



# Lakes Region Mental Health Center

A record of success  
promoting healthy  
minds since

**1966**

The Times They Are A-Changin'  
- Bob Dylan



**2025**

**ANNUAL REPORT**



## change (verb)

1. to make the form, nature, content, future course, etc., of (something) different from what it is or from what it would be if left alone.
2. to transform or convert

Since **1966**, Lakes Region Mental Health Center has had a long record of achievements, and 2025 was no exception.

This year marks **60 years** since a group of forward-thinking community leaders established Lakes Region Mental Health Center in response to President Robert F. Kennedy's last executive order. He dreamed of a country where people with mental illness would be freed from a life of institutionalization by building 1,500 **community mental health centers** to provide full-service behavioral health care. We've come a long way since 1966!

Our leadership has led us through **six decades** of change, charting the future course of our organization in response to the world around us, and the changing needs of our communities and the people in them. Change hasn't always been easy, and we've experienced plenty of wins and our fair share of losses along the way.

We're proud to continue the forward-thinking tradition set by our founders and continue to "break records" as a leader in the vision of furthering the inclusion of people with mental illness.



**Thank you** for being part of our record,



# 2025 Board of Directors

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Matthew Soza, Laconia

Jannine Sutcliffe, Holderness

Gloria Thorington, Northwood

## STRATEGIC PLAN UPDATES

### EMPLOYEE-CENTERED CULTURE

- Developed and implemented a communication plan to ensure messaging is transparent, consistent, and inclusive
- Leveraged the Employee Wellness Committee to design and host employee-centered events that strengthened workplace morale
- Established a structured internship and mentorship program to cultivate a highly skilled future workforce

### PATIENT-CENTERED CARE

- Open Access launched in 2024 at the Laconia office, offering walk-in intake assessments for adults
- Enhanced clinical expertise by offering professional development in Illness Management & Recovery (IMR), eating disorder treatment, OCD interventions, ethical practice, and effective clinical supervision

### OPERATIONAL EXCELLENCE

- Designed and launched a 40-hour new-hire orientation program, improving onboarding effectiveness
- Purchased and implemented an archive software for our electric health records

### FINANCIAL STABILITY

- Hosted the inaugural Nucar 5K for Mental Health, adding \$30,000 to our development efforts
- Maintained strong financial oversight through effective controls and regular review processes, demonstrated by five consecutive years of successful annual audits with no adjusting journal entries determined by our external auditors.

### COMMUNITY WELLNESS

- Peer Support lead recognized as NAMI NH Peer Support of the Year
- Board and Partnership Committee members participated in a roundtable event with Senator Jeanne Shaheen

# 2025 PROGRAM MILESTONES

**Emergency Services:** now fully staffed, providing 24-hour emergency and mobile crisis response 7 days a week through the NH Rapid Response access point: (833) 710-6477 or 988.

- **Success story:** ES staff informed an attendee of a Laconia community event about emergency services available. Soon after, that person called Rapid Response, later expressing how grateful they were for ES staff and learning about the life-saving resource.



Photo : LRMHC staff members at National Night Out 2025

**Passage House:** is fully occupied. Residents have enjoyed participating in healthy eating education and creative opportunities, including with local artist Larry Frates.

**Community Outreach & Substance Misuse:** outreach through the SAMHSA Grant to Benefit Homeless Individuals is in its third year, providing outreach to over 250 individuals, providing them with lifesaving resources, treatment, recovery housing, and transportation on the road to recovery.

**A Place to Go:** opened on the LRMHC Plymouth Campus, offering short-term crisis intervention for referred adults in the midst of mental health crises. A Place to Go is conveniently co-located with The Doorway, offering onsite recovery resources.

**Open Access:** opened in October at the Laconia office, offering walk-in intake assessments for adults. Open Access is offering help when and where people need it, reducing wait times for appointments.

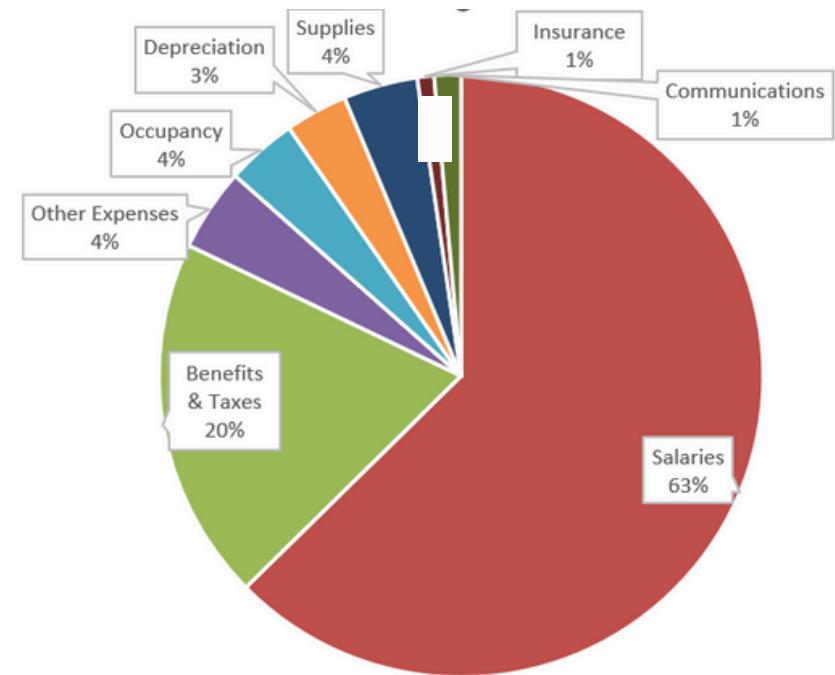
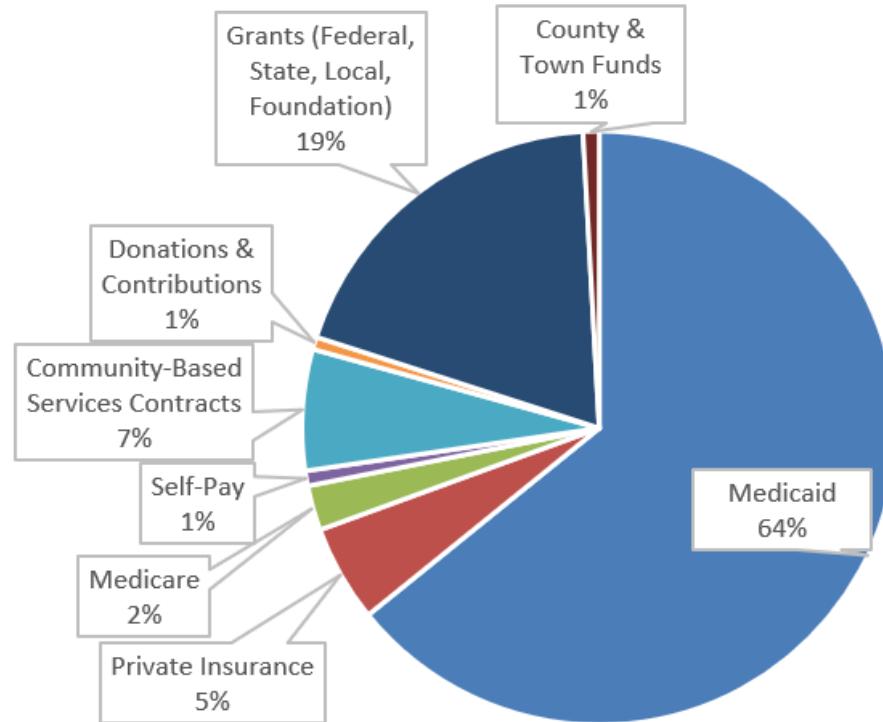


Photo :  
LRMHC staff  
members  
Lindsey  
Morrisette  
and Paula  
Littlefield

**CHILD & FAMILY:** Continues to expand by partnering with other agencies and school districts to provide services. Therapists participated in extensive EMDR training.

# Financial Summary\*

Revenues \$18,744,448



Expenses \$18,050,029

\*Numbers are pending final approval

# County & Town Support

Lakes Region Mental Health Center serves residents of 24 towns in Belknap and Southern Grafton Counties. The numbers below represent the support each town provided to LRMHC, the number of residents that accessed services in FY25, and the amount of charity (uncompensated) care that LRMHC provided to residents of that town that could not afford to pay for services.

## Belknap County: \$16,000

Support   Patients   Charity Care			
Alton	\$15,750	88	\$22,906
Barnstead	\$500	82	\$9,658
Belmont	\$5,000	251	\$63,117
Center Harbor	\$1,750	6	\$205
Gilford	\$21,000	163	\$63,436
Gilmanton	\$7,500	60	\$19,904
Laconia	\$40,000	1018	\$388,300
Meredith	\$13,500	177	\$33,823
New Hampton	\$2,820	42	\$4,523
Sanbornton	\$2,250	41	\$950
Tilton	\$0	128	\$\$26,817



## Grafton County: \$23,000

Support   Patients   Charity Care			
Alexandria	\$2,000	30	\$6,543
Ashland	\$3,400	68	\$18,056
Bridgewater	\$0	14	\$0
Bristol	\$7,000	106	\$25,323
Campton	\$1,200	69	\$16,474
Ellsworth	n/a	0	\$0
Groton	\$1,050	4	\$0
Hebron	\$1,750	12	\$4,870
Holderness	\$3,500	20	\$4,523
Plymouth	\$6,000	176	\$39,983
Rumney	\$0	61	\$960
Thornton	\$5,250	28	\$2,967
Wentworth	\$0	16	\$4,790

# Friends & Supporters

We gratefully acknowledge our contributors for their generous support of our mission.

Eric Adams  
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Kimbly Wade  
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Kurt Webber  
Charlotte Willeke\*  
Dr. Richard & Wendy Wilson  
**Rev. Judith Wright**

InKind= \*

Board Members= **Green**

Contributions from July 1, 2024 - June 30, 2025, are listed. We strive for accuracy in recognizing our supporters. If you find any errors or omissions, please contact our Development Office at 603-524-1100 x 445 for corrections.

# FY25 Highlights

LAKES REGION MENTAL HEALTH CENTER VALUES COLLABORATIVE PARTNERSHIPS THROUGHOUT OUR STATE THAT ENABLE US TO USE OUR COLLECTIVE - YET LIMITED - RESOURCES EFFECTIVELY TO CONTINUE MAKING A DIFFERENCE FOR THE MANY PEOPLE IN OUR REGION LIVING WITH- AND RECOVERING FROM- MENTAL ILLNESS.



LRMHC hosted our Annual Event Legislative Breakfast.



Community mental health leaders met with Senators Hassan and Shaheen to discuss the importance of Medicaid and the impact that funding cuts would have on essential services.



Construction of the Bay Street Apartments was completed this year, providing safe, stable housing with onsite case management for individuals experiencing or at risk of homelessness.



LRMHC Board of Directors member, Matt Soza joins Senator Jeanne Shaheen at a roundtable discussion held at Partnership for Public Health.



The UNH Extension program blog posts about their collaboration with our InSHAPE team, the "Walk n' Talk" series.



LRMHC staff attended the 2025 Recovery, Inclusion, Community and Harm Reduction Conference in Manchester.



CEO and President Maggie Pritchard named one of The NH 200 Influential Business Leaders in the Granite State.



LRMHC's Laurie McGinnis celebrated 20 years of service by donating her longevity award to the Boys & Girls Club of the Lakes Region.

# FY25 Highlights



Save the Date:  
**Second Annual 5K**  
May 31, 2026



Participants in the 2025 5K are off and running.



Pushing hard to the finish line.



Thank you to the teams that supported this event.



Our event welcomed families.



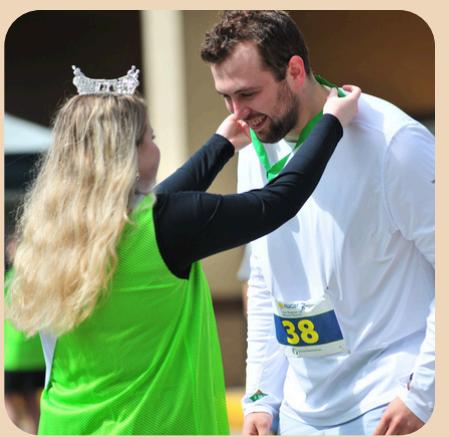
The morning began with a Kids Fun Run,  
held in partnership with Big Brothers Big Sisters.



Thank you to the crowds that cheered on the participants.



This runner reminded everyone that Mental Health Matters.



Congratulations to the top finishers.

# Community Partners

Adverse Childhood Experiences Response Team (ACERT)  
Bank of New Hampshire  
Belknap House  
Big Brothers Big Sisters of the Lakes Region  
Boys and Girls Club of the Lakes Region  
The Brain Injury Association  
Campton Schools  
Carey House  
Central NH Chamber of Commerce  
Communities for Alcohol-and-Drug-Free Youth (CADY)  
Community Action Program of Belknap-Merrimack Counties  
Concord Hospital- Laconia and Franklin  
Department of Health and Human Services  
Family Resource Center of Central NH  
Gilford Schools  
Healthfirst Family Care Center  
Horizons Counseling Center  
Isaiah Cafe  
Laconia Housing  
Laconia Schools  
Lakes Region Chamber of Commerce  
Lakes Region Community College  
Lakes Region Community Developers  
Lakes Region Community Services  
Lakes Region Partnership for Public Health  
Lakes Region Head Start and Early Head Start  
Lakes Region Veterans Coalition  
Market Basket  
Mid-State Health Center  
NAMI NH  
Navigating Recovery of the Lakes Region  
New Beginnings  
New Hampton Schools  
NH Institute on Disabilities (IOD)  
New Hampshire State Council on the Arts  
Paugus Bay Behavioral Health  
Partnership for Public Health  
Pemi-Baker School District  
Plymouth Walmart

Plymouth Area Head Start  
Plymouth State University  
Servicelink  
Speare Memorial Hospital  
St. Vincent de Paul  
Taylor Community  
Transport Central  
Tri-County Community Action Program  
Visiting Nurses Association (VNA)



Dr. Pete Harris (left)  
Helen Holbrook (right)



Photo: CEO Maggie Pritchard with FY25 community award recipients Heather Bishop (Dr. Pete Harris Award), and Bobi McGettigan, (Helen Holbrook Award).

# Organizations & Grants

We sincerely thank those who generously supported our mission in 2025.

Altrusa Club of Meredith  
Avalon Promotions  
Anthony & Gladys Sakowich Charitable Foundation  
Bank of New Hampshire  
Belknap Landscape Company  
Belknap Mill Quilters Guild  
Binnie Media  
BNI Leaders of the Lakes Region  
Communities for Alcohol and Drug Free Youth (CADY)  
Casablanca Casino  
Concord Hospital  
Congregational Church of Laconia  
Cross Insurance, Laconia  
Downtown Gym & Wellness Center  
Franklin Savings Bank  
Irwin Automotive Group  
Granite State Credit Union  
Hannaford  
Lakes Media  
Lakes Region Rotary  
Market Basket  
Meredith Village Savings Bank  
Miracle Farms Landscaping  
New Hampshire Catholic Charities  
New Hampshire Electric Co-op  
Northeast Delta Dental  
Omni Agent Solutions  
Piscataqua Landscaping  
Rockywold-Deephaven Camps  
Sant Bani School  
Secur Shred  
St. James Episcopal Church  
Stafford Oil & Propane  
Stephens Landscaping Professionals  
Tanger Outlets, Tilton

Symquest  
Taylor Community  
Unitarian Universalist Society of Laconia  
Walmart Plymouth

## Grants



The grants listed cover the period from July 1, 2024, to June 30, 2025.

FOUNDED IN 1966, LAKES REGION MENTAL HEALTH CENTER IS A PRIVATE, NON-PROFIT ORGANIZATION PROVIDING MENTAL HEALTH AND SPECIALTY SERVICES FOR THE PEOPLE OF THE GREATER LAKES REGION OF NEW HAMPSHIRE.

COUNSELING & PSYCHOTHERAPY FOR CHILDREN, FAMILIES, AND ADULTS | 24/7 EMERGENCY AND ACUTE CARE SERVICES | RESIDENTIAL PROGRAMS FOR ADULTS | WELLNESS ACTIVITIES AND EDUCATION | SUPPORTED EMPLOYMENT SERVICES | PEER SUPPORTS | CASE MANAGEMENT EVIDENCE-BASED PRACTICES AND THERAPIES | STREET OUTREACH | SUBSTANCE MISUSE TREATMENT | SHORT-TERM STABILIZATION | MOBILE CRISIS RESPONSE | COMMUNITY EDUCATION

LAKES REGION MENTAL HEALTH CENTER IS HERE TO HELP ENSURE HEALTHY COMMUNITIES. A HEALTHY COMMUNITY IS MADE UP OF HEALTHY RESIDENTS. BEHAVIORAL HEALTH DISORDERS CAN AFFECT ANYONE, AT ANY TIME. SEEKING AND RECEIVING TREATMENT IMPROVES A PERSON'S HEALTH AND ABILITY TO LIVE A FULL, SATISFYING LIFE.

RESPECT

ADVOCACY

INTEGRITY

STEWARDSHIP

EXCELLENCE

DIVERSITY



**Lakes Region Mental Health Center**



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603-524-1100 [www.lrmhc.org](http://www.lrmhc.org)