



PROJECT DESCRIPTION

Genesis Behavioral Health (GBH) intends to consolidate operations from two buildings they own and two rental locations in Laconia into a single facility. The goals are to improve patient care; create operational/financial efficiencies for sustainability; and strategically position GBH for opportunities to expand services to better meet community needs. The intent of this project is to consolidate all four locations into one location and to sell the two GBH-owned properties. This project will transform mental health services in the Lakes Region, strengthening a critical system of care for almost 4,000 patients and the community.

The new property consists of three connected buildings located at 575 Main Street in Laconia, NH. The building was the location of Laconia National Bank for numerous years and was previously owned and occupied by Lakes Region General Healthcare.

The buildings contain a total of approximately 22,000 square feet of space plus useable basements that contain 5,800 square feet. Two of the buildings are three story brick buildings of institutional quality. The third building is a single story with granite and glass facade and was utilized as a bank branch.

The property is sited on an 11,597 square foot lot located between Main Street and Beacon Street in downtown Laconia. In the rear of the building is a lot containing 23,232 square feet which is shared with the existing Citizens Bank branch and approximately 25 parking spaces are allocated to this building. The building and pavement occupy nearly the entire site with minimal landscaping in the rear.

Staff parking and additional patient parking is available at no cost at a city-owned surface parking lot across the street from the property and at a city-owned parking garage that is adjacent to the property which is available at no cost. On-street parking is also available at no cost.

All three buildings are in good structural condition but need new mechanical systems and replacement of the dated interior. The intent is to tear everything out of the building including mechanical and electrical systems to the exterior wall leaving a shell. There is an existing elevator which is functional and will remain, however the cab finishes will be upgraded.

The exterior shell of the building will have new energy efficient windows installed and the roof over the three story buildings will be replaced. The exterior walls will receive spray foam insulation and then metal studs and insulation. All new interior partitions will be added and new ceilings and floors.

A highly efficient heat, ventilation and air conditioning system will be installed. All new electrical and plumbing will be installed. Communications and data cabling will be installed throughout the building. Emphasis has been placed to ensure the therapy rooms will not allow conversations to transfer outside of the room. It is anticipated that solar photovoltaic panels will be utilized.

The interior finishes will be durable and of institutional grade. The lobby area will be at a higher level of finish than the balance of the space and the entire complex will create a positive medical office building atmosphere. The former bank branch has sufficient headroom to create a second floor of approximately 1,400 square feet which will be completed to a "vanilla box" and utilized for further expansion.

The project is a design/build project with Conneston Construction, Inc. of Laconia serving as the construction manager. The architectural firm is Samyn D'Elia of Ashland. The contract is a cost-plus contract with a guaranteed maximum price.

The Guaranteed Maximum Price for the base renovations is \$3,275,000 and the total project budget is \$5.2 million. The building was acquired in March using a line of credit. Asbestos and Lead Abatement and Demolition would commence immediately after closing and is expected to take approximately 30 days to complete. Construction would then commence and it is anticipated that Genesis would operate out of the new facility in December 2017.

The consolidation of the multiple Laconia facilities into one location has been a long-term goal for GBH and is part of its strategic plan. The current configuration is neither efficient nor cost-effective, with duplication resulting in additional costs to the agency.

The agency must expand its facilities to keep pace with the increasing demand for mental health services. Services provided by GBH increased 55% over a ten year span. During the same time period, services to individuals with severe and persistent mental illness increased by 182% while the need for emergency psychiatric services increased by 70%. Adult outpatient services, a program that includes short term therapy for those who are underinsured or uninsured, increased by 62% over the past ten years. As a result, GBH increased the number of clinicians on staff by 38% over the past five years. The need for mental health care and substance use disorder treatment is growing rapidly with no relief in sight, and increase space and privacy to serve patients is essential. Consequently, the need to find more adequate space is urgent.

Access to mental health care services, substance misuse and addiction prevention, treatment, and recovery are among the most pressing needs facing our communities according to both the 2014 LRGHealthcare Community Health Assessment and the 2014 Central New Hampshire Health Partnership Community Needs Assessment, the two most recent community needs assessments conducted in GBH's catchment area. Access to behavioral and physical health services are influenced by a number of factors, including affordability of insurance coverage for services, provider capacity in relationship to population need, and demand for services, the availability and proximity of services, and viable transportation options given the geographical challenges of living in a rural area.

The 2014 report also noted that the Lakes Region has statistically higher rates of poverty, a higher number of individuals without health insurance, higher utilization of the emergency department for mental health conditions, and higher suicide rates than the averages for New Hampshire.

GBH's project addresses all of the identified community needs. A new facility will give GBH the capacity and the resources to improve access to care and expand services to include integration of physical and behavioral health care and increased substance use disorder treatment.

The consolidation of GBH's multiple Laconia locations into one facility will achieve the following goals:

- Improving patient care,
- Increasing access to care as the downtown location is convenient for many clients,
- Creating operational/financial efficiencies for sustainability,
- Strategically positioning GBH for opportunities to expand services to better meet community needs, including additional access to integrated health care services,
- Developing more effective private-public partnerships between GBH and its stakeholders and community partners, and
- Increasing organizational visibility and raising public awareness of the significant need for mental health services in the Lakes Region.

Measurable outcomes for these goals include:

- Improved patient satisfaction surveys, conducted regularly by the Quality Improvement Committee of the Board,
- Number of new patients and new programs (e.g. substance use disorder treatment, integrated care, wellness, crisis care, psychotherapy groups, peer support),
- Reductions in operational expenditures (e.g. heating, electric, supplies, staff, etc.),
- Increased number of community partners and service contract revenue,
- Improved operational efficiencies and staff productivity,
- Increase in fundraising dollars from individuals, businesses, foundations and municipalities and counties, and
- Number of new donors and supporters.

Locating the facility in downtown Laconia will have the additional benefits to the city:

- A landmark building will be substantially upgraded with the exterior appearance improved,
- Provide a significant catalyst for re-invigorating downtown Laconia,
- It is anticipated that the salaried professionals who will work in the facility will frequent downtown shops and create opportunities for economic activity for downtown merchants.