Our Mission

The mission of Kennebec Behavioral Health is to promote the well-being of children, adults and families who experience mental illness, emotional or developmental difficulties or behavioral challenges.

Serving central Maine and beyond.

KBH Affiliate Boards

KMHA Parent Board

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Board Treasurer
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Lisa Gibson Landry
Carol Axtell
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Rosalie Curtis Williams

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Board Vice President & Treasurer
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James E. Coffin
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Walter “Winn” Price

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Board Vice President & Treasurer
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Marilyn E. Canavan
Sandra L. Delano
Marjorie J. Downing

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Board President & Secretary
Patsy Garside Crockett

Board Vice President & Treasurer
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William I. Branch
Alan D. Dorval
William S. Johnson
Alison Jones Webb
Dear Friends, Supporters and Community Members,

We are pleased to provide our Annual Report for the fiscal year ending June 30, 2014. The year 2014 was once again a very dynamic year for Kennebec Behavioral Health and our associated entities.

We live in an interesting and vital time in mental health care in Maine, and Kennebec Behavioral Health is a substantial part of the fabric of services. In central Maine, which is our primary catchment area, we have continued to provide services for over 15,000 persons, which include services in schools, clients’ homes, in our four main clinics and in our substantial residential care programs.

Kennebec Behavioral Health not only provides vital services and programs for people in need, it offers hope for the future to these individuals, as well as the support and guidance to live happier, fulfilling lives. It also helps to promote public awareness and understanding of the plight of many worthwhile and deserving members of our communities.

KBH is proud to support and sponsor our three vocational clubhouses: High Hopes Clubhouse in Waterville, Capitol Clubhouse in Augusta and Looking Ahead Clubhouse in Lewiston. These inspirational programs are focused on helping folks to emerge and manage their mental health issues while at the same time pursuing vocational goals and obtaining a job.

The full implementation of the Affordable Care Act also influences our endeavors at KBH. At KBH, we are involved with a number of community partner agencies to help coordinate and facilitate efficient care. Additionally, we engaged in the Value Based Purchasing initiative Behavioral Health Homes for both children and adults.

In conclusion, we hope that you find the stories and our performance results helpful and informative. We look forward to continuing to provide core behavioral health services for the upcoming year and into the future.

Carol A. Welch
KMHA Parent Board

Thomas J. McAdam
Chief Executive Officer
Vocational Clubhouses
FY 2014 Achievements

High Hopes Clubhouse, Capitol Clubhouse and Looking Ahead Clubhouse successfully partnered to achieve a three year Vocational Rehabilitation (VR) Accreditation.

VR is a Department of Labor program that helps people who have disabilities find and keep a job. VR helps people who have mental, physical or emotional disabilities.

The three clubhouses also partnered with a clubhouse in Bangor, Maine resulting in recognition by Clubhouse International as a coalition, Clubhouse Maine.

Finally, over 100 clubhouse members participated in the NAMI Maine Walk in September 2013. This annual event is the largest anti-stigma event in Maine. The three clubhouses each had their own teams that helped raise awareness and money for this important cause.

“My son was so happy when I got home from work last night! He could not wait to tell me that he may be getting a job. He is so excited! You people over there have made his confidence level go from zero to 100%!!!! I am so amazed at the transformation! He finally loves his life!!!! You are helping him make his dreams come true! I can not thank you all enough.” - Cindy

High Hopes Clubhouse received accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities) and Clubhouse International.

High Hopes Clubhouse exceeded revenue in FY 2014 and provided $45,000 in free care.

Looking Ahead Clubhouse received a full three year accreditation from Clubhouse International in June 2014.

Looking Ahead Clubhouse exceeded projected billable target of 33,150 units. Total billable units provided FY 2014 was 36,961.75.

Capitol Clubhouse obtained a total of 16 Transitional Employment positions, the most ever, exceeding the requirements of Clubhouse International by more than 10%.

In FY 2014, Capitol Clubhouse members worked a total of 15,004.65 hours, earning $125,945.58.
This map identifies the towns from which clients are served as well as KBH’s four primary clinic locations.

Clients Served

- Access Center: 514
- Access Center (youth): 158
- Augusta House: 9
- Behavioral Health Homes (adult): 120
- Behavioral Health Homes (youth): 54
- Capitol Clubhouse: 180
- Children’s Case Management: 659
- Community Integration (CI): 905
- Community Living Services: 55
- Complex Outpatient (adult): 743
- Complex Outpatient (youth): 67
- Developmental Services Case Management: 101
- Dialectical Behavior Therapy: 85
- Dual Diagnosis Community Support: 28
- Family Behavioral Health Sect 17: 12
- Halcyon House: 13
- HeadStart Services: 3
- Home and Community Treatment (HCT): 239
- High Hopes Clubhouse: 233
- Looking Ahead Clubhouse: 199
- Medication Clinic (adult): 4066
- Medication Clinic (youth): 1504
- Multisystemic Therapy (MST): 209
- Outpatient Services (adult): 1643
- Outpatient Services (youth): 903
- Outreach Services (adult): 141
- Outreach Services (youth): 49
- School Based Services: 516
- Substance Abuse Services: 445
- Supported Housing: 38
- Valley View: 13
- Walnut St: 7
- Wilson Place: 8

Total KBH Clients served by program: 15,903
2014 Outcomes & Successes

KBH measures the effectiveness of our programs throughout each year. A sampling of client-care delivery outcomes from FY 2014:

- Multisystemic Therapy (MST) increased percentage of youth remaining at home to 96% by strengthening family skills with intensive in-home and community-based treatment to help youth with mental illness who were at risk of being removed from the home.

- The Home and Community Treatment (HCT) program introduced Evidence Based trainings during the fiscal year.

- 100% of Community Living Services (CLS) clients were discharged to a lower level of care after completing the Skills Program which teaches clients how to administer their own meds. The program target was 50%.

- KBH implemented an employee intranet, KBH Connect, to help staff members connect with one another and to reduce administrative burden.

- The School-Based Program added schools expanding coverage to include Richmond, Boothbay, Bingham and Jackman.

- An average of 68% of Adult Outreach clients had stable housing. 67% of Youth Outreach clients also had stable housing.

- Looking Ahead Clubhouse maintained a strong partnership with Bates College, Central Maine Community College, University of Southern Maine, University of Maine at Augusta, Maine College of Arts and Kaplan University.

- High Hopes Clubhouse director, Lisa Soucie, was appointed to the Employment First Council. This is a state wide council to develop stronger strategies and policy change to assist people with all disabilities to return to work.

- 99.3% of clients (from 757 surveys returned in June 2014) were satisfied with overall quality of care provided by KBH.
Financial Statements

FY 2014 Revenue by Source

<table>
<thead>
<tr>
<th>Source</th>
<th>FY 2014</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Services Revenue</td>
<td>.5%</td>
<td>.5%</td>
</tr>
<tr>
<td>Grants</td>
<td>1%</td>
<td>3%</td>
</tr>
<tr>
<td>Fundraising &amp; donations</td>
<td>14%</td>
<td>81%</td>
</tr>
<tr>
<td>Rent</td>
<td>.5%</td>
<td>.5%</td>
</tr>
<tr>
<td>Schools</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Interest and other income</td>
<td>1%</td>
<td>3%</td>
</tr>
</tbody>
</table>

Total Revenue:
- FY 2014: $24,854,026
- FY 2013: $23,567,535

FY 2014 Expense Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>FY 2014</th>
<th>FY 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
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<tr>
<td>Supplies</td>
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<td>3%</td>
</tr>
<tr>
<td>Subcontracts</td>
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<td>2%</td>
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<tr>
<td>Occupancy &amp; Maintenance</td>
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<td>1%</td>
</tr>
<tr>
<td>Rental Assistance</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Travel</td>
<td>5%</td>
<td>4%</td>
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<tr>
<td>Provider Tax</td>
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<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>77%</td>
<td>77%</td>
</tr>
</tbody>
</table>

Total Expenses:
- FY 2014: $24,338,739
- FY 2013: $23,071,509

Audited by Gibson LeClair, LLC
KBH Achieves 4th Consecutive Accreditation
Commission on Accreditation of Rehabilitation Facilities

An international, independent, nonprofit organization focused on advancing the quality of services used to meet needs gave Kennebec Behavioral Health another consecutive three-year accreditation in September 2013.

CARF International based its endorsement on the work of six CARF surveyors who visited KBH’s clinics, vocational clubhouses and housing facilities in September.

They examined every facet of KBH’s commitment to using the best practices in programming and patient care and interviewed staff and patients. A three-year endorsement is CARF’s highest level of accreditation.

CARF cited KBH strengths such as: “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.”

“Community engagement activities go far in combating stigma by regularly informing stakeholders and the community about mental health and substance abuse.”

CARF said KBH demonstrates “exemplary” conformance to CARF standards in the agency’s innovative use of technology such as NEO V2.

KBH Milestones

Behavioral Health Home Services Implemented

November 2013- May 2014: KBH became an early adopter of a new service providing integrated care for children and adults experiencing a combination of significant physical health issues/chronic conditions as well as behavioral health challenges.

The State of Maine designated KBH as a provider of Behavioral Health Home Services effective April 1, 2014. This was part of the state’s Health Home initiative for Medicaid enrollees in concert with the Affordable Care Act.

The Behavioral Health Home Services focus on improving a person’s health and wellness and fostering a sense of self-sufficiency, dignity and respect within an integrated network of care.

In picture (L-R): Robert Anderson MD, Josée Shelley, Cheryl Davis, Tina Chapman, Karen Mosher PhD, Bridget Gray, Donna Kelley, Tim Beaucage and Tom McAdam (Bob Long and Mike Walsh not present.)
KBH Achievements

KBH Named 2013 Business of the Year
Mid-Maine Chamber

Kennebec Behavioral Health was named 2013 Business of the Year by Mid-Maine Chamber of Commerce.

The Chamber gives its award annually to an area business deemed to best exemplify commitment to growth within the community through the expansion of workforce, major renovations and foresight.

“We’re very pleased the Chamber has endorsed our work and mission in this way, and that it has recognized KBH as a top-tier business and employer in the region,” said Thomas J. McAdam, the agency’s chief executive officer.

The Chamber award was presented at a business-community gathering April 29, 2014 at the Elks Banquet & Conference Center in Waterville.

“We’re able to provide premier health care to our clients and reach the goals of our business strategies largely as a result of our excellent staff.” - Tom McAdam, CEO

Mid-Maine Chamber was inundated with nominations for Kennebec Behavioral Health to be its Business of the Year...

With a budget of approximately $26 million and 370 employees, there should be no doubt that, although it is a nonprofit, KBH functions as one of the larger businesses in our region.

The work that it provides to members of our community is critical.” -Kimberly N. Lindlof, chamber president and CEO.

Walnut Street
April 2014: KBH developed and started operations in the refurbished apartments for the Walnut Street Residential Treatment 24/7 Private Non Medical Institution.

Silver Street
May 2014: KBH completed development of 54 Silver Street, a Supported Housing apartment building, and started operations with Community Rehab Service.
Thank you to our friends and community donors

FY 2014 Donors

**Individuals**

Anonymous Accounts (5)
Alan R. and Lynn D. LaBelle
Revs. Drs. Alice and David Anderman
Alan D. Dorval
Alison J. Webb
Amy and Roger Line
Annette Smith
Barbara L. and Susan J. Wilson
Bruce S. Harrington
Carmen M. and Claire L. Celenza
Carol Axtell
Carole A. Welch
Catharine W. Guiles
Chad and Janice Partridge
Charles and Lore Ferguson
C. Paige Ricciardo
Daniel W. Burgess
David and Amy Trunnell
David L. and Gloria S. Anderson
Deborah Huck
Denise Powell
Dennis Bedard
Diana Boivin
Diane Martinez
Dore Nathan Elliott
Douglas and Nona Boyink
Dr. Robert Croswell
Edward and Eileen Ringel
Ethan Guiles
Frederic J. Olsen
George Myers Jr.
Gordon and Myrtle Wolman
Helen Cianchette
James E. Coffin
James Willette
Jennifer Kierstead
Jeremy Madore
Jillaine Geary
John P. and Prinella Mitchell
John Watson
Jon B. and Paula Eustis
Josée Shelley
Joseph M. Poplawski
Julia DeRoche
Drs. Karen and Peter Mosher
Karen Harmon
Karen Heck
Karl and Jane Dornish
Katharina and Rene Burdet
Kimberly Lindlof
Kimberly Willette
Laurie Connelly
Leon A. Duff
Lisa Gibson Landry
Lon Walters
Lucille M. Taylor
Marc J. and Sarah L. Sirois
Marilyn E. Canavan
Marilyn M. Hall
Marilyn Mavrinac
Marion O. Donnell
Marjorie J. Downing
Martha H. Hiebel
Michael Savage
Michael Waresk
Nancy Perkins
Pamela Larsen
Patricia Lyford
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Patsy G. Crockett
Paul and Delia Manson
Paul LePage
Peter Mills
Penny LaPlante
Rhaeto A. and Annabelle N. Pfister
Rhoberta Michaels
Richard and Betty-Jane Meader
Richard G. and Elizabeth Bachelder
Robert J. Ringer
Robert Long
Robert Reed
Robert Yamartino and Maxine Sclar
Rocko P. Graziano
Ronald and Judy Ducharme
Rosalie Curtis Williams
Roxane Gerry
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:

KMHA Foundation
67 Eustis Parkway
Waterville, ME 04901

or call:
(207) 873-2136 ext. 1005.

If you haven’t been recognized for your FY 2014 donation listing on these pages, we apologize for the oversight.

Please call us at
(207) 873-2136 ext. 1005, so we may correct our error and thank you.
Clinics

**Waterville Clinic & Administrative Offices**
67 Eustis Parkway
Waterville, ME 04901

**Augusta Clinic**
37 & 66 Stone Street
Augusta, ME 04330

**Skowhegan Clinic**
5 Commerce Drive
Skowhegan, ME 04976

**Winthrop Clinic**
736 Old Lewiston Road
Winthrop, ME 04364

Call any of the above clinics by dialing
1-888-322-2136

Clubhouses

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

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

**Looking Ahead Clubhouse**
646 Main Street
Lewiston, ME 04240
207-376-1711

Community Based Service Hubs

37 Stone Street
Augusta, ME 04330

16 Caldwell Road
Augusta, ME 04330

72 Winthrop Street
Augusta, ME 04330

5 Commerce Modular
Skowhegan, ME 04976

**Family Visitation Center**
66 Stone Street
Augusta, ME 04330