



20 ANNUAL 21 REPORT

LAKES REGION MENTAL HEALTH CENTER

Comfort

transitive verb

- to give strength and hope to yourself and others



Focus of the Past Year: Self-Care & Comfort

Comfort and self-care are two things we learned much about this past year in both our personal and professional lives. Fiscal year 2021 brought out the best in all of us despite its demands and challenges. We are so proud of the flexibility and resilience our staff exhibited. As an organization, we worked hard to recognize their strengths with rewards, accolades and team building activities to assure they understood they were valued and key to the success of the lives of our patients. Despite Covid, we took advantage of the opportunities that were afforded to us by increasing our community care and finding joy in spending face-to-face time with staff. This year taught most of us to appreciate many of the important things we likely took for granted. How wonderful it is when smiling eyes, winks and nods are replaced with smiles, handshakes and hugs.

We saw the demand for services rise while people weathered the varied experiences brought to us throughout the pandemic. Our children and adolescent staff are treating more emotional anxiety attributable to the uncertainties associated with remote learning as well as helping students find new ways to maintain or develop new friendships and relationships. Parents also needed our support while keeping up with the new demands they faced, including adjusting to hybrid learning and filling the void created by the lack of activities and social times for their children. Parents were also absorbing their families' disappointment

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Maggie Fritchard

of losing or redefining family traditions, sports, public parties and celebrations. The old adage about becoming stronger was true for our patients as well as our staff.

Just as parents needed support and reminders of the importance of their self-care, so do our staff. We offered compassion fatigue training and introduced an employee wellness program that worked to boost staff morale.

We also strengthened our partnerships with community organizations. During the pandemic, we operated a state Covid shelter

for the homeless, made possible in part by such collaborations with Navigating Recovery of the Lakes Region, Tilton Family Resource Center, Laconia Police and Fire and Lakes Region General Hospital just to name a few. We worked with Granite United Way and Partnership for Public Health to identify and assist patients in getting much needed resources, PPE and vaccinations that would help get them through these difficult times.

Let us look back upon this year appreciative of the comfort we gave and received and the self-care that kept us going.

OUR MISSION

LRMHC's mission is to provide integrated mental and physical health care for people with mental illness while creating wellness and understanding in our communities.

OUR VISION

We are the community leader providing quality, accessible and integrated mental and physical health care services, delivered with dedication and compassion.

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Matt Soza: A Tribute To An Amazing Man

It is often said, “what is in a word?” In the case of the word “Matt,” there is Masterful, Advocate, Tried and True. During the past 10 years, Matt Soza has been an exemplary board member, even extending his term beyond the nine-year limit due to the impact COVID had on our board membership. Matt has served on every committee and if you’re in the room, his introduction sounds a bit like the hair club advertisement: “I am not only a board member, I am also a patient here” He has served as Co-Treasurer and



as a member of the Governance, Quality, Compliance and Development Committees. Matt also served on two of our ad hoc committees: Facilities – overseeing the purchase and renovation of our Beacon Street property and our Advocacy committee that included the combined talents of members of the LRGH board with members of LRMHC board to work collaboratively on important state and federal legislation concerns. Masterful Matt is the person who is not afraid to ask the tough questions. He balances his

own experiences and expertise to challenge our thinking and our actions. Matt the Advocate, takes time to talk to other patients about their opinions, concerns and experiences with our organization. He never assumes that his experience is reflective of others. Tried and True Matt is really all about his dedication and commitment. He shows up! And he steps up! Although Matt is leaving the Board of Directors, he will remain an active community member on some of his favorite committees. Thank you, Matt Soza, for a decade of service and for sharing your insight so that Lakes Region Mental Health Center is a more patient-focused organization.

ORGANIZATIONAL IMPACT

Lakes Region Mental Health Center served Grafton and Belknap counties, which includes 24 towns and 3,956 patients through all programs from July 1, 2020 to June 30, 2021. Charity care includes all costs incurred for which LRMHC did not receive compensation. Lakes Region Mental Health Center provided a total of \$358,941 in charity care.

SOUTHERN GRAFTON COUNTY

TOWN & CITY	NUMBER OF PATIENTS	CHARITY CARE
Alexandria	48	\$1,144
Ashland	78	\$9,146
Bridgewater	13	\$2,663
Bristol	117	\$7,442
Campton/WV*	109	\$10,979
Ellsworth	1	\$0
Groton	4	\$0
Hebron	16	\$115
Holderness	36	\$2,041
Plymouth	251	\$26,471
Rumney	50	\$3,838
Thornton	33	\$5
Wentworth	21	\$375
Non-Catchment	100	\$11,633

877 GRAFTON COUNTY PATIENTS

\$75,852 GRAFTON COUNTY CHARITY CARE

**Waterville Valley*

Age of Patients Served FY 2021

Children ages 0-17 served – All Programs: **986**
 Adults ages 18 and older served – All Programs: **2,970**
 Total served FY21: **3,956**

Children ages 0-5 served - Emergency Services: **3**
 Children ages 6-17 served - Emergency Services: **183**
 Total children ages 0-17 served - Emergency Services: **186**
 (Belknap County: **138**; Grafton County: **48**)

BELKNAP COUNTY

TOWN & CITY	NUMBER OF PATIENTS	CHARITY CARE
Alton	114	\$16,224
Barnstead	93	\$2,236
Belmont	352	\$18,439
Center Harbor	23	\$503
Gilford	242	\$19,775
Gilmanton	81	\$6,272
Laconia	1,365	\$141,254
Meredith	255	\$31,224
New Hampton	58	\$3,100
Sanbornton	92	\$3,737
Tilton	155	\$20,323
Non-Catchment	249	\$20,002

3,079 BELKNAP COUNTY PATIENTS

\$283,089 BELKNAP COUNTY CHARITY CARE

Patients Served by County FY 2021

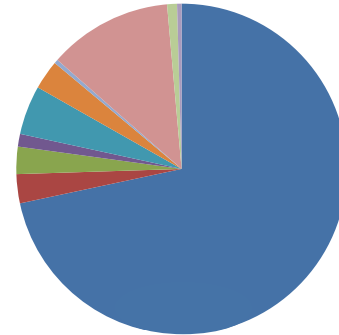
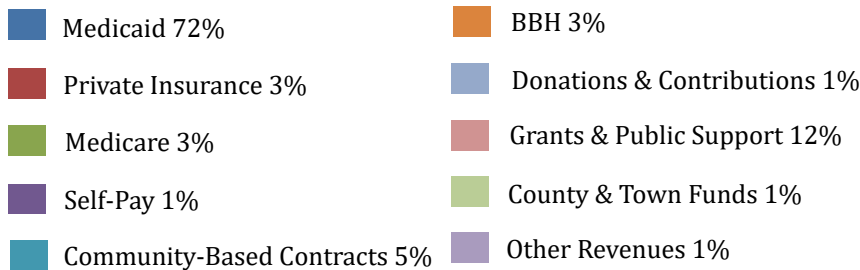
Belknap County – All Programs: **3,079**
 Grafton County – All Programs: **877**

Belknap County – Emergency Services **723**
 Grafton County – Emergency Services **225**

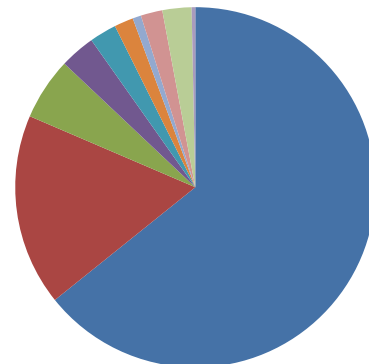
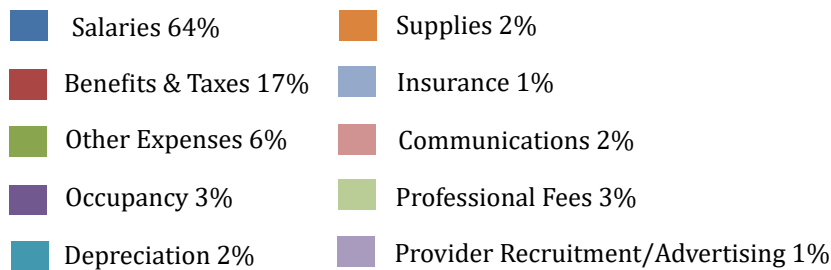
FINANCIAL SUMMARY

The mission of Lakes Region Mental Health Center is to serve the most vulnerable patient populations and our financial revenues reflect that work. At the same time, we are proud to invest in the professional development of our staff so our patients receive the very best medical care from highly trained employees.

REVENUES



EXPENSES



EMERGENCY SERVICES

LRMHC is mandated by its contract with the State of New Hampshire to have an Emergency Services (ES) Program that serves every town in its catchment area. These services are provided to anyone in the community experiencing a mental health crisis, regardless of their ability to pay. Funds allocated from individual towns are restricted for the purpose of offsetting the costs associated with providing Emergency Services to each town.

\$826,802 FY 21 ES Revenues

\$1,183,651 FY 21 ES Expenses

\$356,849 FY 21 ES Program Deficit

MUNICIPALITY SUPPORT

Alexandria	Groton
Alton	Hebron
Ashland	Holderness
Belmont	Laconia
Bristol	Meredith
Campton	New Hampton
Center Harbor	Plymouth
Gilford	Rumney
Gilmanton	Thornton

\$117,720 Total from Towns

\$23,000 Total from Grafton County

PROGRAM HIGHLIGHTS

EMERGENCY SERVICES

Our Emergency Services team has experienced a 20% increase in the demand for services while continuing to provide services to the three hospitals in our catchment area. Work is currently underway to build a Mobile Crisis Response Team, which involves hiring and training new staff and purchasing a Mobile Crisis Response Van.

ACCESS TO CARE

This year we created our Access to Care HUB, allowing us to centralize all incoming calls, handle the scheduling of patient requests for services, and increase efficiencies that will help us build more capacity to serve more patients. Our goal is to have a system of open access, add a medication clinic and utilize the position of an Engagement Specialist who works with patients that struggle to engage in services so that they can become active participants in their recovery.

LONG TERM SERVICES AND SUPPORTS

We sought to increase our collaborations with other community stakeholders and area agencies and these efforts proved very successful. We co-located staff at the Laconia Housing Authority buildings and successfully implemented vaccine clinics for patients in conjunction with a local public health group. Additionally, we implemented a new clinical approach for our housing program. This included the provision of wrap-around care and a specifically-assigned medical provider to improve services to residents. LRMHC was selected by NHDHHS to oversee a “Bridge Program” to assist people with acquiring housing in their communities of choice.



COMMUNITY SUPPORT PROGRAM

This year we continued our efforts to increase our service delivery capacity, which entailed a change in the case management model. Our goal was to provide this valuable service to more patients, despite the challenges of workforce shortages. Staff has worked closely with fiscal services utilizing the Client Review Board (CRB) to address long-standing issues around patient non-payment. Addressing this issue will assist both patients and the organization’s bottom line. The pandemic afforded staff and patients the ability to deliver and receive services while staying safe. We anticipate that we will continue offering remote and in-person services so that patients can choose which delivery model best meets their needs.

CHILD & FAMILY SERVICES

The unique challenges faced by schools this past year resulted in our increased presence in local districts. We were able to support both the school staff and students through the provision of remote and in-person services. We began the implementation of the “Seven Challenges,” which is a new program

Self-care

noun

- the practice of taking an active role in protecting one's own mental health well-being and happiness.

for substance abuse services for youth, and did so in collaboration with our adult Substance Use Disorder (SUD) program staff. A Granite United Way grant gave families the ability to access technology that was necessary for balancing the high demand of remote learning and the delivery of remote behavioral health services. We look to expand the new “Summer Camp” outreach and training services to a broad variety of stakeholders who are involved in providing care and recreation to children as it continues into the school year.

SUBSTANCE USE DISORDER AND PEER SUPPORT SERVICES

Lakes Region Mental Health Center established specialty care Substance Use Disorder services this year. Through training new staff and hiring additional staff with this expertise, we were able to provide more care and a higher quality of care to our dually-diagnosed patients. We will continue to work collaboratively with our community partners to open those services to more community members this coming year. Peer support has been an incredibly successful service and we have doubled our staffing and capacity, recognizing its importance in a patient’s recovery.

2020-2022 STRATEGIC PLAN

Our strategic plan framework is comprised of the following four goals. The goals are designed to be in place during the life of the plan, with the expectation that specific actions under each goal will change over time as new items are added and others are completed.

ORGANIZATIONAL STABILITY

We will develop clinical and operational efficiencies that result in a stronger bottom line, and we will invest in management training, staff empowerment, workforce retention strategies, and succession planning in order to stabilize our workforce.

ENHANCED CLINICAL SERVICES

We will develop a path for sustainability of our integrated care model, reduce barriers to access, expand our Substance Use Disorder offerings, and examine expanded models of care in our communities.

TECHNOLOGY ADVANCEMENT

We will develop a technology strategy to enable clinician efficiency, provider-to-provider interoperability, and consumer connectivity.

ENHANCED COLLABORATIONS

We will expand existing and create new partnerships when they further our mission, are financially viable, and support our communities.



THANK YOU FOR YOUR SUPPORT

We gratefully acknowledge our contributors for their generous support of our mission. Contributions are listed from July 1, 2020 to June 30, 2021. We make every effort to recognize our supporters accurately and apologize for any unintentional errors or omissions. Please contact our Development Office at 603.524.1100 x445 so we may correct our records.

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IN HONOR OF LRMHC'S WORK IN THE COMMUNITY

Doris MacHaffie
Mr. and Mrs. George Sutcliffe

THANK YOU FOR YOUR SUPPORT

ORGANIZATIONS

AmazonSmile Foundation	Granite United Way	Northeast Delta Dental
Annie's Café & Catering	Greater Lakes Region Children's Auction	Northway Bank
Bank of New Hampshire	Groups Recover Together	Overhead Door Options, Inc.
Bayside Service	Guiseppes Pizzeria & Ristorante	Pero Consulting Group LLC
Blackbaud Giving Fund	Hannaford Supermarkets	Planned Giving Collaboration
Bolduc Park	Harris Family Furniture	Plymouth Ford NH
BootLegger's Footwear Centers	Hectors FFS LLC	Prescott's Florist LLC
Boys & Girls Club of Central NH	HK Powersports of Laconia	Roche Realty Group Inc.
Castle Preservation Society	Innisfree Bookshop - Meredith	SAG Accounting Services
Christopher P Williams Architects	Irwin Automotive Group	Shaw's Give Back Program
Copper Door	Ken Jue Consulting	Squam Lakes Natural Science Center
Cozy Cabin Rustics	Kittell Branagan & Sargent	Shooter's Tavern & Pizzeria
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Eastern Propane Gas, Inc	Loudon Country Club	The Escape Room Experience
Fireside Inn and Suites	MC Cycle & Sport	The Golf Club at Patricks Place
Foundation for Healthy Communities	MacDonalds Restaurants	The Home Beautiful, Inc.
Fugaky	Melcher & Prescott Insurance	The Napoli Group
Funspot	Meredith Village Savings Bank	The Studio
George's Seafood & BBQ	NAMI-NH	Unitarian Universalist Society - Laconia
Gilford Community Church	Network for Good - Facebook Fundraiser	United Way of Rhode Island
Gilford Physical Therapy	New Leaf	Yoga from the Heart
Gilford Rotary Club		
Glove Hollow Christmas Tree Farm		

FY 2021 AUCTION SPONSORS

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SILVER SPONSORS



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At Lakes Region Mental Health Center, we value the many partnerships we have in the Lakes Region and beyond. Together, we are able to utilize our collective — and limited — resources more efficiently and effectively while making a difference for adults, children and families.

SAM PARDOE FOUNDATION \$10,000

Allocated toward the purchase of telemedicine technology that is being used to keep clinicians and patients virtually connected to care during the pandemic.

CARES ACT – HEALTHCARE PROVIDER FUND \$52,827

Reimbursement for Covid expenses such as PPE, sanitation services and supplies, HVAC air filters and vapor barriers for which Lakes Region Mental Health Center did not receive any other funding support.

GRAFTON COUNTY \$23,000

Financial support for County residents

"We have a young patient who is being cared for by her grandmother given that her parents are unable to provide adequate care. The grandmother is a single guardian who works full time, has no transportation, no internet access and the child cannot be left unattended or have unmonitored access to the internet due to safety concerns. The tablet/hot spot is being used to provide needed therapy, support and resources to this patient to assist her when feeling dysregulated. This was especially important when school-based services were disrupted both during and after the end of the school year, during school vacations and during quarantine."

— Case Manager

who require Adult Out-Patient services but which do not qualify for State-contracted services.

SPEARE MEMORIAL HOSPITAL \$15,000

Grant funding partially subsidizes the cost of providing necessary mental health services to uninsured and under-insured southern Grafton County residents of all ages (including children) who do not have the financial resources to pay for their care.

CHILDREN'S AUCTION \$15,000

To address the increasing demand for children's and adolescent services, this grant will partially fund an additional full-time Children's Intake Clinician position. This position is responsible for performing a thorough clinical

assessment and evaluation for each child that is seeking mental health, behavioral health and/or substance use services. This position is instrumental in orienting and educating young patients and their families to available LRMHC services and facilitating their engagement in such services.

COMMUNITY DEVELOPMENT BLOCK GRANT WITH BELKNAP COUNTY \$21,895

Allocated toward the purchase of kiosks that provide comprehensive medical screening of patients with minimal or no physical contact to enhance patient safety and abide by CDC Covid guidelines.

GRANITE UNITED WAY \$20,000

Purchasing tablets and hotspots to increase access to care for children (age 3-21 years) and their families in our catchment area who aren't receiving services because they do not have access to technology or who live in remote areas where internet access is not available.



SELF-CARE TIPS

Mental health includes emotional, psychological, and social well-being. It affects how we think, feel, act, make choices, and relate to others. Mental health is more than the absence of a mental illness — it's essential to your overall health and quality of life. Self-care can play a role in maintaining your mental health and help support your treatment and recovery if you have a mental illness.

About Self-Care

Self-care means taking the time to do things that help you live well and improve both your physical health and mental health. When it comes to your mental health, self-care can help you manage stress, lower your risk of illness, and increase your energy. Even small acts of self-care in your daily life can have a big impact. Here are some tips to help you get started with self-care:

GET REGULAR EXERCISE

Just 30 minutes of walking every day can help boost your mood and improve your health. Small amounts of exercise add up, so don't be discouraged if you can't do 30 minutes at one time.

EAT HEALTHY, REGULAR MEALS AND STAY HYDRATED

A balanced diet and plenty of water can improve your energy and focus throughout the day. Also, limit caffeinated beverages such as soft drinks or coffee.

MAKE SLEEP A PRIORITY

Stick to a schedule, and make sure you're getting enough sleep. Blue light from devices and screens can make it harder to fall asleep, so reduce blue light exposure from your phone or computer before bedtime.

TRY A RELAXING ACTIVITY

Explore relaxation or wellness programs or apps, which may incorporate meditation, muscle relaxation, or breathing exercises. Schedule regular times for these and other healthy activities you enjoy such as journaling.

SET GOALS AND PRIORITIES

Decide what must get done now and what can wait. Learn to say "no" to new tasks if you start to feel like you're taking on too much. Try to be mindful of what you have accomplished at the end of the day, not what you have been unable to do.

PRACTICE GRATITUDE

Remind yourself daily of things you are grateful for. Be specific. Write them down at night, or replay them in your mind.



FOCUS ON POSITIVITY

Identify and challenge your negative and unhelpful thoughts.

STAY CONNECTED

Reach out to your friends or family members who can provide emotional support and practical help.

—
Self-care looks different for everyone, and it is important to find what you need and enjoy. It may take trial and error to discover what works best for you. In addition, although self-care is not a cure for mental illnesses, understanding what causes or triggers your mild symptoms and what coping techniques work for you can help manage your mental health.

SOURCE: National Institute of Mental Health, www.nimh.nih.gov

FIND LAKES REGION MENTAL HEALTH CENTER AT:

Laconia: 40 Beacon St. E, Laconia, NH | **Plymouth:** 81 Highland St., Plymouth, NH
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