



AMHC

ANNUAL REPORT 2012



Behavioral Health is Essential to Health

respecting individual rights, responsibilities and abilities

OUR VISION

AMHC's vision is to improve the well-being of our community.

OUR MISSION

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

OUR VALUES

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

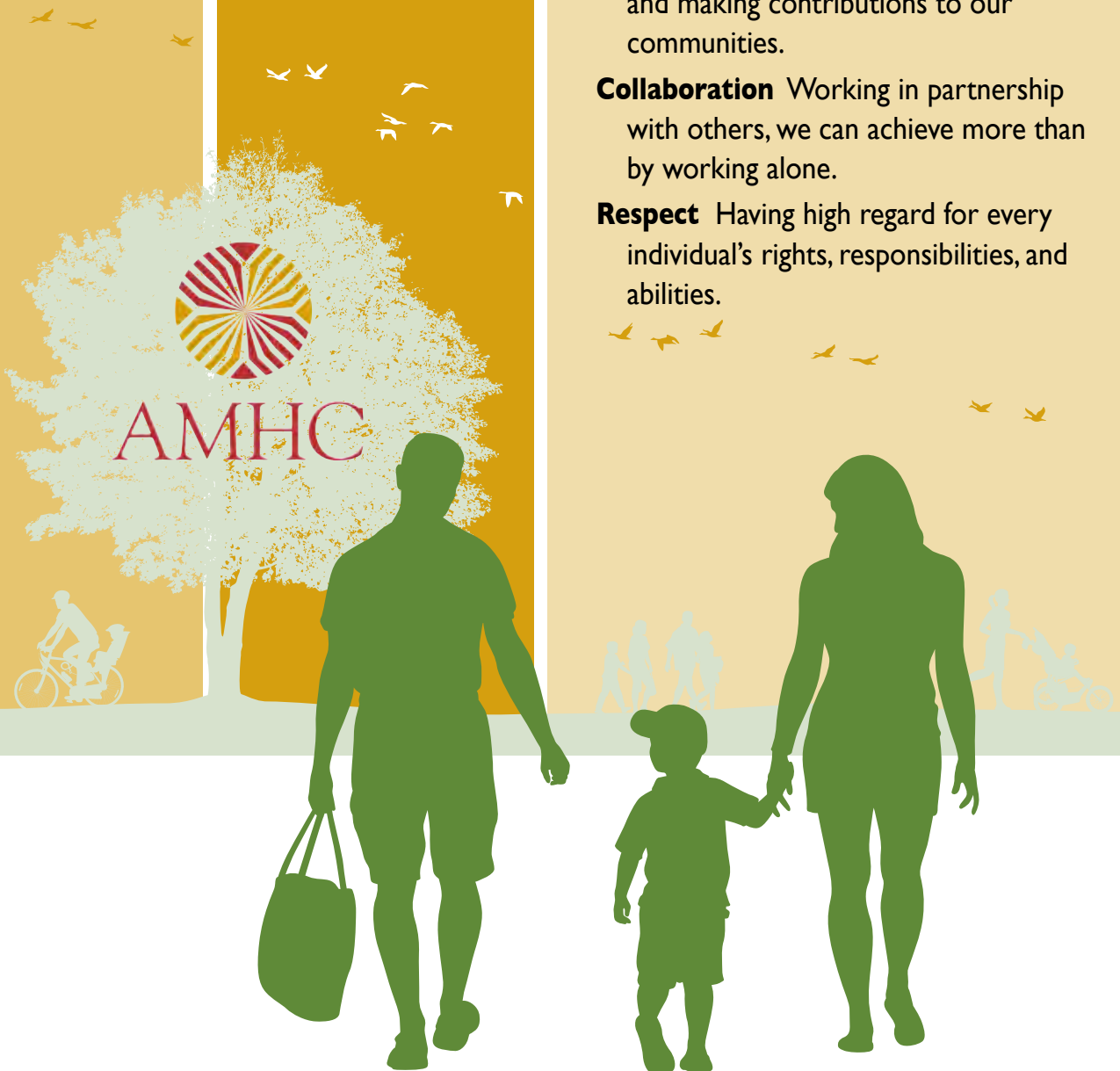
Compassion Seeking to fully understand another's situation and improve their well-being.

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

This past year AMHC continued its long tradition of providing quality service to the communities throughout Aroostook, Washington and Hancock counties despite a variety of fiscal and environmental challenges that have impacted AMHC operations, reducing our ability to meet our budgeted revenue targets. As a result, we have implemented service wide cost reduction and containment measures to preserve our operations and sustain our ability to meet the healthcare needs of the community. As we move into Fiscal Year 2013, we have developed strategic action plans to address the fiscal and environmental challenges before us, recognizing that the environment calls for us to be working very differently to meet our mission and vision.

Despite these challenges, AMHC employees remained dedicated and committed to meeting AMHC's mission, vision and values and there are some exceptional examples of outstanding team and individual service to individuals and communities. Specifically:

- AMHC served 9,212 clients with 179,802 outpatient contacts across AMHC's outpatient clinic sites. 2,700 new clients came into outpatient service across the entire service system and AMHC's Atlantic Outpatient offices increased their report of clients served by 56 percent from the prior year
- 575 clients received specialty residential services—an increase of 11 percent from last year; and 415 new clients came into residential service.
- AMHC client satisfaction with services is 94.25 percent for survey respondents, exceeding the annual target of 90 percent and up 4.25 percent from FY-11.
- Referral source satisfaction with AMHC is 86.6 percent for survey respondents, exceeding the target by 6.6 percent, and up 5.2 percent from FY-11.
- The Caribou outpatient office implemented integrated health home services for individuals with serious mental illness when Dr. Samuela Manages, MD, of Pines Health Services, joined AMHC in August 2012.



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

- Emergency services in Ellsworth received a significant donation of \$7,700 from the Ashlee Brandon Foundation to increase awareness and improve prevention of youth suicide.
- AMHC established a Customer Advisory Council with catchment wide representation to ensure that the customer's voice is heard to help improve service operations and development initiatives.

To illustrate the need and the exceptional work done by and on behalf of our clients, in this year's report we offer a customer's success story articulating the successful outcomes that come as a result of the services AMHC provides. We showcase the service excellence of staff and community supporters and referral sources who work each day to make a difference in the lives of those in need.

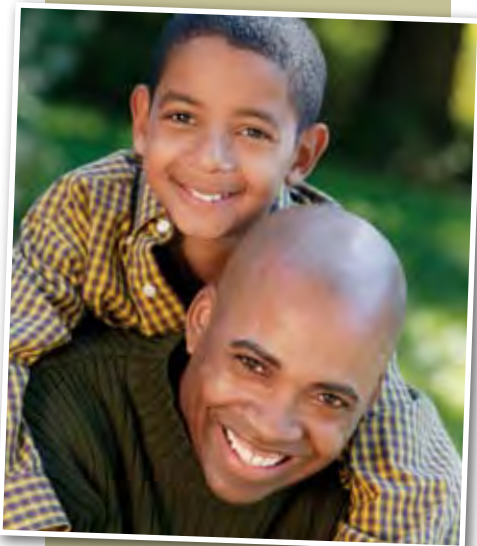
To all of our customers, staff, and supporters, thank you for your belief that behavioral health is essential to health and your dedication to helping AMHC achieve its mission of service to the community. We value your commitment to AMHC's values: integrity, compassion, excellence, service, collaboration and respect.

A handwritten signature in dark ink, appearing to read "Frank McElwain".

Frank McElwain
Board President

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

Gregory P. Disy, LCSW
Chief Executive Officer



2011-2012 CLIENT SERVICES

Total Individual Clients Served **4,655**

Clients by Age

0 to 5.....	85
6 to 18.....	1,033
19 to 65.....	3,348
Over 65.....	188

Clients by Gender

Male.....	2,441
Female.....	2,214

Total Clients for all Programs* **9,461**

Mental Health.....	3,986
Substance Abuse.....	1,312
Community Support.....	542
Emergency Services.....	3,254
Co-occurring Services.....	344
Brain Injury Rehabilitation Services.....	23

**Reflects clients receiving duplicate services.*

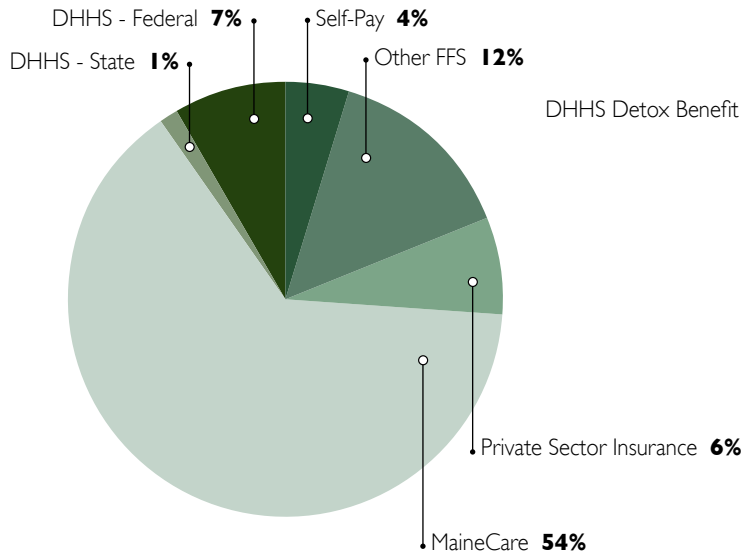
Total Contacts for all Programs **77,958**

Mental Health.....	39,174
Substance Abuse.....	12,570
Community Support.....	15,418
Emergency Services.....	3,814
Co-occurring Services.....	3,491
Brain Injury Rehabilitation Services.....	3,491

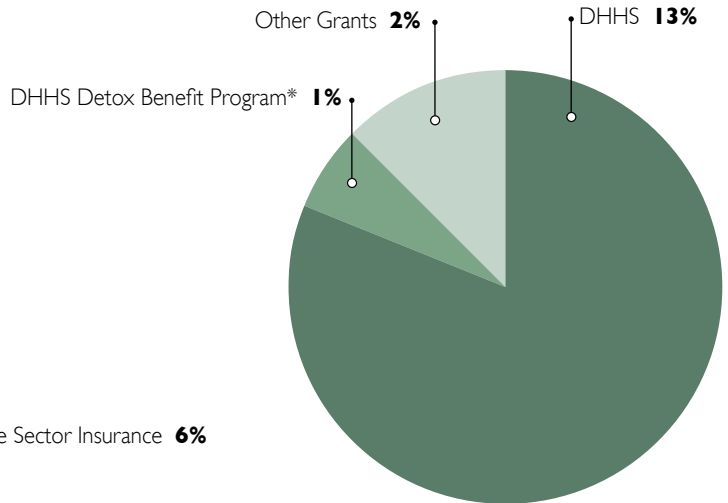
It is the policy of AMHC that no person shall on the grounds of race, color, national origin, ancestry, religion, gender, age, physical or mental disability, or other classification that is protected by Federal law or by Maine State law be discriminated against in any access to and provision of services 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.

2011-2012 REVENUE

Fee for Service (FFS) 84%

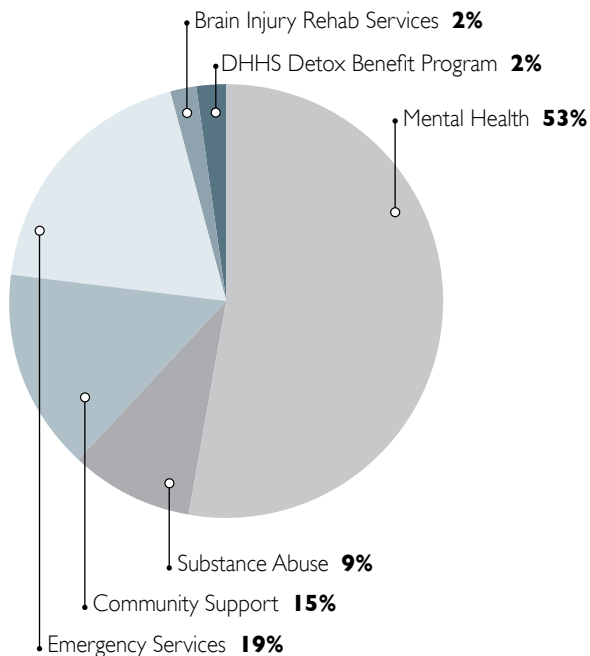


Grants/Contracts 16%



2011-2012 EXPENSES

Expenses by Program



Vickers Excellence Award

In October 2011, Lori Kilcollins was awarded the Vickers Excellence Award for her strong commitment to AMHC's mission and for all she does on behalf of the people and the communities AMHC serves. Lori joined AMHC in October of 1999 as a Residential Counselor at the Aroostook Academy Group Home and was promoted to the position of Program Manager there in 2000. In 2004, she transitioned to the role of Site Administrator at the Children's Crisis Stabilization Unit and in that same year she attained her Masters of Social Work degree from the University of New England. In 2006, Lori transferred to the role of Therapist/Consultant and has provided outpatient services in both the Caribou and Presque Isle offices including the provision of contracted services to the Maine School of Science and Math in Limestone. Lori serves as the Mental Health Program functional lead and she has embraced the organization's High Performance Team model and has supported the organization by serving as an exemplary Team Leader, Coach, Trainer, and Mentor. In presenting the award to Ms. Kilcollins, Greg Disy noted that beyond the roles that Lori has fulfilled for the organization she has been and continues to be a go to person for staff, referral sources and members of



Gregory P. Disy and Lori Kilcollins

the senior leadership team. On several occasions, the senior leadership team has looked to Lori to support a critical need of the organization and she has always accepted the challenge, found creative ways to make things work and always remained solution focused to support the agency to be successful. Her commitment and dedication to the work, AMHC's mission and our ultimate customers is represented in all that she does.



In Remembrance

AMHC remembers with fondness Linda Collins, LCSW who passed away June 14, 2012 after a short battle with lung cancer. Linda worked as a therapist-consultant providing mental health services for children and adults in Ellsworth. Linda will be remembered for her dedication to clients, her love of this field and her commitment to her colleagues. Even while struggling with lung cancer, in the months before her death, Linda sat for and passed her LCSW exam—a significant accomplishment. While Linda only recently became a licensed clinician, she was one of those people that came to the field already a therapist, with natural abilities and instincts. Linda is much loved by her clients and her colleagues and she will be missed by all who knew and worked with her.

Linda Collins, LCSW

service to AMHC | July 2009 to June 2012

AMHC STAFF SERVICE AWARDS

5-YEAR SERVICE AWARDS

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

April Chase, OQMHP-CR, MHRT-CSP
Children's Crisis Counselor
Children's Crisis Stabilization Unit

Tabitha Doody
Administrative Support Specialist
Center for Integrated Neuro-Rehab

Jerry Gould, MHRT-I
Adult Crisis Counselor
HELPLINE/Adult Crisis Stabilization Unit

Jody Hunter, LADC
Substance Abuse Counselor
Residential Treatment Facility

Tracey Khoury, OQMHP-C-PNMI
Residential Counselor
Grand Isle Family Treatment Home

Lisa LaCasse
Administrative Support Specialist
Caribou Outpatient Office

David Letourneau
Rehabilitation Technician
Center for Integrated Neuro-Rehab

Maureen Murchison
Rehabilitation Technician
Center for Integrated Neuro-Rehab

Kathryn O'Connell, LCSW
Therapist-Consultant
Presque Isle Outpatient Office

Frances O'Hare, LADC
Substance Abuse Counselor
Residential Treatment Facility

Vanessa Sparks, MHRT-C, MHRT-I, MHRT-CSP
Adult Crisis Counselor
HELPLINE/Adult Crisis Stabilization Unit

Norma Watson, LMSW-CC
Therapist/Consultant
Presque Isle Outpatient Office

Jessica Wilson, LCSW
Therapist/Consultant
Caribou Outpatient Office

10-YEAR SERVICE AWARDS

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

Marie Mai Bosse, MHRT-I
4/5th Residential Counselor – Community Support
Madawaska Group Home

Lois Levasseur, ADCA, MHRT-I, OQMHP-C-PNMI
Substitute Staff Resource Team Counselor
Central Administrative Office

Crystal MacDougal
Transportation Coordinator
County Ride

Marieanne Michaud, OQMHP-C-PNMI
Residential Counselor
Grand Isle Family Treatment Home

15-YEAR SERVICE AWARDS

Heather Beaulieu, MHRT-II, OQMHP-C, CADC, MHRT-CSP
Emergency Services Specialist
Caribou Outpatient Office

Carl Gallagher, MHRT-I
4/5th Residential Counselor
Skyhaven

Dave Harris, MHRT-II
ILS/Case Manager
Caribou Apartments

Doug Levesque, MHRT-II, LADC, LCSW
Therapist-Consultant
Fort Kent Outpatient Office

Jamie McClay, MHRT-I
Residential Counselor – Community Support
Skyhaven

Peter McCorison, LCSW, LADC, CCS
Program Director, Behavioral Health Services – Aroostook
Central Administrative Office

Tonia Pelletier, MHRT-I
Residential Counselor
Madawaska Group Home

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

20-YEAR SERVICE AWARDS

Gail Dodd, LADC
Substance Abuse Counselor
Residential Treatment Facility

Peter Sirois, Board Member
Chief Executive Officer
Northern Maine Medical Center

30-YEAR SERVICE AWARD

Jennette Hitchcock, LCSW
Director of Quality Management
Central Administrative Office

40-YEAR SERVICE AWARD

Bonnie Davenport
Executive Administrative Assistant
Central Administrative Office

Living with Addiction and Depression

Treatment is effective, recovery is possible

Keith is an “Aroostook County boy” and has lived in Caribou his entire life. As a teen, he struggled with behavioral issues and had his first run-ins with law enforcement. Because of his criminal behavior, he was referred to AMHC and came into service when he was 15. Throughout his 20s and 30s, Keith developed a more serious addiction to alcohol and marijuana. His involvement with law enforcement and criminal justice continued due to “racking up too many OUIs to count.” Despite his addiction, he developed a passion for cooking and worked as a cook in local restaurants. Keith was physically and socially active, taking great pride in his appearance. Periodically he sought treatment for his addiction with AMHC.

Compounding his addiction issues, in 1995, Keith was involved in a serious car accident and suffered severe whiplash, a back injury, and concussion. Keith received an insurance settlement for the loss of his vehicle—which he used to feed his habit and fuel his addiction. In addition to alcohol and marijuana, because of the injuries and resulting pain, he also became addicted to opiates and benzodiazepines. He developed depression and had trouble maintaining employment and alienated his friends. He lost his apartment and moved back home with his parents. He started isolating himself and continued actively using substances and alcohol. He continued to go in and out of treatment at AMHC.

In 2005, helping his father clear snow off the roof, Keith fell and suffered another serious injury. Due to his injuries and physical health condition, he became fully disabled and fell deeper into depression and addiction, even alienating his family. Further isolating himself, he became suicidal and made many unsuccessful attempts, necessitating multiple hospitalizations, and worsening his overall behavioral and physical health. Keith indicates that AMHC was always there to respond to his crisis and get him the help he needed; and he spent many



Left to right: Keith's mother, Jean, Keith and Jennifer Haney.

Keith was ready to commit to recovery and agreed to work with a community integration case manager to help him gain back his independence, physical, and emotional well-being.

nights at AMHC's Adult Crisis Stabilization Unit. He participated intermittently in co-occurring treatment with AMHC's substance abuse services and also participated in treatment at AMHC's Center for Integrated Neuro-Rehab in Caribou for his brain injury resulting from the concussion received in the 1995 car accident.

Finally, in 2011, as a result of his major depression and co-occurring poly-substance use, Keith was ready to commit to recovery and agreed to come into service at AMHC to work with a community integration case manager, Jennifer Haney, to help him rehabilitate and gain back his independence, physical, and emotional well-being. In addition to the case management he receives from Jenn, he works on this co-occurring health issues with Tammy Kelley, LADC. He also sees Dr. Samuela Manages, a primary care physician affiliated with Pines, at AMHC's office in Caribou. Dr. Manages treats Keith's physical health care needs, which is critical because he lost all of his privileges to receive primary care medical services at Caribou's health clinic due to treatment "non-compliance" and drug seeking behaviors.

Today, Keith has committed himself to treatment, recovery, and rehabilitation. Keith has stabilized his health and has not had any relapses or suicide attempts. He takes each day as it comes and has re-established his relationships with his parents and siblings. He likes having money again, since he isn't spending it on drugs. Keith wants to be more independent and live on his own again in time and would like to have a girlfriend whom he can take out and treat her with his favorite meal, veal Parmigiana. His mother and father, Joan and Carroll, no longer fear what each day may hold and possibly discovering him injured, or worst, dead from a suicide attempt. The verbal abuse, anxiety and depression caused by Keith's illness have lessened considerably. "We no longer feel like we are walking on eggshells around Keith," Joan says, "we can breathe now."

Keith has stabilized his health and has not had any relapses or suicide attempts. He takes each day as it comes and has re-established his relationships with his parents and siblings.



Community and Referral Source Excellence

AMHC leadership and staff from across the organization recognize the following individuals and organizations for their commitment to supporting AMHC to meet its mission of service to the community and advancing the belief that behavioral health is essential to health.

Down East Community Hospital's emergency department in Machias for their commitment to working collaboratively with AMHC's Emergency Services Staff to effectively meet the integrated health care needs of individuals in crisis.

Jo-Ellen Kelly of the Aroostook County Action Program (ACAP) in Presque Isle for providing AMHC clients and employees with helpful and timely information they need to improve their health and well-being and effectively access ACAP's many services in Central Aroostook County.

Nicole Mills, Case Manager for Wings for Children and Families in Caribou, and **Shannon Gove**, Wings Case Manager in Machias, for working collaboratively with AMHC therapeutic services staff to serve the needs of mutual clients.

Maine Coast Memorial Hospital's emergency and inpatient intensive care unit in Ellsworth for their dedication to working with AMHC's Emergency Services to collaboratively treat individuals in need of integrated health care services.

Dr. Michelle Gardner, medical director of Dorothea Dix Psychiatric Center in Bangor, Maine, for her patient advocacy and dedication to working with AMHC's Emergency Services staff to meet the integrated health needs of individuals with serious mental illness and complex health conditions.

Sgt. Glen Moshier, Ellsworth Police Department, and **Dr. Arthur Manning**, Maine Coast Memorial Hospital, for their commitment and dedication to working with AMHC's Emergency Services Staff to meet the health and safety needs of individuals in need of psychiatric hospitalization at Dorothea Dix Psychiatric Center.

Dr. Lisa Lesko of Brewer, Maine for her dedication and commitment to work collaboratively with AMHC staff in Ellsworth to meet the complex, integrated health needs of AMHC clients.

The ARTS staff in Presque Isle, Maine for their commitment to working with AMHC's Supervised Visitation staff to arrange rides for parents in need of transportation to visit their children who have been placed in protective custody and foster care.

Jennifer Johnson, case manager for Community Health and Counseling and Services in Ellsworth, for working collaboratively with AMHC therapeutic services staff to serve the needs of mutual clients.

The emergency department nursing staff at the Aroostook Medical Center in Presque Isle for consistently identifying patients in need, contacting AMHC Emergency Services, and making referrals to AMHC crisis, detoxification and therapeutic services.

Joe Rosebush, Boarder Baptist Fellowship Thrift Store in Calais, for generously meeting the needs of Veterans and their family members and community members, free of charge, in need of clothing and miscellaneous household items.

Christine White, MD for her commitment and dedication to working collaboratively with AMHC staff members to meet the psychiatric needs of the children, youth and family served by AMHC's Calais Residential Services.

Dead River Company employees in Presque Isle for generous support in providing Christmas gifts for the children and families served by AMHC's Targeted Case Management Team.

Russ Gagnon from Caribou for volunteering countless hours to AMHC and helping individuals who rely on the services provided by the Harvest Inn Social Club and County Ride Program.

The Medical Staff at Fish River Rural Health Center, **Dr. George Conover**, **Dr. Paul Pelletier**, **Linda Hicks, PA**, **Lisa Daigle, PA** and **Cecilia Pinter, PA**, for their dedication and commitment to working with AMHC to meet the integrated health care needs of patients in Eagle Lake and Fort Kent.

SENIOR LEADERSHIP TEAM

Gregory P. Disy LCSW
Chief Executive Officer

Tamara Player LCSW
Chief Operating Officer

Dinah V. Tungol MD
Medical Director

Lorraine Chamberlain LCSW
Director of Emergency Services and
Outpatient Operations -- Aroostook

Annette B. Adams LCSW, FACHE
Director of Emergency Services and
Outpatient Operations -- Atlantic

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: Jamie Owens, Christine Brown, Lorraine Chamberlain, and Tamara Player. Back row, left to right: Clement Deveau; Charles Collishaw (former Director of Human Resources); Annette Adams; Peter McCorison; Gregory P. Disy; and Michael I. Williams. SLT members missing from photo: Jennette Hitchcock and Dinah V. Tungol, MD.

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Eastern Aroostook RSU #39

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Peter Sirois
Chief Executive Officer
Northern Maine Medical Center



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



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