



**SEACOAST**

MENTAL HEALTH CENTER

*Providing hope. Promoting recovery.*

**2025 ANNUAL REPORT**

## OUR MISSION

To provide a broad, comprehensive array of high-quality, effective, and accessible mental health services to residents of the eastern half of Rockingham County.

## OUR VISION

To support all people in reaching their full potential while living positive productive lives, free of stigma.

## OUR VALUES



### RESPECT

We treat everyone with dignity and respect.



### QUALITY

We deliver high quality care to support and improve the lives of those we serve.



### INTEGRITY

We deliver our services with integrity, commitment, dedication, and professionalism.



### CARING

We provide treatment in a caring, compassionate and empathetic environment.



### COMMUNITY

We are a vital resource and work to positively impact all in our community.



### ACCESSIBILITY

We strive to reduce all barriers to care.



**Jay Couture, MHA**  
President and CEO

Fiscal Year 2025 was marked by significant change and uncertainty, driven by a challenging State budget and the introduction of new federal legislation related to Medicaid coverage. Amid various operational obstacles and a series of tragic local losses, our organization—together with the broader community—witnessed profound moments of compassion, hope, and strength. These instances highlight the prevailing power of community and the resilience that emerges in times of adversity.

Throughout the year, The Center remained steadfast in its commitment to improving access, adapting programs to meet the evolving needs of the community, and advocating for policies that strengthen a comprehensive and sustainable system of care.

Quality Service and Fidelity Reviews continued to demonstrate that our commitment to delivering high-quality, evidence-based services remained paramount.

We extend our sincere appreciation to our dedicated staff, volunteer board members, community partners, and supporters for their unwavering trust and collaboration.

As we look ahead, we are focused on continuing to enhance service delivery, expanding strategic partnerships, and advancing innovative initiatives that promote agility, sustainability, and long term impact for the patients and families who trust in our care.

Thank you for your continued commitment to our mission. We look forward to the future.

Be well,  
Jay & Monica



**Monica Kieser**  
Board President



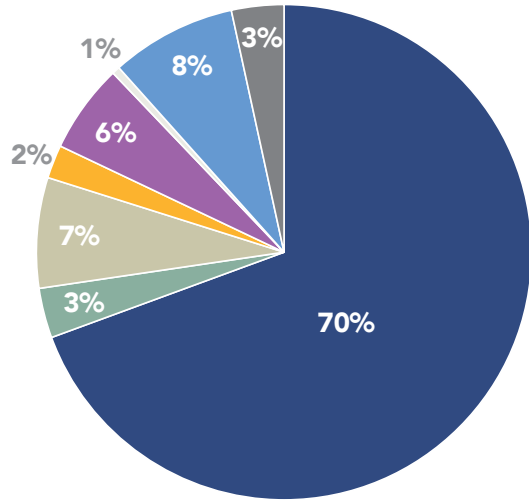
**Resilience, Empowerment, and Natural supports for Education and Work (RENEW)**

is a structured school-to-career planning and individualized wraparound process for youth who may be experiencing emotional and behavioral challenges, have a limited social support system, and need to figure out where they are headed.

Lily started working with SMHC RENEW Facilitator due to being in jeopardy of not graduating from high school. Following many supportive sessions that included futures planning mapping, Lily earned enough credits to graduate in May 2025 and enrolled at a local community college after identifying career goals.

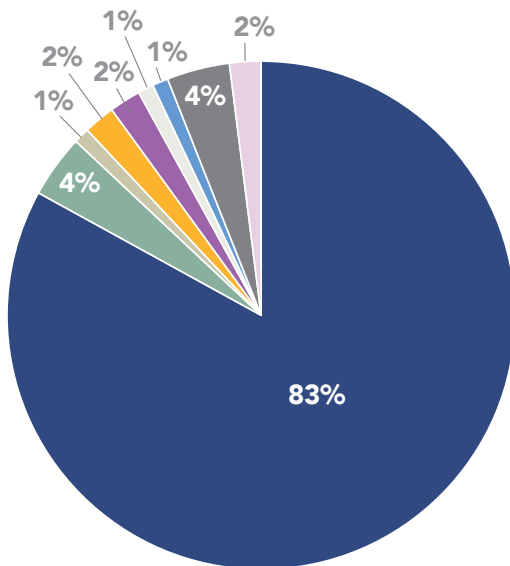
# 2025 FISCAL YEAR FINANCIALS

## SOURCES OF REVENUE



Medicaid	18,093,656
Medicare	849,573
Commercial Insurance	1,879,126
Client Fees	567,854
Public Support	1,516,719
Federal Funding	133,274
Bureau of Mental Health Services	2,138,443
Other Revenues	890,985
	<u>26,069,630</u>

## EXPENSES



Personnel	20,540,987
Facilities and Maintenance	1,095,973
Technology and Telecommunications	203,718
Professional Services	489,790
Direct Patient Support	448,072
Travel and Transportation	294,325
Insurance	232,707
Supplies	927,440
Other	655,498
	<u>24,888,510</u>

# FY2025 SERVICE HIGHLIGHTS

To ensure accessibility of services, our staff provided care in our offices, homes, local schools, primary care practices, hospitals, and community settings. In addition to clinical and residential services, we offered educational and technical assistance opportunities to help extend knowledge and share resources with community members.



**5,720**

TOTAL NUMBER OF UNDUPLICATED PATIENTS



**123,214**

TOTAL NUMBER OF SERVICES PROVIDED



**513** Mobile Crisis Deployments  
 A 22% increase from FY24



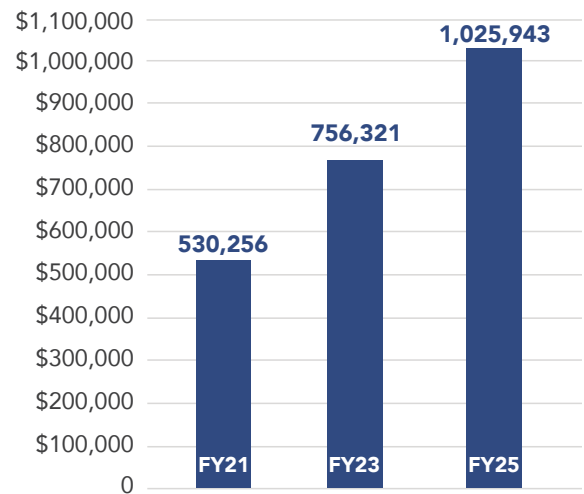
**625** Child Impact Program Participants



**1,173** New Patient Intakes\*

\* In ongoing efforts to ensure access, a survey was sent out to community stakeholders to solicit feedback on our Open Access Intake model in October 2025.

TOTAL AMOUNT OF UNCOMPENSATED CARE



SMHC offered structured internships to

- 4** masters-level candidates and
- 5** bachelors-level students and

provided clinical supervision hours to

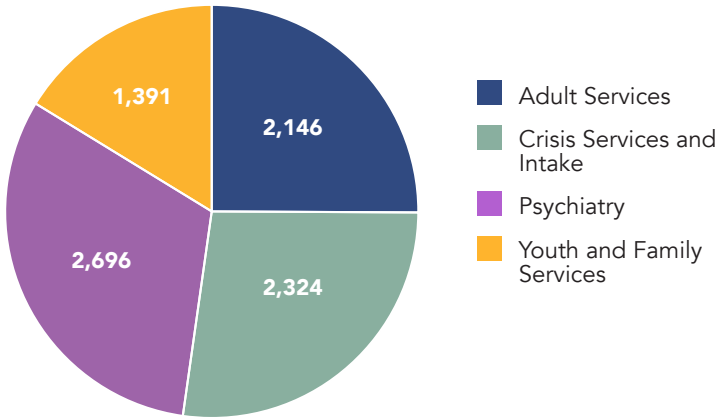
- 3** nurse practitioners seeking licensure



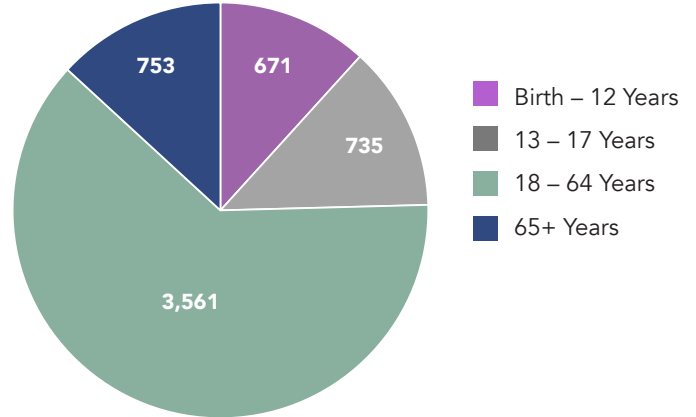
*Linda had not worked for 18 years due to caregiving demands. After beginning with Supported Employment at SMHC in May, Linda has started a full-time job as an Operating Room Scheduler at a local hospital. Linda still meets with her SE coach monthly to ensure she has appropriate support.*

## 2025 SERVICE HIGHLIGHTS, *continued*

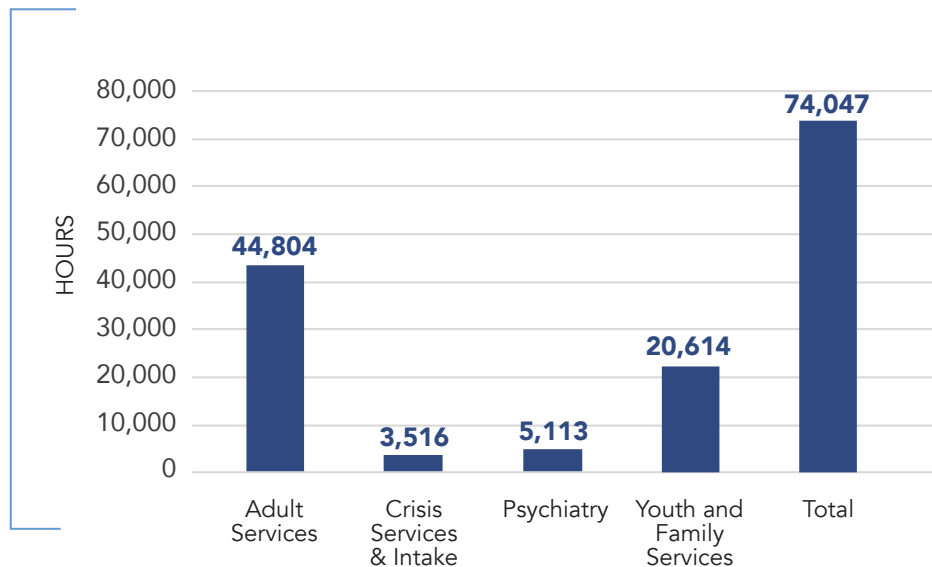
TOTAL PATIENTS  
BY DEPARTMENT, 2024-2025



UNDUPLICATED NUMBER OF PATIENTS  
SERVED BY AGE, 2024-2025



SERVICE HOURS  
BY DEPARTMENT  
2024-2025



### SUPPORTING CARE AT EXETER HOSPITAL, 2024-2025

SMHC Emergency Services  
Clinicians provided

**1,493** services to  
**666** patients

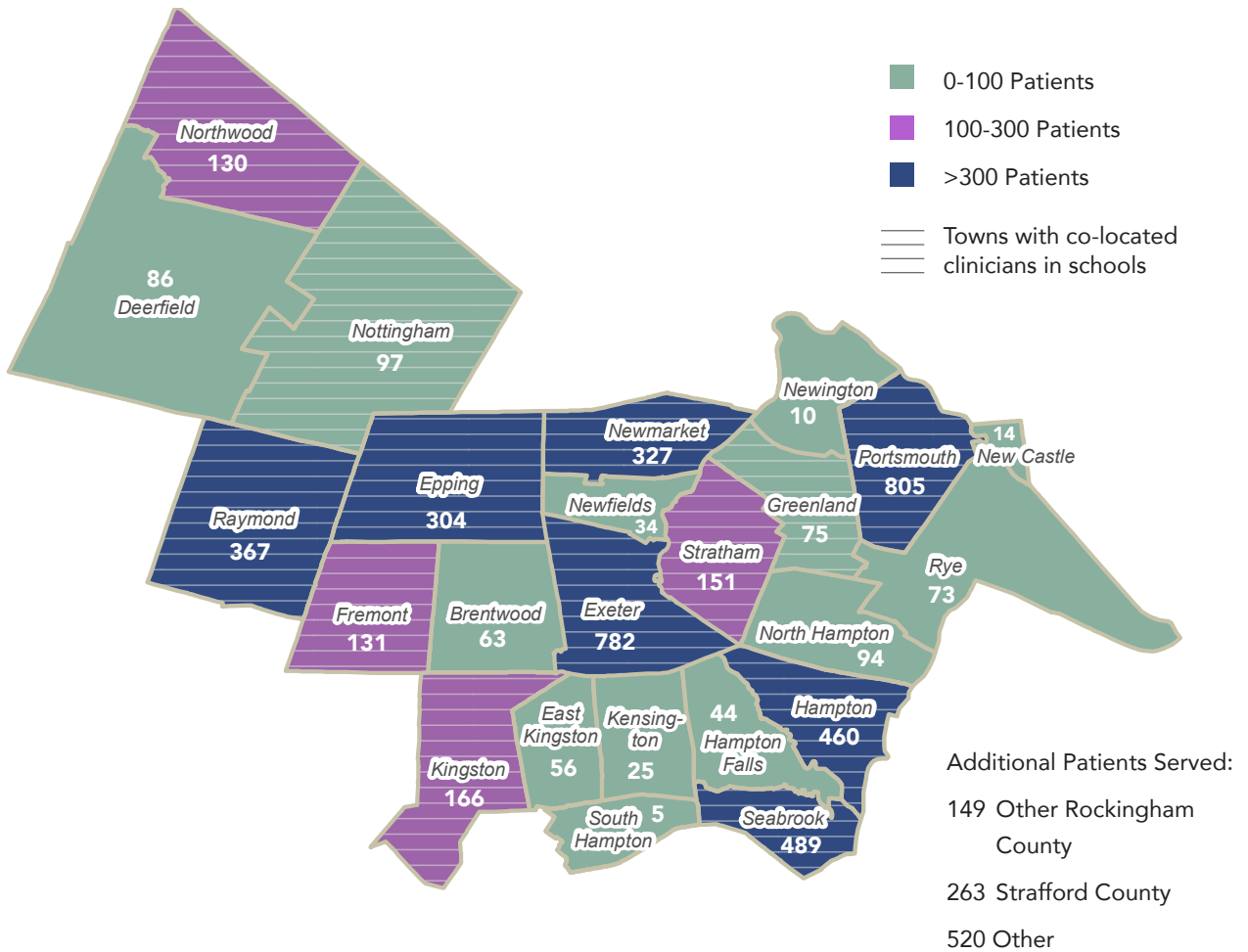


Psychiatric consults  
provided by SMHC Prescribers:

**169** in Emergency Department  
**18** on Inpatient Floors

## 2025 SERVICE HIGHLIGHTS, *continued*

### UNDUPLICATED PATIENTS SERVED BY TOWN, 2024-2025



### REFERRAL, EDUCATION, ASSISTANCE AND PREVENTION (REAP) PROGRAM

REAP provides free, community-based, short-term support for older adults who live in New Hampshire, caregivers and family members of older adults, and professionals who work with and for older adults.

*A special thanks to the Foundation for Seacoast Health & Seacoast Women's Giving Circle for providing grants in FY25 to support SMHC's REAP Program.*

**330**  
individuals served by SMHC

**89** received counseling services

**109** received technical assistance

**132** received educational training



## WITH SINCERE APPRECIATION TO OUR DONORS & SUPPORTERS

We are profoundly grateful for the charitable contributions made during FY25. The philanthropy of individuals, foundations, corporations, and community partners continues to be instrumental in transcending our mission forward. We thank you for your generosity and partnership.

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*We make every effort to recognize our supporters accurately and comprehensively. We apologize for any unintentional errors or omissions. Please contact our Community Relations Office at 603-957-5885 with inquiries.*

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In Honor of the ACT Team  
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In Honor of William Barksdale  
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In Memory of Issac Beadling  
Anonymous  
In Memory of Nancy Byam  
Martha Byam  
In Memory of Great Grammie Grace  
Julia Savage  
In Memory of Adam Moser  
Jeanne and Jim Moser  
In Memory of Daniel Murray  
Sue Tymoczko  
In Memory of Edward Sanders  
Philip and Audrey Dean

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## ELI'S PLACE

In Memory of Eli Robinson • August 19, 1990 – April 30, 2025

Contributions made in memory of Eli Robinson will support strategic initiatives that align with the Robinson Family's wishes to honor Eli's legacy. These include identifying specialized, evidence-based training for clinicians, increasing our residential services capacity, and improving our facilities to support new patients.

Anonymous (28)  
3 Bridges Yoga  
Alyssa Ablan  
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Dominique Roy  
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Susan MacDougall  
Alyssa MacLellan



ELI'S PLACE  
CONTRIBUTIONS TOTAL  
**MORE THAN \$125,000**  
**THANK YOU**

## ELI'S PLACE, *continued*

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*As of June 30, 2025*

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*As of June 30, 2025*

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