Kennebec Behavioral Health

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JULY 1, 2016- JUNE 30, 2017

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Dear Friends, Supporters and Community Members,

We are pleased to provide to our communities, the Annual Report for Kennebec Behavioral Health for our fiscal year ending June 30, 2017. Our intention is to provide for you an overview of some of our most important initiatives, as well as a snapshot of our financial health.

Generally, during this past year, we have seen modest increases in nearly all of our services, while at the same time adding some key projects or services that augment our existing spectrum of care. In particular, we have added an expanded project working with homeless adults, continue to grow our Behavioral Health Homes, and began a project working with our community partners in Somerset County in an effort to impact the opiate crisis.

Looking forward, we see a continued demand for our services, especially in the more rural areas of our catchment area. This demand challenges us in the context of potential Medicaid expansion, continued pressure on all healthcare resources, and workforce development issues.

However, we remain unwavering in our commitment to meet the mental health and substance needs of the communities we serve and to remain a vital service and organization.

In conclusion, we hope you find this report both informative and inspirational and we welcome your thoughts and support.

Sincerely,

Thomas J. McAdam
Chief Executive Officer

Ronald A Ducharme, Esq
KMHA Parent Board, President

A Note from the CEO and KMHA Parent Board President
Clients by Service

Kennebec Behavioral Health serves residents in over 170 towns and cities in Maine, mostly in central Maine. Clients may be provided services in the community, at clinics in Augusta, Skowhegan, Waterville or Winthrop or at vocational clubhouses in Augusta, Waterville and Lewiston. Programs and services reach Rockland, Lewiston, Bangor, Farmington and Pittsfield.

**Clinic-Based Services**
- Dialectical Behavior Therapy: 73
- Med Clinic (Adult): 3905
- Med Clinic (Youth): 1621
- Outpatient: 2231
- Substance Use Disorder & Prevention: 347
- Community Reinforcement and Family Training (CRAFT): 12

**Adult Rehabilitation Services**
- Capitol Clubhouse: 228
- Community Integration: 703
- Community Living Services (CLS): 79
- Behavioral Health Home (Adult): 772
- Developmental Services Case Management: 133
- High Hopes Clubhouse: 222
- Looking Ahead Clubhouse: 166

**Child & Family Services**
- Children’s Case Management: 730
- Headstart Services: 3
- Home and Community Treatment (HCT): 191
- Multisystemic Therapy (MST): 142
- School-Based Services: 629
- Behavioral Health Home (Youth): 419

**Housing & Outreach Services**
- Augusta House: 10
- Homeless Adult Outreach: 98
- Homeless Youth Outreach: 49
- Rental Services: 364
- Valley View: 8
- Walnut Street: 7
- Wilson Place: 9
- Young Adult PNMI: 6

**Access Center (1-888-322-2136)**
- (Adult/ youth): 586/275

**Total People Served by KBH Programs:**
- 14,018
### FY 2017 Revenues

<table>
<thead>
<tr>
<th>Revenue</th>
<th>6/30/2017</th>
<th>6/30/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grants</td>
<td>$2,807,372</td>
<td>$2,647,794</td>
</tr>
<tr>
<td>Fees</td>
<td>$23,204,895</td>
<td>$22,712,702</td>
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<tr>
<td>Fundraising</td>
<td>$832,960</td>
<td>$194,601</td>
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<tr>
<td>Rent</td>
<td>$383,643</td>
<td>$382,977</td>
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<tr>
<td>Other</td>
<td>$536,531</td>
<td>$669,192</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$27,765,401</strong></td>
<td><strong>$26,607,266</strong></td>
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</tbody>
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### FY 2017 Expenses

<table>
<thead>
<tr>
<th>Expenses</th>
<th>6/30/2017</th>
<th>6/30/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program &amp; Services</td>
<td>$23,380,937</td>
<td>$22,627,925</td>
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<tr>
<td>Management &amp; General</td>
<td>$3,260,987</td>
<td>$3,280,908</td>
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<td>Fundraising</td>
<td>$93,397</td>
<td>$97,403</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$26,735,321</strong></td>
<td><strong>$26,006,236</strong></td>
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</tbody>
</table>

### Change in Net Assets

| Change in Net Assets         | $1,030,080      | $601,030        |

*Audited by Gibson LeClair, LLC*
If you are familiar with Kennebec Behavioral Health, then you are probably also familiar with KBH’s Clubhouses - High Hopes in Waterville, Looking Ahead in Lewiston, and Capitol Clubhouse in Augusta. Clubhouses provide employment, education and social opportunities for people with severe and persistent mental illness.

People living with mental illness are often told that their personal limitations are based on their illness. Clubhouse completely changes this dynamic. At Clubhouse, Members are unique individuals who possess valuable talents, strengths and abilities which when combined, makes the Clubhouse come alive. The sense of membership and belonging are at the very heart of the Clubhouse way of working.

At each Clubhouse, Members work side by side with staff to oversee all daily operations. When guests visit the Clubhouse, they often can’t distinguish between staff and Members. There are also no offices or areas in the Clubhouse where Members are not allowed to be. Clubhouse membership is provided free of charge, and the only requirement is the desire to be an active part of the clubhouse community and to work on areas of their own career development as part of their journey of recovery and success.

In 2017, High Hopes Clubhouse was recognized by Clubhouse International (www.ICCD.org) as a Clubhouse of distinction among all 320 Clubhouses worldwide. High Hopes has the highest percent of its members – 79% who are working in supported or independent employment. According to Clubhouse International’s most recent Accreditation report, “High Hopes is an exceptional Clubhouse community, which excels in its compliance to all of the Clubhouse International Standards. The Clubhouse is dedicated to providing a community where members are treated with dignity and respect and given everyone opportunity to be valuable members of their community”.

High Hopes in Waterville and its sister Clubhouses, Looking Ahead in Lewiston, and Capitol Clubhouse in Augusta are known to be among the most effective Clubhouses in the world. Statewide organizations recognize the value of Clubhouse as well. In October 2017, NAMI Maine presented the KBH Clubhouses with their Outstanding Partner Award. According to Jenna Mehnert, executive director of NAMI Maine: “we are very honored to work with the staff of your clubhouses. Not only do we respect the work clubhouses accomplish in partnership with peers, we appreciate how willing they are to engage with NAMI Maine staff on various projects”.

The impact of Clubhouse on its Members is very often life-changing. Kennebec Behavioral Health is proud to be developing Maine’s fifth Clubhouse to be located in Topsham, Maine. With over 20 years of experience successfully operating Clubhouses, we are excited about this next step forward and the opportunity to make a significant difference in the lives of people who live with mental illness.

Learn more about the Clubhouses at:
www.kbhmaine.org
www.lookingaheadclubhouse.org/
www.capitol-clubhouse.org/
www.highhopesclubhouse.org/
In three years Kennebec Behavioral Health embarked on providing Behavioral Health Home Services (BHH). Since then, we have expanded to provide this service to approximately 1,000 adults and children, and received CARF accreditation for the program in 2017. This innovative and effective service supports individuals to gain better control of their psychiatric symptoms as well as medical issues. BHH focuses on the challenges and needs of the specific population that Kennebec Behavioral Health serves.

To become a Behavioral Health Home Services Organization, the Office of Maine Care requires the organization to implement and follow 10 core standards that define the service. An important and unique standard for this service is based on Wagner’s Chronic Care Model: Core Standard Three, Population Risk Stratification and Management.

KBH assumed the lead role for the provision of PATH Homeless Outreach Services for adults in all 16 counties in Maine with five partners. KBH and its partners worked to ensure that Outreach Services were provided to the state’s at-risk individuals with mental illness and substance abuse needs who are homeless across Maine.

The primary focus of this new RFP was to better direct Homeless PATH Outreach Services to the more rural areas of Maine where clients have limited or no access to shelter services. Rural settings often lack shelters and clients’ behavioral illnesses often prevented successful access or stays in shelters. Under this new grant, KBH and its partners were able to expand staffing to meet the needs of people in rural areas.

PATH staff work with homeless clients in the community and work to engage clients in services in order to provide an assessment of needs and offer linkage and referrals to housing and mainstream resources to meet basic and health needs. Services under the grant can be provided for up to 6 months, to stabilize, house and transition consumers to longer term services like rental assistance, med clinic services, outpatient services and case management.

Population Health Management: BHH
Carla Stockdale, Clinical Director, & Christine Ladd, Behavioral Health Home Nurse

Research reports that individuals with chronic persistent mental health issues have a shorter life expectancy due to chronic conditions. This is related to a number of factors which may include physical side effects of psychiatric medications; inactivity due to mental health issues; lack of supports; poverty which impacts nutritional intake; poor dental hygiene; lack of transportation to obtain services; lack of understanding of medication interactions or ability to track health issues; and co-morbid medical issues which the individual has difficulty addressing.

KBH’s BHH has three full time registered nurses who work with patient registries; support the teams in providing medical support in regard to coordination of care with primary care practices; review lab work; follow-up on post hospital discharges; and, attend team meetings.

Our goal is to use the population health approach to identify gaps in care, allocate resources to engage individuals who need self-management support, measure and improve health outcomes through effective care coordination, and improve client satisfaction and their experience of care.
Kennebec Behavioral Health (KBH) was honored to be awarded the 2017 Pro Patria Award from the Maine ESGR (Employers in Support of Guard and Reserve) Committee. ESGR, a program of the Department of Defense, seeks to foster a culture in which all employers support and value the employment and military service of members of the National Guard and Reserve in the United States.

The Pro Patria Award is presented annually to a public sector employer that has demonstrated the greatest support to Guard and Reserve employees through their leadership and practices, including adopting personnel policies that make it easier for employees to participate in the National Guard and Reserve. This is the highest level award that may be bestowed by an ESGR State Committee.

KBH’s Access Center Director, Dennis Dix is a Captain in the US Army Reserve Medical Services. CPT Dix originated the nomination of KBH for the award. “KBH has policies in place to protect employment, retirement, leave earnings, as well as support to ensure continuity of healthcare coverage. The support goes above and beyond expectations. I am routinely called upon to engage in special health care missions… and KBH has always supported my availability to the needs of our military, while consistently supporting behavioral health care efforts and improvements in care quality to our Service Members and Families."

Josh Scoggins, state chairperson for the Maine ESGR presented the award to Kennebec Behavioral Health during a ceremony at Camp Keyes in Augusta. “Serving in the Guard or Reserve and having a civilian employer can be challenging for both the service member as well as the employer,” stated Scoggins. “Having civilian supervisors supportive of their employee’s military service is a vital part of the continued success of our nation’s military”. According to Scoggins, Kennebec Behavioral Health was selected because agency leadership has demonstrated the greatest support to veterans, Guard and Reserve employees through their leadership and enabling practices. “This award reflects the exceptional support Kennebec Behavioral Health has provided their employees who have answered and continue to answer their nation’s call to service as a member of the Guard and Reserve,” he stated.

Tom McAdam, KBH chief executive officer expressed his heartfelt appreciation that KBH was selected as this year’s Pro Patria Award recipient. At the awards ceremony, McAdam stated, “it is an honor for us to receive this recognition and a privilege for our organization to be able to support our staff members who are actively in the military. It’s an opportunity for us to serve through supporting our staff who are serving our country.”

KBH RECEIVES 2017 PRO PATRIA AWARD
Tina Chapman, Communications & Development Director

Young Adult PNMI

Kennebec Behavioral Health began to offer a residential treatment program for young adults, those 18-24 years of age, who aspire to reach their greatest potential. Located in Augusta, the program offers a home environment where young adults who are living with serious and persistent mental illness can focus on rehabilitation. The program offers opportunities for residents to gain the skills necessary to live on their own and works hand-in-hand with other support programs.

KBHMAINE.org

In order to improve functionality of the KBH website, kbhmaine.org has been streamlined to more effectively communicate KBH’s mission and services as well as what is happening at the agency. A dropdown menu makes searching for information easier and more efficient. The website design upgrade was part of a larger effort to improve and enhance communication to the community and make information about mental health more accessible.

Payee Services

KBH was approved by the Social Security Administration to become a fee for service agency, providing Representative Payee Services to those who have social security income and are in need of financial management.

A Payee Representative is provided to ensure that bills are paid in a timely fashion and ensures all basic and financial needs are met. More information can be found at kbhmaine.org about this new service.
On November 11, 2016, Kennebec Behavioral Health hosted its inaugural community fundraising event, A Night Out. The event, located at the Calumet Club in Augusta, included entertainment provided by the comedy improv group, Teacher’s Lounge Mafia, as well as a 50/50 and basket raffle. All proceeds benefitted Clubhouse Employment Funds to help people with severe and persistent mental illness reach their goals and find and maintain meaningful employment.

The inaugural fundraiser was a great success due to the generous support of sponsors including Healey & Associates and Tri-County Mental Health Services, as well as KBH staff who donated baskets and time to help prepare for the event.

This sold-out event raised over $8,000 due to event ticket and raffle ticket sales. KBH will host a A Night Out every year in the fall to help support mental health programs and services.

Maine, like many other states, is in the midst of an addiction epidemic fueled by the use and overprescribing of prescription opioids and increasing usage of illicit opiates, such as heroin. In 2016, according to the Maine Attorney General’s Office, there were 378 drug overdose deaths, and the rate of opioid related deaths continued to climb across our state in 2017. Access to local and appropriate treatment is paramount in saving lives and turning the tide of this epidemic.

Medication Assisted Treatment (MAT) is a critical component of evidence-based treatment for those with opioid use disorders. What is MAT? For opioid treatment programs, it is the use of medication such as methadone, buprenorphine or naltrexone in combination with counseling and other social/behavioral supports to assist individuals in recovery from opioid use disorder and dependency.

Kennebec Behavioral Health has stepped up to the challenges of this epidemic in an effort to support increased access to patient-centered addiction care through the expansion of evidence-based MAT. In April of 2017, KBH was awarded one of only four Two Year Planning Grant through Maine Health Access Foundation in an effort to expand MAT across Maine. The Maine Health Access Foundation (MeHAF) is the state’s largest private, 501(c)(3) nonprofit health care foundation. Their mission is to promote access to quality health care, especially for those who are uninsured and underserved, and improve the health of everyone in Maine.

KBH has partnered with Skowhegan Family Medicine at Fairview Redington Hospital, Crisis and Counseling and other critical community stakeholders to create a plan that will expand MAT and other critical community services for individuals and families living with opioid use disorders. Our approach is an intentional and collaborative planning process that addresses barriers to care, so as to create a sustainable infrastructure for improved access to addiction care and ongoing recovery supports. We aim to build a more integrated system of care across primary care, specialty care, consumers and other critical stakeholders to promote long-term recovery for individuals and their families.

KBH and partners made significant progress in designing a “whole person” service model that will be provided within an integrated team of health care professionals and community supports that is focused on long-term recovery. The planning process is paying special attention to expanding access to services for two priority populations with an opioid use disorder:

- Pregnant women, new mothers and affected infants
- Under and uninsured individuals with treatment needs

The overarching goal of this MeHAF two year planning grant is to implement a pilot project of this service model in Skowhegan by fall of 2018. Through that initial pilot project, we aim to build solid foundation in recovery oriented and person-centered approach to MAT that can be sustained and expanded in Somerset County.

Efforts to Expand Addiction Care

Patricia McKenzie, Administrator of Outpatient and Substance Abuse Services
THANK YOU
FY 2017 DONORS (July 1, 2016- June 30, 2017)

$1-$99
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*Blue Owl Bodyworks
*Buen Apetito
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Knights of Columbus Maine State Council
Korner Store & Deli
KV Federal Credit Union
KV_CAP
Laney’s Pit Stop
Larry Savage II
Law Offices of Joe Bornstein

If you would like to make a tax-deductible gift, please send donations to:
KMHA Foundation
67 Eustis Parkway
Waterville, ME 04901

Or make a secure online donation by visiting www.kbhmaine.org/give.
KBH Municipal Partners

KBH provided over $600,000 in unfunded care to uninsured and underinsured residents. We would like to thank these municipalities for their generosity in allocating a portion of their funds to KBH during FY 2017.

Pleasant Ridge Plantation
City of Waterville
Town of Albion
Town of Alna
Town of Anson
Town of Benton
Town of Burnham
Town of Canaan
Town of Caratunk
Town of China
Town of Detroit
Town of Embden
Town of Farmingdale
Town of Hartland
Town of Liberty
Town of Litchfield
Town of Manchester
Town of Moscow
Town of Norridgewock
Town of Palermo
Town of Pittston
Town of Rome
Town of Searsmont
Town of Solon
Town of Somerville
Town of Starks
Town of Vassalboro
Town of Vienna
Town of Warren
Town of Wayne
Town of Whitefield
Town of Windsor

*Gifts in Kind

If there are any inaccuracies or you haven’t been recognized for your FY 2017 donation listed on these pages, we apologize for the oversight.

Please call (207) 873-2136 x 1005 or email ekeane@kbhmaine.org, so we may correct our error and thank you.
Clinics

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

Augusta Clinic
66 Stone Street
Augusta, ME 04330

Skowhegan Clinic
5 Commerce Drive
Skowhegan, ME 04976

Winthrop Clinic
736 Old Lewiston Road
Winthrop, ME 04364

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

442 Main Street
Lewiston, ME 04240

116 Narrow Gauge Sq., Ste.101
Farmington, ME 04938

Family Visitation Center
66 Stone Street
Augusta, ME 04330

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