



Caring and serving since 1883®

Community Health
and Counseling Services

1-800-924-0366

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Community Health and Counseling Services Annual Report to the Community 2022-2023

Message from Leadership

Community Health and Counseling Services (CHCS) at its core is an organization dedicated to bringing dignity and respect to people who are at a vulnerable time in their lives. We do this by expanding access to services that are delivered by experienced professionals. It is difficult to know where to turn when help is needed. CHCS can be a source of help for many people but we also know that we cannot meet all needs. We believe that one of our most important roles is to connect people to other amazing resources in the communities we serve.

Our employees and foster parents are among the very best in their fields. We are honored to recognize 58 individuals who are celebrating 5, 10, 15, 20-, 25-, 30- and 45-year anniversaries.

Their 780 combined years of dedication has made a difference in the lives of many. Their contributions have helped to define CHCS. The services highlighted in our report reflect a small portion of the services provided by our expert professionals.

CHCS is a community organization with a mission to bring valued services to the communities we serve. Our success is defined by the people who receive our care. One recipient of care commented, “I can not thank these wonderful caring professionals enough for treating me as a human being.”

Helping someone begins with the understanding that how you treat someone is as important to the outcome as the quality of the service provided.

CHCS will continue to measure success one person at a time. The professionals at CHCS make a difference because of their respect for the people they serve.

Michael Bazinet, President
Dale Hamilton, Executive Director

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CHCS VISION

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.



CHCS Mission

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

Direct Service Hours

Mental Health staff worked a total of 59,129 direct service hours

There were 22,586 Home Health Visits and 6,905 Hospice visits, for a total of 29,491 Health Services visits.



GOVERNANCE

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

The Board and Corporate Members represent a cross-section of interests throughout the CHCS service area. They are representatives of business, professional communities, and persons knowledgeable about the region's health care needs.

BOARD OF DIRECTORS

Michael R. Bazinet, President

Glenn D. Goodwin, Vice President

Dr. Beatrice M. Szantyr, Second Vice President

Angela T. Butler, Treasurer, Immediate Past President

The Honorable Elizabeth O. LaStaiti, Secretary

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Tori Britton

James R. Fernald

Charles M. Hutchins

John B. Miller

Nicole C. Stevens

Shelley Sund

Suzanne H. Svendsen

Roberta Winchell, Esq.

Timothy C. Woodcock, Esq.

Rapid Aftercare Stabilization Services

The Rapid Aftercare Stabilization Services (RASS) program provides expanded short term aftercare and stabilization services for families in their homes, as child(ren) transition from hospitals or residential treatment facilities. The additional support is intended to bridge the children to community resources and decrease length of stays in out of home settings. The program can also support families in maintaining their children as they wait in their home community for higher levels of care. This intervention seeks to eliminate or reduce the number of days that a child is in the local emergency room setting seeking care, reduce the number of days in an in-patient psychiatric unit or crisis stabilization unit, and will provide families opportunities to work with trained providers in the home setting. Referrals can be made by emergency departments, inpatient units, crisis units, residential placements, case managers, and/or any other outpatient provider.

HUB & PATH Resources



CHCS is participating with MaineHousing and the Statewide Homeless Council to implement a new initiative designed to improve the coordination of resources for individuals experiencing homelessness. There are nine HUBS throughout the state of Maine and CHCS provides a HUB coordinator in Penobscot, Piscataquis, Hancock and Washington counties.

HUB coordinators are responsible for collaborating with other organizations, tracking metrics, identifying problems within the system, and managing the housing referral process.

CHCS provides other outreach services to individuals experiencing homelessness via our PATH program. This program serves Washington, Hancock, Penobscot, Piscataquis and Aroostook counties.

What we hear about our programs!

From a director : “Sue from ECCP provided our toddler program and staff such meaningful and effective ideas to help build emotional regulation for children. The program is a blessing”

From a teacher : “As I heard once in college, it takes a community to raise a child. I think that anyone with the opportunity to be part of ECCP should be. As a first year teacher I have gained a lot of knowledge from Sue and the ECCP program”

From a parent: “The consultant for my child’s classroom/case was extremely compassionate and dedicated to finding resources for my child. Highly recommend”.

Early Childhood Consultation Partnership

The Maine Early Childhood Consultation Partnership

(ECCP®) is an evidence-based early childhood mental health consultation program that addresses the social-emotional and behavioral needs of children birth to age eight (0-8) by offering support, education, training, and focused consultation to the adults who provide care for them at no cost.

ECCP®’s Core Classroom service focuses on supporting and coaching teachers and care providers to strengthen social, emotional, or behavioral supports for children in their program. Consultants provide weekly support and coaching to the teaching staff with the goal of building capacity to better meet the social-emotional needs of the classroom.

ECCP®’s Child-Specific service focuses on a young child who is struggling with social, emotional, or behavioral difficulties in their education or childcare setting. Consultants meet with the family and the educator/caregiver, conducts a home and classroom observation to identify the child’s strengths and needs, recommends strategies to meet the child’s needs, and facilitates referrals to more intensive services, if needed.



Youth & Family Navigators

Youth & Family Navigators help create a critical safety-net that offers opportunities for early intervention, continuous care coordination, and follow-up to ensure safety of adolescents and young adults ages 10-24. This free service provides support and interventions for youth and their families who are struggling with their mental health causing an increased risk for suicide or participating in self-harming behaviors. The program is grant funded, serving families regardless of income or insurance for as long as the need persists. If the individual chooses to not engage in the service navigators can provide support to their families.

If someone is currently experiencing an active crisis contact the Maine Crisis Line at 1-888-568-1112. Youth & Family Navigator can provide:

- ⇒ Supportive environment to address individuals struggles with suicidality and self-harm
- ⇒ Resource for families supporting youth in need
- ⇒ Education and skills practice for coping strategies
- ⇒ Intensive care coordination services including referrals and recommendations for treatment
- ⇒ Follow-up coordination to youth & family members after a mental health crisis or suicide attempt
- ⇒ Suicide risk screening (ex. Columbia Suicide Severity Rating Scale)
- ⇒ Collaborative safety planning with youth, their natural supports, and treatment team
- ⇒ Consultation and resources to schools, social service agencies, health care providers, and families to ensure youth in need of services are connected to care



John T Gorham Foundation

CHCS home Health services recently received the John T Gorham Foundation Grant for \$25,000. This grant will fund a project that addresses the population of older Maine adults living with congestive heart failure as well as older adults who have difficulty maintaining medication compliance. The project will provide home monitoring units and medication dispensers to the patients who meet the criteria and cannot afford to purchase their own equipment.

CHCS seeks to empower patients and caregivers to better manage chronic conditions, improve medication compliance, and thereby improve health outcomes and reduce utilization of costly hospitalizations and/or emergency room use. Using simple home monitoring equipment such as an automatic blood pressure cuff that also records the pulse rate, a scale that talks to the patient so the seeing impaired individual can monitor any weight gain, and a pulse oximeter to measure the amount of oxygen in their blood, along with alarmed medication dispensers, individuals can remain independent in their homes while self-managing their chronic conditions.

CHCS anticipates two very simple and basic results. The first is that older adults who struggle with taking their medication correctly will have improved medication compliance and therefore improved health outcomes. The second is that, upon discharge, our patients and caregivers will be knowledgeable about their chronic conditions and will have the tools necessary to manage those conditions without requiring hospitalization.

Health Services

As part of the Health Service's program, we provide skilled home health and hospice services to patients and families residing in Hancock, Washington, Penobscot, Aroostook, Somerset, and Piscataquis counties.

During FY, 2022 our staff provided a total of 23,791 home visits to individuals who were recovering from a serious illness or injury and/or who were suffering from a terminal condition.

When you are sick, there is no place like home. Nothing compares to being surrounded by loved ones when dealing with recent sickness, recovering from surgery, or facing a life-limiting illness. Home Health services can make a patient's return home from the hospital easier, and, in some cases, may help avoid hospitalization altogether. The home health and hospice interdisciplinary team members collaborate closely with patients' physicians to create a plan of care that will meet the individual healthcare needs for patients served.

It is a privilege to care for someone in his or her home. Our staffs' commitment and dedication to providing comprehensive, competent, and high-quality services is part of our everyday work here at CHCS.

Home Health Services Include:

Skilled Nursing; Skilled Physical and Occupational Therapy; Speech Therapy; Certified Nursing Assistants (CNA); Social Work; Wound Care; Telehealth Monitoring Program

Hospice Services Include:

Nursing; Medical Social Worker; Hospice Aide and Homemaker services; Physical, Occupational, and Speech Therapy; Dietary; Physician Services; Counseling Services; Volunteers; Bereavement Services



FY'22 Consumer Assessment of Healthcare Provider Services- Home Health & Hospice Satisfaction Survey's patient comments:

"We appreciate the compassionate care from the two nurses assigned to my case." – Home Health Patient.

"My physical therapist was outstanding." – Home Health Patient

"Everyone was wonderful – what a nice program to have in the area, I loved everyone." – Home Health Patient

"I have had excellent care from nurses and therapists, and I am making headway with their help." – Home Health Patient

"Angela was a sweetheart, just knowing I didn't have to leave my house was the greatest." – Home Health Patient

"They were very knowledgeable and talked to me like a person not just another patient." – Home Health Patient

Everything hospice did helped to make our lives easier. At times, I was not sure what I was doing but they helped and encouraged me the whole time." – Hospice Patient Caregiver

"I could not have done this without hospice!" "They were all amazing." – Hospice Patient Caregiver

"The nurses in Hospice were exceptional." "They helped me keep it together, caring, kind, knowledgeable and calling back in a timely manner always available when I needed them." – Hospice Patient Caregiver

"I think all the hospice people I dealt with were wonderful, supportive and caring of me and the whole family." – Hospice Patient Caregiver



CCBHC STATISTICS & QUOTES

- ⇒ New CCBHC clients enrolled year one (Feb. 2021—Feb. 2022) totaled 519. This exceeded our goal by 69 enrollees.
- ⇒ *"You have no idea how much your guidance is appreciated. We have never gone through something like this, and I finally feel like we're no longer lost out at sea."*
- ⇒ *"Can I just tell you that you are the only provider that I have had follow up about her? Thank you for being **responsive and supportive**, you don't know how helpful it has been."*

Spotlight on CCBHC

Community Health and Counseling Services (CHCS) was awarded a two-year \$3.2 million grant to implement a Certified Community Behavioral Health Clinic (CCBHC) in Penobscot County by the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA).

The clinic strengthens our local system of care through collaboration with other community organizations to create a "no wrong door" continuum of care.

CCBHC partners include:

- Wings
- St. Joseph Health Care
- Penobscot Community Health Center
- Penquis
- Acadia Hospital
- Wellspring

The CCBHC is structured to improve the coordination of care to improve access to mental health and substance use disorder services. Our team of skilled care coordinators is available to assist clients temporarily while they await a long-term provider or service. The team collaborates with area agencies and providers to manage wait lists and find the best fit for client needs. As soon as a long-term provider or service is available, the team transfers client care seamlessly to ensure continuity of care.

During the first year of operation, the CCBHC program enrolled over 700 individuals within our primary clinic or through designated collaborators. These numbers continue to grow, and through the work of the care navigators funded through this grant and embedded in our partner agencies, the impact and benefit of this grant has gone far beyond those 700 individuals fully enrolled in the program.

CHCS and its partners implemented the first grant with such great success, CHCS was awarded a 4 year CCBHC Enhancement grant. This will allow us to continue the work that has been taking place over the last two years and continue to improve the quality of community mental health and substance use disorder treatment services across the Greater Bangor Region. Our goal is to enhance the current services while focusing on priority populations, expanding our network of partners and enhancing the quality of assessments with the implementation of an evidence based practice and enhancing our infrastructure to support the use of data for quality improvement.



Spotlight on OPTIONS



OPTIONS
SAVE LIVES

The Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS) program is a statewide effort of the Maine Office of Behavioral Health to help address the growing number of opioid overdoses in our state and to help provide a resource to both individuals who have experienced an overdose, and the law enforcement officers and others who respond to aid those who have overdosed. Both the Penobscot and Piscataquis County OPTIONS liaisons are CHCS employees. In addition, the City of Bangor and CHCS have teamed up to provide additional support and access to resources in both Penobscot and Piscataquis Counties through the Overdose Response Team.

The Overdose Response Team includes:

- Options Liaison/Substance Use Disorder Counselor through CHCS
- Peer Recovery Coaches through The Bangor Area Recovery Network and the Together Place
- Bangor Police Department officers and other First Responders

The team works directly with the law enforcement partners to provide follow up to identified individuals in Bangor who have recently experienced an overdose.

Because of the high frequency of overdoses in the City of Bangor, the team works very closely with the Bangor Police Department, but has also established a strong working relationships with the Penobscot County Sheriff's Office, the Maine State Police, and most of the local law enforcement agencies in Penobscot and Piscataquis counties, partnering on responding to and following up with individuals who experienced an overdose, as well as providing education and training to first responder agencies on topics related to opioid use disorder and harm reduction.

The OPTIONS program also engages in direct outreach that is focused on meeting individuals where they are at and identifying useful supports on a case-by-case basis. The team works closely and is in collaboration with the Bangor Area Recovery Network, Together Place, and Health Equity Alliance to make sure that harm reduction resources and peer recovery supports are available.

Distribution and education on the use of Narcan, a life-saving medication which can reverse an opioid overdose, is an extremely important part of this work, and plays a major role in our outreach efforts.

For more information, please visit knowyouroptions.me or call Community Health and Counseling Services at 1-800-924-0366.

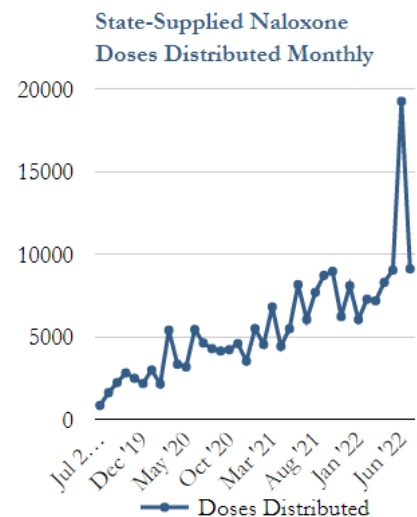


Chart by [Visualizer](#)

Source: University of Maine, Margaret Chase Smith Policy Center, [Maine Naloxone Distribution Initiative](#). For more on this metric see [Harm Reduction data](#) on the hub.

**OVERDOSE
DEATH IS
PREVENTABLE.**

Caught Ya!

"I believe that one of the highest compliments we can receive as a professional comes from recognition by our peers. Our "Caught Ya" program was implemented for this very purpose. It is wonderful to read the submissions and learn about our incredible team members. Many of the submissions for the past quarter identified staff who went above and beyond during a period of great uncertainty, fear and change. Thank you to the staff who made the submissions, thank you to the staff who were recognized, and thank you to all CHCS staff who make this an amazing organization. " - Dale Hamilton, Executive Director

Winners!

Quarter 1

The Bangor Lobby Team was caught by Michelle Humphrey for always looking out for each other. The communication and support they give each other any time there is a glitch or obstacle thrown their way is remarkable. The caring and commitment they have not only toward their peers but toward the clients we serve is admirable. The Bangor Lobby Team consists not only those I supervise, but others who have willingly stepped up and helped over the past four months to ensure our programs run the best they can when resources are depleted. My A team is **Abigail Stoneton, Ashley Holmquist, Chris Jordan, Christii Maquillan, Gail Pennartz, Mackenzie Jackson, Melissa Hardie Young and Sam Kitchen.** There have been many challenges and these people say 'bring it on' every time.

Quarter 2

Jacki Hanson was caught by Michelle Loring because things had been very busy and short staffed at Meadowview the past few weeks. Jacki has gone above and beyond her own daily duties on the weekends to prepare food for staff for the next week. Jacki has even labeled everything that goes together with instructions. This has made things easier to work around with appointments and outings for our 8 clients. We want Jacki to know how much she is appreciated!

Quarter 3

Amber Murphy was caught by Karen Wheelock for being willing to head out on a Friday night in the middle of a snow-storm to go assess clients and a situation that was emergent. She jumped in and helped until after midnight to ensure the clients, staff, and unit was stabilized and then returned first thing Saturday morning with a Box O' Joe and donuts for the clients and staff, and provided nursing care and direction in a medical crisis. Her medical leadership, initiative, strong commitment, passion, and teamwork go beyond words. Thank you, Amber, for all your incredible work during this very challenging situation and for keeping the humor to help us through!!

Quarter 4

Ashley Holmquist was caught by Karen Wheelock for always being willing to help with a project at the "drop of a hat!" Ashley has been a huge help printing off large CRMA manuals and assembling binders for all the recent CRMA classes. Ashley is ALWAYS willing to lend a hand with anything, and she does it with a smile and "of course I'll help!" I am very grateful for all that Ashley does for us!

Human Resources Statistics

From July 1, 2021 to June 30 2022:

89 staff were hired!

18 of these were new hires

Central Region: 66 new hires

Downeast Region: 9 new hires

Southern Region: 11 new hires

6 Admin Assistants

1 Cleaning Person

5 CIWs

1 CRW I

1 CSW

13 Crisis Residential Specialists

1 CSU Clinical Therapist

8 Ed Tech IIIs

2 FS IIs

6 PATH staff

2 RPCT staff

1 HIM Tech

1 Insurance Verification Specialist

7 Mental Health Therapists

5 Mobile Crisis Staff

9 Nurses

1 Residential Specialist Nurse

1 OPTIONS Liaison

2 Peer Specialists

2 Psychiatric MHNP

1 Residential Clinician

7 RSWs

1 Scheduler

1 Spiritual Advisor

1 Staff Accountant

1 RASS Clinical Supervisor

THANK YOU

IN MEMORIAM

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

*1883 SOCIETY MEMBERS

SECOND CENTURY CIRCLE*

Francis T. & Louise T. Nichols Foundation
Barbara Cassidy Foundation

BENEFACTOR*

Lois M. Gauthier Charitable Trust

PARTNER*

Dyneyg Power, LLC
Tricia & Dale Hamilton
Beatrice Szantyr
Scot Miller

ASSOCIATE

ORGANIZATIONAL

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Jace Farris
Joel B. Makowski
Lori J. Reynolds
Leslie Sadler
Jon Zerlaut

CONTRIBUTOR

Christopher Arnold
Samantha Beaulieu
Valarie Hart
Allen D. Colby
William R. Wood

FRIEND

Kristen Robinson
Courtney Benson
Gavin R. Pessin
Danielle Shedden
Davina Stiles
Abigail J. Stoneton
Michael Kashey
Nicole Roberts

SPECIAL GIFTS

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

\$5,000+

John T. Gorman Foundation
CWG Fund of the Maine Community Foundation

\$2,500+

St. Anne's Episcopal Church

\$1,000+

Brookings-Smith
Cheryl Kroemer
Scot Miller
Joseph H. Pickering

\$500+

Gary Smith
Fraternal Order of Eagles, Ladies Auxiliary, 3177
Waldron T. Sawyer
Dr. Allen Schaffer

UP TO \$49

Rita Rowan
Marvin Lundin
EJ Perry Construction Co, Inc
All Souls Congregational Church
Dr. Lesley Fernow
Colleen Seymour
Virginia McCurdy
Kristy Phinney

Bessie Ames

Karen Longevin
Lauren A. Morrison
Richard Robertson

Calvin York

Donna York

Carl Carpenter

Cheryl Carpenter

Dawn Hunt

Timothy Breen

Donald Elliott

Dorothy Baron
Corey Chapman
Daniel Elliott
Donnie Elliott
Shawn Elliott
Amy Grant
Patricia A. Murphy
Leonard W. Ouellette

Elizabeth Kain

Linda Kain

Elizabeth Ritchie

Bray Alan
Johnny Groda
Terry Pettengill
James Pratt
Drake Ritchie

Everett Newman

Carol Newman

Gary & Margaret Hagan

Whitney Hagan

George McLaughlin

Barry K. Bryant
Glenn K. Seitz

Gerald L. Lund

County of Washington

Joyce Fitzsimmons

Eastern Maine Electric Cooperative
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Oliver Gerry

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Margaret Seneca

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Rita Howard

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Leroy Kilby
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Roger Manzo

Katherine Wallace

Winnie Elderkin

Nancy Blake
Shirley A. Hersey
Janie Lander
Barbara Martin
Shirley A. Nadeau
Katherine B. Rugan
Elizabeth Weyl
Richard M. Williams

Thank you!



Municipals

Carroll Plantation
Drew Plantation
Abbot
Amherst
Amity
Bowerbank
Brooklin
Charleston
Clifton
Cooper

Crawford
Eastbrook
Edinburg
Embden
Enfield
Etna
Freedom
Greenbush
Guilford
Jonesboro

Jonesport
Lakeville
Linneus
Lubec
Ludlow
Madawaska
Mariaville
Mattawamkeag
Maxfield
Medford

Monson
Newburgh
Orland
Orrington
Plymouth
Princeton
Ripley
Shirley
Sorrento
Trenton

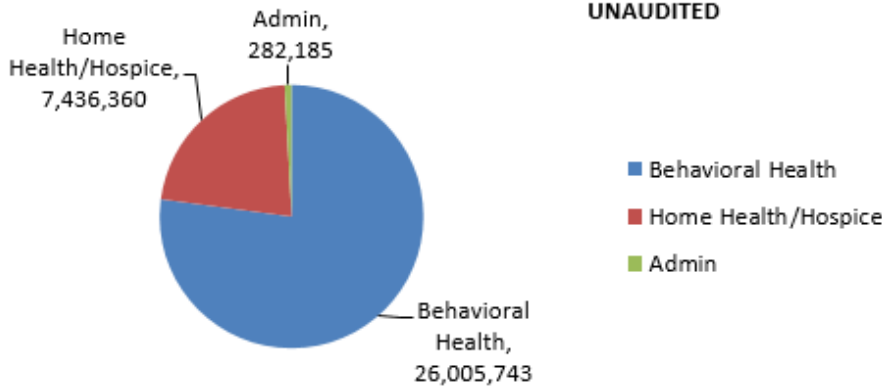
Wellington
Weston
Whitneyville
Willimantic
Windsor
Winn
Winter Harbor

Financial Statistics

Service Statistics

| | |
|--------------------------------|-----------|
| Hospice Days | 12,736 |
| Health Service Visits | 29,493 |
| Behavioral Health Client Hours | 79,104 |
| Adult Group Home Days | 10,271 |
| Crisis Residential Days | 2,812 |
| Foster Care Placement Days | 19,721 |
| Staff Miles | 1,429,333 |

Revenues by Department
FY Ended 6/30/22
UNAUDITED



Expenses by Department
FY Ended 6/30/22
UNAUDITED

