



AMHC

2018 ANNUAL REPORT

Board of Directors

AMHC's Board of Directors is responsible for advising the Chief Executive Officer and leadership on the development of programs and policies for the agency. Board members live and work in the communities that AMHC serves.

President **Athill Hebert**

Retired Banker
Caribou, Maine

Vice President **Ryan Pelletier**

Aroostook County Administrator
Caribou, Maine

Treasurer **Tanya Sleeper, RN**

Assistant Professor of Nursing
University of Maine at Fort Kent
Caribou, Maine

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Tim Doak

Superintendent of Schools
Eastern Aroostook RSU 39
Caribou, Maine

Rev. Kevin Kinsey

The Aroostook Episcopal Cluster
Fort Fairfield, Maine

Debra Jacques

Katahdin Bank & Trust
Littleton, Maine

Richard Marston

Businessman (retired)
St. Agatha, Maine

Al Martin

Human Resources Manager
Twin Rivers Paper Company
Madawaska, Maine

Peter Sirois

Chief Executive Officer
Northern Maine Medical Center
Fort Kent, Maine



Front, left to right: Athill Hebert, Debra Jacques, and Dick Marston. Back row, left to right: Peter Sirois, Tim Doak, Al Martin, and Ryan Pelletier. Missing from photo: Rev. Kevin L. Kinsey and Tanya Sleeper.

Senior Leadership Team

AMHC's leadership team is dedicated to ensuring that corporate strategy, operations and finance are aligned to meet the organization's service and sustainability goals in pursuit of its mission, vision and values.

Gregory P. Disy LCSW

Chief Executive Officer

Jennette Hitchcock LCSW

Chief Operations Officer

Lorraine Chamberlain LCSW

Director of Integration and
Emergency Services

Christine Y. Brown LCSW

Program Director
Community Integration Services

Peter G. McCorison LCSW, LADC

Program Director
Behavioral Health Services-Aroostook

Clement Deveau LCSW

Program Director
Behavioral Health Services
Hancock and Washington Counties

Jamie D. Owens MSB

Director of Marketing
and Development

Robyn Bonville

Chief Financial and
Administrative Officer



Front row, left to right: Christine Brown and Jennette Hitchcock. Back row, left to right: Clement Deveau, Lorraine Chamberlain, Greg Disy, Jamie Owens, and Peter McCorison. Missing from photo: Robyn Bonville. Photo by Brian Levesque.

From the Board President and Chief Executive Officer

On behalf of the Board of Directors and Senior Leadership team, we are pleased to report that in 2018 AMHC staff has yet again provided an exemplary level of service across our expansive 3-county service area — Aroostook, Hancock and Washington Counties. Over the course of the year, AMHC provided service to 6,487 clients across multiple services encompassing 126,619 outpatient and crisis contacts and 22,530 residential bed days. 27 percent of all services delivered were to children and adolescents; and 48 percent were to women and girls.

In 2018, the Senior Leadership team worked diligently to achieve our strategic plan objectives and activities. We furthered our mission by enhancing and expanding our current services and developing new services to improve the health and well-being of our community. In particular:

- Opened the Down East Treatment Center in Ellsworth offering medication assisted treatment and group counseling for adults with opioid addiction in partnership with MDI Hospital, Blue Hill Memorial Hospital, Maine Coast Hospital, Eastern Maine Healthcare, Healthy Acadia, and Bucksport Regional Health Center.
- Transitioned social club services to mental health peer run recovery center services with contract grant funding from the Maine Department of Health and Human Services.
- Established medication assisted treatment services for individuals seeking to recover from opioid addiction in partnership with Northern Maine Medical Center in Fort Kent.
- Established Children's Behavioral Health Home Services in Aroostook and Washington Counties.
- Implemented Drug Court treatment and case management services in partnership with Maine Pre-Trial Services in Hancock and Washington Counties.



- Sexual Assault Services established an Aroostook County Child Advocacy Center in Fort Fairfield.

Our staff are our best resources and this year we recognize the contributions of 25 staff members for length of service; altogether these individuals have provided 290 total years of service to AMHC and we celebrate this tremendous accomplishment! Thank you.

Our success would not be possible without our Board of Directors and staff's demonstrated loyalty to our mission and the commitment of our many community partners who join us as valued resources in making a difference in our communities. We are grateful to have each and every one of you as contributors to AMHC's success in 2018 and we look forward to the coming year.

Gregory P. Disy, LCSW
Chief Executive Officer

Athill Hebert
Board President

Thank you, Greg, for everything



*Greg Disy, 2018
Photo by Jamie Owens*

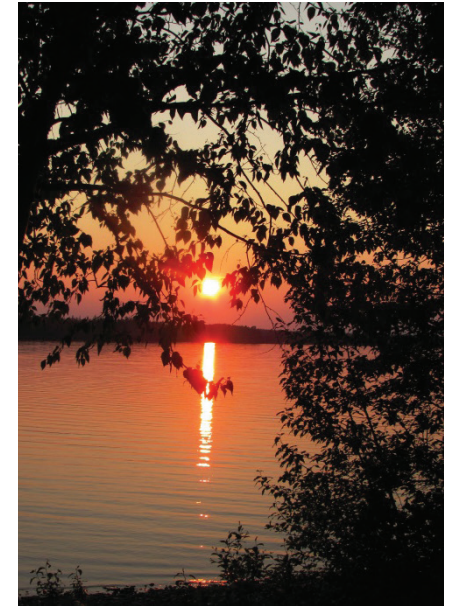
Greg Disy, our CEO, is retiring at the end of December 2018 with 38 years of exemplary service to AMHC clients, staff, and the communities we serve. He has dedicated his life's work to ensuring that AMHC is welcoming the needs, inspiring the hopes and engaging people and families in integrated services to meet both their behavioral and physical health needs. Every guiding thought and action Greg has taken to lead AMHC through the many policy, administrative, and funding ups and downs over the past decade has been marked by his singular focus on our mission and promoting a connection to care and the hope of recovery for people who live with mental health and substance use conditions.

Greg's successful advancement at AMHC, starting as a Community Support Coordinator, advancing to the Residential Services Manager overseeing services at Skyhaven, Madawaska Group Home and the Caribou Apartments, serving as the Director of Community Support Services, then as the Chief Operating Officer,

and finally Chief Executive Officer, has been remarkable. Since becoming CEO in 2010, Greg has led many successful initiatives. A few of particular note include:

- Completing AMHC's expansion into Hancock and Washington Counties
- Overseeing the first ever in the nation community mental health counseling initiative for Aroostook County in partnership with the Togus VA Facility
- Developing community care team and behavioral health home services for Medicaid clients
- Implementing drug court counseling and case management services in Hancock and Washington Counties
- Establishing AMHC as a National Suicide Prevention Lifeline center
- Implementing outpatient peer support, peer run recovery services, and a Peer Advisory Committee
- Expanding Medication Assisted Treatment in collaboration with community partners
- Partnering with peer organizations across the state and the nation to advance mental health and substance use services as well as partnering with medical providers to support the integration of physical and behavioral health care
- Implementing an agency-wide electronic service record
- Upgrading information systems with state-of-the art information technology solutions.

Thank you, Greg, for everything. For being you: friendly, kind and always willing to lend an ear or hand, or a word of advice and encouragement when needed. On behalf of all staff, we wish you well in your retirement.



“A lake carries you into
recesses of feeling
otherwise impenetrable.”

William Wordsworth

“ Research has shown that peer support facilitates recovery and reduces health care costs. Peers also provide assistance that promotes a sense of belonging within the community. The ability to contribute to and enjoy one’s community are key to recovery and well-being. Another critical component that peers provide is the development of self-efficacy through role modeling and assisting peers with ongoing recovery through mastery of experiences and finding meaning, purpose, and social connections in their lives. ”

Substance Abuse and Mental Health Services Administration

Spotlight on AMHC Peer Services

by Jamie Owens

Over the past decade, how traditional mental health and substance use services are provided has evolved to embrace the important role that a peer plays in helping people recover from their illness and become engaged in the community. Peer services help prevent relapse and promote sustained recovery from mental and/or substance use disorders. They are advanced as a best practice by the Substance Abuse and Mental Health Services Administration (SAMHSA) because it recognizes that social support includes informational, emotional, and intentional support. In line with these best practices, AMHC’s peer recovery support services across the organization include:

- Peer mentoring or coaching—developing a one-on-one relationship in which a peer leader with recovery experience encourages, motivates, and supports a peer in recovery
- Peer recovery resource connecting—connecting the peer with professional and nonprofessional services and resources available in the community
- Recovery group facilitation—facilitating or leading recovery-oriented group activities, including support groups and educational activities

- Building community—helping peers make new friends and build healthy social networks through emotional, informational, and affiliation types of peer support

AMHC has written into company policy the provision of a Peer Advisory Committee, led by peers, whose purpose is to assure that there is a structured opportunity for clients to give voice to leadership and management about the things that are important for their health and well-being, advocate for their needs, recommend and be part of the solutions for improving services.

For many years, AMHC offered peer services for individuals at our Social Clubs in Aroostook County. Recently, with expanded contracting and funding opportunities made available by the State and Federal government, AMHC has grown services to include peers as vital members of its child and adult Behavioral Health Home teams across Aroostook and Washington Counties, as recovery coaches in its adult medication assisted treatment clinic in Ellsworth, and as managers and volunteer coordinators at its adult mental health peer run and substance abuse peer recovery centers in Caribou, Madawaska, and Machias.

Five of AMHC’s peer support staff stories are showcased in this article to provide a glimpse into what each person brings to individuals who are recovering based on their personal lived experience and motivation to help others.

continued on page six

Brahim Bethi: **Overcoming adverse experiences creates a unity of purpose**

Brahim Bethi is the manager of AMHC's St. John Valley Peer Center in Madawaska. He is soft spoken, engaging, and always ready with a kind word and willingness to help. A native of Morocco, Brahim worked in the accounting field and coached judo. He volunteered at a local children's orphanage and worked with the homeless and individuals with special needs. Brahim came to Aroostook County in 2004 and he has dedicated his life here in America to using his experiences and skills to help others with mental health and physical disabilities.

"At the peer center, diversity brings a universality of lived experience," says Brahim, "I learn, we all learn, and grow and move forward together by bringing ourselves and our diverse experiences together at the peer center to make a difference. There are so many opportunities here in the local Madawaska community to connect, recover, and more fully participate in life as a result of the group activities we participate in. I am proud to be part of a welcoming community where I can relate and help my peers, share my experience, and bring a world view to the table. The work we do here at the peer center is empowering and focused on wellness and hope for a better future."

Brahim as always wanted to help others, and himself, be the best he can be. By moving to the US, he was able to build a new life and build his resilience and ability to overcome challenges. All of his experiences enable him to lead the peer center with a firm understanding of what it takes to maximize an individual's potential to recover and improve the quality of their life.

Amy Day: **Sustaining recovery is hard work, but infinitely better than the alternative**

Amy Day has been very busy managing the opening of the brand new substance abuse peer recovery center in Machias, the Down East Recovery Support Center ("Center"). Amy is the newly hired manager for the peer recovery center, the first of its kind for individuals recovering from substance use in Washington County. The home of the Center is centrally located in Machias, close to the downtown area and very accessible to those interested in participating. Amy has been working very closely with volunteers and advisors from the Washington County Community Action Team to ready the Center for opening. Amy is looking forward to working hard and using her lived experience to help others help themselves, recover, and live a fulfilling life.



*First row, left to right, Barbara, Amanda, and Frederick.
Second row, left to right: Mike, Clay, Brahim Bethi.*



Amy Day

Kaitee Maynard: Peers are not their illness or situation in life

Kaitee Maynard manages the Harvest Inn Peer Center (HIPC) in Caribou with kindness, warmth and compassion. The HIPC is a mental health consumer driven peer center. By using a shared leadership approach, Kaitee works with up to 20 members daily, and the center's volunteer member advisory committee, to offer training and fellowship activities that promote growth, diversity, and empowerment for members to be active agents of their own recovery process.

Kaitee knows she was born to help because of her ability to listen and sympathize. People are drawn to her kindness, warmth, compassion, and shared experience; and they can't help but share their problems. "Having gone through emotional, mental and physical illness, I can talk with others and share my story to help them work through recovery. Kaitee always found that the best "treatment" for her was through the non-judgmental support of friends and peers. My job is to help all who are interested in being a part of the peer center to discover what they have to offer and what they are capable of doing by fostering openness and non-judgment. I strongly believe that everyone can contribute; they are not their illness or situation in life."



Left to right: Jay Wells, Sarah Kent, Kaitee Maynard, and Russell Monson at the Harvest Inn Peer Center.

Carmela Warren: "I have nothing to hide at this point in my life"

Washington County, which sits right next to the Canadian border. The County is a vast and rural place on the beautiful Maine Coast where isolation and poverty is the predominant way of life. A Behavioral Health Home peer support specialist for AMHC, Carmela is friendly, soft spoken and has a beautiful smile that lights up the room. Her adult, child and family clients look forward to meeting and talking with Carmela, as she offers a ready ear to hear how things are going with their recovery in a sympathetic, non-judgmental way. She is always eager and ready to listen and help her clients build their confidence and make the decisions they can about treatment and ways to improve their quality of life.

Carmela offers a weekly coffee group for peer conversation and socialization. She travels a great deal from one end of the County to the other to meet with clients where they are. She indicates, "The biggest thing with peer support is that I am someone to talk to that understands what is going on. I don't judge and I don't give advice. I work with my peers to help them advocate for themselves and give them options to help make decisions about what they should do about transportation or getting the most out of their treatment."

"I have nothing to hide at this point in my life," Carmela says. "I love being a peer support specialist and helping my peers; we make a connection and provide each other with mutual validation."



Carmela Warren

Stephen Tibbert: Roads to Recovery will help make the connection to a better life

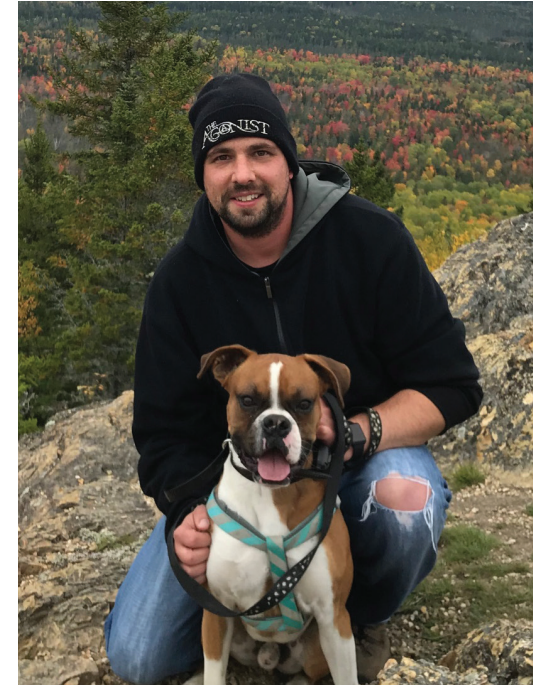
Stephen has been busily preparing for the official opening of Roads to Recovery Community Center, AMHC's new substance use peer recovery center on Water Street in Caribou.

Roads to Recovery is the first peer center for individuals recovering from substance use in Aroostook County, and one of only a ½ dozen statewide. Stephen is excited about the new center opening because "Often, a person in recovery is lost in their head and they feel isolated and alone. People seeking recovery support at all stages can come to the center and they will be able to make connections and see that recovery is possible and lasting."

Roads to Recovery will rely on peers to mentor, coach and support center participants in their recovery through relationship building, training, and linkage to other support services. Stephen and other center staff are continuing to build the service from the ground up into a service that will be welcoming and non-judgmental, accessible, open daily, and free of charge.

When Stephen began working as a vocational employment specialist helping individuals recovering from mental illness find a job, he really started to recover. From there he decided to train and become a peer support specialist with AMHC and that's when he started working "a meaningful program of recovery." "I learned how to bring myself to the table and connect with people where they are being authentically and uniquely me." He then joined the Behavioral Health Home team in Caribou and provided peer support to members of the mental health peer run recovery center, the Harvest Inn. From there, he seized the opportunity to apply for the job as the Manager for Roads to Recovery and got the job.

Stephen wants to assure that individuals who come into the center have a "meaningful and lasting" experience. "So, often, people in recovery are isolated and get lost in their own heads. The person coming in will be able to find a connection, work on their self-esteem and confidence, and see recovery is possible." Roads to Recovery will work with peers to help them advocate for themselves and help them rebuild their lives. For Stephen, the road ahead is clear and well-marked. He is looking forward to the ride.



Stephen Tibbert and the handsome Lyric.

“Roads to Recovery will rely on peers to mentor, coach and support center participants in their recovery through relationship building, training, and linkage to other support services.”

Staff Recognition

5-YEAR SERVICE AWARDS

Cheryl Bachelder, RN, MHRT-C
Care Coordinator
Machias Outpatient Office

Brahim Bethi, MHRT-1
Manager
St. John Valley Peer Center

Peggy Carney, MHRT-1
3/5th Residential Counselor
Skyhaven

Parise Dionne
3/5th Residential Counselor
Madawaska Group Home

Josh Grass, MHRT-CSP
Residential and Crisis Unit Manager
Calais Residential/Crisis Unit

Lisa Groo, MHRT-CSP
Mobile Emergency Services Specialist
Ellsworth Outpatient

Teresa Huff
Administrative Support Specialist
Calais Outpatient Office

Jodi Leach
Sexual Assault Services Client Advocate
Ellsworth Outpatient Office

Brian Levesque
Network Administrator
Central Administrative Office

Melanie Mace, Psy.D
Psychologist
Machias Outpatient Office

Jessica Melhiser, MHRT-CSP
Children's Behavioral Health Home Coordinator
Calais Outpatient Office

Kimberly Patterson
Accounts Receivable Specialist
Central Administrative Office

Tressa Philbrook, LCSW, MHRT-C
Therapist-Consultant (OP)
Caribou Outpatient Office

10-YEAR SERVICE AWARDS

Brittany Ballard
Human Resource Manager
Central Administrative Office

Keith Hansen, Psy.D
Psychologist
Ellsworth Outpatient Office

Monique Labbe, OQMHP-C
Children's Behavioral Health Home Coordinator
Madawaska Outpatient

15-YEAR SERVICE AWARDS

Susan Deveau, MHRT-C, MHRT-CSP
3/5th Community Integration Specialist
Houlton Outpatient Office

Betty Hendricksen, CBIS
Certified Brain Injury Specialist
Center for Integrated Neuro-Rehab (CINR)

20-YEAR SERVICE AWARDS

Travis Christie
Staff Accountant
Central Administrative Office

Lori Deschaine, LCSW
Therapist-Consultant
Caribou Outpatient Office

Judith Feibus, LCSW
Quality Management Specialist
Houlton Outpatient Office

Terry Guerrette
Administrative Assistant
Central Administrative Office

25-YEAR SERVICE AWARD

Mark Nelson, LADC, MHRT-C
Substance Abuse Counselor
Houlton Outpatient Office

Paula Perfitt, OQMHP-C, MHRT-C, BHP
Children's Behavioral Health Home Coordinator
Houlton Outpatient Office

35-YEAR SERVICE AWARD

Lorraine Chamberlain, LCSW, CCS
Director of Integration and Emergency Services
Central Administrative Office

“We recognize 25 staff members for length of service in 2018. Altogether these individuals have provided 290 years of service to AMHC and we celebrate this tremendous accomplishment.”

mission

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

Executive Editor/Writer
Jamie Owens, MSB

Layout and Design
Slingshot Multimedia

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AMHC

PO Box 1018
Caribou, Maine 04736

207-498-6431
www.amhc.org