



# Making a difference

*improving the well being of our community*



AMHC

ANNUAL REPORT 2010

# MISSION

*AMHC's mission is to provide integrated healthcare  
services that maximize an individual's potential  
to recover and improve their quality of life.*

quality  
of life



## From the Board President and Chief Executive Officer

We are pleased to report that over the past year, all across Aroostook and Downeast Maine, AMHC staff has worked diligently and with great passion to meet the service needs of children, adults, and families with mental health and substance abuse issues. This year, we served 17 percent more clients than in the previous year. Services were provided to 6,384 individuals across all AMHC program services—mental health, substance abuse, co-occurring, community support, emergency services and speech and language. AMHC's emergency services staff alone provided crisis intervention and stabilization support to more than 1,700 individuals—outstanding performance considering the average response time is less than 30 minutes and our service area covers hundreds of thousands miles of roadway, much of it rural and remote.

Individual staff and board of director member commitment to service are celebrated. AMHC commends 39 individuals for length of service this year—representing 440 years combined service to the organization. Additionally, 9 individuals and teams from across the agency are being recognized for exemplary service to AMHC clients. Last October, two individuals were awarded AMHC's Vickers Excellence Award for their outstanding service to AMHC over many years, Bruce Glick, PhD, and retired AMHC CEO, Wesley R. Davidson.

AMHC depends a great deal on support and volunteer service from the community to help us achieve our mission. In recognition, 17 community organizations and members are being commended for service excellence.

Also in this report, we offer staff and supporters a vision of what integrated health care means to AMHC and how our integrated approach to

photos by Photography by Duane



*Peter Sirois, Board President*



*Gregory P. Disy, LCSW, CEO*

service development will guide our planning and operations into the foreseeable future. We also take the opportunity to introduce a brand new service, "Operation Outreach", the AMHC and Togus Veterans Affairs Medical Center service designed to bring substance abuse and co-occurring services to veterans close to home.

Over the past year, AMHC senior leadership and staff from across the entire organization partnered to implement the operational acquisition of WCPA. We have worked diligently to train all staff in Atlantic in the high performing team model and to develop and implement a plan to integrate operations across all sites, merging clinical and administrative operations to improve functional efficiency and effectiveness. The progress over the past year has been sure and steady, giving opportunity to address cultural and organizational structure issues.

As we look to the coming year, we are confident that with the support of staff, the board, and our community volunteers, we will continue to achieve a high level of service to the community. Words cannot adequately express how much we value your work and dedication to making a difference in the lives of so many individuals. You make us proud every day.

A handwritten signature in black ink, appearing to read "Peter Sirois".

**Peter Sirois**  
Board President

A handwritten signature in black ink, appearing to read "Gregory P. Disy".

**Gregory P. Disy, LCSW**  
Chief Executive Officer



## AMHC's vision promotes self-care and integrated service for all customers

With local, state and national support from peer health care providers and the Maine Health Access Foundation, AMHC has developed a 21st century approach to integrated service delivery. AMHC's integrated service approach promotes self-care and is grounded in the Institute of Medicine's (IOM) Crossing the Quality Chasm aims intended to improve evidence based structural and clinical practice model service delivery for healthcare so that services are patient-centered, safe, timely, efficient, effective, and equitable. Integrated service supports the vision of a future where people with mental illnesses pursue optimal health, happiness, recovery, and a full and satisfying life in the community via access to a range of effective services, supports, and resources. AMHC believes that a mind- body approach to service focuses on the interactions among the mind, body, and behavior, and on the powerful ways in which emotional, mental, social, spiritual, and behavioral factors can directly affect health.

The concept of self-care is grounded in ancient approaches to preserving health and wellness and treating disease.

Self-care typically involves supporting an individual to learn and use varying techniques to attain and preserve optimal health, such as self-awareness, spirituality, self-expression, relaxation, autogenics and biofeedback, meditation, imagery/self-hypnosis, exercise, and nutrition. The shift in focus is away from health service intervention targeted at treating disease toward self-care. This is a fundamental shift in the paradigm of health services currently focused on treating disease and expects practitioners to work with a patient to inform and support his ability to guide his own self-care.

As part of a strategic planning process, in the coming months, AMHC will begin to enhance and develop services to support this vision with the intent to improve health outcomes for all individuals served and especially those with serious mental illness. The approach is person-centered and thinks about the needs of the population and how services should be appropriately targeted and delivered. It is intended to help people who seek mental health services at AMHC to get the primary care and specialty physical health services they need and for people in primary care with mental health conditions to get the services they need in that setting with appropriate connections to specialty mental health services as necessary.

The integrated service visioning has been underway for the past several months guided by CEO Gregory Disy, LCSW, Lorraine Chamberlain, LCSW, director of outpatient and emergency services, Jennette Hitchcock, LCSW, director of quality management, and Jamie Owens, MSB, director of marketing and development. They received significant support and guidance from former CEO, Wesley R. Davidson; and consultative guidance from AMHC medical director Dinah Tungol, MD, Lani Graham, MD, Pines Health Services CEO, James Davis, Pines staff physician Hans Duvefelt, MD, and several Mental Health Corporations of America peer providers from across the nation.



## AMHC and Veterans Affairs offer substance abuse services to local veterans

In October 2010, AMHC and the Togus Veterans Affairs Medical Center (VAMC) will for the first time offer local, community based substance abuse and co-occurring services to veterans in Aroostook and Washington Counties. The program, Operation Outreach, was developed collaboratively by the former Togus VAMC mental health director, Jonathan McMath, MD, and AMHC staff, Peter McCorison and Jamie Owens. U.S. House of Representative Michael Michaud, Chairman of the Veterans' Affairs Subcommittee on Health, has been a strong advocate and supporter for the development of these services.

AMHC will offer all of the same evidence based services to veterans that are currently offered to the general public, eliminating the need for veterans to travel to Togus VAMC for substance abuse related treatment. Emergency, residential and routine services will be available everywhere

AMHC provides service throughout the two county service area—Fort Kent, Madawaska, Caribou,

Limestone, Presque Isle, Houlton, Calais and Machias. Services can be accessed by a veteran directly through self referrals and from VA clinic and other community based health care providers.

Substance abuse and administrative staff will be trained in the VA's veterans' service delivery expectations by the Togus VAMC technical representative, Kristy Rowe and peer VA medical center colleagues, AMHC's VA Liaison, Joseph Owens, and program director, Peter McCorison. Outreach to veterans and to the community at large about the availability of treatment services through "Operation Outreach" will be conducted on an ongoing basis. The program name, logo and outreach materials were developed with thoughtful input from local veterans to ensure that they would be meaningful and engage veterans in need of substance abuse services.



Bruce Glick, PhD



Wesley R. Davidson, CSW-IP

## 2009 Vickers Excellence Awards

In 2009 two Vickers Excellence Awards were presented in recognition of outstanding service to AMHC in support of its mission, vision and values. They were presented to Bruce R. Glick, PhD, Neuro-psychologist and Wesley R. Davidson, AMHC's retiring CEO.

At a special meeting at the Houlton outpatient office, Christine Brown, LCSW, program director, presented the award to Bruce Glick, PhD on behalf of AMHC's CEO, Wesley R. Davidson. According to Mr. Davidson, "Dr. Glick is recognized for his numerous contributions to the fulfillment of AMHC mission of service to the community. Throughout his 33 year tenure, he has demonstrated continuing commitment to the provision of high quality services. His record of alignment with the service philosophy and values of AMHC has been unquestionable. Bruce played a key part during AMHC's formative years and beyond, through various professional positions held over the years such as an outpatient therapist/consultant, therapist/consultant supervisor, and office director in AMHC's Houlton outpatient office.

"Of greatest significance though are the contributions that he has made through the roles he assumed as a service and community relations developer, teacher and mentor to other staff, and direct care service provider. In all of his professional endeavors Bruce has

pursued the highest standards of quality service and compassion for others."

On the occasion of his retirement from AMHC on December 11, 2009, AMHC's board of directors presented Wesley R. Davidson, CSW-IP, the Vickers Excellence Award for 35 years of distinguished service to AMHC. Having served AMHC from 1993-2009, Mr. Davidson retired as only the third chief executive in its 45 year history. Mr. Davidson joined AMHC in 1974 and he was instrumental in building AMHC's 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. Prior to retiring, he successfully completed the acquisition of Washington County Psychotherapy Associates in Washington and Hancock counties. This virtually doubled AMHC's service area and preserved access to mental health and substance abuse service for children, adults and families in Downeast Maine.

Mr. Davidson left behind a legacy of achievement and earned high regard from peers and colleagues in Maine, the nation and internationally for his collaborative approach to working together and his commitment to service excellence to meet the needs of individuals with mental health and substance abuse issues.



## SENIOR LEADERSHIP TEAM

**Gregory P. Disy** LCSW

Chief Executive Officer

**Tamara Player** LCSW

Chief Operating Officer

**Dinah Tungol** MD

Medical Director

**Lorraine Chamberlain** LCSW

Director of Outpatient Operations  
and Emergency Services -- Aroostook

**Christine Y. Brown** LCSW

Program Director

**Peter G. McCorison** LCSW, LADC

Program Director

**Annette B. Adams** LCSW, FACHE

Program Director

**Theresa K. Brown**

Director of Outpatient Operations  
and Emergency Services -- Atlantic

**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

President **Peter Sirois**

Associate Director  
Northern Maine Medical Center

Vice President **Richard Marston**

Retired from  
Fraser Papers, Inc.

Treasurer **Dan Foster**

Town Manager  
Town of Fort Fairfield

Secretary **Frank McElwain**

Superintendent of Schools  
Eastern Aroostook RSU #39

**Rachel Albert** PhD, RN

Vice President of Academic Affairs  
University of Maine at Fort Kent

**Joanne Cyr**

Realtor-Owner  
Progressive Realty

**Athill Hebert**

Retired from  
TD Bank -- Commercial Division

**Ervin MacDonald**

Retired Educator

**Fred Putnam**

Retired from the  
Maine Department of Health and Human Services



Front row, left to right: Joanne Cyr, Fred Putnam, Richard Marston, Tamara Player, AMHC Chief Operating Officer; Back row, left to right: Gregory P. Disy, Chief Executive Officer, Dan Foster, Athill Hebert, John Thibodeau, AMHC Chief Financial Officer, Peter Sirois, and Frank McElwain. Board Members missing from photo: Rachel Albert and Ervin MacDonald.

# SERVICE AWARDS

## 5-YEAR SERVICE AWARDS

**Andrea Chasse** MHRT-C, OQMHP-C-PNMI

Residential Counselor  
Grand Isle Family Treatment Home

**Bobbie Chasse** OQMHP-C, MHRT-C

Case Manager  
Therapeutic Foster Care

**Kelly Jo Bell**

Administrative Support Specialist (Outpatient)  
Presque Isle Outpatient Office

**Jason Cyr**

Information Technology Specialist  
Central Administrative Office

**Tammy Kelley** MHRT-C, CADC, MHRT-CSP

Substance Abuse Counselor (Outpatient)  
Presque Isle Outpatient Office

**April Lapointe**

Residential Counselor  
Grand Isle Family Treatment Home

**Melissa Lavoie** MHRT-I

Residential Counselor  
Skyhaven

**Cheryl MacLean** LCSW

Therapist-Consultant  
Fort Kent Outpatient Offices

**Ann Pelletier** MHRT-I

Residential Counselor  
Madawaska Group Home

**Andrea Peterson**

Administrative Support Specialist (Outpatient)  
Caribou Outpatient Offices

**Christopher Ramsey** MHRT-I, MHRT-CSP

Adult Crisis Counselor  
HELPLINE/ACSU

**Katherine Scott** MHRT/C

Community Support Counselor – Mental Health  
Presque Isle Outpatient Office

## 10-YEAR SERVICE AWARDS

**Rachel Albert** PhD, RN

Board Member  
Vice President Academic Affairs  
University of Maine at Fort Kent

**Christine Brown** LCSW

Program Director, Community Support Services  
Central Administrative Office

**Jessica Chasse** OQMHP-C, PNMI

Residential Counselor/Case Manager  
Grand Isle Family Treatment Home

**Holly Davis** MHRT-I, MHRT-C, LSW-C, CSP

Emergency Services Specialist  
Helpline/Adult Crisis Stabilization Unit

**Christine Dumais** MHRT-I

Residential Counselor  
Madawaska Group Home

**Sally Gagnon**

Valley Social Club Manager  
Madawaska

**Donna Ireland** MHRT-I

Adult Crisis Counselor – MHRT-CSP  
HELPLINE/Adult Crisis Stabilization Unit

**John Lozier** MHRT-I, OQMHP-C-PNMI

Residential Counselor  
Madawaska Group Home

**Lori Martin** LCSW

Therapist-Consultant  
Madawaska Outpatient Office

**Lynn Nightingale** OQMHP-CR

Children's Crisis Counselor  
Children's Crisis Stabilization Unit

**Anne Marie Picard** OQMHP-C - PNMI

Residential Counselor  
Grand Isle Family Treatment Home

**Melanie Plourde** LCSW

EAP Coordinator  
Madawaska Outpatient Office

**Martha St. Pierre** OQMHP-CR

Children's Crisis Counselor  
Children's Crisis Stabilization Unit

**Barbara Trudel** OQMHP-CR

Children's Crisis Counselor  
Children's Crisis Stabilization Unit

## 15-YEAR SERVICE AWARDS

**Belinda McLaughlin**

Accounts Payable/Purchasing Specialist  
Central Administrative Office

**Stacie Murphy** LCSW

Therapist-Consultant  
Grand Isle Family Treatment Home

**Tamara Player** LCSW

Chief Operations Officer  
Central Administrative Office

**Kelly Scott** CADC, MHRT-C, OQMHP-C

Substance Abuse Counselor (Outpatient)  
Caribou Outpatient Office

**Michael Yarema** LADC

Substance Abuse Counselor  
Residential Treatment Facility

## 20-YEAR SERVICE AWARDS

**Gayla Dwyer**

Vocational Services Development Project Lead  
Central Administrative Office

**Dan Foster**

Board Member  
Fort Fairfield Town Manager

**Alfred Whitten** OQMHP-CR, LSW, MHRT-CSP

Children's Crisis Counselor/Emergency  
Services Specialist  
Children's Crisis Stabilization Unit

## 25-YEAR SERVICE AWARDS

**Jeff Anderson** LSW, MHRT-II, CADC

Quality Management Specialist  
St. John Valley Offices

## 30-YEAR SERVICE AWARDS

**Gregory P. Disy** LCSW

Chief Executive Officer  
Central Administrative Office

**Karen Dube**

Administrative Support Specialist (Outpatient)  
Madawaska Outpatient Office

**David Goodrich** LCSW

Therapist-Consultant  
Houlton Outpatient Office

## 35-YEAR SERVICE AWARDS

**Pauline Charette**

Administrative Support Specialist (Outpatient)  
St. John Valley Outpatient Offices



## AMHC STAFF RECOGNITION

The **St. John Valley Team** for making a difference by working together to overcome barriers to deliver services while successfully meeting and exceeding agency performance expectations.

The **Supervised Visitation Team** for making a difference by consistently demonstrating the ability and desire to go above and beyond the call of duty to serve Aroostook County children and families.

The **Calais Day Treatment Team** for making a difference for the children they serve by finding creative solutions in difficult situations, supporting each other, and approaching their work with a “can do” attitude.

**Ken Frost** for ensuring AMHC facilities are properly maintained, managing multiple requests from multiple sites and making a difference for staff and consumers across the organization.

**Kelly Scott** for her dedication to clients, willingness to help the Caribou Outpatient team and commitment to leading by example, thereby making a difference for those she serves and works with.

**Sue Deveau** for making a difference by going above and beyond the call of duty in the provision of consumer-focused services and caring for and supporting her Houlton Outpatient team.

**Betty Hendrickson** for consistently making a difference by serving clients and seeking to improve treatment services for Center for Neuro-Rehab clients.

**Laurie Niles** for making a difference by dedicating herself to meeting the needs of children and families and paying continuous attention to the improvement of services in Calais.

**Katie Bell** for making a difference by improving awareness of Sexual Assault Services in collaboration with the Houlton Band of Maliseet Indians and engaging the local community to organize a successful 5K run/walk.

## AMHC COMMUNITY RECOGNITION

The **Madawaska Pharmacy** for its dedication to helping Madawaska Group Home clients.

**Ms. Carrie Anderson** for her commitment, knowledge of resources, and ability to coordinate services for AMHC clients.

**Jonathan McMath, MD** for developing and advocating for veterans substance abuse treatment services in Aroostook and Washington Counties.

**Daniel Harrigan, MD** for determining what is best for clients, respecting their rights, and treating them in the least restrictive manner.

The **Houlton Police Department** for supporting AMHC clients and staff during emergency evaluations with a positive, respectful attitude while applying effective community policing practices.

The **Pines Health Services Women & Children's Center staff** for its dedication, commitment and willingness to the integration of physical and behavioral health treatment in support of the health and well-being of their patients.

**AMHC Therapeutic Foster Parents** for their willingness to assist with a foster child's treatment needs as the primary caregivers in the forefront of the child's care. Those recognized are Ken and Clare Arndt, Scott and Lisa Cray, Tammy and Greg Cropley, Ron and Shelly McAtee, Rob and Tammie Mulvey, Marilyn and Irvin Pinette, Joanne Piper, Pam and Dennis Shields, and Marie and Ed Textor.

**Lani Graham, MD** for making a contribution to meeting the needs of AMHC's clients and advancing AMHC's organizational approach to the integration of behavioral and physical healthcare services.

## 2009-2010 REVENUE

### Fee for Service (FFS)

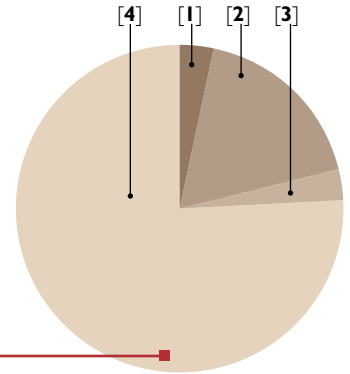
#### Private Sector Funding

[1] Self-Pay	\$477,001
[2] Other FFS	2,416,154
[3] Insurance	453,550

#### Public Sector Funding

[4] BDS (Medicaid)	10,355,192
--------------------	------------

Percent of Total Revenue: 82% \$13,774,698

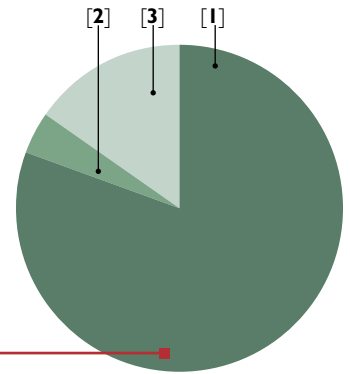


**FEE FOR  
SERVICE**

### Grants/Contracts

[1] BDS	\$2,475,585
[2] DHHS Detox Benefit Program*	125,757
[3] Other Grants	466,844

Percent of Total Revenue: 18% \$3,068,187



**GRANTS/  
CONTRACTS**

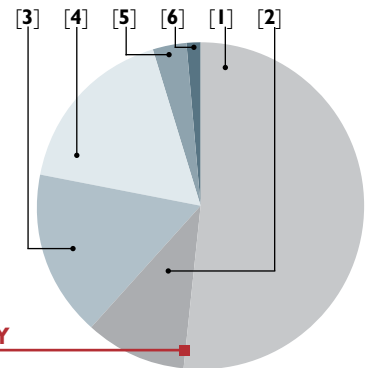
**REVENUE TOTAL \$16,842,884**

## 2009-2010 EXPENSES

### Expenses by Program

[1] Mental Health	\$8,719,298
[2] Substance Abuse	1,694,132
[3] Community Support	2,770,915
[4] Emergency Services	2,902,542
[5] Speech and Language Services	555,936
[6] DHHS Detox Benefit Program*	200,061

**EXPENSES TOTAL \$16,842,884**

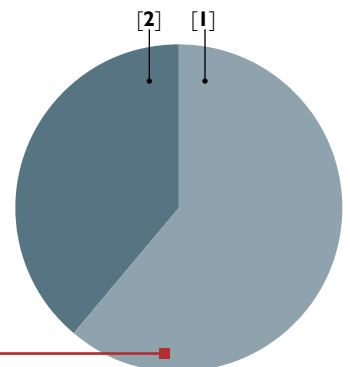


**EXPENSES BY  
PROGRAM**

### Expenses by Population

[1] Adult	\$10,338,463
[2] Children	6,504,421

**EXPENSES TOTAL \$16,842,884**



**EXPENSES BY  
POPULATION**

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

# 2009-2010 CLIENT SERVICES

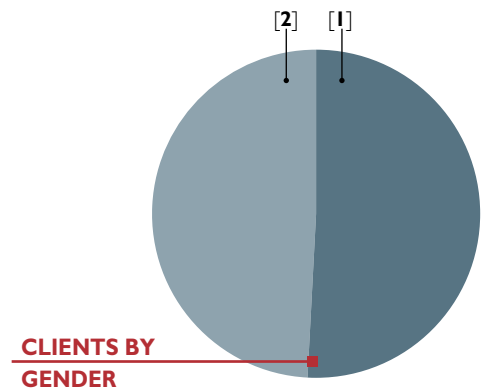
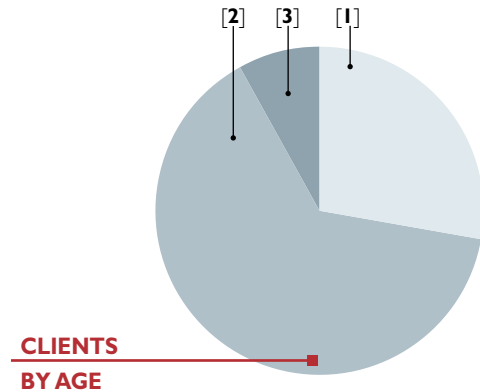
**Total Individual Clients Served 4,957**

Clients by Age

[1] Up to 20	1,389
[2] 21-60	3,169
[3] 61 and over	399

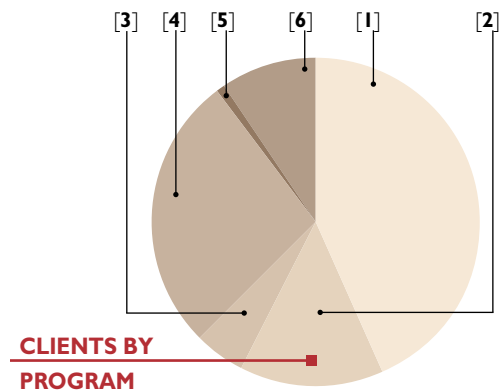
Clients by Gender

[1] Male	2,524
[2] Female	2,433



**Total Clients for all Programs\* 6,384**

[1] Mental Health	2,784
[2] Substance Abuse	888
[3] Community Support	335
[4] Emergency Services	1,728
[5] Speech and Language Services	60
[6] Co-occurring Services	589



*\*Reflects clients receiving duplicate services.*

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.





PO Box 1018  
Caribou, Maine 04736  
207-498-6431

[www.amhc.org](http://www.amhc.org)

NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE PAID  
CARIBOU, MAINE  
PERMIT #89

CREDITS:

Jamie Owens, MSB : **Executive Editor/Writer**

Slingshot Multimedia : **Layout and Design**

PrintWorks : **Printer**