ANNUAL REPORT 2019

Celebrating 55 years of making a difference in your community every day.

AMHC

Mental Health • Substance Use • Crisis • Sexual Assault

A LETTER FROM OUR CEO

Ellen Bemis, CEO and Athill Hebert, Board Chairman

It has been a year of transition at AMHC. As I near my one year anniversary, each day I continue to be amazed by the extraordinary efforts of our employees to make a difference in the lives of those we serve. As our 55th anniversary comes to a close, I am pleased to provide you with the following highlights.

AMHC is participating in a pilot project with four other agencies around substance use disorder and a case management approach to serving clients. Called the Pleiades Project, this year-long effort will test a model of care designed to be a comprehensive backpack of services, centered on recovery principles using evidence-based practices. Support services are determined based on the individual's strengths and challenges and are integrated into the treatment and aftercare process.

AMHC was selected to serve on a national Advancing Health Equity Learning Collaborative, a component of the Advancing Health Equity: Leading Care, Payment, and Systems Transformation program funded by the Robert Wood Johnson Foundation. Lorraine Chamberlain, Program Director of Integration and Behavioral Health in Aroostook County will represent AMHC. Representatives from Maine, Delaware, Illinois, New Jersey, Pennsylvania, Tennessee and Washington were competitively selected to work together to reduce health disparities. For the next two years, the group will convene to design integrated health care delivery and payment models and then implement these efforts at health care delivery organizations and surrounding communities.

We entered into contracts with the State of Maine to provide Medication Assisted Treatment (MAT) clinics in Aroostook and Washington County jails. This critical program will assist inmates in having medication and behavorial health treatment in the jail and also receive community resources upon release.

I am pleased that our board of directors approved the purchase of our AMHC Outpatient Offices in Calais and Ellsworth. Owning the buildings will allow us to maintain a presence in the communities and continue to provide a wide variety of services.

AMHC has enhanced our employee benefits by joining the Maine Municipal Employees Health Trust. Membership in the health trust allows us to improve our health insurance coverage as well as offer other services that make for a more robust benefit package. We are excited to implement other benefits in 2020 and will continue to explore additional opportunities to enrich our overall package.

At Governor Mills' request, the State of Maine held its first-ever State of Maine Opioid Summit. AMHC is pleased to participate in any event that will bring attention to the opioid epidemic and substance use disorder in general. A summit like this is long overdue and AMHC will continue to be a leader and advocate for those struggling with addiction.

In closing, I would like to thank our board chair, Athill Hebert, as well as AMHC's board of directors, senior leadership team and all staff members for their support and encouragement. It is a privilege to work with you on behalf of the organization and the communities we serve.

Ellen Bemis
Chief Executive Officer

Athill Hebert
Board Chairman

BOARD OF DIRECTORS

Athill Hebert, Chairman
Retired Banker
Caribou, Maine

Ryan Pelletier, Vice Chairman
Aroostook County Administrator
Caribou, Maine

Tanya Sleeper, RN, Treasurer
Assistant Professor of Nursing
University of Maine at Fort Kent
Caribou, Maine

Rev. Kevin Kinsey, Secretary
Clergy
Fort Fairfield, Maine

Tim Doak
Superintendent of Schools
Eastern Aroostook RSU 39
MSAD #20 (Fort Fairfield)
Caribou, Maine

Richard Marston
Retired Businessman
St. Agatha, Maine

Al Martin
Human Resources Manager
Twin Rivers Paper Company
Madawaska, Maine

Peter Sirois
Chief Executive Officer
Northern Maine Medical Center
Fort Kent, Maine

SENIOR LEADERSHIP TEAM

Ellen Bemis, CPA
Chief Executive Officer

Jennette Hitchcock, LCSW
Chief Operations Officer

Christy Daggett, MPP
Chief Financial and
Administrative Officer

Christine Brown, LCSW
Program Director of Community
Integration Services

Lorraine Chamberlain, LCSW, CCS
Program Director of Integration
and Behavioral Health, Aroostook
County

Clement Deveau, LCSW
Program Director of Behavioral
Health Services, Washington and
Hancock Counties

Michelle Ferris, LCSW
Program Director of Emergency
Services

Debra Jacques
Director of Marketing and
Development

25-YEAR SERVICE AWARD

Richard (Dick) Marston, Board Member

Dick began his service as an AMHC board member in 1994. Since that time he has held a variety of positions including board chairman. AMHC has benefited from both his 34-year career in Human Resources as well as his service on other boards including Maine Health Access Foundation and HealthInfoNet, of which he was a founding member.

"I became connected to AMHC when Fraser Paper developed its Employee Assistance Program," shared Dick. "At that time I worked 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 an array of services to the community with ever shrinking resources."

Dick retired from Fraser Paper, Inc. in 2007 as Manager, Human Resources. He also served our country for three years in the U.S. Army as a Radio Systems Officer. He was assigned to duties in Germany and Vietnam, attaining the rank of captain prior to finishing his active duty. Dick received his Bachelor of Science degree from Northeastern University. In retirement, Dick works part-time as an alternative dispute resolution professional. He resides with his wife Lorraine in St. Agatha.

AMHC wishes to thank Dick for his many devoted years of service to the organization and the people we serve. We are grateful for his wisdom, insight and selflessly giving of his energy and time.

2019 RETIREES

Greg Disy

While AMHC was honored to recognize Greg's accomplishments in our 2018 Annual Report, we want to once again share our thanks for his nearly four decades of service. Greg retired as CEO at the end of 2018.

He dedicated 38 years to AMHC clients, staff, and the communities we serve. Greg began as a Community Support Coordinator; advanced to the Residential Services Manager for Skyhaven, Madawaska Group Home, and the Caribou Apartments; then to the Director of Community Support Services; Chief Operating Officer; and finally as Chief Executive Officer beginning in 2010. Ellen Bemis, current AMHC CEO, shared the following: "Greg took over leadership of the agency during some of the most difficult financial struggles AMHC has experienced in recent history. He was successful in stabilizing the finances and on behalf of the board of directors and our staff, we are proud and grateful that he has positioned the agency to continue to offer integrated healthcare services that maximize an individual's potential to recover and improve their quality of life."

Gail Dodd, LADC

Gail served AMHC for nearly 28 years. She began her career in 1988 at the Residential Treatment Facility (RTF) in Limestone as a Housekeeper and Cook. In 1995, she assumed the position of Substance Abuse Counselor at RTF and became a Registered Alcohol and Drug Counselor the following year. After a brief hiatus, Gail rejoined RTF in 2005, becoming a Licensed Alcohol and Drug Counselor in 2006. She was recognized by her peers in 2015 for being essential to their success in making herself available to them day or night. Gail has impacted hundreds of lives in Aroostook County and beyond and we are grateful for her passion to help those in need.

Marie Marthe St. Pierre, OQMHP-CR, MHRT-I

Marthe retired after 19 years of service to the agency. She began her AMHC career in 2000 as a Residential Counselor. In 2002, Marthe found her calling when she became a Children's Crisis Counselor for the Children's Crisis Stabilization Unit (CCSU). She is passionate about issues that affect children and at-risk youth. In 2011, Marthe was recognized by her peers for being exceptional in her ability to promote CCSU services to internal and external customers, her strong leadership around case management functions, as well as consistent dedication and commitment to program enhancement. Marthe has always demonstrated a high level of energy, enthusiasm, and passion for children. AMHC and Aroostook County children and families are thankful for her dedicated service to the CCSU.

AMHC

Making a difference in your community every day.

AMHC is a private, non-profit community health and social service organization with operations in Aroostook, Hancock, and Washington Counties, Maine.

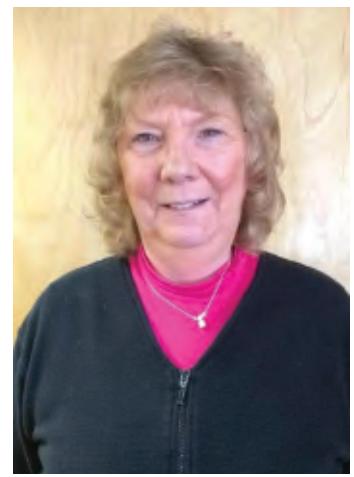
AMHC meets the mental health and substance use treatment and recovery needs of those we serve through the following services:

Outpatient
Case Management
Rehabilitation
Mobile Crisis Response and Stabilization
Behavioral Health Home
Peer Support
Residential
Prevention
Supportive Visitation
Traumatic Brain Injury

The following pages highlight three of AMHC's programs and a few of the staff members who help make them possible.

COMMUNITY CARE TEAM

Community Care Team Services can improve the quality of life of a patient while reducing the cost of healthcare by helping the patient more effectively manage their chronic health conditions.



Cheryl Bachelder, RN, BSN

Community Care Team (CCT) Services have been available in Washington and Aroostook Counties for nearly seven years. Cheryl Bachelder, RN, BSN, is the lead for AMHC's CCT Services. This program supports MaineCare patients who frequently use an emergency department or have a high admission rate to the hospital due to a chronic health condition. CCT engages patients by helping them utilize self-management skills to attend to their chronic health diagnosis, improve their quality of life and reduce their need for hospitalization.

Amelia* is 59 and has diabetes, COPD, and suffers from schizophrenia. She and her husband live on $6,000 a year. When Amelia started with CCT, the focus was to get her blood sugar levels under control. For diabetics, it is important to keep A1C under 7% and Amelia's was at 10%. Cheryl worked with Amelia to help her better understand the importance of counting carbohydrates with each meal as part of her daily routine. With Cheryl's support, Amelia developed a detailed food log of everything she was eating and how it impacted her body. "Patient education was critical," explains Cheryl. "We needed to make sure that cognitively Amelia understood her role and her ability to control how her body reacted to food." After just a few months, Amelia's A1C decreased to 6.8 and she lost 15 pounds.

Like many Mainers, Amelia and her husband are very proud and independent people. While their house needed several repairs, they were reluctant to ask for help but Cheryl was successful in obtaining a grant to help with those repairs. Thanks to Cheryl and the CCT program, this couple has a better quality of life in a safe environment, allowing them to maintain their independence.

Whether it's medication management, life skills or helping to connect a person to resources that meet basic needs, AMHC Community Care Teams are making a significant difference in the lives of their clients while also reducing the cost of healthcare.

*name changed to protect privacy

RESIDENTIAL TREATMENT FACILITY

Photo caption: RTF includes 10 staff members including (l to r): Gabriel Brown, Stacie Holton, Shawn Morin, Rebecca Fournier, Sarah Baker and Henry Ward.

Located between a wood grove and large rolling fields in beautiful Northern Maine is AMHC's Residential Treatment Facility (RTF). In tribute to its heritage, RTF is affectionately known as "The Farm." Opened in 1975, it is the only 28-day treatment facility in the State of Maine that serves both men and women ages 18 and older. RTF is ADA accessible and serves up to 150 individuals per year. In 2020, it will celebrate 45 years of service.

"The RTF is special for many reasons," said Rebecca Fournier, RTF Site Coordinator. "The staff is a tightly woven group that goes above and beyond their defined roles." For example, when a client arrives at the bus station on a cold January night they will most likely be greeted by Sylvio Dubois in his Buffalo Bill fur coat and Russian hat. By the time they arrive at RTF, Sylvio's charming personality and warm vehicle have put a nervous individual at ease. Henry Ward, who integrates his Native American cultural traditions from the MICMAC Tribe, has introduced the RTF to Wellbriety, a movement which seeks to break the cycle of hurt caused by substance use, with an emphasis on Native Spiritual traditions. When clients are celebrating holidays away from their loved ones the staff ensure that special touches are provided. Christmas stockings are stuffed, Easter eggs are hidden, Thanksgiving brings everyone together to prepare a large meal, and sometimes Darth Vader makes an appearance spreading the message that 'the force is strong in them.'

This intensely structured program includes seven hours of group treatment daily, covering a variety of topics on substance use disorder, recovery enhancement and relapse prevention as well as weekly Family Group sessions. Local recovery communities including Alcoholics Anonymous and Narcotics Anonymous have on-site weekly and monthly meetings, allowing clients to learn about these supportive resources.

RTF clients are removed from the daily distractions of television and all electronics. Their days are filled with therapeutic group services, biblio-therapy (the art of using books to aid people in solving the issues they are facing), and therapeutic journaling. Residents are assigned chores to help them understand the importance of attending to the responsibilities of daily living. In addition, clients are encouraged to go on 20 minute walks daily. Many have reported having calming spiritual experiences while walking, snowshoeing or cross country skiing through the peaceful fields.

Clients read and watch assigned educational, inspirational and thought provoking material concerning substance use recovery. They write reports on this material and then share those reports with the group, helping one another retain the information and share different perspectives. As important, maintaining a daily journal is a key aspect of the program. During their individual sessions with staff, residents share what they have written. The goal is that they will develop journaling as a helpful tool that will continue after leaving treatment.

Integrated services are brought in to provide support, information and education to the residents including Pines Health Services; AMHC Sexual Assault Services; Hope and Justice, a program that provides domestic abuse support; as well as Roads to Recovery Community Center in Caribou and Aroostook Recovery Center of Hope in Houlton.

RTF supports the surrounding communities by partnering with the social work programs offered at the University of Maine at Presque Isle and University of Maine at Fort Kent to provide internships for social work students. RTF also offers in-house sessions with local law enforcement regarding substance use disorder treatment. A highlight of the year is the Annual Alumni and Recovery Community Picnic held on the second Sunday in September. For anyone who benefits from RTF, they appreciate the staff and the treatment they receive and fondly remember their time at "The Farm."

PLEIADES PROJECT

Photo caption: The Pleiades Project pilot includes a multi-provider approach to recovery. Team members include Michael Potter, Kelly Scott, Lorraine Chamberlain, Tammy Barnhart, Treska Berube, and Greg Moody.

Todd* is in his mid-50s and has struggled for many years with substance use. Earlier this year he was assessed by AMHC's Emergency Support Services while in the hospital receiving treatment for alcohol consumption. Todd was considered a great candidate for the Pleiades Project, a one year pilot program offered through AMHC's Presque Isle Outpatient Office. The project, which includes AMHC and four other agencies known as the Alliance for Addiction and Mental Health Services Collaborative, is to research the effectiveness of offering a team approach to substance use treatment services including care coordination, peer recovery services and substance use counselors.

Once introduced to the program, Todd readily agreed to be part of it. From the time the referral was made by AMHC's Emergency Support Services, Todd took advantage of the services recommended to him. "The Pleiades Project minimizes the barriers that sometimes occur when trying to offer comprehensive wrap-around services," explains Tammy Barnhart, AMHC Substance Abuse Counselor. "Todd's support has included individual counseling and group therapy. In addition, his care coordination team has assisted him in applying for MaineCare, obtaining Food Supplement, completing a Social Security application and attending to his transportation needs. Todd's chances of long-term success have greatly increased thanks to this multi-provider approach."

Clients participating in the Pleiades Project are regularly assessed for any additional services that are needed. "The more I get to know my clients the better I understand what will be most beneficial for them," explains Tammy. "For Todd, in addition to the support noted above, I also requested medication management as well as mental health and peer recovery services. Being able to offer services that will give him the best chance at recovery is an approach I wish for all my clients."

Like anyone in recovery, Todd has his ups and downs. The recent death of a loved one and the illness of another have caused setbacks. However, his support team is helping him through it. They are quick to reach out if he has not followed through with his weekly check-in. He knows they care and it's this compassion and the new skills they are teaching him that will help Todd get through challenging times.

The Pleiades Project is confirming our understanding that it can be incredibly difficult for those desperately seeking to change their lives from substance use. This project has helped ensure that when individuals are ready to make changes, our providers are ready to offer them the appropriate treatment and care coordination. It is demonstrating that there is hope for individuals like Todd, and with the right support they can work toward achieving the life they desire.

*name changed to protect privacy

STAFF RECOGNITION

5-YEAR SERVICE AWARDS

In memory: **Judy Adler**
Accounts Receivable Supervisor
Central Administrative Office

Susan Berry
Administrative Support Specialist
Ellsworth Outpatient Office

Kayla Bourgoin, LMSW-CC, MHRT-C, LSX
Therapist–Consultant
Madawaska Outpatient Office

Jacqueline Clossey
Visit Support Worker/Scheduler
Houlton Outpatient Office

Amy Corriveau
Accounts Receivable Specialist
Central Administrative Office

Amy Day
Substance Abuse Peer
Recovery Center Manager
Down East Recovery Support Center, Machias

Colin Ferris, MHRT-CSP, MHRT-I
Adult Crisis Counselor
Adult Crisis Stabilization Unit, Presque Isle

Shannon Gove, MHRT-C, OQMHP-C, LSW
Children's Services Manager
Calais Outpatient Office

Anna Hammond, MHRT-CSP
Mobile Emergency Services Specialist
Machias Outpatient Office

Barrett Hammond, MHRT-CSP
Mobile Emergency Services Specialist
Ellsworth Outpatient Office

Shelby Landeen
Human Resources Specialist
Central Administrative Office

Andrea Nickerson
Administrative Support Specialist
Houlton Outpatient Office

Katia Sirois, MHRT-C, LADC
Substance Abuse Counselor (Outpatient)
Fort Kent Outpatient Office

Amber Stedt
Aroostook Teen Leadership Camp
Program Coordinator
Central Administrative Office

Shawna Traugh, LCSW
Family & Youth Services Coordinator
Caribou Outpatient Office

10-YEAR SERVICE AWARDS

Tammy Barnhart, LSW-MHRT-I, CADC
Substance Abuse Counselor (Outpatient)
Presque Isle Outpatient Office

Brahim Bethi, MHRT-I
Mental Health Peer Recovery Manager
Madawaska Peer-Run Recovery Center

Sharon Carroll, LCSW, MHRT-CSP, CADC
Therapist–Consultant
Ellsworth Outpatient Office

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

Brandy Dubay, OQMHP-C-PNMI, BHP, MHRT-C, CADC Ed Tech III
School-based Behavioral
Health Professional
Calais Alternative School

Tricia Farrell, BHP, OQMHP-C-DT
School-based Behavioral
Health Professional
Calais Alternative School

Tonia Griffin, MA, MHRT-CSP, OQMHP-C-PNMI
Psychometrician/Calais Outpatient Office

Colby Hallowell, BHP
School-based Behavioral
Health Professional
Calais Alternative School

Troy Lee, OQMHP-PNMI/DT-BHP
School-based Behavioral
Health Professional
Calais Alternative School

Adeline McCarty, LCSW
Adult Behavioral Health
Home/CI Manager
Caribou Outpatient Office

Debra O'Neill, OQMHP-C-PMHI
Coordinator
Calais Alternative School

Ruth Osborne, OQMHP-C-DT, BHP
School-based Behavioral
Health Professional
Calais Alternative School

Jason Redding
School-based Behavioral
Health Professional
Calais Alternative School

Katherine Rice, LCPC, PSY.D.
Therapist–Consultant (Outpatient)
Calais Outpatient Office

Cathy Sawtelle, OQMHP-PNMI
Residential Administrative Lead
Calais Children's Residential

Richard Shute
Administrative Support Specialist (Outpatient)/Outpatient Services Site Coordinator, Ellsworth Outpatient Office

Lauren Simpson, LCSW
Therapist–Clinical Consultant
Calais Alternative School

Kristen Smith, OQMHP-C-PNMI, BHP
School-based Behavioral
Health Professional
Calais Alternative School

15-YEAR SERVICE AWARD

Clem Deveau, LCSW
Director of Behavioral
Health and Integration Services
Hancock and Washington Counties
Calais Outpatient Office

20-YEAR SERVICE AWARD

Lydia Christie
Sexual Assault Specialist Program
Coordinator
Caribou Outpatient Office

AMHC recognizes **36** staff and one board member for length of service in 2019. Altogether these individuals have provided **315** years of service to AMHC and we celebrate this tremendous accomplishment!

IN MEMORY OF

Judy Adler

March 23, 1963 - November 1, 2019

Judy Adler, Accounts Receivable Supervisor, lost her courageous battle with cancer on November 1, 2019. A resident of New Sweden, Judy is survived by her husband, Timothy Adler and daughter, Emily Adler.

This year marked Judy's fifth anniversary with AMHC. She cared deeply for the organization and its mission to help others. As a leader, Judy demonstrated patience, kindness and compassion. She was a mentor, taking the time and care needed to ensure her team knew how to do their jobs well. Thanks to her special kind of encouragement they have learned confidence and competence that extends beyond their work lives.

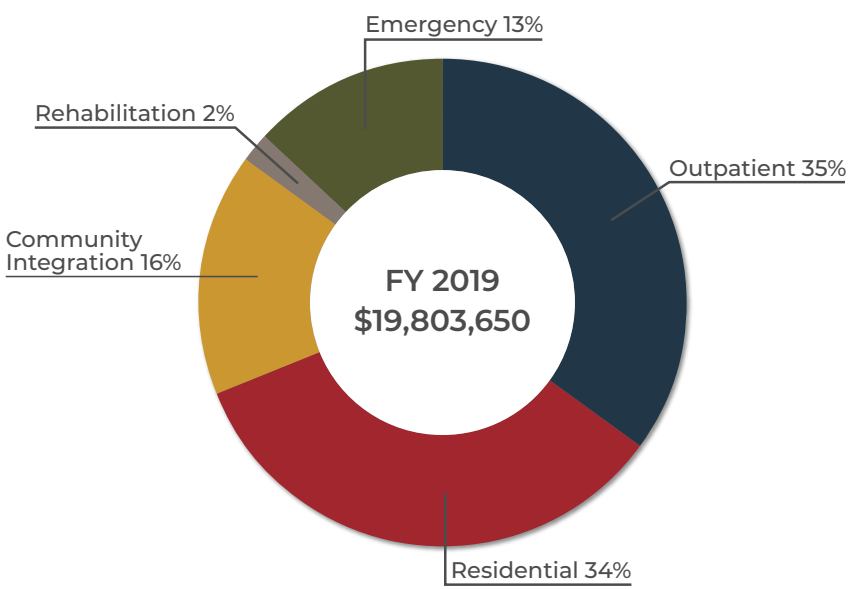
Judy found great joy in baking for her colleagues, almost as much as they found in enjoying her special treats. And they loved frequent updates about her daughter Emily, and all of her activities. Judy's life has been a gift to so many at AMHC. She is sorely missed for her friendship, professionalism, her courage and her work ethic. These qualities will be her legacy and will live on through her work family.

IMPACT REPORT

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

VISION
To improve the well-being of our community.

PURPOSE
To offer comprehensive mental health, substance use, crisis and sexual assault services across Aroostook, Washington and Hancock counties.



AMHC

SERVICE AREA & LOCATIONS

1. FORT KENT
Fort Kent Outpatient

2. MADAWASKA
Madawaska Outpatient
Madawaska Group Home
Madawaska Peer Run Recovery Center

3. LIMESTONE
Residential Treatment Facility (RTF)

4. CARIBOU
Administration
Caribou Outpatient
Harvest Inn Peer Recovery Center
Roads to Recovery Peer Community Center
Center for Integrated Neuro Rehab
Caribou Apartments

5. FORT FAIRFIELD
Children's Crisis Stabilization Unit (CCSU)
Children's Advocacy Center

6. PRESQUE ISLE
Presque Isle Outpatient
Skyhaven
Adult Crisis Stabilization Unit (ACSU)

7. HOULTON
Houlton Outpatient
Aroostook Recovery Center of Hope

8. CALAIS
Calais Outpatient
Children's Residential
Children's Crisis Stabilization Unit (CCSU)
Calais Alternative School
Downeast Peer Recovery Center

9. MACHIAS
Machias Outpatient
Downeast Peer Recovery Center

10. ELLSWORTH
Ellsworth Outpatient
Downeast Treatment Center

AMHC

www.amhc.org