire take our place at the table as one of the recognized leaders in the state, and nation, for mental health.

We aren’t outliers anymore. I encourage all of us to act like the leaders we are recognized to be. While it was a miraculous place to begin the NAMI NH story, no more kitchen tables for us and ours. Doors, windows, buildings, and gardens for meditation and hope because we deserve it. The individuals we represent deserve a beautiful space to support their lives and health.

So, thank you. It has been a very deep honor to get to know each and every one of you, and to work on such a personally worthy cause together. I’m humbled and touched to have been given this opportunity to learn and serve.

Michele Grennon
Outgoing Board President

A Message from Incoming President Richard Chevréfils

NAMI New Hampshire has a profound impact on the lives of those we serve – more than 15,000 individuals and families in 2016. The organization makes a positive difference in our neighbors’ lives each and every day – HOPE is a major product of our intervention and impact.

NAMI New Hampshire plants the seeds of HOPE with families and individuals. These seeds help to make a difference in addressing mental health challenges.

We have a critical responsibility to be the VOICE of mental health in our state, to advocate on behalf of people and the systems that support individuals and families.

YOU have the power to be a VOICE, and a Change Agent. Never underestimate the power each of us has to make a difference.

Positive change is a product of HOPE and YOU – I look forward to working together in this new role.

Richard Chevréfils
Incoming Board President
## By the numbers

### FY2016

July 1, 2015 *thru* June 30, 2016

### NAMI NH General Support, Education & Advocacy Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2016 Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Families who received individual support &amp; education</td>
<td>188+</td>
</tr>
<tr>
<td>Unique Information &amp; Resource Line responses</td>
<td>939+</td>
</tr>
<tr>
<td>Support groups through the state</td>
<td>19</td>
</tr>
<tr>
<td>People who attended advocacy training</td>
<td>29</td>
</tr>
<tr>
<td>Public presentation attendees</td>
<td>1603+</td>
</tr>
<tr>
<td>NAMIWalks NH participants</td>
<td>750+</td>
</tr>
<tr>
<td>Website Unique Visitors – naminh.org</td>
<td>32,147</td>
</tr>
<tr>
<td>Website Unique Visitors – theconnectprogram.org</td>
<td>14,526</td>
</tr>
<tr>
<td>Average Page Views/Visit – naminh.org</td>
<td>2.65</td>
</tr>
<tr>
<td>Average Page Views/Visit – theconnectprogram.org</td>
<td>2.10</td>
</tr>
<tr>
<td>Average Time on Site – naminh.org</td>
<td>1 min 59 sec</td>
</tr>
<tr>
<td>Average Time on Site – theconnectprogram.org</td>
<td>1 min 37 sec</td>
</tr>
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### NAMI NH Volunteers

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2016 Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Volunteers</td>
<td>220+</td>
</tr>
<tr>
<td>Volunteer hours</td>
<td>10,800+</td>
</tr>
<tr>
<td>Total Volunteer Value</td>
<td>$255,000+</td>
</tr>
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### Suicide Prevention/Postvention & Survivor Support

<table>
<thead>
<tr>
<th>Category</th>
<th>FY2016 Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Readiness and Awareness Presentations</td>
<td>13 presentations (NH = 7, Other states = 6)</td>
</tr>
<tr>
<td>Suicide Prevention and/or Postvention Trainings</td>
<td>77 (NH = 56, Other states = 21)</td>
</tr>
<tr>
<td>People trained in Connect Suicide Prevention</td>
<td>1144 (NH = 950 from 38 trainings, Other states 194 from 7 trainings)</td>
</tr>
<tr>
<td>People trained in Connect Suicide Postvention</td>
<td>615 (NH = 269 from 13 trainings, Other states = 346 from 16 trainings)</td>
</tr>
<tr>
<td>Suicide Prevention Trainers trained</td>
<td>104 (NH = 104 from 12 trainings)</td>
</tr>
<tr>
<td>Postvention Trainers trained</td>
<td>200 (NH = 40 from 5 trainings, Other states = 160 from 10 trainings)</td>
</tr>
<tr>
<td>Youth Trainers trained</td>
<td>256 (NH = 176 from 5 trainings, Other states = 80 from 1 training)</td>
</tr>
<tr>
<td>Hours spent responding to suicide incidents</td>
<td>60+</td>
</tr>
<tr>
<td>Support groups for Survivors of Suicide in NH</td>
<td>13</td>
</tr>
<tr>
<td>Time/events NH Lifekeeper Quilt was displayed</td>
<td>31+</td>
</tr>
<tr>
<td>NH Survivor of Suicide Loss Resource Folders distributed</td>
<td>200</td>
</tr>
<tr>
<td>Survivors of Suicide Loss newsletters distributed</td>
<td>3000+</td>
</tr>
</tbody>
</table>

### Family/Caregiver Education Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>FY2016 Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family to Family</td>
<td>110 participants</td>
</tr>
<tr>
<td></td>
<td>7 classes</td>
</tr>
<tr>
<td></td>
<td>6 communities</td>
</tr>
<tr>
<td>Parents Meeting the Challenge</td>
<td>9 participants</td>
</tr>
<tr>
<td></td>
<td>2 classes</td>
</tr>
<tr>
<td></td>
<td>2 communities</td>
</tr>
<tr>
<td>Side by Side</td>
<td>147 participants</td>
</tr>
<tr>
<td></td>
<td>13 classes</td>
</tr>
<tr>
<td></td>
<td>5 communities</td>
</tr>
</tbody>
</table>

### Speakers’ Bureau Presentations

<table>
<thead>
<tr>
<th>Presentation</th>
<th>FY2016 Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>SurvivorVoices</td>
<td>25 presentations</td>
</tr>
<tr>
<td></td>
<td>750 audience members</td>
</tr>
<tr>
<td>Life Interrupted</td>
<td>15 presentations</td>
</tr>
<tr>
<td></td>
<td>425 audience members</td>
</tr>
<tr>
<td>In Our Own Voice</td>
<td>55 presentations</td>
</tr>
<tr>
<td></td>
<td>1938 audience members</td>
</tr>
</tbody>
</table>

1 Total # of individuals served is approximately 15,000, although it should be noted that it is unlikely that these are all unique individuals

2 Volunteer roles include: speakers’ bureaus, support group leaders, teachers, board of directors, committee work, office volunteers, walk volunteers, special projects, etc.
Revenue Sources - Fiscal Year 2016
Total $1,926,666

67% Public Support: Government Grants and Contracts $1,296,647
17% Private Support: Individual and Corporate Grants $315,569
16% Earned Income Interest, Fees, Contracts and Miscellaneous $314,450

Expenses - Fiscal Year 2016
Total $1,912,179

45% Public Education $845,463
30% Suicide Prevention Education and Training $574,894
9% Supporting Services: Fundraising $175,438
11% Supporting Services: Management $214,387
5% Community and Public Policy Relations $101,998
Contributors

**Grant Funders**
Trustees of Dartmouth College
NIMH Constituency Outreach and Education Program
Endowment For Health
New Hampshire Charitable Foundation
State of New Hampshire
US DHHS - Substance Abuse & Mental Health Services Administration

**In Memory Of**
Connor Ball
Tara Ball

Christopher Bond
Patricia Asadoorian

Gregory Bride
Jay Reed
Ted and Christine Rivera
John and Sue Rogers
Roy and Sara Smith

Joseph DeKorne
Florence Celluci
June Childs
Kenneth D. and Terrice L. Driscoll
Gail Flamand
Kathleen Hardin
Callie Hoyt
Donna Krause
David and Normie Limbert
David and Julienne Smith

Shawn Doherty
Stephen Doherty

John Donoghue
Janet Ball

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Community Church of Durham
Eastern Bank
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Forum Pharmaceuticals
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Wal-Mart Supercenter Store  
Wentworth by the Sea Country Club  
Katie and Doug Wheeler

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Stacey B. Carloni  
Michael J. and Saundy Cohen  
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Michael Daily  
Chuck and April Eastman  
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Gretchen Grappone  
Suellen Griffin  
Stephen Gronberg  
David Hills and Catherine McLaughlin-Hills  
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Knights of Columbus  
Manchester Monarchs  
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Jeremy Rhodes  
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St. Joseph Hospital  
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Paul Curley  
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Lorraine Drake  
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Steve Anderson
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Clayton Arnold
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Haley Arsenault
Jeff Arsenault
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Harry Barker
Maggie Barker
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Lori Barrett
Tammy Barrile
Susan P. Barry
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Jodi Bartolotta
Doris Basqui
Patricia M. Bass
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Maureen Beane
Karan Beaudin
Jennifer Beaulieu
Mark Beaulieu
Bill Beaulieu
Donald J. Beecy
Ellen Belanger
Richard and Katherine Beleiveau
Sue Beleveau
Margaret Bell
Kendra Bell
Kurt Bellows
Felice Belman
Paul R. Belyea
Cheryl E. Bennett
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Our Mission
NAMI New Hampshire is a grassroots organization working to improve the quality of life for all by providing support, education and advocacy for people affected by mental illness.

Our Vision
We envision a future where people affected by mental illness have hope, help, and health, and are able to:

- access the supports and evidence-based treatment necessary for recovery,
- have a lifespan that is not cut short by their mental illness or co-morbid conditions, and
- reach their full potential, living in their communities free from discrimination and stigma.

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