



Improving Impact with Intention

Monadnock Peer Support 2024-2025

Our Mission: Providing mental health support for individuals seeking wellness through a mutually supportive peer community.

Our Values: Respect, Integrity, Empathy, Mutuality, Responsibility

Who We Are

Monadnock Peer Support was founded in 1995 as an alternative that compliments and supplements the traditional mental health system. We are a member-driven organization that provides opportunities for people who experience mental health to support one another in moving towards what we want in life as opposed to away from what we don't want. We also establish a culture in which our members and participants feel more empowered and less dependent on traditional mental health care.

The board, staff, and members of the MPS community came together to create a new strategy roadmap to address our strategic priorities over the next 12-18 months. Our preparation included focus group discussion and board/staff workshops.

We asked ourselves these four questions...



These conversations led to the following commitment:
We will focus our work on ensuring organizational sustainability, broadening engagement to a wider array of constituents, while creating a more warm, welcoming, and effective program facility.

WE KNOW OURSELVES & OUR COMMUNITY

- **Our Mission:** Providing mental health support for individuals seeking wellness through a mutually supportive peer community.
- **Our Values:**
 - **Respect:** We believe in the inherent value of every individual.
 - **Integrity:** We are honest and show a consistent and uncompromising adherence to ethical principles.
 - **Empathy:** We believe in the ability to identify and understand other people's emotions.
 - **Mutuality:** We believe in journeying together.
 - **Responsibility:** We believe that we are each accountable for our actions.
- **Our Desired Impact:** Mental health differences are universally accepted and understood and the communities where we work collaborate to reduce stigma, with the result that no one feels alone, ashamed, or judged by their mental health struggles.
- **We Serve:** Adults who are looking for an opportunity to address their mental health struggles by participating in the MPS community and using the intentional peer support model.
- **Our Service Area:** Cheshire County, NH.
- **Our Programs/Services:** We offer daily programs, events, and groups that bring people together and help to address mental health challenges; Two residential programs to provide short- and long-term housing while participants work through challenges; and a Warmline providing 24-hour support.
- **Our Sources of Funding:** Funding is provided by the New Hampshire Department of Health and Human Services, Bureau of Mental Health. We also receive funding from generous donors.

THE TRENDS THAT AFFECT OUR WORK MOST ARE....

Category	Trend	Notes
Within our community	<ul style="list-style-type: none">• Rising levels of anxiety across all demographics• Continued stigma related to mental health struggles.• Growing, but still limited resources available from public sources.• Growing number of households considered low-to-moderate income.	

OUR STRATEGIC ADVANTAGES

We are impactful and trusted by our community because we behave in ways unlike any others in our community. Those distinguishing, valued strengths will be key to our forward movement. They are....

- We practice the Intentional Peer Support model.
- There is no cost to participate in our programs or services.
- We have residential programs for those who need shelter while practicing peer support.
- We are mental health peers and have empathy for others going through their mental health journey.
- Our central location is accessible and near critical services needed by participants.

OUR BIG QUESTION (AROUND WHICH WE HAVE SELECTED STRATEGIES)

- How will MPS improve its financial health to be more impactful and sustainable?
- How will we broaden engagement in peer support for greater impact on individuals and our community?

STRATEGIES FOR OUR WAY FORWARD

Response to our Big Questions

Rationale: We have chosen these specific strategies because WE BELIEVE these approaches to address mental health needs and strengthen our operations will allow MPS to improve the lives of more people. Our strategies align with our decision-making criteria, leverage our unique strengths, and focus on achieving meaningful outcomes in the areas of youth development, healthy living, and social responsibility.

STRATEGY	SUCCESS MEASURES
We commit to being good fiscal stewards and to transparent financial management best practices at all times.	Auditors report no significant breaches of General Accepted Accounting Practices in FY25 audit.
We will increase our fundraising efforts to meet strategic needs.	By the end of FY25, MPS will have raised \$50,000 or more in contributed income.
We will provide effective and compassionate programming for our participants, ensuring we are a sought-after provider of mental health support.	DHHS (or independent entity) participant experience surveys rate MPS as the highest quality peer support agency in NH.
We will increase our outreach efforts across the board to ensure that all in our community know about MPS and what we have to offer.	Participation in MPS peer support programs and services has increased by 50% in FY25 HH income of MPS participants will be closer to the percentage of low to moderate HH in Keene (roughly 45 % of current households)
We will ensure that MPS provides a safe and welcoming environment for all who seek our support.	Annual participant retention rates will be 75% or more at the end of FY25. A \$1.7M renovation project will be completed by September 1, 2025
We will seek collaborations with other agencies to address mental health and/or fund peer support initiatives	MPS will have developed two collaborations that either improve our ability to expand peer support or provide additional resources for our programs and services.

GETTING IT DONE, LET'S GET STARTED

STRATEGY	SUPPORT, COORDINATED ACTIONS	Whom:	By When:	OUTCOMES/ MEASURES
We commit to being good fiscal stewards and to transparent financial management best practices at all times.	Complete review of financial policies/procedures, educate staff and board regarding their oversight roles, and implement new policies.	ED, Finance Committee.	August 30, 2024	Auditors report no significant breaches of General Accepted Accounting Practices in FY25 audit.
	Review/revise expense allocation to better reflect expenditures and meet budget expectations.	ED, Finance Committee.	July 30, 2024	
	Review/revise financial reporting materials to improve budget management and oversight.	ED, Finance Committee.	August 30, 2024	
	Expand the Finance Committee by adding four new subject matter experts.	Finance Committee	December 2024	
	Share annual financial reports, including 990, at annual meeting and on website.	Admin Director	Ongoing and October, 2024	
We will increase our fundraising efforts to meet strategic needs.	Hold board workshop to determine case for support and fundraising initiatives for FY25	ED; Fundraising Committee	August, 2024	By the end of FY25, MPS will have raised \$50,000 or more in contributed income.
	Engage member community in fundraising efforts by asking for their input and participation as volunteers and donors.	DMI; Fundraising Committee	September 2024	
	Launch Social Media campaign plan that provides giving opportunities every month AND takes advantage of regional, state, and national campaigns.	DMI. Fundraising Committee	September 2024	
	Plan and hold third annual Lantern Festival.	DMI; Fundraising Committee	May, 2025	
We will provide effective and compassionate programming/services for our participants, ensuring we are a sought-after provider of mental health support.	Conduct a community needs assessment to determine what programming is needed.	Program Director	September 30 th , 2024	DHHS (or independent entity) participant experience surveys rate MPS as the highest quality peer support agency in NH.
	Revise General Operating Policies and take to board for approval.	Program Director; Safety Committee	September 30, 2024	
	Revise current program offerings and schedule to reflect community needs and allow for more participation.	Program Director	October 30, 2024	
	Adjust transportation to support the new program schedule.	Program Director	October 30, 2024	
	Research, select, and install	Admin	November	

STRATEGY	SUPPORT, COORDINATED ACTIONS	Whom:	By When:	OUTCOMES/ MEASURES
	<p>membership software to manage membership.</p> <p>Create community events schedule at MPS that bring people together to foster a stronger sense of MPS community.</p>	<p>Director</p> <p>Program Director, DMI</p>	<p>30, 2024</p> <p>November 30, 2024</p>	
<p>We will increase our outreach efforts across the board to ensure that all in our community know about MPS and what we have to offer.</p>	<p>Expand Tabling opportunities to new venues and schedule.</p> <p>Create speakers plan that includes service clubs, constituent organizations, city and county, and other organizations and implement.</p> <p>Create social media awareness campaign for FB, TT, Instagram, and website and implement</p>	<p>Program Director</p> <p>DMI</p> <p>DMI</p>	<p>September 30, 2024</p> <p>August 30, 2024</p> <p>August 30, 2024</p>	<p>Participation in MPS peer support programs and services has increased by 50% in FY25</p> <p>HH income of MPS participants will be closer to the percentage of low to moderate HH in Keene (roughly 45 % of current households)</p>
<p>We will ensure that MPS provides a safe and welcoming environment for all who seek our support.</p>	<p>Complete Facility Renovation Project</p> <p>Create and implement a Participant Engagement Plan that provides coordinated intake, touchpoints, and IPS engagement for all who enter MPS and those who participate regularly.</p> <p>Train and hold staff and participants accountable to the MPS Rights and Responsibilities and MPS Values.</p> <p>Review and Revise Safety Plan, Security Plan, and Building Maintenance Plan.</p> <p>Ensure that all staff are trained as Peer Support Specialists.</p> <p>Hold regular community meetings and communicate with participants regularly about the changes occurring at MPS and seek their input.</p>	<p>ED; Facilities Director</p> <p>DMI, Residential Dr., Program Dr.</p> <p>DMI, Residential Dir., Program Dir.</p> <p>Safety Committee</p> <p>DMI</p> <p>DMI; Program Director</p>	<p>August 30, 2025</p> <p>October 30, 2024</p> <p>September 30, 2024</p> <p>December 30, 2024</p> <p>June 2025</p> <p>Begin in July and twice per month/</p>	<p>Annual participant retention rates will be 75% or more at the end of FY25.</p> <p>A \$1.7M renovation project will be completed by September 1, 2025</p>

STRATEGY	SUPPORT, COORDINATED ACTIONS	Whom:	By When:	OUTCOMES/ MEASURES
We will seek collaborations with other agencies to address mental health and/or fund peer support initiatives	Continue to participate in SIMS Project meetings and determine if and how MPS might collaborate.	Residential Director; Program Director	TBD	MPS will have developed two collaborations that either improve our ability to expand peer support or provide additional resources for our programs and services.
	Meet with six community organizations to discover mutually aligned opportunities for collaboration.	ED	March 2025	
	Join Greater Monadnock Collaborative and participate and determine how to engage to lift MPS profile and build new relationships.	ED	September, 2024	

OUR CHECKPOINTS

Our staff will meet monthly to review progress and provide a dashboard for the board packet to keep them abreast of progress.

Our board will meet quarterly to update these strategies and success measures, align board roles and work, adjust as needed, and report progress.

MONITORING PROGRESS & ADJUSTING

It doesn't stop here: Ongoing Strategic Thinking.

Strategic thinking and planning are ongoing. We want to stay relevant and responsive to our communities. Here is how we will maintain ongoing strategic thinking ...

7 Areas of Attention	With Staff	With Board
1. To review success of our strategies so far and the impact on participants and community	<i>Monthly</i>	<i>Quarterly</i>
2. To determine what's next, what needs to be revised or reinvented	<i>Quarterly</i>	<i>Quarterly</i>
3. To determine how we adjust/align our programs with our strategies	<i>Quarterly</i>	<i>Annually</i>
4. To invite, determine and address new big questions as they emerge		<i>Annually</i>
5. To remain current on trends facing our community		<i>Annually</i>
6. To decide what and how we should communicate strategies and progress	<i>Annually</i>	
7. How will you measure success? How frequently?	<i>Annually</i>	<i>Annually</i>