



TRI-COUNTY
MENTAL HEALTH SERVICES

ANNUAL REPORT

2023

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Executive Team



Catherine R. Ryder
CEO, TCMHS



Timothy M. Kenlan
Board President
TCMHS

FROM THE CHIEF EXECUTIVE OFFICER AND BOARD PRESIDENT

October 2023

Dear Friends,

As we continue to rebound from the impact of COVID, I am reminded daily of how important the work of our agency is to those across our communities. Our staff pour themselves into caring for others, and in so doing, fulfill our mission and values. Demand is greater than ever before with extravagant needs and limited resources, but we are leaning in and finding ways to respond at every turn.

Collaboration has never been more important. We continue to seek partnerships that allow us to better serve the whole health and wellness needs of those who turn to us for hope and healing. Weaving a thread through the fabric of our communities by aligning with care providers, advocacy programs, law enforcement, schools and those with lived experience allows us to provide the highest quality of service with the client at the center of care decisions.

To gain better understanding of agency programs, TCMHS board members joined senior leadership for program site visits. In this way they experienced first-hand the essence of each program and the impact on those served. Programs highlighted for visits this year included our Assertive Community Treatment Team, Substance

Misuse Teams, Opioid Health Home and Androscoggin County Jail where we offer Medication for Opioid Use Disorder (MOUD).

In the face of a changing landscape and ongoing staffing challenges, we made the difficult decision to transition our Social Learning Center to John F. Murphy Homes. We worked closely with executive leadership from JFM to ensure all clients and staff were offered a choice in the transition process and ensured a safety net of support until the process was complete. We look forward to continuing our long-standing relationship with our good colleagues across the way and are confident that our former clients are being well served.

In closing, I want to note that this past year found us returning to major events as we gathered for Inspired Voices and A Night at the Moulin Rouge Gala. Joy was evident everywhere and it was clear that both events were food for our souls after a long and isolating period. Here's to hoping for many more opportunities to celebrate!

Catherine R. Ryder, LCPC, ACS
Chief Executive Officer

Timothy M. Kenlan
Board President
TCMHS

TRAVELING TCMHS

TCMHS board members visited with staff across all of our offices to learn more about the programs and services we offer to individuals and families struggling with mental illness or substance misuse.

Lewiston's ACT Team

TCMHS Board President Tim Kenlan visited with ACT Team Lead Nicole Easterby and ACT psychiatric nurse practitioner Rebecca Bunoski to learn more about the team, current challenges and joyful moments. ACT's team approach brings together a psychiatric medication manager, nurses, mental health therapists, substance misuse disorder counselors, case managers and a peer support specialist to give clients an individualized experience for ongoing care.

Assertive Community Treatment, or ACT, is a way of delivering a full range of services to people who have a serious mental illness. Clients typically have a history of hospitalizations and a history of poor engagement with treatment. ACT's goal is to give clients comprehensive community-based care to help them increase their stability to have a life that is not dominated by their mental illness. Clients get help taking care of their basic needs. Team members help clients find housing, apply for food stamps, go back to school or find employment, reduce or eliminate substance misuse, monitor and administer medications, provide peer support and offer hope for recovery.

ACT is an evidence-based practice with proven outcomes to reduce psychiatric hospitalizations, reduce legal involvement and improve housing stability. Clients can receive services in their homes, where they work, in group settings or in the community. The ACT team provides services and supports for as long as clients need them and are available 24 hours a day, seven days a week. The ACT team works closely with each client to improve their mental health so they can have the best quality of life possible.

Lewiston's ACT Team served
100 clients in FY23



Substance Misuse Treatment: Meeting People Where They Are



Board member Yvette Pouzol thought she knew everything about TCMHS after working 40 years for the agency she loves. However, her visits to Farmington and Rumford brought new discovery and connections. TCMHS offers substance misuse outpatient services and Opioid Health Home (OHH) services at all of our locations. Outpatient services include individualized and group treatment and services for affected others. OHH is a whole person treatment service for individuals diagnosed with an opioid use disorder and at risk for chronic health problems. Individuals work with a care team including a counselor,

peer recovery coach, nurse, patient navigator and medication for opioid use disorder (MOUD) provider.

TCMHS' comprehensive substance misuse treatment program meets people where they are at. TCMHS provides MOUD to residents challenged by opioid misuse at Androscoggin County Jail. Our "boots-on-the-ground" team that includes our OPTIONS liaison, Project Support You team and New Mainer Community Health Worker all work together in the community to provide substance misuse services, education and resource connections to people in need.

SAYING GOODBYE TO THE SLC

On June 8, 2023, TCMHS said goodbye to The Social Learning Center (SLC). In collaboration with John F. Murphy Homes (JFM) and in consultation with the Office of Aging & Disabilities, TCMHS transitioned the SLC day program for adults with intellectual and developmental disabilities to JFM.



TCMHS' SLC day program opened in 1975 and has worked tirelessly to integrate adults with intellectual and developmental disabilities into our communities to live, work, volunteer, join clubs and find meaningful social connections and natural supports. Like TCMHS, JFM is dedicated to offering life-enriching services to people with intellectual and developmental disabilities and creating a stronger and more inclusive community. JFM provides community-based programs for individuals to acquire greater independence through increasing competence in personal, social and employment related activities.

TCMHS BY THE NUMBERS



2,171
Clients Served
*Includes Outpatient, SUDs, BHH, OHH & ACT



OPTIONS and PSY Program Served:

343

OPTIONS
Emergency Response
Calls
*Calendar Year 2022

569

Auburn PSY
Calls
*March - June 2023
Program began March 2023

666

Lewiston PSY
Calls
*Calendar Year 2022

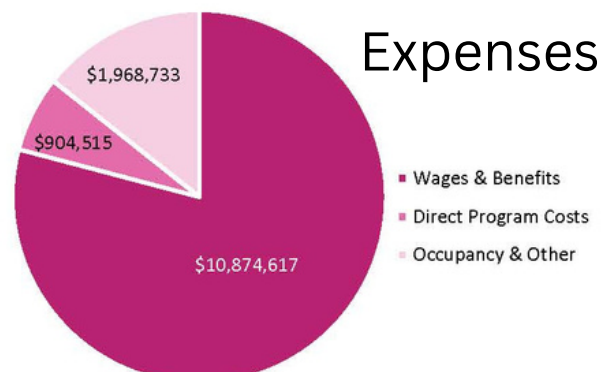
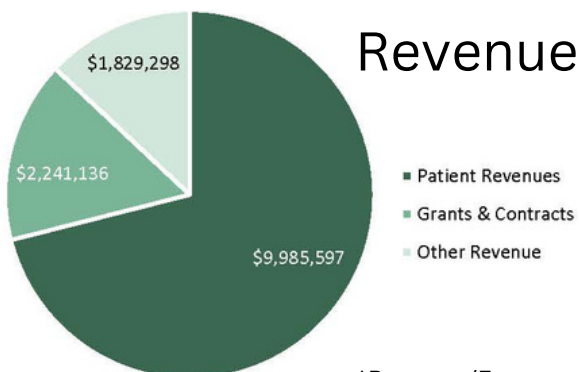
Veteran Liaison Program Served:

1,031
Veterans



326
Family Members

Revenue & Expenses



*Revenue/Expense numbers are
subject to change post-audit

EVENTS RETURN IN FY 2023

Tri-County Mental Health Services was excited to return to in-person events in fiscal year 2023 after a two-year hiatus due to the Covid-19 pandemic.

Inspired Voices: We Will Rise

TCMHS' benefit concert Inspired Voices took place on Saturday, September 17th at the Franco Center in Lewiston. The night's celebration included music, poetry, dance and individual stories of hope and recovery as TCMHS clients performed alongside local and regional artists, volunteers and agency employees.



A Night at the Moulin Rouge!



TCMHS' Gala: A Night at the Moulin Rouge on April 28th at the Kora Shrine Temple was an amazing success, raising funds for the agency and to support the clients we serve. The night included music by Mixology, the Can-Can performed by the Maine State Ballet and aerialist performances by AerialJade.

DONOR APPRECIATION

\$50,000+

Maine Community Foundation

\$30,000+

Maine Health Access Foundation

\$10,000+

Elmina B. Sewall Foundation

Catherine Guiles

\$5,000+

American Fundraising Foundation, Inc.

Androscoggin Home Healthcare & Hospice

BGA Financial

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Town of Naples

\$1,000 - \$4,999

Anonymous

Anonymous

Austin Associates, PA

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Town of Waterford

UNE School of Social Work

\$500 - \$999

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Spurwink Services

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Town of Hebron

Town of Newry

United Ambulance Services

UNUM Group

“Today I choose to live with
gratitude for the love that fills my
heart, the peace that rests within
my spirit and the voice of hope
that says all things are possible.”

- Anonymous

DONOR APPRECIATION

\$100 - \$499

ABC Pool & Spa
Anonymous
Anonymous
Anthony Harrington
Betty Moore
Carol Parks
Celeste Yakawonis
Central Maine Power
Champoux Insurance Agency
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Chip & Jane Morrison
Christopher Demerchant
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Donald Dufour
Earl Fournier
Five County Credit Union
Heart of Maine United Way
Henry Skinner
Hilton Garden Inn Auburn Riverwatch
John & Susan Geismar
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Representative Kristen Cloutier
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Maine FOP Philbrick Bonney Lodge 18
Margaritas
Pauline & David Cote
Mr. & Mrs. Richard Whiting
Roopers Beverage & Redemption
Runyon Kersteen Ouellette
Selam Runyon-Baruch
Seniors Plus
The Blackbaud Giving Fund
The Mastrogiacomo Law Office

Tim McClure
Town of Buckfield
Town of Gilead
Yvette Pouzol

\$1 - \$99

Amazon Smile
Anita Krieg
Barbara Alberda
Constance & Robert Hitchcock
Daigle and Son Plumbing Heat
Deb Ann Dauley
Gail Senese
Hannaford Bloomin' 4 Good Program
James J. Merrill
Jane Cantral
Jodi Cornelio
Mary Ellen Davis
Michael Carey
Shaw's Give Back Program
Suzanne Proulx
Walter Riseman

We thank our generous donors, partners and friends who make the work we do at Tri-County Mental Health Services possible. Your investment in TCMHS positively impacts individuals and families living in our communities each day.

We made every effort to ensure that this list of donors is accurate. If your name is misspelled or omitted, please let us know at (207) 344-1858 and accept our sincere apologies.

HUMAN RESOURCES: YEAR IN REVIEW

Dear Colleagues,

As the sun sets earlier and the days offer that first cool hint of Fall, we reflect upon what a year 2023 has been! From the Human Resources lens, priorities remained relatively static from the previous year. Recruiting, retention and providing a great employee experience remain at the forefront – a tall order in a labor market that remains relentlessly competitive and ever-shifting.

As an organization we work tirelessly to meet the needs of our clients despite diminishing resources for those who continue to be marginalized in many ways. Also as an organization, we work hard to meet the needs of our staff, implementing pay increases as finances allow – and even when they may not; continually reviewing our benefit costs and striving to ensure these not only remain affordable, but ultimately do meet staff needs within our available resources; and finally continuing to examine and analyze the employee experience at TCMHS, with an eye toward further cultivating a work culture that supports, welcomes and provides a sense of belonging for all.

It is important to measure the degree of success we've achieved on any level and to celebrate that success. Did we accomplish all we had hope to do? Perhaps not. Real success - however measured - requires step after step after step. It demands commitment to the people we serve; persistence to continue on when met with endless obstacles; and passion for the work and our mission to carry us forward. I see all of these things in all of you. As we look forward to new opportunities in 2024, thank you for all you do and the manner in which you do it.

Don Dufour

Donald D. Dufour, M.A.
Chief Human Resources Officer

Staff Retirements

Cathy M. Chase

Direct Support Professional
39 Years

Prudence M. Garbotz

Authorization Specialist
14 Years

Joanne T. Carter

Clinical Supervisor- Residential
4 Years

Vicky J. Bowker

Health Home Coordinator
12 Years

SERVICE RECOGNITION

Twenty Years

Rebecca M. Gagnon
Case Manager
Lewiston

Arleen A. Belval
Clinician
Lewiston

Amy E. Diaz
Operations Support
Farmington

Five Years

Tracy L. Ward
Operations Team Lead, Lewiston

Victoria A. Lyons
Care Manager, Lewiston

Julie M. Olum
Chief Financial Officer, Lewiston

Christopher R. Whitney
Care Manager, Rumford

Fifteen Years

Susan R. Austin
Clinician
Lewiston

Thea A. Bandy
Peer Support Specialist
Oxford

Helen T. Melanson
Residential Program Supervisor
Village Street, Lisbon

Angela L. Blair
Residential Services Worker
Franklin Street, Rumford

Henry C. Skinner
Chief Medical Officer, Lewiston

Ten Years

Nicole M. Harlow-Babbin
Patient Accounts Specialist
Lewiston

Tracy S. Riggins
Program Clinical Supervisor
Lewiston

Elizabeth S. Langelier
Care Manager, Lewiston

Melanie I. Swift
Residential Services Worker
Kelly Drive, Sabattus

Alexandre V. Lavoie
Clinician, Bridgton

Melanie A. Regnere
Operations Support, Rumford

Our Mission:

Tri-County Mental Health Services offers hope and healing to the people of Maine by providing trauma-informed, integrated services that promote whole health and wellness.



2023



TRI-COUNTY
MENTAL HEALTH SERVICES