HEARTS & MINDS

FALL 2022

Kennebec

BEHAVIORAL HEALTH

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC

KBH COMPLETES FIRST YEAR OF CCBHC PROJECT

In January, 2022, Kennebec Behavioral Health began enrolling clients under our new Community Behavioral Health Clinic (CCBHC) project.

The CCBHC model is a community-focused, recovery-oriented approach to behavioral health care that is built around increasing access to care for people who most need it and integrating behavioral and primary health care to offer true whole-person care. There are now more than 430 CCBHCs in 42 states, and CCBHCs are becoming the new national standard in behavioral health care.

In the past year, our CCBHC grant from the Substance Abuse and Mental Health Services Administration (SAMHSA) has helped us develop enhanced risk screening and access processes, provide 24/7 crisis response through a partnership with Crisis & Counseling Centers, and establish new Care Coordination services to give clients one-on-one support as they move into KBH's treatment programs.

KBH has strengthened services for clients across the age spectrum by training dozens of clinicians in evidence-based therapies that meet key needs in our community, such as Trauma-Focused Cognitive Behavioral Therapy (TF-CBT), Multi-Systemic Therapy for youth ages 12-17 (MST), and Parent-Child Interaction Therapy (PCIT) for younger children.

We are expanding KBH's existing peer support programs, in which trained peer support specialists who have been successful in recovering from mental health and substance use challenges of their own work with clients who are experiencing similar situations, building bonds of trust, understanding and respect. Another important part of our CCBHC work is a strong focus on specialized services for veterans, active armed services members and their families, who often have unmet behavioral health needs in our society.

One year into our CCBHC project, KBH has now enrolled more than 600 clients into CCBHC services, and we are working with the Maine Department of Health & Human Services to build provisions for CCBHC reimbursement into MaineCare. As we start our second year of CCBHC implementation, we are excited about continuing to develop this comprehensive model of integrated behavioral health care for individuals and families in our community.

VOCATIONAL CLUBHOUSES

Brandi Farrington, Adminstrator of Community Services

It is no secret that employers are challenged with finding qualified staff to work. The workforce shortage is one that Clubhouse staff and members are taking full advantage of. Employers are more eager than ever to partner with our Clubhouses, who through Transitional Employment (TE) opportunities, support both employers and members in work sites around the state.

In addition to TE sites, Clubhouse members are working in Supported Employment (SE) and Independent Employment (IE) in record numbers. Across these 3 types of employment settings, members generated income totaling:

High Hopes- $779,525.09
Capitol Clubhouse - $448,705.01
Village Clubhouse- $252,246.30
Looking Ahead - $266,178
Grand Total across all clubs-
$1,746,654.40

And let's not forget about the members who continued to support the clubhouses through the many jobs that make up the work ordered day within the clubs. We couldn't be more proud of our members and staff who have continued to engage in meaningful work, both inside and outside the clubhouses, during this pandemic. Their contributions are nothing to sneeze at (Covid pun intended).

WHERE WE ARE HEADED

A MESSAGE FROM THE CEO

As summer comes to an end and we enter fall, it's a time to review how we are doing and understand our opportunities, and be realistic about our challenges.

Over the past several years, we have been fortunate to be able to receive resources to help with the impact of COVID from the State of Maine as well as SAMHSA. These resources have helped to mitigate our service delivery impact for our staff and their families being affected by COVID. These resources have been a life line to some of our programs and have allowed us to be consistent and stable and to serve our clients and patients. Yet, like most industries, we are challenged with matching the highest demand for our services we have ever seen, with adequate staffing levels. We have experienced a shift in our work force but Telehealth has been one of our tools that has helped us provide that stability. Our staff have been innovators as they have re-visioned how to delivery personalized care by employing our state of the art technology. You will see more about this approach later in this publication.

You will also see that Kennebec Behavioral Health has again been selected as one of the Best Places to Work in Maine. Over the past 5 years, our organization has put a focused effort on understanding how to support and listen to staff ideas and use those ideas to build inclusion. Our Connections Team has done an outstanding job of bringing ideas forward around our benefit package, family activities, and work culture. We believe it has paid off.

Thank you for your interest and support for our Agency. Glad we can be here.

All the best,
Tom

Thomas J. McAdam, MBA
Chief Executive Officer

Connect with Us

www.kbhmaine.org
@Kennebec.Behavioral.Health
1.888.322.2136
@KBHMaine
@kennebecbehavioralhealth

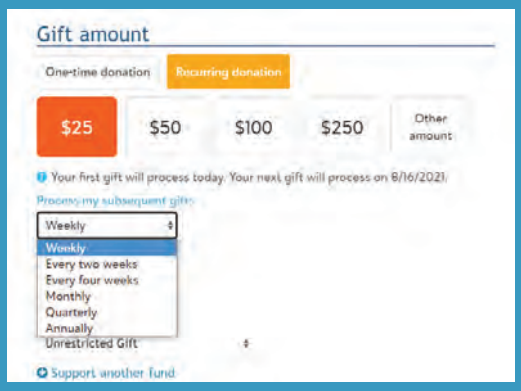
Join our E-newsletter

DONATING ONLINE

Supporting KBH is now easier than ever with our new online donation page.

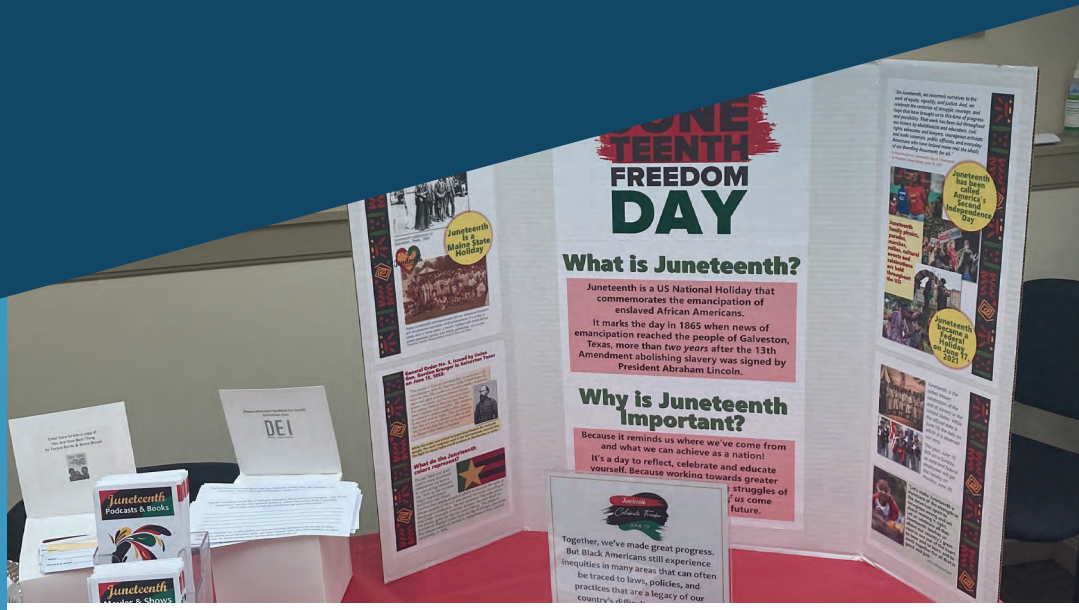
To donate online, navigate to www.kbhmaine.org/give or find the 'Donate' button on the homepage. There you will have the option to give a one-time gift to any of our services (or more than one).

Recurring Donation:
You also have the option to give a recurring gift. This is a wonderful way to make regular, ongoing donations to KBH. You can have your donation be scheduled at different intervals, from weekly to annually.



Online donations can be made by credit card, digital wallet or using direct debit through a bank account.

Donations help us fulfill our mission and continue to serve Maine communities. Please consider giving to KBH today! Every gift is someone's next step toward recovery.



CELEBRATING DIVERSITY AT KBH

Andrew Hinson, CCBHC Administrative Coordinator

At Kennebec Behavioral Health we are committed to advancing behavioral health equity by not only promoting access to quality behavioral health care for all people in our community, but also by promoting awareness of issues connected to disparities in mental health and substance abuse treatment affecting underserved populations.

We recognize that behavioral health is directly affected by what are frequently called social determinants of health—the conditions in which people are born, grow, work, live and age and the wider forces and systems shaping the conditions of people's daily lives.

Understanding the complex ways in which social determinants impact behavioral health both here in Maine and across the U.S. contributes to KBH's ongoing work to offer trauma-informed, culturally responsive care that promotes our vision of healing, empowerment and flourishing for everyone.

This summer, KBH held a week-long series of informational displays commemorating Juneteenth, which was officially recognized as a Maine state holiday in 2022. The displays were provided at each of our six clinics and our four Community Clubhouses during the week, and KBH staff and Clubhouse members were invited to take free informational materials listing podcasts, web resources, books, movies and other sources to learn more about Juneteenth, Black history in the U.S. and the continuing challenges to realizing racial equity in our society.

Awareness-building initiatives like our Juneteenth event, together with many other educational and clinical initiatives, are an important part of KBH's commitment to advancing behavioral health equity.

A NIGHT OUT OF MURDER MYSTERY

Elizabeth Keane, Marketing Communications Coordinator and Database Manager

On November 5, KBH hosted its fifth annual fundraiser, A Night Out, at the Calumet Club in Augusta. In previous years, this event has centered around comedy and has included improve and stand-up comedy. However, this year, the agency went in a different direction. In the spirit of Halloween, KBH partnered with the acting group, Mystery 207, for a night of murder mystery.

Mystery 207 is a popular murder mystery company. They stage crime scenes all over the state for events such as team building and birthday parties and everything in between. A murder mystery party is a themed event where attendees will work together to solve a fictitious murder which occurs during the party. You'll witness and participate in fun skits and check out physical evidence. By the end of the party, you and your team will try to guess who did it, how they did it, and why they did it.

The theme for this event: 1920s Speakeasy. Attendees dressed up in their best 1920s costumes and participated throughout the night in determining the killer while enjoying a plated dinner. The event also included a basket raffle and silent auction. Baskets and auction items were donated by KBH staff and local businesses. There were nearly 30 items that participants could win, and some participants won big! The big prize of the night was a cash bouquet worth nearly $600.

All proceeds of the fundraiser benefitted the College Scholarship Fund. In response to the increasing need for more mental health providers, Kennebec Behavioral Health decided to develop a program that invests in future mental health professionals. KBH has been sponsoring the College Scholarship Fund to encourage academics and future careers in the mental health field. Each May, scholarships are awarded to Maine high school students who will be pursuing a college education in the behavioral health field.

The event sold out within three weeks and raised nearly $16,000, a record for this fundraiser. KBH would like to thank our Faint Sponsor, Healey & Associates for supporting this event and the KBH mission. The event was planned by the KBH Connections & Wellness Team (pictured below).

THE RECOVERY TRAIL

During the summer of 2022, KBH began building a Recovery Trail for anyone to enjoy. The trail was made possible by the Betterment Fund who donated funds to allow us to construct the trail. The trail is located behind the Skowhegan Clinic and was constructed by those in recovery, affected others, and recovery allies through ROAR (Recovery & Opioid Addiction Resources).

The perimeter trail meanders along the tree line of KBH's property. In addition, it has "spoke" trails that join to the center. The goal of the trail is to provide a peaceful place for the community to reflect on their journey through recovery whether they themselves are on a recovery journey or are an affected other.

Marty the Mower was later purchased for regular maintenance. The agency continues to look for additional funding for maintenance costs. Donations to support the Recovery Trail can me made by check or by visiting www.kbhmaine.org/give/support-the-recovery-trail/. Learn more about ROAR at www.kbhmaine.org/ROAR or on Facebook (@KBHROAR),

CLIENT SATISFACTION SURVEY

Jody Bucknam, Clinical Quality and Training Coordinator

Once a year Kennebec Behavioral Health sends out customer satisfaction surveys to clients in every program to obtain feedback on their experience of care. The questions ask everything from ease of scheduling appointments to being treated with courtesy and respect.

This year, as part of a 2-year grant initiative to become a Certified Community Behavioral Health Clinic (CCBHC), KBH incorporated some new questions regarding staff sensitivity to a client's cultural background (beliefs, race, religion, language, etc.) and whether or not clients were encouraged to utilize consumer-run programs such as the Warm Line, peer supports or recovery groups.

In May and June of 2022, 437 of 1,484 surveys were completed with a response rate of 29.45%. There was an overall satisfaction rating of 97.93% for clients who responded they agree or strongly agree to the question 'I like the services I receive at KBH'. 97.66% of clients agree or strongly agree that they 'would recommend KBH services to other people that need help'.

> *"Sometimes I have rough days but I weather the storm because tomorrow may be clear and bright. It would be nice if no one ever had problems but life is tough and sometimes we need a helping hand. KBH is the helping hand."*

Many even commented that they have recommended KBH to others and will continue to do so because of the quality of care they receive.

Client satisfaction measures the quality of behavioral health service because a client's perspective and experience of their care are essential to his/her/their outcomes. These surveys provide a bigger picture of the overall quality of care that KBH clients receive and help us understand where we can make improvements to best meet the needs of those we serve.

KBH IMPLEMENTS MULTI-FACTOR AUTHENTICATION

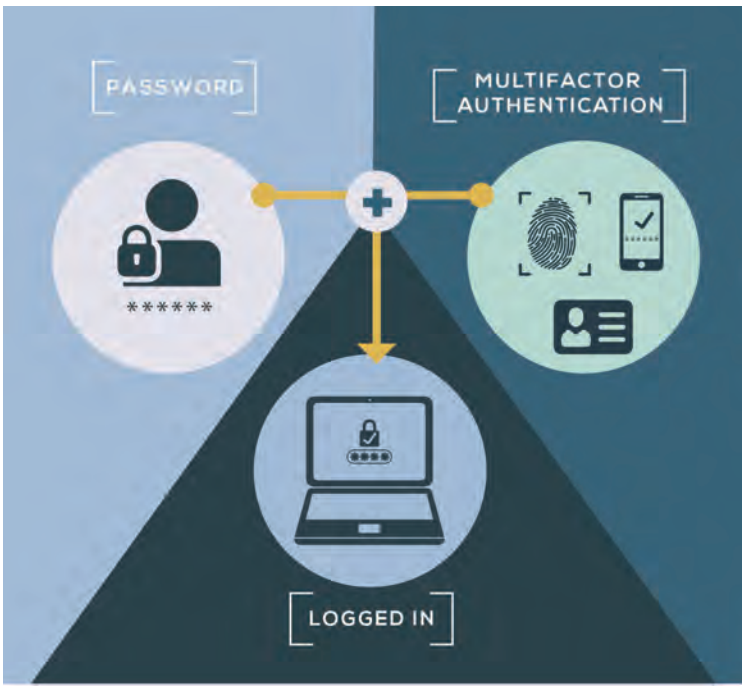
Tim Beaucage, Chief Technology Officer

KBH recently implemented Multi-Factor Authentication on ALL agency computers. Anybody who's opened an account online has probably ventured into this new security practice. Multi-Factor or Two-Factor authentication is fast becoming the standard for accessing any type of confidential information.

So, what is it?

With Multi-Factor authentication, you basically are required to present 2 types of ID in order to successfully log onto a computer. Typically, one of those ID's is in the form of a Username/ Password combination. A second form of ID is then required… and at KBH, we chose the Yubi-Key Security key as that option. All staff requiring access to any electronic resource at KBH was issued a Yubi-key which was configured specifically for them. Once received, they went through a setup process which bound their key to our system and their logon account. All logons past that point would require both forms of ID to access the system.

In today's world with Cybercrime totaling nearly 7 Billion dollars annually, it's important to take extra precaution. KBH took those steps and now has a more secure internal network.



SAFE STORING & DISPOSING OF MEDS IS AN ISSUE FOR ALL

Rob Rogers, Director of Substance Use Prevention and Grant Services

I participate in events throughout the community raising awareness of substance use prevention and harm reduction; when I am out, I frequently hear "I don't have a problem with drugs" or "nobody in my family has an issue with drugs so you should be talking to someone else".

The reality is everyone; every household that has medication that is either prescribed or over the counter, should be safely storing and disposing of medication. Not every overdose is experienced by someone with a substance use disorder; accidental ingestions, double dosing, and diversion of medication can happen in every home. Also, not every person who has a substance use disorder is public about it, their family may not know what they are struggling with on a daily basis.

To help raise the awareness of safe storage and disposal we participated in the Somerset County Community Baby Shower and were able to provide every participant; 150 expecting or newly delivered families, with a Deterra Pouch and information on safe storage of medication. Deterra Pouches; an environmentally safe alternative for at home disposal of unused or expired medication, can be disposed of in the trash.

We also partnered with Pathways to Recovery and Redington Fairview General Hospital Birthing Department to provide education on Narcan, how it is used, why every household first aid kit should have it, and conducted on the site training and distribution of Narcan for those interested. If you have questions about safe storage, disposal, or other issues related to substance use prevention or harm reduction contact Robert Rogers at rrogers@kbhmaine.org or 207-474-8368 ext. 3607.

KBH Specialized Case Manager, McKenna Rogers, and Director of Substance Use Prevention & Grant Services, Robert Rogers, at the Community Baby Shower

SCHOOL-BASED PROGRAM RECEIVES FUNDING FOR TELEHEALTH PILOT PROJECT

The Pull Up Fund has awarded Kennebec Behavioral Health over $600,000 to support its Telehealth Coordinator Pilot for schools in Maine. Aside from federal and state grants, this is the organizations' largest foundation grant in its 60+ years.

With this new funding, KBH will pilot a project to hire a Telehealth Coordinator to represent KBH's School Based Program while a Clinician works remotely to offer counseling to students. KBH currently provides School-Based Services in 25 schools across Maine. Traditionally, the program allows for credentialed counselors to work with students in their schools to reduce barriers to mental health care. However, a common challenge to providing services in rural schools is hiring clinicians within a reasonable distance.

According to KBH's Chief Executive Officer, Tom McAdam, "funding provided through Pull Up Fund is a three-way winner for the delivery of care in a school setting. The grant materially enhances the services for students by providing Ed Tech supports to organize and follow up appointments. For the participating school, the model ensures that students will get to their appointments and receive services. Lastly, for the clinician, it creates consistency of treatment with the goal of improved outcomes. This is a game changer and improvement for school based mental health care."

THE PET PALOOZA

A Virtual Community Competition

As a fun online competition, the Communications and Development Department decided to create a new community contest based off a previous staff game. A few years ago, to help better connect staff across KBH's many locations, the KBH Connections Team launched the Pet Palooza. The game was a parody of The Bachelor where staff entered their pets to win the heart of the KBH mascot, Larry the Lynx.

This year, to raise money for the Substance Use Prevention & Intervention Program, KBH brought the challenge to the community. Staff, local humane societies and community members could enter their pets by filling out a fun application and sending in a couple of pictures. A webpage was created to showcase all the pets which included profile pages for each animal.

During the month of May, the competition followed four reality TV show parodies: The Real Housepets of Central Maine, Big Critter, Purrvivor and The Petchelor. Over the course of the month, individuals could vote for their favorite pet by making a small donation to that pet's profile page.

Every dollar equaled one vote for the pet. A leadership board showcased which pets were in the lead. Pets who made the leadership board had more information about them revealed on their profile pages.

The Humane Society of Waterville Area, the Somerset Humane Society and the Franklin County Animal Shelter entered animals that were available for adoption and receive half of the donations received by their animals.

In the end, the winning pet was Lucy who received 367 votes. Lucy received a gift card donated by the Loyal Biscuit. Weekly winners (or pets who received the most votes in any given week) also received gift cards from Petco.

Over 30 pets were entered into the event from staff, community members and the humane societies. The campaign overall was a wonderful success and raised $2,500.

KBH plans to once again host the competition in 2023 and hopes to partner with more organizations and increase the outreach of the campaign. More information and updates can be found at www.kbhmaine.org/pet-palooza.

KBH MAKES BEST PLACES TO WORK IN MAINE

KBH was once again named one of the Best Places to Work in Maine for 2022. This year, KBH again broke the top 10 for large companies and landed at the number 10 spot. KBH is the only non-profit organization to make the top 10 in large companies.

KBH is always grateful to the staff who fill out the anonymous survey These surveys are a valuable resource for the agency to improve the work environment. Staff can answer questions about benefits, leadership, communication and overall work experience. Full management can then look at the anonymous results to see in which categories the agency is doing well with staff and where improvements need to be made.

2022 Best Places to Work in ME

Large Co.

1	Consigli Construction Co., Inc.
2	Dechra
3	The Granite Group
4	Machias Savings Bank
5	Thornton Tomasetti
6	Edward Jones
7	Marcum LLP
8	Darling's
9	Bangor Savings Bank
10	Kennebec Behavioral Health
11	NFI North (Northeastern Family Institute)
12	Hancock Lumber
13	TD Bank NA
14	CIANBRO
15	athenahealth, Inc.
16	Unum
17	Cary Medical Center
18	Summit Utilities Inc.
19	Hammond Lumber Company
20	Tyler Technologies
21	Camden National Bank

2022 ANNUAL MEETING

Two years after celebrating the agency's 60th anniversary, Kennebec Behavioral Health (KBH) was able to host an in-person annual meeting on September 15, 2022 at the Senator Inn in Augusta. The event included recognitions of area community partners for exceptional community service and partnership and a presentation about the agency's Homeless Outreach Program.

Kevin Jones was presented with the 2022 James R. Schmidt Award, which is presented annually to a person or organization that best exemplifies the late Jim Schmidt's efforts to improve quality of life for adults who experience mental illness by providing them with social, education and employment opportunities. Mr. Jones, who has been working with Old Navy for more than 20 years, has partnered with KBH Clubhouses since 2010. Through his work with the Clubhouses, Mr. Jones has provided over 100 members an opportunity for paid employment.

The Outstanding Community Partnership Award was awarded to Somerset Public Health and its Pathways to Recovery Program for its partnership with KBH as a primary treater of substance use disorder and opioid use disorder and expanding the continuum of prevention, treatment and recovery services. Through their efforts, this multi-year project has built a strong network of providers, other professionals and people with lived experiences across the Somerset community to strengthen connections and linkages to all people seeking recovery.

The Transformational Clinical Collaboration Award was awarded to the Central Maine Youth Trauma Initiative (CMYTI) for working with KBH in expanding evidence-based treatment approaches and trauma awareness for the communities we mutually serve. Through their generous partnership, clinicians at KBH were able to receive training from experts and consultants, so as to build the clinical capacity at KBH in trauma intervention and prevention.

KBH also recognized Rosalie C. Williams for her leadership as the KMHA Parent Board President. Rosalie completed her term as president of the board but will continue to serve as a board member of the KMHA Foundation board for FY 2023.

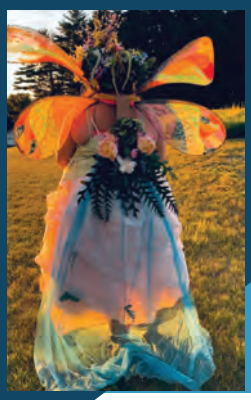
Photos (L-R):
Outstanding Community Partnership Award Photo: From left –Carla Stockdale, KBH Clinical Director, Matthew L'Italien, Somerset Public Health/Redington-Fairview General Hospital Director, Betsy Richard, Somerset Public Health, and Linda MacKenzie

Transformational Clinical Collaboration Award Photo: From left – Pat McKenzie, Outpatient and Substance Use Disorder Services Administrator, Liam Shaw, Edmund N. Ervin Pediatric Center, Jean Youde, and Dr. Lindsey Tweed.

James R. Schmidt Award: From left- Kevin Jones, Old Navy, Candy Lessard, Village Clubhouse Director, and Rick Pelton, Village Clubhouse Assistant Director

Photo (bottom):
Walter Price, board member, and Rosalie Wiliams, board president

WHAT HAS BEEN GOING ON AT KBH?



STAFF SUMMER FLING

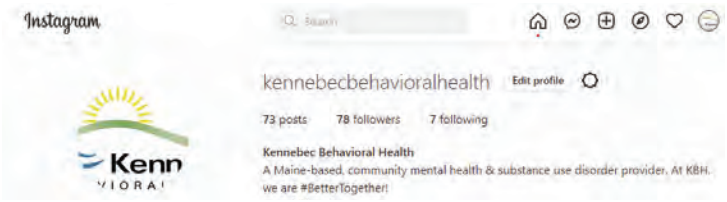
After two years, KBH was able to once again have an in-person staff appreciation party. Typically, this event takes place in the spring, but this year the agency decided to host an indoor-outdoor event. Taking place at the Augusta Elks, the event included two food trucks, an ice cream truck, a cornhole tournament, trivia and a costume contest. This year's event had outstanding participation.

KBH STAFF BBQS & SEA DOGS GAME

Senior Management once again put together staff BBQs for each KBH location. The management team served a delicious lunch to all staff. This year, there were seven BBQs. Additionally, the agency had a day at the Sea Dogs with staff. Staff could purchase discounted tickets which included a free meal ticket to enjoy a Portland Sea Dogs game together with staff, friends and family.

DOOR DECORATING CONTEST

KBH loves to get creative during the holidays and has an annual holiday door decorating challenge. Staff could decorate their office door (or a door at home if working remotely) in a theme of choice. Once all the doors were complete, staff then voted on their favorite doors for specific categories such as "best holiday song door," "most unique," and more. 40 doors were decorated voted on during the contest with seven winners in total.



KBH GETS INSTAGRAM

KBH has added Instagram as one of its social media platform to more effectively communicate with our community and to highlight KBH's culture! Since May, KBH has posted content around our work culture, events and activities as well as social media campaigns such as the Pet Palooza, Pathways to Recovery and the Murder Mystery challenge. You can follow our Instagram handle @ kennebecbehavioralhealth.

UPCOMING EVENTS

DEC 1 — **December 1, 2022**
KBH's winter appeal

DEC 20 — **December 20, 2022**
KBH celebrates its 62nd anniversary

APR 1 — **April 1, 2023**
Submit a pet for the Pet Palooza

MAY 1 — **May 1, 2023**
The Pet Palooza competition begins. Submissions no longer allowed

MAY 31 — **May 31, 2023**
The Pet Palooza ends

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