

Community Health and Counseling Services

Annual Report to the Community

2024-2025

There's a bittersweet truth behind every milestone we achieve as an organization: each success begins with someone in need. Asking for help is an act of courage, especially during life's most vulnerable moments. That's why our first responsibility as a service provider is to be accessible, welcoming, and ready to respond.

Because of the nature of our work, we often meet people at some of the most challenging points in their lives. In these moments, compassion isn't just a value, it's our foundation. It shapes our culture, guides our decisions, and ensures that every person we serve feels seen, heard, and supported.

Our team of dedicated professionals consistently go above and beyond to deliver excellence. For us, compassion doesn't define *what* we do—it defines *how* we do it. We live by the belief that "People don't care how much you know until they know how much you care."

We are proud of the work we do and honored by the trust placed in us by individuals and communities across Maine. The support we receive in return is a powerful reminder of the compassion that exists beyond our walls.

This report offers a glimpse into the services we provide but the true story is told through the thousands of individuals who shape our mission. It is our privilege to serve, and we do so with the unwavering belief that every person deserves kindness, dignity, and compassion.

Thank you for your interest in Community Health and Counseling Services.

Call: 1-800-924-0366 ❖ Email: contact@chcs-me.org

❖ Visit our website: www.chcs-me.org

❖ Follow Us on Facebook

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Governance

Community Health and Counseling Services is a non-profit 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.

President: Glenn D. Goodwin

Vice President: John B. Miller

Second Vice President: Dr. Beatrice M. Szantyr

Treasurer: Angela Tennett Butler

Secretary: Judge Elizabeth O. LaStaiti

Immediate Past President: Michael R. Bazinet

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.

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.

Corporate Members

- | | | |
|-----------------------------|------------------------------|------------------------|
| * Mr. Brian Ahern | * Mr. Jon Dawson | * Ms. Mary-Anne Saxl |
| * Mr. Michael Bazinet | * Mr. Roger George | * Ms. Nicole Stevens |
| * Mr. Philip Bennett | * Mr. Glenn Goodwin | * Dr. Robert Strong |
| * Mr. Richard Bernstein | * Dr. Geoffrey Gratwick | * Mrs. Kristen Strong |
| * Ms. Angela Tennett Butler | * Mr. David Green | * Mrs. Valerie Sulya |
| * Dr. Robert Clark | * Ms. Jennifer Gunderman | * Ms. Shelley Sund |
| * Mrs. Pamela Coffey-Paine | * Mr. Robert B. Harvey | * Dr. Beatrice Szantyr |
| * Mr. David Cole | * Mr. Charles Hutchins | * Mr. Ed Troscianiec |
| * Mrs. Kathy Cook | * Judge Elizabeth LaStaiti | * Mrs. Martha Ward |
| * Mr. William Cook | * Mrs. D'arcy Main-Boyington | * Ms. Roberta Winchell |
| * Mr. James Cox | * Mr. Billy Miller | * Mr. Timothy Woodcock |
| * Ms. Suzanne Croce | * Mr. John Miller | * Mr. Shawn Yardley |
| * Dr. Robert Dana | * Ms. Ann Miller | |
| * The Rev. Dr. Susan Davies | * Mr. Joseph Pickering, Jr. | |

Substance Use Disorder (SUD) Consultant Program

The Substance Use Disorder (SUD) Consultant Program is a State of Maine initiative supporting the Office of Child and Family Services (OCFS) across all eight districts. Our consultants bring specialized expertise to help families in the child welfare system address substance use challenges.

Each district is assigned a dedicated consultant who works onsite with OCFS staff, conducting comprehensive evaluations, recommending treatment plans, and connecting families to appropriate resources. The goal is to support recovery and reunification through clear, actionable steps.

Beyond assessments, consultants provide education and training to OCFS staff—enhancing understanding of substance use disorders and improving outcomes for families.

Our current team includes:

- **District 3 (Western Maine):** Jeannine Dumas
- **District 5 (Somerset/Skowhegan/Kennebec):** Lexi Altobell
- **District 7 (Ellsworth/Hancock):** Robin Stanwood
- **District 8 (Aroostook):** Jennifer Desjardins

We are actively hiring for **Districts 1, 2, 4, and 6** (Cumberland, York, Mid-Coast, and Penobscot/Piscataquis Counties).

The program is led by **Michelle Crate**, who oversees consultant support, policy development, and training, with **Brian Moynihan** serving as Program Manager.

Though geographically dispersed, our team stays connected through regular virtual meetings focused on case consultation and professional growth, and we prioritize in-person gatherings to strengthen collaboration.

Since launching in **February 2024**, the team has completed **219 assessments**—each one a step toward healing, stability, and hope for Maine families.



"Recovery begins with connection. By meeting families where they are, we turn hope into healing."

Stillwater Academy

Stillwater Academy has completed another highly successful and fun school year. As always, our teachers and staff planned and facilitated many trips into the community. Treworgy's Farms was our first field trip of the year and students coming back all said they had a great time. Darling's, our neighbors on Sylvan Road, allowed us to come in and trick-or-treat on Halloween. This winter, we visited Festival of Trees, a tradition of many years. Everyone got to go to UMaine and see the Yamato Drummers. Students and staff also went to see "Matinicus" at the Penobscot Theater Company. In addition to touring Job Corp., the entire team planned our own "Stillwater Games" with swimming events on one day and field events on another. Dale Hamilton even got to help us out on the hectic field day. We welcomed several new students and staff to our team this year and said good-bye to our three graduates on June 6th. It was the largest graduation we have had in many years. Two of the students gave speeches and reminded many of us of the hard, important work we do every day. Summer Program has trips to Maine Maritime and the Downeast Railroad planned. Teachers and Ed. Techs. have also planned for a scavenger hunt in the Mt. Hope Cemetery. We are already making plans for another busy 2025-2026 school year!



Above are the June 6, 2025, graduates.

Health Services—Volunteers

Health Services would like to highlight one of our very dedicated quilt makers, Julie Paschal. Julie has been sewing since she was just seven years old, and she has been making quilts for approximately ten years. Her passion for quilting is matched only by her generosity and compassion. Julie first came to know about CHCS when her grandmother was in our hospice care in 2005—a deeply personal experience that sparked a lasting connection.

Julie lives in Massachusetts and makes the heartfelt journey up a couple of times a year to personally deliver her homemade quilts. Each visit is a testament to her commitment and love for the patients we serve. There are many ways to offer care, but few are as tangible and comforting as her quilts. These are more than beautiful creations—they are acts of compassion, stitched with intention and love.

In the final chapters of life, when words may fail, Julie's work speaks volumes. Her quilts wrap our patients in a sense of peace and warmth, reminding them—and their families—that they are seen, valued, and loved. They offer comfort not only physically, but emotionally and spiritually, becoming cherished symbols of care during vulnerable moments.

We are deeply grateful for Julie's time, her talent, and most of all, her heart. Her contributions continue to make a meaningful difference, and we are honored to share her story.



CCBHC Takes Services to Bangor Area Homeless Shelter

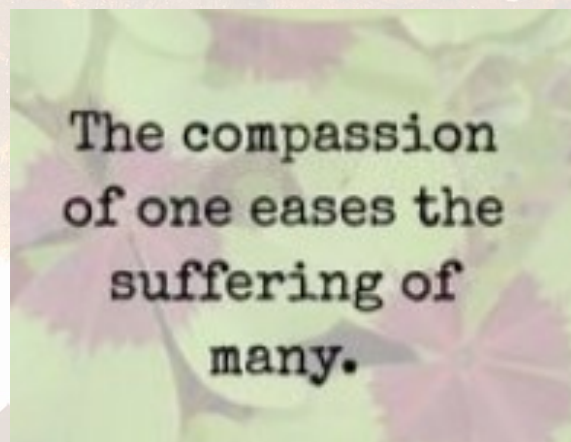
With the very exciting expansion of the Certified Community Behavioral Health Clinic (CCBHC) under the State of Maine CCBHC Demonstration Project, our team members are finding increasingly creative and compassionate ways to meet the needs of those we serve. This growth has opened new doors for innovation, collaboration, and deeper community engagement.

As the rate of homelessness continues to rise in Maine, it has become clear that a CCBHC can be a vital resource for individuals facing housing insecurity. For those who are unhoused and navigating the daily challenges of survival, attending a scheduled office-based appointment can be incredibly difficult. Recognizing this barrier, our CCBHC team noticed a high rate of intake no-shows and quickly shifted into problem-solving mode.

In response, the team reached out and partnered with the Bangor Area Homeless Shelter (BAHS) to explore more accessible alternatives for their residents. This collaboration led to a meaningful solution: Suzanne Hall and Andrew Croce now visit BAHS one afternoon each week to conduct CCBHC intake appointments directly at the shelter. This approach was warmly welcomed by BAHS staff and residents alike, and it has significantly improved intake attendance.

By meeting individuals where they are—both physically and emotionally—our team is fostering stronger connections and ensuring that those in need are linked to essential behavioral health services. This initiative not only reduces barriers to care but also reinforces dignity, respect, and trust in the therapeutic relationship.

The success of this creative solution has inspired the team to explore similar partnerships with other community organizations that support individuals experiencing homelessness. In our work, we often speak about “meeting clients where they are at,” and this effort truly embodies that philosophy in the most literal and impactful way. It’s a testament to the power of empathy, flexibility, and collaboration—and it’s making a real difference in people’s lives.



Children's Behavioral Health Urgent Care Clinic Pilot Program

In November of 2023 we opened the Children's Behavioral Health Urgent Care Clinic Pilot through our Cedar Street office from the hours of 12-8pm Monday through Friday, increasing to Saturdays 12-8pm in April of 2024. The program is staffed with a clinical supervisor/clinician, along with three full time staff, and five part time staff. Presently there are also four clinical interns that see clients for CCBHC intakes and routine clinical sessions. The clinic serves all children and their families up to the age of 18. During the past 2024-2025 fiscal year this team has served 238 individual clients and their families.

In 2023 when we were approached with this pilot, the purpose was to divert families from utilizing the emergency department for mental health needs, and to be able to appropriately meet these needs in an efficient and timely fashion in a community based setting. During the past 2024-2025 fiscal year: 88% of children served who have been approved for higher levels of care remained in their home environment while awaiting placement, 85% remained out of the emergency department, and 87% received referrals to service after their first engagement with the clinic. Families that didn't receive referrals were due to their own autonomy to decline, or they already had all services they needed in the community at the time of our engagement.

In 2025 this program moved to sustainability under the CCBHC at our Cedar Street location. On 5/1/2025 we started splitting the way we opened clients as either a CCBHC intake or a mobile crisis intake depending on their presenting problem, level of safety risk, and ongoing need. Out of 238 clients, 71 either initially were a walk in CCBHC intake or have come back for follow up support after their first initial contact and have been enrolled in the CCBHC. This means that 167 clients were opened as mobile crisis clients that had some level of safety risk that needed to be assessed for a proper level of care. If you pause and think about how long it takes for a child to be assessed in an emergency department (typically 5-10 hours average depending on how busy they are) these numbers are truly amazing to reflect on the time saved for these families. The longest time we have had for a family to arrive and reach disposition at the clinic has been 4 hours, with an average time frame of 2 hours.

Clinic staff support families by providing a safe space for their children to have their behavioral health needs met. When families first arrive, they are greeted by our staff who triage what the client's presenting problem is and if they will need a CCBHC intake or a mobile crisis intake. The family is offered an assessment, safety planning, referrals to community providers, short term clinical work with an intern if appropriate, coping strategies sessions with a clinic staff if appropriate, parenting skills/psychoeducation, coordination with their current providers, and full holistic support. When a child does meet a higher level of care, if they are able to remain safe in the community we present them from the comfort of their own home.

As the clinic team go into their third fiscal year running, families continue to report that they appreciate our non-medical atmosphere that feels less scary and more welcoming than having an assessment in an emergency department. Over the past year we have seen an increase in families bringing their external providers to be a part of their appointment, more police officers feeling comfort to utilize the clinic, and continued collaboration with community partners. In the coming years, our mission is to continue to improve our atmosphere to be the most holistic, low barrier, client driven it can be.

"The compassion of one eases the suffering of many."

Treatment Foster Care

Community Health and Counseling Services' Therapeutic Foster Care Program provides services to over thirty-five families across the state of Maine from our nine offices. With 2,197 youth in care in Maine as of May 2025, there is no question that there is a need for resource families. Being a resource parent requires a belief that the children have a right to live in a supportive, nurturing, non-punitive environment. Having qualities such as compassion, flexibility, understanding, empathy, and love for a child. Each resource parent has a different reason "why".

April Wallace has been a resource parent since 2012 and returned to therapeutic foster care in 2024. When asked why she became a resource parent she stated *"For the child who has no idea what it means to be loved for who they are where they're at. For the child that has no understanding that they are a precious gift deserving of unconditional love. Being able to help children work through traumas and come to understanding that they had no say or control over what has happened to them, they have control over their healing and choices to change the direction of their lives. I do it to help provide stability for a child who has experienced chaos and does not know stability is possible. Being the safe place to express themselves, even the ugly things, learning they can depend on me to show up and love them anyway."*

Resource families partner with Community Health and Counseling Services and entrust us to provide therapeutic services to each child that enter their home. CHCS' Therapeutic Foster Care provides additional supports such as:

- ♦ Skill building
- ♦ Case management Services
- ♦ Treatment Team Meetings
- ♦ 24/7 On Call Phone Support
- ♦ Supervised Visits
- ♦ Financial Support
- ♦ Trainings
- ♦ Clinical Program Oversight
- ♦ Support Groups
- ♦ Resource Family Community
- ♦ Respite Care

Through these additional services, CHCS staff can build strong relationships with children and be another trusted adult on their team. CHCS' therapeutic foster care serves as a liaison between DHHS, resource families and biological parents by providing education, and a safe space to practice positive parenting skills while utilizing the process of reunification to strengthen a healthy relationship.



Caught Ya Winners!

"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

Quarter 1: The Rental Team was nominated by Nicole Cohen. The Rental Services team has been understaffed for a period of time, going from seven staff down to four, in the midst of the homeless crisis in this area. Nonetheless the team rallies together to get the work done in order to benefit the folks we serve. Rental staff often comes in early and stays late when it is needed. The team supports each other tirelessly and they always keep a good sense of humor, making the work environment positive, regardless of the challenges we face. Each team member has picked up many extra responsibilities, and figured things out as they go. Vicki Wilbur has covered inspections for all vouchers, in addition to her regular role. Her approach is friendly and puts folks at ease. Heather Salib has taken on the billing for both voucher programs as opposed to one, as well as processing security deposit claims and following up on various pending actions. Her "can do" attitude is impressive and much appreciated. Florence Kaleebi has jumped in with both feet and is making major strides in her new role as the BRAP Coordinator. She has been a wonderful addition to our team. The staff of Rental Services takes it in stride and makes me proud to work at CHCS, alongside folks who truly care, and "get it done".

Quarter 2: Vernon Wilbur was nominated by Rachael Wood for: "being a team player at Fieldstone. Vern came to cover an evening shift as a second staff. When he arrived, he was made aware we needed a CRMA. Vern did not hesitate, and said he would be comfortable passing meds, even though that was not told beforehand. Thank you, Vern!"

Quarter 3: Andrew Fitzpatrick was nominated anonymously: "Andrew, Our Exceptional Maintenance Helper is a standout member of our team, always bringing a smile and a professional attitude to his work. Each day he is consistently demonstrating his pleasant demeanor and exceptional skills. Andrew approaches each task with dedication and a positive outlook. He is an invaluable asset to our team. We truly appreciate his hard work, reliability, and the cheerful energy he brings to our workplace."

Quarter 4: Diana Harriman was nominated by Jace Farris. Jace said the following about Diana: "Diana went above and beyond for one of her BHH Clients. Working together with myself we spent 2 hours in the community meeting with one of her clients who was in both housing crisis and mental health crisis. We were able to de-escalate the client and get them into a safe place. Diana worked hard and was able to get the client into a rehab facility and then transported the client to Bangor to receive help. This is a very typical day for us in rural communities and I really wanted to highlight the great work that was done here!"

*"A true leader has the confidence to stand alone,
the courage to make tough decisions,
and the compassion to listen to the needs of others."*

Compassion in Action: The CHCS Team Difference

At CHCS, our staff are the heartbeat of our mission. Across every program and location, they embody the values of compassion, integrity, and innovation—creating a culture rooted in care and connection. Whether working directly with clients or behind the scenes, each team member plays a vital role in fostering a supportive environment where individuals and families feel seen, heard, and empowered.

What makes CHCS unique is the way our staff consistently go above and beyond. They don't just deliver services—they build relationships, foster trust, and respond with creativity to meet complex needs. From crisis support to long-term care, our team serves the lifespan with dedication and heart. Our work in mental health and substance use services is a cornerstone of our mission—providing compassionate, evidence-based care that promotes healing, resilience, and recovery. Home health and hospice are also integral to that mission, offering comfort, dignity, and continuity of care during life's most vulnerable moments. Every interaction is grounded in warmth and professionalism, making CHCS a trusted resource in the community.

Collaboration, respect, and a shared commitment to growth define our workplace culture. Staff support one another, celebrate successes, and continuously seek ways to improve outcomes. It's this spirit of teamwork and purpose that transforms our mission from words into action—every single day.

As we look to the future, CHCS is committed to expanding our impact and deepening our reach. We are investing in new technologies, strengthening partnerships, and developing innovative models of care that reflect the evolving needs of our communities. Our staff are at the forefront of this transformation—leading with vision, courage, and a relentless drive to create lasting change.

We envision a future where every individual has access to comprehensive, person-centered care—where barriers are removed, and opportunities for wellness and stability are within reach. With our team's unwavering dedication, CHCS will continue to be a catalyst for progress, a place where hope is not just offered, but actively built.

“

We can't heal the world
today but we can begin
with a voice of
compassion, a heart of
love, an act of kindness.

MARY DAVIS

GRACIOUSQUOTES.COM

**It takes a deep sense of
commitment and compassion
to nurse the sick. To make
others' physical & mental
wellbeing your priority is a
different kind of Devotion.**

Sadhguru

1883 Society Members

Second Century Circle

Francis T. & Louise T. Nichols Foundation

Northeast Telehealth Resource Center

Catharine W. Guiles

James Cohen

Scot Miller

Maine Savings Federal Credit Union

The Celia Lipton Farris & Victor W. Farris
Foundation, Inc.

Founder's Circle

Glenn Goodwin

Benefactor

Joan Leitzer

Partner

Dale Hamilton

Joseph Pickering

Wayne Craig

Kathie Norwood

3 Point Cleaning

Beatrice Szantyr

Edward Graham

Associate

Rose St. Louis

Nancy Grover

Tayla McGoff

Elizabeth O. LaStaiti

Heather Laplante

Martha Ward

Richard Bernstein

Shelley Sund

The Snowman Group

Timothy C. Woodcock

Friend

Nicole Achey

Andrew Royal

Sydney Lamontagne

Darling's

Jace Farris

Kristen Robinson

Leslie Sadler

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Dead River Company

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Hospice Donations

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St Anne's Episcopal Church—Laura
Burns Fund

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Blueberry Festival—Machias

Martin Millett

Brenda Phillips

Hannaford-Brewer

Joan Hochreiter

Port Enterprises, Inc.

Duska Robinson

Ed Donahue

Hope Brogunier

September Fest—Lincoln

Sherry Wotton

Holly M. Smith

Municipal Donations

Dover-Foxcroft

Enfield

Garland

Greenbush

Jonesboro

Machias

Maxfield

Oakland

Orient

Palmyra

Passadumkeag

Shirley

Weston

Whitneyville

Winn

Fiscal Year 2025 Financial Information

Revenues:

Home Health/Hospice: \$7,099,599

Behavioral Health: \$27,104,160

CCBHC: \$1,925,542

Admin: \$122,980

Expenses:

Home Health/Hospice: \$6,270,583

Behavioral Health: \$22,874,436

CCBHC: \$1,209,354

Admin: \$5,196,278

Totals:

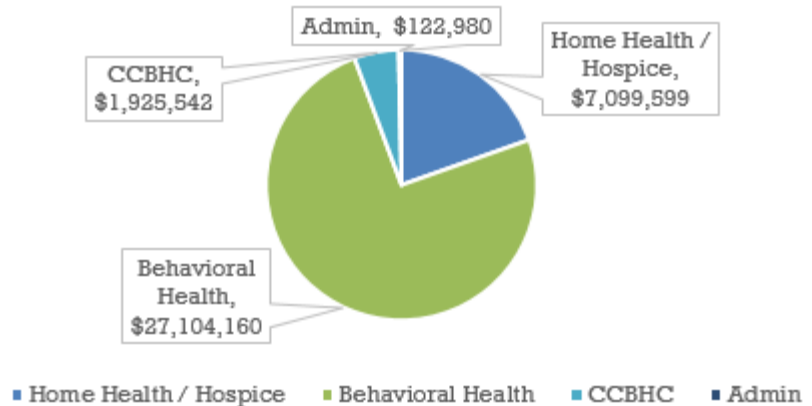
Home Health/Hospice: \$829,016

Behavioral Health: \$4,229,724

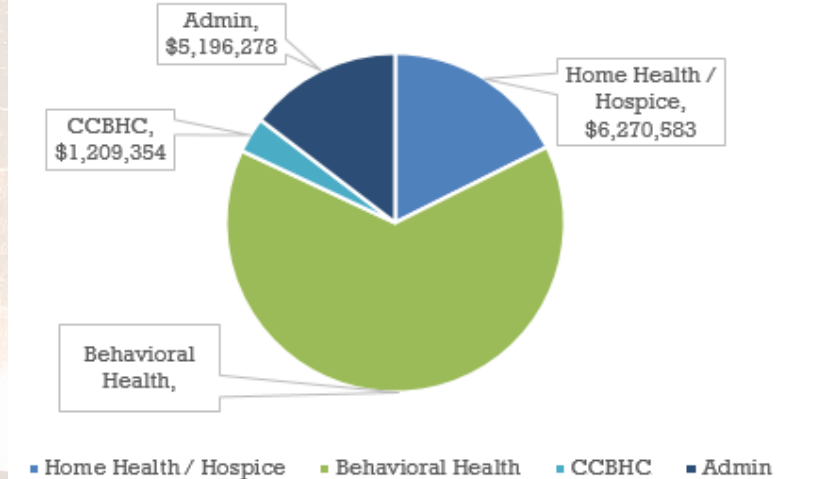
CCBHC: \$716,188

Admin: (\$5,073,298)

Revenues by Department FY Ended 6/30/25
Unaudited



Expenses by Department FY Ended 6/30/25
Unaudited



Thank you.