



60 Years of Giving Hope

It was the first Federally-Qualified Community Mental Health Center in Maine and New England, and 60 years later, Tri-County Mental Health Services continues to be a progressive leader in service delivery as well as a vital link in Maine's healthcare community. With Maine's most comprehensive menu of services, most advanced evidence-based practices, and a staff of about 500 employees committed to excellence, Tri-County is looking forward to the next 60 years with promise, progress and pride.



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A Message from the Executive Director

As we celebrate our 60th anniversary, it is a time to reflect on our many accomplishments. I am proud to carry on the work that began in 1951 when we opened the first community mental health center in New England. The promise of hope and recovery that began on Campus Avenue in Lewiston continues to this day, as our dedicated staff provide services to people in need. It has been a privilege to facilitate so many journeys over the years. Everyone we serve reinforces our belief in the strength and resilience of the human spirit.



Tri-County is committed to addressing the needs of our community; to raising awareness of violence and trauma; to providing evidence-based services; to reducing stigma; and to good stewardship of fiscal resources. It is noteworthy that we ended this past fiscal year with our best financial performance in nine years. We are on a positive course for the future – in both fiscal and clinical arenas.

One of our new program areas is services to veterans. As the mother of two children who have been deployed to Iraq, and the daughter of a Korean War veteran, I have witnessed the aftermath of war and know well that there is much to be done still. As a professional, I know what can happen when caring individuals pull together and combine resources to benefit those in need. We can—and we will—create and sustain a strong safety net for those who have given so selflessly.

I would like to thank our Corporators, our Board of Directors and our staff as well as the many supporters of our agency, for your contributions to the health and wellness of our communities. It is your support that makes our work possible.

Best Regards,

Catherine R. Ryder, LCPC, ACS
Executive Director



Our 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.

Reaching Out to Military Veterans

- **Since “9/11” more than 1.6 million men & women have deployed to military combat service in Iraq and Afghanistan — many more in other conflicts. Many have served multiple tours of duty.**
- **In Maine there are 150,000+ veterans and approximately 105,000 are wartime veterans — and less than 30% access benefits they have earned.**
- **Many veterans from the current and prior conflicts return with post-traumatic stress syndrome (PTSS - PTSD) and other unique psychological and societal challenges.**

Tri-County is prepared to serve the unique needs of military men and women in our communities. We are making our trauma-informed services more accessible and integrating them with other health care services available across Maine. To be trauma-informed means to understand the impact of past and current trauma in a person's life and to give care that is welcoming, safe, individualized, and avoids re-traumatization. Treatments like Eye Movement Desensitization Reprocessing and Dialectical Behavioral Therapy have proven results for healing the invisible wounds of post traumatic stress disorder. There is help and hope, close to home.

AN AIRMAN'S STORY OF HOPE

Jim Merrill enlisted in the United States Air Force in 1964 at the age of 18. After basic training and Air Police Technical School he was assigned to Strategic Air Command Headquarters, Omaha, Nebraska. Two years later Jim was assigned to a combat security police squadron at Da Nang Air Base, Vietnam. He volunteered for Monkey Mountain to help defend an important radar site surrounded by dense jungle overlooking China Beach and the South China Sea. “I witnessed the tragedy of war up front and personal and twelve months later I brought home two demons—alcohol and survivor’s guilt.” His marriage failed after 18 years because of those demons, and Jim eventually became homeless. One morning he woke up after a drinking binge and decided that he was not honoring those who gave their lives, “and whose names are on that wall in Washington D.C.” He did not pick up another drink from then on. He got help through the VA, went back to college, earned a B.S. Degree in Behavioral Sciences, and is now a licensed substance abuse counselor, helping people who struggle every day with addictions. Jim has a special place in his heart and a sincere passion for helping his fellow veterans who struggle with some of the same issues he once had. He says, “I feel very blessed to be giving back!”



In honor of the help and hope we provide to veterans and their families, Jim presented TCMHS with his medals. They will be proudly displayed in the lobby of our Lewiston clinic.

Highlights from

1950

1951 Catholic Bureau of Social Services (CBSS) is founded in Lewiston.

Late 1950's CBSS merges with Androscoggin Mental Health Services to become Child and Family Health Services.

1953 American Medical Association sponsors a conference that develops standards for the treatment of the mentally ill.

1955 Mental Health Study Act passed.

1960

1963 CFHS becomes the first recipient in Maine of federal funds from the Community Mental Health Act.

1963 JFK passes the Community Mental Health Act.

1965 James Costello leads a committee to find a home for the Agency.

1966 Maine becomes first state to receive federal approval of its plan for community mental health services. Lewiston became the first city to open a facility.

1970

1972-CFHS, Franklin Area Mental Health Clinic and Oxford County Mental Health Services merge to become Tri-County Mental Health Services.

1975 Social Learning Center opens at 73 Pine Street.

1977 President Carter appoints Commission on Mental Health to study the need for changes in the nation's mental health care system.

Honoring Special People

It takes special people to fulfill a promise, and TCMHS honors some of them each year at our Annual Meeting with the Giving Voice and Inspiration Awards. In 2010, the **Giving Voice Award** was presented to State Troopers Ricki Cote and Tyler Stevenson, with mention also of their K-9 helper Ramos. The Troopers were nominated by Cassandra Linton, a TCMHS CrisisWorker, in connection with a specific incident in which they risked their own health and safety to respond.

The **Inspiration Award** was given to longtime employee and passionate advocate Joan Detel, Manager of TCMHS Residential Services. Chris Copeland, Executive Director at the time, accepted the award on Joan's behalf, as she was recovering from surgery and unable to attend in person. He credited her with building most of the agency's programs for adults with severe and persistent mental illness, including community integration services, the ACT Team, and residential. "She is a tireless advocate for the residents in our community housing unit, but also for all individuals with severe and persistent mental illness throughout the state," he said. The crowd of more than 130 people gave standing ovations to all the award winners.



LEFT: TCMHS Board President, Peter Letourneau; State Troopers Ricki Cote and Tyler Stevenson

RIGHT: Catherine Ryder, TCMHS Executive Director (left); Joan Detel, Manager of TCMHS Residential Services

Saying Goodbye to a Friend

In February we said goodbye to Executive Director Chris Copeland. Chris had been part of our agency for more than 16 years and became a strong leader at the state and national level during his seven years as Executive Director. Staff, community leaders, healthcare partners, and Legislators came to a farewell reception to wish Chris well and to acknowledge his significant work on behalf of Maine people as the leader of one of the largest provider agencies in the state. Chris and his family relocated to New York City, where he is carrying on his work to bring hope and trauma-informed services to people living with mental illness, addiction, and intellectual disabilities.



State Senator Margaret Craven presented Chris with an official "Legislative Sentiment" in recognition of his advocacy work with the Maine Assoc. of Mental Health Services, Maine Assoc. of Substance Abuse Providers, and other groups on the state and national level.



TOP: Jolene Lovejoy (left) & Joleen Bedard
BOTTOM: RIGHT: Chris DeMerchant (left) & Chris Ruguilles

2010-2011

Telepsychiatry

Access to psychiatric care and consultation in rural areas is growing, thanks to modern technology and a grant from the Betterment Fund. Since June 2011, people in Rumford have been able to meet with their psychiatrist by video over a secure high speed internet connection, with a member of their treatment team by their side. The program is getting high marks, especially from patients like Helen*. Helen suffers from extreme anxiety and sees Medical Director Thomas Sneed, M.D. twice each month for medication management. For years she would get anxious about the trip to Lewiston on public transportation, an hour each way. Now she sits with her therapist in Rumford and Dr. Sneed talks to her over the computer. Helen reports that she is very happy with it. "It has been very easy to use, and best of all, I am actually less nervous talking to the doctor over the computer because I'm not good around people," she reports. We will soon be offering the service and physician consultation in more locations including our Integrated Primary Care sites.

*not her real name



6th Annual Inspired Voices



The 6th Annual Inspired Voices Benefit Concert and Art Exhibit was another magical evening! For our consumers who participated – whether through artwork, performing from the stage, handing out programs, or simply cheering on their peers—it was a great experience. We had nearly 400 people in the audience who appreciated the gifts and talents of the people we serve. This year we had some delightful new segments: Native American drumming by adults with intellectual disabilities from our Social Learning Center; and a poignant traditional lullaby sung by Somali women to comfort their children in times of stress.

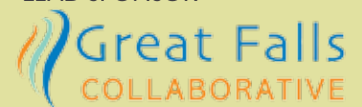
Here's what a few of our guests said:

"The man sitting next to me, whom I don't know, kept leaning over to me and saying 'THIS IS THE BEST CONCERT I'VE EVER BEEN TO!!' Thank you and everyone else involved for your hard work and creativity." Lorraine Latour, Lewiston

"As I watched the program I was touched to tears by the courage and joy of each participant. It caused me to reflect on the challenges of my own life over the years and how those trials have created strength in me and a greater sense of compassion and caring for the needs of others." K.M., Otisfield

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1980

1981 SLC expands to accept first individuals with Mental Retardation and physical support needs.

1987 The Respite Program is started
1980 The Mental Health System Act reinvigorates efforts to provide local support to the tens of thousands of individuals who have been dehospitalized.

1980's Federal funding decreases but most community mental health centers stay open.

1990

1990's SLC moves to Sabattus Street in Lewiston. Continues to expand with the Pineland Class Action Suit and moves back to the community for individuals who were previously institutionalized.

1990 The AMHI Consent Decree outlined standards of treatment and rights for individuals who had been institutionalized and promised community based care.

1990 Pine St. Group Home opens in Lewiston. Three more residences open by 2000.

1992 The Alcohol, Drug Abuse and Mental Health Admin. Reorganization Act establishes a mental health services block grant for children and adults with mental illness.

1992 Children's Case Management and Children's Crisis Services begin.

1993 Merger with Western Maine counseling expands the network to include Cumberland County.

1996 Pineland closes.

1998 Crisis services is no longer hospital based and moves to Main Street, Lewiston.

2000

2003 Social Learning Center consolidates into a new specially designed facility at 80 Strawberry Avenue in Lewiston.

2004 TCMHS becomes lead agency in THRIVE Initiative.

2005 First Annual Inspired Voices Event held

2006 Crisis Services move to Bartlett St.

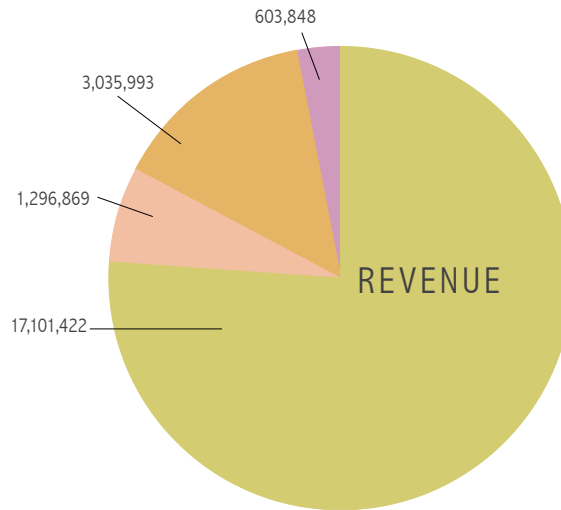
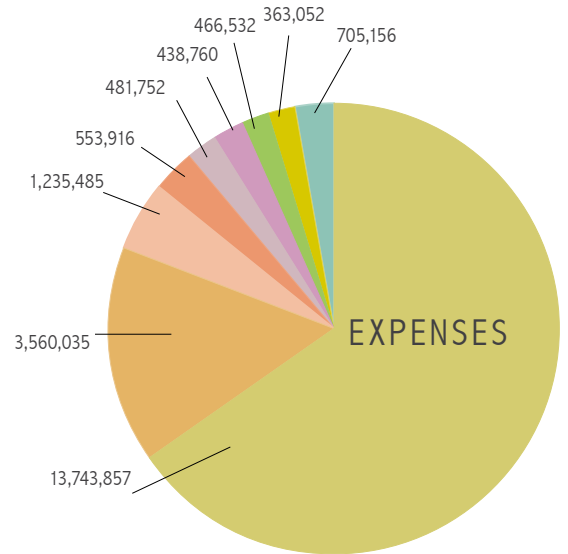
2007 Respite Program expands, moves and is renamed Deer Run.

2009 MeHAF awards TCMHS funds for Integrated Primary Care in Rumford. One year later is funded in a similar program in the Bridgton Region.

Financials

The strongest performance in 9 years!

- Wages and Consultants
- Payroll taxes and benefits
- Occupancy
- Supplies
- Depreciation
- Service Provider Tax
- Travel
- Interest
- Other



- Net Mainecare Revenue
- Net Other Patient Revenue
- Contract Revenue
- Other Revenue

Revenue

Net Mainecare Revenue	17,101,422
Net Other Patient Revenue	1,296,869
Contract Revenue	3,035,993
Other Revenue	603,848
Total Revenue	22,038,132

Expenses

Wages and Consultants	13,743,857
Payroll taxes and benefits	3,560,035
Occupancy	1,235,485
Supplies	553,916
Depreciation	481,752
Service Provider Tax	438,760
Travel	466,532
Interest	363,052
Other	705,156
Total Expenses	21,548,545

Surplus

489,587

Year ended 6/30/11 - Unaudited

People We Served / 11,742

PROGRAM	INDIVIDUALS
Child Outpatient Therapy	1,224
Children's Case Management	875
Multi-Systemic Therapy	236
Substance Abuse	630
Procure Med Management	1,245
Adult Outpatient	2,420
Comm. Integration Case Mgmt.	1,446
Day Supports	130
Integrated Primary Care	772
Adult Emergency	1,356
Child Emergency	525
Crisis Residential (Deer Run)	255
Assertive Comm. Treatment	191
Social Learning Center	140
Community Housing	28
Drug Courts	66
Co-occurring SA/MH	76
Groups	127
CLINIC	INDIVIDUALS
Oxford Hills	1,618
Rumford	818
Farmington	871
Lewiston	5,733
Bridgton	1,228
N. Windham	280

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Become a Part of our Promise Fund

Our work is only beginning. Until every-one 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 a safe and rewarding life in the community with friends and family for everyone. We are looking toward the future. An anonymous donor has pledged \$5,000 toward an endowment fund to help take us there. Your donation of \$1,000 to the Promise Fund will be set aside into this fund to grow and sustain us into the future. Your gift will be recognized with a permanent plaque in our clinic, in our Annual Report, and on our Website. Promise Makers will be recognized at TCMHS events.

Promise Fund

Anonymous
John & Susan Geismar
Charles C. & Sharon A. Carter

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.

Our donor list includes donations recorded from July 1, 2010 to June 30, 2011. We regret any errors or omissions and request that you contact the development office at 207-783-9141.



Referral line for all locations
1-888-304-HOPE (4673)

Statewide 24 Hour Crisis Line
1-888-568-1112

www.tcmhs.org

ANDROSCOGGIN COUNTY

1155 Lisbon St.
PO Box 2008
Lewiston, ME 04241-2008
1-800-787-1155 / 207-783-9141

Crisis Services

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

Social Learning Center

80 Strawberry Avenue
Lewiston, ME 4240
1-877-208-6134 / 207-783-4672

FRANKLIN COUNTY

144 High St., Suite 1
Farmington, ME 04938
1-800-559-3556 / 207-778-3556

CUMBERLAND COUNTY

32 No. High St. / PO Box 170
Bridgton, ME 04009
1-800-286-5629 / 207-647-5629

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

OXFORD COUNTY

143 Pottle Rd.
Oxford, ME 04270
1-800-750-7911 / 207-743-7911

49 Congress St.
Rumford, ME 04276
1-800-371-7981 / 207-364-7981

“ At a time when some doubt our capacity to meet common challenges and build a better life for us all, the people of Tri-County serve as a constant inspiration that we can achieve our aspirations, and that no obstacle is insurmountable and no problem too difficult to solve. The humanity, love and extraordinary support which the Tri-County family provides speak volumes as to the true meaning of life.”

N.Paul Gauvreau, Lewiston

