

Celebrating
70 YEARS
of hope and healing



2021 ANNUAL REPORT

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Berman & Simmons

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District 69

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Consumer

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Austin Associates

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Sandcastle Clinical and Educational Services

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University of Southern Maine
Coordinator of Rehabilitation Counseling

Giselle Bagushinski

Retail Store Manager
TD Bank

From the Chief Executive Officer

December, 2021

Dear friends,

2021 marks 70 years of distinguished service to the community for Tri-County Mental Health Services. Generations of Mainers have walked through our doors and received life-saving treatment, transforming their lives. Adapting and responding to the community need for effective, compassionate care over the past 70 years has been our great honor and privilege.

I wish to thank all of the staff over the past 70 years who have made Tri-County Mental Health Services what it is today—an invaluable resource for hope and healing. Without your dedication and commitment to serving those in need of mental health, substance misuse, and intellectual disabilities, we would never have been able to achieve this milestone. Our ongoing commitment to trauma-informed, recovery-oriented service is a beacon of hope for all who come to us seeking support.

In this annual report, we celebrate our service milestones, staff longevity, and the generous individuals and foundations that have helped us provide services to those in our community. More than ever our mission is critical. In the face of a cruel pandemic which has deeply impacted the lives of those across our communities, we must find a way to continue reaching people who are most vulnerable. Financial support from those who know and believe in us, has never been more critical. Unfortunately, due to the resurgence of COVID-19 here in Maine, our 70th Anniversary celebration will be postponed to 2022.

Catherine R. Ryder, LCPS, ACS
Chief Executive Officer



Executive Leadership Team

Chief Executive Officer
Catherine R. Ryder, LCPC, ACS

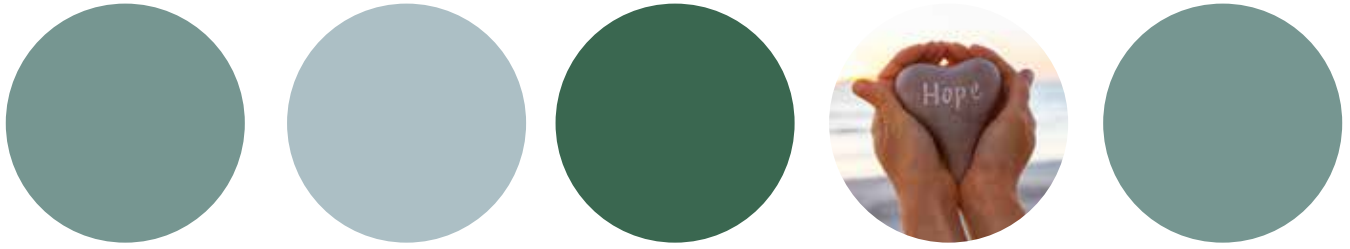
Chief Clinical Officer
Kelly Bickmore, LCSW

Chief Development Officer
Jamie D. Owens, MSB

Chief Financial Officer
Julie Olum

Chief Human Resources Officer
Donald Dufour





Every life IS WORTH SAVING

by Jamie Owens

COVID-19 has created a public health crisis not seen in more than 100 years. Not only is the virus a killer, it is exacerbating an avoidable and tragic public health crisis: substance misuse in general and overdose and death due to opioid addiction. 504 people died from overdoses in 2020, outpacing accidental deaths. 2021 is on track to record more than 600 deaths compared to the very real potential for 9,000 total overdoses by the end of this year.

Illness encompasses physical and emotional dimensions. Emotional trauma causes actions and reactions that create diseases that are highly treatable. Mental health and substance misuse illness are diseases that have a good recovery rate, but like many health disease conditions, such as diabetes, cancer, and heart disease, recurrence is possible. Continued treatment and social supports using current or new best practice methods are used when this occurs to give its sufferers help and hope to recover again.

To illustrate how we help and give hope for a better life in the midst of trauma and despair, we share a few real stories to illustrate what recovery looks like and that it is possible. To protect the privacy of those we work with, we aren't sharing their real names or images. Sadly, stigma is real and protecting those who are working hard to make recovery work from ridicule and judgement is critically important.

Victor is a 30 year old with a debilitating back injury suffered on the job, requiring opiate pain medication. He becomes dependent on the medication, impacting his ability to function and return to his normal, day-to-day life. Fortunately, because of the OPTIONS program, Maine Governor Janet Mill's initiative to save lives and strengthen communities, we are able to intervene and get Victor the help he needs. Dave Bilodeau, CADDC, MHRT-C, our OPTIONS Responder is able to help Victor enroll in TCMHS' Opioid Health Home where he has the benefit of being helped by a treatment team staffed by a physician, substance use counselor, peer recovery coach, and nurse care manager.

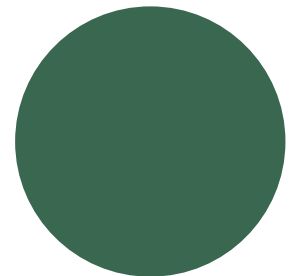
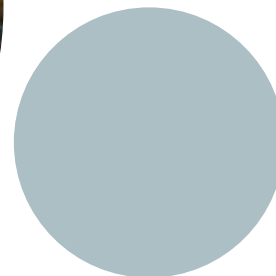
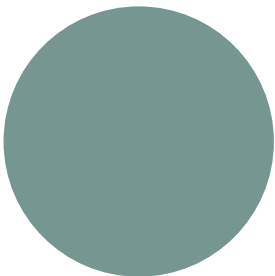
Mary lived in a family that has experienced intergenerational trauma. She grew up in a home with an alcoholic father and began experimenting with substances in her early teens, leading to serious use as she moves through her teens into her 20s. Estranged from her family, Mary's substance misuse leads to repeated involvement with law enforcement, homelessness, and interactions with child protective services. In an effort to regain custody of her child, she enters a community program where she receives supports and job training. Despite her best efforts, exacerbated by the trauma experienced due to losing custody of her child, she relapses, becomes homeless again, and is arrested. Dave Bilodeau intervenes to help her and enlists the help of Sarah Pratt, TCMHS' PATH Care Manager. PATH is a federal-state grant program intended to help individuals with serious mental illness get treatment, healthcare, job training, and housing. With Sarah's help, she restarts her path to recovery.

Abby is pregnant, homeless, and using heroin daily. As a result of a call from a soup kitchen volunteer, Sarah, our PATH worker, makes a connection with Abby to help connect her to medical care and emergency shelter housing. After repeated attempts to get her into residential treatment initially fails, Sarah maintains contact with her over ensuing weeks until Abby successfully agrees to detox treatment.

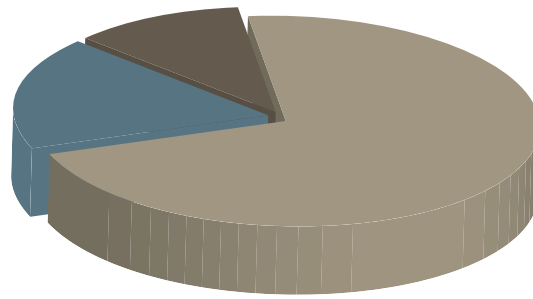
It is vital to remember, always, that treatment works and recovery is possible. Just as we would not give up hope or fail to help someone with diabetes, cancer or heart disease, the same is true for those who live with mental illness or a substance misuse disorder. We can and must bring all resources available to bear, and create them when they are not available, to help those in need. Let us agree, that even one life lost is too many!



**David Bilodeau and
Sarah Pratt**

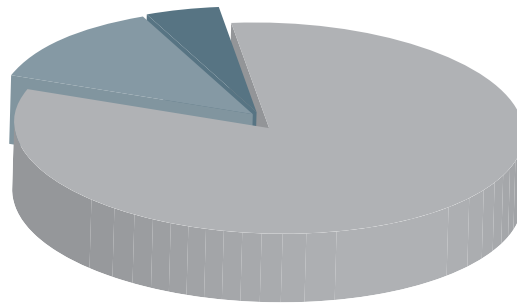


Financial and Client Statistics



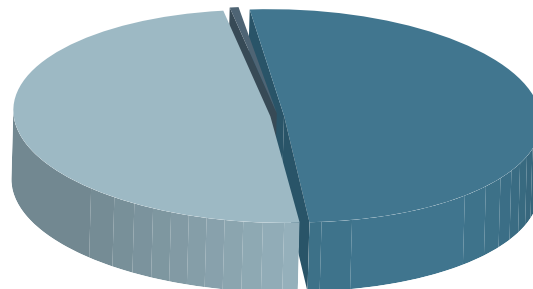
Revenue

■ Patient Care	71.4%
■ COVID Relief	17.7%
■ Grants and Donations	10.9%



Expenses

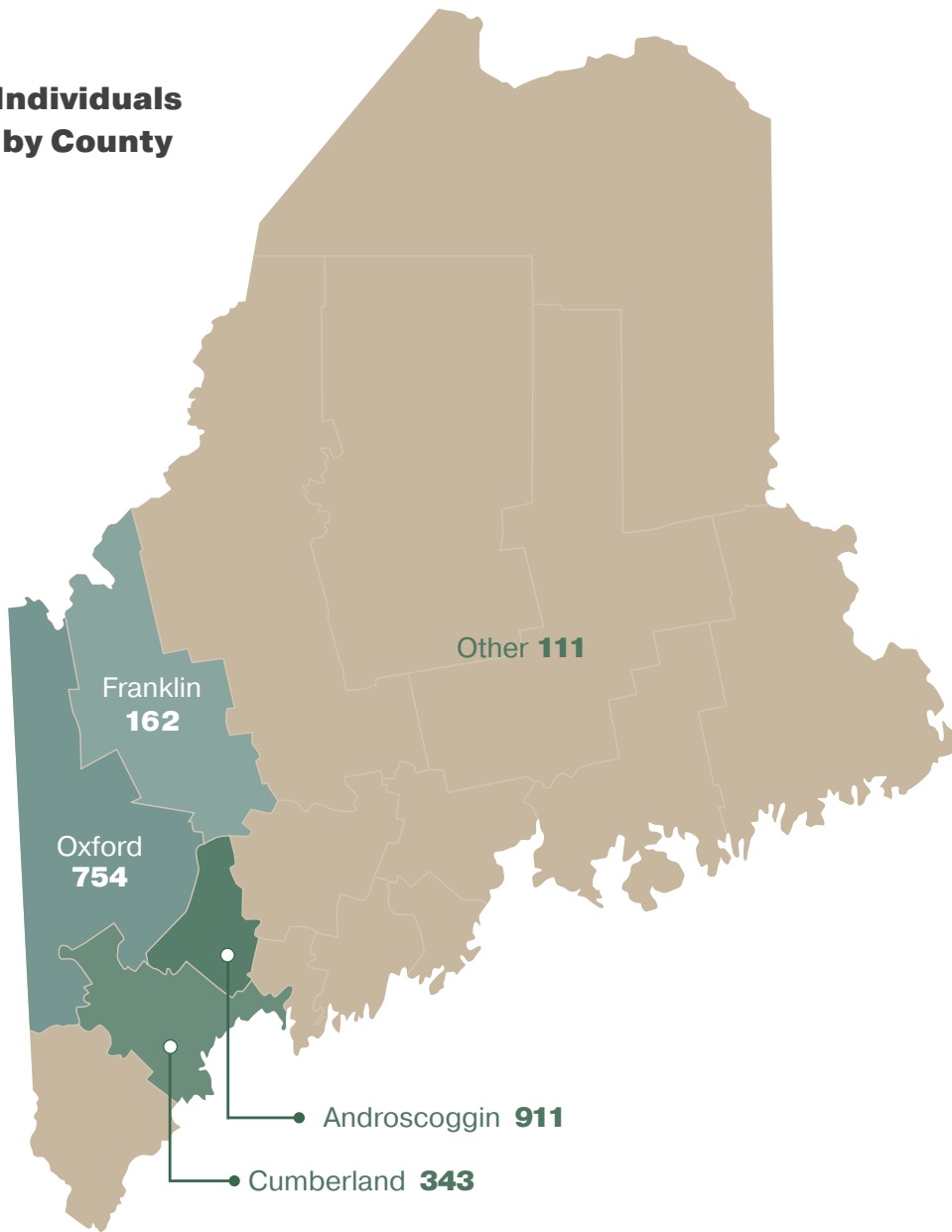
■ Wages/Taxes/Consultants/Benefits	82.5%
■ Overhead	13.0%
■ Occupancy	4.5%



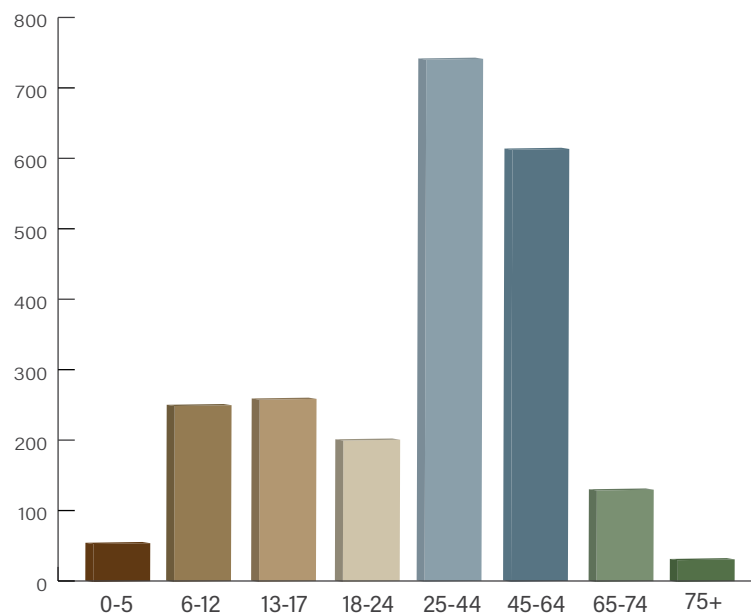
Individuals by Gender

■ Males	1,147
■ Females	1,126
■ Identified Other	8

Individuals by County



Individuals by Age



Service Recognition

Twenty-five Years

Bruce E. Coffin, RN

Nurse Consultant
Lewiston

Fifteen Years

Charles F. Ames

Peer Support Specialist
Rumford

David P. Bilodeau

OPTIONS Co-Responder
Lewiston

Melissa D. Gilman

Substance Use Disorder Counselor
Bridgton

Nicole J. Kenney

Program Clinical Supervisor
Oxford

Theresa K. Phillips

Care Manager
Farmington

Ten Years

Shawna R. Chase

Residential Services Worker
Lewiston

Tania J. Eliot

MST Counselor
Oxford

Sandra J. Laliberte

Clinician
Lewiston

John K. Parker

Maintenance Technician
Lewiston

Mark R. Roux

Residential Services Worker
Sabattus

Paula G. Steckino

Financial Analyst
Lewiston

Five Years

Holly M. Cavna

Residential Services Worker
Lewiston

John A. Davis, Jr.

Systems Administrator
Lewiston

Shelly A. Dubuc

Direct Support Professional
Lewiston

Katie D. Fisher

Administrative Support
Lewiston

John J. Flanagan

Clinician
Bridgton

Kristen M. Gingrich

Program Clinical Supervisor
Bridgton

Patricia M. Hudson

MST Counselor
Lewiston

Tanya M. Johanson

IPC Clinician
Lewiston

Morgan K. Lancaster

Program Plan Coordinator
Lewiston

Sandra M. Lapointe

Residential Services Worker
Sabattus

Denise M. Martin

Custodian
Rumford

Bryttni L. Michaud

Residential Services Worker
Lisbon

Helena P. Sokolow

Occupational Therapist
Lewiston

Ronald E. Woodard

Maintenance Technician
Lewiston

Josiane Uwaridaraje

Residential Services Worker
Sabattus

Walt S. Whitman

Substance Use Disorder Counselor
Farmington

Staff Retirements

Joy E. Kish

Clinical Supervisor
18 Years

Susan M. Parker

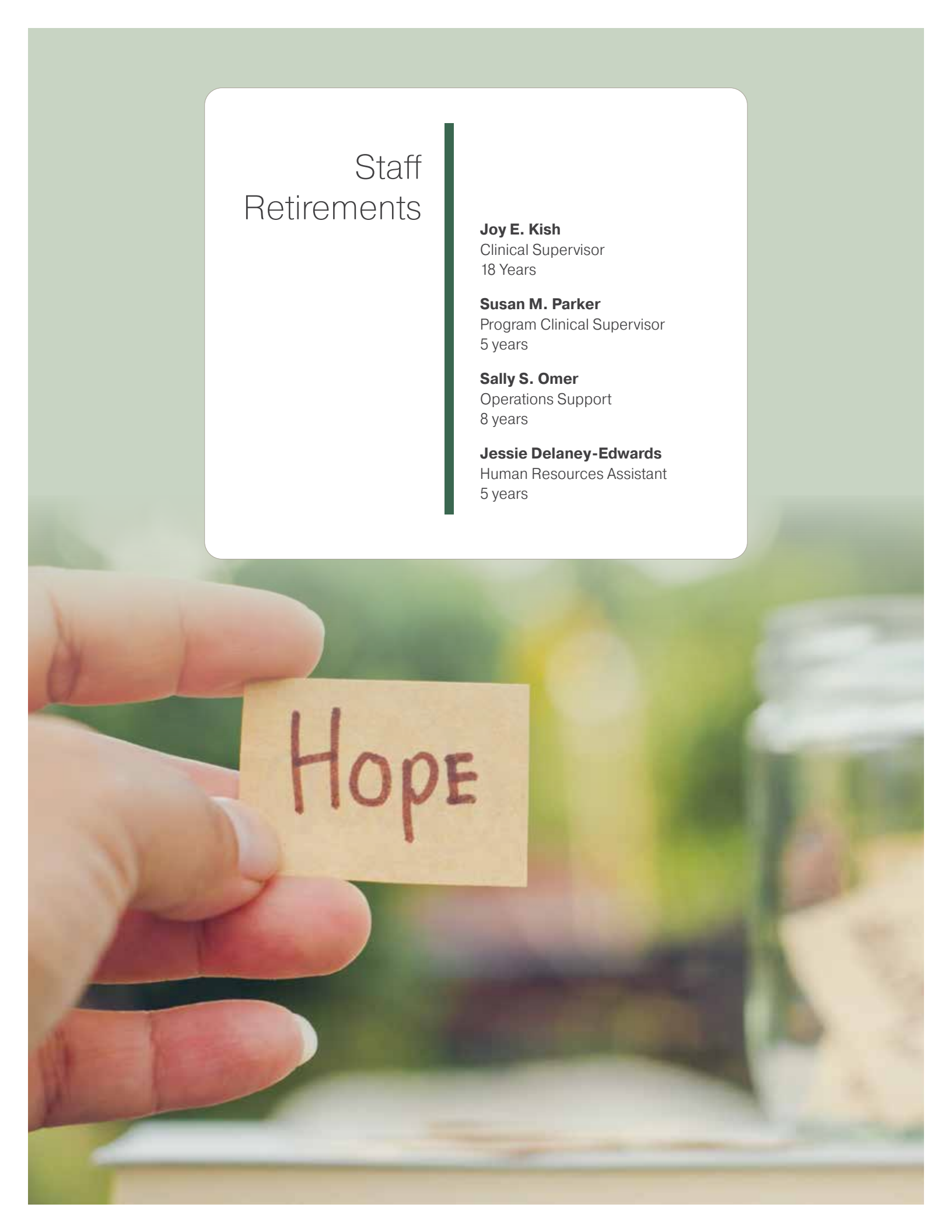
Program Clinical Supervisor
5 years

Sally S. Omer

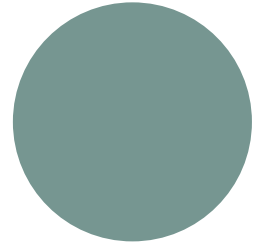
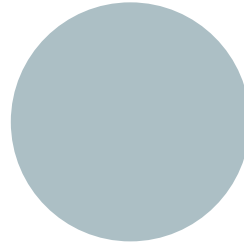
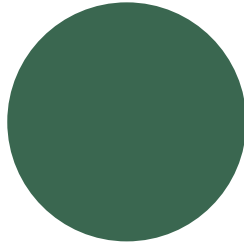
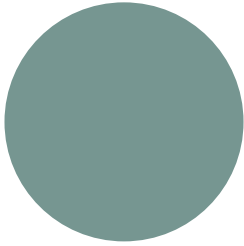
Operations Support
8 years

Jessie Delaney-Edwards

Human Resources Assistant
5 years



HOPE



Donors

\$30,000+

Maine Health Access Foundation

\$20,000+

The Celia Lipton Farris and
Victor W. Farris Foundation

\$10,000+

Catherine M. Guiles
United Way of Androscoggin and
Oxford Counties
United Way of Southern Maine

\$5,000+

Maine Community Foundation

\$1,000-\$4,999

Nason Mechanical Systems
National Council for
Behavioral Health
Town of Bridgton
Town of Fryeburg
Catherine R. Ryder

\$500-\$999

Donald Dufour
Thomas M. Kenlan, Esq.
Town of Andover
Town of Greenwood
Town of Hebron
Town of Newry
Town of Rangeley

“ *It is vital to remember, always, that treatment works and recovery is possible. Just as we would not give up hope or fail to help someone with diabetes, cancer or heart disease, the same is true for those who live with mental illness or a substance use disorder. Every life is worth saving.* ”

“ Generations of Mainers have walked through our doors and received life-saving treatment, transforming their lives. Adapting and responding to the community need for effective, compassionate care over the past 70 years is humbling and breathtaking. ”

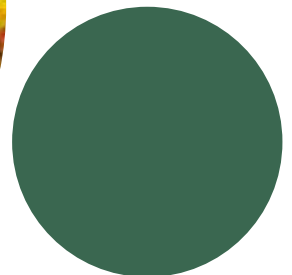
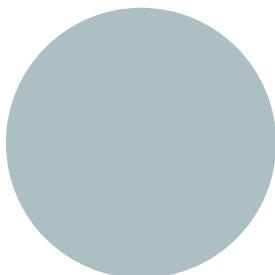
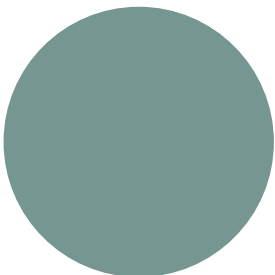
\$100-\$499

Dennis Bariault
Jeffrey & Joan Barkin Family Fund
Charles Bernaccio
Corrie Brown
Jodi Cornelio
Cross Insurance
John & Susan Geismar
Julie Olum
Jamie Owens
Theresa Rodriguez

Eric Samson
Giselle St. Amand
The Blackbaud Giving Fund
Town of Gilead
Town of Leeds
Town of Mexico
Town of Monmouth
Richard Whiting
Celeste Yakawonis

\$1-\$99

Christopher DeMerchant
Roger Naous
Suzanne Ranger
Shaw's Give Back Where it
Counts Program
Town of Magalloway Plantation





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.



WRITER AND EDITOR
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GRAPHIC DESIGN
Melissa Arndt