



2013
**Annual
REPORT**



AMHC

AMHC Values

Integrity.

Treating everyone consistently by the same set of sound, moral and ethical principles.

Compassion.

Seeking to fully understand another's situation and improve their well-being.



Excellence.

Maintaining a commitment to quality and exceptional service.

Service.

Providing assistance to others and making contributions to our communities.

Collaboration.

Working in partnership with others, we can achieve more than by working alone.

Respect.

Having high regard for every individual's rights, responsibilities, and abilities.

From the Board President and Chief Executive Officer

AMHC employees are dedicated and committed to meeting AMHC's mission, vision, and values. We are pleased to report that our staff has provided an exemplary level of service to clients across our Aroostook, Hancock and Washington County service area. In the past year, our customer satisfaction rate was 93.25 percent and our overall referral satisfaction rate for services was 85 percent. AMHC staff served 6,069 clients with 129,122 individual contacts, of which 69,586 were telephone contacts through the 24/7 emergency services HELPLine. Of note, AMHC currently serves 60 percent of all children and 17.4 percent of all adults enrolled in MaineCare who are identified as being in need of behavioral health treatment; and, for the general population at large, we serve 25 percent of children and 17 percent of adults in need of behavioral health treatment.

In this report, we are pleased to reflect on the outstanding service and commitment to meeting the community's need for prevention and active intervention to maintain and restore health and well-being. In the past year, we highlight several notable accomplishments:

- Three AMHC staff members retired with a combined 77 years of service, Bruce Glick, PhD, Ron Thibodeau and John Lozier.
- 26 AMHC staff members are recognized for a combined 285 years of service to AMHC.
- AMHC Community Care Team services were implemented to meet the needs of individuals with chronic health conditions in partnership with patient centered medical home providers in Aroostook and Washington Counties.
- AMHC developed a contract with the Maine Department of Corrections to offer Multisystemic Therapy for youth and families in Aroostook County.
- As a result of a statewide collaborative initiative funded by the State and Federal Government in partnership with Tri-County Mental Health Services, Crisis & Counseling Services, Day One and Wellspring, AMHC began offering "Maine Mother's Network" targeted case management services to pregnant and parenting women with young children in Aroostook, Hancock and Washington Counties.
- An AMHC and Crisis & Counseling Services collaborative was awarded a 3-year SAMHSA suicide prevention grant to promote systematic follow-up of suicidal persons who call the National Suicide Prevention Lifeline and Maine HELPLine



Frank McElwain, President and Gregory P. Disy, LCSW, CEO

- Hancock County youth suicide prevention services were funded with generous donations from the Tokas Family's Suicide Awareness Fund for Education
- Community Counseling Center selected AMHC to participate in the statewide 4-year Maine Children's Trauma Initiative SAMHSA funded grant project to improve child and family access to effective and efficient mental health services.
- In partnership with Catholic Charities Maine, through its statewide contract with the Maine Department of Health and Human Services, AMHC began offering Projects for Assistance in Transition from Homelessness services to persons who are homeless or at risk of being homeless in Aroostook and Washington Counties.

Thanks go out to our staff and community partners and supporters who believe that behavioral health is essential to health, prevention works, treatment is effective and recovery is possible. We look forward to what the coming year will bring as we strive each day to achieve our mission to improve the well-being of our community and make a difference in the lives of those we serve.

Sincerely,

A handwritten signature in dark ink that reads "Frank McElwain".

Frank McElwain
Board President

A handwritten signature in dark ink that reads "Gregory P. Disy".

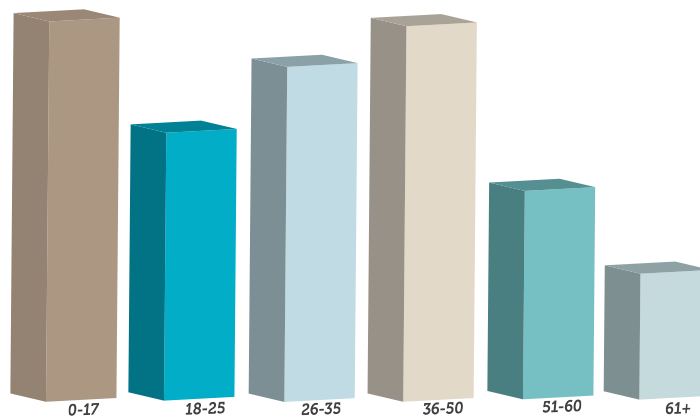
Gregory P. Disy, LCSW
Chief Executive Officer

2012-2013 Client Services

Total Individual Clients Served 4,639

Clients by Age

| | |
|-------------------|-------|
| 0 to 17 | 1,042 |
| 18 to 25 | 734 |
| 26 to 35 | 918 |
| 36 to 50 | 1,029 |
| 51 to 60 | 571 |
| 61 and over | 345 |



Total Clients for all Programs* 6,069

| | |
|--|-------|
| Mental Health | 2,828 |
| Substance Abuse | 1,068 |
| Community Support | 456 |
| Emergency Services | 1,694 |
| Brain Injury Rehabilitation Services | 23 |

Total Contacts for all Programs 129,122

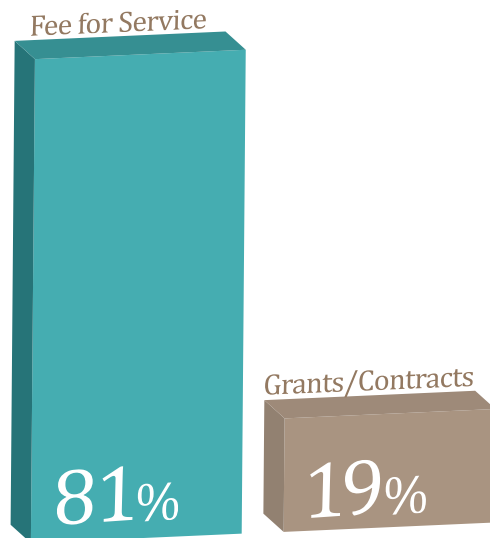
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|--|--------|
| Mental Health | 30,003 |
| Substance Abuse | 6,504 |
| Community Support | 17,572 |
| Emergency Services face-to-face | 4,239 |
| Emergency Services phone | 69,586 |
| Brain Injury Rehabilitation Services | 1,218 |

**Reflects clients receiving duplicate services.*

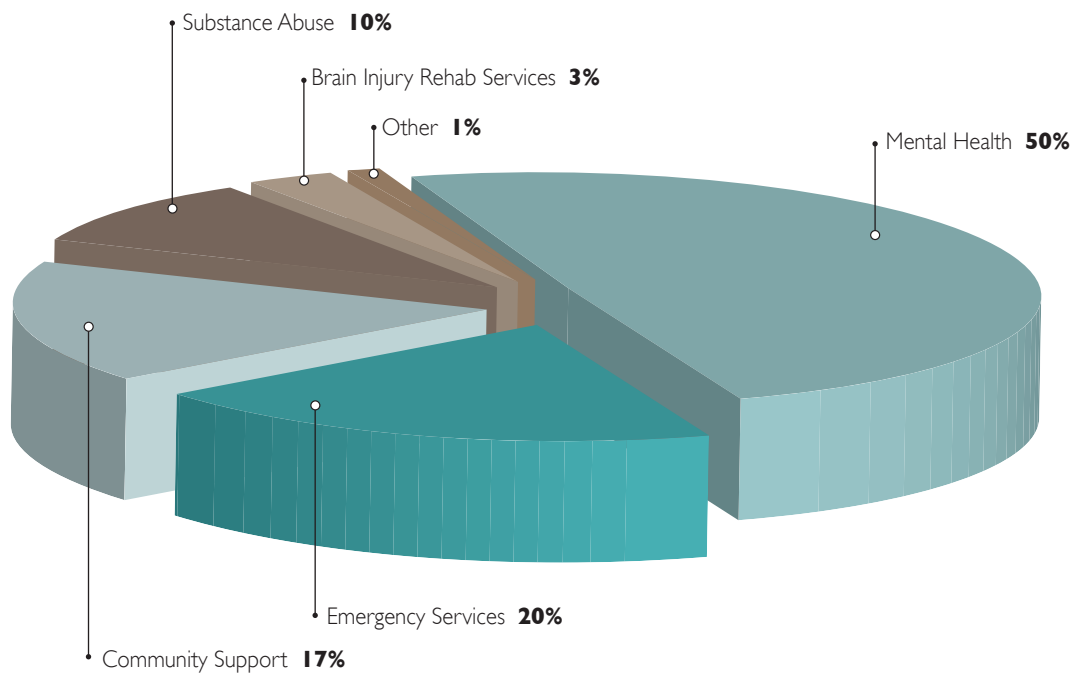
It is the policy of AMHC that no person shall on the grounds of race, color, national origin, ancestry, religion, gender, age, physical or mental disability, or other classification that is protected by Federal law or by Maine State law be discriminated against in any access to and provision of services or the privilege of employment in the agency's programs. Nor shall any person be discriminated against by AMHC on the grounds of sexual orientation.

2012-2013 Financials

Revenue



Expenses by Program



Notable Service Milestones

This past year, the organization experienced the retirement of 3 individuals who have dedicated a significant portion of their professional careers to helping AMHC achieve its mission of service to the community.

Bruce Glick, PhD, Staff Psychologist, retired after 37 years providing neuro-psychological services in AMHC's Houlton outpatient office. Ron Thibodeau, Assistant Director of Human Resources in AMHC's

central administrative office in Caribou, retired after 27 years managing recruitment and credentialing. John Lozier, Residential Counselor, retired after 13 years of service working at the Grand Isle Bridge Home and Madawaska Group Home.

All three gentlemen will be missed and we wish them each a very happy and fulfilling retirement. They have definitely earned it.



Greg Disy and Bruce Glick



Janet Kelle, Ron Thibodeau, and Christine Brown



Anne Daigle, John Lozier, and Christine Brown

AMHC Staff Service Awards

5-YEAR SERVICE AWARDS

Karen Boucher, Prov. MHRT-I
Residential Counselor
Madawaska Group Home

Jessica Cote
Administrative Support Specialist
HELPLine/ACSU and Presque Isle Outpatient

Cindy Doroen
Social Club Manager
Harvest Inn Social Club

Brittany Haines, MHRT-CSP
Human Resources Specialist
Central Administrative Office

Keith Hansen, PhD
Psychologist
Ellsworth Outpatient Office

Monique Labbe, OQMHP-C-PNMI, Prov. BHP
Behavioral Health Professional
Madawaska Outpatient Office

Ashley Laforest, CADC
Substance Abuse Counselor
Residential Treatment Facility

Sarah McLean, LCSW, CADC
Therapist-Consultant/Outpatient
Caribou Outpatient Office

Terry Mitchell, MHRT-I, MHRT-CSP
Adult Crisis Counselor
HELPLine/ACSU

10-YEAR SERVICE AWARDS

Susan Deveau, MHRT-C
Community Integration Counselor
Houlton Outpatient Office

Tamara Goodrich
Administrative Support Specialist
Houlton Outpatient Office

Jerry Gould, MHRT-I
Adult Crisis Counselor
HELPLine/ACSU

Athill Hebert
Board Member
Retired Businessman

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

Fred Putnam
Board Member
Retired Businessman

Donna Tilley, MHRT-I, OQMHP-C-PNMI
Adult Crisis Counselor
HELPLine/ACSU

Iva West, MHRT-I, MHRT-C
Residential Counselor
Skyhaven

Ronda Williams, LADC, CCS
Substance Abuse Counselor
Presque Isle Outpatient Office

15-YEAR SERVICE AWARDS

Travis Christie
Accounts Receivable Specialist
Central Administrative Office

Lori Deschaine, LCSW
Therapist-Consultant
Presque Isle Outpatient Office

Janice Drost
Administrative Support Specialist (Access Center)
Central Administrative Office

Judith Feibus, LCSW
4/5th Quality Management Specialist (Clinical)
1/5th Therapist-Consultant
Houlton Outpatient Office

Terry Guerrette
Administrative Assistant
Central Administrative Office

20-YEAR SERVICE AWARD

Paula Perfitt, OQMHP-C, MHRT-C, BHP
Targeted Case Manager
Houlton Outpatient Office

25-YEAR SERVICE AWARD

Paulette Garrison, MHRT-I, MHRT-II, MHRT-CSP
Emergency Service Specialist
HELPLine/ACSU

30-YEAR SERVICE AWARD

Lorraine Chamberlain, LCSW
Program Director
Central Administrative Office

Community Care Team Services

In Aroostook and Washington Counties, AMHC has established Community Care Team Services to work with health center patients who have chronic health conditions helping them to follow their doctor's orders, manage their health, and care for themselves comfortably in their homes.

In Aroostook County, Amanda LeJeune, RN, CCT Care Coordinator works with Pines Health Services and Fish River Rural Health patients. In Washington County Cheryl Bachelder, RN, CCT Care Coordinator, works with Eastport Health Care, Regional Medical Center at Lubec, and Harrington Family Health Center patients. Each CCT's goal is to support identified patients to meet their treatment and recovery goals and avoid repeated emergency room visits, hospital stays and multiple doctor visits. AMHC's CCT serves eligible adults and children referred by a MaineCare provider. Appropriate patients are those with multiple chronic conditions (e.g., asthma, diabetes, heart disease, obesity, depression, substance abuse, tobacco dependency, etc.), excessive emergency room visits and frequent hospitalizations and doctor visits. All patient referrals for CCT services are made by the patient's doctor in a participating practice.

There are no patient fees for the service. AMHC's CCT is paid by MaineCare, Medicare and other eligible insurance companies.



Pictured left to right: Lorraine Chamberlain, Dinah Tungol, MD, Cheryl Bachelder, and Amanda LeJeune

Maine Mother's Network targeted case management services

In September 2013, as a partner to the Maine Mothers Network, AMHC began offering substance abuse targeted case management services to pregnant and parenting women to help them build a substance free future for their children.

Services include trauma screening, coordination and advocacy, parenting groups and treatment groups. Women who are pregnant or have children up to five years old are eligible for the program offered



in AMHC's outpatient offices located in the St. John Valley, Caribou/Presque Isle, Houlton, Calais, Machias and Ellsworth. The Maine Mothers Network services are offered statewide as a result of the consortium of agencies including AMHC, Crisis and Counseling, Day One, Tri-County Mental Health Services, and Wellspring. It is funded through the Maine Department of Health and Human Services, Office of Substance Abuse and Mental Health Services.

Multisystemic Therapy for Youth and Families

In May 2013, Aroostook Mental Health Center (AMHC) was selected by the Maine Department of Corrections to provide Multisystemic Therapy (MST) and MST for Youth with Problem Sexual Behavior (MST-PSB) services in Aroostook County.

MST is designed to provide communities with affordable and effective remedies for serious, violent and chronic juvenile offenders. Led by Adeline McCarty, LCSW, the goal of MST is to reduce youth criminal activity, substance abuse and antisocial behavior through an integrative, cost-effective, family-based treatment. MST-PSB is a clinical adaptation of MST that has been specifically designed and developed to treat youth and their family for problematic sexual behavior. Mutisystemic

Therapy, an internationally recognized program for at-risk youth, is a home-based therapy intervention that focuses on working with adolescents in their home and community environment. What sets MST apart from some other treatments is that it has evidence—concrete evidence—from tests and studies. There have been three decades of research that confirms MST reduces criminal activity and out-of-home placements for violent and chronic offenders.



Youth Suicide Awareness Improves in Hancock County

In the past year, the Suicide Awareness Fund for Education (SAFE) has donated \$18,700 to AMHC in Hancock County to improve youth suicide awareness and prevention education.

SAFE was established by Bart and Bonnie Tokas with their daughter, Kaycee Macy, in memory of their son and brother, Brandon Tokas, who took his life in 2010 at the age of 19. Brandon's suicide "Was like a smack in the face," according to Bart Tokas, "We knew he was depressed and getting help with it at college. We thought he was doing better." Kaycee Macy, Brandon's sister, says "Suicide is everyone's issue—one in 4 youth deaths are a result of suicide. The community needs to face it and recognize the causes of it. Youth suicide is preventable." Ashley Pesek, LCSW, AMHC's Ellsworth office Service Site Coordinator and Emergency Services Specialist, indicates "The funds donated by the Tokas family are used to increase awareness of the causes of depression and suicide in the local schools and community. As a result of the Tokas' donation, we conducted a day-long

suicide awareness event at Ellsworth High School last spring and have worked with the local media to raise awareness about the causes and how to prevent youth suicide. In the near future, we intend to expand our efforts to work with schools in all communities across Hancock County."



Left to right: Ashley Pesek, Bart Tokas, Bonnie Tokas

AMHC awarded SAMHSA grant to improve suicide prevention

In July 2013, AMHC and Crisis & Counseling Centers (C&C), Maine's contracted National Suicide Prevention Lifeline center providers, were awarded a 3-year SAMHSA grant to deliver "The Maine Project" to serve the purpose of the SAMHSA Crisis Center Follow Up program which is to promote systematic follow up of suicidal persons who call the National Suicide Prevention Lifeline (NSPL) and the Maine HELPLine (HELPLine).

The primary goal of the Maine project is to coordinate and enhance crisis follow up services conducted by AMHC and C&C in a manner that integrates the NSPL standards, improving both access and utilization of after-care support for suicidal people who contact our agencies. Led by Project Directors from AMHC, Ashley Pesek, LCSW, and Crisis & Counseling, Richard Chammings, The Maine Project will specifically focus on Lifeline and HELPLine callers from three targeted intervention areas, greater Augusta, Caribou and Ellsworth, and those individuals who seek crisis services at the local hospital emergency departments in those cities, MaineGeneral Medical Center (Augusta), Cary Medical Center (Caribou)

and Maine Coast Memorial Hospital (Ellsworth). Callers screened as high risk, or moderate to high risk and who chose not to engage in a higher level of care will also be eligible. Callers identified at Imminent Risk will be eligible for participation in this program once all immediate interventions have occurred. Given the nature of the problem in relation to the demographic profile for the projected service area, the "The Maine Project" will be open to Lifeline/HELPLine callers and the sub-populations of focus will be youth, age 12-18, young adults, aged 19-24, and middle aged adult males. Over the lifetime of the project, up to 1,512 are projected to be served.

Maine Children's Trauma Response Initiative

As a result of a 4-year SAMHSA program grant awarded to Community Counseling Center, late in 2012 AMHC was selected as a collaborative partner to launch the Maine Children's Trauma Response Initiative in Aroostook, Hancock and Washington Counties.

This statewide trauma-informed system of care is intended to help children who have been exposed to violence or other trauma by providing a full range of mental health services. Additional efforts include outreach, community education, and training to be offered to mental health providers and community members. Over the past year, led by Peter McCorison, LCSW and Clement Deveau, LCSW, AMHC Program Directors, AMHC has established a county specific steering committee and provided evidence-based training to mental health professionals. Over the next four years, AMHC will continue to participate in the Initiative to establish culturally competent trauma-informed mental health services to ensure that there is no wrong door to services for children exposed to violence and that every child who needs access to quality mental health treatment

for trauma can receive it. Additionally, the Initiative hopes to raise public awareness about childhood trauma, the long-term effects it can have on a child if not treated properly, and what treatment options are available throughout the state.



Clement Deveau and Peter McCorison

Projects for Assistance in Transition from Homelessness (PATH) services

In mid-2013, as a result of a partnership with Catholic Charities of Maine, AMHC began offering a new, free PATH service to persons who are homeless or at risk of homelessness in its Aroostook and Washington County outpatient services sites.

Managed by Christine Brown, LCSW, Program Director, the PATH service is intended for individuals who may be homeless; are at risk of homelessness because of eviction; live in temporary or substandard housing or "couch-surfing"; lack health insurance; have difficulty keeping housing because of co-occurring mental and physical health issues; including substance abuse; are graduating or timing out of transitional housing; or are not already receiving services that include case management. PATH services also help identify individuals that may qualify for benefits, such as MaineCare and SSI/SSDI. PATH services are provided by AMHC Community Integration Specialists who function as Peer Navigators to conduct outreach, engagement, and referral to mainstream resources and Peer Support Specialists who function as Peer

Path Finders to facilitate outreach, engagement, and referral to appropriate resources, which may or may not include a referral to a Path Navigator.



Left to right: Christine Brown with PATH staff based in Central Aroostook, Sarah Bell, community integration specialist, Cindy Doroen and Joe Owens, Peer Support Specialists.



SENIOR LEADERSHIP TEAM

AMHC's Senior Leadership Team combines experience, dedication and support in building a continuum of high quality, comprehensive and cost effective health services.

Gregory P. Disy LCSW
Chief Executive Officer

Tamara Player LCSW
Chief Operating Officer

Dinah V. Tungol MD
Medical Director

Lorraine Chamberlain LCSW
Program Director
Integrated Services & Emergency Services

Christine Y. Brown LCSW
Program Director

Clement Deveau LCSW
Program Director

Peter G. McCorison LCSW, LADC
Program Director

Jennette Hitchcock LCSW
Director of Quality Management

Jamie D. Owens MSB
Director of Marketing
and Development

Michael I. Williams
Chief Financial Officer



Front row, left to right: Dinah Tungol, MD, Tamara Player, Michael Williams, Christine Brown. Back row, left to right: Jamie Owens, Clement Deveau, Peter McCorison, Jennette Hitchcock, Lorraine Chamberlain, Gregory Disy.

BOARD OF DIRECTORS

AMHC's Board of Directors represents the communities that we serve and they play an important role in the development of policies and programs for the organization.

President Frank McElwain

Superintendent of Schools
Eastern Aroostook RSU #39

Vice President Dan Foster

Town Manager
Town of Fort Fairfield

Treasurer Ellen Bemis

Businesswoman
Presque Isle, Maine

Secretary Lee Cyr

Customer Service
Twin Rivers Paper

Athill Hebert

Retired from
TD Bank -- Commercial Division

Richard Marston

Retired from
Fraser Papers, Inc.

Ryan Pelletier

Director of Workforce Development
Northern Maine Development
Commission

Fred Putnam

Retired from
Maine Department of Health and Human
Services

Peter Sirois

Chief Executive Officer



Front row, left to right: Ryan Pelletier, Dan Foster, Ellen Bemis, Peter Sirois. Back row, left to right: Tamara Player, Michael Williams, Gregory Disy, Frank McElwain, Athill Hebert, Fred Putnam. Missing from photo: Richard Marston and Lee Cyr.





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



AMHC

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