



2015 ANNUAL REPORT



making a *difference* in your community *every day*



From the Board President and Chief Executive Officer

The Annual Report offers an opportunity to reflect on and celebrate AMHC's accomplishments in the past year and inform our customers, staff, the board and the community about our plans for the future. 2015 marks the start of our next half-century of service in Maine and I am pleased to say that we have, once again, provided an exemplary level of service across our large 3-county service area—Aroostook, Hancock and Washington Counties. Over the course of the year, AMHC staff has served 8,473 clients across all services—with a good percentage of clients receiving multiple services across the continuum of AMHC's services offered.

AMHC is a significant provider of State/Federal funded behavioral health and social services and staff is well regarded by the Department of Health and Human Services for the work and customer service outcomes. DHHS department representatives indicate our services are distinctive and that staff provide great care and often go above and beyond to meet our mission to serve the needs of children, families and adults.

The Center for Integrated Neuro-Rehab is a CARF International accredited program providing provision of interdisciplinary outpatient medical rehabilitation for adults with brain injury. This past year, the service successfully renewed its three-year accreditation through November 2017. CARF Accreditation signifies that AMHC has met the annual conformance requirements for quality standards that enhance the lives of persons served.

For the second consecutive year, the Mental Health Corporations of America recognized AMHC for achieving the highest client satisfaction rating for Emergency Services delivery. Staff groups from the Fort Fairfield Children's Crisis Stabilization Unit and the Presque Isle Adult Crisis Stabilization Unit were honored with the 2014 Customer Satisfaction Best Practice Award.

Staff began delivering enhanced Supportive Visitation Services in an expanded five county catchment area—Aroostook, Washington, Hancock, Penobscot, and Piscataquis counties in partnership with Penquis C.A.P. AMHC staff is delivering services in Aroostook, Hancock, and Washington Counties and our partner Penquis CAP is delivering these services in Penobscot and Piscataquis Counties.

Emergency Services implemented a service redesign focused on assuring 24/7 expert and timely staff response to requests for crisis evaluation and stabilization

services in our outpatient offices, crisis units, hospitals, health centers, and other community locations where public safety can be assured.

The Calais Outpatient office initiated behavioral health services at the St. Croix Regional Family Health Center in Washington County under a new contract to provide integrated health services. The Ellsworth Outpatient Office also expanded its behavioral health services at the Bucksport Regional Health Center to provide fully integrated health services.

The Community Integration Program's PATH Services for homeless individual in Aroostook, Hancock and Washington Counties received increased funding from Catholic Charities, our contracted partner, to support service expansion.

AMHC psychiatric medication management services began participating in Maine HealthInfoNet with the goal of improving outcomes and care coordination. With customer agreement to participate, AMHC's psychiatric providers can now go into the State's electronic health record portal, HealthInfoNet, to seek and share information about the client's health with other providers who participate in the health information exchange. AMHC's ability to implement this activity is financed in part by a 3-year grant made possible by funding from the State's State Innovation Model Healthcare System Transformation initiative.

While providing this level of service to the community, we have also improved our operational efficiency and reduced our expenses across the entire AMHC



Gregory P. Disy, LCSW, CEO and Ellen Bemis, President

service system. In particular, administrative operations have been consolidated to improve system outcomes and staff satisfaction across the entire 3-county service system.

Importantly, as you will see in this annual report, we celebrate our staff and the individuals and organizations who work with us to meet our mission. However, it is through the feelings and words of customers that we convey how well we are achieving our mission and this report offers a glimpse into those feelings through their words.

In closing, thank you to everyone who has supported AMHC. We remain solidly focused on the future and value your continued support. Looking to the coming year, AMHC's strategic service priorities continue to focus on improving our operations and service to the community to assure that we are taking every step possible to achieve optimal health outcomes. This is done by assuring access to the level, intensity and type of service that is needed within the community while utilizing the appropriate and available evidence based treatment, funding and technological resources.

Sincerely,



Ellen Bemis
Board President



Gregory P. Disy, LCSW
Chief Executive Officer

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.



Front Row, left to right: Dr. Tanya Sleeper, Frank McElwain, and Ellen Bemis. Back row, left to right: Gregory Disy, Athill Hebert, Richard Marston, and Fr. Kevin Kinsey. Missing from photo: Lee Cyr, Peter Sirois, and Ryan Pelletier.

President Ellen Bemis

Businesswoman
Presque Isle, Maine

Vice President Athill Hebert

Businessman (retired)
Caribou, Maine

Treasurer Tanya Sleeper

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

Secretary Lee Cyr

Customer Service
Twin Rivers Paper
Madawaska, Maine

Fr. Kevin Kinsey

The Aroostook Episcopal Cluster
Fort Fairfield, Maine

Richard Marston

Businessman (retired)
St. Agatha, Maine

Frank McElwain

Educator (retired)
Caribou, Maine

Ryan Pelletier

Town Manager
Madawaska, Maine

Peter Sirois

Chief Executive Officer
Northern Maine Medical Center
Fort Kent, Maine

In our customers WORDS

We often ask our customers to describe how their services at AMHC have helped them recover and live a more rewarding life. In our customer's words, we offer the following sentiments.

Lisa Groo, Emergency Services Specialist in Ellsworth shares an experience she recently had

“I was coming out of Shaw’s (supermarket) last night and there was a kid getting candy out of one of those machines. He looked at me and I smiled and he did a double-take and said “Hi, do you remember me?” I totally did not, and he told me that I came to see him at his school about making suicidal statements. I asked him how he was doing and he said, “Really well, actually. And I don’t say that stuff no more.” (It) made my day.



Comments from Houlton Outpatient clients

Anita Hubert, Outpatient Site Coordinator shares, “Steve Blanchette (Emergency Services Specialist) saw a teenager last week in a crisis situation. Her parents talked with me today and wanted me to know what a wonderful job Steve had done with their child. It was a situation where the client needed hospitalization and the parent was not having much success in convincing them. Steve talked and listened and through engaging the teen was able to see that hospitalization was the best choice for the present situation. The parent commented on how laid back and non-threatening the conversations were. Steve explained how everything would take place and calmed their fears and apprehensions. They could not say enough about how well things were handled and the outcome. They wanted to be sure that I shared this with his co-workers and I wanted to be sure to share it all with you.”

I really enjoy AMHC. It’s really great. I’ve come a long way. I sure do enjoy Dave. He’s been very helpful. I also enjoy group time I really enjoy doing things with everyone. Susie Deveau has been really helpful also. What a group of people!!!! Thanks again to everyone.

I would like to give my biggest thanks to Tamara. She has gone above and beyond, as well as out of her way to help me when times are hard. She has things done before being asked. I believe she is a true asset, nice person and very good at her job.

Words of thanks from HELPLine and ACSU clients

Thank you for your help and kindness. Keep up the motivation and gentle manner. Thank you.



Left to right: Claudette Edgecomb, Abigail Saucier, Elizabeth Flagg, Nicole Newcomb, Britany Soucier, Sara Gendreau, Lorraine Chamberlain, Charlotte Hanning, Vicki Flannery, Vanessa Sparks, Colin Ferris, Samantha Doughty.

Absent staff: Paulette Garrison, Chris Ramsey, Maria Dubois, Nick Gimbel, Michelle Ferris, Arlene Ouellette.

Thank you for your patience and listening skills. I appreciate your judgment suspension and reaching out to me in the 1:1 with the least restrictive, more supportive methods, and human relating from a mental health practitioner has ever shared with me about these current issues. Thank you.

Thanks for reminding me that there is still good in us all. Your sense of humor is contagious. I valued my time at AMHC because of you and someday I'm going to use your "no" routine for fun, redirection, and truth. Thanks.

Thanks for being so helpful with the geometry and exponents. You're so calm and quiet, it helps me to stay in touch with my feelings in your presence and counsel. Thank you.

Thank you for allowing me the freedom to enjoy your services here. A lot of good insight and listening skills. I really am grateful I came here to get help with the beginning steps of this long journey. Keep up the great job.

Thoughts from clients of the Residential Treatment Facility

I want to thank you all from the bottom of my heart. You are all amazing in your own ways. All of you have helped me become the person I forgot was there. The person I've neglected and hid with drugs for so long. The person who has helped people here just by sharing my story, my feelings, and by my actions. The person I've been so afraid to be. The best part of it all is you just had to encourage me and give me the tools to let me do it on my own, which gave me so much strength and confidence. I couldn't have done it without each and every one of you. I now have a life worth living. A friend of mine here who has since left once had mentioned you guys were super-heroes. I couldn't have said it better myself. I feel I was truly blessed to have been able to come to this program. I will never forget any of you. I may have a small bill with the facility, but I am forever in debt to the staff. Thank you so much for becoming a huge part of my foundation and my recovery.



Front row left to right: Fran O'Hare, Gail Dodd, Kara Cyr, Rebecca Fournier. Back row left to right: Sylvio Dubois, Michael Yarema, Shawn Morin. Missing from photo: Carla Puustinen, Keith Trudel, and Nancy Holabird.

Dear Staff: I want you all to know what you do here is priceless. You can't put a price tag on second chances. I am so glad the doors opened the way they did to lead me here. When I got here I had already planned a "Plan B", just a loophole for failure. You all kept me grounded and held accountable. For that I want to thank you from the bottom of my heart. The program you run here runs like a well-oiled machine. If there is a squeak or a wiggle, you promptly fix it. The set-up and the way you deliver the information to the clients are second to none. All of the staff has helped me get grounded again and have pushed me to open my eyes on my flaws. I leave here with hope in my life again. You all put a special piece of that back in my mind and soul. Thank you for showing me I am worth happiness and to put that happiness within reach. Thank you for showing me the image I came in with of myself, wasn't the one I had to leave with. Thank you for proving my character defects can be spun to be my character assets. Thank you for everything you do, each and every one of you is priceless in your own way. You are the Super Heroes to the sick and suffering. God Bless You All.

Community Recognition AWARDS

Cheri Snow, Department Director

Tamar Mathieu, Deputy Department Director, Penquis CAP

For their commitment to successfully helping AMHC secure the DHHS state contract and implement Supportive Visitation program services in DHHS District 6, Penobscot and Piscataquis Counties.

Carol Carew, CEO, Bucksport Regional Health Center

For her outstanding leadership to meet the needs of the community by partnering with AMHC to provide integrated health services at the Bucksport Regional Health Center.

Craig Clossey, Administrator, Aroostook County Jail

For his work to enhance public health and safety by improving jail inmate access to timely behavioral health services while incarcerated.

The Madawaska Police Department

For their immediate officer response to AMHC requests and subsequent follow-up with AMHC staff to make the workplace at the outpatient office and the Madawaska Group Home a safer environment in which to work and live.

John Thyng, PA-C

Veronica Lema, PA-C of The Aroostook Medical Center

For their collaborative approach to working with AMHC emergency services to meet the needs of patients in need of crisis evaluation and intervention services.

The Calais Police Department

For their quick response and professionalism when interacting with staff and clients in response to AMHC requests for help and support to deescalate a difficult situation at the Calais Children's Crisis Stabilization and Residential Units.



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.

Marjorie Withers and Charley Martin-Berry of Community Care Collaborative in Washington County

For their commitment to meeting the health and social service needs of children and families and their care collaboration and strong advocacy and support of AMHC services.

Susan Mingo, Dean of Enrollment Management and Students, Washington County Community College

For her collaborative work with AMHC staff to develop a student assistance program and for offering AMHC staff free access to college coursework and degree enrollment.

Galan Williamson, Regional Correctional Administrator, Department of Corrections, Division of Juvenile Services

Josh Ash, Regional Correctional Manager, Department of Corrections, Division of Juvenile Services

Darrin Constant, Juvenile Community Corrections Officer, Department of Corrections, Division of Juvenile Services

For their commitment to working with AMHC staff and clients at the Calais Children's Crisis stabilization and Residential units to assure the health and safety of all.

Lisa Wright, LSW, Case Worker, Maine Department of Health and Human Services, Office of Aging and Disability Services, Caribou

For her client advocacy and collaboration with the Center of Integrated Neuro Rehab to meet the needs of the mutual clients we serve.



Front row, left to right: Lorraine Chamberlain, Jennette Hitchcock and Jamie Owens. Back row, left to right: Christine Brown, Clem Deveau, Greg Disy and Robyn Bonville. Missing from photo: Dinah Tungol, MD and Peter McCorison.

Gregory P. Disy LCSW
Chief Executive Officer

Jennette Hitchcock LCSW
Chief Operations Officer

Dinah V. Tungol MD
Medical Director

Lorraine Chamberlain LCSW
Director of Integration and
Emergency Services

Christine Y. Brown LCSW
Program Director
Community Support Services

Peter G. McCorison LCSW, LADC
Program Director
Behavioral Health Services

Clement Deveau LCSW
Program Director
Behavioral Health Services

Jamie D. Owens MSB
Director of Marketing
and Development

Robyn Bonville
Chief Financial and Administrative Officer

Staff Service Awards

5-YEAR SERVICE AWARDS

Cara Berube

Sexual Assault Services Client Advocate
Fort Kent Outpatient

Steve Blanchette, MHRT-CSP

Emergency Services Specialist
Houlton Outpatient

Amanda Brown, BHP

School-Based Behavioral Health Professional
Calais Outpatient

Jennifer Crandall, LCSW

Therapist-Consultant
Caribou Outpatient

Kara Cyr, MHRT-C/CADC

Substance Abuse Counselor
Caribou Outpatient and Residential Treatment Facility

Valerie Feldkamp, MHRT-CSP, MHRT-C (Prov), LSW

Visit Support Supervisor
Ellsworth Outpatient

Amber Fitzpatrick, MHRT-I (Prov)

Children's Crisis Counselor
Children's Crisis Stabilization Unit

Michele Fitzpatrick

Quality Management Specialist II
Houlton Outpatient Offices

Susan Giles, BHP

School-Based Behavioral Health Professional
Calais Day Treatment Program

David Kneeland, OQMHP-C,PNMI

Residential Counselor
Calais Residential

Jill Madore

Administrative Support Specialist
Fort Kent Outpatient

Ashley Pesek, LCSW, MHRT-CSP

Emergency Services Supervisor
Ellsworth, Machias and Calais Outpatient



Bryan Stevens, OQMHP-PNMI

Residential Counselor
Calais Outpatient

Carla Sutherland, MHRT-1

Residential Counselor
Skyhaven

Amber York

Visit Support Specialist
Presque Isle Outpatient

10-YEAR SERVICE AWARDS

Kelly Jo Bell

Administrative Support Specialist
Presque Isle Outpatient

Jason Cyr

Network Administrator
Central Administrative Offices

Andrea Peterson

Administrative Support Specialist
Caribou Outpatient

Christopher Ramsey, MHRT-CSP

Adult Crisis Counselor
HELPLine/ACSU

Katherine Scott, MHRT-C, MHRT-CSP, CADC

Emergency Services Specialist
Madawaska Outpatient

15-YEAR SERVICE AWARDS

Christine Brown, LCSW

Program Director, Community Integration Services
Central Administrative Office

Maria DuBois, MHRT-CSP

Adult Crisis Counselor
HELPLine/Adult Crisis Stabilization Unit

Lynn Nightingale, OQMHP-CR

Children's Crisis Counselor
Children's Crisis Stabilization Unit Fort Fairfield

Marthe St. Pierre, OQMHP-CR, MHRT-I

Children's Crisis Counselor
Children's Crisis Stabilization Unit Fort Fairfield

Staff Retirement RECOGNITION

20-YEAR SERVICE AWARD

Kelly Scott, MHRT-II, LADC, CCS, OQMHP-C

Substance Abuse Counselor
Outpatient Service Site Coordinator
Caribou & Presque Isle Outpatient

Michael Yarema, LADC

Substance Abuse Counselor
Residential Treatment Facility

25-YEAR SERVICE AWARD

Gayla Dwyer

Vocational Services
Central Administrative Office

David Harlan, LCSW, LADC, CCS

Therapist-Consultant
Ellsworth Outpatient

Al Whitten, OQMHP-CR, LSW, MHRT-CSP, MHRT-C

Children's Crisis Counselor
Children's Crisis Stabilization Unit

35-YEAR SERVICE AWARD

Gregory Disy, LCSW

Chief Executive Officer
Central Administrative Office

Karen Dube

Administrative Support Specialist
Madawaska Outpatient

David Goodrich, LCSW

Therapist-Consultant
Houlton Outpatient

40-YEAR SERVICE AWARD

Pauline Charette

Administrative Support Specialist
Fort Kent and Madawaska Outpatient



Sally Gagnon
Social Club Manager
St. John Valley
15 years



Iva West
Residential Counselor
Skyhaven
13 years



Jean Wight
Therapist-Consultant
Caribou Outpatient
5 years



Janice Drost
Administrative Support
Specialist
Access Center
16 years

2014-2015 Client Services

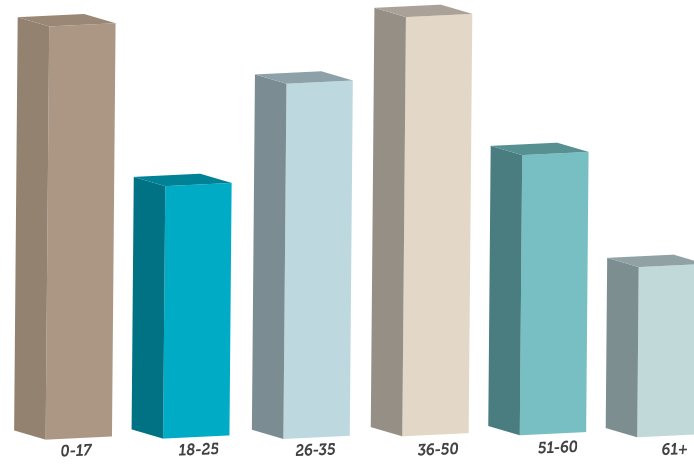
Total Individual Clients Served 6,620

Clients by Age

0 to 17.....	1,447
18 to 25.....	884
26 to 35.....	1,244
36 to 50.....	1,468
51 to 60.....	981
61 and over.....	596

Clients by Gender

Female.....	3,329
Male.....	3,291

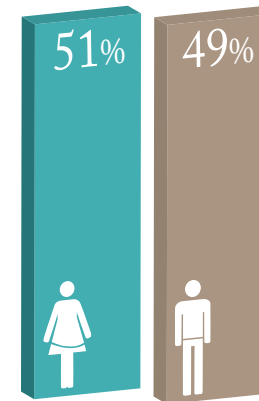


Total Clients for all Programs* 7,393

Mental Health.....	3,264
Substance Abuse.....	1,091
Community Support.....	812
Emergency Services.....	2,207
Brain Injury Rehabilitation Services.....	19

Total Contacts for all Programs 119,626

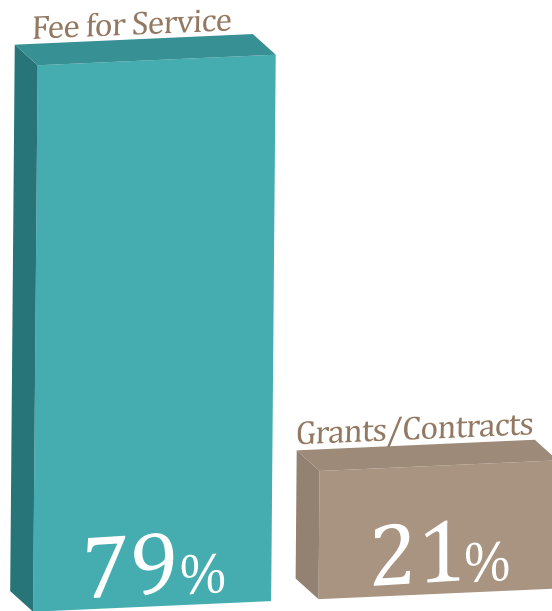
Mental Health.....	29,991
Substance Abuse.....	8,455
Community Support.....	14,534
Emergency Services face-to-face.....	4,131
Emergency Services phone.....	60,612
Brain Injury Rehabilitation Services.....	1,903



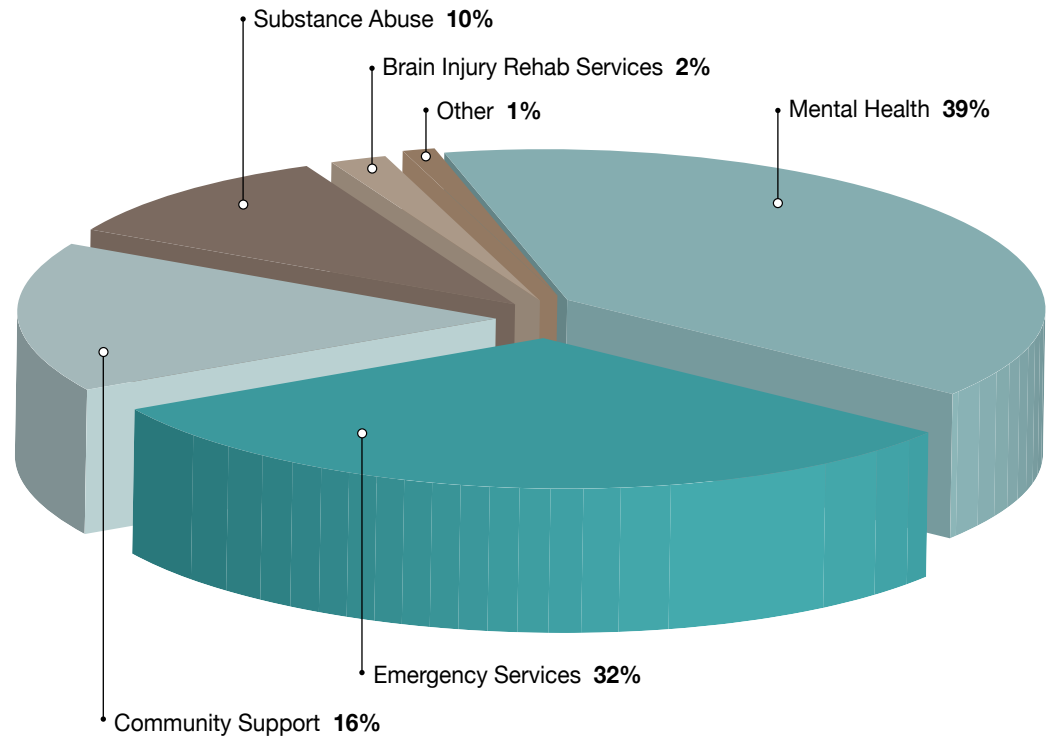
*Reflects clients receiving duplicate services.

2014-2015 Financials

Revenue



Expenses 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.

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



AMHC

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