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Community Health and Counseling Services Annual Report to the Community

It was six men of Indostan

To learning much inclined,
Who went to see the Elephant
(Though all of them were blind),
That each by observation
Might satisfy his mind

The First approached the Elephant,
And happening to fall
Against his broad and sturdy side,
At once began to bawl:
"God bless me! but the Elephant
Is very like a wall!"

The Second, feeling of the tusk,
Cried, "Ho! what have we here
So very round and smooth and sharp?
To me 'tis mighty clear
This wonder of an Elephant
Is very like a spear!"

The Third approached the animal,
And happening to take
The squirming trunk within his hands,
Thus boldly up and spake:
"I see," quoth he, "the Elephant
Is very like a snake!"

The Fourth reached out an eager
hand,
And felt about the knee.
"What most this wondrous beast is
like
Is mighty plain," quoth he;
"'Tis clear enough the Elephant
Is very like a tree!"

The Fifth, who chanced to touch the
ear,
Said: "E'en the blindest man
Can tell what this resembles most;

Deny the fact who can
This marvel of an Elephant
Is very like a fan!"
The Sixth no sooner had begun
About the beast to grope,
Than, seizing on the swinging tail
That fell within his scope,
"I see," quoth he, "the Elephant
Is very like a rope!"

And so these men of Indostan
Disputed loud and long,
Each in his own opinion
Exceeding stiff and strong,
Though each was partly in the right,
And all were in the wrong!

-John Godfrey Saxe



Jody Raymond and his wife Aimee proudly display the Special Education Administrator of the Year award that Jody received from the Maine Administrators of Services for Children with Disabilities (MADSEC).

Jody is the Special Education Administrator of Stillwater Academy, our K-12 Special Purpose school.



MESSAGE FROM LEADERSHIP

The World Health Organization defines health as a state of “complete physical, mental and social well-being and not merely the absence of disease or infirmity.” This definition is important because it recognizes the personal aspects of health and recovery. The pandemic has brought this definition into full focus. One does not need to be infected with Covid to be impacted by Covid. Our individual and collective well-being has been altered throughout the course of this pandemic.

Covid is just one of many threats to our well-being. Certain health conditions require intervention from health care professionals. Health care professionals need to understand that recovery is a personal journey. Health care professionals who attempt to unilaterally define the recovery process for someone else will fail to see the bigger picture as experienced by the men in the parable on the cover page.

Our annual report is made possible because of the remarkable people with whom we serve and the amazing people who provide the care. CHCS understands the important role we have in providing quality care while recognizing that the recovery process is directed by the people we serve. Each hour logged, each mile traveled and each service provided are individual pieces that collectively represent the effort made to support individuals as they work towards recovery and well-being.

The importance of being able to access skilled providers when we need assistance cannot be overstated. We cannot put forward this annual report without acknowledging the tenacity, strength and dedication that our health care providers have demonstrated throughout the pandemic. Like you, their health and the health of their loved ones have been impacted by Covid. This didn't stop them from showing up and delivering care to other people. They remained focused on serving others while overcoming their own challenges. We dedicate this report to our entire team. Your selfless acts exceeded all expectations and can best be defined as heroic.

Michael Bazinet, Board President
Dale Hamilton, Executive Director

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From Top Left:

Glenn D. Goodwin, Vice President; The Honorable Elizabeth O. LaStaiti, Secretary; Angela T. Butler, Treasurer and Immediate Past President; Michael R. Bazinet, President.

Absent: Dr. Beatrice M. Szantyr, Second Vice President.

GOVERNANCE

Community Health and Counseling Services is a nonprofit corporation governed by a volunteer Board of Directors. Corporate Members elect the members of the corporation and Board of Directors.

The Board and Corporate Members represent a cross-section of interests from throughout the CHCS service area. They are representatives of business, professional communities, persons knowledgeable about the region's health care needs, and persons experienced in assisting community-based organizations like CHCS address those health care needs.

CHCS SUPPORTS CHILDREN & FAMILIES

CHCS Children's Services has provided:

25,834 Treatment Foster Care Days

5,400 Education/Days Treatment Days

959 Children's Crisis Residential Days

788 hours of Children's Crisis Intervention



Children's Services Provided by CHCS:

- Treatment Foster Care
- Early Childhood Consultation Partnership®
- Targeted Case Management
- Therapy
- Vineland Assessments
- Rapid Aftercare Stabilization Services
- Crisis Intervention
- Crisis Residential Care
- Stillwater Academy
- Resource Parent Care Team
- Home and Community Based Treatment (HCT)

"I am happy to share that the services you are providing in Room 14 are exceptionally supportive. The classroom specific training you held regarding trauma and the discussion that occurred directly after really helped to connect the dots for staff. It is one thing to learn what trauma is, another to understand the effects on the child, and another to know how to respond and support it. There are so many layers and the concrete discussion regarding the actual children in the classroom helped reinforce their understanding."

I have noticed the team reacting differently and making meaning of behaviors rather than just feeling overwhelmed. There is a sense of confidence in themselves and one another that has increased.

The greatest take away I would say is the importance and relevance to the individual classroom. Staff have all shared that they have enjoyed partnering with you through this process. From my perspective you have been wonderful to work with, efficient, and if things needed to change you were able to adjust or request that we adjust. That has all worked out well. I would really love to see this level of support in each classroom someday! How great would that be?"

~Early Childcare Provider Engaged in ECCP® Services

CHCS SUPPORTS ADULTS



Time Spent Supporting Adults

Behavioral Health Client Hours	71,608
Residential Days of Care	10,306
Crisis Residential Days of Care	1,887
Crisis Intervention Hours	3,122

ADULT SERVICES

As a counselor, I am blessed every day to have the honor and gift of meeting some of the most courageous souls walking among us! I have been working with an adult male who is a survivor of childhood abuse and neglect. He is also a United States veteran who experienced additional trauma due to his experiences as a soldier. Also, he has endured major losses of loved ones in his life. In recent years, he experienced major medical health crises that sharply triggered a flare of anxiety attacks, trauma hypervigilance, and agoraphobic avoidance behaviors. My client was holing up in his house and barely leaving his property at all, experiencing painful and distressing panic episodes several times daily.

The COVID 19 pandemic situation exacerbated and complicated agoraphobic avoidance behaviors and has only fueled anxiety issues among many clients with pre-existing anxiety. In our therapy sessions, my client has worked incredibly hard to process trauma-based hypervigilance, health anxiety, and agoraphobia avoidance. He has fully embraced the concept of gradual exposure techniques to incrementally manage and contain anxiety and to start to re-engage in life outside the confines of his house. Walking toward anxiety deliberately is very scary and hard, but he understood that continued avoidance behaviors would just continue to narrow his world and cause his basic quality of life to decline.

His love for his adoring wife has been a steady anchor and motivation for him. Boy, love is powerful! After months of gradual exposure exercises...going to the local grocery store, Walmart, Dunkin Donuts, and walks outside around his property, he and his wife recently went on a road trip out of state for over a week! And just a couple of weeks back, he and his wife went tent camping in a lovely spot here in Maine; taking in the healing beauty and serenity of nature. My client voiced making beautiful new memories with his loving wife and taking many wonderful pictures. Most of all, he was able to experience again the joy of living and the fun of having excellent adventures again. I am truly inspired by his perseverance, determination, and focus on his goals, and I am so pleased with the gains this inspiring survivor has made!

~Amie Hasham, LCSW, LADC, CCS

Adult Services Provided by CHCS:

- Supported Residential Programs
- Crisis Residential Care
- Crisis Intervention
- Behavioral Health Home Services
- Community Integration
- Community Rehabilitation Services
- Therapy
- Psychiatry
- Certified Community Behavioral Health Clinic
- ACT
- Rental Services
- Housing
- PATH (Outreach serving individuals who are homeless)
- Mental Health Support in Jails & Hospitals
- Substance Use Disorder Treatment
- Ryan White Services
- Veteran's Services
- WRAP

CHCS SUPPORTS RECOVERY FROM AN ILLNESS OR INJURY

HOME HEALTH

CHCS has provided **26,708** Home Health visits.

Visits are provided in Hancock, Washington, Waldo, Penobscot, Aroostook, Somerset, and Piscataquis counties.

Home Health Services Include:

- Nursing
- Physical and Occupational Therapy
- Speech Therapy
- Certified Nursing Assistants (CNA)
- Social Work
- Wound Care
- Telehealth

When you are sick, there is no place like home. Nothing compares to being surrounded by loved ones when dealing with recent sickness, recovering from surgery, or facing a life-limiting illness. CHCS Home Health Care services can make your return home from the hospital easier, and, in some cases, may help avoid hospitalization altogether. Your home health care team will work closely with your physician to create a plan of care “that is just for you”. Your plan will be based on your medical needs and is directed by your physician.

“I enjoyed their assistance visits each week and would welcome them back, if ever needed..” - Home Health Client



Some examples of the services we have provided:

Mary had a patient that needed a pulse oximeter because she was recently taken off the ventilator at the hospital and needed to have services and assessment. She could not get into her PCP because they were not seeing patients in person. Mary was the eyes and ears for that PCP. She made it possible for the patient to stay out of the hospital and stay home with her family.

Meagan brought her iPad into the house and would set up weekly telehealth visits during quarantine for a mental health patient because the patient did not have the devices that would allow for telehealth visits.

HOSPICE

Hospice provides a different type of health care. Utilizing an Interdisciplinary Team, hospice encourages and supports patient making decisions about end of life care. This means less time in unfamiliar hospital rooms and more time at home with familiar people and surroundings.



CHCS SUPPORTS INDIVIDUALS AT END OF LIFE

"The hospice experience exceeded my expectations from the very beginning. The entire team was amazing and compassionate."

~Family member of a hospice patient

**CHCS Hospice
has Provided
13,701
Days of Care**

It's Your Choice

When it comes to end of life care, you deserve a care team that sees you as a person, not your illness. You and your loved ones have made so many difficult decisions. At CHCS New Hope Hospice, we want to share the burden and guide you through the next phase of your journey.

As a community-based, not-for-profit provider of hospice care services, we're committed to caring for and improving the lives of the people in our communities. At the center of hospice is the belief that each of us has the right to die pain free and with dignity. At CHCS New Hope Hospice we believe the needs of the patient and family should drive the activities of the hospice team.

Hospice care can take place wherever you or your loved one calls home. Our skilled and compassionate staff provides the physical, emotional and spiritual resources needed to make the most of every moment, with the service and dignity you expect.

Hospice care may be right for you or your loved one when living with an end-stage illness, which has a six-month life expectancy, should the disease run its normal course. There are no limits on the amount of time you or your loved one can receive hospice, but a physician must order the service once every six months to determine if our care is still appropriate.

The benefits of hospice care are proven by research to support improved pain and symptom management. In fact, many families say they wish they had received hospice care sooner. The benefit of hospice care is greatest when services are provided early enough within your loved one's eligibility to:

- Maintain independence and focus on symptom management vs treatment and invasive procedures
- Organize personal affairs
- Say goodbye to loved ones

Enjoy quality of life with the ones you love in your own surroundings.



Project Peace and Comfort

When you are not feeling well, there is nothing more comforting than to wrap up in a warm quilt.

CHCS, New Hope Hospice has a “We Honor Veteran’s Program” where we honor those veterans that are on our hospice services. They have a ceremony and the veteran is presented with a pin, certificate and a patriot quilt to thank them for their service. We have been very fortunate to have wonderful volunteers that donate their time and money to make these cherished quilts.

Recently, we had a hospice patient that is rather gruff on the outside. He had burned a lot of bridges in his life. Being at the end of his life, he realized that he was on this final journey alone. A beautiful quilt that had some wildlife patterns was donated to the hospice program. Although he isn’t a Veteran, the chaplain decided to give this quilt to him.

When he received it, he was overcome with raw emotion as it reminded him of many things that he once loved. He loves that quilt and it now hangs on his wall so he can look at it and feel the comfort that it provides.

After seeing how much joy this quilt brought, we have expanded our program to all our hospice patients. Each hospice patient will receive a quilt to find comfort in and pass on to their loved ones. We are always looking for volunteers that would like to be part of the program.

We are looking for people that are willing to make and donate lap sized quilts. If you would like to help but not a seamstress, there are other ways to help the program, such as donate quilt material, cut squares, etc.. If you or someone you know is willing to do so, please contact Pam Richardson at 564-2267 or prichardson@chcs-me.org.





New Program Highlights

Certified Community Behavioral Health Clinic (CCBHC)

Community Health and Counseling Services (CHCS) was awarded a two-year \$3.2 million grant to implement a Certified Community Behavioral Health Clinic (CCBHC) in Penobscot County by the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration (SAMHSA). The clinic strengthens our local system of care through collaboration with other community organizations to create a “no wrong door” continuum of care.

CCBHC partners include:

- Wings
- St. Joseph Health Care
- Penobscot Community Health Center
- Penquis
- Acadia Hospital
- Wellspring

The CCBHC is structured to improve the coordination of care to improve access to mental health and substance use disorder services. Our team of skilled care coordinators is available to assist clients temporarily while they await a long-term provider or service. The team collaborates with area agencies and providers to manage wait lists and find the best fit for client needs. As soon as a long-term provider or service is available, the team transfers client care seamlessly to ensure continuity of care.

Our Mission: “Community Health and Counseling Services will provide community health services which are needed and valued by the communities and individuals we serve.”

Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS)

The Overdose Prevention Through Intensive Outreach Naloxone and Safety (OPTIONS) program is a statewide effort of the Maine Office of Behavioral Health. Both Penobscot and Piscataquis OPTIONS liaisons are CHCS employees. The City of Bangor and CHCS have teamed up to provide support and access to resources in both Penobscot and Piscataquis Counties.

The Overdose Response Team includes:

- Liaison/Substance Use Disorder Counselor
- Peer Recovery Coaches
- First Responder

The team works directly with the Bangor Police Department to provide follow up to identified individuals in Bangor who have recently experienced an overdose. The team is also connected with many other first responders to provide follow up across Penobscot and Piscataquis counties. The OPTIONS program also engages in direct outreach that is focused on meeting individuals where they are at and identifying useful supports on a case-by-case basis. The team works closely and is in collaboration with the Bangor Area Recovery Network, Together Place, and Health Equity Alliance to make sure that harm reduction resources and peer recovery supports are available.

Youth & Family Navigators (YFN)

Youth & Family Navigators help create a critical safety-net that offers opportunities for early intervention, continuous care coordination, and follow-up to ensure safety of adolescents in Maine. This free service provides support and interventions for youth and their families who are struggling with their mental health or who may be at risk for suicide. Anyone age 10-24, and their families, are eligible to receive services. However, if someone is currently experiencing a crisis, contact the Maine Crisis Line at 1-888-568-1112.

What services do Youth & Family Navigators provide? For as long as needed, Youth & Family Navigator can pro-

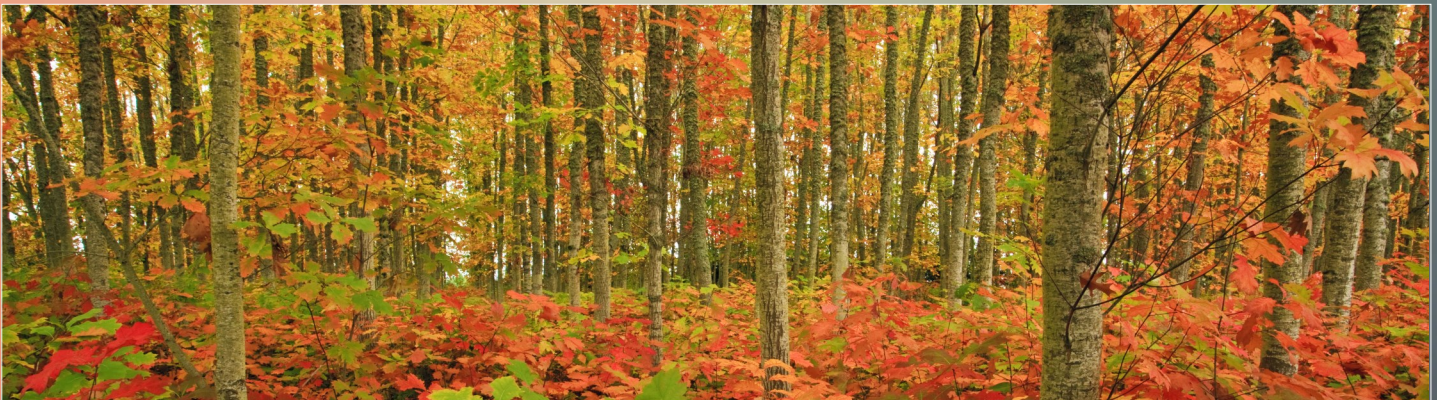
- Support and intensive care coordination services
- Follow-up support to youth & family members after a mental health crisis or suicide attempt
- Suicide risk screening (ex. Columbia Suicide Severity Rating Scale)
- Collaborative safety planning
- Referrals to treatment, services, or community supports
- Consultation and resources to schools, social service agencies, health care providers, and families to ensure youth in need of services are connected to care

Rapid Aftercare Stabilization Services program (RASS)

Rapid Aftercare Stabilization Services program provides expanded aftercare and stabilization services for families in their homes, as child(ren) transition home from hospitals or residential treatment facilities. The additional support is intended to bridge the children to community resources and decrease length of unnecessary stays. The program can also support families in maintaining their children as they wait in their home community for higher levels of care. This intervention seeks to eliminate or reduce the number of days that a child is in the local emergency room setting seeking care, reduce the number of days in an in-patient psychiatric unit or crisis stabilization unit, and will provide families opportunities to work with trained providers in the home setting.

Early Childhood Consultation Partnership® (ECCP®)

The Early Childhood Consultation Partnership (ECCP®) is a strengths-based, mental health consultation program, developed to meet the social/emotional needs of children birth to five. ECCP® is designed to build the capacity of caregivers by offering support, education, and consultation, which promotes the most enduring and optimal outcomes for a young child. Early assessment and intervention are important elements in improving outcomes for children.





THANK YOU

We are honored by
your generosity.



Legacy Society

(Those who have remembered us in their wills.)

Mr. Charles F. Bragg, 2nd
Mr. Charles Braun
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*Donation are directed to specific programs and services.
These gifts are of cash, goods, and/or services.*

\$5,000+

Peixotto Trust

\$2,500+

Barbara Cassidy Foundation

\$1,000+

Maine Hospice Council, Inc.
Brookings-Smith
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Up to \$499

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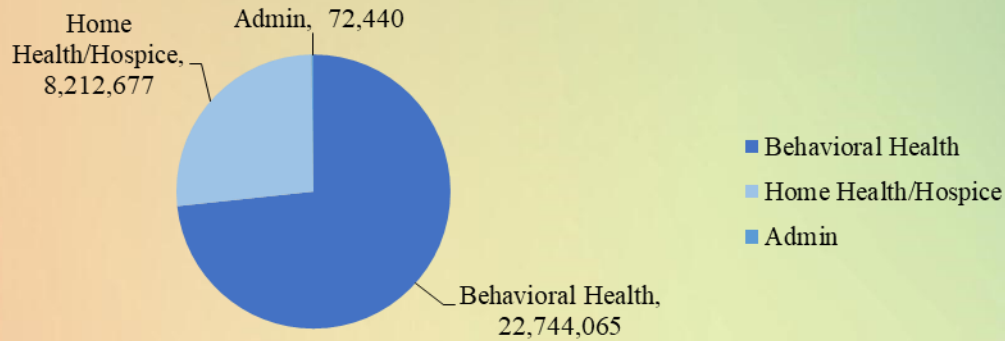


Your support means the world to us.

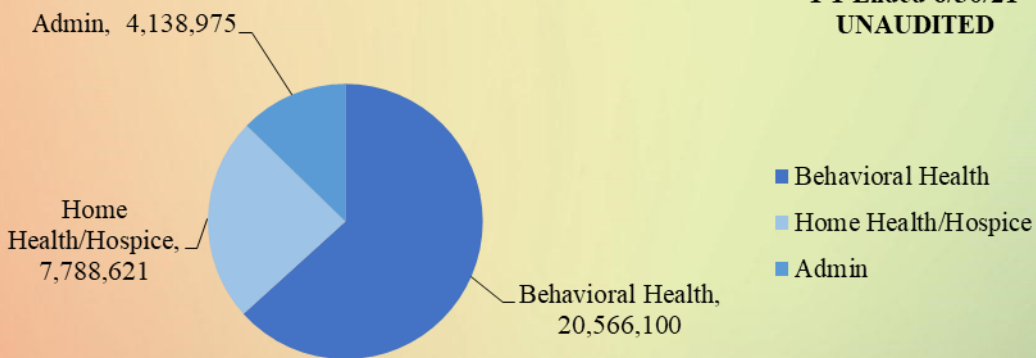
We are lucky to have you on our team.
Your commitment and support is vital in
allowing CHCS to continue to serve
those most vulnerable in our community.

Financial Statistics 2020-2021

**Revenues by Department
FY Ended 6/30/21
UNAUDITED**



**Expenses by Department
FY Ended 6/30/21
UNAUDITED**



Service Statistics

Hospice Days	13,701
Health Service Visits	26,708
Behavioral Health Client Hours	71,608
Adult Group Home Days	10,306
Crisis Residential Days	2,846
Foster Care Placement Days	25,834
Staff Miles	1,370,242

CHCS Staffing as of September 2021:

Total Employees:	395
Home Health:	90
Mental Health:	259
Administration:	46

Our Vision: CHCS will be a leading community healthcare organization in the State of Maine and will be an employer of choice and foster a culture of excellence.

OFFICE LOCATIONS:

Augusta
Bangor
Caribou
Dover-Foxcroft
Ellsworth
Houlton
Lincoln
Skowhegan
Machias
Westbrook

**CHCS employee
excellence drives our
success.
Thank you for
all you do!**