



2019-2020

Community Health and Counseling Services Annual Report to the Community

MESSAGE FROM LEADERSHIP

Resilience

the capacity to recover quickly from difficulties; toughness

Human beings have an amazing capacity to overcome adversity, loss, and rejection. Our capacity to be resilient is based on our ability to change our thoughts and behaviors. While some people have a natural ability to be resilient, many of us develop this trait over time. The unfortunate reality is that the only way to enhance our ability to be resilient is to experience events that produce distress.

The worldwide distress created by Covid-19 challenges the resiliency of countries, communities, businesses, families, and individuals. In a literal blink of an eye we changed how we work, play, and live. Our ability to change in the face of this adversity is the defining quality of resilience. The incredible employees of Community Health and Counseling Services have been unwavering in their commitment to the people we serve during this challenging time.

Our mission guides us to support individuals through periods of challenge and adversity. Their personal strength and perseverance inspires us. The impact of Covid-19 is not just reflected by daily case numbers. Covid-19 exacerbates isolation, financial pressures, and access to resources. We continue our 137-year history of people helping people.

Covid-19 reminds us that we do not have to go through difficult times on our own. It isn't always easy to ask for help or seek out formal intervention. However, no one should be afraid to do so. We present our annual report with the hope that you see that organizations like CHCS exist to help you tap into your resiliency and move beyond your current hardships. We may not have a service you need, but we will always be happy to assist you in finding help. CHCS will remain vigilant in our effort to bring needed services to the people and communities we serve.

Michael Bazinet, Board President



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Caring and serving since 1883[®]

Community Health & Counseling Services

1-800-924-0366

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www.chcs-me.org

contact@chcs-me.org

From Top Left:

Glenn D. Goodwin, Vice President; The Honorable Elizabeth O. LaStaiti, Secretary; Angela T. Butler, Treasurer and Immediate Past President; Michael R. Bazinet, President.

Absent: Dr. Beatrice M. Szantyr, Second Vice President.



“Community Health and Counseling Services will provide community health services which are needed and valued by the communities and individuals we serve.”

BOARD OF DIRECTORS

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GOVERNANCE

Community Health and Counseling Services is a nonprofit corporation governed by a volunteer Board of Directors. Corporate Members elect the members of the corporation and Board of Directors.

The Board and Corporate Members represent a cross-section of interests from throughout the CHCS service area. They are representatives of business, professional communities, persons knowledgeable about the region’s health care needs, and persons experienced in assisting community-based organizations like CHCS address those health care needs.





CAUGHT YA!

The CHCS Executive Leadership is honored to recognize CHCS staff for their dedication to helping each other and our clients each and every day to live their best lives possible. Throughout each quarter, staff who catch other employees doing something exceptional will send in a nomination to the Executive Team. Each employee that is “Caught” is entered into a quarterly drawing for a chance to be recognized and receive a small token of appreciation. CHCS would like to share our *Caught Ya!* Winners and nominees for each quarter:

Congratulations to our Quarter 1 winner, **Robin Trask**, who was nominated by Kathy Wing for exemplifying “going above and beyond.” Robin was instrumental in the planning, preparation, and implementation of the Camp Roosevelt weeklong camping trip for the adult group home residents. Thank you for your dedication to the clients we serve and the awesome work you do, Robin!

Congratulations to **Lori Wilson** for being nominated and winning the Quarter 2 *Caught Ya!* drawing. Lori Wilson was nominated by Jody Raymond for her technological savviness. Lori took time to help Stillwater Academy set up their VPN system and much more, patience and general awesomeness. Thank you for your hard work and dedication when it comes to both clients and staff.

Congratulations to the entire **Maintenance Team** for being nominated and winning the Quarter 3 *Caught Ya!* drawing. Everyone throughout the agency appreciates your hard work all year long, but Cedar Street folks really want to say thank you for your efforts deep cleaning the eight bathrooms.

And for the Quarter 4 *Caught Ya!* drawing, Congratulations to **Debra Morrissette**. During the last three months, Debra has gone above and beyond to keep connected with group home residents via Zoom. She plays games with them and prepares special activities throughout the week to keep them engaged and active while under safety precautions. Thank you for all you do, Debra!

SPECIAL THANKS TO OUR CAUGHT YA! NOMINEES

Louise Morin-Smith was caught being instrumental in creating and tending to the CHCS garden. She decorated the Cedar Street lobby with beautiful flowers and made our reception area a welcoming place for clients and visitors.

Jill Hoelzer was caught dedicating so much time over the past 17 years to the families in our community by assisting with the Turkey Brigade.

Debbie Dodge was caught working tirelessly to ensure her team was prepared for CTOne go live. Thank you, Debbie, for the great training and many tips and cheat sheets that you have made available.

Cathy Emerson was caught going above and beyond to help her staff prepare for the new electronic record. Your patience and knowledge are very appreciated.

Rachael Boyington was caught for her dedication to our mission and clients during this challenging time. She has worked to reduce exposure for our clients and staff. Rachael, “you embody compassion and kindness each and every day.”

Laura Smith-Parker and Lonnie Clark, members of the Safe Harbour staff, were caught supplying much needed Easter supplies for the Sojourn staff and were able to get them eggs, baskets and crafts to help clients celebrate.

The Skowhegan Team was caught taking their fire drills seriously, creating obstacle fire drills which forces employees to use alternate exit routes.

Kristy Fogler and Whitney Carey were caught working through issues, creating workflows, and educating staff on carrying out day to day operations for Health Services at home.

The entire Residential Group Home and CSUs teams were caught demonstrating flexibility, resiliency, investment, and positivity throughout the crisis by keeping their programs running with the same high quality of service.

Christii Maquillan was caught providing a phenomenal level of hospice care due to her kindness, compassion and professionalism. Christi made sure the client was provided a veteran pinning and saluted the flag on departure from the residence.

Jon Witham brings humor, compassion and joy to an often challenging job at the Meadowview Group Home. Jon approaches every resident kindly all of the time, and treats every resident with the utmost dignity and respect.

RESILIENCY IN THE RESIDENTIAL PROGRAMS

BY: KAREN WHEELOCK

Resiliency is defined as “the capacity to recover quickly from difficulties; toughness.” In my 27 years of professional work, I have never seen a year like 2020 with all the challenges we have collectively experienced. Last year at this time, CHCS had a significant computer virus that changed how we perform our work. Shortly after, we launched a new electronic record which was another big change. Then COVID-19 hit and turned our world upside down, adding new fears, anxieties, grief, and worldwide stress and overwhelm. More changes and challenges came. It would have been very easy and certainly understandable to throw our hands in the air and say, “no more!” However, that’s not what we did. We said, “we’ve got this,” “we’ll get through it,” “hold the hope,” and “we will come out stronger.” And stronger we are!



Our Residential programs are the epitome of resilience and have shown this every step of the way over the last year. Each change, and each challenge brought new strength, determination, and commitment. We saw staff put their own fears and worries aside to ensure that our clients felt supported, cared for, safe, and connected. We saw staff rally together to make sure all seven residential units were always staffed, had the supplies needed to stay safe, and picked each other up when needing a little extra support. We saw staff find creative approaches to help clients remain connected to their families, stay engaged in their communities and the world, all while staying safe. Clients “went to” Ireland, Scotland, Italy and other beautiful places in the world. They “went to” Broadway and saw Hamilton. They even “went to” an Australian zoo, all while staying safe in their homes. Zoom kept our clients and staff connected to one another, their families, and to the world, all in the safest way possible. When it would have been easier to just give up, staff dug in and said, “how can we make this happen?” And that’s exactly what they did.

We said, “we’ve got this,” “we’ll get through it,” “hold the hope,” and “we will come out stronger.” And stronger we are!

Our Residential programs have been leaders in the State during Covid. When other units shut down to new admissions, we welcomed seven new residents into our group homes. When other crisis units shut down, either closing their doors entirely or until they could figure out PPE and protocols, our CSUs were paving the way, already prepared with PPE and sound systems to build on for this new virus. Our units were looked to for guidance, recommendations, and strategies. The care and compassion that clients received remained exceptional, as always. Staff worked as a team to cover all units showing willingness to support other programs, to work 60-70 hours a week when needed, to change personal plans to help cover a call out, to reassure their own families who worried when they went off to work in a congregate living setting, to break down barriers to serve as many people as possible during this difficult time in our world, and they did this all with positivity, kindness, and commitment. The “light” that they share when they walk in the door is filled with hope, heart, and humor. When you walk into any of our seven units, you feel an energy that radiates peace, healing, and comfort. Staff set this tone for clients, and the clients give us strength and reminders of our “why.”

“Staff set the tone for clients, and the clients give us strength and reminders of our “why.”

To say our Residential programs are resilient is true. But it feels bigger than that. Our resiliency comes from a shared commitment to work through every challenge or change faced, to stay strong over time in a situation that has gone on longer than imagined, to push past individual fears and worries so no client feels our stress, to laugh when all we want to do is sit down and cry, to adapt to new norms when we want things to just “go back to normal,” to be a voice of hope when we all have more questions than answers, and to keep the focus and shared goal of providing the best possible care under some of the most challenging circumstances we have experienced. This is the core of our residential programs, and the values that our programs are built on...commitment, strength, laughter, hope, empowerment, team, and most definitely resiliency. The emotion in this “thank you” is so much stronger than the words. The gratitude in the continued efforts, energy, and attitude brought to the job every day is indescribable. Please know the appreciation for every one of you is beyond expression. THANK YOU SO MUCH for your work, your heart, and your resiliency!!

“I have worked with CHCS as a Resource Parent through their RPCT program. They were always just a phone call away if I ever needed anything, even if it was simply a need for a listening ear. CHCS allowed me to talk through ideas and they helped me take steps in the right direction to succeed.” ~Coreen J.

CHCS GRANTS

During the past year CHCS has applied for, and received the following grants:

Machias Savings Bank: CHCS received \$7,500 from Machias Savings Bank. These funds went toward purchasing twenty laptops for use by teachers and educational technicians at Stillwater Academy. These devices will be used to document and track student progress. Previously, employees had to share devices.

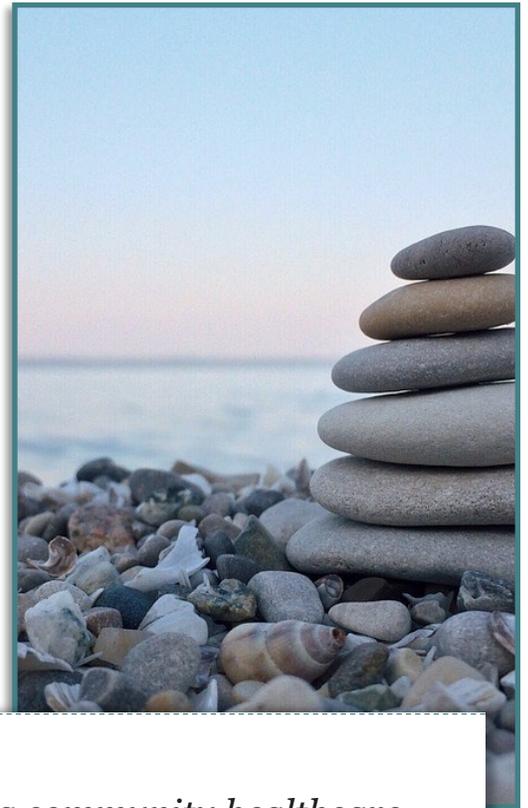
Bangor Savings Bank: CHCS received \$4,000 from Bangor Savings Bank for a new interactive whiteboard at Stillwater Academy. These interactive whiteboards have shown positive results for students with autism and other special needs. Positive results include improved ability to work independently, improved communication skills, and increased length of en-

agement in the classroom without staff intervention.

Maine Health Access Foundation (MeHAF) provided CHCS with an unrestricted grant of \$10,000 as a way to provide additional resources to agencies providing critical support for particularly vulnerable populations during the current COVID-19 grant.



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VISION STATEMENT:

CHCS will be a leading community healthcare organization in the State of Maine and will be an employer of choice and foster a culture of excellence.

LEADERSHIP

BY: ROSE ST. LOUIS

CHCS began an intentional process to GROW leaders across the organization in 2015.

We have held 11 Leadership Days which occur twice per year in February and August. Each Day brings together an average of 45 participants each session.

We have held 27 mastermind Groups with 252 participants. We have held 4 Leadership Series with 72 participants. We have completed 36 DISC assessments. DISC is a behavior assessment tool based on the DISC theory of psychologist William Moulton Marston, which centers on four different personality traits which are currently Dominance, Influence

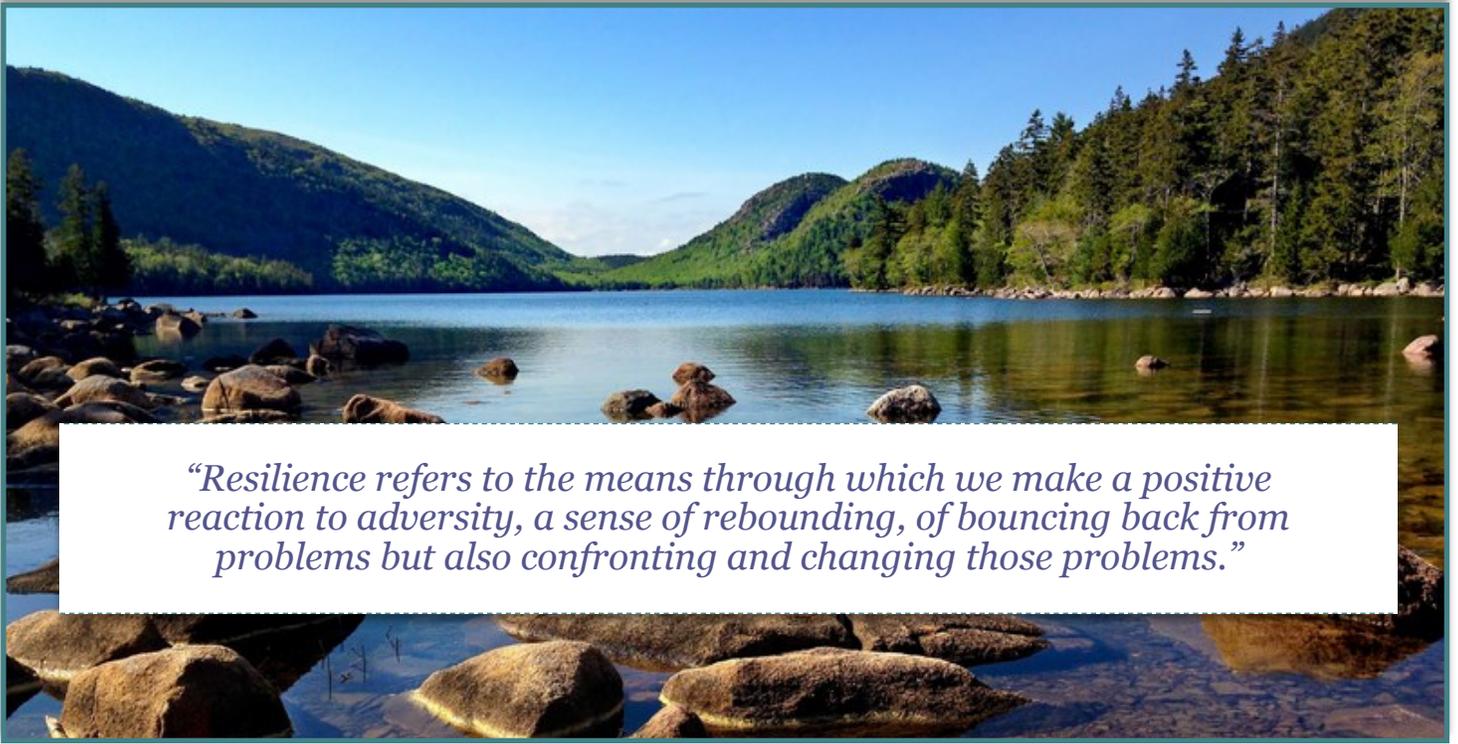
(I), Steadiness, and Conscientiousness.

Themes advance our goals and allow us to continue to meet our mission each and every day while supporting one another to GROW.

2020 paused our in person leadership sessions. CHCS continues to expand how we provide leadership opportunities via technology and with 2021 around the corner, we have plans to continue and expand the opportunities for all our staff. Leadership opportunities are not only provided to those in leadership roles, but CHCS also looks to offer opportunities to all our staff. Be on the lookout as we approach 2021.



6 *“As a foster parent, caring for my granddaughter, I found myself navigating new waters. Working with our RPCT counselor has been a godsend. Over the course of our work together, we have watched my granddaughter change from a quiet, clingy child, to a vibrant and outgoing young lady. As her sense of safety improved, she blossomed and relaxed in our care.” ~Cheryl M.*



“Resilience refers to the means through which we make a positive reaction to adversity, a sense of rebounding, of bouncing back from problems but also confronting and changing those problems.”

HOLDER OF HOPE

BY: MICHELLE ARTHURS

As the first Holder of Hope, when asked to write a brief thought for the Annual Meeting, I asked myself, “What is the relationship between resilience and hope?” There are many definitions for resilience. The definition that best captures the essence of Resilience within CHCS is: “Resilience refers to the means through which we make a positive reaction to adversity, a sense of rebounding, of bouncing back from problems but also confronting and changing those problems.” CHCS has certainly faced its fair share of adversity over the past year, from the agency malware attack, which happened in the middle of transitioning to a new electronic medical record in the mental health department, to a malware attack on the Health Services electronic record vendor, to the ongoing challenge we face providing services to those in need during the COVID-19 pandemic.

After deciding to focus on that definition of resilience, I searched for a way to connect the role that hope plays in resilience. The article “Dr. Seuss, Resilience and the Science of Hope” by Chan Wellman, PhD and Casey Gwinn, JD captured it perfectly. When they asked “What psychological strength is most significant to 1) buffer adversity and stress (resilience), 2) predict adaptive out-

comes, and 3) be learned and sustained. . . ? Hope is the pathway to resilience.”

As a mental health therapist, hope is the foundation of my work. People are often clinging to their last threads of hope when they reach out for help. And hope helps me to get up each day and be willing to hold their hope for them, while lending them a little of mine. All the services provided by CHCS derive from a hope and belief that we have the ability to make the lives of the people we serve a little better, that we can empower them to build on their strengths and build resilience in their lives. And year after year, we continue to meet this challenge.

CHCS has been a model of resilience since it’s inception in 1883. Over the years, CHCS has faced much adversity. By employing people of great talent and integrity, CHCS has continued to stay connected to the challenges of the environment we live in, and the needs of our communities. This has allowed us to be resilient and to change and adapt to meet these needs. I have seen this firsthand in my 24 years here at CHCS, and I am proud to be part of the CHCS Team. I hope that everyone knows how valuable they are as we to follow the path to resilience and continue to overcome any adversity. 7

WE HONOR VETERANS

BY: CHRISTII MAQUILLAN

At CHCS we are committed to the mission of respectful inquiry, compassionate listening, and grateful acknowledgment of the veterans we serve. Working with the Department of Veterans Affairs (VA), veteran service organizations, and other community partners, we can provide many specialized programs and services that honor and support veterans. America's veterans have done everything asked of them in their mission to serve our country. It is never too late to give them a hero's welcome home. Hospice staff may provide the last opportunity for veterans to feel that their service was not in vain, and that they are appreciated. Simple acts of gratitude at the end-of-life can make up for a lack of appreciation or recognition during the Veteran's lifetime, especially for those Veterans who were never welcomed home or thanked for their service.

One aspect of *We Honor Veterans* is the quiet, respectful and powerful pinning ceremony that recognizes veterans for their service. The ceremony entails a visit from a veteran volunteer. The patient and family are presented with a formal Certificate of Honor and special pin recognizing their service. They also receive a patriotic blanket created and donated by members of our community. The patient and family are encouraged to share both life and military service stories as a part of the celebration of the veteran's life and service. The ceremonies are deeply meaningful to the patients and their families. One out of every four dying Americans is a veteran. The stories are as individual as our patients and *We Honor Veterans* gives each veteran an opportunity to share their story.

“America’s veterans have done everything asked of them in their mission to serve our country. It is never too late to give them a hero’s welcome home.”

It is not only WW II veterans who are at an age where they need hospice care. We're also caring for more Korean and Vietnam-era veterans in hospice. Every veteran deserves our gratitude and recognition for their service.

Many veterans in hospice have never conversed about their military service. They did their job; they came home; they went to work or college. For most, military service was a high point in their lives. Before their death, they may need to reconcile issues surrounding their service, particularly during wartime. Some Veterans feel shame and guilt around things they had to do in a time of war. Many do not feel worthy of having their service recognized. For many of our families, the stories we have the privilege to share, are stories they have never heard. The veterans' memories and stories provide a fascinating glimpse of our nation's military history and remain an important memento for the family after their deaths. Part of our duty as hospice providers is to facilitate the unique needs of our veterans at end of life. By recognizing that veterans have unique needs, the *We Honor Veterans* campaign helps hospice providers guide them and their families toward a more peaceful ending.

CHCS was honored to be asked to partner with the Maine Hospice Council on a federal grant looking at trauma at end of life for veterans. The grant offered us an opportunity to look at the services being provided in our communities as well as opportunities to strengthen our partnership with the VA system. The resources gained with this partnership will not only add value to our service delivery in hospice, but also educational and resource opportunities in our mental health programs.

The impact of the *We Honor Veterans* program has become a service we are very proud of and honored to offer our patients and families.

CHAP REVIEW

BY: HELENA MAILLOUX

In October our home health and hospice programs underwent a CHAP accreditation review. Community Health Accreditation Partner (CHAP) is an independent, nonprofit accrediting organization for home and community-based health care organizations. CHAP accreditation demonstrates that home health and hospice programs meet the industry's highest quality standards. CHCS is one of two organizations in the state of Maine that are currently accredited by CHAP.

Led by the Health Services Management team with assistance by many other employees, CHCS achieved a successful CHAP accreditation. During the accreditation process the surveyors performed twenty-seven comprehensive chart reviews, interviewed and observed numerous employees, visited two office locations, attended several home visits, and assessed our personnel files. The message delivered throughout the process was clear; "CHCS provides exceptional patient care. CHCS patients were supported, informed and satisfied with their care . . . staff demonstrated exceptional skill, confidence, and competence in the delivery of care.

This success would not be possible without the commitment and hard work to the mission of CHCS that all employees involved in the process demonstrated. A CHAP accreditation exceeds the Medicare and Federal standards for home care and hospice. This is a significant achievement for CHCS and all the employees who are dedicated to the high quality of care provided every day.

"On several occasions the surveyors commented on the complexity of our patients. They were so impressed by the level of care and coordination going on between staff to ensure patients received the care they deserved and needed. ~ Helena Mailloux

THANK YOU

Legacy Society

(Those who have remembered us in their wills.)

Mr. Charles F. Bragg, 2nd
Mr. Charles Braun
Ms. Estelle B. Habenicht
Ms. Marie L. Hughes
Mrs. Mascha Litten
Ms. Sanford Miller
Mr. G Pierce Webber

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Maine Health Access Foundation Incorporated
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Caitlin Atkinson
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Donna Levensalor
Franois Akoa-Mongo
Hannaford
Leslie M. Szydlo
Marie Miller
Michelle Joy

Our resiliency depends on you. Your support means the world to us. We are lucky to have you on our team. Your commitment and support is vital in allowing CHCS to continue to serve those most vulnerable in our community.

SPECIAL GIFTS

Donation are directed to specific programs and services. These gifts are of cash, goods, and/or services.

\$5,000+

Families and Children Together
Fleck Family Gift Fund
Maine Community Foundation
Peixotto Trust

\$2,500+

Bangor Savings Bank
Barbara Cassidy Foundation

\$1,000+

Fraternal Order of Eagles, Aerie 3177
Scot Miller
Suzanne & John Miller
Waterfront Concerts

\$500+

Cross Insurance
Darling's Honda
Katahdin Trust
Mary Anne and Robert Ingles
Rachel's Jewlery
Tricia & Dale Hamilton
VFW Post 1605 LaBelle Perkins Auxiliary

Up to \$499

All Souls Congregational Church
Barbara Carey
BJ's Wholesale
Blue Seal Feed
Brian Parkman
CES, Inc

Country Kithcen
Kristin Fogler
Landscape Supply Center
Levant Landscaping and Construction
Marden's
McDonald's
Michelle Humphrey
Paige Allen
Risa & Buddy Angst
Sam's Club
Sarah Trask
Target
Theresa & Joseph Pickering
Tracy Goodridge
Walmart

TOWNS

Abott	Orient
Amherst	Orland
Amity	Orrington
Bar Harbor	Plymouth
Beddington	Princeton
Benton	Ripley
Blaine	Sedgwick
Brooklin	Shirley
Brooksville	Solon
Brownfield	Sorrento
Caroll Plantation	Springfield
Charleston	Sullivan
Clinton	Swans Island
Crawford	Sweden
Cutler	Trenton
Dover-Foxcroft	Wellington
Drew Plantation	Weston
Eastbrook	Whitneyville
Edinburg	Windsor
Embden	Winn
Enfield	Winter Harbor
Etna	Wilmantic
Freedom	
Garland	
Greenbush	
Guilford	
Hudson	
Jonesboro	
Jonesport	
Lakeville	
Lamoine	
Lubec	
Madawaska	
Mariahville	
Mars Hill	
Mattawamkeag	
Maxfield	
Medford	
Medway	
Monmouth	
Monson	
Newburgh	



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Esther Goulet

Alton Cote

Jon Cote

Sheldon Currier

Darrell Donnelly

Gina & Gregory Currier

Lori Currier

Sandra & Roger Currier

Paul Dastous

Bertha Hyde

Verna Davis

Barry K Bryant

Laura Valley

Thomas Gilbert

Cheryl Brown & Linda Sheltmire

Diana & Richard McKinley

Edith & Kurt Flaig

Lola & Charles Mosher

Marilyn Gilbert

Alton Gross

Sean C Gross

Charlene Magby

Gary J Magby

Robert Maquillin

Advanced Auto Parts

Barbara Whitehead

Beverly Daniels

Catherine Charette

Central Maine Auto

CHCS Health Services Admin

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Patricia & Christopher Seekings

Rosmarie and James Bate

Samantha Maquillan

Wanda & Rick Pacifici

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Richard Potter

Ginger Maxwell

Joan & Lawrence Sturgeon

Barbara Powers

Euretta & Richard Bean

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Mary and Harold Call

Terry and Theodore Pettengill

Terry Wotton

Colleen Tuscan

Kathleen Schneider

Lorraine Weatherbee

Sheila Varnum

Joan Pettengill

Linwood Walsh

Charlene Caron

FISCAL YEAR STATS

Revenues Fiscal Year Ended June 30, 2020	UNAUDITED
Behavioral Health	22,721,912
Home Health/Hospice	7,941,859
Admin	798,388



Expenses Fiscal Year Ended June 30, 2020	UNAUDITED
Behavioral Health	20,855,812
Home Health/Hospice	7,346,011
Admin	4,212,825

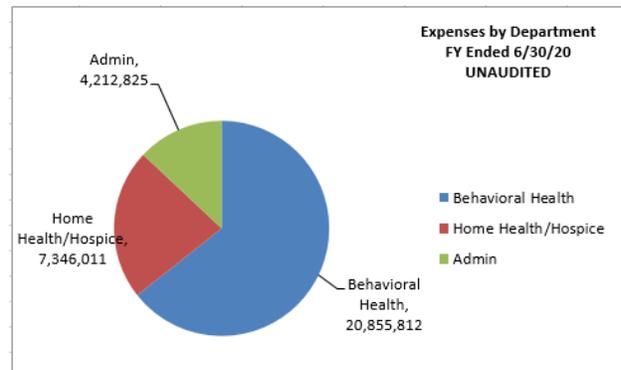
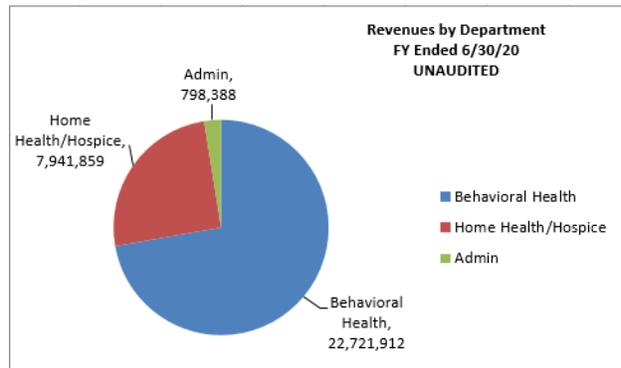


Service Statistics	
Hospice Days	16,385
Health Service Visits	33,108
Behavioral Health Client Hours	73,708
Residential Program Days	13,816
Foster Care Placement Days	34,395
Staff Miles	1,541,745



COMMUNITY HEALTH ANC COUNSELLING SERVICES

Fiscal Year Financials



CHCS Staffing as of September 2020

Total Employees:	384
Home Health:	86
Mental Health:	253
Administration:	45



Office Locations:

Augusta
Bangor
Caribou
Dover-Foxcroft
Ellsworth
Houlton
Lincoln
Skowhegan
Machias
Westbrook