



2013 Annual Report

Improving lives with effective, innovative care



The KBH mission & vision

Kennebec Behavioral Health's mission is to promote the well-being of persons who experience mental illness, emotional difficulties or behavioral challenges.

Improving lives with effective, innovative care

KBH continually monitors the quality of its services through evidence-based practices, internal measures and client surveys. Clients benefit from programs and interventions that have been carefully studied and proven effective. The ability to provide effective services relies upon the excellence of our staff, financial resources and partnerships with state, local and consumer relationships.

Serving central Maine and beyond

KBH boards

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KBH leadership



Most of the attention surrounding the Affordable Care Act has been focused on the federal government's web site, HealthCare.gov and its capacity to successfully sign up Americans for new health-care options. But many Americans soon will benefit from a key provision of the Patient Protection and Affordable Care Act – the act's full name - that has been under the radar of many but an intense focus of health care agencies such as Kennebec Behavioral Health.

The provision is for the development of "Health Homes." A health home is focused around one health-care entity or primary care provider whose focus is to coordinate all aspects of a person's health care among a variety of health-care providers and specialists.

KBH will become a behavioral health home for our adult and child case-management clients. It might sound simple enough, but it is revolutionary in terms of client care.

What this means is that KBH case managers will help coordinate both the mental health and physical health needs of our clients simultaneously. This "person-centered care" is an important evolution in care that recognizes that many persons with behavioral health needs also need coordinated treatment regarding their chronic physical issues.

KBH has been working toward this goal for years. We put new systems and personnel in place in 2013 to prepare to become a "Health Home" in 2014.

As a Health Home, KBH will see that participating patients each have a comprehensive care plan; and ensure that services are quality-driven, cost effective, culturally appropriate, person- and family-centered and evidence-based.

We will continue to include prevention and health-promotion services, mental health and substance use as well as long-term care services and linkages to community supports and resources.

Health Homes don't need to provide all the required services themselves, but our existing and new partnerships will ensure that the full array of KBH services is available and coordinated.

A year of preparation has us ready to step forward with this new model of care, which is in perfect alignment with our mission: to promote the well-being of persons who experience mental illness, emotional difficulties or behavioral challenges.

Carol A. Welch,
President, KMHA Parent Board

Thomas J. McAdam,
CEO, Kennebec Behavioral Health



KBH clients served

Kennebec Behavioral Health supported more than 15,000 program clients from July 1, 2012 through June 30, 2013

Access Center Youth: 90
Access Center Adults: 565
Augusta House: 15
Capitol Clubhouse: 191
Complex Outpatient Adult: 960
Complex Outpatient Youth: 68
Community Support Program: 982
Children's Case Management: 707
Dialectical Behavior Therapy: 112
Dual Diagnosis Community Support: 49
Developmental Services Case Management: 92
Enhanced Community Support: 48
Children's Home and Community-Based Therapy: 231
(Formerly called Family Behavioral Health & Visitation Services)
Halcyon House Emergency Shelter for Youth: 66
High Hopes Clubhouse: 213

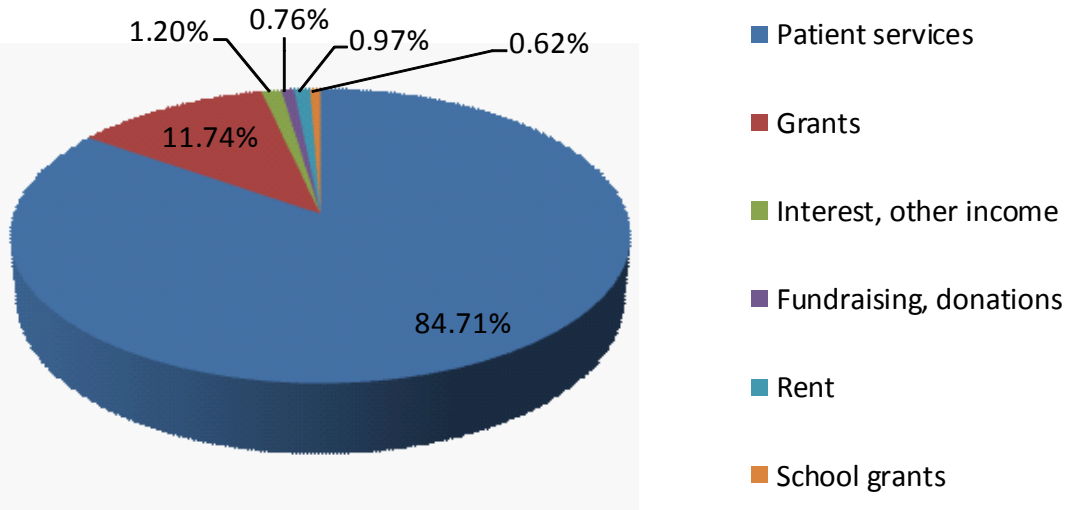
Head Start Services: 2
Looking Ahead Clubhouse: 213
Medication Management (adults): 4,852
Medication Management (youth): 1,536
Multisystemic Therapy (MST): 244
Outpatient Services Counseling (adults): 1,800
Outpatient Services Counseling (youth): 1,027
Homeless Adult Outreach: 53
Homeless Youth Outreach: 97
School-Based Services: 423
Substance Abuse Counseling: 358
Valley View: 12
Wilson Place: 17

Total persons served by program: 15,023

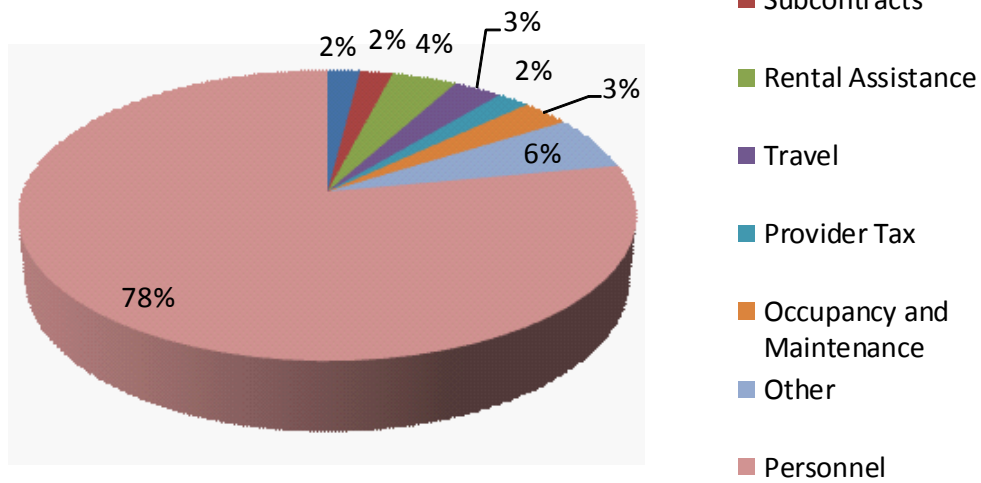
" Thanks to my hard work and High Hopes Clubhouse, I am excited about my future. I can communicate with others again; I have the same hopes and dreams as everyone else. I want and hope for relationships, a home of my own, family, a sense of community and advancement towards a career. I am thankful for many things now, especially that I found Clubhouse." - Kristen

2013 revenue and expense report

FY 2013 revenue by source (%)



FY 2013 expense categories



Our FY 2013 is July 1, 2012 through June 30, 2013.

Audited by
Gibson LeClair LLC, CPA's

Outcomes and Successes 2013

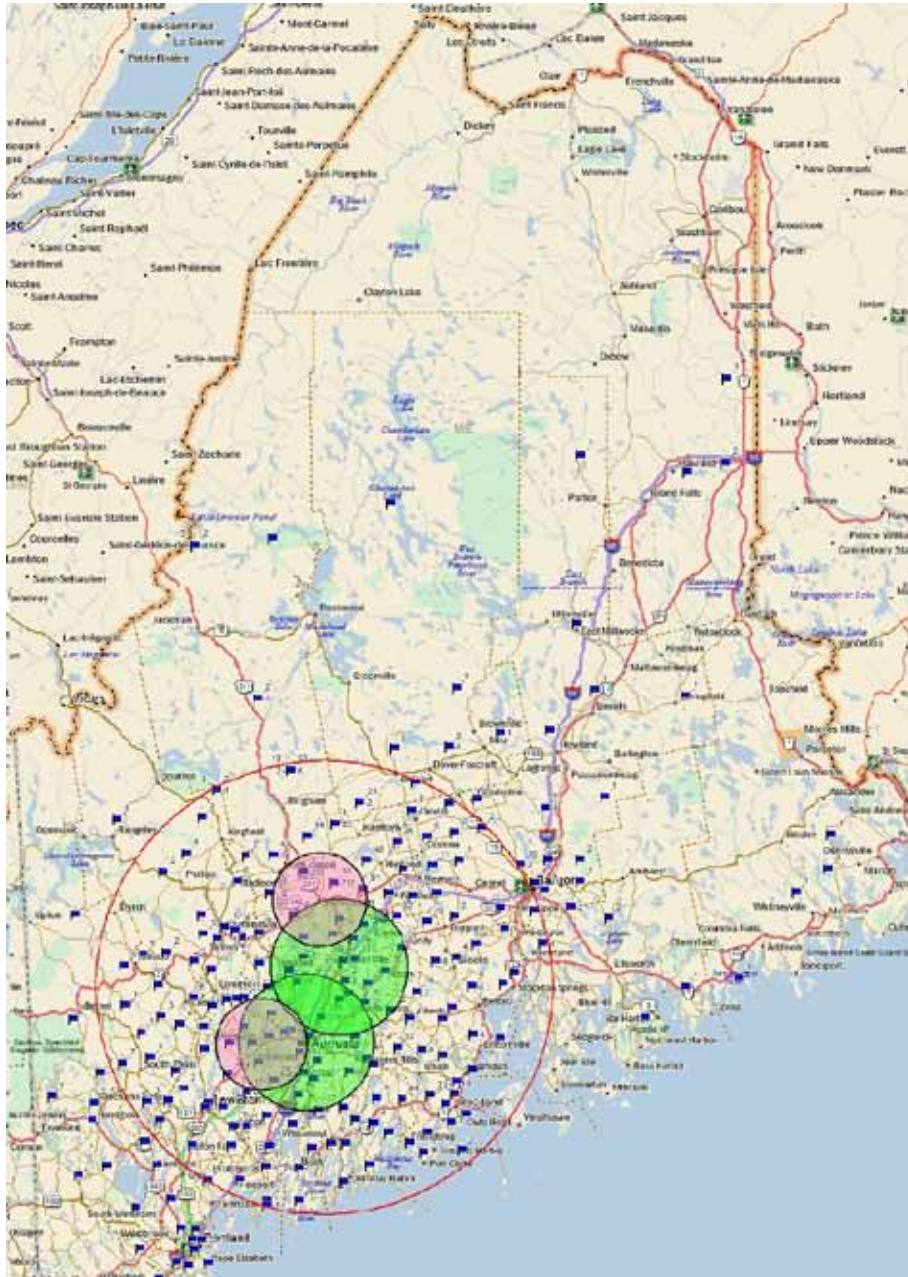


KBH measures the effectiveness of our programs throughout each year. A sampling of client-care delivery outcomes from FY 2013:

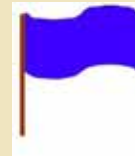
- 71 percent of our Community Living Services Skills clients were discharged to a lower level of care after completing the Skills program. The program target was 50 percent.
- 98 percent of the youth receiving care in our Children's Case Management program remained in their home or community, without needing temporary residential treatment. The treatment goal was 80 percent.
- An average of 81.5 percent of our Community Rehabilitation Service clients met at least one of their short-term goals, exceeding the goal of 50 percent.
- In the fourth quarter, 100 percent of Homeless Youth Outreach clients had stable housing, which exceeded the treatment goal of 80 percent.
- 83 percent of families in our Substance Abuse Services participated in a family-involved service. The goal was 50 percent.
- 96 percent of High Hopes Clubhouse members (Waterville) were able to maintain their employment placements; our program goal was 75 percent.
- 88 percent of Capitol Clubhouse members (Augusta) developed and maintained temporary employment (TE) placements for a minimum of 15-20 hours of employment per week. The goal was 50 percent.
- 95 percent of the Looking Ahead Clubhouse members (Lewiston) who received orientation remained active participants in the Clubhouse program.
- The Student Intervention Reintegration Program, within our Substance Abuse program, enrolled 50 youth in FY 2013, a gain of 21 over the prior year.
- At least 95 percent of the central Maine schools using our School-Based Services said they were happy with our work with their students.
- 93 percent of youth receiving KBH care through our Multisystemic Therapists (MST) were able to remain living in their homes, due to treatment. The goal was 80 percent of program youth. Additionally, 90 percent of the youth receiving MST services were able to maintain school attendance or worked on a daily basis.

Providing care throughout the state of Maine

Since 1960



This map identifies the towns whose clients are served as well as KBH's five primary clinic locations.



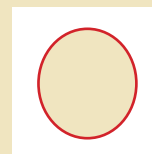
Towns whose clients are served



15 mile radius of clinic location



10 mile radius of clinic location



50 mile radius of clinic locations

Kennebec Valley Mental Health Center was created in 1960 as the community mental health center of central Maine. In 2007, the agency's name became Kennebec Behavioral Health to better reflect our expanded capabilities and geographic coverage.



Milestones

In our community:

In Fiscal Year 2013, scores of our providers provided helpful information at local, regional or statewide health-care policy-making meetings. KBH partners with more than 100 community groups across Maine to provide premier health care to central Maine residents. We're all in this together.

- Robert Hamm, who is one of our Clinic and School-Based clinicians, won the Maine Chapter of the National Association of Social Workers' 2013 Social Worker of the Year Award.
- KBH provider Jacki Charity, LCSW, co-presented "Helping Your Child Through Grieving" at the Waterville's Alford Youth Center.
- Rob Rogers, LADC, LSW, was on hand at the Lohman Health Fair in Winslow; Somerset County's Youth Anti-drug Coalition gathering at Adventure Bound in Caratunk; and a workplace-wellness discussion presented by Greater Somerset Public Health Collaborative, the Move More festivities and Skow-Pendous! - all in Skowhegan.
- Provider Tammy Trask, LADC, LMSW/C, provided expertise to attendees of NAMI Mid-Maine's Mental Illness Awareness Information Night in Waterville.
- KBH and Bob Long, LADC, LCPC and the agency's Administrator of Substance Abuse Services, were semi-finalists for the 2013 Secretary of Defense Employer Support Freedom Award. The honor is the Department of Defense's highest for employers that provide extraordinary support to their Guard and Reserve employees.
- In Northport, Access Center Director Dennis Dix gave a presentation to the Maine Chapter of the NASW on military-specific suicide.
- Hundreds of members of High Hopes Clubhouse, Looking Ahead Clubhouse and Capitol Clubhouse participated in Portland's annual NAMI Maine walk, which KBH was pleased to co-sponsor.
- KBH expanded supports to residents of the Bangor, Pittsfield and Rockland areas as well as the Mid-Maine Homeless Shelter in Waterville.
- At KBH's annual meeting, Sara Gagne-Holmes, the executive director of the Augusta-based Maine Equal Justice Partners, provided the keynote presentation about Medicaid/MaineCare expansion. KBH gave its Outstanding Community Partnership Award to the Greater Somerset Public Health Collaborative and the James R. Schmidt Award to Augusta's Cross Café.

CARF Accreditation



An international accrediting agency has given Kennebec Behavioral Health a fourth consecutive three-year accreditation in honor of KBH's commitment to quality care, effective client treatment,

consistent support and the promotion of recovery.

CARF International based its endorsement on the work of six CARF surveyors who, in September 2013, visited KBH's five clinics, three vocational clubhouses and housing facilities to closely examine every facet of KBH's commitment to using best practices in programming and patient care, and to interview staff and patients alike. A three-year endorsement is CARF's highest level of accreditation. In its report, CARF cited many KBH strengths including:

- "The persons served expressed high satisfaction with the services provided by KBH and praised the staff members for their commitment to quality care, effective treatment,

consistent support, and the promotion of recovery.

- "The management team demonstrates teamwork, collaboration, and good communication, and is committed to maintaining quality services and a positive work environment.

- "The programs are held in high regard by community stakeholders for their advocacy, activism, promotion of wellness, and efforts to eliminate the stigma associated with behavioral health issues.

- "KBH has developed a housing continuum of care designed to help individuals successfully transition from highly intensive services to community living.

- "Community engagement activities go far in combating stigma by regularly informing stakeholders and the community about mental health and substance abuse issues." CARF said KBH demonstrates "exemplary" conformance to CARF standards in the agency's innovative use of technology. "The result is an improved service delivery system, an informed community and well-educated staff."



Highly satisfied clients

Kennebec Behavioral Health continues to maintain very high client-satisfaction ratings, with 99.8% of our patients saying they are pleased with the quality of care they receive from KBH providers.

Clients also said they were treated with dignity and respect and were encouraged to work toward recovery goals, felt safe expressing their opinions and were better able to deal with crisis as a result of KBH supports.

Thank you to our friends

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* Deceased

KBH's Community Partners:

KBH provided more than \$400,000 in unfunded health care to uninsured or underinsured residents of many Maine communities. In FY13, these municipalities allocated a portion of their funds to KBH. We are grateful for this important financial support.

City of Waterville

Highland Plantation
 Pleasant Ridge Plantation
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 Town of Alna
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The Harold Alford Foundation
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United Way of Mid-Coast Maine
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WABI-TV 5
Waterville Dental Center
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Thank you for supporting our non-profit health care agency and for making someone's world a brighter place to live.

If you'd like to make a tax-deductible contribution in support of Kennebec Behavioral Health, please send a check to the **KMHA Foundation, 67 Eustis Parkway, Waterville, ME 04901** or call 207-873-2136, ext. # 1005.



If you haven't been recognized for your FY 2013 donation listing on these pages, we apologize for our oversight. Please call us at 207-873-2136 ext. 1005, so we may correct our error and thank you.



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 Waterville Clinic
 & Administrative
 Offices
 67 Eustis Parkway
 Waterville, ME 04901
 1-888-322-2136

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 16 Concourse West
 Waterville, ME 04901
 1-888-322-2136

High Hopes Clubhouse
 26 College Avenue
 Waterville, ME 04901
 207-877-0038

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 646 Main Street
 Lewiston, ME 04240
 207-376-1711

AUGUSTA
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 66 Stone Street
 Augusta, ME 04330
 1-888-322-2136

Capitol Clubhouse
 37 Stone Street
 Augusta, ME 04330
 207-629-9080

**Community-Based
 Service Hubs**
 37 Stone Street
 Augusta, ME 04330
 1-888-322-2136

16 Caldwell RD.
 Augusta, ME 04330
 1-888-322-2136

72 Winthrop St.
 Augusta, ME 04330
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5 Commerce modular
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