



AMHC

ANNUAL REPORT 2011

Dedicated to Service Excellence

respecting individual rights, responsibilities and abilities



7,529

Total clients served in our mental health, substance abuse, community support, emergency services and brain injury programs

3,240

New clients served

90

Percentage of clients who are satisfied with AMHC's services

3,254

Individuals served in our crisis intervention and stabilization programs

From the Board President and Chief Executive Officer

We are pleased to report again this year that AMHC staff across our service area of Aroostook, Washington and Hancock Counties has worked diligently and with outstanding commitment to meet the mental health, substance abuse, and brain injury rehabilitation treatment needs of those in need. In FY-11, AMHC served 18 percent more total clients across all service programs than in the previous year. Services were provided to 7,529 clients in the mental health, substance abuse, community support, emergency services and brain injury programs—3,240 new clients came into service in the past year alone. AMHC's emergency services staff provided crisis intervention and stabilization support to 3,254 individuals, a significant increase of almost 47 percent from FY-10. We are also pleased to report that AMHC client satisfaction with services is 90 percent for survey respondents and referral source satisfaction with AMHC is 81.4 percent for survey respondents.

AMHC celebrates AMHC staff and board of directors' commitment to serving individuals in need. This year, 28 staff members are being recognized for their AMHC service totaling more than 365 years combined. Over the course of this past year, several teams and dozens of individuals have been nominated by their peers and recognized by leadership for making a difference to meet client service needs. Last October, Amy Deprey was awarded the Vickers Excellence Award for her distinguished service to clients and the community over her 10 year tenure with AMHC.



AMHC relies significantly on community and peer service providers to provide support and volunteer service to our clients, staff and the organization as a whole to help us meet our mission. In recognition, 16 individuals and/or organizations from the communities we serve are being recognized for making a difference and supporting AMHC to meet its mission of service to the community.

AMHC achieved many service development and operational milestones in the past year and we are pleased with the progress that staff has made. In particular, staff:

- Advanced integrated, recovery focused service planning and delivery,
- Improved the clinical approach to delivering behavioral health services by advancing the use of evidence-based practices for mental health and co-occurring clients,
- Established community based mental health, substance abuse and peer support services for Veterans in partnership with the Maine VA Healthcare System,
- Established women's health prevention services at the ORT clinic in Caribou in partnership with the Aroostook County Action Program,
- Expanded substance abuse services into Washington and Hancock Counties,
- Worked through the Center for Integrated Neuro-Rehabilitation 3-year CARF accreditation renewal process and successfully achieved another 3-year accreditation, and
- Developed and is currently implementing a state-of-the-art electronic health record platform in partnership with four other behavioral health agencies across the state.

photos by Photography by Duane



Dan Foster, Board President



Gregory P. Disy, LCSW, CEO

In this year's Annual Report, we showcase the admirable work and success of a service site team, the St. John Valley Outpatient Team, in meeting the needs of the diverse communities they serve; and an overview of the outstanding work that AMHC's dedicated project team is accomplishing by developing and implementing AMHC's Electronic Health Record.

As the organization moves into the coming fiscal year, we are confident that with the dedication and support of AMHC staff and the board, and all of our community volunteers and supporters, that we will continue to provide a high level of service to the community. We value your commitment and passion to meeting AMHC's mission of service to the community and your dedication to making a difference in the lives of the customers we serve. Thank you.

A handwritten signature in dark ink, appearing to read 'Dan Foster'.

Dan Foster
Board President

A handwritten signature in dark ink, appearing to read 'Gregory P. Disy'.

Gregory P. Disy, LCSW
Chief Executive Officer

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 (retiring December 2011)
Chief Financial Officer

Michael I. Williams
Chief Financial Officer

Charles Collishaw
Director of Human Resources
and Personnel Services

BOARD OF DIRECTORS

President Dan Foster
Town Manager
Town of Fort Fairfield

Vice President Richard Marston
Retired from
Fraser Papers, Inc.

Treasurer Ellen Bemis
Businesswoman
Presque Isle, Maine

Secretary Frank McElwain
Superintendent of Schools
Eastern Aroostook RSU #39

Joanne Cyr
Progressive Realty

Lee Cyr
Customer Service
Twin Rivers Paper

Athill Hebert
Retired from
TD Bank -- Commercial Division

Ervin MacDonald
Retired Educator

Ryan Pelletier
Director of Workforce Development
Northern Maine Development Commission

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

Peter Sirois
Interim CEO/Associate Director
Northern Maine Medical Center



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



AMCH staff work diligently and with outstanding commitment to meet the mental health, substance abuse, and brain injury rehabilitation treatment needs of those in need in Aroostook, Hancock and Washington Counties

Vickers Excellence Award

Amy Deprey of Caribou was awarded the Vickers Excellence Award for her exemplary leadership and mentoring skills over the 10 years she has worked at AMHC. Ms. Deprey is a child and family case manager and serves as AMHC's children's services functional lead in Aroostook County. In making the award at AMHC's Annual Dinner Meeting last October, Mr. Disy said, "During her tenure with the agency, Ms.

Deprey has exemplified the true meaning of social work and is committed to making a difference in the community and in the lives of the people that we serve.

She has been a wonderful ambassador for AMHC and the communities we serve as she has represented the agency in various social service forums at the local and State level. She exudes passion for the work that she does and over the years has served as a fine mentor for many individuals she works with."



Gregory P. Disy and Amy Deprey

photo by Photography by Duane

Farewell and Best Wishes to a Valued Colleague

In December 2011, John Thibodeau retires from AMHC with 33 years of distinguished service. John started his AMHC career in 1978 as AMHC's Assistant Director of Administrative Services and was promoted in 1979 to Chief Financial Officer—a position he has held continuously. John fondly remembers his very first AMHC office in Fort Fairfield located in the "elevator shaft" at the then Community General Hospital. John has seen many changes over the past 30 years and has "seen AMHC grow from a \$1.5 million to \$18 million organization. There has been a lot of expansion over the past 33 years!" Greg Disy says, "John will be sorely missed for his wealth of knowledge and skill regarding the agency's finances. We will miss his sense of humor, patience, kindness, and willingness to work collaboratively with the leadership team, the board and all staff to support their understanding of AMHC's finances and individual program and site budgets in support of our mission of service to the community." John and his wife, Dawn, plan to enjoy their time at their Cross Lake home, travel and spend time with their family. AMHC will miss you, John.



John Thibodeau

photo by Jamie Owens



Team Spotlight

“If there is a need out there to be met, we will find it and serve the community.”

St. John Valley Outpatient Team Commitment to service excellence

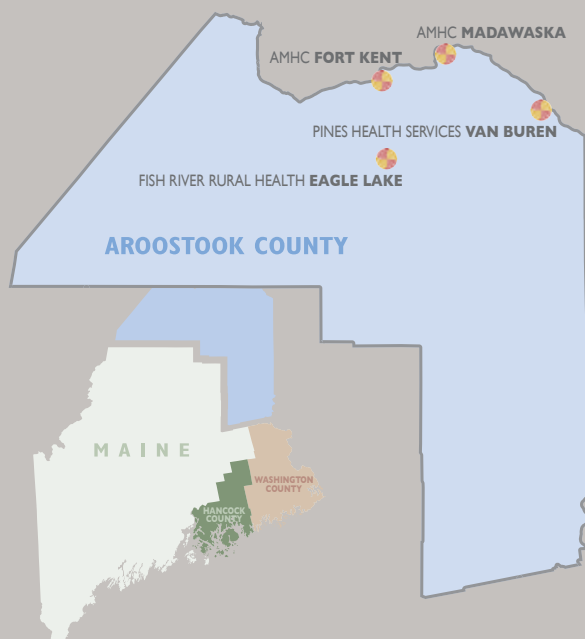
Commitment to mission and vision is unquestionable with the St. John Valley Outpatient team, comprised of more than 25 dedicated professionals providing mental health, substance abuse, psychological assessment and testing, community support, emergency assessment, employee assistance, sexual assault support, and administrative support services. The team provides individual and group services to children, adults and families across two AMHC offices located in Fort Kent and Madawaska and in many homes and other community settings to meet the diverse needs of the residents of the St. John Valley.

The team is consistently working with peer medical and education providers in the community to provide co-located and integrated health and social services. They work in the Madawaska schools, at the Fish River Rural Health Clinic in Eagle Lake and Van Buren, at the Pines Health Center in Van Buren, and on the Northern Maine Medical Center inpatient medical, psychiatric and emergency department units in Fort Kent. Many staff cover both offices on alternating days of the week and the entire St. John Valley—often travelling hundreds of miles daily to serve clients. The team staffs one of the longest running, most

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Where is the St. John Valley?

The St. John Valley is the jewel in the crown at the top of Maine. Located along the meandering St. John River, bordering New Brunswick, Canada, the St. John Valley is located in Aroostook County and consists of 17 towns and settlements. The St. John Valley, or “the Valley” as it is affectionately called, stretches from the Allagash in the West to Hamlin in the East to Madawaska in the North and Portage Lake to the South. It is comprised of lush, rolling farmland, wooded forests, pristine, crystal clear lakes, rivers and streams and of course, the majestic Allagash Wilderness Waterway. The Valley offers a rich culture and is truly a Maine “melting pot” given its Acadian French, Maliseet Native American, and Canadian and American cultural influences. Many communities in the Valley are bi-lingual and cross-border travel is part of everyday life, especially in Madawaska and Van Buren.





St. John Valley Outpatient Team Members

The following AMHC staff are currently members of the St. John Valley team.

Therapists/Consultant

Deborah Daigle LCSW

Rebecca Daigle LMSW-cc, LADC

Douglas Levesque LMSW-cc, LADC, MHRT-II

Cheryl MacLean LCSW*

Lori Martin LCSW

Psychologist

Andrew Cole PsyD*

Keith Hansen PhD*

(10/10-08/11 until transferred to AMHC Machias Outpatient Office)

Community Support-Mental Health

Tricia Cairns MHRT-c

Melissa Cyr MHRT-c (provisional)

Dennis Michaud MHRT-c

Gaston Pelletier MHRT-c

Substance Abuse Counselor

Jennifer Desjardins MHRT-c, CADC

Emergency Services Specialist

Courtney Deprey MHRT-c, CADC

Employee Assistance Coordinator

Melanie Plourde LCSW, CADC, MHRT-csp

Children's Behavioral Health Counselor

Heather Smith MHRT-c, BHP

Carson Hartman*

Sexual Assault Specialist

Cara Berube

Administrative Support Staff

Pauline Charette*

Lynn Dumond*

Karen Dube

Jill Madore

Joyce Plourde

*Staff not available for photo



Front row, left to right: Tricia Cairns, Courtney Deprey, Jennifer Desjardins, Melissa Cyr, Deborah Daigle, Jill Madore, Gaston Pelletier, Joyce Plourde; and back row, left to right: Lori Kilcollins (team coach), Rebecca Daigle, Doug Levesque, Heather Smith, Cara Berube, Karen Dube, Dennis Michaud, Stacey Price, Melanie Plourde, and Lori Martin.

In the past year alone, from October 2010 through September 2011, the Valley team served more than 1,200 clients with 17,101 individual units of direct service—exceeding their units of service performance goal for service to the community by 24 percent.

St. John Valley Outpatient Team

◀ continued from page 6

successful employee assistance/employee wellness programs in the nation at the Twin Rivers Paper Company (formerly Fraser Paper)—in continuous operation since the early 1980s. In the past year, the St. John Valley team began providing substance abuse and mental health services to Valley Veterans under AMHC's OPERATION OUTREACH program. They are very proud of their ability to meet the Veteran's needs closer to home without them having to drive up to 6 hours one way to get to the VA medical center at Togus, Maine. They are also proud of their commitment to provide evidence based treatment interventions to clients, including Matrix Model intensive outpatient, Dialectical Behavior Therapy and Neuroscience Treatment Team Partner group services.

In the past year alone, from October 2010 through September 2011, the Valley team served more than 1,200 clients with 17,101 individual units of direct service—exceeding their units of service performance goal for service to the community by 24 percent. Of great significance is the Valley team's commitment to customer satisfaction, for which they earn high marks—99 percent of customer survey respondents

are pleased with the service they receive from the Valley team. Further, clients consistently show up for their scheduled service, accounting for the team's low "no-show" appointment rate—less than 15 percent of all client appointments are no-shows. Another significant indicator of excellence is the team's commitment to containing cost; over the past service year they have contained and reduced expenses to exceed their unit cost target by an impressive 27.65 percent. They are committed to meeting and exceeding their clinical record audit performance benchmark as well to ensure that AMHC is compliant with all licensing and regulatory requirements.

Of great significance is the Valley team's commitment to customer satisfaction, for which they earn high marks—99 percent of customer survey respondents are pleased with the service they receive from the Valley team.

Community and Referral Source Excellence

AMHC leadership and staff across the organization recognize the following individuals and organizations for making a difference and supporting AMHC to meet its mission of service to the community.

Norman Fournier of Fish River Rural Health for his commitment to working collaboratively with AMHC staff to meet the integrated health care needs of health center clients in Eagle Lake and Fort Kent.

Victoria Brayall, Maine Department of Health and Human Services for her dedication to working collaboratively with AMHC staff in Houlton to improve the health and well-being of children in foster care.

Pines Health Services clinic staff in Caribou and Van Buren for working with AMHC staff to serve the health care needs of individuals and families who are served by Pines.

Houlton Ambulance Crew for their immediate responsiveness to meeting the emergency services needs of children and families in the greater Houlton area.

Brian Griffin, MD for his compassion, commitment and dedication to supporting individuals and families in need of emergency services at Houlton Regional Hospital.

Madawaska Family Dollar Store for providing exemplary service and support to AMHC's Madawaska Group Home clients.

Pam Searles for her expertise and collaborative approach to working with AMHC's Center for Integrated Neuro-Rehab staff to provide exemplary client service and supports.

Paula Carson and MBS staff for their vigilance and commitment to working with AMHC staff to ensure organization compliance with all payer requirements, especially the State of Maine Department of Health and Human Services.

Silwana Sidorczuk, MD for providing exemplary health care services and support to AMHC's Madawaska Group Home clients in the St. John Valley.

Peter Goth, MD for his compassion and dedication to supporting Presque Isle area residents and families in need of emergency services at the Aroostook Medical Center.

Jim Keene of the Tremont Volunteer Fire Department for his advocacy and collaborative work with AMHC staff to provide community crisis debriefing and mental health services to residents in need.

Jamie Perry, Maine Coast Memorial Hospital, for her advocacy and commitment to working collaboratively with AMHC staff to provide Ellsworth residents and their families with emergency services.

Maine DHHS, Children's Behavioral Health Services Intensive Temporary Residential Treatment Team, for working with AMHC staff to assess and improve the services and health and well-being of youth and their families in Northern and Eastern Maine served by AMHC's Children's Residential Programs.

Toni Stauffer of Catholic Charities for her advocacy and dedication to improving the health and well-being of children and families in Machias.

Wayne Merritt & Joe Tibbetts of Wreaths Across America for their dedication to creating a free transportation network for veterans in Washington County, Maine to help those in need travel to their health care appointments.

Carissa Taggett for her advocacy and dedication to improving the health and well-being of Fort Kent children and families.

AMHC STAFF SERVICE AWARDS

5-YEAR SERVICE AWARDS

Nancy Allen OQMHP-C-PNMI

Administrative Support Specialist
Presque Isle Outpatient Office

Sarah Bell MHRT-C, OQMHP-C

Community Support Counselor — Mental Health
Presque Isle Outpatient Office

Anne Daigle MHRT-I

Residential Counselor — Community Support
Madawaska Group Home

Courtney Deprey MHRT-C, OQMHP-C, CADC

Community Support Counselor — Mental Health
Fort Kent Outpatient Office

Bonnie Dickison

Sexual Assault Specialist
Houlton Outpatient Office

Michelle Ferris LCSW, MHRT-CSP

Therapist — Consultant
Caribou Outpatient Office

Rebecca Fournier CADC, LSW-C

Substance Abuse Counselor
Residential Treatment Facility

Sherry Levesque LSW, MHRT-I, MHRT-CSP, MHRT-C

Emergency Services Specialist/Adult Crisis Counselor
HELPLINE/ACSU

Julie Maxson Ph.D.

Psychologist
Presque Isle Outpatient Office

Tori Moorefield

Administrative Support Specialist
Presque Isle Outpatient Office

10-YEAR SERVICE AWARDS

Charles Collishaw

Director of Human Resources and Personnel Services
Central Administrative Office

Rebecca Daigle LCSW, LADC

Therapist — Consultant
Madawaska Outpatient Office

Amy Deprey OQMHP-C, MHRT-C

Child & Family Case Manager
Targeted Case Manager

Jennifer Desjardins MHRT-C, CADC

Substance Abuse Counselor
Fort Kent Outpatient Office

Theresa Blachura LCSW, MHRT-CSP

Therapist-Consultant
Houlton Outpatient Office

Brenda Goodine LPN, BA {Psych} MHRT-C

Community Support Counselor
Caribou Outpatient Office

Rhea Lagasse MHRT-I

Residential Counselor
Madawaska Group Home

Scott Parent MHRT-II, OQMHP-C, LADC

Substance Abuse Counselor
Caribou Outpatient Office

Debra Shaw MHRT-C, CADC

Substance Abuse Counselor
Houlton Outpatient Office

15-YEAR SERVICE AWARDS

Herb Boutilier MHRT-C

Independent Living Specialist-Case Manager
Houlton Outpatient Office

Dinah V. Tungol MD

AMHC Medical Director - Staff Psychiatrist
Presque Isle Outpatient Office

20-YEAR SERVICE AWARDS

Jim Lovely MHRT-I

Adult Crisis Counselor
HELPLINE/Adult Crisis Stabilization Unit (ACSU)

25-YEAR SERVICE AWARDS

Jack Foster M.Ed.

Prevention Specialist-ATLC Coordinator
Central Administrative Office

Elaine Haines LSW, MHRT-II

Community Support Counselor
Caribou Outpatient Office

Ronald Thibodeau

Assistant Director of Personnel Services
Central Administrative Office

30-YEAR SERVICE AWARDS

Kim Becker LSW, MHRT II, OQMHP, BHP

Children's Behavioral Health Counselor
Caribou Outpatient Office

35-YEAR SERVICE AWARDS

Barbara Faye

Data Entry Specialist
Central Administrative Office

Bruce Glick Ph.D.

Clinical Psychologist
Houlton Outpatient Office

AMHC STAFF AND TEAM RECOGNITION

Each month, AMHC leadership and fellow staff nominate and recognize individuals and teams across the organization for making a difference to meet the service needs of AMHC clients. The following individuals and/or teams have been recognized during the past service year.

Tonia Anderson Madawaska Group Home
Morgan Baker Calais Emergency Services
Anne Beckham Calais Outpatient
Marie Mae Bosse Madawaska Group Home
Karen Boucher Substitute Staff Resource Team
Herb Boutilier Houlton Outpatient
Calais Residential Team
Caribou Outpatient Team
Central Office Team
Andrea Chasse GIFT Home
Travis Christie Central Administrative Office
Jason Cyr Central Administrative Office
Anne Daigle Madawaska Group Home
Bonnie Davenport Central Administrative Office
Bonnie Dickison Houlton Outpatient
Janice Drost Central Administrative Office
Ellsworth Emergency Services
Tricia Farrell Calais Day Treatment
Barbara Faye Central Administrative Office
Ann Marie Flood Calais Outpatient
Bruce Glick Houlton Outpatient
Rose Hanscom Machias Emergency Services

Houlton Outpatient Team
Rhea Lagasse Madawaska Group Home
Crystal MacDougall County Ride
Madawaska Group Home
Dennis Michaud Madawaska Outpatient
Deb O'Neill Calais Children's Day Treatment
Gaston Pelletier Madawaska Outpatient
Paula Perfitt Houlton Outpatient
Andrea Peterson Caribou Outpatient Team
Karen Plumhoff Machias Emergency Services
Mary Polk Calais Residential
Residential Treatment Facility
Lynda Roberts Machias Emergency Services
Cathy Sawtelle Calais Residential
Amanda Schaefer Calais Outpatient
Jessica Scott Calais Residential
Richard Shute Ellsworth Outpatient
Vanessa Sparks HELPLINE/ACSU
Martha St. Pierre Children's Crisis Stabilization Unit
Bryan Stevens Calais Residential
Louise Tardie Central Administrative Office
Tracey Tarr Houlton Outpatient
Lisa Tirrell Calais Residential/Day Treatment



In Remembrance

AMHC remembers with fondness Kenton Nadeau who passed away on August 4, 2011 after a brief illness. Kenton was AMHC's interoffice mail Route Carrier from October 1999 to March 2011. Kenton worked hard to ensure that AMHC's mail moved efficiently on its scheduled days and he took pride in all that he did on AMHC's behalf. His smile, laughter and jovial spirit will be missed by all.

Kenton Nadeau

service to AMHC | October 1999 to March 2011

Electronic Health Record Promises Improved Client Care & Organizational Efficiency

Collaborative design offers future sustainability

A new Electronic Health Record (EHR) system is being developed collaboratively by AMHC and four peer behavioral healthcare agencies in Maine—Crisis & Counseling Centers, Day One, OHI, and Charlotte White Center—known as the Integrated Service Solutions Information Technology (IT) Collaborative. A customized version of the ClaimTrak software system, Greg Disy indicates, “The EHR will pave the way for sharing of electronic records amongst behavioral health agencies and between behavioral health agencies and medical providers in the state through Maine HealthInfoNet exchange. AMHC and the collaborative are leading the way in Maine and we are confident that this system will advance a patient centered approach to service delivery for behavioral health.”

The five agencies’ Chief Executive Officers (CEO) comprise the IT Collaborative project steering committee, which is ultimately responsible for the project vision, direction and any budgetary or programmatic decisions. AMHC CEO, Greg Disy, leads the committee as the project sponsor and is directly responsible to the steering committee for overseeing the project. Dr. John Edwards of AMHC is the project manager reporting directly to Greg Disy. Dr. Edwards is responsible for the day-to-day operation/development of the project and interface with the software developer, ClaimTrak.

“Incorporating data elements from over 1,100 individual clinical and administrative forms of the diverse participating agencies – which represent dozens of behavioral health services under nine MaineCare sections – the system will offer broad-based use by providers across the state,” says Dr. Edwards. “When up and running, the EHR will immediately support service delivery to thousands of individuals across many of Maine’s counties—Aroostook, Cumberland, Hancock, Kennebec, Somerset, Piscataquis, Penobscot, and Washington—and is designed to ultimately support all behavioral health services provided in the state of Maine. The EHR will roll out in late 2011 and is available for purchase by other behavioral healthcare providers.”

ClaimTrak Systems, Inc. is the software system provider supplying the EHR platform to support appointment scheduling, clinical treatment planning, medication management and e-prescribing, billing and reporting. According to AMHC’s Chief Operating Officer, Tamara Player, “With the implementation of the EHR, AMHC’s ability to leverage information will improve in two domains: health information can be used at the point of care with a client and information will be immediately available for staff use to improve individual, team and organizational performance. Both are vital to organizational sustainability in a world of increased transparency and reduced reimbursements for services.”

photo by Jamie Owens



Electronic health record project team, first row, left to right: Ann Marie Flood, Pam Wyman, Pauline Charette, and Chris Kilcollins. Back row: Jemelle Durepo, John Edwards, Michelle Ferris, Greg Disy, Jason Cyr, Jennette Hitchcock, Tamara Player, and Travis Christie.

The EHR will pave the way for sharing of electronic records amongst behavioral health agencies and between behavioral health agencies and medical providers in the state.



Greg Disy indicates that some other key outcomes of the EHR project will be:

1. Greater operating efficiencies within the participating agencies, to help offset funding cuts and reduced reimbursement rates that are threatening community based services and access to care.
2. Creation of a knowledge base, solutions and tools shared among participating agencies, resulting in accelerated progress and improved capacities.
3. Address the gap in communication between EHR systems in medical settings and those in behavioral healthcare settings.
4. Improved care coordination among programs and agencies, resulting in improved quality of care and better health outcomes for individuals, and greater cost efficiencies for the broader healthcare system.
5. Consultative capacity among the five collaborative agencies, allowing for back-up IT supports to be shared.

Dedicated staff supports project goal achievement

AMHC topic area representatives (TAR) represent IT, billing/finance, clinical, quality management and front desk/intake —part of five larger inter-organizational TAR groups—have spent hundreds of hours documenting the organization's workflows. In turn, these individual workflows have been combined into collaborative workflows for each of the TAR areas. The purpose of this work is to minimize cost by reducing duplication and variation wherever possible. Each of the TAR groups works with ClaimTrak staff to map the collaborative workflows

to the software. AMHC's TAR representatives are Jason Cyr and Chris Kilcollins, IT, Travis Christie and Ann Marie Flood, billing/finance, Michelle Ferris, clinical, Jemelie Durepo, quality management, and Pauline Charette, front desk/intake. The designated organizational coordinator (DOC) for AMHC Jennette Hitchcock, AMHC's Director of Quality Management, with support from Tamara Player, does the final review of each development stage. All along the developmental process, the product is being tested in a series of steps before being implemented.

The DOCs form a committee that makes all of the development decisions, chaired by Dr. Edwards as the Project Manager. Each DOC also chairs a TAR committee that is responsible for the development of a specific portion of the EHR. Jennette Hitchcock chairs the training and implementation TAR committee and Tamara Player chairs the billing TAR committee.

Jennette Hitchcock identifies, "The billing/finance function is expected to "go live" for AMHC in October 2011, followed by the clinical module for outpatient services in November, with other services scheduled to go live throughout the coming fall/winter. At each step of the EHR implementation process, staff throughout the agency will be trained and project staff will be tasked with conducting a thorough review of the system's operations in order to troubleshoot and adjust for any problems or inefficiencies. Finally, the "train is leaving the station" and we are all very excited about the opportunities it offers us."

This article was developed collaboratively by AMHC and Crisis & Counseling Centers

2010-2011 REVENUE

Fee for Service (FFS)

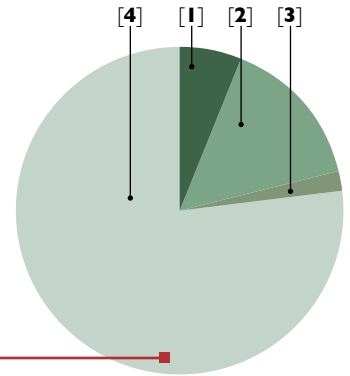
Private Sector Funding

[1] Self-Pay	\$853,341
[2] Other FFS	2,115,559
[3] Insurance	269,989

Public Sector Funding

[4] Medicaid	10,646,766
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Percent of Total Revenue: 80% \$13,885,655

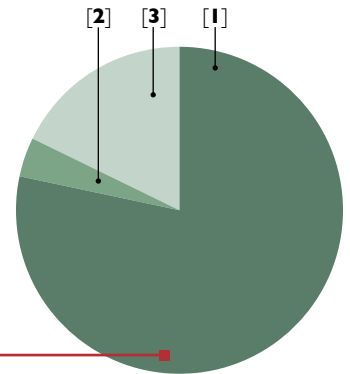


**FEE FOR
SERVICE**

Grants/Contracts

[1] BDS	\$2,656,289
[2] DHHS Detox Benefit Program*	137,282
[3] Other Grants	592,890

Percent of Total Revenue: 20% \$3,386,461



**GRANTS/
CONTRACTS**

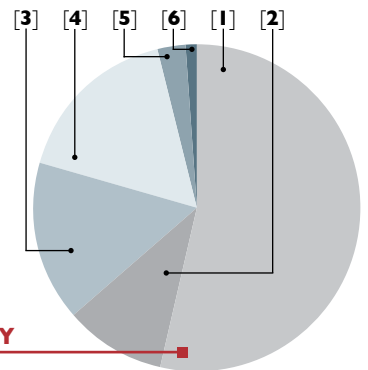
REVENUE TOTAL \$17,272,116

2010-2011 EXPENSES

Expenses by Program

[1] Mental Health	\$9,291,450
[2] Substance Abuse	1,735,774
[3] Community Support	2,706,134
[4] Emergency Services	2,914,626
[5] Brain Injury Rehabilitation Services	442,804
[6] DHHS Detox Benefit Program*	181,328

EXPENSES TOTAL \$17,272,116

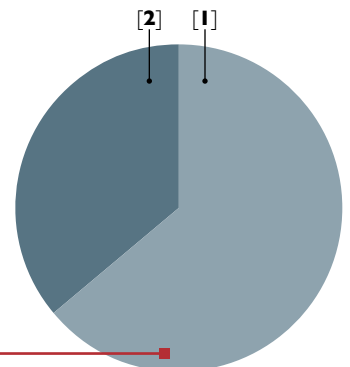


**EXPENSES BY
PROGRAM**

Expenses by Population

[1] Adult	\$11,040,056
[2] Children	6,232,060

EXPENSES TOTAL \$17,272,116



**EXPENSES BY
POPULATION**

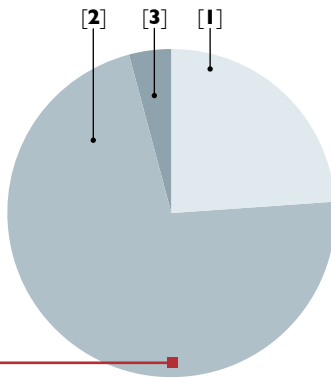
**This benefit is offered in Aroostook, Hancock, and Washington Counties*

2010-2011 CLIENT SERVICES

Total Individual Clients Served 4,655

Clients by Age

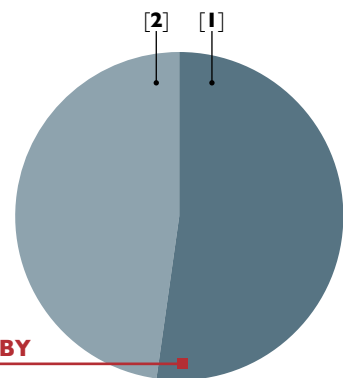
[1] Up to 18	1,118
[2] 19-65	3,348
[3] 66 and over	188



**CLIENTS
BY AGE**

Clients by Gender

[1] Male	2,441
[2] Female	2,214

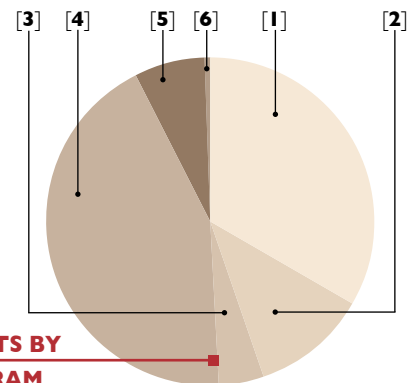


**CLIENTS BY
GENDER**

Total Clients for all Programs* 7,529

[1] Mental Health	2,515
[2] Substance Abuse	852
[3] Community Support	354
[4] Emergency Services	3,254
[5] Co-occurring Services	530
[6] Brain Injury Rehabilitation Services	23

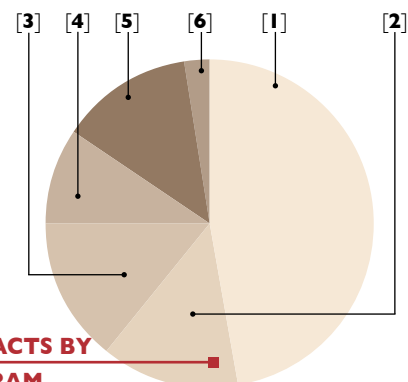
*Reflects clients receiving duplicate services.



**CLIENTS BY
PROGRAM**

Total Contacts for all Programs 64,258

[1] Mental Health	30,397
[2] Substance Abuse	8,714
[3] Community Support	9,188
[4] Emergency Services	5,996
[5] Co-occurring Services	8,430
[6] Brain Injury Rehabilitation Services	1,531



**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.

The background of the lower half of the page is a photograph of a family. A young boy in a blue collared shirt is in the foreground, smiling. Behind him, a woman and a young girl are also smiling. The image is partially covered by a semi-transparent green overlay on the left side.

MISSION

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

CREDITS:

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

Slingshot Multimedia : **Layout and Design**

PrintWorks : **Printer**