AMHC

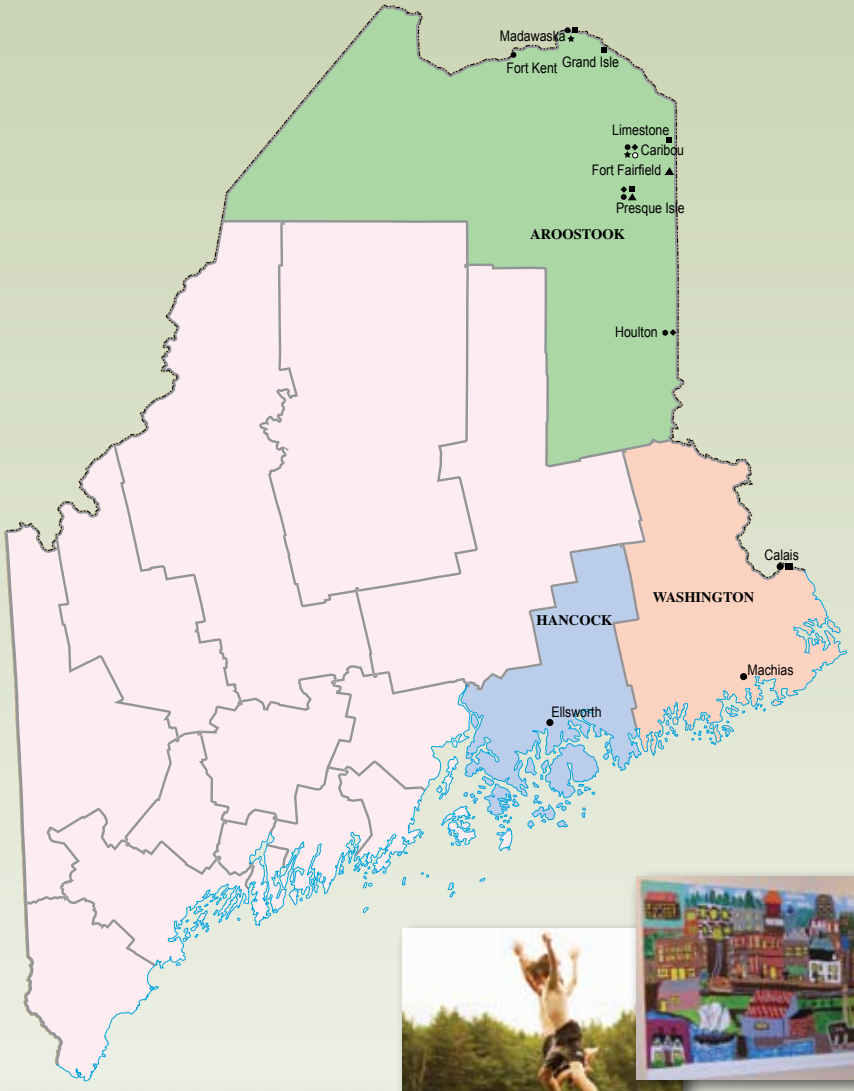
ANNUAL REPORT 2009



Commemorating 45 Years of Service



AMHC Service Area



● AMHC Outpatient & Crisis Services
- Fort Kent
- Madawaska
- Caribou
- Presque Isle
- Houlton
- Calais
- Machias
- Ellsworth

▲ AMHC Crisis Residential Services
- Adult Crisis Stabilization Unit
  - Presque Isle
- Children's Crisis Stabilization Unit
  - Fort Fairfield

○ AMHC Rehabilitation Services
- Center for Integrated Neuro-Rehab
  - Caribou

■ AMHC Residential Services
- Madawaska Group Home
- Grand Isle Family Treatment Home
- Residential Treatment Facility
  - Limestone
- Skyhaven Residential Unit
  - Presque Isle
- Calais Residential Services

◆ AMHC Supported Housing Services
- Caribou
- Presque Isle
- Houlton

★ AMHC Support Services
- Social Clubs, Madawaska & Caribou
- County Ride Transportation Service
  - Caribou





From the Board President and Chief Executive Officer

February 24, 2009 marked the 45th anniversary of AMHC's incorporation as a community mental health center pursuant to the passage of the Mental Retardation Facilities and Community Mental Health Construction Act of 1963 under the Kennedy Administration. The 1963 act established a "bold new approach" to substitute comprehensive community care provided by community mental health centers for custodial institutional treatment provided in state hospitals. In the original incorporating documents submitted to the State of Maine, the overriding purpose of Aroostook Mental Health Services, Inc. (dba "AMHC") was "…to provide programs and services for improving community mental health and welfare in Aroostook County." Since that day, AMHC has expanded to providing comprehensive mental health, substance abuse, speech and language and brain injury treatment for all Aroostook County residents. AMHC's integrated service system offers a comprehensive care continuum of prevention, education, consultation, emergency and crisis intervention, assessment, outpatient and residential treatment, employer and student assistance programs, vocational, housing and transportation services.

Today AMHC remains true to the founding purpose and committed to providing a continuum of care; and over the past service year, AMHC staff provided 63,408 service contacts to 4,187 clients in need of mental health, substance abuse, speech and language and brain injury treatment.

This past service year offered AMHC an opportunity to realize our founding purpose yet again with the expansion of services to the Downeast and Acadian regions of Maine. In July, 2009 AMHC completed its acquisition of Washington County Psychotherapy Associates, a provider of children's residential and outpatient mental health services. AMHC's service area now spans from the St. John Valley in Northern Maine south across the rolling farmlands of Aroostook County to the craggy shores of the Atlantic Ocean. The map on the facing page of this report illustrates the breadth of services that AMHC offers in Aroostook and in the Atlantic operations area of Washington and Hancock Counties.



Our commitment to meeting the service needs of northern and southeastern Maine is yet another example of how AMHC continuously seeks to make treatment available and recovery possible. AMHC is dedicated to enhancing the quality of life and promoting the well-being of rural Maine communities by providing access to the highest quality health care, social and educational services.

In closing, we want to thank all AMHC staff across Aroostook and Atlantic operations for their excellent work and dedication to making a difference in the lives of so many individuals. You make us proud every day.

Athill Hebert
Board President

Wesley R. Davidson
Chief Executive Officer

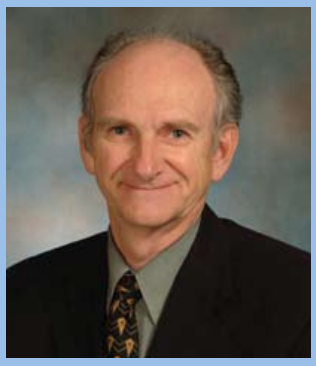


MISSION

We work together to promote the well being of our community by providing health care, social, and educational services.

Wes Davidson retires after 35 years of dedicated service

Wes Davidson joined AMHC in 1974 just three years after the agency received an NIMH staffing grant which established AMHC as a federally qualified community mental health center. The first few years after AMHC was chartered, from 1964 to 1971, founding incorporators and staff organized and secured funding for service delivery with assistance from the then Maine State Department of Mental Health, Mental Retardation, and Corrections. Since 1974, Wes has been instrumental in building AMHC's services from an inpatient and day treatment unit in Fort Fairfield, outpatient and consultation services in Houlton and Fort Kent, and emergency and educational services in Fort Fairfield, Madawaska and Van Buren. Today, AMHC offers a full continuum of emergency, urgent and routine assessment, treatment, and recovery services for individuals in need of mental health, substance abuse, and brain injury services in Aroostook, Washington, and Hancock counties.



Over the past four decades, and since becoming the Chief Executive Officer in 1993, some of the significant milestones in Wes's career at AMHC include:

- Developing and offering substance abuse services in 1974
- Opening the Residential Treatment Facility in Limestone in 1975
- Developing an employee assistance program (EAP) in 1975, which led to offering the first EAP program of its kind in the state with Fraser Paper in 1977
- Offering integrated mental health and substance abuse HELPLine 24/7 crisis services in 1977
- Opening the Skyhaven transitional living service in Presque Isle in 1980
- Opening the Caribou Apartments in 1981
- Activating the Sexual Assault HELPLine and offering prevention services in 1982
- Beginning the Aroostook Teen Leadership Camp (ATLC) in 1986
- Opening the Madawaska Group Home and the Aroostook Academy School in 1989
- Implementing the Crisis Stabilization Program, Supported Employment, and Geriatric Specialty Services in 1990
- Opening the Aroostook Academy Group Home in 1991
- Offering Neuropsychological Services in 1993
- Implementing AMHC's Total Quality Management-Continuous Quality Improvement initiative in 1994
- Developing Therapeutic Foster Homes in 1995
- Opening the ADHD clinic in 1996
- Opening the Children's Crisis Stabilization Unit and implementing Vickers HOPE Independent Living Services in 1997



- Opening the Fort Fairfield Bridge Home and implementing transportation services in 1999
- Opening the Caribou Social Club and Grand Isle Bridge Home in 2000
- Implementing Geriatric Psychiatric Services and substance abuse Detoxification Management Services in Aroostook, Washington, Hancock, Penobscot and Piscataquis Counties in 2001
- Receiving the 2001 Governor's Excellence Award for Business
- In 2003, participated in launching the International Institute of Mental Health Leadership Association and implemented the Blanchard Institute High Performing Teams initiative
- In 2004, AMHC is selected as a founding member of the Maine Institute of Evidence Based Practices; ATLC received a national Award for Innovative Substance Abuse Prevention Programs from the Substance Abuse and Mental Health Services Administration; and AMHC facilitated the signing of the collaborative Sexual Assault Nurse Examiner contract between all four Aroostook County Hospitals
- In 2005, substance abuse ambulatory detoxification and intensive outpatient services open in Houlton and AMHC hosts the first annual Andy Santerre Sno-Run to support sexual assault services for children and adolescent victims
- In 2006, the Opiod Replacement Therapy clinic opens in Caribou in partnership with physicians from Cary Medical Center and Pines Health Services; and AMHC implements integrated behavioral and physical health services at Fish River Rural Health and Katahdin Valley Health Center with funding from the Health Resources Service Administration
- In 2007, AMHC opens the Center for Integrated Neuro-Rehab in Caribou providing outpatient brain injury rehabilitation services and begins participation in a two-year national project sponsored by MHCA and the Institute of Medicine (IOM) to improve access to services aligned with the IOM's six aims for health services
- In 2008, AMHC receives Maine Health Access Foundation planning grant funding to improve integrated service client outcomes tracking in partnership with Quality Counts and program funding to enhance integrated service delivery with Fish River Rural Health, Pines Health Services, and Houlton Regional Hospital's Rural Health Center
- In 2009, AMHC acquires the programming and assets of Washington County Psychotherapy Associates and expands service into Washington and Hancock Counties

After 17 years leading AMHC, Wes Davidson retires as only the third chief executive in its 45 year history. He leaves behind a legacy of achievement and he has earned high regard from peers and colleagues in Maine, the nation and internationally for his collaborative approach to working together and commitment to service excellence. All of us at AMHC will miss his thoughtful, insightful, and passionate advocacy and tireless efforts advocating, gaining funding, and developing community-based services for individuals in need of mental health and substance abuse services. We wish Wes the best as he moves into a new chapter of his life with his wife Sherrie, sons Wes and Chris, Chris' wife Jane and their daughter Phoebe. There will be many sunsets and shores to explore on their boat, the Mariah, and much more time to dote on their new granddaughter.



AMHC expands services into Washington and Hancock counties

In the past year, the AMHC leadership team has worked diligently with Washington County Therapeutic Associates (WCPA) founders, John Edwards, PhD, and Steven Dawson, PhD, to integrate WCPA's services into AMHC's continuum of care, expanding AMHC's service system from Aroostook into Washington and Hancock counties. AMHC and WCPA are two organizations that have always shared a common mission of providing quality service to the rural communities where we live and work and have worked collaboratively over the years to strengthen each other's ability to provide quality services. The intent of the integration initiative is to strengthen the on-going programmatic and financial viability of the provision of behavioral and related physical health care services in Aroostook, Washington and Hancock counties in a manner that proactively recognizes and responds to the very real challenges of today's regulatory and economic climate. The goal is to reduce the cost of service delivery and preserve, to the fullest extent possible, our ability to maintain, and where possible, improve the quality of and access to needed healthcare services within the community.

Service operations in Washington and Hancock counties are now referred to as Atlantic Mental Health Center, or Atlantic operations, complimenting AMHC Aroostook operations. Since the formal transaction was finalized in July, 2009, AMHC has added approximately 90 new employees in Calais, Machias and Ellsworth and two new members to the AMHC senior leadership team, Corey Schwinn, LCSW and Theresa Brown, all formerly of WCPA. John Edwards and Steven Dawson have also joined AMHC and are taking on active administrative and clinical roles working with the senior leadership team to over time fully integrate our Aroostook and Atlantic operations.

Our Atlantic operations continue the same services that were previously offered through WCPA. These include:

- Emergency 24/7/365 telephone and mobile response throughout the Washington and Hancock Counties.
- Outpatient, elder care and home and community treatment services in Calais, Machias and Ellsworth.
- The Calais Children's Project offers residential treatment services for children age 7-18. Treatment services include crisis assessment and stabilization, residential mental health treatment for children with psychological, emotional and behavioral problems, and specialized treatment for children with sexual behaviors or who are affected by sexual abuse.



Members of the Machias emergency services staff: Allison Parker, Karen Plumhoff, David Whalen, Rose Hanscom, and Lauren Kupfner.

SENIOR LEADERSHIP TEAM

Wesley R. Davidson, CSW-IP
Chief Executive Officer

Gregory P. Disy, LCSW
Chief Operations Officer

Dinah Tungol, MD
Medical Director

Lorraine Chamberlain, LCSW
Director of Outpatient Operations
and Integrated Services

Christine Y. Brown, LCSW
Program Director

Peter G. McCorison, LCSW, LADC
Program Director

Tamara Player, LCSW
Program Director

Corey Schwinn, LCSW
Program Director

Theresa K. Brown
Program Director

Jennette Hitchcock, LCSW
Director of Quality Management

Jamie D. Owens, MSB
Director of Marketing
and Development

John Thibodeau
Chief Financial Officer

Charles Collishaw
Director of Human Resources
and Personnel Services

BOARD OF DIRECTORS

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Retired from
TD Banknorth-Commercial Department

Vice President: Peter Sirois
Associate Director
Northern Maine Medical Center

Treasurer: Dan Foster
Town Manager
Town of Fort Fairfield

Secretary: Frank McElwain
Superintendent of Schools
Eastern Aroostook RSU #39

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Vice President of Academic Affairs
University of Maine at Fort Kent

Philip Bosse
Community Member Representative

Joanne Cyr
Realtor-Owner
Progressive Realty

Ervin MacDonald
Retired Educator

Richard Marston
Retired from
Fraser Papers, Inc.

Fred Putnam
Retired from the
Maine Department of Health and Human Services

David Soucy
Attorney-at-Law



Front row, left to right: Richard Marston; Rachel Albert; Dan Foster; and David Soucy. Back row, left to right: John Thibodeau, Chief Financial Officer; Wes Davidson, Chief Executive Officer; Athill Hebert; Fred Putnam; Ervin MacDonald; and Frank McElwain. Board members absent from photo: Philip Bosse; Joanne Cyr; and Peter Sirois.

SERVICE AWARDS

5-YEAR SERVICE AWARDS

Kelley McKenney, CADC, MHRT-C, OQMHP-C
Substance Abuse Counselor
Caribou Outpatient Office

Pamela Wyman
Project Specialist
Central Administrative Office

10-YEAR SERVICE AWARDS

Lydia Christie
Sexual Assault Specialist
Caribou Outpatient Office

Jemelie Durepo
Quality Management Specialist
Central Administrative Office

Jamie Owens, MSB
Director of Marketing and Development
Central Administrative Office

Cynthia Wind, LCSW
Therapist-Consultant
Houlton Outpatient Office

15-YEAR SERVICE AWARDS

Charmin Butts, MHRT-CSP
Emergency Services Specialist
HELPLine/ACSU

Richard (Dick) Marston
Board Member
Fraser Papers, Inc. (Retired)

25-YEAR SERVICE AWARDS

Sylvio DuBois, LADC
Substance Abuse Counselor
Residential Treatment Facility

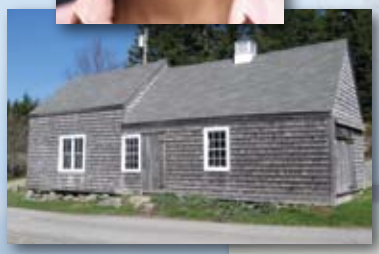
Joyce Plourde
Administrative Support Specialist
Fort Kent Outpatient Office

35-YEAR SERVICE AWARDS

Wes Davidson
Chief Executive Officer
Central Administrative Office

Judy Holmquist
Systems Analyst
Central Administrative Office









AMHC STAFF RECOGNITION

Madawaska Group Home team and the Skyhaven team in recognition of their outstanding service to AMHC and the individuals served by seeking new and creative ways to cut costs and optimizing rehabilitation and recovery opportunities for the individuals they serve.

Barb Faye, Judy Holmquist, and Marilee Rust for outstanding performance supporting AMHC compliance with APS prior and continued authorization requirements.

Pamela Wyman, Cyndi Mullen and Terry Guerrette for their outstanding leadership and management of AMHC's Accounts Receivable.

Jennifer Desjardins and Courtney Raymond for their leadership within the St. John Valley Team to enhance referral source awareness of AMHC's programs and services.

Michelle Reinecke for her excellent work developing Aroostook County's Community Intervention Team training and engaging providers in support of AMHC's emergency services.

Lisa LaCasse for her excellence in training staff and implementing AMHC's E-billable electronic ticket.

Crystal MacDougal for staffing the Harvest Inn Social Club and coordinating the daily operations of the County Ride.

Sally Gagnon for her compassionate work with the mentally ill, outstanding leadership at the Valley Social Club, and support of the Madawaska Group Home staff and residents.

Travis Christie for his commitment and flexibility in supporting his co-workers and serving as a role model for his team.

The following AMHC staff is recognized for their support to the senior leadership team and staff in the integration of AMHC Aroostook and Atlantic operations: **Lehann Bronson, Jason Cyr, Tricia Farrell, Ann Marie Flood, Ken Frost, Pam Hubbard, Belinda McLaughlin, Deb Shields, Richard Shute, Ron Thibodeau** and **David Whalen**.

AMHC COMMUNITY RECOGNITION

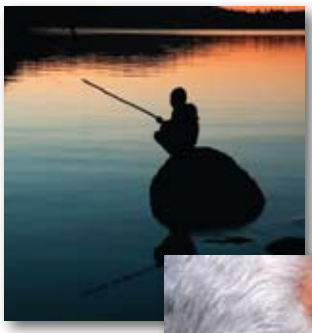
Peter Crovo for his dedication, commitment, and enthusiasm in working with AMHC in the provision of services to clients and families needing Home and Community Treatment.

Charlie McAlpin for his support to AMHC during the AMHC Aroostook and Atlantic operations transition.

Fort Fairfield Hillside IGA for its commitment to fostering a beneficial working relationship with AMHC and the Residential Treatment Facility and the outstanding support provided by the Fort Fairfield IGA employees.

Open Door Recovery Center for its dedication to recovery by providing consistent referrals to AMHC's Residential Treatment Facility.

Sign Place, Clukey's Auto Supply and County Sports-Polaris for their efforts to promote awareness of Sexual Assault Services and partnering with AMHC in the annual Sno-Run event.



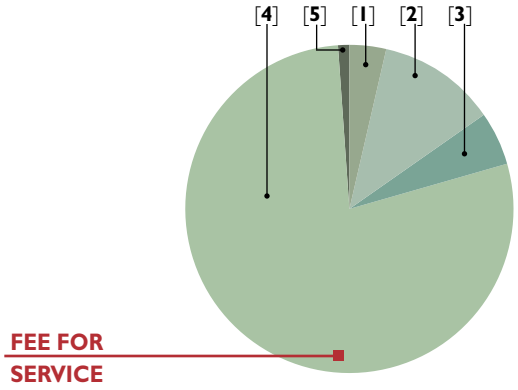




2008-2009 REVENUE

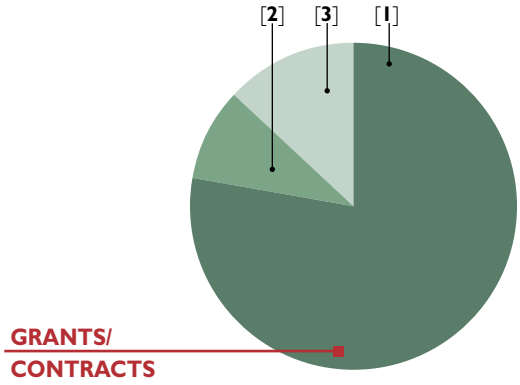
Fee for Service (FFS)

Private Sector Funding	
[1] Self-Pay	$377,557
[2] Other FFS	1,217,406
[3] Insurance	539,263
Public Sector Funding	
[4] BDS (Medicaid)	8,124,544
[5] Federal	111,489
Percent of Total Revenue: 82%	$10,370,259



Grants/Contracts

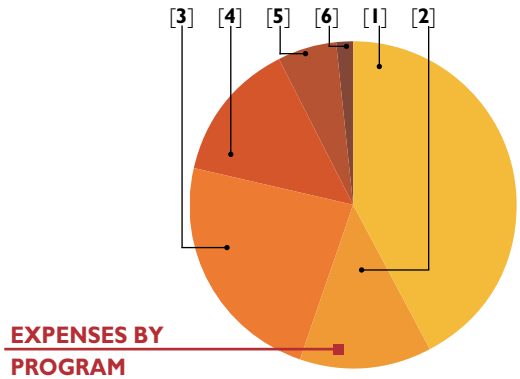
[1] BDS	$1,696,466
[2] DHHS Detox Benefit Program*	201,224
[3] Other Grants	280,210
Percent of Total Revenue: 18%	$2,177,900
REVENUE TOTAL	**$12,548,159**



2007-2008 EXPENSES

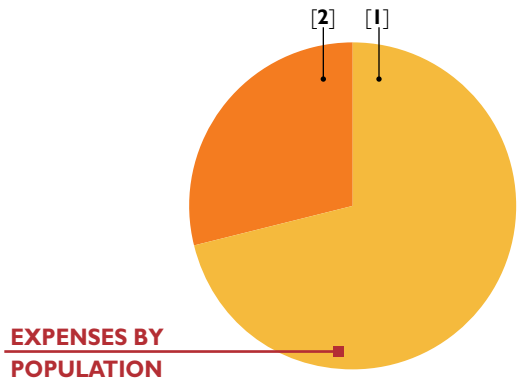
Expenses by Program

[1] Mental Health	$5,324,082
[2] Substance Abuse	1,613,977
[3] Community Support	2,941,431
[4] Emergency Services	1,750,908
[5] Speech and Language Services	736,634
[6] DHHS Detox Benefit Program*	181,127
EXPENSES TOTAL	**$12,548,159**



Expenses by Population

[1] Adult	$8,947,335
[2] Children	3,600,824
EXPENSES TOTAL	**$12,548,159**



**This benefit is offered to Region III Counties including: Aroostook, Hancock, Penobscot, Piscataquis, and Washington*

2008-2009 CLIENT SERVICES

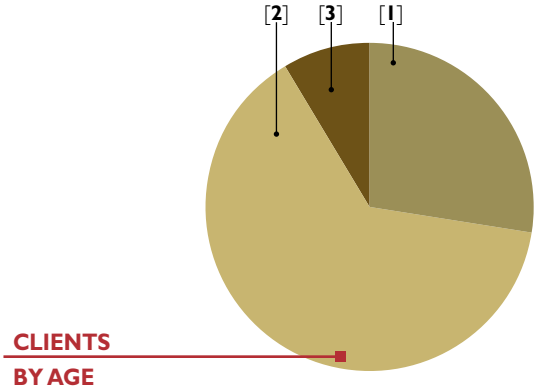
Total Individual Clients Served **4,187**

Clients by Age

[1] Up to 20	1,158
[2] 21-60	2,670
[3] 61 and over	359

Clients by Gender

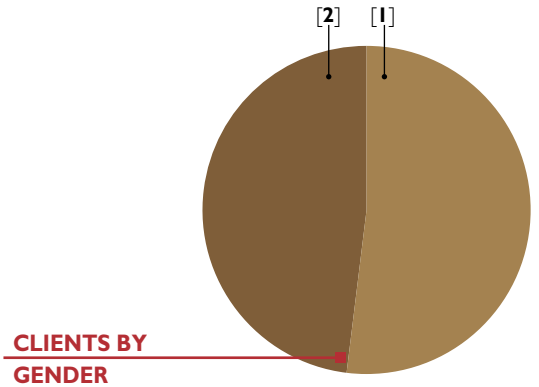
[1] Male	2,178
[2] Female	2,009



CLIENTS BY AGE

Total Clients for all Programs* **5,311**

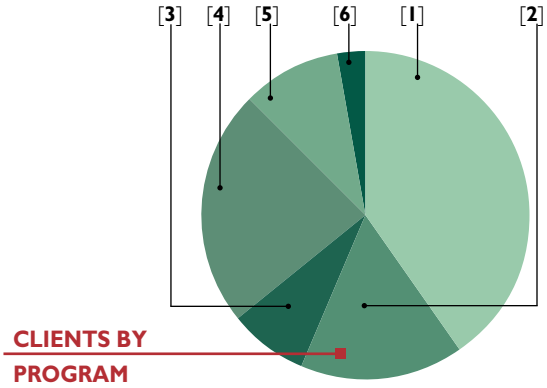
[1] Mental Health	2,151
[2] Substance Abuse	844
[3] Community Support	421
[4] Emergency Services	1,232
[5] Speech and Language Services	139
[6] Co-occurring Services	524



CLIENTS BY GENDER

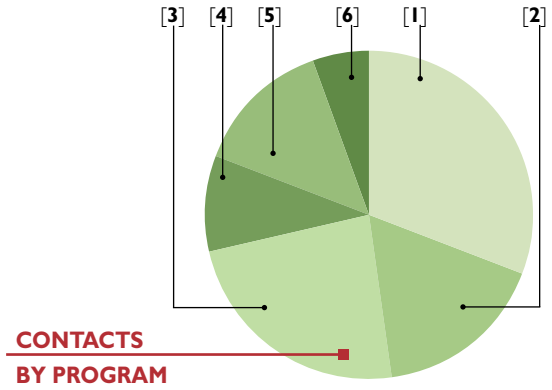
Total Contacts by Program **63,408**

[1] Mental Health	19,619
[2] Substance Abuse	10,748
[3] Community Support	15,021
[4] Emergency Services	5,893
[5] Speech and Language Services	3,365
[6] Co-occurring Services	8,762



CLIENTS BY PROGRAM

**Reflects clients receiving duplicate services.*



CONTACTS BY PROGRAM

It is the policy of AMHC that no person shall on the grounds of race, color, national origin, ancestry, religion, gender, age, physical or mental disability, or other classification that is protected by Federal law or by Maine State law be discriminated against in any access to and provision of services or the privilege of employment in the agency's programs. Nor shall any person be discriminated against by AMHC on the grounds of sexual orientation.

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