

#### Dear Friends,

Behavioral health continues to be an ever-changing landscape. At Spurwink, we routinely experience shifts in public policy, the impact of economic and social forces on our clients, and changing demographics in our state. Spurwink's evidence-based, therapeutic approach, however, remains constant. Regardless of the changes around us, we continue to focus on building relationships and helping our clients lead healthy, engaged lives.

Efficient, effective care remains our priority. This past year, we focused on: developing new models in service delivery; advocating for laws supporting mental health care at the state and federal levels; recruiting and retaining a highly skilled workforce; and supporting our clients in becoming more productive and independent members of their communities.

Important highlights from 2018 included:

- A successful merger with Community Partners, Inc., a nonprofit provider of services to adults with autism and developmental disabilities. This development expanded our adult services and added valued expertise from 300 new employees.
- The launch of our Behavioral Health Home service, offering a team-based approach to outpatient care. This
  new delivery model adds value for our clients and their families by better addressing mental and physical
  health needs; coordinating services; addressing chronic health concerns like asthma, diabetes, and obesity; and
  collaborating with medical providers to reduce unnecessary emergency room visits and hospitalizations.
- The transition of our residential treatment model to renovated and updated facilities. This effort has improved
  outcomes for children and youth; strengthened family engagement in clinical care; increased clinical
  presence, training and supervision on site; and improved staff retention through strong team support.

In short, we continue to innovate in our approach to care, while remaining true to our mission and values.

Spurwink is proud to have served over 8,000 people last year. Despite Spurwink's accomplishments, urgent need for behavioral health services persists in Maine. Spurwink remains committed to increasing access to care throughout our state. We believe this is critical not only for people in need, but also for the businesses and communities across Maine that want to make our state a healthier place to live and work.

We are grateful to the many partners who joined Spurwink on this journey. They supported our work in so many ways – through volunteering, advocating, donating, and learning about the critical mental health needs of our neighbors. We look forward to the work ahead and to the many ways we can continue to go the distance together.





Spurwink began with one house serving eight boys on Riverside Street in Portland in 1960. The developmental needs of the boys could not be met at home or in public school, and the roots of Spurwink were planted.

Today Spurwink is much larger, serving over 8,000 people each year through the good work of 1,150 employees throughout the state. Although Spurwink's reach is bigger, our mission remains the same: providing exceptional and evidence-based behavioral health and education services for children, adults, and families so that they can lead healthy, engaged lives in the community.

This vision is the cornerstone of what we do and how we deliver services: developing positive self-regard in those we serve by honoring and respecting who they are, and then building upon the strengths of the individual and the family.

Whether it's a preschooler with autism in Saco, a teen with a trauma history in Skowhegan, or an adult with developmental disabilities in Portland, Spurwink's clients are offered dignity, respect, and a chance to build a better future.

### **OUR LOGO: WHAT IT MEANS**

The Spurwink logo represents our history and our work. The eight sections represent the original eight children we served in 1960. The tree is a symbol of longevity, health, and wisdom. It represents our presence throughout Maine and our deep roots in the community, while the upward motion represents the positive growth and development of Spurwink clients.



## **PROGRAM HIGHLIGHTS**

Spurwink's therapeutic, evidence-based programs touch many different aspects of behavioral health care. As you will see in the highlights below, we are working with the community to increase access to these needed behavioral health and education services by making key community partnerships, improving client health care records, securing funding for needed services, and working directly with caregivers. If you know someone who would benefit from the Spurwink approach, please call The Link at 1-888-889-3903.

#### Merger with Community Partners, Inc.

Spurwink Services and Community Partners, Inc. (CPI) merged in 2018. The combined organization retained the name Spurwink Services and continues each organization's strong legacy of providing exceptional service to Maine people with intellectual and development disabilities (IDD), autism, and behavioral health and medical needs. Dick Tryon, co-founder and former Executive Director of Community Partners, Inc., was awarded the Going the Distance Award at Spurwink's annual Humanitarian Awards gala in October 2018, in recognition of his trail-blazing work in the IDD community.

### Expanding the Reach of Assistive Technology

Spurwink launched the Spurwink ALLTECH ADA-compliant website at <u>spurwinkalltech.org</u>. The site includes information about Spurwink's adaptive services and technical assistance, as well as a directory of adaptive equipment available for loan or purchase to help Mainers with disabilities.





#### Improved Data Reporting & Collection

Spurwink was awarded an Information Technology Grant from the Northern New England Practice Transformation Network. Funds were used to enhance our data collection, tracking, and reporting capacity for clients in our Public School Counseling, Outpatient Counseling, and Spurwink Adult Behavioral Health Center programs. The new system will track tobacco use and interventions, in addition to depression screenings and follow-ups, to improve the health of clients and inform our clinical practices.

#### Helping Mainers Find Behavioral Health Support

To better serve our community, a new Find a Provider web portal was launched at providers.spurwink.org to help Mainers in need of clinical services find behavioral health support by location, treatment approach, and specialty. Spurwink staff can also reference this portal to find community-based behavioral health supports tailored to people's needs or make referrals for clients. Search criteria can be entered to fit specific needs, as well as searching by geographic location.

#### Improving Client Health Records Systems

Spurwink implemented a new electronic health record (EHR) system, known as Evolv. The system enhances the treatment experience for clients and for clinical and case management staff alike. The upgrade helped to meet an important strategic goal of improving client outcomes through enhanced technology utilization for Spurwink and will add value to the agency for years to come.

#### School Readiness Grant

Spurwink partnered with Montello school in Lewiston to help coordinate their Integrated Supports program funded by the John T. Gorman Foundation. The grant funds embedded a Spurwink coordinator at the school to identify school and community supports for children and families to ensure children are ready and able to learn.

### Therapeutic Preschool Grant

Spurwink was awarded a grant from the Sam L. Cohen Foundation to prepare preschool children with acute behavioral health challenges and development disabilities for the transition to the public education system. The grant expanded the capacity of the preschool, helping meet the growing need for therapeutic preschool services for children with special needs. It improved the emotional regulation, resiliency, communication skills, and daily functioning of children, helping prepare them for a successful transition to kindergarten. And, it trained staff and parents/guardians on strategies to support emotional regulation, trauma, and communication skills to better meet the needs of their students/children.

### A Family for ME

Spurwink and Maine DHHS launched the A Family for ME statewide foster care parent recruitment campaign. The multi-channel campaign aims to increase the number of foster parents, particularly for infants, sibling groups, and adolescents. You can view the award-winning campaign online at afamilyformemaine.org.

### ShifaME: Helping Refugees Thrive

Spurwink's ShifaME program, funded in part by SAMHSA (Substance Abuse and Mental Health Service Administration), is helping expand our immigrant and refugee mental health services. The program, part of the

National Child Traumatic Stress Network, serves immigrant and refugee youth and families in three Maine communities. Using a model based on community engagement, school-based groups, and communitybased mental health treatment, therapists and cultural brokers are providing Trauma Systems Therapy (TSTr) services to children and families in home, school and community settings. Services have been expanded to Biddeford this year. Participants have shown tremendous progress, with decreased mental health symptoms and increased engagement in their schools and communities. In addition. schools have reported a very positive impact on school climate.

### Residential Redesign

To best meet the needs of our clients and invest stronglu in the future of Maine's children, Spurwink has been redesigning and expanding our children's residential services. This transition of residential treatment from small homes to larger residential programs provides several advantages: improved outcomes for children and youth; strong level of family engagement, clinically, socially, and relationally; high level of clinical presence in the program; intensive clinical model training and supervision for all staff; strong supervisory presence at all times: and improved level of staff retention due to strong team support, training and supervision. Five new residential houses have been built, providing nearly 50 residential beds for youth.



# BOARD OF DIRECTORS, COMMITTEES, & STAFF LEADERSHIP

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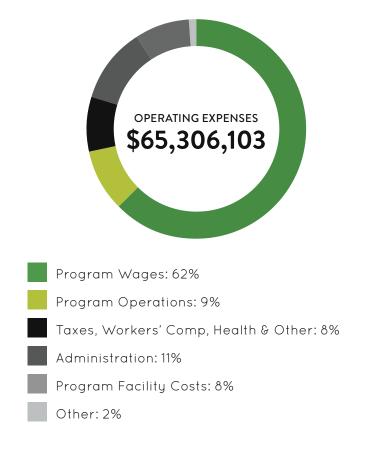
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# **FINANCIALS FISCAL YEAR 2018**





# SPURWINK'S REACH





# **COUNTIES SERVED**

Androscoggin Oxford

Aroostook Penobscot

Cumberland Piscataquis

Franklin Sagadahoc

Hancock Somerset

Kennebec Waldo

Knox Washington

Lincoln York

# **CORPORATE PARTNERS**

In 2015, Spurwink established its Corporate Partners Program. As part of the Spurwink community, these business leaders are making a difference for behavioral healthcare in Maine and are recognized as committed partners to more than 8,000 children and adults served by Spurwink each year. We are delighted to recognize our 2018 Corporate Partners. Please contact Kristen Farnham, Vice President of Development, or Emily Silevinac, Director of Annual Giving, to learn more about how your business can be a partner in creating a stronger and healthier Maine.







BOULOS ASSET MANAGEMENT

















By partnering with Spurwink, you can make Maine a healthier place to live and work. There are many ways to be involved.

Make a tax-advantaged gift from your IRA Expand access to care by making a donation (www.spurwink.org)

Pay attention Use the Spurwink Link
(888-889-3903) to refer a
friend or colleague in
need to a trained clinician

Bring your work crew for a team-building event at Brews & Backpacks in June

Volunteer at the Portland 10 Miler

Adopt a Spurwink client family during the holidays

Learn more about
behavioral health care in
Maine by liking and sharing
Spurwink on Facebook

Bring a friend to the Humanitarian gala in October Advocate for sensible health care policies with your state and federal legislators

# OUR DONORS: MAKING A DIFFERENCE FOR BEHAVIORAL HEALTH IN MAINE

Spurwink is grateful to the many individuals, businesses, and foundations who support our mission every year. The following list represents charitable contributions made to Spurwink between July 1, 2017 and June 30, 2018.

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\$10,000-\$24,999

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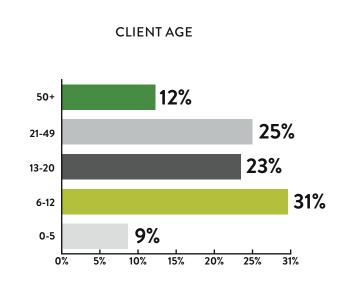
Tara Williams

Every effort has
been made to recognize
donors correctly. Please let us know of any
errors or omissions, or if you wish to be identified
differently going forward. Your satisfaction is important to us!

# **PROGRAM OUTCOMES**

At Spurwink, we are committed to work that is evidence-based and centered on the human relationship. We monitor outcomes regularly and look to our data to confirm skilled, effective interventions. We continue to find that the children, adults, and families who receive services at Spurwink leave satisfied with that treatment and experience improved behavioral health.





Spurwink serves individuals throughout Maine and beyond, though most clients in FY2018 were from Cumberland, York and Androscoggin Counties.

COUNTY	NUMBER	PERCENTAGE
Cumberland	2,541	37%
York	1,561	22.7%
Androscoggin	898	13.1%
Knox	573	8.3%
Kennebec	363	5.3%
Lincoln	133	1.9%
Oxford	131	1.9%
Penobscot	127	1.9%
Sagadahoc	127	1.9%
Waldo	118	1.7%
Hancock	88	1.3%
Somerset	66	1.0 %
Aroostook	45	0.7%
Franklin	38	0.6%
Washington	21	0.3%
Piscataquis	13	0.2%
Out-of-State	28	0.4%

Overall, Spurwink served 8,007 individuals in FY18, distributed as follows. Nearly 800 individuals received services from multiple Spurwink programs during the year.

PROGRAM	# SERVED FY18
Licensed Affiliate Clinician Program	3,733
Public School Counseling Program	1,432
Spurwink Center for Safe and Healthy Families (Formerly the Child Abuse Program)	1,026
Children's Behavioral Health Home	968
Outpatient Counseling Services	493
Spurwink Adult Behavioral Health (Formerly Spurwink Mental Health Center)	336
Children's Day Treatment Programs	180
Adult Residential Programs	143
Children's Residential Treatment	118
Community Integration/Adult Behavioral Health Home	95
Adult Community Case Management	91
Functional Family Therapy	90
Adult Day Programs	79
Treatment Foster Care	55
Targeted Case Management	54
Therapeutic Preschool Program	29

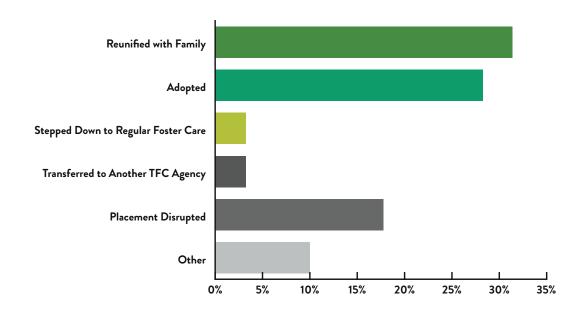
In FY18, Spurwink served 450 individuals with Autism Spectrum Disorder (ASD). Below are the programs that served the largest number of consumers with ASD as a percentage of their client load:

PROGRAM	% W/ASD
Adult Community Case Management	43.96%
Children's Behavioral Health Home	10.12%
Children's Day Treatment Services	38.89%
Children's Residential Treatment	22.88%
Community Integration / Adult Behavioral Health Home	3.16%
Functional Family Therapy	5.56%
Spurwink Mental Health Center	13.99%
Therapeutic Preschool Program	51.72%
Outpatient Counseling Services	5.88%

#### DISCHARGES FROM TREATMENT FOSTER CARE

The length of a stay in Treatment Foster Care can vary, depending on the needs of the child and circumstances of the family of origin. Family reunification is typically the primary goal.

A positive outcome for children in Spurwink's Treatment Foster Care program occurs when they are reunified with their family or are adopted. Over half the children discharged from TFC were placed in permanent families.



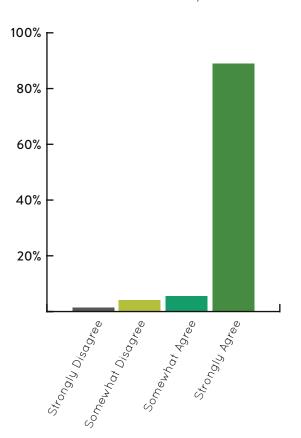
HOW ARE WE DOING?
FEEDBACK ON SPURWINK'S PROGRAMS FROM OUR CLIENTS



#### CHILDREN'S BEHAVIORAL HEALTH HOME

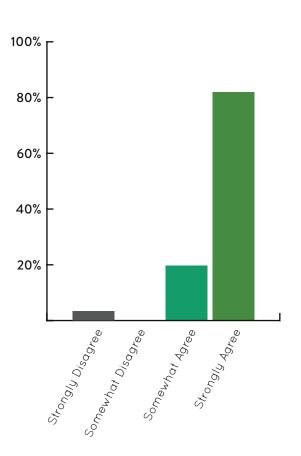
Parent/Guardian Survey

Overall, I am satisfied with the service my family receives and would recommend Spurwink Behavioral Health Home services to others.



"Our case manager is honestly a
lifesaver for my child. Last year he faced
severe medical trauma and anxiety
from the trauma. She not only helped
him succeed at school, but has helped
our family better understand our son's
needs and has given us tools to help him
function at home as well."

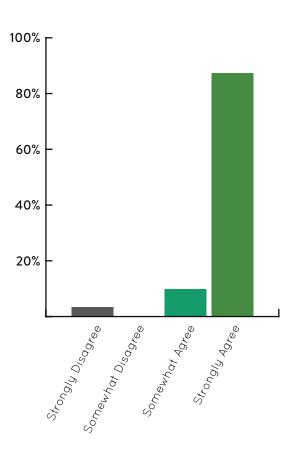
Youth Survey
I am happy with the support I am getting from my case coordinator.



"My case manager is great and has really helped me out."

Parent/Guardian Survey

My child's counselor works with school staff to help my child succeed.

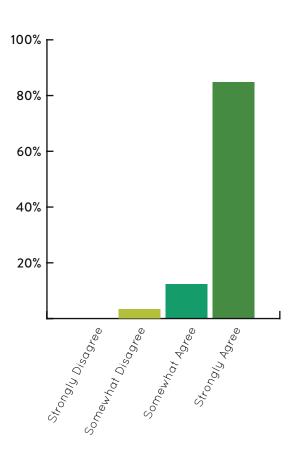


"My child's public school counselor is amazing. She is always full of ideas and ways to help my son. She has helped be the mediator between myself and the school many times."

"Our counselor has been a huge part of my child's progress. She has great patience and compassion for my child and is always willing to go the extra mile for her."

Youth Survey

My counselor really listens to what I have to say about things.

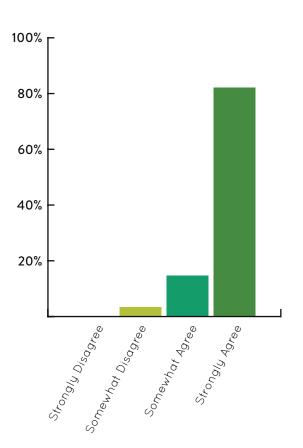


"We have established a base of common interests so there is always something to talk about to take my mind off of things or just to have a casual conversation."

"She really tries to help me think and she really listens to me and understands what I am going through."

School Partner Survey

The counselor is knowledgeable about his/her work/profession.



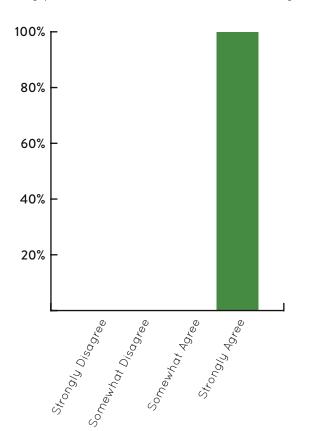
"With our school's counselor's effort and patience, many students receive coping skills that empower them to lead independent social/emotional lives. Many of the techniques are transferable and are applied in a plethora of contexts."

"The students really look forward to seeing her."

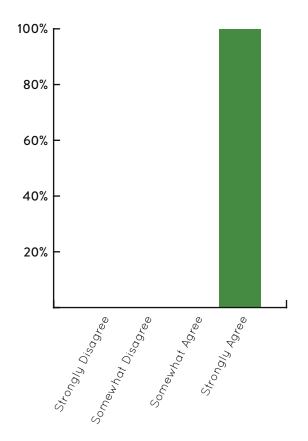
"Our counselor is the glue that holds the school and families together."

#### **Adult Clinical Survey**

My provider listens to what I have to say.

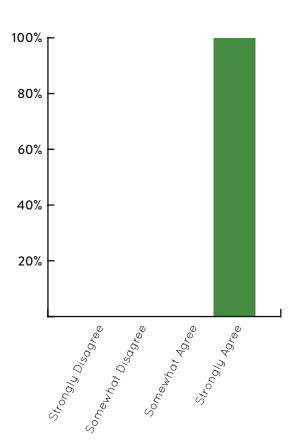


My provider helps me feel better about myself.



Parent/Legal Guardian Survey

I feel confident that my child's provider is able to meet the needs of my child.

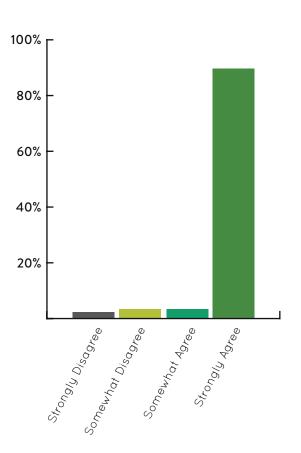


"My child feels safe and able to trust her counselor, which means that they are able to work on some of the really important therapeutic work. My child does not connect with many people, and does not trust many people. She is able to connect to and trust her counselor. Our family feels very lucky to have a support person like this for our child."

#### SPURWINK ADULT BEHAVIORAL HEALTH

(FORMERLY SPURWINK MENTAL HEALTH CENTER)

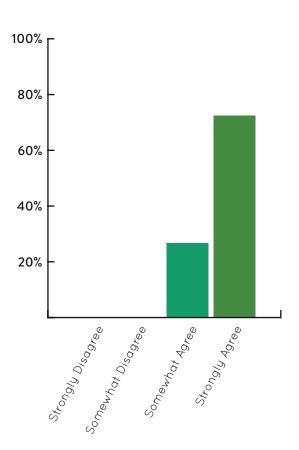
Client Survey
My views/values are respected.



"I feel my doctor now respects me and truly I feel he wants to help me."

Foster Parent Survey

Overall, I have had a positive experience with the case manager.

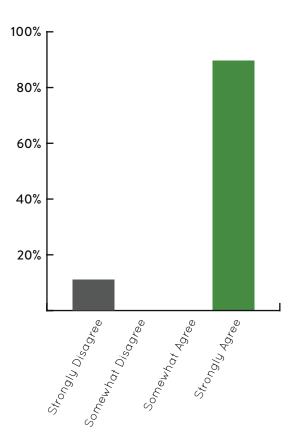


"I love my case manager. She is polite, and works extremely well with me and the children. She makes sure we are all getting what we need to succeed."

#### THERAPEUTIC PRESCHOOL PROGRAM

Parent/Guardian Survey

The preschool teachers and clinicians help my child learn new skills that are helpful in reaching his or her goals.

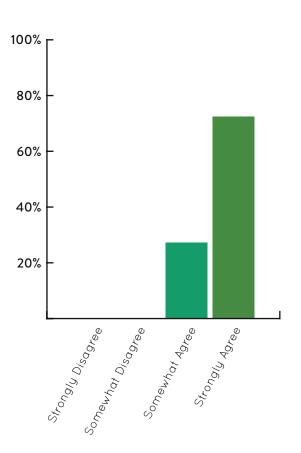


"Everyone at the school is always willing to listen and give help. The staff here is truly amazing and has helped my son grow in so many ways. We will miss everyone dearly this coming school year! Thank you for helping get him ready for kindergarten!"

"We love you all and are thankful she is with you; perfect fit."

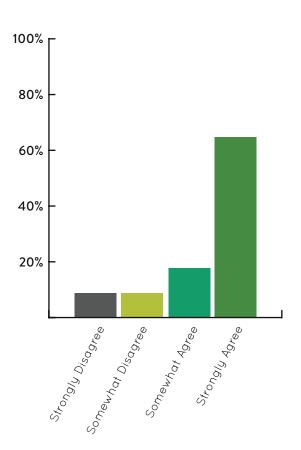
Parent/Guardian Survey

People at Spurwink really listen to what I have to say about things.



"Spurwink has been a major part of our daughter's life and our family could not have kept her safe without the staff at Spurwink...without Spurwink, I do not think she would have accomplished all that she has been able to do."

# Parent/Family/Significant Other Survey My person's needs are individually addressed.



"We are very thankful for the caring staff who see our client for the person she is."



To learn more about Spurwink and how you can support our work across Maine, please contact a member of our Development Team.

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