Making a difference

improving the well being of our community

AMHC

ANNUAL REPORT 2010

MISSION

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

From the Board President and Chief Executive Officer

We are pleased to report that over the past year, all across Aroostook and Downeast Maine, AMHC staff has worked diligently and with great passion to meet the service needs of children, adults, and families with mental health and substance abuse issues. This year, we served 17 percent more clients than in the previous year. Services were provided to 6,384 individuals across all AMHC program services—mental health, substance abuse, co-occurring, community support, emergency services and speech and language. AMHC's emergency services staff alone provided crisis intervention and stabilization support to more than 1,700 individuals—outstanding performance considering the average response time is less than 30 minutes and our service area covers hundreds of thousands miles of roadway, much of it rural and remote.

Individual staff and board of director member commitment to service are celebrated. AMHC commends 39 individuals for length of service this year—representing 440 years combined service to the organization. Additionally, 9 individuals and teams from across the agency are being recognized for exemplary service to AMHC clients. Last October, two individuals were awarded AMHC's Vickers Excellence Award for their outstanding service to AMHC over many years, Bruce Glick, PhD, and retired AMHC CEO, Wesley R. Davidson.

AMHC depends a great deal on support and volunteer service from the community to help us achieve our mission. In recognition, 17 community organizations and members are being commended for service excellence.

Also in this report, we offer staff and supporters a vision of what integrated health care means to AMHC and how our integrated approach to

photos by Photography by Duane

Peter Sirois, Board President

Gregory P. Disy, LCSW, CEO

service development will guide our planning and operations into the foreseeable future. We also take the opportunity to introduce a brand new service, "Operation Outreach", the AMHC and Togus Veterans Affairs Medical Center service designed to bring substance abuse and co-occurring services to veterans close to home.

Over the past year, AMHC senior leadership and staff from across the entire organization partnered to implement the operational acquisition of WCPA. We have worked diligently to train all staff in Atlantic in the high performing team model and to develop and implement a plan to integrate operations across all sites, merging clinical and administrative operations to improve functional efficiency and effectiveness. The progress over the past year has been sure and steady, giving opportunity to address cultural and organizational structure issues.

As we look to the coming year, we are confident that with the support of staff, the board, and our community volunteers, we will continue to achieve a high level of service to the community. Words cannot adequately express how much we value your work and dedication to making a difference in the lives of so many individuals. You make us proud every day.

Peter Sirois
Board President

Gregory P. Disy, LCSW
Chief Executive Officer

AMHC's vision promotes self-care and integrated service for all customers

With local, state and national support from peer health care providers and the Maine Health Access Foundation, AMHC has developed a 21st century approach to integrated service delivery. AMHC's integrated service approach promotes self-care and is grounded in the Institute of Medicine's (IOM) Crossing the Quality Chasm aims intended to improve evidence based structural and clinical practice model service delivery for healthcare so that services are patient-centered, safe, timely, efficient, effective, and equitable. Integrated service supports the vision of a future where people with mental illnesses pursue optimal health, happiness, recovery, and a full and satisfying life in the community via access to a range of effective services, supports, and resources. AMHC believes that a mind- body approach to service focuses on the interactions among the mind, body, and behavior, and on the powerful ways in which emotional, mental, social, spiritual, and behavioral factors can directly affect health.

The concept of self-care is grounded in ancient approaches to preserving health and wellness and treating disease.

Self-care typically involves supporting an individual to learn and use varying techniques to attain and preserve optimal health, such as self-awareness, spirituality, self-expression, relaxation, autogenics and biofeedback, meditation, imagery/self-hypnosis, exercise, and nutrition. The shift in focus is away from health service intervention targeted at treating disease toward self-care. This is a fundamental shift in the paradigm of health services currently focused on treating disease and expects practitioners to work with a patient to inform and support his ability to guide his own self-care.

As part of a strategic planning process, in the coming months, AMHC will begin to enhance and develop services to support this vision with the intent to improve health outcomes for all individuals served and especially those with serious mental illness. The approach is person-centered and thinks about the needs of the population and how services should be appropriately targeted and delivered. It is intended to help people who seek mental health services at AMHC to get the primary care and specialty physical health services they need and for people in primary care with mental health conditions to get the services they need in that setting with appropriate connections to specialty mental health services as necessary.

The integrated service visioning has been underway for the past several months guided by CEO Gregory Disy, LCSW, Lorraine Chamberlain, LCSW, director of outpatient and emergency services, Jennette Hitchcock, LCSW, director of quality management, and Jamie Owens, MSB, director of marketing and development. They received significant support and guidance from former CEO, Wesley R. Davidson; and consultative guidance from AMHC medical director Dinah Tungol, MD, Lani Graham, MD, Pines Health Services CEO, James Davis, Pines staff physician Hans Duvefelt, MD, and several Mental Health Corporations of America peer providers from across the nation.

AMHC and Veterans Affairs offer substance abuse services to local veterans

In October 2010, AMHC and the Togus Veterans Affairs Medical Center (VAMC) will for the first time offer local, community based substance abuse and co-occurring services to veterans in Aroostook and Washington Counties. The program, Operation Outreach, was developed collaboratively by the former Togus VAMC mental health director, Jonathan McMath, MD, and AMHC staff, Peter McCorison and Jamie Owens. U.S. House of Representative Michael Michaud, Chairman of the Veterans' Affairs Subcommittee on Health, has been a strong advocate and supporter for the development of these services.

AMHC will offer all of the same evidence based services to veterans that are currently offered to the general public, eliminating the need for veterans to travel to Togus VAMC for substance abuse related treatment. Emergency, residential and routine services will be available everywhere AMHC provides service throughout the two county service area—Fort Kent, Madawaska, Caribou, Limestone, Presque Isle, Houlton, Calais and Machias. Services can be accessed by a veteran directly through self referrals and from VA clinic and other community based health care providers.

Substance abuse and administrative staff will be trained in the VA's veterans' service delivery expectations by the Togus VAMC technical representative, Kristy Rowe and peer VA medical center colleagues, AMHC's VA Liaison, Joseph Owens, and program director, Peter McCorison. Outreach to veterans and to the community at large about the availability of treatment services through "Operation Outreach" will be conducted on an ongoing basis. The program name, logo and outreach materials were developed with thoughtful input from local veterans to ensure that they would be meaningful and engage veterans in need of substance abuse services.

photo by Photography by Duane

Bruce Glick, PhD

Wesley R. Davidson, CSW-IP

2009 Vickers Excellence Awards

In 2009 two Vickers Excellence Awards were presented in recognition of outstanding service to AMHC in support of its mission, vision and values. They were presented to Bruce R. Glick, PhD, Neuro-psychologist and Wesley R. Davidson, AMHC's retiring CEO.

At a special meeting at the Houlton outpatient office, Christine Brown, LCSW, program director, presented the award to Bruce Glick, PhD on behalf of AMHC's CEO, Wesley R. Davidson. According to Mr. Davidson, "Dr. Glick is recognized for his numerous contributions to the fulfillment of AMHC mission of service to the community. Throughout his 33 year tenure, he has demonstrated continuing commitment to the provision of high quality services. His record of alignment with the service philosophy and values of AMHC has been unquestionable. Bruce played a key part during AMHC's formative years and beyond, through various professional positions held over the years such as an outpatient therapist/consultant, therapist/consultant supervisor, and office director in AMHC's Houlton outpatient office.

"Of greatest significance though are the contributions that he has made through the roles he assumed as a service and community relations developer, teacher and mentor to other staff, and direct care service provider. In all of his professional endeavors Bruce has pursued the highest standards of quality service and compassion for others."

On the occasion of his retirement from AMHC on December 11, 2009, AMHC's board of directors presented Wesley R. Davidson, CSW-IP, the Vickers Excellence Award for 35 years of distinguished service to AMHC. Having served AMHC from 1993-2009, Mr. Davidson retired as only the third chief executive in its 45 year history. Mr. Davidson joined AMHC in 1974 and he was instrumental in building AMHC's full continuum of emergency, urgent and routine assessment, treatment, and recovery services for individuals in need of mental health, substance abuse, and brain injury services in Aroostook, Washington, and Hancock counties. Prior to retiring, he successfully completed the acquisition of Washington County Psychotherapy Associates in Washington and Hancock counties. This virtually doubled AMHC's service area and preserved access to mental health and substance abuse service for children, adults and families in Downeast Maine.

Mr. Davidson left behind a legacy of achievement and earned high regard from peers and colleagues in Maine, the nation and internationally for his collaborative approach to working together and his commitment to service excellence to meet the needs of individuals with mental health and substance abuse issues.

background photo by Greg Disy

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
Chief Financial Officer

Charles Collishaw
Director of Human Resources
and Personnel Services

BOARD OF DIRECTORS

President **Peter Sirois**
Associate Director
Northern Maine Medical Center

Vice President **Richard Marston**
Retired from
Fraser Papers, Inc.

Treasurer **Dan Foster**
Town Manager
Town of Fort Fairfield

Secretary **Frank McElwain**
Superintendent of Schools
Eastern Aroostook RSU #39

Rachel Albert PhD, RN
Vice President of Academic Affairs
University of Maine at Fort Kent

Joanne Cyr
Realtor-Owner
Progressive Realty

Athill Hebert
Retired from
TD Bank -- Commercial Division

Ervin MacDonald
Retired Educator

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

photo by Photography by Duane

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

SERVICE AWARDS

5-YEAR SERVICE AWARDS

Andrea Chasse MHRT-C, OQMHP-C-PNMI
Residential Counselor
Grand Isle Family Treatment Home

Bobbie Chasse OQMHP-C, MHRT-C
Case Manager
Therapeutic Foster Care

Kelly Jo Bell
Administrative Support Specialist (Outpatient)
Presque Isle Outpatient Office

Jason Cyr
Information Technology Specialist
Central Administrative Office

Tammy Kelley MHRT-C, CADC, MHRT-CSP
Substance Abuse Counselor (Outpatient)
Presque Isle Outpatient Office

April Lapointe
Residential Counselor
Grand Isle Family Treatment Home

Melissa Lavoie MHRT-I
Residential Counselor
Skyhaven

Cheryl MacLean LCSW
Therapist-Consultant
Fort Kent Outpatient Offices

Ann Pelletier MHRT-I
Residential Counselor
Madawaska Group Home

Andrea Peterson
Administrative Support Specialist (Outpatient)
Caribou Outpatient Offices

Christopher Ramsey MHRT-I, MHRT-CSP
Adult Crisis Counselor
HELPLine/ACSU

Katherine Scott MHRT/C
Community Support Counselor – Mental Health
Presque Isle Outpatient Office

10-YEAR SERVICE AWARDS

Rachel Albert PhD, RN
Board Member
Vice President Academic Affairs
University of Maine at Fort Kent

Christine Brown LCSW
Program Director, Community Support Services
Central Administrative Office

Jessica Chasse OQMHP-C, PNMI
Residential Counselor/Case Manager
Grand Isle Family Treatment Home

Holly Davis MHRT-I, MHRT-C, LSW-C, CSP
Emergency Services Specialist
Helpline/Adult Crisis Stabilization Unit

Christine Dumais MHRT-I
Residential Counselor
Madawaska Group Home

Sally Gagnon
Valley Social Club Manager
Madawaska

Donna Ireland MHRT-I
Adult Crisis Counselor – MHRT-CSP
HELPLine/Adult Crisis Stabilization Unit

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

Lori Martin LCSW
Therapist-Consultant
Madawaska Outpatient Office

Lynn Nightingale OQMHP-CR
Children's Crisis Counselor
Children's Crisis Stabilization Unit

Anne Marie Picard OQMHP-C - PNMI
Residential Counselor
Grand Isle Family Treatment Home

Melanie Plourde LCSW
EAP Coordinator
Madawaska Outpatient Office

Martha St. Pierre OQMHP-CR
Children's Crisis Counselor
Children's Crisis Stabilization Unit

Barbara Trudel OQMHP-CR
Children's Crisis Counselor
Children's Crisis Stabilization Unit

15-YEAR SERVICE AWARDS

Belinda McLaughlin
Accounts Payable/Purchasing Specialist
Central Administrative Office

Stacie Murphy LCSW
Therapist-Consultant
Grand Isle Family Treatment Home

Tamara Player LCSW
Chief Operations Officer
Central Administrative Office

Kelly Scott CADC, MHRT-C, OQMHP-C
Substance Abuse Counselor (Outpatient)
Caribou Outpatient Office

Michael Yarema LADC
Substance Abuse Counselor
Residential Treatment Facility

20-YEAR SERVICE AWARDS

Gayla Dwyer
Vocational Services Development Project Lead
Central Administrative Office

Dan Foster
Board Member
Fort Fairfield Town Manager

Alfred Whitten OQMHP-CR, LSW, MHRT-CSP
Children's Crisis Counselor/Emergency
Services Specialist
Children's Crisis Stabilization Unit

25-YEAR SERVICE AWARDS

Jeff Anderson LSW, MHRT-II, CADC
Quality Management Specialist
St. John Valley Offices

30-YEAR SERVICE AWARDS

Gregory P. Disy LCSW
Chief Executive Officer
Central Administrative Office

Karen Dube
Administrative Support Specialist (Outpatient)
Madawaska Outpatient Office

David Goodrich LCSW
Therapist-Consultant
Houlton Outpatient Office

35-YEAR SERVICE AWARDS

Pauline Charette
Administrative Support Specialist (Outpatient)
St. John Valley Outpatient Offices

AMHC STAFF RECOGNITION

The **St. John Valley Team** for making a difference by working together to overcome barriers to deliver services while successfully meeting and exceeding agency performance expectations.

The **Supervised Visitation Team** for making a difference by consistently demonstrating the ability and desire to go above and beyond the call of duty to serve Aroostook County children and families.

The **Calais Day Treatment Team** for making a difference for the children they serve by finding creative solutions in difficult situations, supporting each other, and approaching their work with a "can do" attitude.

Ken Frost for ensuring AMHC facilities are properly maintained, managing multiple requests from multiple sites and making a difference for staff and consumers across the organization.

Kelly Scott for her dedication to clients, willingness to help the Caribou Outpatient team and commitment to leading by example, thereby making a difference for those she serves and works with.

Sue Deveau for making a difference by going above and beyond the call of duty in the provision of consumer-focused services and caring for and supporting her Houlton Outpatient team.

Betty Hendrickson for consistently making a difference by serving clients and seeking to improve treatment services for Center for Neuro-Rehab clients.

Laurie Niles for making a difference by dedicating herself to meeting the needs of children and families and paying continuous attention to the improvement of services in Calais.

Katie Bell for making a difference by improving awareness of Sexual Assault Services in collaboration with the Houlton Band of Maliseet Indians and engaging the local community to organize a successful 5K run/walk.

AMHC COMMUNITY RECOGNITION

The **Madawaska Pharmacy** for its dedication to helping Madawaska Group Home clients.

Ms. Carrie Anderson for her commitment, knowledge of resources, and ability to coordinate services for AMHC clients.

Jonathan McMath, MD for developing and advocating for veterans substance abuse treatment services in Aroostook and Washington Counties.

Daniel Harrigan, MD for determining what is best for clients, respecting their rights, and treating them in the least restrictive manner.

The **Houlton Police Department** for supporting AMHC clients and staff during emergency evaluations with a positive, respectful attitude while applying effective community policing practices.

The **Pines Health Services Women & Children's Center staff** for its dedication, commitment and willingness to the integration of physical and behavioral health treatment in support of the health and well-being of their patients.

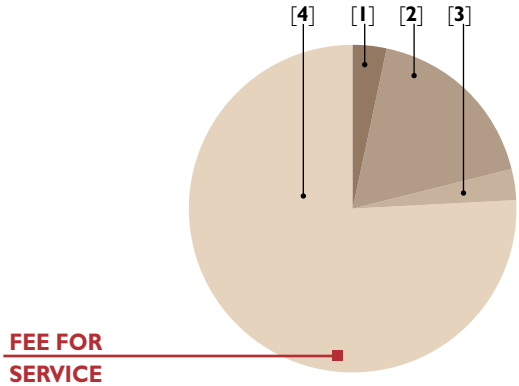
AMHC Therapeutic Foster Parents for their willingness to assist with a foster child's treatment needs as the primary caregivers in the forefront of the child's care. Those recognized are Ken and Clare Arndt, Scott and Lisa Cray, Tammy and Greg Cropley, Ron and Shelly McAtee, Rob and Tammie Mulvey, Marilyn and Irvin Pinette, Joanne Piper, Pam and Dennis Shields, and Marie and Ed Textor.

Lani Graham, MD for making a contribution to meeting the needs of AMHC's clients and advancing AMHC's organizational approach to the integration of behavioral and physical healthcare services.

2009-2010 REVENUE

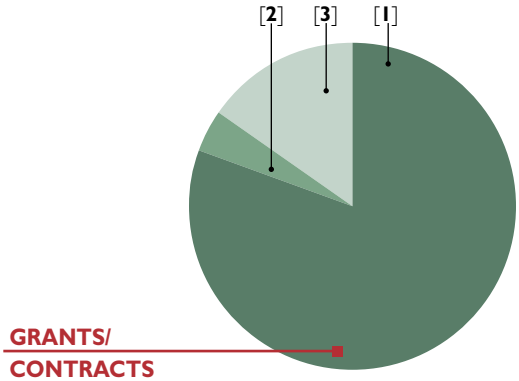
Fee for Service (FFS)

Private Sector Funding	
[1] Self-Pay	$477,001
[2] Other FFS	2,416,154
[3] Insurance	453,550
Public Sector Funding	
[4] BDS (Medicaid)	10,355,192
Percent of Total Revenue: 82%	$13,774,698



Grants/Contracts

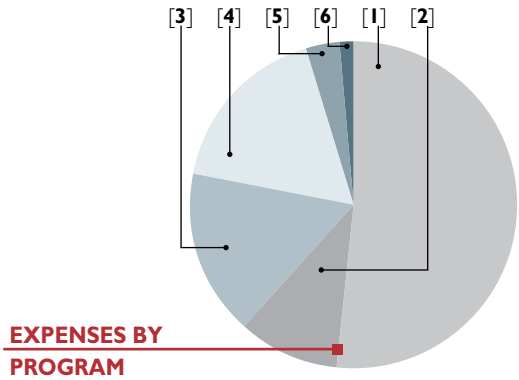
[1] BDS	$2,475,585
[2] DHHS Detox Benefit Program*	125,757
[3] Other Grants	466,844
Percent of Total Revenue: 18%	$3,068,187
REVENUE TOTAL	**$16,842,884**



2009-2010 EXPENSES

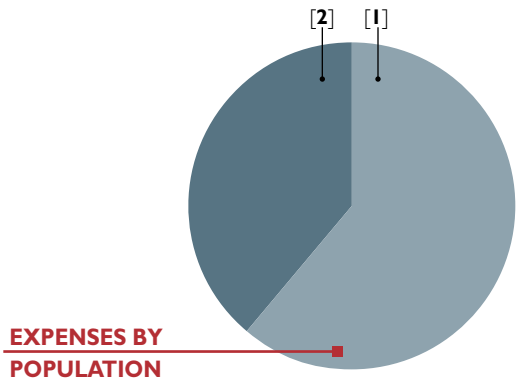
Expenses by Program

[1] Mental Health	$8,719,298
[2] Substance Abuse	1,694,132
[3] Community Support	2,770,915
[4] Emergency Services	2,902,542
[5] Speech and Language Services	555,936
[6] DHHS Detox Benefit Program*	200,061
EXPENSES TOTAL	**$16,842,884**



Expenses by Population

[1] Adult	$10,338,463
[2] Children	6,504,421
EXPENSES TOTAL	**$16,842,884**



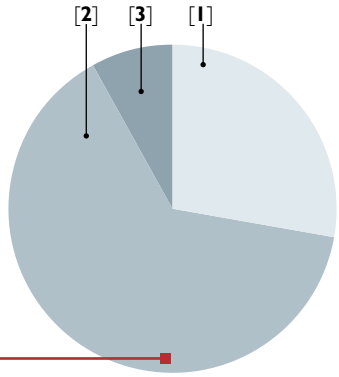
**This benefit is offered to Region III Counties including: Aroostook, Hancock, Penobscot, Piscataquis, and Washington*

2009-2010 CLIENT SERVICES

Total Individual Clients Served **4,957**

Clients by Age

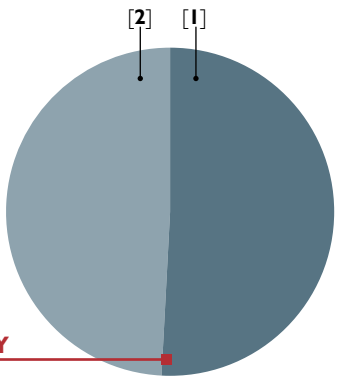
[1] Up to 20	1,389
[2] 21-60	3,169
[3] 61 and over	399



CLIENTS BY AGE

Clients by Gender

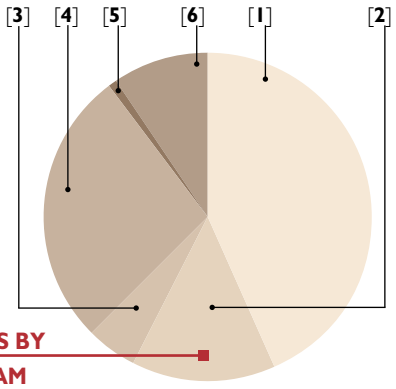
[1] Male	2,524
[2] Female	2,433



CLIENTS BY GENDER

Total Clients for all Programs* **6,384**

[1] Mental Health	2,784
[2] Substance Abuse	888
[3] Community Support	335
[4] Emergency Services	1,728
[5] Speech and Language Services	60
[6] Co-occurring Services	589



CLIENTS BY PROGRAM

**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.

AMHC

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