

# Community Partners Annual Report 2021

The day programs put on a self care and medication zoom yesterday. A client who attended was having a tough day and he said that it really helped him, and today he is really happy.

One of our Home Provider's built a green house to pass time during the pandemic. She and the clients who reside there have truly bulked up their gardening skills!

As you know we are all spending lots of time on the phone checking in with clients and guardians. I want to share that EVERY single guardian has told me they can tell the clients miss RCO and the dedicated staff. Our folks who attend RCO are certainly vulnerable and it says a lot about the dedication of care going on there!



Spectrum Connection has moved to telehealth options for their learners. We are proud of the flexibility that our families have demonstrated and are looking forward to watching their continued growth. However, we are eagerly anticipating a return to face to face therapy.

I wanted to reach out and express my gratitude for being part of your vaccination service this morning. I am a high risk individual that missed the first round of vaccinations because I was not able to receive. I was medically ill and my doctor said I was not strong enough for it at the time. I was having a hard time scheduling a new time and you were an answer to my prayers. I was nervous to have it done this morning but I was treated with silk gloves. In fact, it was obvious that everyone was treated so kindly and with care. The operation was so smooth and organized. I look forward to receiving my second dose. Thank you so much for making this happen.

Earlier today myself and another coworker were dropping off lunches to our clients. When we arrived at one house, there were a couple of ladies outside with signs. They were dancing to music and showing off their signs. As I was walking up to give our client their lunch, the ladies turned to me and thanked us for all we do. They went on and said, "Please tell your coworkers as well, you are amazing for what you do for your clients. You appreciated with everything you are do!"

So, I just wanted to thank you for being such an amazing person! All that hard work you did for me in Service Link, finally paid off. My wife now has the insurance to move forward with her double lung transplant. You are truly the nicest person I've ever dealt with.



# Community Partners Staff, Clients and Families Will Always Be Our Top Priority

Nineteen months ago, I would not have believed that we would still be living and managing in a world still profoundly influenced by Covid-19. Yet here we are living a new reality of masks, vaccines, variants, and unimaginable political drama. When the pandemic began, my goal was to protect our staff, clients, and families to ensure the continuation of service delivery. Despite heroic efforts, it has become clear that this powerful virus is determined to disrupt our efforts in ways we had not contemplated.

The work of Community Partners reflects some of the most challenging professions that a person can do. It takes a level of compassion and emotional courage to connect our clients and their families to opportunities and possibilities for full participation in their community. Covid added a level of complexity for which there was no known game plan. Considering this, we all quickly learned the ways to be safe, continue serving our clients, and grieve. As the pandemic continued throughout the year, we realized the need to recognize the losses in our lives. For some the losses were of loved ones. For others, the losses were more subtle. They were the losses of meeting in person, the freedom to travel, to dine out, to shake hands, to live our life without fear of catching an invisible virus.

Through our ability to grieve I have witnessed a new kind of strength, caring and determination that goes beyond anything I have seen before. I knew our team was outstanding before Covid. Since Covid the staff at Community Partners have been mind-blowing. Day after day, in the face of all the trickle-down challenges associated with Covid-19, such as the workforce shortages, work from home requirements, childcare needs, families navigating remote learning, and of course Covid-19 itself, our team continues to deliver. I am truly humbled by this.

Serving our clients and families and upholding our mission is our top priority. Equally important, however, we must continue to acknowledge the sacrifices our staff have made and ensure our staff's mental and physical health are cared for. They are the backbone of Community Partners. I am deeply grateful to our board of directors, staff, and the families and clients we serve as we continue to navigate in these unprecedented times.



**Brian Collins, Executive Director**

## Kathleen Boisclair, President of the Board of Directors

I have had the privilege of serving as the President of the Community Partners' Board of Directors for the past 5 years. In that time, I have been part of, and a witness to, an organization whose leaders place a priority on supporting their staff while making client care their number one priority.

Navigating the changes in state funding that affect the lives of our clients, the implementation of components of the NH 10 Year Mental Health Plan and, of course, the pandemic has taught me that nothing stays the same and we must continue to advocate for our clients and their families. The Community Partners' board and staff want every human being to be treated with the care and dignity that they deserve.

I am profoundly proud of, and grateful for, each and every staff member who upholds the vision of Community Partners every day. I know I speak for the board in calling our staff heroes. It has been an honor to serve as President.



*We connect our clients and their families to opportunities and possibilities for full participation in their communities.*

*We serve those who experience emotional distress, mental illnesses, substance use disorders, developmental disabilities, chronic health needs, acquired brain disorders, as well as those who are in need of information and referral to access long-term supports and services.*

# A Mother and Daughter's Journey to Wellness

When Tonia Wheeler noticed distinct behavioral changes in her 14-year-old daughter, Paige, she knew she needed to get her help. Below, are excerpts from a virtual conversation between Tonia, Paige and Suzanne Weete, from Community Partners, to talk about their journey back to wellness.

SW: Hi, Tonia and Paige. It's a pleasure to meet you. Talking about your own mental health can be a difficult topic to talk openly about. Why is this conversation important to you?

TW: I am so open-minded when it comes to anything that will help my girls. I was so worried about Paige. I recognized the signs of depression in Paige because I, too, have had to manage my own depression in my life. We became connected with Community Partners and met with Elizabeth, who became Paige's therapist. She was a great fit from the start.

SW: What were the signs of depression that you saw?

TW: I started noticing her sleeping more and staying in bed. She also withdrew from the family.

PW: My home life was going downhill fast. I felt myself slipping away in some ways. I started to skip meals, my hygiene was poor, and my school performance was really suffering. I stopped having a relationship with my mom.

SW: Paige, how did you feel about starting therapy?

PW: I was on the fence at first. When I think of therapy, I think that something must be really wrong. I didn't think that what was going on with me was that big of a deal. I didn't know if I was going to therapy for the right reasons. But the more we got into it, I knew it was the right thing to do.

SW: Tonia, how long did it take to see positive changes in Paige?

TW: It really didn't take that long.

SW: You must have felt relieved.

TW: You have no idea.

PW: I could feel myself changing fairly quickly, too. I started to feel better in my own skin. I even started to think about what I wanted to talk about in my next session with Elizabeth. I started to journal and reflect on my feelings. Elizabeth loved that I came prepared.

SW: Tonia, what positive changes have you seen?

TW: Paige is really doing great. She is eating, taking care of herself and our relationship at home is so much better. She is closer with her sister and my boyfriend, and we are all really happy together.

SW: Paige, from your experience, what could you tell someone else about the process of therapy and healing?

PW: Therapy is for everyone. Even if you have something small going on, if you don't address it, it could get bigger. When we squish our problems down, then these problems start to affect our everyday life. And, because of stigma, people get so worried - but maybe for the wrong reasons. Therapy helps you learn how to handle a trigger, allows you to vent to someone else, and it can even be a great back up to help fix our problems when we cannot fix them ourselves.

SW: Paige, what advice would you give other teenagers about therapy and addressing a mental health challenge?

PW: Go for it. It is definitely weird at first because you are talking about yourself to a person you don't know, but they are trained to help you. You learn tips on how to handle your emotions, and handle situations you may find yourself in. I feel like me again. I am confident in my own skin and my grades at school have improved.

TW: I would tell young people to not be afraid to talk to someone. Reach out for help. Even if it is not your own parents. There is no shame in asking for help. I am so proud of my daughter. She has been through a lot, and we are all doing so well now.



From left to right, Eriel, Tonia and Paige Wheeler.

Therapy has lifted a huge boulder off my shoulder.  
~Paige Wheeler, 16 years old

# Suicide Prevention Training, in our Community

The Dover Mental Health Alliance (DMHA), the community engagement arm of Community Partners, the Dover School District, and the National Alliance for Mental Illness – New Hampshire (NAMI-NH), hosted a four-day suicide prevention training for Strafford County. This past summer over 75 people took part in one, three or four days of training, delivered by suicide prevention training experts from NAMI-NH.



Newly trained NAMI-NH Authorized Suicide Prevention Trainers, standing in front of Dover High School.

With funding provided by Region 6 Integrated Delivery Network and the Dover School District, this intense four-day training brought people from different community sectors together to learn about the warning signs, risk factors, and suicide prevention strategies when working with youth and adults.

*I found that I have taken dozens of classes on suicide pre/post-vention and had never been able to take a systematic look at the complexities of prevention. In essence, we learned that it does not just take a village, it takes a system in place for the village to communicate, and this training facilitated the first steps to implement this process.*  
~ Peter Fifield, Director of The Doorway, Wentworth-Douglass Hospital

*The NAMI-NH training offers HOPE to our community. We can be proactive in planning for suicide prevention and offering mental wellness programs throughout Dover.*  
~Dr. Barb Lynch, Psy.D. Dover Middle School

Within the span of the week, seventeen of the 75 participants were also trained as NAMI-NH Authorized Suicide Prevention Trainers that are capable of delivering this important information into our communities. Staff from Community Partners, Dover School District, Strafford County Sheriff's office, Dover Police, Wentworth-Douglass Hospital, Community Action Partnership of Strafford County, and Strafford County Public Health Network are among some of the newly authorized suicide prevention trainers. The goal for this new training cohort is to offer free suicide prevention training to the community at large, particularly within school systems, health care, faith communities, first responders, social service employees, and of course within the for-profit and non-profit sectors. If you are interested in learning more and/or attending a free suicide prevention training, please contact Suzanne Weete at [suzanneweete@communitypartnersnh.org](mailto:suzanneweete@communitypartnersnh.org).



Region 6 Integrated  
Delivery Network



DOVER SCHOOL DISTRICT  
EMPOWERING ALL LEARNERS!



ONLINE



New Hampshire

# Direct Support Professionals and Yardkeepers: Like a Second Family

In a time of workforce shortages within every industry, the Community Partners Yard Keepers' program has kept a consistent crew of clients working on new projects, no matter the season.

Yard Keepers is a client-based program that offers meaningful employment to motivated Community Partners' consumers in our community. Yard Keepers' provide several services for businesses and private residences such as: landscaping, junk removal, snow removal, local errands and small jobs.

With the guidance of caring Community Partners' Direct Support Professionals (DSP), the Yard Keepers' crew learn new skills and strive to reach personal goals in their pursuit to meaningfully engage with their peers, their families and the community-at-large.

When the crew was asked about their experience working with Carmen Stanton, Wendy Boston and Priscilla Burns, the three DSP's who work with the crew each day, the conversation quickly turned jovial. From then on, it was apparent that Carmen, Wendy, Priscilla and the Yard Keepers were more like family than anything else. Here are some quotes when asked about their experiences:

*Carmen, Wendy and Priscilla tow the line. They don't take any malarky. They keep us safe, and help us reach our goals. Special doesn't have to be about a disability. ~Matt*

*Priscilla teaches us everything we need to know about the job. She taught us how to work as a team too. ~Brian*

*It's amazing to see the changes, growth and happiness in all of our clients. It is like a family. ~ Carmen Stanton, DSP*

*Carmen, Wendy and Priscilla are fun to work with...We've nicknamed them Trouble, Double Trouble and Big Boss. ~Brian and Kevin*

*I never thought I'd be in the role of a DSP but it's awesome working with these guys, seeing how they work as a team. We have fun doing the jobs. My day makes me feel that I've really accomplished something. ~Wendy Boston, DSP*



*Yard Keeper Crew enjoying a fun moment with Community Partners' employees. Dan, Matt, Brian, Charles, Kevin, Kadin, Paul. In front from left to right: Carmen Stanton, Assistant Coordinator at Milton Vocational Office and Wendy Boston, Direct Service Professional*

## Consider a Career as a Direct Support Professionals

The roles of Caregivers and Direct Support Professionals (DSPs) have evolved over the years. They are similar in that they both work with clients living with intellectual and developmental disabilities (IDD) to provide assistance with activities of daily living. However, significant differences have evolved between these roles over time. The caregiver role primarily performs tasks for their clients; DSP's provide support so that their clients can complete tasks on their own. Consider grocery shopping as an example. Caregivers pick out and purchase groceries for a client. DSP's will help their client pick out their own groceries and assist them through the check out process.

Other duties of a DSP include: keeping their client safe, help with cooking, cleaning, personal hygiene, shopping, education, managing money, monitoring health and/or behavioral changes and also reporting any instances of abuse or neglect to the appropriate authorities. DSP's are offered training in CPR, first aid, choking prevention, abuse prevention, incident reporting, safety and security procedures.

There are many positions at Community Partners in which DSP's are needed. These include: residential treatment program, residential home or home provider-ships, personal care assistants for home provider-ship clients, Community Participation Programs, Visual arts DSP, or Health mentor DSP.

*Interested in becoming a DSP at Community Partners?  
Contact Chelsie Fitzgerald at [cfitzgerald@communitypartnersnh.org](mailto:cfitzgerald@communitypartnersnh.org)*

*DSP's teach their clients that they can ultimately learn to do certain tasks on their own. This gives not only the client a great sense of satisfaction in being independent, it offers the DSP an opportunity to have an amazing impact on another's life by helping them succeed in all their daily life activities.*

# Community Partners' Financial Overview

## July 1, 2020 - June 20, 2021

Community Partners continues to deliver outstanding services by employing new ways to serve our most vulnerable community members utilizing zoom, through safe social distancing protocols and creative program delivery.

### Revenues

Medicaid	\$34,521,525
Client Resources	\$2,081,203
Contracts	\$3,014,955
Grant Income	\$2,369,938
Other Programs	\$44,650
Other Revenue	\$921,198
Medicare	\$304,321
Public Support	\$125,308
Interest Income	\$21,309
<b>Total Revenue</b>	<b>\$43,404,407</b>

*The work of Community Partners is enhanced by these organizations, clubs and foundations.*

*Thank you for your support.*

\*Denotes support related to COVID-19.

- Bishops Assistance Fund
- Bishop's Vita et Caritas Volunteer Award
- CDBG - Dover - Cares Funds\*
- CDBG - Rochester - Cares Funds\*
- CDBG - Dover/Rental Assistance
- Dobles Foundation



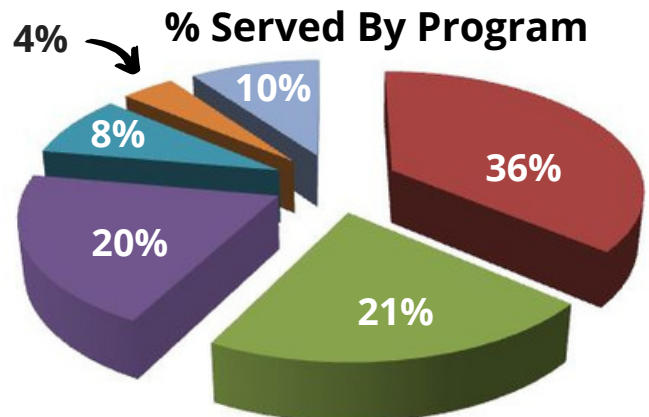
### Expenses

Combined Residential & Day, Residential Services	\$14,833,402
Day Program & Community Support	\$4,770,513
Early Support & Youth & Family Services	\$4,555,661
Consolidated Services	\$4,621,721
General Management	\$3,786,813
Adult Services	\$2,601,108
Other	\$4,279,398
Case Management	\$1,107,522
Emergency Services	\$679,164
Family Support	\$646,820
<b>Total Expenses</b>	<b>\$41,882,122</b>
<b>Increase in Net Assets</b>	<b>\$1,522,285</b>

- Fabulous Find
- GOFERR Cares Act\*
- Lend a Helping Can / iHeart Radio
- Liberty Mutual Seacoast Philanthropy
- New Hampshire Charitable Foundation
  - Borgeault Fund
  - Rutman Family Fund
  - Thorland Fund
- Newburyport Bank
- Northeast Delta Dental
- State Coalition on Aging
- Seacrest Fund
- The Bible Speaks of South Berwick, Inc.
- USCGT- Carr Funds

## Community Partners' Services Delivered By Program ~ July 1, 2020 - June 30, 2021

Program	Numbers Served
Behavioral Health (BH) - Adult	2104
BH Youth & Family	1239
Emergency Services	1173
Developmental Services	484
Family Support	234
Early Supports and Services	572
<b>TOTAL</b>	<b>5806</b>



\*\*Count is duplicated when client receives services in more than one of the programs listed above.

## Our Supporters: Providing Critical Funding to Better Serve our Clients.

This list shows donations received from July 1, 2020 ~ June 30, 2021

### Partner Supporters

#### \$1000+

R.J. Allister, M.D.  
Thomas and Soja Bennett  
Judge Daniel Cappiello  
Jim Davis  
David Dupont  
Pete Eldredge  
David and Ann Landry  
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Kathleen Stocker  
Clay Tedeschi  
Doug and Katie Wheeler  
Lauraine York

### Benefactor Supporters

#### \$500 - \$999

Kristina Bennett  
Rick and Mary Gladding  
Miriam Laliberte  
John Mettee  
Charles & Lucy Putnam

### Patron Supporters

#### \$250-\$499

Paul and Martha Cox  
Pamela Dushan  
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Christine Trainer  
Robert and Sharon Latture  
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Anthony McManus  
Jed Mettee  
Jennifer Perry  
Thomas Quarles, Jr.  
JoAnne Rohde  
Joseph and Janet Salisbury  
Mark Santoski  
Maggie Wallace

### Supporters

#### \$100 - \$249

Bill and Kristine Baber  
Tim Sherry and  
Alice Belfiore  
Donald and  
Kathleen Boisclair  
Tom and Ann Boyd  
Dr. and Mrs. Paul Butler  
Christopher Caldwell  
Lucy Cardwell  
Patricia A. Coolidge  
Charles and Joyce Davis  
Paula DePlanche  
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Phillip and Katrina Vancelette  
Sally Varney  
James Verschueren  
Claudia Walker  
Mike and Kristen Welch  
Margaret Wolcott

### Advocates

#### \$75 - \$99

Robert and Phyllis Kraunz  
Lauren Nuzzi  
Mark and Rebecca Pettiford

### Friends

#### \$50-\$74

Laurence Babcock and  
Virginia Stone  
Whitney Cloutier  
Clair Cormier  
Susann Foster-Brown  
Jeannie Goodwin  
John and Virginia Guy  
Attorney Andrew Howard  
James and Mary Kelley  
Gregory King  
Peggy J. Mace  
Janet Mettee

Fay Rubin  
Anne Schutz  
Keith and Marcia Shahan  
Dianne Thompson

### Donors

#### Up to \$49

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Ialeen Durling  
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Dick and Pamela Krans  
Keith LeFavour  
Ellen Lozo  
Cliff Mommsen  
Esther Morrow  
Edward and  
Marilyn Mulligan  
Jean Smith  
Peter and Pat Sorenson  
Elizabeth Turgeon  
Charter Weeks and  
Marie Harris

*Thank  
you for  
your  
support.*

2021

Board of Directors

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**Margaret Wallace**



# Community Partners' Vaccine Clinics

## ~ Success Story ~

*Written by Julia Ely, Intern from UNH*

In February of 2020, Community Partners became the only Community Mental Health Center and Area Agency to set up a weekly mobile vaccination site in the state of New Hampshire. In partnership with the Strafford County Public Health Network, Lucy Putnam, Community Partners' Director of Quality Improvement, led a team of staff and volunteers to vaccinate over 800 clients, family members and staff, administering over 1,600 doses of the Moderna vaccine at our Rochester location.

As the rollout of the state's vaccination registration system proved challenging for even the most skilled internet user, Community Partners created their own process to assist clients who are among some of the most at-risk people in the community.

"We knew that a number of our clients were going to have difficulty navigating the state system. It was essential that Community Partners develop an alternative way to ease the process. Putnam explains. "We took the time to help people understand the vaccine process, and register them through our own system, which was easier to navigate."

Executive Director Brian Collins stated, "Lucy's team, the folks at the

Strafford County Public Health Network who procured the vaccine, and the volunteers who gave their time helped us tremendously and really made this clinic a reality for our clients and families."

The clinic, designed intentionally as a drive-through, made it easier for Community Partners' clients who may have mobility issues to receive the vaccine. The drive-through process, directed by Community Partners' staff and volunteers, clad in neon vests, provided a comfortable environment for those receiving the vaccine. Volunteers from New Hampshire Responds, an organization dedicated to providing trained volunteers in medical emergencies, also volunteered at the clinic each week.

Putnam concludes, "The biggest thing that the clinic offered was protection from the virus. That's really the bottom line. We are looking at clients who are already health-compromised, potentially becoming ill, or their caretakers getting ill and potentially dying. By providing this vaccination to our clients, their families and caretakers, we know they are going to be safer and our staff can continue to provide the critical services that our clients need so that they can continue to live their lives and participate in their communities. That's the main motivation for all of this."



*Tracy and her daughter Echo Howes after receiving the Moderna vaccine at our Rochester location.*



*From left: Lucy Putnam of Community Partners, Ashley Wright of Strafford County Public Health Network and Kathleen Stocker, Vaccine Clinic Volunteer and former CFO of Community Partners*



[www.communitypartnersnh.org](http://www.communitypartnersnh.org)

