Dedicated to Service Excellence

respecting individual rights, responsibilities and abilities
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.

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.
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

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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

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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.
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.”

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.
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
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

continued on page 8

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.
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

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 Sidorzczuk, 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
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:

**AMHC STAFF AND TEAM RECOGNITION**

- 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 MacDougal  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.”

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
Percent of Total Revenue: 80% $13,885,655

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

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 Population
1. Adult $11,040,056
2. Children 6,232,060

EXPENSES TOTAL $17,272,116

*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
- [3] 66 and over 188

Total Clients for all Programs 7,529
- [1] Mental Health 2,515
- [2] Substance Abuse 852
- [3] Community Support 354
- [5] Co-occurring Services 530
- [6] Brain Injury Rehabilitation Services 23

*Reflects clients receiving duplicate services.

Clients by Gender
- [1] Male 2,441
- [2] Female 2,214

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

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