



Community Health and Counseling Services was founded in 1883 with a clear and enduring purpose: to coordinate care and resources to meet the needs of the community. More than 140 years later, that commitment continues to guide our work and is reflected in our mission to provide services that are needed, valued, and accessible to the individuals, families, and communities we serve.

Today, CHCS delivers a comprehensive continuum of community-based care across a broad geographic region, helping people access the support they need close to home. While our programs and services have evolved to address changing community needs, our commitment to improving lives and strengthening communities remains as strong as ever. Achieving this mission requires a steadfast commitment to quality care, accountable stewardship of the resources entrusted to us, and meaningful collaboration with those who share our vision of community well-being.

This belief in partnership has guided CHCS since its earliest days. Just as our founders recognized that complex community challenges are best addressed through coordinated efforts, we know that people experience better outcomes when organizations work together. Through collaboration, we strengthen connections, expand access to services, and help ensure that every person has the opportunity to reach their full potential.

Our report illustrates the skilled, compassionate and effective care provided by over 400 individuals who define CHCS. We invite you to visit our website at www.chcs-me.org to learn more about our organization. We cannot fully honor our legacy without the feedback and involvement of the community. We invite you to reach out with your questions, comments, critiques and compliments. Your involvement makes us a better organization, partner and community resource.

Glenn D. Goodwin
Board President

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Call: 1-800-924-0366
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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 personal knowledgeable about the region's health care needs.

President: Glenn D. Goodwin

Vice President: Michael R. Bazinet

Second Vice President: Dr. Beatrice M. Szantyr

Treasurer: John Miller

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

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Shawn Yardley

Ms. Brenda Fernald

Our Legacy in Action

Recognizing Exceptional Staff — Every Person, Every Journey, Every Day

Honoring Staff Achievements and Recognition

Every accomplishment within our organization is rooted in the dedication, compassion, and leadership of our staff. This past year, many team members were formally recognized for their outstanding service, innovation, and commitment to those we serve. We are proud to highlight these individuals whose work embodies our mission and values.

Vanessa Scott, February 2026 - Maine Sheriff's Association Outstanding Achievement Award

What is the MSA Outstanding Award? - To be given to a Sheriff's Office non-commissioned employee, contractor, civilian program or support staff, and/or citizen volunteer who has demonstrated extraordinary performance or made significant contributions to a Sheriff's Office. The award may include someone who has used their talents to assist others, and or demonstrated a steadfast commitment to supporting the mission of the Office of the Sheriff.

Over the years, Vanessa has been an integral part not only in providing mental health services to citizens but also in supporting our employees after critical crisis situations. Vanessa has assisted our staff after numerous child death investigations, police related shootings, and after the death of a local town manager who drowned in Carmel, Maine. Vanessa has extended a helping hand and compassion to patrol officers, jail staff, dispatchers, and even town employees after serious events. During her time with the Sheriff's Office, Vanessa has been involved with over 600 calls for service, including but not limited to: welfare checks, family fights, mental health calls, numerous death scenes, death notifications to family members, suicide threats, fatal accidents, and many other calls for service.

Vanessa's dedication and positive impact on both the community and the Sheriff's office's work are truly commendable. Her efforts have not only enhanced the services CHCS provides but have also made a significant difference in the lives of many. For this reason, I recommend Vanessa Scott for the MSA Outstanding Achievement Award.



Health Services Team Receives National Recognition for Excellence in Patient Experience

In 2025, Community Health and Counseling Services achieved a significant milestone, earning designation as a National Best Practice Agency by WellSky. This prestigious recognition is awarded to organizations that demonstrate outstanding performance in one of the most critical indicators of healthcare quality—patient experience.

Based on a comprehensive analysis of agencies participating in WellSky’s Home Health CAHPS (Consumer Assessment of Healthcare Providers and Systems) program, our organization ranked in the top 25% nationwide for Overall Satisfaction and Likelihood to Recommend. These measures reflect the voices of the individuals and families we serve and underscore our commitment to delivering compassionate, high-quality care.

In recognition of this achievement, Community Health and Counseling Services was honored with the Home Health CAHPS Award of Distinction for superior performance in 2024. This award highlights the dedication, professionalism, and patient-centered focus of our staff, leadership, and board.

This accomplishment affirms our role as a leader in home health care and reinforces our ongoing commitment to continuous improvement. We are proud of this recognition and remain focused on enhancing the care experience for our patients, caregivers, and communities.

~ From Helena Mailloux (Director of Home Health and Hospice) – “I wanted to share some positive news. This recognition is in reference to our patient satisfaction survey results for home health. This type of achievement speaks to the tremendous efforts of all our staff at every level that give of their skills, knowledge, time and resources, kindness, and compassionate hearts so that patients and their families receive exceptional high- quality skilled medical care. So proud of this team!”



From WellSky: “This level of success is commendable and deserving of recognition. WellSky is therefore pleased to present you with the **Home Health CAHPS Award of Distinction**. This award is presented to home health organizations that have demonstrated superior performance in 2024.”

Kristen Robinson – Recognized by Bangor Area Homeless Shelter



In 2018, Bangor Area Homeless Shelter began working with an individual experiencing chronic homelessness. BAHS has served this individual in the Emergency Shelter on six separate occasions, and he utilized the Hope House Health & Living Center on one occasion. In addition to our Emergency Shelter, this person has regularly utilized the BAHS Day Program and the Winter Warming Center. Even while housed this person would spend most of his days utilizing the BAHS Day Program from 8AM to 4PM. Sometimes this person has days where his mental health escalated his behavior, and he tends to get too loud and doesn't respond to verbal prompts. When this happens, BAHS staff usually ask him to take a walk and, on some occasions, have to have him leave for longer periods to give him a break. This person struggles with significant mental health issues therefore following rules is a challenge. Housing vouchers have been awarded to this person on three separate occasions, and he has obtained safe, permanent housing twice. Unfortunately, both times he was housed, his behaviors caused by his mental health led to the loss of his housing. He is a nice, respectful, and likeable person but his mental health becomes an issue that leads to eviction. His case manager and I have tried to come up with different ideas that would allow his tenancy to be successful including adding noise barriers to his apartment. This too, proved unsuccessful.

We continue to brainstorm solutions in an attempt to help him preserve his housing. On a positive note, he works very well with BAHS staff and has formed great relationships with them. He has a great sense of humor and jokes around a lot, brings chocolate to us to show his appreciation, and writes poetry for the staff. Almost every staff member has received a nice poem from him. A very important part about him being here at the Shelter even when he does not have a bed, is easy accessibility to service providers in the community. The staff here are always trying to connect him to case managers and get him a case manager that he trusts. That's generally the hard part because he doesn't trust easily. This year, we were able to connect him with Kristen at Community Health and Counseling Services. She began working with him through the Shelter and was able to gain his trust. On 3/10 he was matched to a voucher through the Bangor Public Health and Community Services and Kristen was able to get that voucher for him. She was then able to connect him to a landlord reference, and he was in his new apartment a couple days later. He has been successfully housed since then. It doesn't seem like a long time but for him, that is a big deal. Thank you for the collaboration, Awa Conteh and Kristen Robinson from CHCS. All of us working together got him off the streets and into his own home. We still see him often for our day program, food pantry, and other things that he may need but he spends more time at his new home than he did the last time he was housed, but he knows that he can come here when he needs us.



Susan Brousseau – Celebrating Maine’s Early Childhood Professionals for 2026 Week of the Young Child



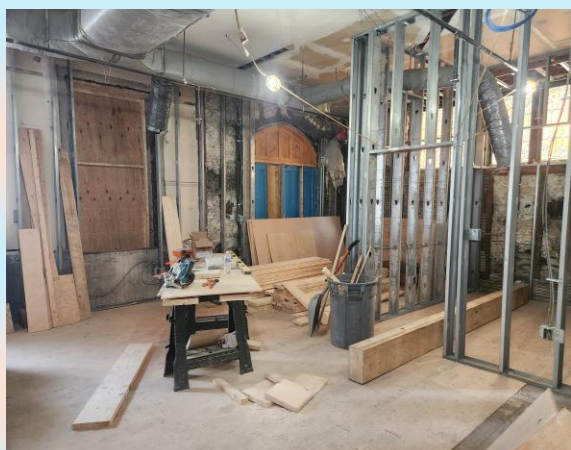
Spotlight on Susan Brousseau of our Manchester office! She was recently nominated for the Week of the Young Child as an outstanding service provider. The Maine Department of Education (DOE) Early Learning Team, in collaboration with the Maine Department of Health and Human Services (DHHS) Office of Child and Family Services, celebrate the 2026 Week of the Young Child by highlighting outstanding early childhood professionals from across the state for their hard work and dedication across all sectors of early care and education for children from birth through age eight.

Sue initially joined CHCS as an outpatient clinician and has served as our Early Childhood Consultant for the last six years, serving children, early childcares, schools, and families around Kennebec County. Sue goes above and beyond to provide early childhood support, while also providing support to staff in neighboring counties, and Aroostook County. She creates multiple child-specific resources to assist children, families, care givers, and teachers in meeting the social-emotional needs of children 0-8 years. Sue goes into classrooms, childcare centers, and family-run daycares to provide both child specific and classroom centered services aimed at improving social emotional skills and functioning through the use of classroom organization, storytelling, role play, games, and teacher education.

Sue is very passionate about educating early-childhood educators on strategies to manage the social emotional needs of children ages 0-8. She has provided several rounds of the Regulated Classroom Training to not only individual classrooms/centers, but to the community as well. She has co-facilitated several state-wide training courses via zoom and one in-person training with Maine Roads to Quality. Sue frequently attends community events, conferences, and provider fairs to advocate and bring awareness to social emotional skills and services available through ECEforME.

Sue has shown herself to be a strong leader. She was part of the workgroup that helped not only transition the state program ECEforME into a new model of practice but also helped with paperwork and consultation plan development. She has served as a mentor to multiple early childhood education consultants. Sue has developed multiple partnerships with area providers to help connect children, families, and caregivers with local resources. Two years ago, Sue worked with the Department of Education to deliver large trainings on managing challenging behavior and worked tirelessly to teach skills to parents and teachers alike. Sue truly loves the work that she does and that passion shows up in the energy she brings to her work. She is always willing to make time to chat with families and educators, working to meet them where they are at and tailor individualized interventions to the child or classroom. She is a strong advocate, a delightful peer, and a joy to work with. Her waitlists for services are extensive, and centers regularly invite her back to provide additional support for other classrooms and children.

Where we started:



Expanding Access to Crisis Services Through a New Crisis Receiving Center

In 2026, CHCS achieved a significant milestone in strengthening Maine's behavioral health crisis system when the Maine Department of Health and Human Services awarded CHCS a \$3.35 million contract to operate one of only three Crisis Receiving Centers in the state. The center, located in Bangor, joins similar facilities in Portland and Lewiston and represents a major investment in expanding access to timely, community-based crisis care.

The Crisis Receiving Center (CRC) was developed to provide immediate, low-barrier support for individuals experiencing a mental health or substance use crisis. Serving as a welcoming alternative to hospital emergency departments, the center offers walk-in access to crisis workers, nurses, psychiatric providers, and peer support specialists in a recovery-oriented environment designed to support stabilization and connection to ongoing care.

This new service strengthens Maine's continuum of crisis care and fills an important gap by providing a dedicated location where individuals can receive urgent behavioral health support when they need it most. Building on CHCS's long-standing role as the provider of mobile crisis response and crisis residential services in Penobscot and Piscataquis counties, the CRC further expands access to care for individuals ages 14 and older experiencing a behavioral health crisis. Younger individuals continue to have access to crisis support through Maine's crisis line, mobile crisis services, crisis residential services, and the CHCS Crisis Walk-In Clinic.

The award reflects CHCS's commitment to innovation, collaboration, and expanding behavioral health services to meet the needs of the communities we serve. Throughout the year, significant planning and preparation took place to ensure

the successful launch of the program, including facility development, staffing, operational planning, and coordination with community partners and state stakeholders.

The Crisis Receiving Center is expected to open at 68 First Street in Bangor in October 2026. The new center represents an important step forward in ensuring that individuals experiencing a behavioral health crisis have access to compassionate, timely, and effective care when they need it most.

As CHCS continues to strengthen its crisis services continuum, the Crisis Receiving Center will serve as a cornerstone of our commitment to providing accessible, person-centered care. By offering a welcoming alternative for individuals experiencing a behavioral health crisis, the CRC will help connect people to the right support, at the right time, and in the right setting, while strengthening behavioral health resources for communities throughout the region.

Where we are now:



Hospice Volunteer Program

Health Services proudly launched its own Hospice Volunteer Program in 2024. The program was created after CHCS learned that its long-term contract with Northern Light Volunteers would end, prompting us to build an in-house program to continue providing compassionate end of life care throughout those communities that contract served.

Hospice volunteers provide one of the most meaningful gifts possible – the gift of time. Whether providing companionship at the bedside, reading a book, listening to music, or simply offering caring presence, volunteers bring comfort and dignity to patients during their final journey reminding families that they are not alone.

The impact of our volunteer program reaches far beyond hours they donate. Volunteers create moments of connection, preserve dignity, and provide emotional support to both patients and their families. Volunteers often have the privilege of hearing stories of courage, resilience, love, and hope from individuals reflecting on lives well lived that complement the exceptional care delivered by our interdisciplinary hospice team.

A glimpse into our current growing list of Hospice Volunteers: We have one clerical volunteer, Avis and four fully trained and oriented patient care volunteers, Nori, Karen, Colleen and Sarah. We also have two other individuals who have almost completed the required training elements which will bring us to seven hospice volunteers in total. Each volunteer brings unique talents, experiences, and gifts to our program, but they all share a common purpose: to provide compassionate presence when it is needed the most.

We are deeply grateful to each volunteer who decided to join CHCS Hospice Volunteer Program. Their involvement enriches our organization, strengthens our communities and leaves a lasting impact on the lives of the patients and families we have the privilege to serve. Families frequently express gratitude for the connections volunteers builds with their loved ones.

Note from a bereaved family member of a patient who had volunteer services:

“The Hospice nurses, aides, social workers, and Volunteers were absolutely wonderful. Not only doing their job but going above and beyond to support my family in a difficult time. Special Thank you to all.”

Looking ahead, we remain committed to expanding opportunities for volunteer engagement, strengthening education and support for our volunteers, and continuing to build a program that reflects the highest standards of compassionate hospice care. For more information about our volunteer program, please reach out to Barbara Carey, Hospice Program Coordinator at 207-922-4600 Ext. 4600.



2026 Caught Ya Winners

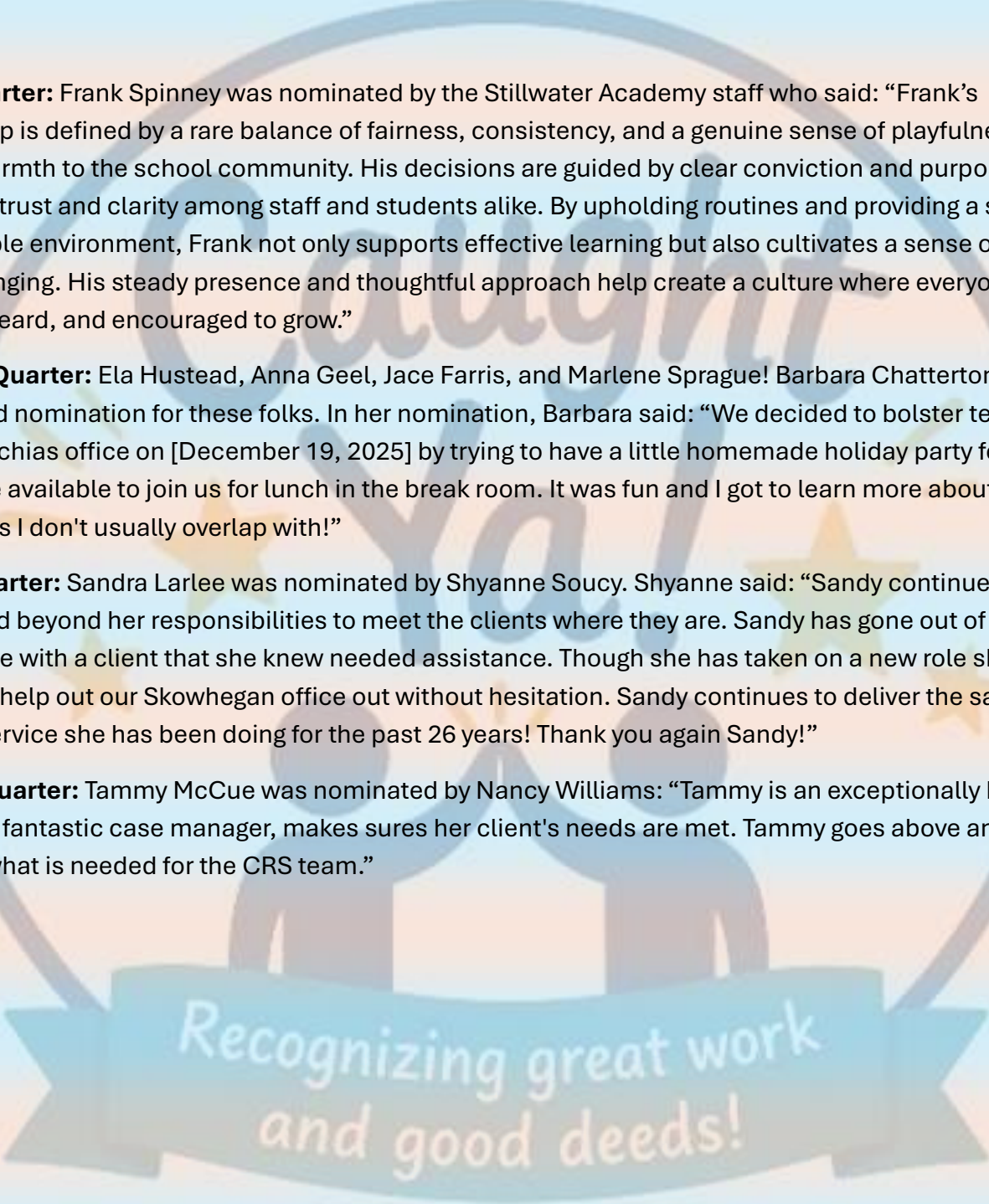
"I believe that one of the highest compliments we can receive as a professional comes from recognition by our peers. Our "Caught Ya" program was implemented for this very purpose. It is wonderful to read the submissions and learn about our incredible team members. Many of the submissions for the past 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

First Quarter: Frank Spinney was nominated by the Stillwater Academy staff who said: "Frank's leadership is defined by a rare balance of fairness, consistency, and a genuine sense of playfulness that brings warmth to the school community. His decisions are guided by clear conviction and purpose, fostering trust and clarity among staff and students alike. By upholding routines and providing a stable, predictable environment, Frank not only supports effective learning but also cultivates a sense of safety and belonging. His steady presence and thoughtful approach help create a culture where everyone feels valued, heard, and encouraged to grow."

Second Quarter: Ela Hustead, Anna Geel, Jace Farris, and Marlene Sprague! Barbara Chatterton did a combined nomination for these folks. In her nomination, Barbara said: "We decided to bolster team spirit in the Machias office on [December 19, 2025] by trying to have a little homemade holiday party for staff who were available to join us for lunch in the break room. It was fun and I got to learn more about coworkers I don't usually overlap with!"

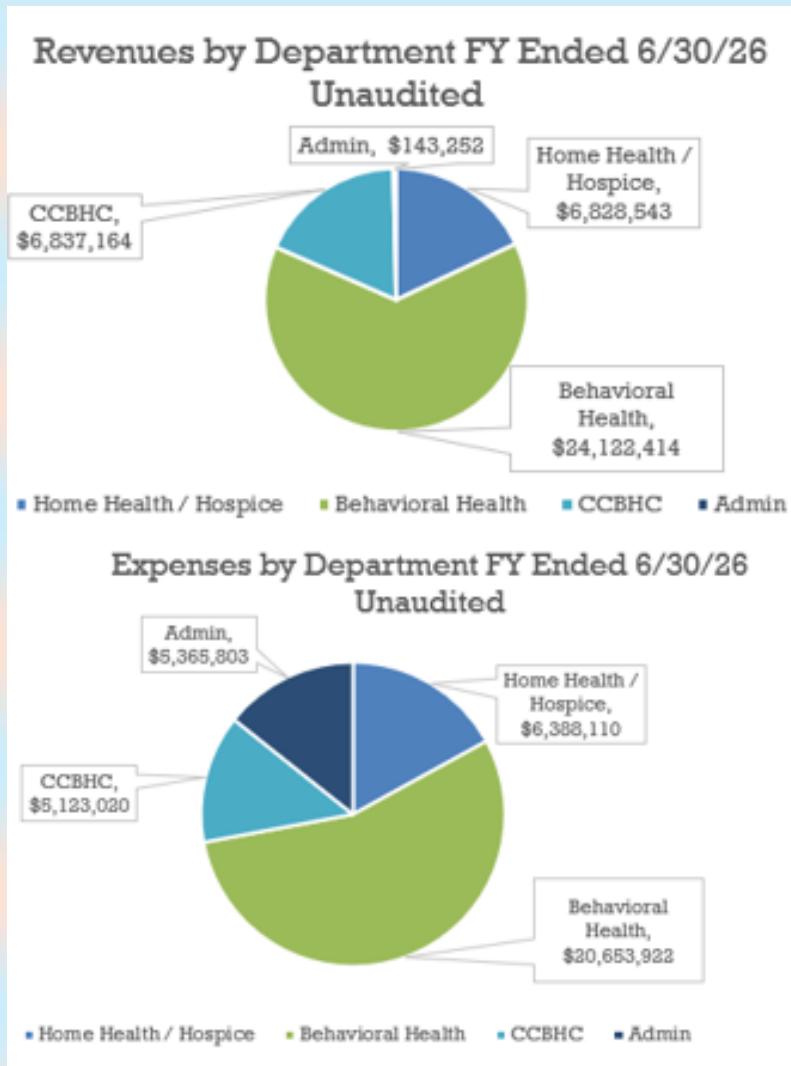
Third Quarter: Sandra Larlee was nominated by Shyanne Soucy. Shyanne said: "Sandy continues to go above and beyond her responsibilities to meet the clients where they are. Sandy has gone out of her way to help me with a client that she knew needed assistance. Though she has taken on a new role she was willing to help out our Skowhegan office out without hesitation. Sandy continues to deliver the same high-quality service she has been doing for the past 26 years! Thank you again Sandy!"

Fourth Quarter: Tammy McCue was nominated by Nancy Williams: "Tammy is an exceptionally hard worker, A fantastic case manager, makes sures her client's needs are met. Tammy goes above and beyond what is needed for the CRS team."



Recognizing great work
and good deeds!

Financials



Revenues	FY26	FY25
Home Health / Hospice	\$ 6,828,543	7,099,599
Behavioral Health	\$24,122,414	27,104,160
CCBHC	\$ 6,837,164	1,925,542
Admin	\$ 143,252	122,980
	37,931,373	36,252,281
Expenses		
Home Health / Hospice	\$ 6,388,110	6,270,583
Behavioral Health	\$20,653,922	22,874,436
CCBHC	\$ 5,123,020	1,209,354
Admin	\$ 5,365,803	5,196,278
	37,530,855	35,550,651
Home Health / Hospice	440,433	829,016
Behavioral Health	3,468,492	4,229,724
CCBHC	1,714,144	716,188
Admin	(5,222,551)	(5,073,298)
	400,518	701,630

Donations

Municipals

Crawford
Dover-Foxcroft
Edinburg
Embden
Enfield
Etna

Garland
Gouldsboro
Greenbush
Hudson
Jonesboro
LaGrange

Lakeville
Lamoine
Machias
Maxfield
Monson
Orient

Orrington
Passadumkeag
Princeton
Randolph
Ripley
Shirley

Springfield
Washburn
Weston
Winn
Winter Harbor

The 1883 Society – Unrestricted Program Donations

Second Century Circle (\$5,000+)

James Cohen
Maine Savings FCU

Partner (\$500 - \$999)

Kathie Bernier & Team
Wayne Craig
Kathie Norwood
Michael Bazinet

Friend (\$1 - \$249)

Jane Way
Richard Bernstein
Holly Carter
Jace Farris
Jennifer Desjardins
Kristen Robinson
Leslie Sadler
Lori Reynolds
Shelly Farmer
Hannafor – Broadway
Michelle Humphrey
Mitchell Degere
Christina Carr
Emma Rose
June Knowles
Kelli Parsons
Kirsti Simmons
Nicholas Rogers
Valerie Hart
Charlotte Smith
Sandra Cunha
Sarah Shurtleff
Jay Young
Monica Gray
Rochelle Cleaves
Ginger Pelkey
Tabatha Bennett
Jessica Titus
Hannah Box
Lori-Ann Chandler
Arisa Casimir

Benefactor (\$1,000 - \$1,499)

Vistra Corporate Company
Dale Hamilton
Husson University

Associate (\$250 - \$499)

Pouzol Physical Therapy
Carry Oostveen
Nancy Grover
Rose St Louis
Sydney Lamontagne
Tayla McGoff

Special Gifts – Restricted to Specific Programs

Francis T. and Louise T. Nichols Foundation
Catherine W. Guiles
Barbara Cassidy Foundation
Mimi Fund
Scot Miller
John Miller
Joseph Pickering
Calais Dollar Tree
E.J. Perry Construction Co., Inc
Penobscot County Sheriff's Officers Account
Bob's Discount Furniture

Bradford General Store, Inc
Franklin Savings Bank
Otis Federal Credit Union
The County Federal Credit Union
Barbara Moss
G&E Roofing Co., Inc
Joyce Mykleby
Calais Walmart
Anne Marie Feigner
Keith Michaels

Hospice "In Memory Of" Donations

Ann Lackman Miller
Adele Ursone
Ann Holmes
Barbara Gill
Elizabeth LaStaiti
Gerald Kerr
Gregory & Vinton Bauer
Paul Mayewski
Roxanne Coady
Ward Peters
Rita Nesbitt
Anonymous
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Ann Tardiff
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Pamela Taylor
Marian Williams
Donald Williams

Care Without Barriers

Angela Tennett
Beatrice Szantyr
Catherine Charette
Danielle Buchma
Diane Dickerson
Samuel Anderson