



AMOSKEAG
HEALTH

2024

ANNUAL IMPACT REPORT



A Message From the CEO



Amoskeag Health staff are among the most dedicated, energetic, and compassionate people in Manchester. With nearly 230 team members, we serve more than 15,000 patients each year, treating each person with dignity and respect. I am continually impressed by the resilience and determination of this group, both in achieving the best possible health outcomes for our patients and in finding time to connect and support one another.

This year we spent a great deal of time working with Berry Dunn McNeil & Parker, LLC (BerryDunn) to better understand our financial structure and to create three year financial projections for the fiscal years ending June 30, 2025, 2026, and 2027. This was necessary after two years of financial losses caused by a smaller medical provider workforce, the transition to a new electronic medical record system, decreased revenue from the 340B pharmacy program, more uninsured patients, and higher costs for office and medical supplies.

Even with these challenges, our purpose is clear. As Manchester's Federally Qualified Health Center, we provide essential preventive and primary care services including maternal and child health, pharmacy services, pediatric care, behavioral health, medication-assisted treatment, and substance use disorder treatment to anyone who needs them, regardless of their ability to pay.

I am deeply grateful for our dedicated staff, generous funders, and committed community members who make this work possible. Your support allows Amoskeag Health to remain here for the people of Manchester, building a healthier and stronger community for all.

Sincerely,
Kris McCracken
President & CEO, Amoskeag Health



2024 Board of Directors

OFFICERS



Chair
DEBBIE MANNING
Health Care Consultant Software,
Cumberland Consulting Group



Vice Chair
OBHED GIRI
Home Care Assistant,
The Moore Center



Secretary
DAVID CRESPO
Field Consultant Financial Services,
Primerica Financial Services



Treasurer
RICHARD ELWELL
Consultant,
Sprouts International

DIRECTORS

JILL BILLE
CFO, Granite State Independent Living

ANGELLA CHEN-SHADEED
Caregiver, Partially Retired

MADHAB GURUNG
Direct Support Professional,
Siddharth Services, Inc.

THOMAS LAVOIE
Insurance Broker, CGI Business Insurance

VANESSA MARADIAGA
Provider Relations Advocate,
Optum Behavioral Health

DAWN MCKINNEY
Policy Director, New Hampshire Legal Assistance

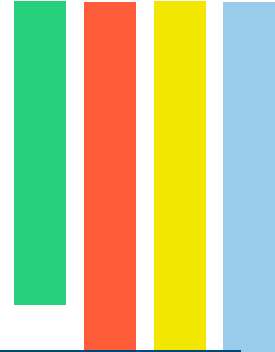
RUSTY MOSCA
Managing Director, Nathan Wechsler & Company

STEVEN PARIS, MD
Retired

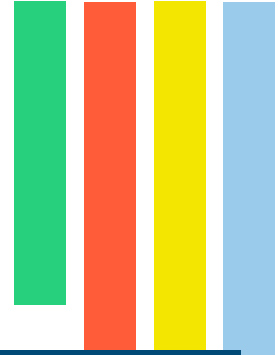
ANGIE PETERS
Homecare Provider, Aspire Living and Learning

KARINE ST SURIN
Business Relationship Manager, Morgan Chase

GAIL TUDOR, Ph.D.
Associate Dean of Health Professions, SNHU



Morning Matters 2024



Impact Story

When Stephen first came to Amoskeag Health, he had already taken an incredible first step, literally. He walked from Concord to Manchester just to make it to his first appointment. That walk was more than just a physical journey. It symbolized the long path he was about to take toward rebuilding his life. Stephen had been incarcerated, and the road ahead wasn't going to be easy. He was carrying a lifetime of trauma with the odds stacked against him. But, like his determined walk from Concord to Manchester, Stephen kept moving forward one step at a time.

Stephen was in a difficult battle to reunite with his son. During this time, Stephen followed every recommendation from the Division for Children, Youth, and Families, determined to make it happen. But as he worked through the process, Stephen came to an important realization: he couldn't focus solely on changing for his son. He needed to change for himself, too. He understood that to truly support his son, he had to care for his own well-being first.

Amoskeag Health became a reliable support system throughout Stephen's journey. With the help of the Medication-Assisted Treatment (MAT) team, Stephen got on a medication plan that improved his mental health. Counseling sessions helped him work through his trauma, and the case management team worked with him to secure disability benefits and find an apartment, giving him the stability he needed to keep pushing forward.

But Stephen didn't stop there. He worked hard to develop the skills that would help him navigate life's challenges: learning how to manage stress, advocate for himself, and regulate his emotions. Each new skill was another step forward, and with every step, Stephen grew stronger and more determined.

In 2024, Stephen reached a major milestone. DCYF reunited him with his son, a moment that marked not just the end of one journey but the beginning of a new chapter. At that time, Stephen had been sober for 1.5 years outside of prison, proving his strength and commitment. Stephen's story reminds us that, just like his walk from Concord to Manchester, recovery is a journey. With the right support, like the care from Amoskeag Health, and the determination to keep going, even the hardest paths can lead to a brighter future.



2024 Impact Summary



69,000

CLINICAL AND VIRTUAL VISITS

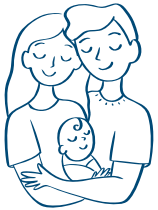


15,359

PATIENTS RECEIVED INTEGRATED
CARE FROM **39+** ZIP CODES



PERCENTAGE OF PEOPLE SERVED
WHO LIVE AT 200% OF POVERTY
OR LESS: **9,770**



556

FAMILIES WITH NEWBORNS
RECEIVED A HOME VISIT



4,168

PATIENTS WITHOUT
INSURANCE TREATED



130

PEOPLE MAINTAINED
SOBRIETY WITH MEDICATION
ASSISTED TREATMENT



511

CHILDREN PROVIDED
SCHOOL-BASED HEALTH SERVICES



1,244

INDIVIDUALS EXPERIENCING
HOMELESSNESS GIVEN
MEDICAL CARE



1,056

PEOPLE RECEIVED
OPTOMETRY SERVICES

2024 Impact Summary



Patients by Age

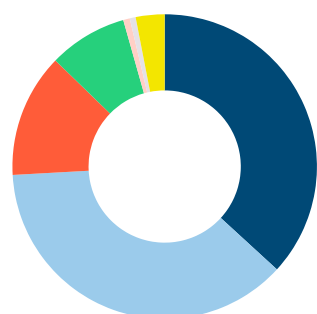
- 0 - 12 years: 25.3%
- 13 - 18 years: 10.1%
- 19 - 64 years: 56.4%
- 65 years and older: 8.2%



Insurance Coverage

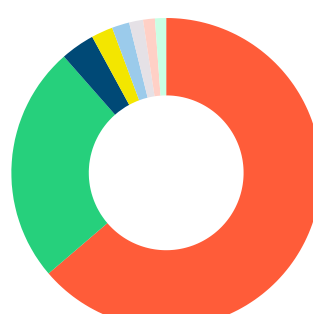
- Medicaid: 41.5%
- Uninsured: 27.1%
- Medicare: 7.5%
- Private Insurance*: 23.9%

*(Includes Medicaid Expansion products)



Ethnicity

- White: 5,894
- Hispanic: 5,814
- Black: 2,076
- Asian/PI: 1,319
- Did Not Specify: 219
- American Indian/
Alaskan Native: 20
- Other: 17

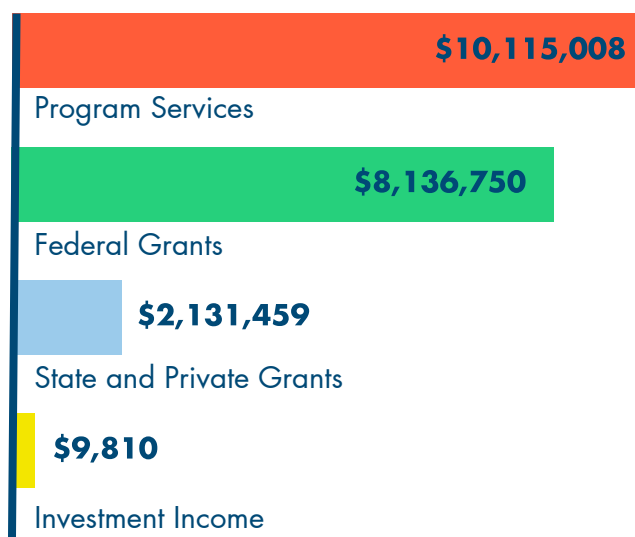


Languages

- English: 13,193
- Spanish: 5,130
- Portuguese: 735
- Arabic: 467
- Nepali: 378
- Swahili: 301
- French: 255
- Vietnamese: 241

FY24 Total Revenue: **\$20,393,027**

Amoskeag Health's fiscal year runs July 1, 2023 to June 30, 2024.



Impact Story

With coffee in hand, school-based clinicians walk into their schools ready to take on the day as not only as a fully committed team member to the school's administration and student body. School-based clinicians check attendance, check-in with school staff & administration, walk around the school to greet their students & plan out their counseling sessions. Clinicians in our schools provide clinical observation in the school environment by having eyes on students weekly, if not daily.

One morning, my student was having a difficult time going to class and hid in the bathroom. The Assistant Principal called me on the walkie-talkie to help. So, I went to the bathroom and showed the student (who was also my patient) that it was me. I even put my shoe under the bathroom stall so she could see that it really was me! "I knew it was you—I heard your heels coming!" she exclaimed. I let her know that she was not in trouble and that she could come meet with me. The student slowly came out of the bathroom, and then we walked to my office.

Shortly after our meeting, I walked her back to class, of course, making sure that we passed her favorite window. She successfully returned to class for the remainder of the day! This exemplifies why it is crucial to have school-based clinicians to meet with patients weekly and build rapport throughout the school year. That way, the school can call on us when the administration knows that the student truly needs a mental health intervention, not disciplinary action.

Students seeing clinicians in schools on a regular basis improves rapport by offering a safe, professional, therapeutic relationship that includes unconditional positive regard, no matter what kind of day the child is having.



School-Based Integrated Care

Amoskeag Health continued to strengthen our partnership with the Manchester School District over the past year by offering integrated care directly where students are. With support from the State of New Hampshire, we continued school-based health services at Gossler Park and Beech Street Elementary Schools to provide medical care for students during the school day.

This model allows students who aren't feeling well to be evaluated and treated in the school building, with a parent's permission. A nurse practitioner, medical assistant, and school nurse work as a team to assess symptoms like coughs or sore throats and provide timely care. Specialized telehealth equipment helps the team collect important information and connect with the nurse practitioner for diagnosis.

"Being able to offer them the care within the setting that they spend most of their time in reaps a lot of benefits for not only the child but also for the families. Especially the families who don't have the finances or the opportunity to leave work to take their child to the doctor."

– Melissa Shessler, MSN, APRN, CPNP-PC

In addition to medical care, Amoskeag Health's mental health clinicians are embedded in several Manchester schools, offering consistent support to students throughout the day. By building strong relationships with students, teachers, and staff, they help create a safe and supportive school environment where children can focus on learning instead of.

School-based care reduces common barriers that prevent families from accessing services, such as transportation and time off work. Whether a child needs medical attention or help managing emotions, having care available in school helps them stay connected to learning and feel supported throughout the day.

Thank You FY 2024 Donors

Amoskeag Health gratefully acknowledges those who have donated from July 1, 2023 to June 30, 2024. Every effort has been made to ensure the accuracy of this publication; we deeply regret any errors or omissions.

\$10,000+

Anonymous (1)
John Sigel & Sally Reid*

\$5,000-9,999

Norm and Pat Turcotte

\$2,000-4,999

Laura Moran and James Sigel
Sarah & Rich Sigel*
Harold J. Yaffe and Merrie E. Schippereit

\$1,000-1,999

Bill and Susan Tucker

\$500-999

Anonymous (1)	Joanne and Richard Gustafson
Jennifer Bailey	Eric Hillner
Elizabeth Burtis*	J. Beatty and Susan Hunter
Dr. Mary Cullen	Judith Jolton
Carol Czaja and Ted Wachs	Diane Maheux
Mr. and Mrs. Richard A. Elwell, Jr.	Kris McCracken and Annette Escalante
Mr. and Mrs. Terry Flahive	Susan and Patrick McKeown

**In May 2024, Amoskeag Health launched The President's Wellbeing Sustainers Society which unites philanthropists who share a vision of providing every child and family with the healthcare and support services they need to thrive. By making an annual commitment, members of the President's Wellbeing Sustainers Society actively improve the health and welfare of Greater Manchester's residents. (The Generosity Guild gives \$200+ monthly/\$2,400+ annually; Community Champions donate \$100 monthly/\$1,200 annually; and Healthcare Heroes contribute \$50 monthly/\$600 annually.) For more information, visit www.amoskeaghealth.org/donate*

\$1-499

Anonymous (9)
Elizabeth Ashooh
Marcia Bagley
Adele Boufford Baker
Keith Ballingall
Mona Banigan
Chris Barnes
Dr. and Mrs. Thomas Barrett
Mary Barton
Nancy Beeley
Rhonda Bernstein
Mark Betancourt
Karen Billings
Joan Brodsky
Allison Brown
Bethen and Michael Canelas
Patricia Carty
Janet Clark
Martha Compton
Mary Conner
Bradford and Kathleen Cook
Helen and Thomas Cormier
Kathleen Cowette
David Crespo
Jason Czaja
Kathleen A. Davidson, Esq.
Sidney DiComo
Thomas and Stephanie
Donovan
Nicole D. Drouin
Cassandra Durand
Scott Eaton
Andrew Eills
Kristy Estes

Denise Farrington
Drs. William and
Theresa Feldmann
Ann and Stephen Foster
Nancy Frankel & Mary E. Atwell
Dr. and Mrs. Richard Friedman
Suzanne Grace
Clay Groves
Tana and Peter Gustafson
Haleh Hagan
Representative Heidi Hamer
Maria Holland-Law
and David M. Law
Brooke Holton*
Holly Horst
Melanie Huntington
Pat Kalik
Charlie Kitchell
Kathleen Labbe
Thom and Karen Lavoie
Rob Leone and Anna Brown
Mary and Jeff Littlejohn
Sharon Machado
Bob and Kathleen MacPherson
Peter and Alice Machinist
Holly Maki
Harry Malone and Priscilla Gould
Debra Manning
Brian Marquis
Katy Easterly Martey
Kate McCracken
Shannon McCracken-Barber
Dawn McKinney and Jamie Burnett
Michael Moore

Nicole Murphy
Melanie Murray
Des Nikolov
Pawn Nitichan
Dawn and Arthur Pappas
Toni Pappas
Dr. and Mrs. Steven A. Paris*
Tracey Pelton
Angela Peters
Lisa M. Plotnik, MD
Mark Polebaum and Diane Buhl
Carol A. Pressman
Lara K. Quiroga*
Deborah Ritcey
Sol and Linda Rockenmacher
Christine Rosenwasser
and John Farley
Stephanie Savard
Karen Schalitz
Christian Scott*
Susan Shepard
Michele Sheppard
Doreen Stern, Ph.D.
Torene Tango-Lowy
Jeanine Tousignant
Gail Tudor
Lance and Deb Turgeon
Mr. Paul Weathers
Honey Weiss and David Lewis
Stephanie Williston
Monica Quiroga Zaslower
Lynn Faherty Zimmerman

Gifts-In-Kind

Kristin Logan PNP-BC
Ben Spellman & Friends
Mary and Jeff Littlejohn

Corporate, Trust & Foundation Supporters

AmeriHealth Caritas New Hampshire
Associated Grocers of NE and AG
Supermarkets
Bank of America
BerryDunn
Bill Cahill's Super Subs
Brookside Congregational Church
Catholic Medical Center
CCA Global Partners
CGI Business Solutions*
Corbit Family Fund of the New Hampshire
Charitable Foundation
Raymond G. and Olga Cote Family Fund
Charla Stevens Consulting LLC
Dahar Law Firm
Dartmouth Health Children's
Eastern Bank Foundation
Elliot Health System
Energy Efficient Investments, Inc.
Grandgeorge Family Fund
Granite Group Benefits, LLC
Granite State Credit Union
Granite United Way
Hannaford Bloomin' 4 Good Program
Hannaford Community Bag Program
Harbor Group
Harvey Construction Corporation
Mary and Charles Howe Family Fund of
the New Hampshire Charitable Foundation
The Greenspan Foundation

Lavallee/Brensinger Architects Fund
Liberty Mutual Group, Inc.
M&T Bank
Mary Gale Foundation
Microsoft Rewards / Give with Bing
New Hampshire Charitable Foundation
New Hampshire Charitable Foundation's
Dorothy Gould Cook Memorial Fund
New Hampshire Children's
Health Foundation
New Hampshire Healthy Families
North End Properties
Northeast Delta Dental
Oceanfront Gaming, Inc.
Pearl Manor Fund-Mary & John Elliot
Charitable Foundation
Professional Office Services, Inc. (POS)
The Renegade Leader Coaching
and Consulting Group
Raymond G. and Olga Cote Family Fund
The Rotary Club of Bedford
Samuel P. Hunt Foundation
Shaws Give Back Where It
Counts Bag Program
St. Mary's Bank
TD Charitable Foundation
Walmart #2399
WellSense Health Plan
The Women's Fund of New Hampshire

Corporate Gifts-In-Kind

Bangor Savings Bank
Bedford Presbyterian Church
ePromos for Good
National Association of Community Health Centers
Reach Out and Read National Center
Southern New Hampshire University
Southwest NH Project Linus Chapter
Whole Foods Market-Bedford, NH

Tributes

The following individuals have inspired a gift to Amoskeag Health between July 1, 2023 and June 30, 2024.

In memory of:

Selma Deitch MD and her sister, Esther Fishman
-Jill and John Schiffman/The Greenspan Foundation

Dr. Selma Deitch and Saul Sigel
-Marjorie Sigel and Dick Van Deusen

Nancy Duval
-Rosemary T. Gagne

Sylvia P. Machinist
-Peter and Alice Machinist

Sam and Irene Martel
-Anonymous (2)

In honor of:

Amoskeag Health Staff
-Dr. and Mrs. Richard Friedman

Judith Jolton
*-Joan Brodsky
-Diane Davidson*

Drs. Gary and Rochelle Lindner
-Ellen and Matthew Harrington

Kris McCracken
*-Anonymous
-Brooke Holton
-Pawn Nitichan*

My husband, Peter
-Debra Manning

Carole Treen
-Susan Shepard



Amoskeag Health Locations

145 Hollis Street, Manchester, NH

1245 Elm Street, Manchester, NH

184 Tarrytown Road, Manchester, NH

88 McGregor Street, Manchester, NH

ProHealth, 1555 Elm Street, Manchester, NH

For more information: (603) 626-9500

www.amoskeaghealth.org