



AMHC

2017 ANNUAL REPORT

Board of Directors

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

President Ellen Bemis

Chief Financial Officer
Aroostook County Action Program
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

Rev. Kevin Kinsey

The Aroostook Episcopal Cluster
Fort Fairfield, Maine

Richard Marston

Businessman (retired)
St. Agatha, Maine

Frank McElwain

Educator (retired)
Caribou, Maine

Ryan Pelletier

County Administrator
Caribou, Maine

Peter Sirois

Chief Executive Officer
Northern Maine Medical Center
Fort Kent, Maine

Senior Leadership Team

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

Gregory P. Disy LCSW

Chief Executive Officer

Jennette Hitchcock LCSW

Chief Operations Officer

Lorraine Chamberlain LCSW

Director of Integration and
Emergency Services

Christine Y. Brown LCSW

Program Director
Community Integration Services

Peter G. McCorison LCSW, LADC

Program Director
Behavioral Health Services-Aroostook

Clement Deveau LCSW

Program Director
Behavioral Health Services
Hancock and Washington Counties

Jamie D. Owens MSB

Director of Marketing
and Development

Robyn Bonville

Chief Financial and
Administrative Officer

“ We furthered our mission by enhancing and expanding our current services and developing new services to improve the health and well-being of our community. ”

From the Board President and Chief Executive Officer

On behalf of the Board of Directors and Senior leadership team, we are pleased to report that in 2017 AMHC staff has once again provided an exemplary level of service across our expansive 3-county service area—Aroostook, Hancock and Washington Counties. Over the course of the year, AMHC provided service to more than 7,000 clients across multiple services encompassing 136,992 outpatient and crisis contacts and 21,885 residential bed days.

In 2017, the Senior leadership team worked diligently to achieve our strategic plan objectives and activities. We furthered our mission by enhancing and expanding our current services and developing new services to improve the health and well-being of our community. In particular, we fully implemented a Behavioral Health Home service for Medicaid adults and children, showcased by a case study referenced as “Mary’s Story” in this report. We offer a review of service and administrative milestones achieved throughout the year.

AMHC recognized 37 staff members for length of service in 2017; altogether these individuals have provided 390 years of service to AMHC! We also recognized the staff who retired from AMHC in 2017 with a combined 89 years of service. What a tremendous accomplishment! Thank you.

In closing, thank you to all of our direct service and administrative staff across all of our service site locations for their commitment to meeting the treatment and social service needs of our clients every day. And, to all staff conducting important business functions, thank you for your dedication and support. We are grateful to have each and every one of you who contribute to AMHC’s success!



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

Gregory P. Disy, LCSW
Chief Executive Officer

Ellen Bemis
Board President

Service Milestones

Over the 2017 service year, AMHC accomplished the following service development expansion and enhancement activities:

- Implemented Behavioral Health Home (BHH) services in Fort Kent, Madawaska, Houlton, Machias, and Calais.
- In partnership with Pines Health Services, expanded physician prescribing services in the Caribou Medication Assisted Recovery (MAR) clinic to offer more clinic service hours.
- AMHC clinical staff enhanced their daily interface strategies and activities with primary care providers to improve the treatment, care coordination and referral relationships.
- Contracted with The Opioid Free Island Partnership on Deer Isle to provide patients and community members access to 24/7 assessment and referral services for substance abuse treatment and support.
- Substance abuse early recovery and IOP groups were implemented across Aroostook, Hancock and Washington County outpatient sites.
- Partnered with Northern Maine Medical Center to provide student assistance services to University of Maine at Fort Kent students.
- Increased student assistance service hours at Maine School of Science and Math in Limestone.
- Expanded current and added new public school services contracts in Washington County.
- Implemented substance abuse services to incarcerated individuals in the Washington County Jail.
- Developed an agreement with The Aroostook Medical Center to locate a Children's Advocacy Center service in Fort Fairfield to be activated in FY-18.
- Received a state contract to provide Peer Run Mental Health Recovery Center Services in Caribou and Madawaska for individuals with severe mental illness.



Stock photo

- Developed a partnership with MDI Hospital in Ellsworth to offer medication assisted recovery services in Ellsworth.
- Received a state contract to offer enhanced adult drug court services in Hancock and Washington Counties.
- Relocated our Machias outpatient service to a larger office space that offers improved access and amenities.
- In partnership with the Aroostook County Action Program, pursued collaborative administrative and service opportunities.
- We have expanded medication services for children using telehealth in our Presque Isle and Calais Outpatient Offices.
- In the Calais OP office, we have fully implemented the use of texting services reminding clients of appointments.
- Developed an interactive client outcomes measurement tool for 2018 implementation.

Behavioral Health Homes Help Build a Healthy Mind, Body and Spirit

AMHC offers a Medicaid funded Behavioral Health Home (BHH) service for individuals with complex mental and physical health problems in two Maine Counties: Aroostook County and Washington County. The BHH is a holistic service designed to help eligible individuals manage their behavioral health and physical health issues to help them be healthier; get the community health and social support services they need to reach recovery goals; and avoid going to the hospital emergency room or hospital for issues that can be managed in the community. It is a different approach to traditional case management to helping people who suffer from mental illness recover and live a healthier, happy, and more productive life.

AMHC's BHH provider teams are made up of skilled, caring AMHC staff inclusive of health home coordinators, a nurse, a clinical team leader, and peer support specialists who work together to develop a customized plan of care with and for the individual in the BHH. They also work collaboratively as a cohesive team and in partnership with primary care to help individuals meet their goals for recovery. An important aspect of the team is the support and education that the peer support specialist offers to help individuals get the information and support they need to reach their recovery, health and independence goals. Specifically, they help individuals work with their doctor to understand their physical health diagnoses and follow prescribed care; get the social services and supports by making appropriate referrals; and arrange for services when one is returning from the hospital or a residential care service.

To illustrate how effective the BHH is for an individual who transitioned from case management services to BHH services, we offer Mary's* story on the next page.

**Mary's story is real and we have changed her name to protect her privacy.*



AMHC's BHH team across our Central, Northern and Southern Aroostook County offices meet weekly in person and via televideo to review new and existing client cases to assure access to service and care coordination is moving along as planned. While it is hard to see the individuals on the televideo screen in this photo, it is intended to illustrate how effective and efficient the team works together despite being in 5 different sites.

Staff in the room, left to right: Katherine Scott and Dave Harris, BHH health home coordinators, and Jean Anderson, BHH nurse care manager based in Caribou.

BHH staff from across Aroostook who participate via televideo in Presque Isle, Houlton, Madawaska and Fort Kent include: BHH care coordinators Abigail Pelletier, Jamie Cianci, Judith Hudson, Katia Sirois, Kayla Michaud, Sabrina Daigle, Susan Deveau, Tammy Barnhart, Terry Mitchell, and Tricia Perrault; BHH peer support specialist Stephen Tibbert; BHH clinical lead Sara Gendreau; Louise Nadeau, David Goodrich and Judith Feibus are clinical consultants; and program director Lorraine Chamberlain.

Mary's Story

Mary is a disabled, middle aged woman living in Aroostook County; she has experienced trauma since childhood and suffers from Post-Traumatic Stress Disorder (PTSD). Her life is chaotic and unstable. Daily, she deals with a confluence of mental, substance abuse, and physical health issues, and struggles to live on a low, fixed disability income. Her PTSD is exacerbated by symptoms conductive with Attention Deficit Hyper Activity disorder, Bipolar II disorder, and Major Depressive disorder, Borderline Personality Disorder, and Polysubstance abuse.

This combination of symptoms results in emotion dysregulation, self-injurious behavior, and consistent interpersonal conflict and physical aggression. Medically, she is faced with challenges related to physical injury, chronic medical illness, and emotional distress. Her conditions include chronic back pain, a lower right leg amputation, and hepatitis C.

She has long participated in outpatient counseling and community integration case management services and has struggled a great deal with following her treatment plans and showing up for appointments, causing her to be discharged from the services.

In turn, she sought help from AMHC's Mobile Crisis service, was admitted for stays in AMHC's Adult Crisis Stabilization Unit and at times, was hospitalized for psychiatric care. Mary has also had an inconsistent attendance rate with scheduled medical appointments and her healthcare providers struggled with being able to address her poor physical health. Because of her chronic polysubstance abuse, medical and substance abuse provider ability to help Mary manage her pain has been compromised.

Mary engaged in a number of abusive relationships, "couch surfing" between abusive partners, resulting in a lengthy legal history of domestic violence involving felony charges, jail time, and probation. Because of the jail time, many housing and community supports were not available.

Recently, Mary spent several months in jail as a result of yet another domestic assault charge. When she was discharged, Mary was referred for BHH services and the team scheduled a provider meeting to develop a single coordinated, aligned plan of care for Mary. In attendance was Mary's probation officer; BHH health home coordinator assigned to work on arranging stable, independent housing; medical health home coordinator assigned to coordinate with healthcare providers and support client in attending scheduled appointment; BHH clinical consultant; primary care physician, BHH Nurse Care Manager; AMHC substance abuse counselor; MaineCare Emergency Department Project representative; the local hospital Emergency Department social worker, and AMHC crisis services consultant. Together with Mary, the team developed a comprehensive community plan that allowed all service providers involved to offer a well coordinated and seamless plan of care that responded to Mary's recovery goals.

For Mary, the BHH service is a welcome opportunity to get the help and support she needs before she becomes overwhelmed, avoiding slipping into crisis. Every time she calls her BHH care coordinator, she gets right through to the help she needs. Within weeks, she stopped going to the hospital emergency department and began attending appointments on a regular basis. Mary is making progress in her substance abuse recovery and medication compliance. She has not accessed mobile crisis services in months, and she has secured stable, independent housing with the support of her health home coordinator and has not returned to the abusive home she had been residing in.

AMHC's BHH offers consistent and efficient treatment and enhanced client support through regular face-to-face and phone contact, same-day response, and collaboration between providers both in and outside of AMHC.

Because of the strong network offered through the Behavioral Health Home program, Mary's needs are heard, addressed, and continue to be managed by the treatment team.



Staff Recognition

5-YEAR SERVICE AWARDS

Heather Berce, LMSW-CC, MHRT-C
Therapist/FACE EAP Coordinator
Madawaska Outpatient Office

Valerie Bernard, MHRT-I
Residential Counselor
Skyhaven

Abby Frutchey, LADC, LSW
Substance Abuse Counselor
Machias/Calais Outpatient Office

Matthew Hall, LCPC
Therapist-Consultant
Machias Outpatient Office

Jennifer Holcomb, CCS, LADC, MHRT-CSP
Substance Abuse Counselor
Outpatient Service Site Coordinator
Machias Outpatient Office

Mica Slaven-Lamothe, LCSW, MHRT-CSP
Therapist-Consultant
Ellsworth Outpatient Office

Shannon Lane, MHRT-CSP
Mobile Emergency Services Specialist
Calais Outpatient Office

Tammy Smith, MHRT-CSP, OQMHP-CR
Children's Crisis Counselor
Children's Crisis Stabilization Unit (Fort Fairfield)

10-YEAR SERVICE AWARDS

Shirley Caron, Prov. MHRT-I
4/5th Residential Counselor
Skyhaven

David Letourneau, CBIS
Rehabilitation Technician
Center for Integrated Neuro-Rehab

Maureen Murchison, CBIS
Rehabilitation Technician
Center for Integrated Neuro-Rehab

Louise Nadeau, LCSW
Therapist-Consultant
Outpatient Service Site Coordinator (St. John Valley)
Fort Kent Outpatient Office

Vanessa Sparks, MHRT-C, MHRT-I, MHRT-CSP
Mobile Emergency Services Specialist
HELPLINE/Adult Crisis Stabilization Unit

Norma Watson, LCSW
Therapist-Consultant
Caribou Outpatient Office

15-YEAR SERVICE AWARDS

Katherine Bartlett, OQMHP-CR, MHRT-CSP
Children's Crisis Counselor
Children's Crisis Stabilization Unit

Marie Mai Bosse, MHRT-I
Residential Counselor-Community Support
Madawaska Group Home

Lois Levasseur, ADCA, MHRT-I, OQMHP-C-PNMI
Residential Counselor
Skyhaven

John Lozier, MHRT-I, OQMHP-C-PNMI
Residential Counselor
Madawaska Group Home

20-YEAR SERVICE AWARDS

Carl Gallagher, CADC, MHRT-I, MHRT-C
Substance Abuse Counselor
Residential Treatment Facility

Dave Harris, MHRT-II
Behavioral Health Home
Caribou Apartments/Skyhaven

Jamie McClay, MHRT-I
Administrator
Skyhaven/Madawaska Group Home

Peter McCarrison, LCSW, LADC, CCS
Director of Behavioral Health Services (Aroostook)
Central Administrative Office

Tracey Tarr, LADC, MHRT-II, LSW, CCS
Substance Abuse Counselor
Houlton Outpatient Office

25-YEAR SERVICE AWARD

Gail Dodd, LADC
Substance Abuse Counselor
Residential Treatment Facility

Peter Sirois
Board Member
Chief Executive Officer
Northern Maine Medical Center

35-YEAR SERVICE AWARD

Jennette Hitchcock, LCSW
Chief Operations Officer
Central Administrative Office

45-YEAR SERVICE AWARD

Bonnie Davenport
Executive Administrative Assistant
Central Administrative Office

Staff Retirees



Paulette Garrison | 28 Years
Emergency Services Specialist,
ACSU/HELPLine, Presque Isle



Pauline Charette | 43 Years
Administrative Support Specialist,
St. John Valley



Lynn Nightingale | 18 Years
Children's Crisis Counselor, Children's
Crisis Stabilization Unit, Fort Fairfield

“ We recognize 37 staff members for length of service in 2017. Altogether these individuals have provided 390 years of service to AMHC. We also recognize the staff who retired from AMHC in 2017 with a combined 89 years of service. ”

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
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AMHC

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