Lakes Region Mental Health Center



ANNUAL REPORT

Celebrating over 60 years
of
SERVICE

2026

FOR THOSE WHO SERVE

The staff and board of Lakes Region Mental Health Center are proud of the hours of service that we've provided to citizens of the Lakes Region. You will see some of our 2026 service numbers throughout this Annual Report.

Service is something we all understand and have in common. Service is done through many avenues – military, emergency services, police, fire, elected officials, social work, and more.

Resiliency is a common language between us. We continually strive to give the best quality of service to our patients. Resiliency is something we reinforce to help people realize their strengths and ease the path to recovery.

This year, we celebrate our "service" relationships and the work we do together. Join us as we celebrate those partnerships, our collaborations, and our activities focused on joint emergency services.

We wish to thank all who have given themselves so unselfishly - our staff, our fire and police, emergency medical services, health care workers, and our military. We've had an unbelievably successful year, and we'll continue our service far into the future. We look forward to the challenges we'll undoubtedly experience, pulling our strength and resilience we've gained from the past.



Kyril Mitchell
President,
Board of Directors
Veteran



Maggie Pritchard

Maggie Pritchard
Chief Executive Officer

OUR TEAM
Veterans



Kyril Mitchell
Army Traffic Management Coordinator
5 years



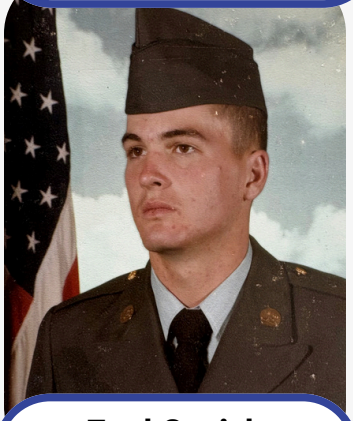
Ryan Creamer
Marine Corps Infantry
10 years
LRMHC Veteran Liaison



Kyle Cunha
Army Infantry
6 years



Richard Farquhar
Army Airborne Supply
5 years



Earl Smith
Army Infantry
4 years



Nicole Stiles
Navy Arabic Linguist
6 years

Board Members

PRESIDENT
Kyril Mitchell, Gilmanton

VICE PRESIDENT
Peter Minkow, Laconia

TREASURER
Patricia Bailey, Epping

SECRETARY
Rev. Judith Wright, Laconia

MEMBERS
Marsha Bourdon, Laconia
James Carroll, Laconia
Wendy Chase, Laconia
Derek Gray, Meredith
Diana Lacey, Belmont
Ann Nichols, Gilford
Deborah Pendergast, New Hampton
Janet Reidy, Center Sandwich
Kaitlyn Salome, Laconia
Matthew Soza, Laconia
Jannine Sutcliffe, Holderness
Gloria Thorington, Northwood

2026 HIGHLIGHTS

Lakes Region Mental Health Center saw an increase in service hours, indicating more complex cases. The growing number of older adult patients reflects the aging New Hampshire population. Clinicians are noting some troubling trends: cases of elder abuse requiring reports to the Bureau of Adult and Aging Services; rising cases among youth of co-occurring mental health and developmental disability diagnoses; increasing reports of abuse, neglect, and trafficking involving minors; and increased requests for emergency care and mobile crisis response. Continuous monitoring and specialized training are essential for managing severe mental illness, and the staff is dedicated to enhancing patient care through programmatic changes to meet community needs.

Acute Services created trainings to educate law enforcement about Mobile Crisis, involuntary emergency admissions, and conditional discharges.

Trainings were held in January for the **Laconia Police Department** and at the Lakes Region Visiting Nurses Association annual meeting.

An investment in **Supported Employment** resulted in SE staff integrated in all teams and an **18%** increase in program fidelity scores from the prior year's review.

Increased **cross-collaboration** between teams led to increased programs and services. Updated workflows have increased efficiencies and decreased administrative burden.

The **Adult Services** Community Support Program formed two distinct teams for improved collaboration and patient care.

Several trainings in **evidence-based practices** were offered: Dialectic Behavior Therapy Lite, Enhanced Illness Management & Recovery, Treating Eating Disorders, Identifying and Treating Obsessive Compulsive Disorder, and Internal Family Systems.

Child & Family clinicians are on-site in 6 area schools and the Boys & Girls Club.

The **Belknap County Behavioral Health Court** that LRMHC helped establish in 2025 had its first program graduate, with 7 others on track to graduate in February '27.

Adult Services therapists provide mental health services for **Lakes Region Community College** and **Plymouth State University**.

Career growth ladders were established to increase staff recruitment and retention.

Acute Services worked with **Laconia Police Department** on questions to ask and information to give when calling the Mobile Crisis Team.



Katie Allen was awarded the **Marilouise McCaffery Mission Award** for her outstanding dedication to the LRMHC mission.

Maggie Pritchard and NAMI NH's Susan Stearns: presenters at the NH Department of Safety Annual Meeting.





What fun we had at the 2025 Annual Meeting!



Maggie Pritchard speaks at a Mental Health Awareness Month press conference.



Maggie Pritchard and Dawn LaCroix "twinning" during Staff Spirit Week





Alison O'Neill, Nicole Traficante, and Celyne Godbout attended the National Council for Mental Wellbeing annual convention in Denver, CO.

Nearly **$40,000** was raised to support programs and services at the 2026 5K. Mark your calendars for **Sunday, May 16th, 2027!**



nucar Lakes Region 5K Mental Health

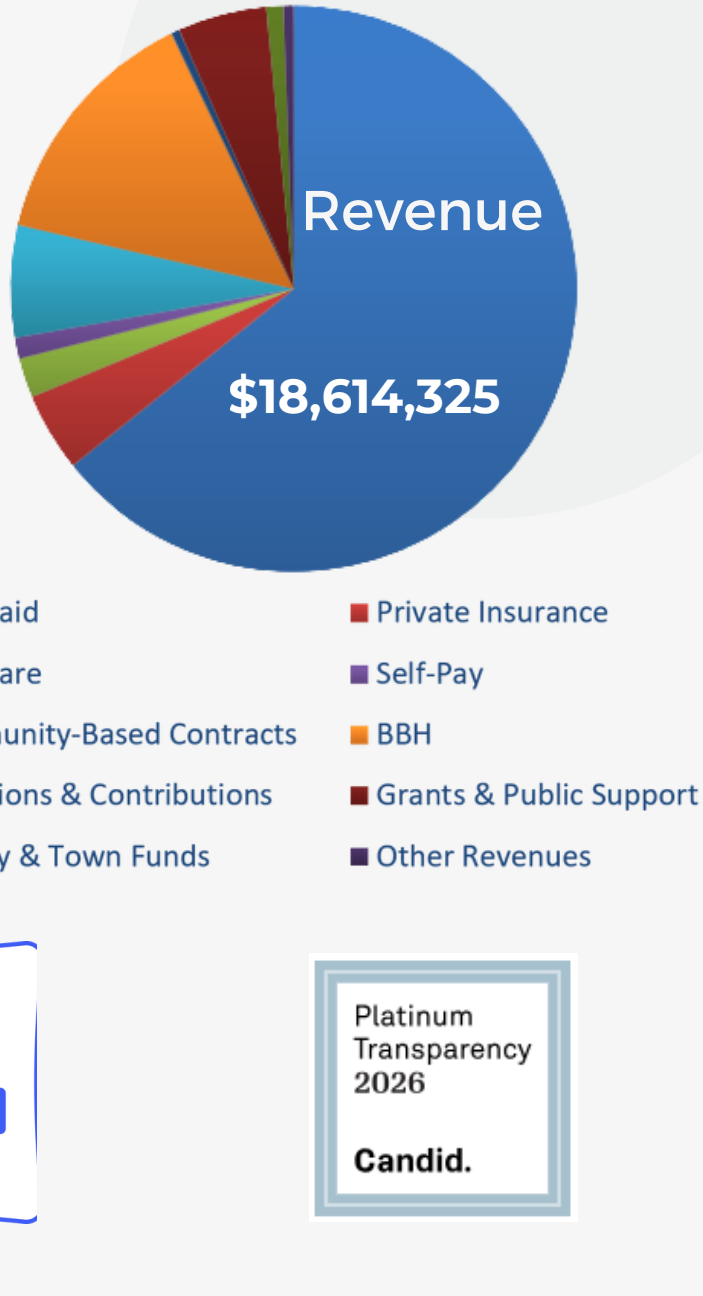
A 5K Run/Walk/Roll to benefit mental health services

We celebrated retiree **Marshall Hatch** at the 2026 Employee Appreciation Party.



FINANCIAL SUMMARY





Charity Navigator
FOUR-STAR

Platinum Transparency 2026
Candid.

MUNICIPAL 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, and the amount of charity (uncompensated) care that LRMHC provided to residents of that town.

Belknap County $16,000

Support | Patients | Charity Care			
Alton	$15,750	77	$15,771
Barnstead	$600	64	$17,519
Belmont	$19,921	223	$67,069
Center Harbor	$2,490	14	$2,568
Gilford	$23,500	141	$59,147
Gilmanton	$0	48	$22,956
Laconia	$10,000	1018	$451,239
Meredith	$18,377	223	$105,060
New Hampton	$2,820	30	$5,909
Sanbornton	$3,000	41	$3,879
Tilton	$0	114	$27,691

57,681
Service Hours

$958,215
in Charity Care

2,418
Patients



Grafton County $22,500

Support | Patients | Charity Care			
Alexandria	$2,000	35	$8,627
Ashland	$4,980	53	$17,339
Bridgewater	$0	12	$0
Bristol	$8,716	100	$36,629
Campton	$1,200	60	$18,465
Ellsworth	$0	0	$0
Groton	$1,050	2	$0
Hebron	$1,750	10	$5,518
Holderness	$4,980	22	$25,091
Plymouth	$6,000	151	$36,403
Rumney	$2,000	45	$1,806
Thornton	$5,250	31	$646
Wentworth	$0	16	$10,269

MENTAL HEALTH SUPPORTERS

Up to $250

Donna & Thomas Akerley
Katie Allen
Patricia Bailey
Heather Bishop
Lori & Ray Boelig
Kelly Bokhan
Marsha Bourdon
James Bourque
Catherine Bowler
Barbara Carey
Hon. Jim Carroll
Phyllis & Dennis Corrigan
Kathy & Hans Dahll
Richard DeMark
Elaine De Mello
Roger Dessier
Stephanie Desrosiers
Lucy Ditzel
Tabitha Dunn
Rodney & Gail Dyer
Rev. John & Stacie Eaton
Tammy Emery
Gary & Amy Fay
Nan Fay
Eric & Cheryl Ferren
Jonathan Field
Elizabeth & Eugene Friedman
Hon. Michael H. Garner
Corey Gately
Judith Genre
Karmen Gifford
Thomas & Kim Giles
Celyne Godbout
Derek Gray
Jeffery Harding
Marshall Hatch
Kate & Dr. Viking Hedberg
Abigail Hossack
Susan Howland
Tyrone Hutchins
Joyce Jastrem
Lois Jones
Lenore Keller
Joseph Kenney
Carolyn Kent
Nancy Kirkpatrick
Diana Lacey
Ann Lacroix
Katherine Lacroix
Diane Lockwood
Richard & Brenda Long
Ken Lowman
Heike Martineau
Anelyn McMath
Debby Mercer
Peter J. Minkow, Esq.
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Michelle Morrow
Nancy Morse
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Eugene Moretti &
Joanne M. Pelton
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Joan Morrissey
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Linda Nichols
Laura Nicholson
Perry & Anne Onion
Fredda & David Osman
Joyce Palmer &
George DeWolf
Wendy Palmquist
Debbie Papps
Kristy Pearce
Deborah Pendergast
Erin Pettingill
Penny Pitou
Janice Porrell
Janet Reidy
John P. Rogers
Micheline Roy
Julie Runnells
Charles Seward
David & Susan Smith
Melinda Smith
Stacy Sorrell
Matthew Soza
Susan Stearns
Bob Steigmeyer
Ann M. Theroux
Gloria Thorington
Gary E. Torrey
Matthew Walsh
Priscilla & Thomas Walsh
Timothy Walsh
Mark Weinreb
Kristen & Michael Welch
Dr. Kelley White
Rev. Judith Wright

$251- $500

Nancy Dorner
Roger Nash
Maggie Pritchard
Gloria Thorington

$501- $1,000

Patrick Miller & Pamela
Andruszkiewicz
Robert A. Dietz
Sunshine Fisk
Carol Pierce
Jannine & George Sutcliffe

$1,001- $5,000

Kurt Brungardt
Martha Dolben
Rev. Michael &
Cindie Graham
Katie Graham
Catherine & Jeff Hollow
Geof & Lynne Pedersen
William Christie &
Cinde Warmington

$5,001- $10,000

Dr. David Nagel

In Honor of

Eleanor Harding

In Memory of

C.J. Graham
Joyce Papps
Ronald L. Richard
Donald Vlahos
Ginger W.

We are grateful to our many contributors and their generous support of our mission.

July 1, 2025 - June 30, 2026 contributions 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.

COMMUNITY PARTNERS

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Center Barnstead Christian Church
Communities for Alcohol and Drug Free Youth (CADY)
Concord Hospitals Laconia and Franklin
Congregational Church of Laconia
Copper Door Great NH Restaurants
Cross Insurance, Laconia
Downtown Gym & Wellness Center
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Franklin Savings Bank
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Hannaford
Hotworx, Tilton
Irwin Automotive Group
Laconia Human Relations Committee
Lakes Media
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Westbridge



GRANTS

HRSA
Health Resources & Services Administration

SAMHSA

SPEARE
Memorial Hospital
A Critical Access Hospital

NEW HAMPSHIRE
CHARITABLE FOUNDATION

GREATER LAKES REGION
CHILDREN'S
FUND
INVESTING IN YOUNG LIVES



LOOKING AHEAD



Lakes Region Mental Health Center continues to build the infrastructure, staffing, data systems, and clinical process required to support **Certified Community Behavioral Health Clinic (CCBHC)** implementation.

Staffing and Organizational Readiness

- Actively interviewing candidates for CCBHC **Project Lead** position
- Newly hired **Data Specialist** is training and becoming familiar with systems, data needs, CCBHC requirements
- **Nursing Department restructure** to support the transition to integrated medical-office-style care

CCBHC Planning and Compliance

- Regular review and **gap analysis** against CCBHC criteria to identify areas for development and track progress
- Comprehensive **Policies & Procedures** and workflow review and development
- **Continuous Quality Improvement** structure shifted to incorporate CCBHC requirements
- Regular **Strategic Plan** review to ensure alignment with CCBHC requirements and agency strategic direction

Data & Electronic Health Record Development

- Development of Data Dashboards to monitor performance
- Identification of any gaps in current EHR data collection to determine improvements required
- Data Specialist will build a foundation for ongoing monitoring, reporting, and quality improvement

Community & Service Planning

- Community Needs Assessment planning underway and scheduled for 2027 completion



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 | 24/7 EMERGENCY SERVICES | RESIDENTIAL PROGRAMS FOR ADULTS | WELLNESS ACTIVITIES & EDUCATION | SUPPORTED EMPLOYMENT SERVICES | PEER SUPPORT | CASE MANAGEMENT | EVIDENCE-BASED PRACTICES & THERAPIES | STREET OUTREACH | SUBSTANCE MISUSE TREATMENT | SHORT-TERM CRISIS STABILIZATION | MOBILE CRISIS RESPONSE | COMMUNITY EDUCATION

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Cover: Building blocks with symbols depicting service