AMHC

2014 Annual Report

50 Years of Service to Our Communities

1964-2014

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

From the Board President and Chief Executive Officer

AMHC reaches a significant milestone in 2014: 50 years of service to our communities. AMHC was born in 1964 out of the efforts of the then Aroostook County Health Council. Over the past 5 decades, AMHC has grown and developed into an agency that offers a comprehensive continuum of behavioral health and social services in our home county, Aroostook, and in Hancock and Washington Counties. In the words of AMHC's first Executive Director, Bob Vickers:

"Prior to the inception of the Aroostook Mental Health Center, no mental health services were available in all of Aroostook County. People in need of services either went without or went to Bangor. It was out of this desperate need that the Aroostook Mental Health Center was born. It was a commitment to providing services to people in need that was a primary tenet in the development of the center. Another tenet was the provision of a broad range of services to meet the needs of many different populations: the chronically mentally ill, the acutely mentally ill, families and children with mental health problems, the alcoholics, the families of alcoholics, and education regarding mental health to the general population."

In this year's report, we offer a 50-year timeline documenting AMHC's historically significant activities and initiatives. What we affirmed, in reflection, is that while AMHC has adapted in scope and size to meet society's needs as the world has changed, it is fair to say that we have never strayed from our founding purpose, "to provide programs and services for improving mental health and welfare in Aroostook County."

Our greatest reward from the work that we do is helping others and to be recognized as a trusted service provider made up of caring individuals working together to make a difference in the lives of others. The most reliable, consistent factor contributing to AMHC's success over these many years is the compassion and commitment to service exhibited by staff, leadership, board members and community members to meet the needs of children, youth, adults and families in need of service. Because of all of you, AMHC has successfully worked through countless healthcare policy, practice and funding changes in 50 years and has consistently come through it stronger and more committed than ever to achieving our founding purpose.

We have grown from a staff of 4 in 1964 to more than 300 in 2014. When we received our first staffing grant in 1970, we served 1,600 individuals with a budget of $600,000. In 1989 at our 25 year mark, we provided almost 3,000 with treatment (and more than 5,000 with educational services) on a budget of $4.3 million. This past year, we served 7,653 with a $16 million budget. While the cost of care has certainly risen over the years, so has the quality of care and technological advances that drive that cost of care. Because of the policy, practice and funding changes we embrace to meet customer needs, our level of service to the community is welcomed and met with a high level of satisfaction. AMHC services are given high marks by customers and referral sources alike.

Importantly, it is through the feelings and words of customers, staff and board members that we convey how well we are achieving our founding purpose and providing value to the community. This report offers a glimpse into those feelings through the words of our customers and dedicated staff.

Thank you to everyone who has supported AMHC. We invite you to join us in celebrating 50 years of service to our communities. We remain solidly focused on the future and value your continued support as we embark on the next 50 years.

Sincerely,

Frank McElwain
Board President

Gregory P. Disy, LCSW
Chief Executive Officer

A look back at our HISTORY

1964
- Aroostook Mental Health Services, Inc., AMHC, files charter of incorporation.

1966
- Four part-time AMHC staff are hired.

1968
- U. S. Congress enacts the Community Mental Health Center Act with funding to develop services.

1970
- AMHC receives NIMH grant to develop a Comprehensive Mental Health Center.
- Robert R. Vickers hired as the first Executive Director.

1971
- Services begin with 27 new staff:
  - Inpatient at Fort Fairfield
  - Outpatient at Houlton and Fort Kent
  - Consultation at Houlton and Fort Kent
  - Education, 24-Hour Emergency Services at Fort Fairfield, Madawaska, and Van Buren
  - Day Treatment at Fort Fairfield

1972
- Speech and Hearing Services developed.

Over the past 5 decades, AMHC has grown and developed into an agency that offers a comprehensive continuum of behavioral health and social services in our home county, Aroostook, and in Hancock and Washington Counties.

AMHC staff, circa 1970s

1974

Substance Abuse Program opens.

1977

AMHC secures FACE contract with Fraser Papers, Inc.

HELPLine 24/7 Crisis Services begins.

1981

Caribou Apartments open.

1975

Substance Abuse Residential Treatment Facility (RTF) opens.

1980

The Mental Health Systems Act strengthens linkages between federal, state, and local governments.

Skyhaven Transitional Living Service opens in Presque Isle.

1984

Sexual Assault HELPLine activated.

ATLC begins, 1986

Photo courtesy Fort Fairfield Journal

Psychological Services, 1993

AMHC's children's program selected as a model program by the American Association for Protecting Children.

Aroostook Teen Leadership Camp (ATLC) begins.

1986

Crisis Stabilization and Supported Employment services begin.

1989

AMHC celebrates 25 years of service to the community with 200 employees.

Madawaska Group Home opens.

Bob Vickers participates in People to People International's United States mental health professional and volunteer world peace delegation to Russia.

Madawaska Group Home, 1989

1990

Neuropsychological Testing Service initiated.

1991

AMHC and Fraser Paper's FACE Committee mobilized to offer support groups to those affected by the Gulf War.

1993

Robert R. Vickers, Executive Director, retires with 24 years of AMHC service.

Wesley R. Davidson appointed Executive Director.

AMHC responds to the clean-up efforts in the aftermath of the Fort Fairfield flood.

AMHC embraces Total Quality Management.

Greg Disy and Jennette Hitchcock discuss TQM concepts, 1993

1994

Bob Vickers and Wes Davidson, 1994

1995

Therapeutic Foster Homes developed.

1997

Vickers HOPE Independent Living Services implemented.

CCSU Opens.

AMHC enters the clinical documentation computer age.

Vickers Hope, 1997

1999

Transportation Services implemented through Community Support Program.

Mini Mental Health poster, 1999

2000

Caribou Social Club opens.

2001

AMHC receives the 2001 Governor's Excellence Award for Business recognizing AMHC's commitment to service, community and employees.

Detoxification Management Services implemented.

In response to 9/11 terrorist attacks, AMHC deploys critical incident/stress debriefing teams to Aroostook area schools, businesses, and residents.

2002

AMHC hosts countywide Youth Summit focused on substance abuse prevention attended by over 400 Aroostook County middle/high school students.

NTTP trainers: Greg Disy, Elaine Haines, Mary White, Dr. Dinah Tungol

IIMHL leadership meeting, 2004

"The depth and breadth of the human tragedy left in Hurricane Katrina's ferocious wake in Mississippi, Louisiana, and Alabama are simply beyond comprehension."

-- 2005 Annual Report

Isle of White Healthcare Trust and Isle of Wight, British Isles

SNO-RUN

- AMHC participates in the launch of the International Institute of Mental Health Leadership Association.
- AMHC participates in nationwide Neuroscience Treatment Team Partner Program.
- AMHC provides critical incident debriefing in response to the arsenic poisoning incident in New Sweden.
- Blanchard's High Performing Team model adopted to develop staff teamwork to improve efficiency, productivity, and responsiveness to customer needs.

2003

Aroostook hospital CEOs sign SANE agreement, 2004

2004

- AMHC is a founding member of the Maine Institute for Evidence Based Practices and designated a Center of Excellence.
- AMHC facilitates signing of the collaborative Sexual Assault Nurse Examiner (SANE) agreement with Aroostook County hospitals.
- Aroostook Teen Leadership Camp (ATLC) receives national SAMHSA Exemplary Award for Innovative Substance Abuse Prevention Programs.

2005

- AMHC staff respond with significant monetary and volunteer time donations to help New Orleans and the Gulf Coast recover from Hurricane Katrina.
- Loring Job Corps recognizes AMHC for Exemplary service.
- AMHC hosts the first annual SNO-RUN featuring NASCAR's Busch North Champion, Andy Santerre, to raise funds for Sexual Assault Services.
- AMHC participates in Isle of White Healthcare Trust staff learning exchange.
- Awarded MarCom Gold Creative Award for international excellence in marketing and communications for Mental Health Awareness Campaign.

2006

- Implements ORT clinic in Caribou in partnership with Cary Medical Center and Pines Health Services medical staff.
- In partnership with Fish River Rural Health Center, receives funding from US DHHS to establish integrated physical and behavioral health services.
- Access Center begins centralized outpatient scheduling.

Cong. Mike Michaud, Tabitha Doody, Betty Hendrickson, Kate Collicott, Dave Letourneau

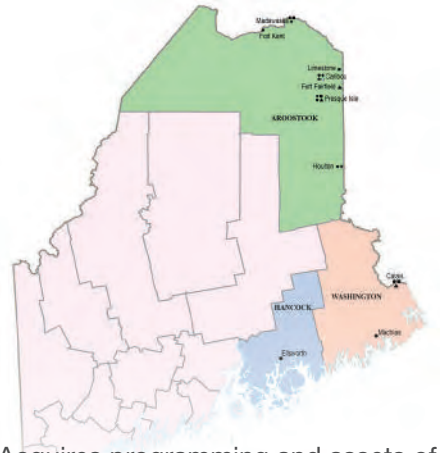
2007

- Center for Integrated Neuro-Rehabilitation opens in Caribou.

  Service piloted to embed primary care services into outpatient clinics in Houlton, Presque Isle and Caribou.

2008

- Maine Health Access Foundation grant funding retained to develop integrated health services with Pines Health Services, Fish River Rural Health and Houlton Regional Hospital rural health center.



Greg Disy, 2009

2009

- Acquires programming and assets of Washington County Psychotherapy Associates in Washington and Hancock Counties.

  Participates in MHCA national learning collaborative with 30 peer organizations nationwide to improve the delivery of integrated services.

  Wesley Davidson retires as Chief Executive Officer with 35 years of AMHC service.

  Gregory P. Disy, LCSW appointed Chief Executive Officer.

2010

- "Operation Outreach" implemented by AMHC and VA Maine Healthcare offering substance abuse services to local veterans.

ClaimTrak staff development group, 2011

- Establishes Veterans community-based mental health, substance abuse, and peer support services in partnership with the VA Maine Healthcare System.
- Establishes women's Caribou ORT clinic health prevention services in partnership with the Aroostook County Action Program (ACAP).
- Designated a National Suicide Prevention Lifeline crisis center.
- Expands substance abuse services into Washington and Hancock Counties.
- Develops and implements a state-of-the-art electronic service record platform, ClaimTrak, in partnership with four other behavioral health agencies across the state.

2011

2012

- AMHC establishes its Customer Advisory Council.

2013

- AMHC implements:
  - Maine Children's Trauma response Initiative.
  - Multi-Systemic Therapy services for youth in Aroostook County.
  - Maine Mothers Network targeted case management services implemented for substance abusing pregnant and parenting women.
  - Community Care Team Services for health homes.
  - PATH service for persons who are homeless.
  - Community Integration and Sexual Assault services in Hancock and Washington County.
- AMHC and Crisis & Counseling Centers awarded SAMHSA grant to provide suicide follow-up services to National Suicide Prevention Lifeline callers.

2014

- AMHC celebrates 50 years of service to the community with 325 employees.
- Implements integrated health services with Bucksport Regional Health Center and East Grand Health Center.
- Maine Next Generation Foundation funds AMHC to fund capital improvements for the Residential Treatment Facility in Limestone.
- Emergency Services earns MHCA national recognition award for achieving the highest level of client satisfaction.
- AMHC's Andy Santerre SNO-RUN event celebrates its 10th and final year, raising a total of $400,000.

In our customers WORDS

Recently we asked our customers to describe how their services at AMHC have helped them recover and live a more rewarding life. Also, in the spirit of reflecting on 50 years of services, we have republished a customer quote from the past. In our customer's words, we offer the following sentiments.

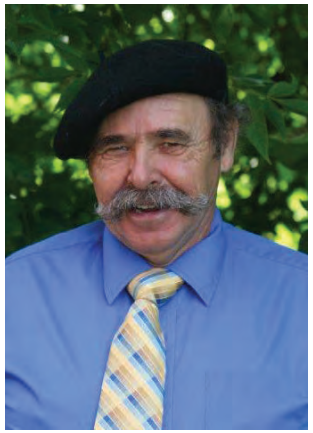
AMHC Customer sentiment, 1992

I had a lot of days that I wouldn't get dressed, ate to soothe the depression. I cried a lot and I had a very hard time dealing with the loss of my grandson. I couldn't speak his name without crying. Coming to AMHC has been a blessing. Theresa has helped me so much. She is so wonderful. She is always there for me. I am feeling so much better. Theresa has gotten me through this. I can actually talk about him although I miss him very much my day to day life has improved and I'm not as angry. Please continue your good work. I wasn't so sure going to AMHC was a good idea. I am so glad I did go. My life is so much better. It's hard to thank folks enough for helping bring happiness back in my life. God Bless.

Betty, Houlton Outpatient

My husband and I separated after 40 years of marriage; then I learned he was dying of colorectal cancer in Stage 4. I was alone and I did not know how to have a budget or do anything on my own. AMHC was helpful with everything and I couldn't have gotten through without you. You helped me to live my mantra, "Be awesome and get stuff done!" I'll always recommend you to everyone.

Linda, Ellsworth Outpatient



Sylvio Dubois

AMHC saved my life. On the 20th of December 1980, I found myself with yet another OUI, the second that year and the fifth one in my life. I had tried to stop, I had been to rehab, I'd tried counseling, and nothing seemed to work. Going against a denial system, I decided to try one more time. Just maybe it would at the least keep me out of jail. I called AMHC as a last resort. The service I received that day and next couple of weeks was phenomenal. I wish I could say what happened in the next 29 days but most details seem to elude me. I do know that somehow my denial was broken and I accepted my addiction and my attitude towards recovery changed. I received individual counseling which got me through the cooking chore and a process called the First Step, I was even encouraged to facilitate the Thursday morning group while staff did case review and even though I told the staff afterwards that I would never sit in that chair again, it was an experience that was so uplifting that I will never forget it. I used AMHC services when going through a divorce. Today I am proud to say that I have nearly Thirty Four years of continued sobriety.

Sylvio Dubois, former AMHC client and AMHC Substance Abuse Counselor

On Saturday, September 27th at approximately 4:30 in the afternoon I received a 911 call from Paulette Garrison with your agency. She was reporting a suicidal male with a loaded gun by his parent's gravestone at a cemetery here in Augusta who was hearing voices telling him to shoot himself. When I was connected to Paulette, she advised me that her fellow employee, an man who's name I unfortunately did not obtain, was on the line with the suicidal male and had already convinced him to unload the gun and place it on the gravestone. Paulette was able to give me the name of the cemetery and relay my questions and instructions to her coworker, Jonathan McQuarrie, quickly, effectively and without question or hesitation to help locate this male and direct my police officers to him. We were able to get the male in question to exit the van and he was instructed to move slowly to the rear of the van with his hands in the air so my officers could approach him safely and calmly assess his situation. This led to the male getting the crisis intervention help he needed and my officers not facing any danger in a tense and high risk situation.

Due to the calm and compassionate work of Paulette and Jonathan, this potentially deadly situation had the absolute best outcome for all parties involved. Working in Augusta we deal with numerous mental health agencies on a daily basis and I can safely say that the Aroostook Mental Health Center represented itself as the best I have communicated with and what others should strive for. All too often in this profession we are only the recipients of negative feedback when things go or turn out badly, so I wanted to let Paulette and Jonathan know how truly appreciative we are here at the Augusta Police Department of their fantastic work. Several officers are going home safely to their families tonight, a person is crisis was kept safe, and we have your staff to thank.

Aaron Farrell, Lead Dispatcher
Augusta Police Department

Left to right: Gayla Dwyer, AMHC Vocational Services, Mark King, and Shelby Cousins, AMHC Vocational Services.

I have been working with a counselor at AMHC since 2010 for help with my severe anxiety and Tourette's Syndrome. AMHC helped me find a job and housing for myself and my wife. I have a full time temp job that was made a permanent position and I have been named the employee of the month at Lowes. I was able to find my own apartment without financial assistance or counselor support.

Mark King, Caribou Outpatient and Vocational Services

AMHC made my life better. Before I came to AMHC (22 years ago), my life was horrible and disorganized. I was almost going to jail. I was using alcohol and drugs. I was making bad choices on friends. AMHC helped me get back on my feet and (offered) me a good support system to keep me clean and sober. They treated me the way I wanted to be treated. They treated me with respect. They kept me sober and clean (and) helped me get back on my meds and providing me with structure that I need. The staff is great. The case managers are awesome to work with. I recommend to anybody who needs or is thinking to get help. AMHC is the best way to go.

Client, Madawaska Group Home and St. John Valley Outpatient Services

Every year, AMHC conducts a Customer Satisfaction Survey in all service locations and these are some of the comments we received:

"AMHC has been a solid positive part of my life and recovery." *Ellsworth Outpatient*

"RTF has helped me deal with all my issues. I am forever grateful to this treatment center." *Residential Treatment Facility, Limestone*

"Very pleased with staff's willingness and going out of the way." *St. John Valley Outpatient*

"The CCSU really helped me with my problems." *Children's Crisis Stabilization Unit, Fort Fairfield*

"I would not have the hope I have today without being able to have this time to get myself together!" *Adult Crisis Stabilization Unit, Presque Isle*

Staff and Board SENTIMENTS

Left to right: Tia Shaw, Jean Wight, Kelly Scott, Renee Bell, Melanie Mace, Jemelie Durepo

Jean Wight, Therapist-Consultant

Working at AMHC allows me to have the opportunity and the privilege of bringing comfort to those who are in pain. Sometimes, it feels like it is a small comfort and other times it feels greater; but always it feels like hope.

Jemelie Durepo, Quality Assurance Manager

Each day I get the opportunity to see staff engaging our clients in achieving their goals. Our clients are working towards making their lives as healthy as possible. I am grateful that I get to be even a small part of the work AMHC does.

Renee Bell, Community Support Worker

In some cases, there is no one else.

They are alone. Every door is closed.

We offer an ear, a smile or a minute.

Letting in a small flicker of light,

So maybe one day, it can illuminate; a once dark space.

Tia Shaw, Community Support Worker

I believe in empowering people to the very best of our abilities so that they can succeed in their everyday lives.

Melanie Mace, Psychologist

I appreciate the comprehensive services AMHC makes available to individuals in the community and the possibilities for continuity of care across the life span. It reminds me of an older family practitioner model wherein your health needs were familiar to one person. While that is no longer possible for an individual provider, I appreciate that our client's health needs can often be met within one organization.

Kelly Scott, Substance Abuse Counselor

I choose to work here at AMHC as I believe in our mission to be able to provide integrated services and I support our vision. By supporting our clients and seeing the changes they make in their everyday lives we are able to see an improvement in the overall quality of their lives and the community they live in.

Lori Carr, Calais Children's Residential Program

I see my purpose being fulfilled one client at a time. I have chosen to work in the Mental Health Field as a Residential Counselor. I may never know or understand the impact these individuals have made on my life, but I've learned I have the opportunity to affect people's lives for the better and can make an extraordinary difference. In helping others, we help ourselves, for what we give out completes the circle and comes back to us.

Gail Dodd, Substance Abuse Counselor

It is an honor and privilege to work for AMHC at the RTF in assisting individuals with achieving a higher quality of life. I strongly believe in all services provided by AMHC, but am especially invested in services provided at the Farm. Working at the Farm has changed and enriched my life in more ways than I could possibly describe. It started with opportunity, offered chances to grow and change, and ultimately became a purpose. I have been privileged to work with many individuals over the past 23 years, both clients and co-workers, and each and every one of them has blessed my life.

Sandra Saul, Cook, Calais Children's Residential Program

I enjoy my job very much I look forward to getting up & going to work every day.

Lisa Tirrell, Behavioral Health Professional, Calais Day Treatment Program

I love working in a field where I feel that I help others to achieve goals. I honestly have great co-workers and feel as if our team is very strong!

Pam Wyman, Systems Analyst-Developer

The best part of my job is the people that I work with.

Sylvio Dubois, Substance Abuse Counselor

This year I celebrate thirty years with AMHC and I am forever grateful for the support the agency provides its staff. I have been touched by so many wonderful people I could not begin to list them all. I must however say thank you to Mr. Greg Disy for giving me a chance some thirty years ago.

Clement Deveau, Program Director, Behavioral Health

I am continually impressed with staff's commitment to serve the needs of the community, regardless of how challenging the task, staff have always found a way to remove barriers and find creative solutions to some of the most difficult challenges.

Richard Marston, Board Member

My connection with AMHC comes from the development of the Fraser Papers Employee Assistance Program working with Bob Vickers and Wes Davidson. I continue to be amazed by the staff and management of AMHC as they navigate the challenges of providing such an array of services to the community with ever shrinking resources.

Staff Service Awards

5-YEAR SERVICE AWARDS

Tammy Barnhart, LSW, MHRT-I
Residential Counselor
Skyhaven

Annie Beckham, LCSW
Therapist-Consultant
Calais Outpatient Office

Tony Bennett
4/5th Quality Management Specialist
1/5th Residential Counselor
Calais Outpatient Office

Brahim Bethi, MHRT-I
Residential Counselor
Madawaska Group Home

Samantha Call, OQMHP-PNMI/DT BHP
School-Based Behavioral Health Professional
Calais Children's Day Treatment Program

Sharon Carroll, LMSW-CC, MHRT-CSP, MHRT-C
Therapist-Consultant
Ellsworth Outpatient Office

Wayne Chick, OQMHP-C-PNMI
Residential Counselor
Calais Children's Residential

Bruce Cook, OQMHP-PNMI
Residential Counselor
Calais Children's Residential

Steven Dawson, PhD
Program Manager Development Specialist
Calais Outpatient Office

Ricky Devoe, OQMHP-PNMI
Residential Counselor
Calais Children's Residential

Brandy Dubay, OQMHP-C-PNMI, BHP, MHRT-C
Behavioral Health Professional
Calais Day Treatment Program

Tricia Farrell, BHP, OQMHP-C-DT
School-Based Behavioral Health Professional
Calais Day Treatment Program

Ann Marie Flood
Accounts Receivable Specialist
Calais Outpatient Services

Ken Frost
Maintenance Coordinator
Calais Outpatient Services

Melodie Greene, PhD
Psychologist
Calais School-Based Services

Tonia Griffin, MHRT-CSP
Administrative Support Specialist (OP)
Outpatient-Service Site Coordinator
Calais Outpatient Office

Colby Hallowell, BHP
School-Based Behavioral Health Professional
Calais Children's Day Treatment Program

Rebecca Harding, OQMHP-C-PNMI
Residential Counselor
Calais Children's Residential

Judith Hudson, MHRT-C, LSW
Community Integration Counselor—Mental Health
Presque Isle Outpatient Office

Troy Lee, OQMHP-PNMI/DT-BHP
School-Based Behavioral Health Professional
Residential Counselor/Day Treatment
Calais Residential/Day Treatment Program

Adeline McCarty, LCSW
MST-Supervisor
Caribou Outpatient Office

Shelley McPherson, OQMHP-PNMI
Residential Counselor
Calais Children's Residential

Jami Moreside, OQMHP-PNMI/DT-BHP
School-Based Behavioral Health Professional
Residential Counselor/Day Treatment
Calais Day Treatment Program

Debra O'Neill, OQMHP-C-PNMI
Coordinator-CDTP
Calais Day Treatment Program

Ruth Osborne, OQMHP-C-DT, BHP
School-Based Behavioral Health Professional
Calais Day Treatment Program

Gaston Pelletier, MHRT-C
Community Integration Counselor (Mental Health)
Madawaska Outpatient Office

Jason Redding, BHP
School-Based Behavioral Health Professional
Residential Counselor/Day Treatment
Calais Day Treatment Program

Katherine Rice, LCPC, PsyD
Therapist-Consultant
Calais Outpatient Office

Sandra Saul
Cook
Calais Children's Residential Services

Cathy Sawtelle, OQMHP-PNMI
Case Manager
Calais Children's Residential

Cynthia Scott, MHRT-CSP, BHP
Children's Residential Family Integration Counselor
Children's Behavioral Health Professional
Calais Children's Residential Services/Day Treatment Program

Richard Shute
Administrative Support Specialist (Outpatient)
Ellsworth Outpatient Office

Lauren Simpson, LCSW
Therapist-Clinical Consultant
Calais Children's Day Treatment Program

Kristen Smith, OQMHP-C-PNMI, BHP
School-Based Behavioral Health Professional
Calais Children's Day Treatment Program

Linda Stevens, OQMHP-C-PNMI
Residential Counselor
Calais Children's Residential Unit

Lisa Tirrell, OQMHP-PNMI-DT-BHP Prov.
School-Based Behavioral Health Professional
Calais Day Treatment Program

Mary (Polk) Waycott, OQMHP-PNMI
Residential Counselor
Calais Children's Residential

10-YEAR SERVICE AWARDS

Clem Deveau, LCSW
Director of Behavioral Health Services (Atlantic)
Calais Outpatient Office

Ann Pelletier, MHRT-I
Residential Counselor
Madawaska Group Home

Pamela Wyman
Systems Analyst—Developer
Central Administrative Office

15-YEAR SERVICE AWARDS

Lydia Christie
Sexual Assault Specialist Program Coordinator
Caribou Outpatient Office

Jemelie Durepo
Quality Assurance Manager
Central Administrative Office

Jamie Owens, MSB
Director of Marketing and Development
Central Administrative Office

20-YEAR SERVICE AWARD

Richard (Dick) Marston
Board Member
Fraser Papers, Inc. (Retired)

30-YEAR SERVICE AWARD

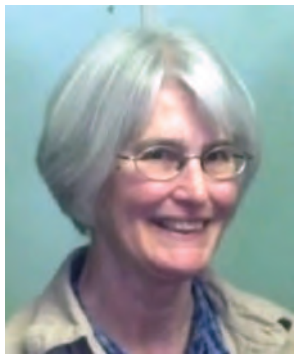
Sylvio DuBois, LADC
Substance Abuse Counselor
Residential Treatment Facility

Staff Retirement RECOGNITION

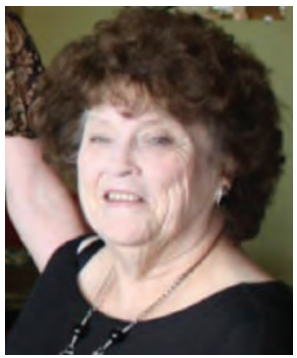
In the past year, four staff members retired from AMHC with a total of 103 years of service: Judy Holmquist, Joyce Plourde, Charmin Butts, and Brenda Goodine. AMHC thanks each of these ladies for their distinguished service and wishes them a very happy, healthy retirement.

Judy Holmquist
Systems Analyst, Caribou Central Administrative Office, 40 years (1974-2014)

Joyce Plourde
Administrative Support Specialist, St. John Valley Outpatient, 30 years of service (1984-2014)



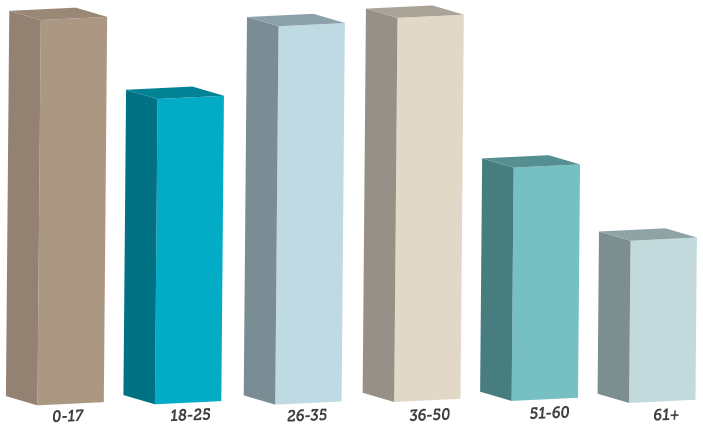
Charmin Butts
Emergency Services Specialist, HELPLine/ACSU-Presque Isle, 20 years of service (1994-2014)



Brenda Goodine
Community Support Worker, Caribou Outpatient, 13 years of service (2001-2014)

2013-2014 Client Services

Total Individual Clients Served	**6,473**
Clients by Age	
0 to 17	1,349
18 to 25	1,069
26 to 35	1,325
36 to 50	1,345
51 to 60	817
61 and over	568



AMHC staff traveled 196,140 miles over the course of the 2013-2014 service year to provide treatment, case management and supports to clients in the community.

Total Clients for all Programs*	**7,653**
Mental Health	3,782
Substance Abuse	1,319
Community Support	735
Emergency Services	1,798
Brain Injury Rehabilitation Services	19

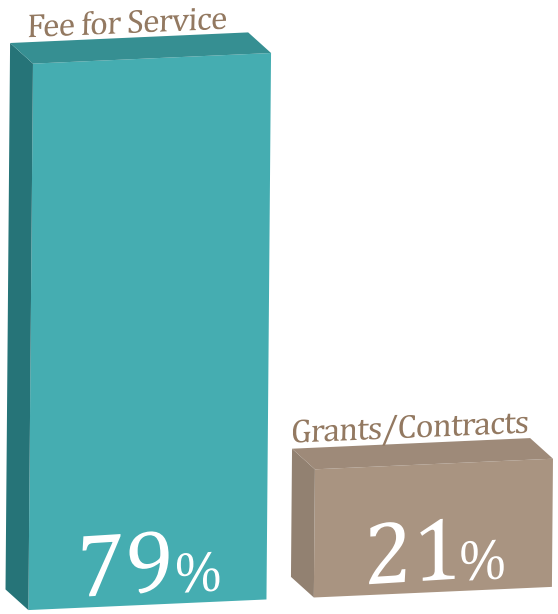
Total Contacts for all Programs	**135,893**
Mental Health	37,371
Substance Abuse	11,874
Community Support	15,939
Emergency Services face-to-face	4,386
Emergency Services phone	65,139
Brain Injury Rehabilitation Services	1,184

**Reflects clients receiving duplicate services.*

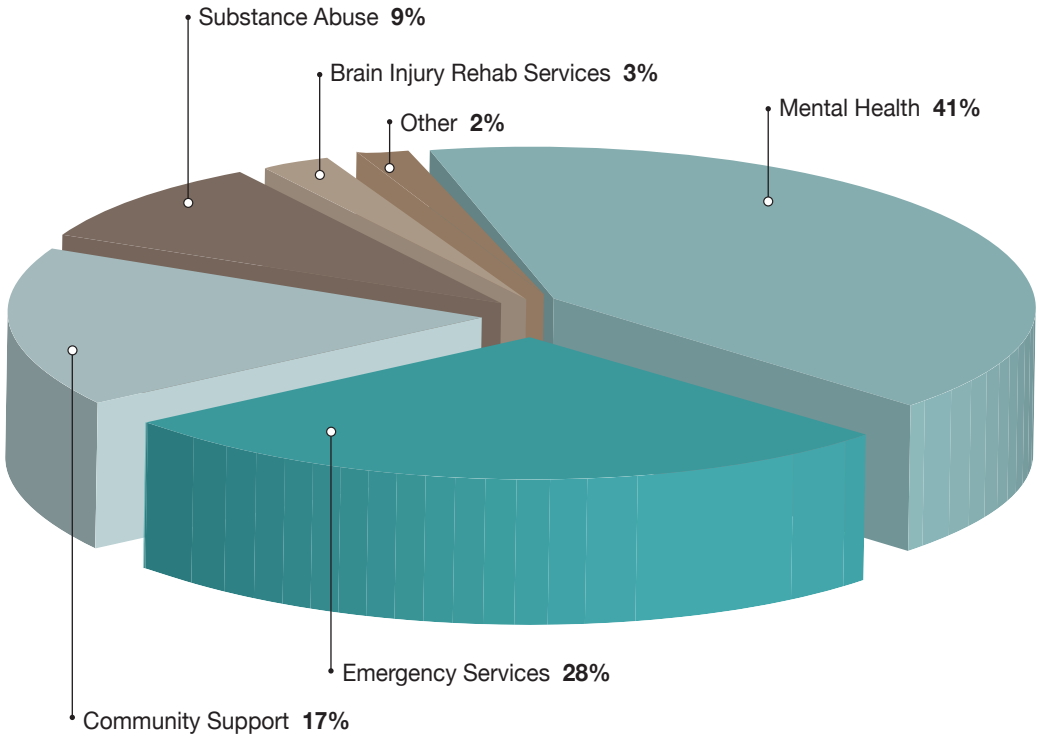
It is the policy of AMHC that no person shall on the grounds of race, color, national origin, ancestry, religion, gender, age, physical or mental disability, or other classification that is protected by Federal law or by Maine State law be discriminated against in any access to and provision of services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

2013-2014 Financials

Revenue



Expenses by Program



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.

Front row, left to right: Dinah Tungol, MD, Christine Brown, and Jamie Owens. Back row, left to right: Peter McCorison, Jennette Hitchcock, Gregory Disy, Lorraine Chamberlain and Clement Deveau. Missing from photo: Robyn Bonville.

Gregory P. Disy LCSW
Chief Executive Officer

Jennette Hitchcock LCSW
Chief Operations Officer

Dinah V. Tungol MD
Medical Director

Lorraine Chamberlain LCSW
Director of Integration and Emergency Services

Christine Y. Brown LCSW
Program Director
Community Support Services

Peter G. McCorison LCSW, LADC, CCS
Program Director
Behavioral Health Services

Clement Deveau LCSW
Program Director
Behavioral Health Services

Jamie D. Owens MSB
Director of Marketing and Development

Robyn Bonville
Chief Financial Officer

MISSION

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

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.

Front Row, left to right: Dr. Tanya Sleeper, Frank McElwain, and Ellen Bemis. Back row, left to right: Gregory Disy, Athill Hebert, Richard Marston, and Fr. Kevin Kinsey. Missing from photo: Lee Cyr, Peter Sirois, and Ryan Pelletier.

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

Vice President **Athill Hebert**
Retired from
TD Bank -- Commercial Division

Treasurer **Ellen Bemis**
Businesswoman
Presque Isle, Maine

Secretary **Lee Cyr**
Customer Service
Twin Rivers Paper

Fr. Kevin Kinsey
The Aroostook Episcopal Cluster

Richard Marston
Retired from
Fraser Papers, Inc.

Ryan Pelletier
Director of Workforce Development
Northern Maine Development Commission

Peter Sirois
Chief Executive Officer
Northern Maine Medical Center

Dr. Tanya Sleeper
Assistant Professor of Nursing
University of Maine at Fort Kent

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