



City of Concord, New Hampshire

OFFICE OF THE MAYOR

Byron O. Champlin

TO: Members of City Council

FROM: Mayor Champlin

DATE: December 30, 2025

RE: Steering Committee for Concord's Plan to End Homelessness

I propose the appointment of the following individual to the Steering Committee for Concord's Plan to End Homelessness.

- Chris Mumford, 2 Sharon Drive, Bow. Chris Mumford's letter of interest and resume are attached.

In accordance with Section 18 of the City Council Rules, this proposed appointment is being distributed to City Council as information in advance of formal action at the February 9, 2026, City Council meeting.



Chris Mumford, LICSW, COO

Riverbend Community Mental Health Center, Inc.
29 School Street
Concord, NH 03301

November 13, 2025

The Honorable Byron Champlin

Mayor of Concord, New Hampshire
154 Rumford Street
Concord, NH 03301

Re: Letter of Interest – Committee for Concord’s Plan to End Homelessness

Dear Mayor Champlin,

I am writing to express my interest in joining the Committee for Concord’s Plan to End Homelessness. At the recommendation of Riverbend CEO Lisa Madden, I would be honored to continue Riverbend’s representation on the Committee and contribute to the city’s coordinated efforts to address homelessness.

Having worked in community mental health since 1998, I have witnessed how often individuals with severe mental illness experience homelessness. Throughout my career, I have supported people in maintaining their independence through stable housing and connection to care. Earlier in my career, I worked with the Concord Coalition to End Homelessness, arranging for Riverbend staff to engage directly with individuals experiencing homelessness and connect them to mental health and substance use services.

As Chief Operating Officer at Riverbend, I oversee our housing and community programs and remain actively engaged in the daily work of supporting residents and maintaining mission-aligned housing. I also collaborate with partners such as NFI, Fellowship Housing, and other local agencies on initiatives that strengthen housing, care coordination, and prevention efforts.

I share the Committee’s commitment to cross-sector collaboration and long-term solutions. I would welcome the opportunity to contribute Riverbend’s perspective and experience to this important work.

Warm regards,

A handwritten signature in black ink that reads 'Chris Mumford'.

Chris Mumford, LICSW

Chief Operating Officer
Riverbend Community Mental Health Center, Inc.

PO Box 2032
Concord, NH 03302-2032
603-228-1600
riverbendcmhc.org

Riverbend is an affiliate of [Capital Region Health Care](#)

Contact

Phone: 603-682-8151
Email: Mumfordchris23@gmail.com
Address: 2 Sharon Drive
Bow, NH 03304

Chris Mumford

Chief Operating Officer

Executive Profile

Seasoned behavioral health executive with more than 25 years of progressive leadership experience in community mental health. Proven success in operational management, clinical service design, and large-scale organizational initiatives. Skilled in leading multidisciplinary teams, driving systems change, and implementing evidence-based practices to enhance quality, efficiency, and client outcomes. Known for strategic vision, steady leadership, and deep commitment to person-centered, recovery-oriented care.

Professional Experience

Riverbend Community Mental Health, Inc

Chief Operating Officer

2017 – Present

- Lead all outpatient and residential mental health programs serving the greater Concord region, overseeing clinical operations, program management, quality and compliance, and technology.
 - Direct strategic, fiscal, and operational oversight for agency service lines, including budgeting, program development, and quality assurance.
 - Foster a culture of accountability, engagement, and professional growth among 400+ staff across multiple programs.
 - Oversee agency facilities management in partnership with the CFO to ensure safe, compliant, and mission-driven spaces.
 - Provide executive oversight of information technology and data systems to strengthen service delivery, documentation, and revenue capture.
 - Executive sponsor for a multi-year Electronic Health Record (EHR) conversion (2021-2024), ensuring a smooth transition across all programs.
 - Serve as agency liaison to the NH Bureau of Behavioral Health; implement state directives and performance standards.
 - Maintain Riverbend's strong community presence through collaboration with public agencies, healthcare partners, and the City of Concord.
 - Lead strategic planning and systems improvement efforts to advance service innovation and meet emerging community needs.
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Community Support Program Director

2013 - 2017

Directed services for approximately 1,200 adults with severe and persistent mental illness.

- Managed a team of 12 managers and 80+ staff; provided leadership and operational guidance for a large, multidisciplinary workforce.
- Advanced integration of behavioral health and primary care and expanded use of trauma-informed and evidence-based practices.

Clinical Team Leader

2009 - 2013

Supervised a team of seven clinicians serving adults with complex mental health needs.

- Provided both administrative and clinical supervision, including licensure supervision.
- Developed and implemented staff training on Borderline Personality Disorder and Dialectical Behavioral Therapy (DBT). Oversaw client intake, referrals, and forensic admissions; served as liaison to NH Hospital.
- Maintained a clinical caseload while exceeding productivity benchmarks by 275+ hours annually. Coordinated internship placements and served as agency trainer for the ANSA tool.

Adult Clinician I-III

2003 - 2009

Delivered psychotherapy and recovery support for adults with severe and persistent mental illness.

- Provided individual and group therapy using evidence-based modalities including DBT.
- Facilitated Men's Anger Management and Social Skills groups; co-led DBT skills groups for 5+ years.
- Conducted weekly eligibility assessments and connected clients to appropriate services.

Education

University of New Hampshire, Durham, NH

*Master of Social Work, Magna Cum Laude
(2003)*

*Bachelor of Arts in Psychology, Cum Laude
(1998)*

Licensure

Licensed Independent Clinical Social Worker (LICSW), State of New Hampshire

*Licensed since 2007; approved to provide
licensure supervision.*

Highlights

- *Executive Sponsor, Riverbend Electronic Health Record Conversion (2021-2024)*
- *Led agencywide facility planning, including multiple property transitions and capital projects*
- *Oversight of Quality Assurance and Project Management initiatives*
- *Advanced staff engagement and workforce development through structured leadership training and mentorship*

Community Engagement

Active contributor to statewide behavioral health planning and community partnerships, including collaboration with the Bureau of Behavioral Health, local hospitals, and municipal partners to strengthen housing stability and integrated care.