

Spring 2019

HEARTS & MINDS

Latest News,
Announcements
& Updates





KEEPING BODIES HEALTHY

Kelsey Fourcaudot, Wellness Specialist

**Photos: KBH's team from Sexual Assault Crisis & Support Center's One in 5K (Mark & Deanna Photography), Virgin Pulse App and KBH's Wellness Lunch-n-Learn*

The second year of KBH's wellness program has been an exciting one! Comprised of colleagues from various departments, the Wellness Team has been meeting monthly to create activities that will benefit the wellbeing of KBH staff members and their families.

Before the second year commenced, the Wellness Team convened to evaluate the happenings of the first year and to develop a work plan to guide the endeavors of year two. The group decided to continue with previous initiatives, like the Weekly Wellness Tip and the Lunch-n-Learn sessions, in addition to a few new ideas.

A monthly newsletter, Road to Wellness, was developed to spotlight employees on their journey toward improving their wellbeing. The group also formed a KBH 5K Team, where

staff members and their families can participate in local organized run/walks with colleagues. The team recently completed the One in Five 5K at Thomas College, in support of the Sexual Assault Crisis & Support Center.



While the Wellness Team is looking forward to continuing last year's initiatives, the members are even more excited about the new app-based wellness incentive program that will begin in July – Virgin Pulse.

Replacing the previous wellness incentive program, the Virgin Pulse app will allow staff members to earn money for engaging in healthy behaviors and physical activity. The social components of the platform will allow colleagues from different locations and departments to participate in competitions that will help them to challenge and connect with one another. In addition to the social aspect, KBH staff members will be able to customize the program to help them reach their individual goals and focus on behaviors they would like to improve upon.

Wellness Team members are excited to continue past initiatives, embrace new ones and move forward in the journey of creating a culture of wellness at KBH!

**Photo: KBH's team from Sexual Assault Crisis & Support Center's One in 5K (Mark & Deanna Photography)*

SHOP & DONATE

Giving to KBH is easier now more than ever. But, did you know there are ways to donate through online shopping, without paying extra?

AmazonSmile

If you are like the rest of us, you probably have used Amazon at some point this year. Maybe you only make a few purchases in total or shop with Amazon regularly. Now, you can do your normal Amazon shopping and donate to KBH. If you start placing orders through AmazonSmile rather than Amazon, you can help support non-profits like KBH. The best part- it doesn't cost you extra!

AmazonSmile is a website operated by Amazon with the same products,

prices and shopping features. The difference is that when you shop with AmazonSmile, the AmazonSmile Foundation will donate 0.5% of the purchase price of eligible products to the charitable organizations like KBH!

To shop through AmazonSmile and help KBH, simply visit smile.amazon.com. Sign in with your regular Amazon account details (your account settings and carts will sync). Then start typing 'Kennebec Valley Mental Health Center' as your charity of choice. Now, every time you make a purchase, you are also supporting our services!

iGive

Don't do a lot of shopping through

Amazon? Try iGive! If you like online shopping, iGive is a great opportunity to help support KBH. Visit iGive.com and sign up. Once you have created an account, you can choose KBH as your agency to support. iGive has partnered with over 2,100 stores which will use a percentage of what you spend as a donation. The store pays for it all, you never have to pay more!

iGive has an optional iGive Button which you can download or you can just start shopping by visiting iGive and then visiting your store of choice! Next time, do your online shopping with iGive!

DEFINING SUCCESS IN A COMMUNITY MENTAL HEALTH CENTER

Tom McAdam, CEO, & Carla Stockdale, Clinical Director



A MESSAGE FROM THE CEO & CLINICAL DIRECTOR

There are extraordinary successes every day at Kennebec Behavioral Health. Those successes are most often built upon the partnership that occurs with our staff and clients as they work on goals and approaches that encourage and support recovery.

We also know that success requires us to consider the full spectrum of needs of the people we serve in our clinics and community services. So, broadly speaking, as clients and patients receive services, we understand that there needs to be three basic elements woven into our work. In order to optimize recovery, people need to have stable and safe housing, secondly, timely and supportive treatment, and lastly, opportunity to have meaningful work or vocational activities.

At KBH, we are fortunate to have active programs that address all three of these fundamental needs. While it is true that everyone may not require KBH to help with balancing these elements, it is important that we have made these resources available if needed.

And yet, we cannot do our work

alone. We must work with other community providers, caregivers and payers to get the right services at the right time for our clients.

KBH approaches our work with the individuals that we serve and our partners promoting the belief that behavioral health is essential to overall health. We see only a partnership with Primary Care as the best approach for our patients. Additionally, we know that prevention works. Understanding and steering around the triggers or circumstances that worsen symptoms is often an effective approach. And, fundamentally we understand that treatment is effective and people can and do recover from mental and substance use disorders.

Cross-system collaboration and coordination of care is a key

component in effectively addressing the needs of the individuals and families that we serve. When recovery support services are provided across the continuum of care, they support resiliency, open doors to service access and engagement, and support health, wellness and long-term recovery. And, successful improvement and outcome in the end is our goal.

So, in conclusion, the successes that occur at Kennebec Behavioral Health are a set of well-defined approaches that really are a reasonable and simple pathway. Provide clients and patients with safe and affordable housing, access to effective treatment and an opportunity for meaningful vocational activities and work. Then, combine those elements with a commitment to work with the entire health and social service system and we are well on our way to success.



Handwritten signature of Thomas J. McAdam in blue ink.

Thomas J. McAdam, MBA
Chief Executive Officer

Handwritten signature of Carla Stockdale in blue ink.

Carla Stockdale, LCSW
Clinical Director

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Mailchimp

Join our e-newsletter by visiting www.kbh-maine.org and clicking the 'Sign Up' button (below the slideshow).

A SUCCESS STORY

Jessica Turcotte, Supported Housing Director

Supported Housing is a department within KBH that provides residential services to individuals that suffer from severe and persistent mental illness. Often, residents come to KBH facilities with no natural supports and a limited team of providers, frequently displaced from their communities.

Over the last year, the Young Adult PNMI has had the pleasure of working with a young man from southern Maine. He is 23 years old with complex needs including a major mental illness, substance use disorder and a traumatic brain injury (TBI). He struggled to find emotional stability and quickly experienced a chemical relapse upon admission to the PNMI. His cognitive deficits were severe as a result of his TBI.

This young man while friendly, outgoing, kind hearted and sincere was distrustful of providers and

was convinced the system wanted him to fail, he knew no other way of life. He experienced dozens of hospitalizations, legal consequences, as well as homelessness.

To his benefit, as well as to his surprise, he was able to work with a team of providers at KBH that was invested in his recovery. As a result of collaboration with other KBH programs, this young man eventually had a team of supports sitting around the table celebrating his successes and supporting him to plan for unaddressed needs and challenges.

After nine months of working with Med Clinic services, Outpatient SA services, the Young Adult PNMI, an AA sponsor, Capital Clubhouse and neurorehabilitation, this young man is on track to graduate from residential services in June. He has been able to rebuild family connections that

were broken and rebuild trust with his family that was once lost with little hope of regaining. Clubhouse, with patience and persistence, was able to support this member with obtaining paid employment which brings him great pride. SA Outpatient services worked with him to achieve his recovery goals while pursuing less restrictive environments.

The Young Adult PNMI was able to provide a caring yet structured environment where he could make mistakes and continue to be accepted. The team of natural and paid supports has been instrumental in supporting this young man to believe in himself and all of the great opportunities that lie ahead for him. He has become a role model to the new residents at the Young Adult PNMI. His success and perseverance despite all the odds provide hope to many others who question whether recovery is possible.

CENTER FOR RECOVERY AND WELLBEING

Tina Chapman, Development & Communications Director

In spring 2019, Kennebec Behavioral Health opened its new Center for Recovery and Wellbeing at 11 Caldwell Road in Augusta, directly across from 66 Stone Street which had been the Med Clinic. The building itself was formerly an Orthopaedic Center, and has since been transformed into a highly professional and comfortable environment which houses KBH's Augusta Medication Clinic.

All of the Augusta-based Med Clinic providers are located together within their clinical teams which enhances communications and treatment

planning for patients.

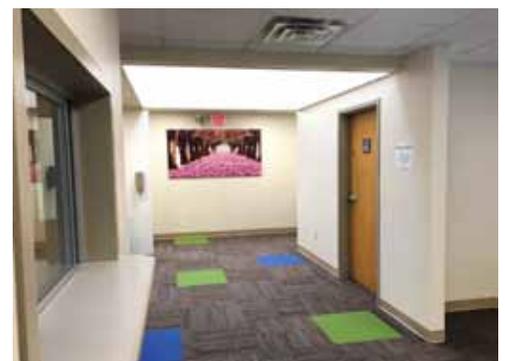
The new location features adjustable sit/stand work stations for improved ergonomics and employee wellness, and provides a warm, functional space for 20 staff - a Practice Manager, three Central Registration Specialist, one Child Psychiatrist, five Psychiatric Nurse Practitioners, one Physician Assistant, five Registered Nurses- Board Certified, one Triage Registered Nurse, two Med Clinic Assistants and a Medical Records Specialist.

Linmarie Goulette, KBH's Medical Practice Administrator, is very excited about the opportunities the new space offers. "What excites me most is that we will have enough space for growth. We will be able to add a couple more providers which are needed to meet the demand of our current waiting list."

Sherry Thurlow, Augusta Practice Manager, stated, "the staff are feeling a sense of pride and feel very

comfortable in our new space. We have also had a lot of comments stating how professional and inviting it looks." Patients have found the new clinic to be quite appealing as well - one client said recently that when he walked in he was not in a great place but as soon as he saw the new building with its warm colors and clean open space he felt much better.

The Center for Recovery and Wellbeing has been made possible through the generosity of the Harold Alfond Foundation and the Wheeler Family Irrevocable Trust.



BEST PLACES TO WORK IN MAINE

Tina Chapman, Development and Communications Director

* (Left): Holiday Door Decorating Contest winner; (Middle): The KBH Connections Team in 80s garb for annual Spring Fling; (Right): KBH Day at the Sea Dogs



In 2018, Kennebec Behavioral Health was named as one of the Best Places to Work in Maine by the Society for Human Resource Management – Maine State Council (MESHRM) and Best Companies Group. This is the first time KBH has applied to be recognized and we ranked 11th in the large business category statewide.

KBH's CEO, Tom McAdam expressed that the designation validates the purposeful attention that the agency has made

around recruitment and retention. According to McAdam, "over the last two to three years, our management team has been particularly focused on three things – culture, compensation and benefits.

We are pleased that the many staff members who participated in the survey are very satisfied with the direction in which we are moving. This is consistent with our ideas and goals around being a primary service provider of mental health care in central Maine."

Throughout the year, KBH coordinates several employee activities such as "KBH Day at the Sea Dogs," summer staff BBQs, door decorating contests, a family ice-skating event at the Ice Vault and an annual employee appreciation Spring Fling dinner and dance. The team also created a fun carpool karaoke video for staff leading up to the event. Each year the Spring Fling incorporates a fun theme, most recently we celebrated the 80s in true gnarly fashion.

A DAY IN THE LIFE OF: AN HCT CLINICIAN

Holly Zack, HCT Clinician

Folks might wonder – what does an HCT clinician do? So, I thought I would share a typical day with you. I consider myself fortunate. I have a great job! I get to come to work every day and help both kids and their caregivers become the individuals that they want to be. So here we go!

5:00 am. Up, up and away we go. You might be thinking - Is she kidding?" I'm not an early bird by nature, but my beagle, Boomer, sets the agenda for the morning and if Boomer ain't happy, ain't nobody happy.



8:00 am. Individual supervision with Gary, my BHP (Behavioral Health Professional). We spend time reviewing our caseload and review the content and outcome of recent sessions with our clients. We finalize our schedules and make sure that we are on the same page for today's therapy sessions.

9:30 – 12:00 pm. Intake/initial assessment with new client. Gary, and I have our initial meeting with a mother and her seven year old at the family's home. After making introductions, we explain the function of the HCT program and answers questions. Mother provides historical information about current family functioning. She is also quite candid in discussing her own struggles and mental health issues. We work with her to develop preliminary treatment goals to address unwanted behaviors and parenting concerns.

12:15 – 12:45 pm. Dunkin Donuts run between appointments!

1:00 – 4:00 pm. DHHS family reunification work. The purpose of this work is to supervise and facilitate visits between a mother and her three small children, who are currently in the custody of the state. This visitation is facilitated, and structured to specifically address issues related to the jeopardy experienced in this family that led to the children's removal from their mother's care.

5:00 – 6:30 pm. Family appointment. Parents are struggling with their 15 year old son. He is doing poorly in school and doesn't want to listen to his parents. Sound familiar?! I try to help them work together as a team, be consistent, and predictable.

6:30 pm. My workday ends. I race home to walk Boomer because, as we have previously discovered, if Boomer ain't happy, ain't nobody happy.

A NIGHT OUT OF COMEDY

On November 3, 2018, Kennebec Behavioral Health hosted its third annual community fundraising event, A Night Out. Taking place at the Calumet Club in Augusta, the event included a fun night of comedy featuring comedy improv group: Mainly Improv, as well as a 50/50 and basket raffle.

A Night Out 2018 supported the newly formed College Scholarship Fund, a program developed to invest in future mental health professionals. Each May, up to eight scholarships

will be awarded to selected students at participating area high schools in Maine. Eligible students must be accepted at an accredited college, university or technical school. Students must also plan to major in a behavioral health field.

So how did this year's event do? This year, A Night Out raised **over \$11,000**, a 22 percent increase over last year!

Mark your calendars! The 2019 fundraising event will be held on

November 2! If you are interested in getting involved, please contact Tina Chapman at 873-216 x 1022.

KBH has to thank those who attended, staff and our sponsors including our Basket Sponsors, Giggle Sponsors, Tee- Hee Sponsors, Food Sponsor, Chuckle Sponsors (NRF Distributors, Tri-County Mental Health Services, Law Office of Ronald Ducharme and Bangor Savings Bank) and Side-Splitter Sponsors (**Healey & Associates and Townsquare Media**).

TRAINING FOR A BETTER FUTURE

Carla Stockdale, Clinical Director

At Kennebec Behavioral Health, we value our staff and are committed to providing ongoing clinical and professional staff development through training opportunities. We offer mental health, substance use and co-occurring disorders trainings annually to maintain up to date clinical practices, at no cost to our staff.

Kennebec Behavioral Health has offered an extensive agency wide training each quarter in Fiscal Year 2019 and has plans to do the same in the upcoming Fiscal Year 2020. Additionally, utilizing the online training system of Relias, which contains over 1000 trainings, staff may also take a large range of job related courses which may count towards certifications or licensures.

In the fall of 2018, Pat McKenzie, LCSW, Administrator of KBH's Clinical Services, provided a full day of ethics training. The first ethics training titled "Documentation: A Tool for Ethical Practice" focused on balancing person-centered language, privacy and confidentiality as well as the need to document according to regulatory compliance standards.

Tools, tip sheets and opportunities to practice these skills were completed during the training. The second ethics training offered that day was "Ethical Considerations for Maintaining Helpful Boundaries." This training

focused on staff sharing their wisdom and experience around maintaining helpful boundaries in their work and increasing awareness of boundary management and ethical practice. Scenarios and discussions were an integral part of this training that allowed KBH staff the opportunity to apply the topics and decision making model to their daily work with clients.

An exciting opportunity occurred in December 2018, when Kennebec Behavioral Health's Med Clinic hosted a presentation by Dr. Trip Gardner. Dr. Gardner is a psychiatrist with expertise in best practices related to the prescribing of benzodiazepine medications. His presentation facilitated an increased knowledge and understanding of how benzodiazepines impacts the individuals we serve, including those with substance use disorders. Staff from the case management and outpatient programs also attended the presentation.

Most recently, this past April, KBH took another step in enhancing co-occurring competence among its clinical staff. Kathleen Friedrich, Substance Use and Co-Occurring Disorders Clinician and Certified Prime for Life Instructor, provided training to a crowd of 80 staff at Maple Hill Farms. Kathleen guided staff through an eight hour version of the Prime for Life

Program similar to that in which clients would experience if they attended DEEP (Driver Education Evaluation Program). Prime for Life is an evidence-based motivational prevention and intervention program. It is specifically designed to help people reduce their risk for problems with alcohol and other drugs by changing beliefs, attitudes, risk perceptions and motivations.

In July of 2019, KBH will partner with the Family Violence Project to provide a two day, 12 hour training for mental health professionals on Domestic Violence (DV). This training and curriculum content was developed by the Maine Coalition to End Domestic Violence (MCEDV) to meet the 2020 licensure requirement for social workers, counselors and psychologists.

Many of the individuals and families that KBH serves have endured and escaped from domestic or intimate partner violence. This training will provide a greater understanding of the foundations and lasting impact of domestic abuse as well as on intervention strategies and trauma-informed culturally competent responses to domestic abuse.

A special *Thank You* to our trainers for sharing their expertise with all of us at KBH; it is greatly appreciated.



VILLAGE CLUBHOUSE - CREATING CHANGE THROUGH COMMUNITY

Candy Lessard, Village Clubhouse Director & Tina Chapman, Development & Communications Director

The city of Topsham is known for its “villages.” The neighborly term was and still is very meaningful to residents and depicts a community of caring and support. In 2018, when KBH announced the opening of a new Clubhouse in Topsham, the name Village Clubhouse was selected. The goal of Clubhouse, based on the International Clubhouse model of psychiatric rehabilitation, is “to improve the quality of life for members who experience mental illness by providing employment, education, and social opportunities.”

Village Clubhouse is located in the middle village area of Topsham and is now open and actively taking referrals. Currently, they have an active membership of thirty people. Any person who is eighteen or older and eligible for community support services for a major mental illness can become a member. There is no charge for services. Funding is provided by Maine Care, Vocational Rehabilitation and private donations.

The first step to becoming a member is visiting the Clubhouse and taking a tour. If one decides to become a member, there is a simple enrollment process. Current Village Clubhouse members are already gaining many benefits. “Village Clubhouse has given me a place to make great

connections with the community and a place to feel welcome and accepted.” – Logan, Member.

Each Clubhouse (there are now five in Maine and more than 300 around the globe) partners with local employers to provide transitional and supported employment for members. Transitional employment (TE) is typically an entry level position that is designated to the Clubhouse. The position provides training and skill development for members and offers the member a regular paycheck and all of the self-esteem that comes along with it. Village Clubhouse currently has a 12 hour per week position at Old Navy in Freeport.

Member Ben performs a vast array of janitorial duties including, vacuuming, sweeping, dusting, sanitation of bathrooms and trash removal. Ben will work this position for six to nine months and will then move onto his next employment opportunity, which will open up the Old Navy opportunity to another Member. Local employers interested in partnering with Village Clubhouse by offering employment opportunities to members are encouraged to call or visit the Clubhouse for more information.

Local community members are

welcome to stop by the Clubhouse for a tour and experience Clubhouse as its finest. Community members with an expertise in their chosen career are encouraged to share this with the Clubhouse by offering presentations to Clubhouse members. Examples might include, budgeting, money management, internet safety, healthy living, etc. Village Clubhouse is also looking for community members to join their advisory board, and they encourage community members to come to the Clubhouse to learn more about the Clubhouse model and ways to collaboratively support individuals in our community improve their lives.

FMI:

Village Clubhouse
119 Main Street
Topsham, Maine 04086

Candy Lessard, Clubhouse Director
clessard@kbhmaine.org

(207) 837-6260

<https://www.villageclubhouse.org/>

Facebook: <http://www.facebook.com/VillageClubhouse/>



CLINICS

67 Eustis Parkway
Waterville, ME 04901

11 Caldwell Road
Augusta, ME 04330

66 Stone Street
Augusta, ME 04330

5 Commerce Drive
Skowhegan, ME 04976

736 Old Lewiston Road
Winthrop, ME 04364

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

CLUBHOUSES

High Hopes Clubhouse
26 College Avenue
Waterville, ME 04901

Looking Ahead Clubhouse
646 Main Street
Lewiston, ME 04240

Capitol Clubhouse
37 Stone Street
Augusta, ME 04330

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119 Main Street
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