

PROMISE · PROGRESS · PRIDE



**TRI-COUNTY**  
MENTAL HEALTH SERVICES

2 0 0 7 – 2 0 0 8   A N N U A L   R E P O R T

# A YEAR OF PROGRESS



Chris Copeland,  
Executive Director

It has been a year of dramatic change and turmoil in the mental health system, and through it all this agency has achieved some amazing milestones. This annual report highlights some of the achievements of which we are particularly proud, and I think illustrate the commitment and passion of our staff and board leadership to deliver on the promises made to our communities.

We have re-invented this agency in virtually every way, in order to survive and thrive in the most constricted and tumultuous environment in the history of community mental health services. Funding continues to be reduced, while community needs continue to increase. Yet, promising new treatments and

improved understanding are offering more people more hope than ever before.

As Maine's most comprehensive mental health agency, we pledge to continue to find creative ways to preserve access to care and offer treatment and hope to the people of Maine.

We are developing new programs and practices according to the highest standards of care, best practices, and evidence-based services. Integrated Primary Care, Co-Occurring Treatment, Trauma-Focused CBT, and Day Supports are a few examples.

It is amazing to note that all of these achievements are occurring during a time of unprecedented upheaval in the mental health system. Funding continues to be reduced, and needs continue to increase. Until we can address the issues that bring people to our doors – poverty, trauma, violence, disease, addiction – we pledge to continue to find creative ways to offer treatment and hope. Together with our inspired staff, and a supportive community, we can keep this promise.

Chris Copeland, L.C.S.W., Executive Director

## MISSION

Tri-County Mental Health Services is committed to providing the people of Maine with excellence in mental health, substance abuse, habilitation and life skills services, respecting consumer rights, personal dignity and maintaining agency financial stability.

## COMMUNITY ROOTS

Tri-County Mental Health Services has been giving help and hope to Maine people for more than 55 years. Founded by a local priest with contributions from the nine parishes in Lewiston-Auburn, the organization soon grew and became the state's first community mental health center. Today, we are a complex and sophisticated health care organization that employs nearly 500 staff and serves more than 10,000 people each year. Our work is supported by many invaluable community partners. We invite you to become a part of the promise with a contribution of cash, stocks, planned gifts or bequests. Gifts may be made in honor or memory of a loved one. To discuss ways in which you can make a difference, contact the Development Office at 207-783-9141.

*'This agency has always been steadfast in advocating for human decency.'*

N Paul Gauvreau, Board Member

## Leadership

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**Arabella Perez**, THRIVE  
**Melissa Tremblay**,  
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*“Deer Run is a safe place for someone struggling with grief who cannot stay alone. It may be someone whose antidepressant medication needs to be adjusted, or it may be someone who has been hospitalized and needs to have community based services lined up before they can be fully independent again.”*

**Laurie Cyr-Martel**  
Manager of Emergency Services

### *Megan’s Story*

Until her family found help with the Multi-Systemic Therapy Program, 11-year-old Megan was on a cycle of hospitalization, discharge, decompensation, crisis, and back to the hospital, while her family, school, and friend relationships deteriorated. The team worked with her to learn coping skills and ways to manage her illness, as well as helping her parents and siblings understand the issues. They helped her manage damaged relationships and rebuild trust, so everyone could support her at perhaps the most vulnerable time in her life. With MST, the entire ‘system’ is engaged and empowered to create a healthy and secure place.

*“We work with the whole system, go wherever the family needs us to go, and do whatever it takes.”*

Pat Proulx-Lough, MST Team Leader

## DEER RUN

For years, people in distress have relied on Tri-County Mental Health Services’ Adult Crisis Residential Stabilization Service (formerly ACRSS), a two-bed home in Lewiston for short term stabilization. This year, we expanded the promise of a safe and nurturing refuge for people in crisis. Called Deer Run, the facility can accommodate six adults. It is a leased building that was once a church and has been renovated to meet the unique needs of the program. It is bright and modern, with a vaulted ceiling and tremendous spacious feeling. Deer Run provides residential care and supervision, as well as counseling and case management to persons in crisis, or those returning to independent living after an in-patient stay. Services available are: Brief, Solution-focused Counseling, Psychiatrist Oversight, Nursing Care, Case Management, Coordination with other Providers, and Health & Wellness Education. Deer Run is staffed around the clock with skilled professional and medical personnel. *We are grateful to the Davis Family Foundation for financial support of Deer Run.*

## MULTI-SYSTEMIC THERAPY

When troubled adolescents really get into trouble at school, at home, or with the law, an entire family is at risk. Now there is a new option for them in greater Portland, coastal, and Lakes Region of Maine. This year, we expanded our Multi-Systemic Therapy (MST) services across western and southern Maine. For over four years, the agency has provided this evidence-based home and community-based service for at-risk youth and their families in Androscoggin, Oxford, Franklin and northern Cumberland counties, with tremendous results. Multi-Systemic Therapy (MST) is an intensive program for youth with emotional and behavioral disturbances and antisocial behavior, including substance abuse, aggression, problems with relationships in school, and more. MST is specifically for youth at risk of out-of-home placement or incarceration. In addition to preserving families, MST provides long-term savings to society. MST is the #1 rated Evidence-Based Practice in the nation for effectiveness as well as cost savings. What sets it apart is the low case load, 24 hour access to help, and the fact that the program works in the home, at school, and in the community. It can be estimated that by preventing a high-risk youth from embarking on a criminal life path, a savings of \$1.7 to \$2.3 million can be generated. There is only one other agency in Maine certified to provide this intensive service. *We are grateful to the United Way of Androscoggin County and the MainStreet Foundation for their financial support.*

## ACCESS TO SERVICES

The first step on the road to recovery is often extremely difficult, so a smooth and streamlined entry into services is crucial. To this end, TCMHS has made a commitment to achieving open access to all of our services, including substance abuse treatment. Through a joint effort between the Adult Outpatient Substance Abuse Team and Tri-County Operations staff, resources were reallocated and processes redesigned to create more live phone pick-ups vs. automated or voicemail pick-ups. Scheduling processes were changed to enable staff to schedule same day and walk-in appointments at first contact. Results are reduced wait times, reduced no-shows, increased consumer retention, increased new admissions.

## RESPONDING TO SYSTEM CHANGES

Managed Care came to Maine as the Department of Health and Human Services contracted with APS Healthcare to administer MaineCare Behavioral Health Services. Now for every service we deliver there is an allowable number of visits and duration. In addition, every client had to be registered anew before any payments would be made. Tri-County led the way in preparing for the change with a 'strike team' that worked eight hours a day from December third through January fourth, entering records into the computer system. The nine team members registered approximately 8,500 people, ensuring that services would not be interrupted. Since then, we have handled many many new challenges of the new system, and have been recognized as a responsive, efficient, and innovative agency.

## STRUCTURE

The entire management structure was reorganized to align leaders along service lines as opposed to geographic regions. Now, all similar services are managed the same from Bridgton to Bingham, Lewiston to Rumford, and across the entire agency. We can respond to changes quickly, consistently, seamlessly, and transparently to consumers, families, and community partners.



## SPECIAL RECOGNITION

It takes special people to fulfill a promise, and TCMHS honors some of them each year. In 2007, they were John Sytsma, MD, of Farmington and the performers from the Inspired Voices Benefit Concert. Dr. Sytsma, a Psychiatrist, received the **Inspiration Award**, which is given to a staff member who demonstrates excellence and exemplary commitment to serving clients and achieving the agency's mission. He is a long-time member of the medical staff, and has practiced in the Farmington region for over 24 years. Consumers of services and staff nominated him for the honor, saying "John is a long term employee that has thoroughly dedicated himself and his profession to serving the population in this rural area." Client comments and dedication speak to his compassion: "Dr. Sytsma listens to me...Dr. Sytsma is fair...Dr. Sytsma helps me settle down and feel normal. He is part of the community. John is steadfast and offers all staff support."



2007 Inspiration Award winner John Sytsma, MD with his wife Kathryn.

**The Giving Voice Award** was presented to a group of individuals who literally lent voices to people with mental illness by sharing their own voices. This group has volunteered hundreds of hours over two years, on evenings and weekends, to put together the Inspired Voices Concert, held each spring at the Franco-American Heritage Center in Lewiston. This event has become a signature event for the agency, helping to celebrate our work and the hope and dignity of its consumers in a powerful, respectful way. This group truly and literally "gave voice" to the mission of Tri-County and the people it serves.

### INTEGRATED PRIMARY CARE (IPC)

Tri-County is a part of the Integrated Primary Care Collaborative that was launched in Maine with support from the Maine Health Access Foundation. Last year we began working side by side with physicians and staff at Western Maine Pediatrics in Norway. Our Nurse Practitioner consults with the medical providers about such issues as medication management and general psychiatric issues. Brief, solution focused interventions are the focus, and if ongoing care is needed, we continue the relationship with services in the community. By working more closely with pediatricians and primary care physicians, we are breaking down some of the barriers to early identification and treatment, and increasing the well-being of children and families. Soon, this approach will be available in other parts of our service area!

### SCHOOL BASED SERVICES

Early intervention can help prevent the need for intensive services, and we are committed to reaching children and families early, working alongside educators right in schools. Last year, on-site access to counseling services were made available through a partnership between the SAD #55 Safe Schools/Healthy Students Initiative and Tri-County Mental Health Services (TCMHS). Maine School Administrative District # 55 includes Baldwin Consolidated School, Cornish Elementary, Fred Morrill Elementary, Hiram Elementary, South Hiram Elementary, Sacopee Valley Middle School and Sacopee Valley High School. It serves approximately 1,200 children, youth and families. The partnership allows therapists to work on-site at the school in collaboration with the teachers and parents, to remove barriers to service. It represents an expansion of school-based services for TCMHS, which also offers counseling for students in SAD #61, SAD #72, and SAD #17, and is adding more locations all the time.



THRIVE is building a seamless 'system of care' (a network of services and supports for children and families) that is family-driven, youth-guided, culturally and linguistically competent, and trauma-informed. Evaluation data collected through the initiative tells a too-familiar story. On average, caregivers report that children and youth enrolled in THRIVE have been exposed to 5 traumatic events. The caregivers of these children and youth reported being exposed to an average of 7 traumatic events. For more information and evaluation data, visit [www.thriveinitiative.org](http://www.thriveinitiative.org).

It is well documented that 75% of primary care patients have significant behavioral health needs which either remain unaddressed, or which manifest in a manner that places undue burden on the Primary Care Physician (Blount, 1998). Further Research indicates that of the 10 most common complaints in adult primary medical care settings, (chest pain, back pain, fatigue, shortness of breath, dizziness, insomnia, headache, abdominal pain, swelling, numbness), 85% appear to have no organic pathology at the end of one year (Kroenke & Mangelsdorff, 1989).

National data on childhood mental illness estimates that 3-5 percent of school-aged children are diagnosed with attention-deficit/hyperactivity disorder in a 6-month period; 5 percent of children aged 9-17 are diagnosed with major depression; and the combined prevalence of various anxiety disorders for children ages 9-17 is 13 percent.



# PROMISES



## AN EVENING OF HOPE AND INSPIRATION

Each spring, we celebrate Tri-County and the people for whom it represents hope, comfort, and recovery with an evening of music, poetry, art and dance. **The Inspired Voices Benefit Concert & Art Exhibit** features works by clients of all ages, with many contributions from children who have been helped by the agency.



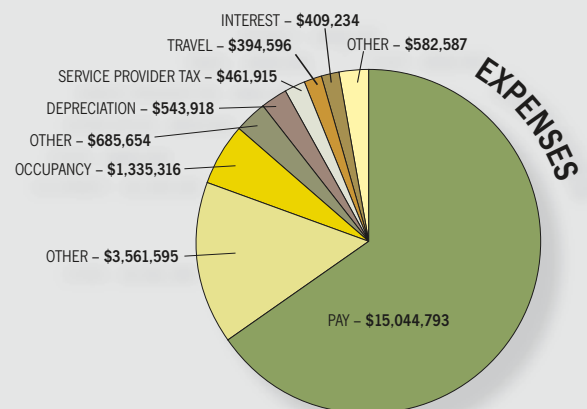
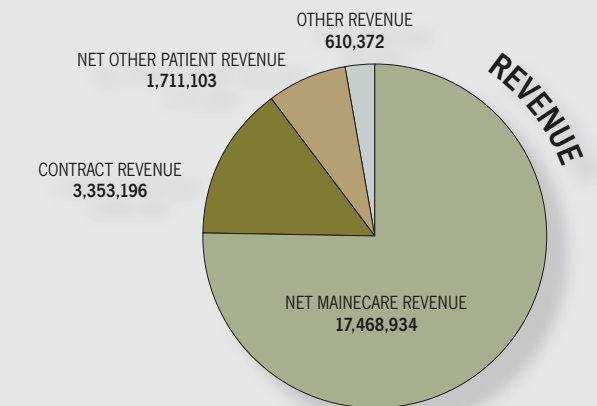
*This was a truly inspirational evening. Each performance was captivating in its own way. At times the joy emanating from the stage was simply contagious...this is a MUST attend event for next year!! What a great evening, thank you!*

Charlene O'Clair, Administrative Director, Sandcastle Preschool Program Foundation

## BY THE NUMBERS

People seldom need just one visit or even just one 15 minutes of service to make strides toward recovery. These numbers represent the number of times we touch someone's life in the course of a year.

	Agency		Agency
CHILD OUTPATIENT	13,802	ADULT DRUG COURT	1,344
COMMUNITY INTEGRATION	36,846	ADULT INTAKE	401
MULTI-SYSTEMIC THERAPY	5,168	CHILDREN'S INTAKE	72
SUBSTANCE ABUSE	5,791	SUBOXONE (PILOT PROJECT)	56
INTEGRATED PRIMARY CARE	15	HOUSING/GROUP HOMES	1,276
ADULT OUTPATIENT	23,623	SCHOOL-BASED SAD 55	471
CHILDREN'S MED MANAGEMENT	2,668	HOUSING/CIS	969
CHILD ASSERTIVE COMMUNITY TREATMENT (ACT)	79	PSYCHOLOGICAL TESTING	35
CHILDREN'S CASE MANAGEMENT	30,823	SOCIAL LEARNING CENTER	10,413
COMMUNITY INTEGRATION/OUTPATIENT	1,931	CRISIS STABILIZATION COUNSELING SERVICES	571
CIS GROUPS	400	ADULT EMERGENCY	4,070
CO-OCCURRING DISORDERS	426	CHILDREN'S CRISIS RESOLUTION	98
PROCARE MED MANAGEMENT	13,440	ASSERTIVE COMMUNITY TREATMENT	13,742
INTENSIVE COMMUNITY INTEGRATION	7,434	HOPE TEAM	11
GERIATRIC SERVICES	584	CHILD EMERGENCY	1,080
DAY SUPPORTS	6,455	ACRSS/CRISIS RESIDENTIAL	286
ADOLESCENT DRUG COURT	332	DSAT/BANGOR	260
		<b>TOTAL CONTACTS</b>	<b>184,973</b>
		<b>INDIVIDUALS SERVED</b>	<b>9,863</b>



# SUPPORT

*Promises made, promises kept. Thank you to our generous donors for supporting the promise...*

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Clay Wilson  
Georgette & Hal Wing

## Become a part of our Promise

*Our work is only beginning...*

Until everyone who needs help can get it, until our communities are free from pain, violence, poverty, disability, and trauma, there will be more for us to do. New treatment methods and tools are developing all the time, and we are closer than ever to keeping the promise of compassionate, community-based, and cost-effective care for everyone. An anonymous donor has pledged \$5,000 toward an endowment fund to help us keep those promises long into the future. Your donation of \$1,000, either all at once or over time, will help build the Promise Fund. Please consider joining this special group that believes in the future.

**Promise Keepers**

**Anonymous**

**Chuck & Sharon Carter**

*Contributions listed include gifts between July 1, 2007 – June 30, 2008. If errors, please contact our Development Office at 783-4663 x 158.*

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### **Androscoggin County**

#### **Administrative Offices**

1155 Lisbon Street  
PO Box 2008  
Lewiston, ME 04241-2008  
207-783-9141

#### **Community Housing**

244 Lisbon Street  
Lisbon, ME 04250  
1-877-200-9076 / 207-353-4100

#### **Social Learning Center**

80 Strawberry Avenue  
Lewiston, ME 04240  
1-877-208-6134 / 207-783-4672

#### **Crisis Services / ACT / HOPE / ICI**

230 Bartlett Street  
Lewiston, ME 04240  
1-800-550-3427 / 207-783-4695

#### **Referral Line**

**1-888-304-HOPE (4673)**

### **THRIVE**

142 Canal Street  
Lewiston, ME 04240  
1-877-784-4705 / 207-782-5783

### **Franklin County**

**144 High Street, Suite 1**  
Farmington, ME 04938  
1-800-559-3556 / 207-778-3556

### **Northern Cumberland County**

**32 North High Street / PO Box 170**  
Bridgton, ME 04009  
1-800-286-5629 / 207-647-5629

### **North Windham**

**744 Roosevelt Trail**  
North Windham, ME 04062  
207-892-4623

#### **Statewide Crisis Services:**

**1-888-568-1112**

### **Oxford County**

**143 Pottle Road**  
Oxford, ME 04270  
1-800-750-7911 / 207-743-7911

### **49 Congress Street**

Rumford, ME 04276  
1-800-371-7981 / 207-364-7981

### **TCMHS Development Office**

1155 Lisbon Street  
Auburn, ME 04210  
(207) 783-4663 Ext. 158



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MENTAL HEALTH SERVICES

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