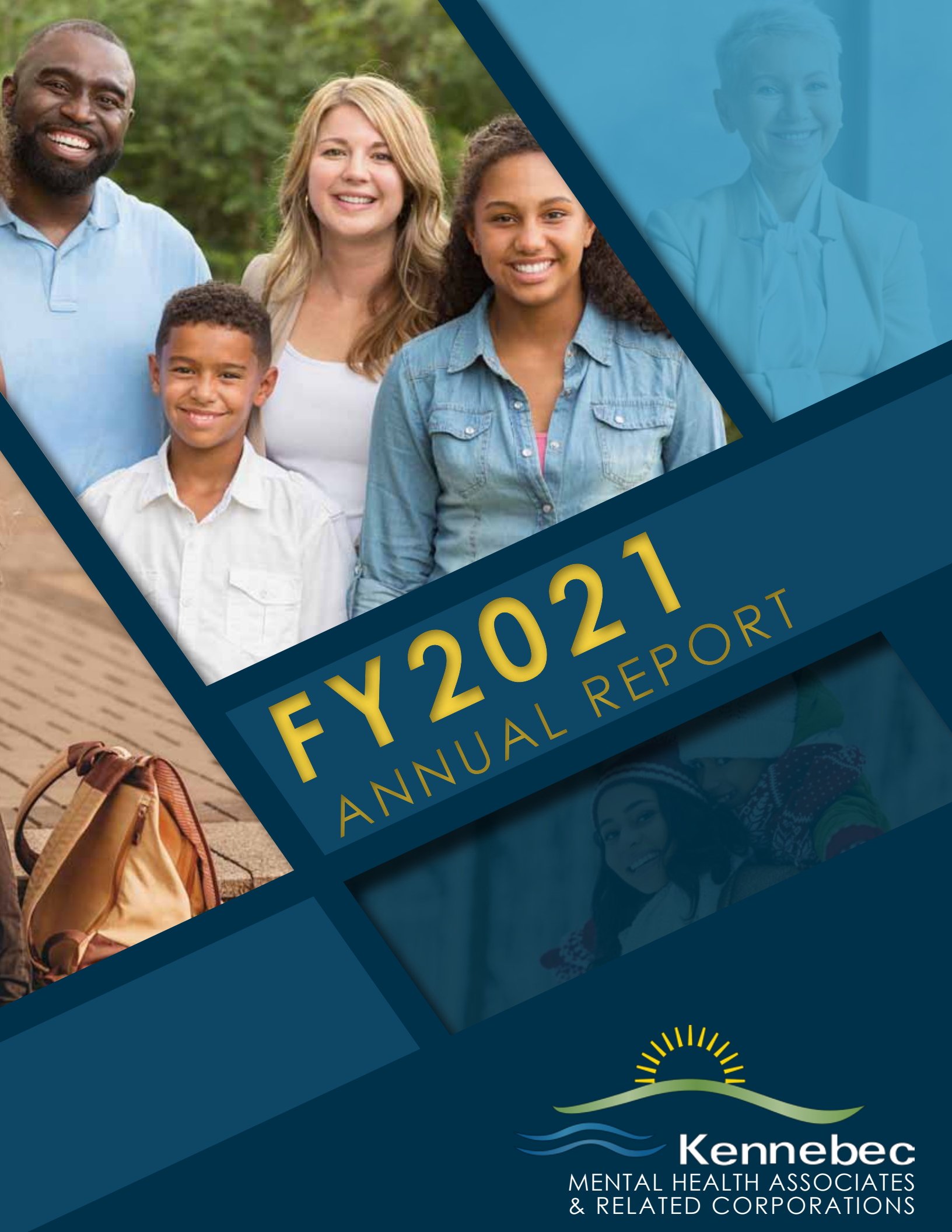

FY 2021 ANNUAL REPORT

Kennebec
MENTAL HEALTH ASSOCIATES
& RELATED CORPORATIONS

KBH AFFILIATE BOARDS

JULY 1, 2020- JUNE 30, 2021

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Justin Jurdak
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Tina Chapman
Lisa Soucie

* President/Secretary
** Vice President/Treasurer

A MESSAGE
FROM THE CEO & KMHA PARENT BOARD PRESIDENT

Dear Community Members,

This year has been an interesting and sometimes challenging time for us as we manage the day to day operations of mental health care delivery in the midst of the pandemic. Like all other health care organizations, we have continued our endeavor to serve our clients and patients with a heightened focus on keeping our staff safe.

Throughout this last year the challenges of supporting our clients and patients with varied schedules, tele-video, and telephonic services has allowed us to provide services albeit in a different way than we have ever had to before. And yet, the heroes through this journey continue to be our staff who are dedicated to the idea and the mission of a community mental health center.

It is true, both through research and anecdotally, that this time has been hard for everyone. Knowing that, we have shifted our processes by being nimble and flexible to serve our communities. In this annual report, you will see examples of some of our key initiatives such as our Certified Community Behavioral Health Clinic expansion grant, our Opioid Health Home Program serving Somerset County and our Vocational Clubhouse Program serving four distinct communities in central Maine. These programs are some of the many services we provide and can be found on page five.

The community support we have received through grants and donations has been unprecedented during FY 2021, and this has helped us meet our challenges and ensure that service delivery continues uninterrupted. Thank you for your interest in our mission and our Agency and please enjoy this annual report.

Very truly yours,

Rosalie Williams
KMHA Parent Board President

Thomas J. McAdam
Chief Executive Officer

Connect with Us

www.kbhmaine.org

1-888-322-2136

@Kennebec.Behavioral.Health

@KBHMaine

@kennebecbehavioralhealth

OPIOID HEALTH HOME PROGRAM

Carianne Watson, OHH Clinical Lead

KBH's Opioid Health Home program opened its doors in August of 2020 and started serving people in the community with Opioid Use Disorder (OUD). During fiscal year 2021, OHH served more than 50 clients with some receiving grant funding from the State of Maine. Opioid Health Homes are comprehensive, community-based programs for individuals struggling with opioid use. OHH includes medication assisted treatment, outpatient therapy and comprehensive care coordination.

The included graph displays the OHH retention rates and their ability to successfully induct people on the medication, Buprenorphine, while receiving counseling support, nurse care management, and peer recovery coaching.

The OHH provides a team-care approach, supporting OHH patients with achieving their needs including; MaineCare, housing, health care, employment, and peer support. We have witnessed several OHH patients successfully transition through the levels of care, obtaining full time employment, housing, and maintaining their efforts at sobriety while stepping down to a primary care setting. As we transition OHH patients to primary care and other treatment settings depending on their level of care, we are bringing people in to the program.

KBH's Opioid Health Home providers are very focused on long-term support and building resilience within the individual, family, and community. Part of an individual's treatment plan includes relapse prevention, long-term recovery supports including Recovery Coaches, 12

SAFE STORAGE & PROPER DISPOSAL

A Proven Strategy in Substance Use Prevention

Rob Rogers, Substance Use Prevention & Grant Services Director

Kennebec Behavioral Health continues to collaborate with community providers to help prevent the diversion of unused and expired medications in its communities.

One effective strategy is participation in National Drug Take Back events that are held twice a year. In October of 2020, Kennebec and Somerset law enforcement agencies collected 5,980 pounds of medication that was then delivered to the Drug Enforcement Agency for proper disposal.

In April of 2021, another 3,491 pounds were collected and effectively disposed of, bringing our annual total in central Maine to 9,471 pounds.

It should be noted that numbers were higher in October than usual and this is likely attributed to the fact that the April 2020 event was cancelled nationally due to the start of the COVID-19 pandemic. Community members can also safely dispose of unused or expired medications by visiting drop box location in our local law enforcement locations.

Another strategy was promotion of and dissemination of lock boxes, raising awareness of how individuals and families can safely store their medications in their homes as another effective tool in reducing substance use. We encourage everyone to lock their medications up, put them out of reach of children, and out of sight.

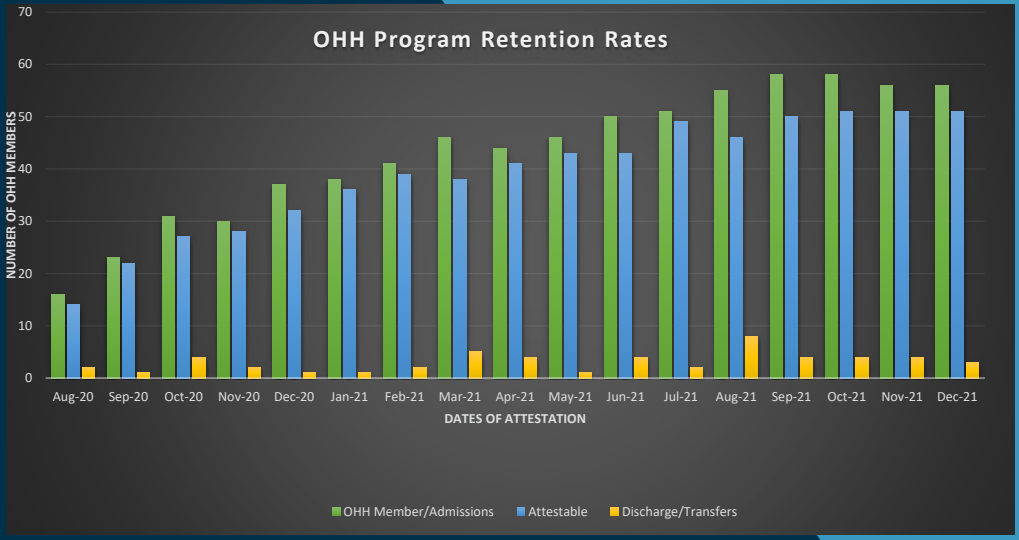
We are now, through a partnership with the Maine CDC (Centers for Disease Control), distributing Deterra Pouches which are another environmentally safe way of disposing of medications in your own home.

For more information about these approaches or other substance use prevention strategies taking place at KBH contact Program Director, Rob Rogers at rrogers@kbhmaine.org or Prevention Specialist, Lisa Meacham at lmeacham@kbhmaine.org.

Step programs, and community resources to improve social and physical health and wellbeing.

KBH's OHH program hopes to reach a capacity of 60 or more patients in the next year. The program currently employs a clinical lead, two peer recovery coaches, a nurse care manager, a substance use disorder counselor and a program coordinator.

Learn more about KBH's Opioid Health Home at: www.kbhmaine.org/services/opioid-health-home.



THE DIGITIZATION OF HEALTHCARE

Tim Beaucage, Chief Technology Officer

In today's electronic world, access to healthcare information is literally at your fingertips. Advances in handheld technology, expanded availability of high-speed internet and the digitization of healthcare records are the key elements driving this information explosion. Technological advances are also a vital part of removing barriers to mental health care and improving treatment plans.

Kennebec Behavioral Health is no exception, having created its own Electronic Medical Record (EMR) software called NEO in 2007 and producing a major upgrade in 2012 to NEO V2. Electronic Medical Records are a digital version of a patient's paper chart.

Today's EMRs go beyond the standard clinical data collected and include a broader and more detailed view of a client's care. The development of NEO V2 has provided substantial benefits to the agency's providers and facilitates workflow and quality of care.

To further improve how clients can access information, KBH created a client portal in 2019. Clients could see very limited information about upcoming appointments and their last kept appointment. While this was helpful information for the client, it was sorely lacking in substance.

In 2021, the client portal was completely overhauled into a functional system which includes:

1. Secure access by client and/or guardian/caregiver
2. Information sharing
3. Electronic signature of treatment plans and other healthcare documents
4. Online bill payment
5. Latest billing statement

Future enhancements to the client portal will include greater access to information contained in the digital record and making the portal more interactive by allowing expanded interaction between the client and care-giver. For many clients, making phone calls about their care can increase anxiety. The inclusion of communications through the portal allows clients to access the information they need in a simple, stress-free way.

The tools provided to the portal also remove barriers in understanding care plans. At Kennebec Behavioral Health, clients work with their providers to create highly individualized treatment plans. Clients can now view their plans right on the portal to help them on their road to recovery.

The EMR development staff at KBH strive to stay up to date and create a product which serves the needs of both the agency and clients it serves. Updates to the client portal will continue as new developments and advances in technology provide the tools for improvements.

FY 2021 CLIENTS BY SERVICE

Kennebec Behavioral Health serves residents in over 200 towns and cities in Maine, mostly in central Maine. Clients may be provided services in the community, at clinics in Augusta, Skowhegan, Waterville, Winthrop or Farmington, or at vocational clubhouses in Augusta, Topsham, Waterville and Lewiston. Programs and services reach Rockland, Lewiston and Bangor.

Total People Served by KBH Programs in FY21: 14,846

CLINIC-BASED SERVICES

Med Clinic (Adult):	4,146
Med Clinic (Youth):	1,380
Opioid Health Home:	67
Outpatient Counseling:	2,770
Substance Use Disorder:	228
Group Counseling Services (Specialized Group):	8

RESIDENTIAL & REHABILITATION

Residential Rehabilitation:	50
High Hopes Clubhouse:	244
Capitol Clubhouse:	244
Looking Ahead Clubhouse:	182
Village Clubhouse:	90
Community Rehabilitation:	63
Developmental Services Case Management:	130

COMMUNITY-BASED SERVICES

Homeless Adult Outreach:	179
Homeless Youth Outreach:	23
Rental Services (BRAP & Shelter Plus Care):	446
Adult Behavioral Health Home/ Case Management:	1,634
Youth Behavioral Health Home/ Case Management:	834
HeadStart Services:	920
HeadStart Classrooms:	75
Multisystemic Therapy:	142
Home & Community Treatment:	58
School-Based Counseling:	942

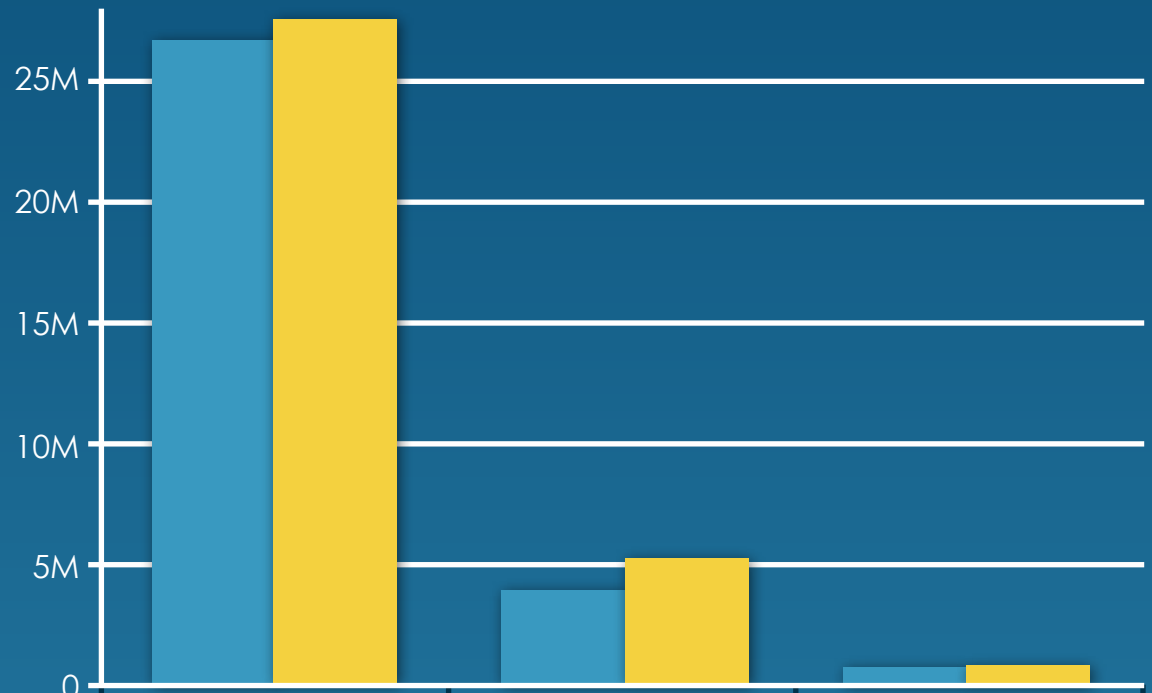
ACCESS CENTER (CALL 1-888-322-2136)

Access Center:	732
Incoming Calls to Center:	17,290
Outgoing Calls from Center:	27,172
Request for Services:	6,016

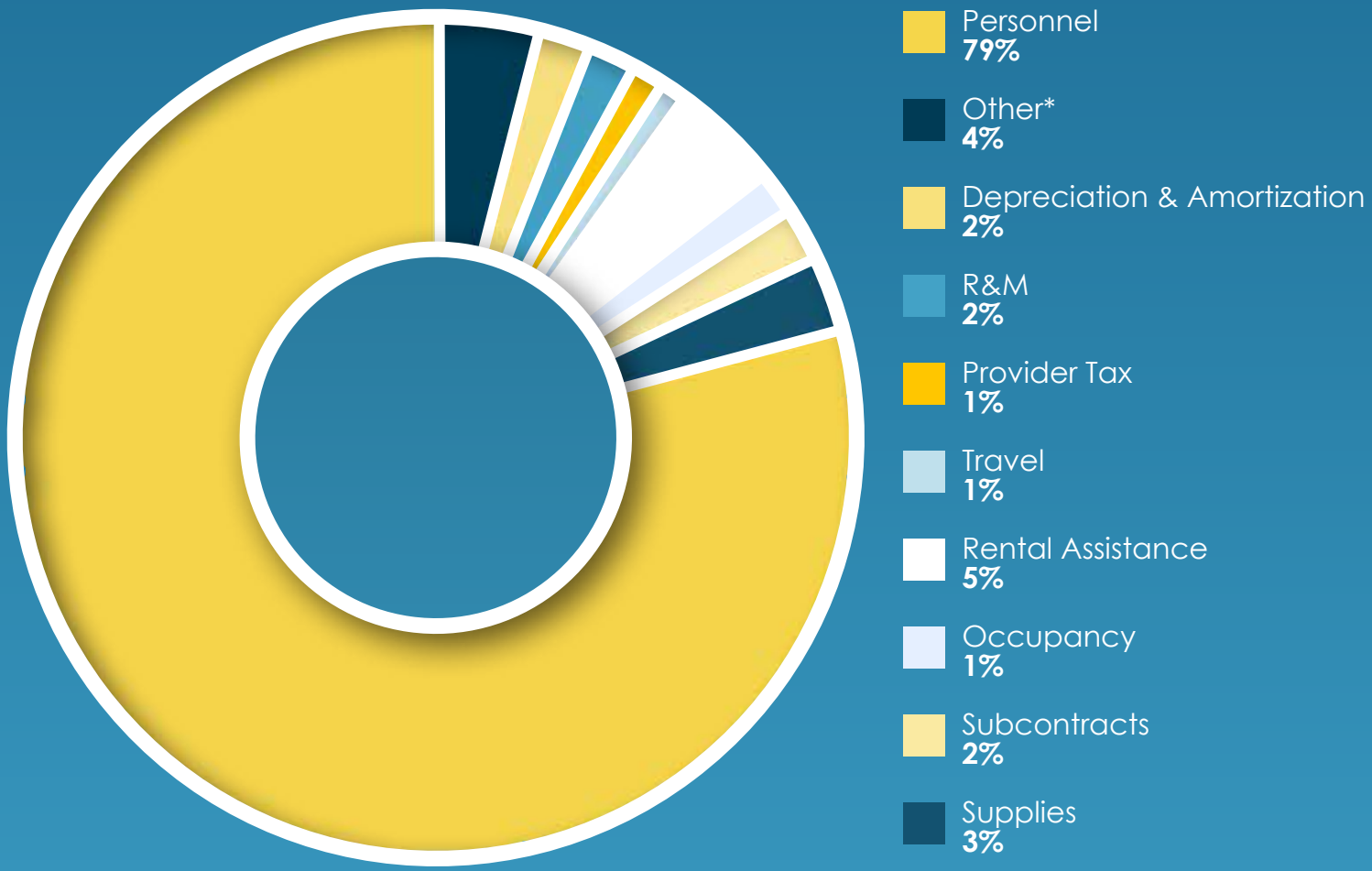
PREVENTION SERVICES

Student Intervention & Reintegration youth (SIRP) (7 classes):	14
Prevention Education:	120
Respect ME (48 weeks):	43

FY 2021 EXPENSES- KMHA & RELATED COPRPORATIONS



	Program Services	Management & General	Fundraising
2020	27,251,567	4,163,183	79,455
2021	27,908,334	5,078,485	81,302



* Certain Covid related safety and medical expenses were funded from resources as part of the Federal response.

Audited by One River, CPAs

YEAR ONE OF CCBHC

During fiscal year 2021, Kennebec Behavioral Health was awarded a Substance Abuse and Mental Health Services Administration (SAMHSA) grant to implement the Certified Community Behavioral Health Clinic (CCBHC) model for care delivery. This $3.4 million-dollar grant allowed KBH to partner with MaineGeneral's Community Care Program, Crisis & Counseling and Hart Consulting to expand services as a "one-stop shop" for mental health, substance use treatment and other health care services in the community.

In addition to mental and physical health, CCBHCs assist with issues arising from poverty, domestic violence, family conflict, social isolation, substance use, legal involvement and housing instability. The CCBHC model ensures access to 24/7/365 crisis care, care coordination with hospitals, primary care, law enforcement and schools and access to high-quality services.

The CCBHC effort will be led by Tina Chapman, KBH's Senior Engagement Officer and Carla Stockdale, KBH Clinical Director. According to KBH's Chief Executive Officer Tom McAdam, "being awarded a CCBHC grant is a huge opportunity for KBH. It paves the way for mental health and substance use disorder services to be integrated and coordinated across settings and providers and will provide increased access to high-quality care. The CCBHC also sets the stage for a system of cost-based reimbursement for services. We are excited to get started."

Over the year, the CCBHC team worked on and submitted an attestation for this pilot project to SAMHSA as well as created multiple positions for the CCBHC model. One position that was created was the Military-Connected Clients Liaison to serve the unique needs of this priority population. An administrative assistant was also hired to provide additional support.

Kennebec Behavioral Health will now be continuing to work on its attestation and enrolling clients over the next year. The agency and its partners are excited to provide more extensive and whole-person care to people in our communities through CCBHC.

Photo (L-R): Carla Stockdale & Tina Chapman

KBH VACCINE CLINIC

The October 2020 flu clinics were especially important and well attended given the concern about preventing surging influenza cases during the global COVID-19 pandemic. Through a number of workplace clinics in coordination with both MaineGeneral's Workplace Health and Bedard's Pharmacy, many KBH employees were able to receive both doses of their COVID vaccine at their workplace starting in January 2021. As the availability of vaccine opened up to the general population, KBH shifted focus to assisting our clients with finding access to vaccine appointments.

To encourage vaccinations, the agency set a staff COVID vaccination goal of 75%, which was reached over the summer of 2021. Staff who had received the vaccine were then entered into a drawing for five cash prizes.

A VIRTUAL FUNDRAISING EVENT

Due to the pandemic, KBH hosted its first virtual fundraising event on December 5, 2020 featuring a comedy show and online basket raffle. Previously, A Night Out was an in-person event raising money for the College Scholarship Fund. However, the event was re-imagined. A comedy show featuring three stand-up comedians took place over Zoom while a basket raffle was hosted online. Overall, the event raised $8,000!

VOCATIONAL CLUBHOUSES

Vocational Rehabilitation is an incredible program offered at Kennebec Behavioral Health's four Clubhouses. These Clubhouses help adults with severe and persistent mental health diagnoses receive vocational training, support and education.

CLUBHOUSE INTERNATIONAL ACCREDITATION

Clubhouse International is a global non-profit organization with over 300 Clubhouses worldwide. Vocational Clubhouses receive an accreditation of either one- or three-years after visits from a faculty team and showcasing the quality and efficiency of their programs.

This year, KBH's newest Clubhouse, Village Clubhouse in Topsham, received its first accreditation for three years with no formal recommendations for improvement. Additionally, High Hopes Clubhouse, Capitol Clubhouse and Looking Ahead Clubhouse also received three-year accreditation with no recommendations which is a remarkable feat!

INTERNATIONAL VIRTUAL WORLD SEMINAR

Capitol Clubhouse presented at the International Virtual World Seminar in 2021. The five-day Seminar had over 1,200 participants from more than 25 countries, 35 U.S. states, and nearly 200 Clubhouses. Amy Kirkpatrick, Clubhouse Director/Clubhouse International faculty, and Kevin Bush, Advisory Board/Clubhouse member, presented on Clubhouse Boards and Advisory Boards, alongside panelists from Fontenehuset in Oslo, Norway, Miracle Clubhouse in Ohio, and Circle City Clubhouse in Indiana.

THE FINAL CLUBHOUSE PAINTING

In 2004, William Branch (now a former KBH Board Member) completed his first painting of a KBH Clubhouse: High Hopes Clubhouse. After the opening of each subsequent Clubhouse, Bill then completed new paintings of each building in 2010 and 2015. Over the years, Bill has created wonderful pieces of art for KBH, various organizations and individuals and in 2021, he completed his painting of KBH's newest Clubhouse, Village Clubhouse.
In the summer of 2021, Bill gave the painting to Candy Lessard, Village Clubhouse's Director, and Tom McAdam, CEO. Today, all four Clubhouses have the original paintings and prints were made to be framed and hung at KBH clinics.

KBH UPDATES WEBSITE

During 2021, KBH began the process of updating its website at www.kbhmaine.org to improve user friendliness and accessibility. A new private website was created to implement more modern themes and components. An emphasis was placed on mobile adaptability and the ease in which a potential client, donor or staff person could find the information they needed. Over the summer of 2021, the new website was put into place.

#10 IN BEST PLACES TO WORK IN ME

KBH was recently ranked 10th place in the 2021 Best Places to Work in Maine for large companies. This was the first year that KBH made the top 10 in this category, having previously been ranked 11th place in 2019. The agency did not apply during 2020.

The Best Places to Work in Maine statewide survey and awards program was designed to identify, recognize and honor the best places of employment in Maine, benefiting the state's economy, its workforce and businesses. Companies from across the state entered the two-part process to determine the Best Places to Work in Maine.

KBH was thrilled to make the top 10 after reviewing the ways in which it could improve the workplace both during the pandemic and in the future. See how other companies ranked here: https://www.bestplacestoworkinme.com/.

FY 2021 DONORS

(July 1, 2020- June 30, 2021)

$1-$99

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Waterville, ME 04901
Or make a secure online donation by visiting www.kbhmaine.org/give.

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Town of Winslow

If there are any inaccuracies or you haven't been recognized for your FY 2021 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
67 Eustis Parkway
Waterville, ME 04901

Augusta Med Clinic
11 Caldwell Road
Augusta, ME 04330

Augusta Outpatient
66 Stone Street
Augusta, ME 04330

Skowhegan Clinic
5 Commerce Drive
Skowhegan, ME 04976

Winthrop Clinic
736 Old Lewiston Road
Winthrop, ME 04364

Farmington Clinic
115 Mt Blue Circle, Suite 3
Farmington, ME 04938

CLUBHOUSES

High Hopes Clubhouse
26 College Avenue
Waterville, ME 04901

Capitol Clubhouse
37 Stone Street
Augusta, ME 04330

Looking Ahead Clubhouse
646 Main Street
Lewiston, ME 04240

Village Clubhouse
119 Main Street
Topsham, ME 04086

Kennebec
BEHAVIORAL HEALTH

www.kbhmaine.org
1-888-322-2136