



Annual Report 2024

Building Foundations!



Board President's Message

Having served two terms as a Director, then followed by Vice President, I began my role as Board President in January, 2024. During that time, I have seen many changes. The constant during my tenure has been my awe at the dedication and determination of our employees.

This past fiscal year we began to feel the longer-term impact the pandemic had on our operations. During the pandemic, Federal dollars and the relaxing of various rules helped us continue to deliver necessary services to the community. However, we also began to experience higher staff turnover rates, loss of institutional knowledge, and a reduced ability to prepare new employees for their positions. Understanding these challenges, our new strategic plan's first initiative is to reinvest in our employees and operational infrastructure.

Despite these pressures, Community Partners remains dedicated to the individuals and families we serve. Here are just a few the important accomplishments realized by our employees, leadership, and board of directors over the last fiscal year:

- We acquired 353 High Street, in Somersworth, renovated it and relocated our Spectrum Connection Program to deliver centrally located Applied Behavior Analysis Services for children ages 2 to 8.
- Approval of a new strategic plan that invests in employees and our foundation, adds substance use disorder services, and looks to build additional inter-program collaborations.
- We delivered services to over 4,600 individuals and fielded over 17,000 contacts with ServiceLink across Strafford and Rockingham Counties.
- Auditors issued an Unmodified Opinion stating that our financial position remains strong.



**Bryant Hardwick,
President of the Board
of Directors**

This Annual Report also recognizes you and your contribution to our mission. Each dollar donated to Community Partners helps us to provide critical services for the vulnerable populations we serve. Thank you for your continued engagement with Community Partners.



Community Partners Opens New Spectrum Connection Site

In March of 2024 we opened Spectrum Connection at its new location at 353 High Street in Somersworth. Spectrum Connection provides intensive Applied Behavior Analysis (ABA) services for children ages 2 - 8 with autism spectrum disorder, behavioral challenges, or other developmental needs.

Each week at Spectrum Connection about 20 children work with Board-Certified Behavior Analysts and Registered Behavior Technicians. Children in the program generally have a diagnosis of autism spectrum disorder. Our goal is to reach children at a young age while their brains are actively developing. Staff work intensively with the children on developing skills for daily living such as independence at mealtime, dressing, functional communication, cooperative play, and following routines. The families also learn techniques to support their child. Each year we aid an increasing number of families whose children have autism spectrum disorder or other diagnoses that can benefit from ABA services. This new space allows us to expand our program to provide effective ABA services to more families, meeting a growing community need.

Community Partners New Strategic Focus



**Chris Kozak,
President/CEO**

As I look ahead to the remainder of fiscal year '25(FY25) and into FY26, I see both opportunity and challenges. Our opportunities can be found in our strategic plan, which I will discuss below. Our challenges primarily come from uncertainty at the state level.

I have a high degree of confidence that we will close out FY25 in a strong position. In FY26 we will have a new biannual state budget. It will be the first the budget in several years that will not benefit from the vast array of COVID relief dollars. It will also be a budget that needs to plan for additional dollars related to settling the claims associated with the Sununu Youth Center lawsuit as well as how the State Supreme Court may rule in the school funding lawsuit. Given these factors we do not anticipate any significant increases in funding for the important services we deliver to the community.

On the bright side, a major emphasis in FY24 was the creation of our new three-year strategic plan, which was approved by the board of directors in July, 2024. I strongly believe that our board guided us well in the development of a plan that builds a vision for our future; one that rebuilds and solidifies our foundation.

Our first strategic priority is to rebuild our foundation and more clearly define our organization's culture. We will be investing in our employees in terms of role clarity, better orientation, role specific training, and professional development. We look to preserve our history while carving a new path forward. We will be explicit in building a culture to reflect our values and foster a welcoming and inclusive workplace. This investment in our incredible workforce will help us better retain employees and improve our recruitment successes.

Our second strategic priority is to provide options for individuals in our community who have a substance use disorder (SUD) or co-occurring SUD and mental health disorder or other co-occurring issue. We are pursuing an agreement to acquire South Eastern New Hampshire Alcohol and Drug Abuse Services (SENHS). Upon closing the transaction, SENHS will become a new division of Community Partners. From there, we will integrate our mental health division with our SUD division into a new Behavioral Health division. This type of integration is long overdue in Strafford County and throughout the state. It is in line with the Federal Government's desire to integrate care for better health outcomes through Certified Community Behavioral Health Clinics.

Our last strategic priority is to increase our internal collaboration across divisions and programs. Just as we seek to reduce barriers for people in the community, we intend to reduce barriers for individuals who need a multitude of the services we provide. Funding streams and contract requirements often dictate cumbersome protocols and processes to secure payment. However, we have a very skilled finance department that will work to create smooth pathways for us to achieve our goal, thereby empowering staff to share their skills and knowledge with their colleagues across the organization.

Our strategic plan is both ambitious and urgent. We know that our employees are what makes us special and effective. The pathway to successful outcomes for those we serve begins with our employees.



Visit our website to view our Strategic Plan for fiscal years 2025 - 2027: [Communitypartnersnh.org/About](https://www.communitypartnersnh.org/About)

The Nepalese Community Helps Us Build Community With Home Providers

Min Gautam immigrated to the United State from Nepal and earned a degree in Economic Development from SNHU. His career helping people with intellectual and developmental disabilities began in a busy group home in Springfield, Massachusetts where he served as a program manager. With two small children, he and his wife sought out a more peaceful and predictable life for their growing family which led them to Strafford County, NH. In 2000, Min began his fruitful employment as a Residential Program Coordinator at Community Partners.

As an informal leader in New Hampshire's Nepalese community, Min has helped Community Partners build a strong bond with the local Nepalese community. In turn, they have helped us to create many loving and stable homes for the individuals we serve. Of the one hundred plus individuals served through the Enhanced Family Care (EFC) Home Provider model, approximately 25% live with a Nepalese Family.

EFC Home Providers are selected based on their desire to welcome an adult with a developmental disability or acquired brain disorder into the fabric of their life, sharing family meals and participating in family and community activities. These pairings are cultivated over time with supervised visits and eventual overnight visits to assess the goodness of fit. EFC Home Providers are self-employed and contracted with Community Partners. They are responsible for the individual's day-to-day care, safety, and well-being, and provide supervision and support. They teach individuals skills for daily living, how to complete chores and tend to their own personal care. They are paid a stipend along with a monthly room and board payment related to the individual's level of need.

In his role as a Staffed Home and Residential Program Coordinator, Min oversees two staffed homes where individuals live in a supportive environment. Min, a Home Provider himself, had one individual live with his family for 18 years. Now, he and his family have shared their home and community with a young man for the last four years.



Min Gautam and the Individual he Supports

The Nepalese community is tight knit and word travels fast. When a need is identified, Min can put the word out for a caregiver or Home Provider and the community rises to the moment. Gatherings for family celebrations, holidays, and parties are occasions for food and festivities for the Individuals served. They are welcomed and accepted for who they are, experiencing true belonging.

Critical Time Intervention Delivers Results

When the state announced they were implementing a Critical Time Intervention (CTI) program for unhoused individuals with multiple psychiatric admissions, Community Partners was at the head of the line to participate. CTI is an evidence based practice shown to reduce rates of psychiatric rehospitalization, have higher rates of stable housing, and reduced reincarceration. One CTI individual, Jessica, was referred to us prior to being discharged from an inpatient facility to her home, a 2008 Toyota Corolla. She faced many barriers without a job, proper housing, income, or access to healthcare. Jessica and her CTI coach, June Evans, began to chip away at getting her life back on track.

Starting with untangling legal issues in mental health court. Jessica accessed Gather Food Pantry to address food insecurity. When her car needed repairs, Womenaid of Portsmouth, assisted with a portion of the bill. Once these needs were met, Jessica secured employment that offered full benefits including healthcare and retirement. That allowed her to rent an apartment within her budget. Assistance from the City of Rochester helped to cover a portion of the security deposit and the first and last month's rent. With these building blocks in place, Jessica set out to have her parental rights restored. June helped Jessica to complete the required paperwork to return to court and advocate for herself. With June's support she told the judge of her recovery and positive progress. Through CTI, she had her parental rights restored.

This work was done through the cost-free CTI, which provides intensive care transition supports for nine months to connect people to services upon discharge from a psychiatric setting. Community Partners employs three coaches, and a master's level social worker, who receive support from our resource center manager and director.



Jessica and June

CTI CONT.

Each coach has case load of up to twenty individuals who were recently discharged from an inpatient psychiatric facility. The coaching relationship begins while the individual is still inpatient to establish trust and the creation of a discharge plan.

CTI coaching services are delivered in three ninety-day phases. In phase one, intensive support and assistance are provided, often with the coach doing much of the work. In the second phase, the coach shares the work with the individual. And in the final phase the coach supports the individual to do the necessary tasks to return to independent living. Coaches help with housing, access to mental health counseling, psychiatry, substance use treatment, and physical health care.

During a recent audit of our program we received high marks for quality implementation and outcomes. At Community Partners, CTI is a stand-alone program, meaning, people do not have to meet other eligibility requirements to participate. CTI fits into the Community Partners spectrum of programs and builds on the diverse skills and talents of our team.



Family Support Helps to Prepare Young People for Adulthood

When young people with intellectual or developmental disabilities (IDD) graduate from high school they, and their family face many choices. We call the time between the ages of 18-22 “Transition Age”. We begin helping parents prepare for this transition to adulthood when their child is 14. We encourage them to invite us to IEP and other school meetings to start post high school discussions. Historically, young people transitioned out of high school and were able to access Area Agency Adult Services only at age 21. Since individuals become adults at age 18, it is important to start the planning process earlier to ensure that families understand and complete steps required for a smooth transition.

Our Family Support team is integral to aiding families to understand what happens when their child becomes an adult along with the necessary steps to take to ensure they qualify for continued support upon graduation. The team tracks Strafford County school age individuals with IDD based on birthyear and invites them to participate in our available programs. We educate and aid families with the tasks required to complete the Medicaid application, Social Security Intake, guardianship paperwork and selecting providers for services, which can take months or even years. Families also have choices such as, Day or Residential Programming, or Supported Employment options.

One important resource we offer the families we serve with children ages 14 -22 is our annual Transition Fair. The event enables them to efficiently gather the information required to make informed choices. Tricia Pedersen, Community Partners Transition Supervisor, works with her team and Dover High School to plan this event. The 2024 event had twenty organizations representing diverse programs, which included recreational, housing, mental health services, day programs, mentoring, case management and job training opportunities.

Our goal is to learn about each individual and their unique skills and abilities to best assist them in connecting to programs that will help them thrive as adults. Pedersen says, “the more we know about each individual, the better equipped we are to help them discover their voice and desires through the transition process.”

Special education departments at other high schools have begun hosting their own local Transition Fairs. We serve in a supportive role, recruiting organizations and alerting families. Future plans for the Transition Fair include expanding vendors and helping more families that may need to access local developmental and/or mental health services.



Family Support Team with Nettie Vaughan, DHS Transition Coord. in green 5

Community Partners' Financial Overview

July 1, 2023 - June 30, 2024

Community Partners continues to deliver outstanding services by employing new ways to serve our most vulnerable community members through innovative technology, creative programming and expanded community connections.

Revenues

Medicaid	\$33,715,728
Contracts	\$4,275,831
Client Resources	\$2,612,940
Grant Income	\$2,137,964
Medicare	\$297,747
Other Revenue	\$150,921
Interest Income	\$177,406
Public Support	\$82,917
Total Revenue	\$43,451,454

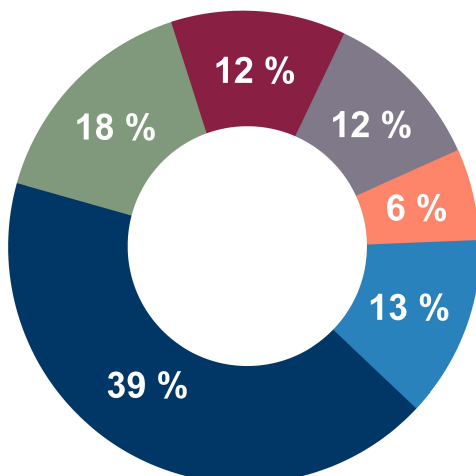
The work of Community Partners is enhanced by these organizations, clubs and foundations. Thank you for your support.

- Bishops Charitable Assistance Fund
- City of Dover CDBG Rental Assistance
- Dobles Foundation
- Greater Rochester Community Fund
- Heses Foundation
- iHeart Radio- Lend a Helping Can
- Liberty Mutual- Benevity Funds
- Lisa Libraries
- Newburyport Bank
- New Hampshire Charitable Foundation
- NH Department of Health and Human Services - Grant Funded Programs
- NHCF HAAS Fund
- NHCF Thorland Fund
- Southern NH AHEC
- SAMHSA Mental Health Awareness
- Schwab Seacrest Designated Fund
- 18 Fore Autism Golf Tournament

Expenses

Combined Residential & Day, Residential Services	\$9,497,090
Consolidated Services	\$6,815,243
Early Support & Youth & Family Services	\$5,022,115
Day Program & Community Support	\$4,500,642
Other	\$4,997,386
General Management	\$4,571,458
Adult Services	\$2,932,612
Case Management	\$954,318
Family Support	\$1,020,897
Emergency Services	\$915,661
Total Expenses	\$41,227,422
Increase in Net Assets	\$2,224,032

Community Partners' Services Delivered by Program - July 1, 2023 - June 30, 2024



Served by Program

Behavioral Health (BH) - Adult	1798
BH Youth and Family	833
Emergency Services	560
Developmental Services - Adult	552
Family Support	288
Early Supports and Services	625

TOTAL 4656

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

Community Partners is grateful for the dozens of community members who have chosen this organization to give financial support.

This list shows donations received from July 1, 2023 ~ June 30, 2024

Partners \$1000+

Charles Kendall
David and Ann Landry
Katie Wheeler
Kathleen Stocker
Judge Daniel Cappiello
R.J. Allister, M.D.
Seacrest Fund

Benefactors \$500 - \$999

Abraham Burtman Charity Trust
Clay Tedeschi
John Lowy
Kate Greenwood
Miriam Laliberte
Lauraine York
Laura Hartman
Pete Eldredge
Paul Muther and Ulla Dagert

Patrons \$250-\$499

Bryant and Kerry Hardwick
Dylan Ragozin
Dr. Richard and Barbara Muther
Gary Gletow and Christine Trayner
Gregory and Laurie Burdwood
Jed Mettee
Judith Larkin
Jennifer Perry
Lindsey Williams
Matt Lahr
Peter and Tracy Greenwood
Pamela Dushan
Joseph and Margaret Moore
Thomas Quarles, Jr.
Schell Family
Richard and Elizabeth DesJardins
Robert and Sharon Latture

Supporters \$100 - \$249

Anthony and Jennifer Demers
Brenda Lessard
Bill and Kristine Baber
Carey Maurice
Charles and Joyce Davis
David Deutsch
Dr. and Mrs. Paul Butler
Dr. Thomas Lydon
Graham and Page McDonald
Gary and Christine Tedeschi
Hugh and Jane Philbrick
John Mettee
James Verschueren
John Lee
Jody Epstein
Jim and Lucinda Kerivan
Kathleen Sheehan
Ken and Margaret Wolcott
Lynn Jones
Marjorie Smith
Marc and Cathie Lacasse
Paula DePlanche
Phillip and Katrina Vancelette
Peter and Linda Riendeau
Paula Estabrooke
Paul and Lauren Nuzzi
Ron Risi and Jan Carson
Sylvester Family Revocable Trust
Suzanne Loder
Tom and Ann Boyd

Friends \$50-\$99

Anne Burnett
Ann Schultz
Ann Demong
Alija & Binod Ghimire
Donald and Kathleen Boisclair
David and Lindsay Chorney
Daryle and Mary Ann Cooper
Diane Brown
Dennis and Josephine Ortiz
Elise Daniel
Edward and Catherine Morse
Gregory King
Gerald and Janet Illig
Holly Shaffer
Hampton and Suzanne Bagdasarian
Joan Chase
Janet Mettee
Janet MaGirl
Lynn Dekraker
Laurence Babcock and Virginia Stone
Michael and Crystal Richardson
Melissa Henerberry
Sara Sapochetti
Robert and Phyllis Kraunz

Donors up to \$49

Anthony and Louise Hirsch
David Anderson
George and Laurie Wormstead
Edward and Marilyn Mulligan
Gilmour Academy
Graham Hayslip
Heather Young
Judy Adjutant
Jennifer Elliott
Jean Odiorne
Kim and Steve Nadeau
Kathleen Tufts
Marjorie Ann Colson
Michelle Albion
Margaret Rotondo
Nancy Siria
Sandra Keans
Tim Gurshin and Olivia Henry
Thomas and Jacqueline Rzasza
Walter and Joan Hart

Your donations help to build The Brian Collins Individual and Family Support Fund, which directly supports individual needs. To donate now, use your phone's camera to scan the QR code. This will take you to the Community Partners' donation page.

Thank you for your support!



Community Partners' Mission and Vision Guide our Work

Community Partners' mission is to connect our clients and their families to the opportunities and possibilities for full participation in their communities.

Our Vision:

- We serve those who experience emotional distress, mental illnesses, substance use disorders, developmental disabilities, chronic health needs, acquired brain disorder, as well as those who are in need of information and referral to access long term supports and services.
- We strive to be an organization that consistently delivers outstanding services and supports that are person focused and dedicated to full participation and communities.
- We will take leadership roles in educating our community, network, families and the public to reduce stigma and to increase self-determination and personal empowerment.
- We are committed to evidence-based and outcome driven practices.
- We will invest in our staff to further professional development and foster an environment of innovation.



Marcy Lamper,
Client Benefit Specialist & Winner

2024
Board of Directors
Bryant Hardwick, President
Maggie Wallace, Vice President
Gary Gletow, Treasurer
Ann Landry, Secretary
Kristine Baber
Kathy Boisclair
Judge Daniel Cappiello
Anthony Demers
Tracy Hayes
Ken Muske
Danielle Pomeroy
Sharon Reynolds
Mark Santoski
Phillip Vancelette

Mission Award Recipient 2024 Marcy Lamper

We honored this year's Mission Award Winner, Marcy Lamper, Business Office Client Benefit Specialist, at our annual September employee appreciation event at Hilltop Fun Center. It's no surprise that several of her colleagues nominated her. Behind the scenes, Marcy plays an integral role sharing her expertise on the complexities and nuances of obtaining or maintaining the various types of Medicaid coverage. The saying, "cross every 'T' and dot every 'I'" applies to each Medicaid application. To qualify for our developmental services programs, individuals must be found eligible for Medicaid waived services. This is a multistep process that can take months, and one missing document will delay the process. Another type of Medicaid coverage has a "monthly spenddown," functionally a monthly deductible. The spenddown amount must be met each month before Medicaid will cover any services. Marcy reviews and submits information to the state each month to ensure that the individual's Medicaid coverage opens as soon as possible. Excerpts from her nominations show just how much knowledge she has compiled since starting at Community Partners in 2008.

"Marcy is like a 'CSI Investigator' in that she tries to discover exactly what families are missing in order to smoothly navigate a complex system. She always provides information that is easy to understand and share with families. She truly cares about the folks we serve."

"When individuals have coverage issues, Marcy is always available to research the problem and offer solutions."

"Marcy is patient, kind and supports our clients behind-the-scenes by providing information and insight throughout the process of obtaining Medicaid."

Marcy's dedication to the mission truly helps us to connect our clients and their families to the opportunities and possibilities for full participation in their communities.