



ANNUAL REPORT

July 1, 2003 - June 30, 2004

Families Helping Families

MISSION STATEMENT

NAMI NH is a grassroots organization of and for people of all ages and their families coping with mental illness. NAMI NH is dedicated to improving their quality of life through support to consumers and families; advocacy for non-discriminatory and equitable funding and policies; support of research into causes, symptoms and treatments; and education to eliminate stigma and discrimination against persons with mental illness and emotional disorders.

From the Executive Director and President of NAMI NH

This report to our members and supporters is about people, partnerships and pride. It is with pleasure that we write to all of you who are interested in the work of NAMI NH. This Annual Report reflects the hard work of hundreds of volunteers who, together with staff, strive to improve the lives of persons with mental illness and their families, as well as strive to enhance the effectiveness of NAMI NH throughout the state. Yet, this work is not done without the critical partnerships that are formed with other organizations, agencies and businesses, which operate in many NH communities.

NAMI NH was able to balance its budget and meet all its programmatic and grant obligations. Our supporters gave heartily and we managed to control expenses, which allowed us to finish the year showing a small amount of excess revenue over expenses.

During this year, as your President and Executive Director we continued focusing our attention on the strengthening and growing of our grassroots – our volunteers, in more than 15 communities across NH. Trained volunteer teachers provided, free of charge, Family-to-Family and Vision for Tomorrow classes in 8 communities to more than 120 families who wanted to learn more about how to deal with mental illness and promote recovery. Almost 20 volunteers participated in a training class to become group facilitators who are able to serve their community by organizing and facilitating our family support groups. We have just scratched the surface with these efforts. It is our intent to continue these programs so that the grassroots can bring the organization's education and training resources into their communities, and as importantly, the communities can be engaged in and embrace NAMI NH. This two-way partnership promotes the strengthening of NAMI NH internally and externally. It adds to our human resource base, both in numbers and diversity, and improves our effectiveness on influencing public policy, fighting stigma and building support. It strengthens the viability of the organization and increases the potential for donations, volunteers, media exposure and academic and public advocacy collaborations. Partnerships provide opportunities for NAMI NH to be a resource to the community.

During this year we partnered with the Youth

Suicide Prevention Assembly, the Suicide Prevention Project and multiple community stakeholders to develop, under a grant from the Gutin Foundation, a set of community based protocols to address suicide attempts and threats and to prevent future suicides. We organized and partnered with multiple professional and advocacy organizations to bring together, at a Legislative hearing, over 125 citizens to convince the Legislature to prevent the elimination of critical "optional" mental health services. We partnered with the Medical Society, Pediatric Society and insurance and mental health provider organizations to put on the first ever, in NH, conference on integrated healthcare for those treating co-occurring medical and psychiatric disorders in children and adolescents. Finally, we partnered with over 600 NH citizens to WALK for the Mind of America; to let the state of NH know that its OK to have mental illness and that it is OK to speak about it because its a treatable illness that one can recover from.

The grassroots volunteers and the partnerships with organizations and individuals cannot be underestimated. We will continue to speak of volunteers and our partnerships with pride and invest in their continued growth because, together, they improve the quality of lives of those dealing with mental illness and, in turn, the community at large. Together we make more positive impact than alone, leveraging our skills and resources, impacting communities, supporting democracy and weaving together a social fabric. This is a critical strategy, which NAMI NH has and will continue to promote to meet its mission.

Thanks from this partnership - a volunteer and a staff member - for your continued support and investment in NAMI NH. Do not hesitate to contact either one of us to discuss this annual report or any other idea or issue affecting NAMI NH.

We look forward to working with you in the coming year.

Sincerely,



Sam Adams
President



Michael J. Cohen
Executive Director

NAMI NH offers family support and educational programs to all families affected by mental illness. Our educational programs and services to the general

public help in our fight against STIGMA. We work with diverse populations to improve ACCESS to treatment and provide HOPE to consumers and families.

Our Outlook

A Closer Look at Two Programs

Bienestar Mental

Under the leadership of NAMI NH and funding from the Endowment for Health, the Bienestar Mental program works toward improving the quality of services delivered to the Latino/Hispanic communities, through a better understanding of how socio-cultural, linguistic and environmental factors influence service outcomes. The overall goal is to improve access to services and reduce disparities when providing mental health services to racial, ethnic and cultural population. The program offers assistance to community agencies in developing culturally competent services.

Bienestar Mental has been able to advocate for systems change for Latino/Hispanics in need of access to mental health services that have, in the past, been culturally and linguistically inaccessible. Several initiatives were completed in the Nashua Community. One very important initiative was Cultural Competence training for the staff and administrators of several organizations that were facing increasing demands for health care services from the Latino/Hispanic populations; the community mental health center, the community hospital and school district in the Nashua area.

With the support of the Executive Staff at Community Council, Cultural Competence trainings for all staff members became mandatory. A Cultural Leadership Team became a reality, language plans were developed and an

additional medical interpreter was hired by the Children and Adolescent Services to support the already existing interpreter. Bienestar Mental Program was instrumental in partnering with Community Council to get a grant to fund medical interpreter positions.

At Southern NH Medical Center, Bienestar Mental was able to offer several Cultural Competence Trainings including "How to Work With Medical Interpreters." As a result of the trainings, Bienestar Mental has been at the table with the Director of Education and Training, developing a "Diversity Team." The first planning meeting began with a positive discussion including workforce issues, educational programs, trainings and identifying other needs at the organization and community levels.

Also completed, was Cultural Competency training at the Nashua School District. A Diversity Literacy Team was established with members of the school district, which include the Director of Special Education, Director of Guidance, Vice Principal, ESL Teacher, Psychologists and other members of the school. The team identified the need for continued cultural competency training, working with trained interpreters, being trained in Visions for Tomorrow. Bienestar Mental continues to provide technical support as requested.

In summary, the Bienestar Mental program has engaged multiple agencies from the greater Nashua area that we continue to work with to help them provide cultural and language appropriate mental health services. Bienestar Mental Program continues to provide culturally

Programs & Services

Programs & Services

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appropriate technical support and information to agencies and individuals in the Nashua Community with the goal of improving mental health access for the Latino Community. In 2005 we plan to produce a resource manual for the community and an implementation guide illustrating the lessons learned from this project that will be helpful to other communities interested in improving access to mental health care for Latino/Hispanic populations.

Frameworks Youth Suicide Prevention Project

The issue of suicide prevention and particularly youth suicide prevention has continued to gain increased attention and positive momentum in New Hampshire during the past year. With the US Center for Disease Control stating that 90% of all youth who commit suicide have either a mental illness or substance abuse disorder, it is fitting that NAMI NH has been one of the leaders of prevention efforts in New Hampshire. The Frameworks Youth Suicide Prevention Project has been at the heart of NAMI NH's hard work on this critical issue.

A privately funded project, Frameworks is a collaborative effort between The Suicide Prevention Partnership, the Irving and Barbara C. Gutin Charitable Foundation and NAMI NH. The project is gaining national attention for its innovative approach to suicide prevention. In contrast to single system prevention efforts (such as a school based program) the Frameworks project takes a community based approach by encouraging everyone to recognize and connect with youth who may be depressed or at risk for suicide and by delineating specific protocols for each profession responding to a suicide event. Highlights of the project during the past year include:

- The Frameworks project and youth suicide prevention was selected as a Health and

Wellness priority in the New Hampshire Children's Alliance Network 2004 Children's Agenda

- The State Suicide Prevention Plan accepted by Health and Human Services Commissioner John Stephen repeatedly mentions the Frameworks Project in various action steps for accomplishing the state Plan.
- During the past year over 100 professionals from across New Hampshire donated over 1500 hours of expertise by participating in workgroups on the Frameworks project
- The workgroups developed specific protocols for responding to youth suicide events for Educators, Law Enforcement, Emergency Medical Services, Primary Care Providers, Mental Health/Substance Abuse providers, Social Service Agencies, Funeral Directors, the Medical Examiners, Gatekeepers (family, friends, peers).
- The UNH Center on Adolescence agreed to design and oversee the evaluation of the Frameworks project.
- NAMI NH selected Mascoma Valley Health Initiative (MVHI) representing the communities of Grafton, Enfield, Caanan, Dorchester and Orange from to be the pilot site to implement the Frameworks project starting in January of 2005
- The American Association of Suicidology selecting the Frameworks project for a presentation at their annual conference in 2004.
- Ken Norton representing NAMI NH as a guest on NH Public Radio's "The Exchange" discusses youth suicide prevention
- Elaine deMello representing NAMI NH, serving as co-chair for the New Hampshire Youth Suicide Prevention Assembly

2005 plans for the Frameworks project include posting the completed protocols on the NAMI NH website, developing training modules for each of the protocols, implementing the

protocols in the pilot site community and evaluating the process and outcomes. We will also be developing an implementation manual and working to identify funding for distribution and dissemination of the protocols.



Information and Referral Services

Consumers, family members, friends and the public are encouraged to call the NAMI Info Line (1-800-242-6264). Callers are connected with trained volunteers who help answer questions, mail information about severe mental illnesses, treatments, services and NAMI NH affiliate groups. During Fiscal Year 2004 we responded to almost 2400 phone inquiries. The NAMI NH Library is open to the public; we have books, videos, and brochure information available. Computer access for research and study of mental health, mental illness and recovery resources is available for public use. NAMI NH's Website—www.naminh.org—can provide additional information on New Hampshire and National Resources, Recovery, Educational Programs, Family Supports and much more.

Child and Family Services

The Child and Family Services Department is working to ensure New Hampshire has a family driven mental health system. Parents of children with serious emotional disorders are provided with research-based information, educational programs, support groups, Information and Referral Line, and advocacy for systems reform. An Advisory Committee comprised of parents and professionals has been formed to give focus and direction to the NAMI NH Board of Directors with respect to services for children, adolescents and their families.

In Our Own Voice

NAMI NH instituted this consumer presentation program in January 2004. More than 1,000 individuals have attended these presentations. This very successful program proves that recovery is real. Persons with mental illness are trained to present their story of recovery to diverse audiences – civic groups, corporations, medical providers, etc. This educational presentation fights stigma; it changes people's outlook for themselves, their loved ones, and their clients. The speakers talk about how stigma affected their recovery. They correct the common myths that produce stigma. An effective response to stigma is provided by viewing their accomplishments and seeing the way they present themselves.

People love to meet people who have overcome great obstacles against great odds, who tell inspirational stories of courage and hope, and give them insight into how to be better helpers. Our speakers as a group have the training and range of experience to meet any special learning objective of any group.

Family Partners

Families with children and adolescents who have emotional and behavioral disorders are matched with trained "Partners" who will assist them on a one-to-one basis. The role of the Family Partner is to empower families to become full partners in accessing appropriate services for them and their child(ren) by giving them support, information and skills. *(Editors note: This program has ended because funding has been withdrawn by the NH Department of Health and Human Services).*

Family Education

Family education activities are run by trained volunteers to inform and support family members of adult consumers with mental illness,

Programs & Services

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Programs & Services

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or young persons with severe emotional disorders. This year over 420 families (adults and children) participated in these programs.

Visions for Tomorrow

... is an eight-week program is offered at no charge to caregivers of children with Serious Emotional Disorders. Visions provides caregivers with educational materials and skill training focused on self-care, emotional support and empowerment. Teachers are family members who have been trained in this research based educational program.

Family-To-Family

... is a 12 week course for family and friends of individuals with serious mental illness, taught by trained NAMI NH family members. Scientific evaluation shows that course participants gain a



Family to Family Teachers' Training

greater understanding of mental illness, cope better with a loved one's illness, worry less, and feel newly-empowered to navigate both the health care and political system to get better treatment and services for the person with an illness. Many family members describe the course as life-changing.

Family to Family and Visions for Tomorrow programs are taught by family members who have taken the course then volunteered to participate in an intensive training program to become teachers. The teachers are provided skills to manage with group process, communication and team teaching. These teachers are trained by State Trainers who are family members who have been certified to train others to teach in either the Family to Family or Visions for Tomorrow programs.



Affiliate Support Groups

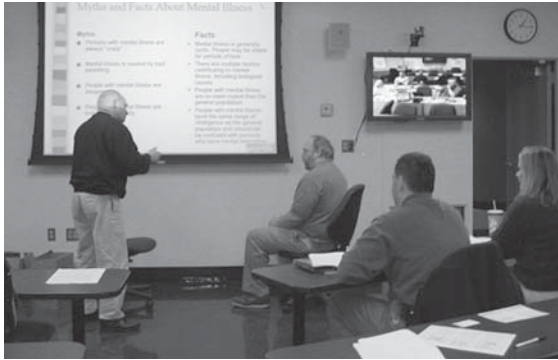
NAMI NH Support Groups provide support, education and advocacy opportunities for families dealing with mental illness. All around the state, members come together to share concerns and learn from common experiences. A trained facilitator, who is also a family member, leads the group. Many of these groups are actively becoming an important resource within their community.

Support Group Facilitators training is provided to those family members who would be interested in being part of a leadership team in their community to offer a support group for those whose lives are impacted by mental illness. The training follows a prescribed curriculum that was developed by NAMI National and provides opportunities to learn and practice the NAMI support group model and develop and/or enhance the facilitators skills in working with groups.

Support groups are available for those dealing with adults with mental illness or children with severe emotional disorders.

Public Education

NAMI NH provides specialized training for target audiences. Topics ranging from general mental health awareness to specific skills in working with people with mental illness have helped dozens of audiences to understand stigma and learn strategies for helping to enhance the lives of persons in recovery from mental illness and their families. Recipients of



Training held at the Police Standards and Training Academy

over 2 dozen trainings offered this year includes: educators, students, law enforcement, social service providers, medical and mental health care providers, correctional officers, emergency medical teams (first responders).

Advocacy

Working in collaboration with other advocacy groups and consumers we educate the NH Legislature and other policy makers on the need for resources to be used effectively for mental health services. This past year NAMI NH was present at many hearings offering information to legislators advocating for funds to be restored to the Division of Behavioral Health budget, fought to assure that vital "optional services" were not eliminated, and supported legislation for open access to mental health medications.

Annual Conference

The Children's Mental Health Summit: Integrating Mental and Physical Health Services was a very well attended conference. Dr. Jeff Bostic's keynote presentation helped participants develop a greater understanding of the challenges involved in integrating medical care for children with severe emotional disorders. A series of workshops and panels were held to garner ideas for improving communication between medical care providers, mental health care providers, consumers and families.

Programs & Services

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NAMI NH Walk

Our Second Annual WALK, held in May 2004, was a great success. Over 500 walkers participated coming to Manchester from all over New Hampshire. Tom Griffith of WMUR was the Master of Ceremonies and Stephen Reno, Chancellor of the NH University System, served as Honorary Chair of the Event.



NAMI NH Walk 2004

Highlights and Activities

Highlights and Activities

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NAMI NH Annual Meeting and Awards

In 2004 the NAMI NH Annual Meeting featured Dr. Stephen J. Bartels, Medical Director for the State of NH-Division of Behavioral Health, as keynote speaker. Dr. Bartels presented on "Transforming Mental Health Care: NH's Response to the President's New Freedom Commission Report on Mental Health."

NAMI NH Annual "Outstanding" Awards were presented at the Annual Meeting. Sixteen awards were presented in diverse categories such



Emily Huff accepting the NAMI NH 2004 Outstanding Advocate Award

as Outstanding Advocate, Outstanding Media Person and Outstanding Systems Change Agent. The award winners represent people/groups who perform above and beyond the call of duty.



2004 ANNUAL AWARD WINNERS

Media	Rebecca Brown
Mental Health Worker	Bob Curdie
Special Educator	Howard Muscott, Ed.D.
Consumer Empowerment Leader	Bryan and Pam Smith
Family Volunteer	Brooks and Elaine South
Adult Therapist	Jude Turner
Child Psychiatrist	Steven L. Cauble, MD
Advocate	Emily Huff
Social Worker	David Lynde, MSW
Adult Psychiatrist	Lisa A. Mistler, MD
Child Therapist	Ann Bliss
Law Enforcement	Lt. Benjamin Jean
Legislative Leader	Senator Jane O'Hearn
Mental Health Administrator	Debra Sosin
Systems Change Agent	Cheshire County Mental Health Court
President's Award	Joseph Manning

"By increasing the public's understanding that mental illnesses are treatable and recovery is possible, stigma and discrimination will be reduced for people with mental illnesses."

—The President's New Freedom Commission on Mental Health
"Achieving the Promise: Transforming Mental Health in America"

Revenue and Support

Grant Income (74%)	\$732,259
Other Public Support (26%)	\$262,589
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Total Revenues	\$994,848

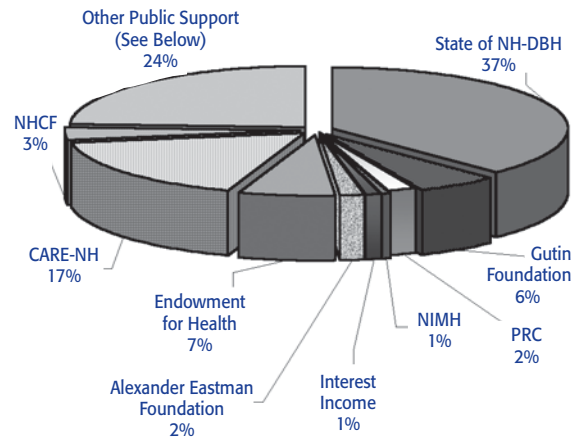
Expenses

Payroll	\$555,802
Employee Benefits	\$77,021
Payroll Taxes	\$45,030
Accounting	\$1,803
Audit Fees	\$3,000
Legal Fees	\$1,260
Contracted Labor	\$52,488
Conferences and Conventions	\$16,284
Staff Development	\$1,332
Client Service/training	\$24,128
Occupancy	\$42,963
Office Supplies	\$6,861
Food Supplies	\$4,559
Fundraising	\$29,624
Depreciation	\$7,517
Equipment Rental	\$3,209
Equipment Maintenance	\$8,292
Advertising	\$2,365
Printing	\$12,355
Telephone and Communications	\$26,326
Postage and Shipping	\$6,369
Staff Transportation	\$31,365
Insurance	\$5,421
In-Kind	\$6,600
Other Expenditures	\$4,498
Total Expenses	\$976,472

Change in Net Assets	\$18,376
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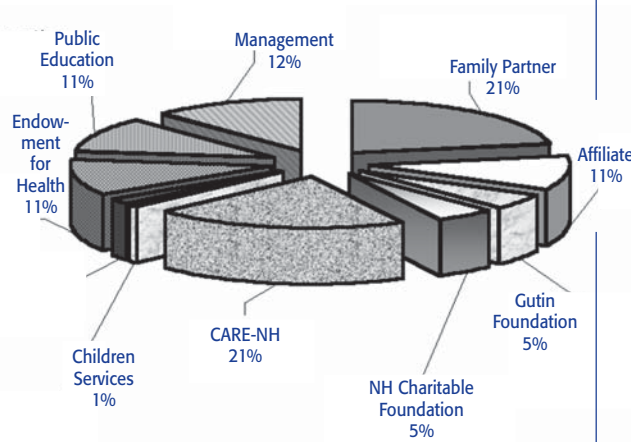
Net Assets—Beginning of Year	\$284,739
Net Assets—End of Year	\$303,115

Revenue: All Sources



*** Other Public Support comprised of the following:**
 Fundraising—58%
 Contributions—29%
 NAMI NH Endowment—2%
 Membership—4%
 Miscellaneous—7%

Expense by Program



NAMI NH Financial Summary Report

For the
Fiscal Year
July 1, 2003-
June 30, 2004

About Us

Twenty-five years ago, many families who knew the burdens of mental illness and the importance of sharing and caring for each other formed local self-help family support organizations around the country. These family members shared feelings of frustration with, and a sense of outrage at, the prevailing system of treatment and care for those who suffer from mental illness. In 1979, about 80 such groups joined together to create the National Alliance for the Mentally Ill. NAMI NH was one of the first state chapters established.

NAMI NH is a coalition of individuals, families and friends coping with mental illness. We are a statewide education, support and advocacy organization working for a quality, comprehensive mental health service system that promotes early intervention, treatment for mental and physical illnesses, and community services that promote recovery.

NAMI NH has a statewide network of support groups that provide a safe environment for families and caregivers to share information and learn from the experiences of others. To help

communities build their capacity to support individuals with mental illnesses, NAMI provides specialized mental health training to schools, faith organizations, hospital emergency rooms and other first responses. NAMI promotes mental, physical and community health and supports to individuals with mental illness to sustain hope and achieve recovery. NAMI NH serves adults

with mental illness and children with severe emotional disorders and their families.

As of the year 2004, NAMI NH represents over 500 families. NAMI NH, a 501(c) (3) organization operates under its mission and works collaboratively with the constituents of the public and private mental health service

systems in New Hampshire. Nine full-time and thirteen part-time staff at NAMI NH, the Board of Directors, along with 18 volunteer affiliate groups, provide referral service, educational programs, training to providers and advocacy. Volunteers play active roles on numerous state and local mental health planning, oversight and education committees.

*NAMI NH is a coalition of
individuals, families and friends
coping with mental illness.
We are a statewide education,
support and advocacy
organization working for a
quality, comprehensive mental
health service system . . .*

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