

spurwink services



*Going the distance,
Changing lives.*

annual report 2007

Our Mission

To provide quality services and supports that effectively meet the diverse needs of children, adolescents and adults, and their families. Services at Spurwink are based upon determination of clients' strengths and needs, and include education, care and treatment. In home, community or agency-based settings, our goal is to assist our clients in achieving their optimal potential in the least restrictive environment possible.

We Value:

- Respect for individuals - their desires, opinions and needs
- Involvement of families
- Individualization
- Protection and support of consumer rights
- Personal growth, education, opportunity and creativity
- Creation of partnerships and ongoing communication with our consumers
- The helping relationship that emphasizes each person's strengths and competencies
- Orientation to the future
- Integrity and honesty
- Willingness to confront issues, even difficult ones
- Consideration, courtesy and humor
- Effective structure and organization
- Accountability
- The exceptional efforts of our staff in meeting the agency's mission

“The most valuable element of Spurwink’s approach is our relationship based approach that recognizes and accepts each client as a unique and special person.”

Dan Hibbs, Senior Program Director, 29-year employee

Relationship: A Medium of Change and Growth at Spurwink

Throughout our history, Spurwink Services has always placed enormous value on the power of human relationships. In every Spurwink program, whether it is residential, outpatient, school or community-based, our professional staff regard relationship as a significant medium of change.



This is the core of our philosophy – every individual has the need for connection to another human being and meaningful relationships make it possible for individuals to grow, learn, develop and understand themselves.

The Spurwink philosophy extends far beyond the staff-client relationship and is apparent in every aspect of our daily operations. The quality of the human relationships we develop directly influences the growth and accomplishments of our agency as a whole.

Spurwink’s senior leaders must work cooperatively with members of the Board of Directors in order to carry out the agency’s shared vision and purpose. These same senior leaders maintain close working relationships with the programs and staff within the areas they oversee. This interest and regard for others filters into the programs and sites themselves where Spurwink treatment teams work together to combine their expertise and talents to provide a cohesive multi-disciplinary approach for our clients.

In the community, relationships are vital to our ability to make a difference for others and achieve success in our work. This includes corporate sponsors who support our fundraising events, local businesses who reach out to our clients with job-training opportunities and school personnel who work closely with our staff and students. Other providers of care, physicians and law enforcement are all part of the person-to-person network we cultivate and value.

Through all of these relationships, when we are fully invested in the well-being of others, amazing things happen.

Here at Spurwink, amazing things happen almost every day. A withdrawn child who came to us with severe developmental delays and a long history of school problems, engages in the classroom, makes new friends and exhibits excitement and interest in schoolwork. A family with a violent, out of control teenager, engages in counseling and eventually reaches a place that feels safe and secure for all members of the household. A young man with autism whose behavior had become explosive and unpredictable is now employed part-time and attending college.

We are grateful for the opportunity to help individuals and families make positive changes in their lives. We are equally appreciative for the many caring professionals who choose to work at Spurwink Services. We owe our success to all those who have learned from, or engage in, the power of relationships at Spurwink.

Tarren Bragdon
Chair, Board of Directors

Dawn Stiles, LCSW
President

The Healing Power of Relationships

Jim and John

John arrived at Spurwink's Cummings School in Portland at the age of 17. He had been diagnosed with Asperger's Disorder, Mood Disorder and Attention Deficit Hyperactive Disorder and had a long history of problems in school. John had been a disruptive and oppositional boy and had grown into a teenager who was quiet, withdrawn and refused to engage in classwork.

"By his own admission, John was very sheltered and in his own shell," says Jim Temple, Spurwink Teacher. "He had totally withdrawn from the classroom environment."



But that was 18 months ago. Today, John has made great progress both academically and socially. He is excelling in his classes, has many friends and is respected around the school.

"We worked on developing a relationship first," Jim said. "Eventually, John responded to the positive attention and started to come out of his shell."

Rather than getting frustrated and putting his head down on his desk and refusing to work, John began to ask for help. As he became more comfortable in the classroom, his schoolwork improved. Finally, John's self-confidence increased dramatically and he began to make friends.

"John is a budding scientist with real strengths in science and math," Jim said. "As we realized that, things really opened up for him."

John transformed from a student who wouldn't engage at all to a teen who has a keen interest in everything going on around him. Jim says this has been a remarkable journey for John. "It has been a privilege to see John develop in front of our eyes. Not all students make the kind of progress that he has."

John had a strong treatment team that refused to give up on him. But it seems that his special connection to Jim truly cemented his ability to move forward. "We've gone beyond the teacher and student relationship," John said.

It is evident the two care about each other.

"Sometimes you meet kids and you know you're really going to miss them when they leave," Jim said. "For me, John is one of those kids."



"Our approach is not, 'Here's what we do. Do you fit in?,' but rather, 'What do you need – and how can we deliver it?' We use everything at our disposal to explore, learn and apply new ideas – and create individual approaches as we go."

Paul Hopkins, Program Supervisor, 23-year employee



Mimi and Greg

As a Behavioral Health Professional with Spurwink's In-Home Support Program, Mimi Ferris has been a full-time caregiver for Greg Gulino for the past five years. But as a caring and compassionate individual who has devoted the last ten years of her life to this line of work, Mimi has also become a good friend to Greg.

So, while Mimi helps Greg with a myriad of daily living skills, such as personal hygiene, laundry, straightening his room and preparing for school, the two also share a lot of good times...just as friends would.

Mimi and Greg regularly attend the Portland Pirates hockey games where they always sit in the same section and enjoy the camaraderie of other fans and Civic Center employees who have come to know them.

Tuesday afternoon is reserved for therapeutic riding lessons and Mimi

is always by Greg's side. "I get a lot of satisfaction out of seeing his progress," she said.

Each summer, Mimi has accompanied Greg to "Camp Communicate," a camp designed for youth with communication devices. The two share special memories of time at camp.

Greg requires one-on-one supervision on a daily basis due to a rare disorder known as Moyamoya Syndrome. The disorder has caused Greg to have several strokes and left him with multiple physical and developmental disabilities.

Mimi's long-term commitment to caring for Greg has been a tremendous support to his family and provided peace of mind for his parents. "We've had the opportunity to build trust in Mimi and feel very comfortable with her," said Barbara Gulino, Greg's mother.

Greg's parents both assert their son has been able to make significant progress in his development and personal growth because of Mimi's solid belief in him.

Although Greg has substantial

limitations in his life, Mimi views him as a young man "with a great sense of humor and a passion for life." She feels a part of the Gulino family and works well with them.

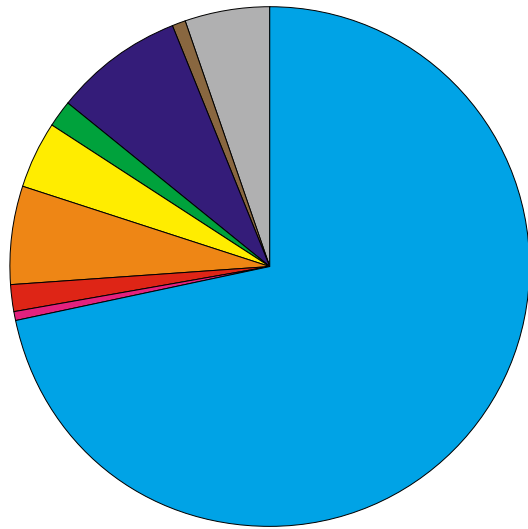
This therapeutic relationship has been successful because Mimi demonstrates all of the qualities she believes are needed in order to pursue this line of work: "You need to be flexible, patient, compassionate and have a basic understanding of human emotion, where an individual is coming from and what he or she is dealing with."

These qualities have allowed Greg and Mimi to share an extraordinarily close bond. It is a bond that extends far beyond a client and caregiver relationship and makes an enormous difference for a special young man.



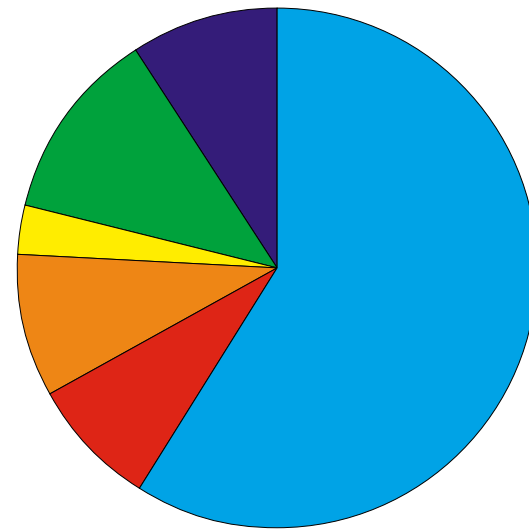
Financial Highlights

Operating Expenses 2007



Advertising & Recruitment	0.4%
Technology	0.9%
Travel	1.8%
Consultants	1.8%
Equipment & Supplies	4.2%
Administrative & Taxes	5.0%
Program Expenses	5.9%
Occupancy Expenses	8.0%
Salaries/Fringe Benefits	71.8%

Sources of Funding 2007



Department of Health and Human Services	3%
Gifts & Other	8%
Local School Districts	9%
Children's Behavioral Health Services	9%
Department of Education	12%
MaineCare	59%

Individuals Served

Spurwink provided mental health and educational services to 4,700 individuals during our fiscal year 2007 through the following programs:

Residential and Educational Services for Youth

Residential – 283
Educational – 309
Tutorial – 12

Tutorial Program at Spring Harbor Hospital – 312

Residential and Day Services for Adults

Residential – 48
Day Services – 45

Outpatient Services

Child Abuse Program – 925
Spurwink Clinic – 534
Portland Help Center – 633
Public School Counseling – 661

Community-Based Services

Case Management – 424
In-Home Support – 85
Juvenile Risk Reduction Case Management – 423
Maine Caring Families – 173
Therapeutic Preschool – 97

Accomplishments & Professional Activity

Noteworthy Accomplishments

The Council on Accreditation of Services for Families and Children granted Spurwink Services full accreditation status through March 2010.

A formal Research Department was established with the goals of outcome measurement and effectiveness of interventions.

The agency received an important COSII (Co-Occurring State Integration Initiative) grant to continue the promotion of co-occurring services and to participate in a statewide evaluation study on the status of co-occurring service delivery in the state of Maine.

Spurwink Consultation Services expanded to provide interdisciplinary team assessment, consultation and training to public schools in the areas of programming and therapeutic intervention for students with emotional/behavioral concerns and youth with Autism Spectrum Disorders.

The Juvenile Risk Reduction Case Management Program received a "highly commendable" rating from the Muskie School of Public Services Team who administered a "Corrections Programs Assessment Inventory" rating scale.

Portland Help Center, Spurwink's mental health clinic for adults in downtown Portland, developed an Intensive Community Integration Team to coordinate and deliver services that will improve psychosocial functioning, mental and physical health, life skills and the ability to achieve maximum independence at home and in the community.

Spurwink Services is recognized for its excellent residential and day treatment services outside of Maine. In 2006, the agency began accepting referrals from other New England states as well as Canada.

Professional Activity

Publications

Child Abuse

Kairys, S., Ricci, L.R., & Finkel, M.A. (2006). Funding of child abuse evaluations: Survey of child abuse evaluation programs. *Child Maltreatment*, 11, 182-188.

Little, L. & Clark, R. (2006). The wonders and worries of parenting a child with Asperger's Syndrome and nonverbal learning disorder: A qualitative study of 103 couples. *Maternal Child Nursing*, 31, 13-16.

Ricci L.R., Drach K.M., Loranger D.L. & Wientzen J. (2006). Collaborative medical and mental health risk assessment. In L. Frasier, K. Rauth-Farley, R. Alexander & R. Parish (Eds.), *Abusive head trauma in infants and children*. Washington, DC: GW Medical.

Child Development

Dodge, C.A. (2006 – present). Ongoing psychological column pertaining to topics of interest to parents. *Building Healthy Minds – Parent and Family Newspaper*.

Residential Care & Treatment

Butler, L.S. & McPherson, P.M. (2006). Is residential care understood? *Journal of Child & Family Studies*. [Electronic version: DOI 10.1007/s10826-006-9101-6].

Presentations

Autism Spectrum Disorders

Little, L. (2006, September). *Taking care of yourself as well as your care for your child*. Presented at the Maine Autism Fair, Augusta Civic Center, Augusta, ME.

Butler, L.S. & Thomas R. (2006, April). *Understanding the features of autism spectrum disorders*. Sanford Public School Department, Sanford ME.

Child Abuse

Ricci, L.R. (2007, May). *Failure to thrive*. Presented at Danbury Hospital, Danbury, CT.

Little, L. (2007, February). *Victimization of children with disabilities: Numbers, impact, identification and treatment*. Presented to the NH State Attorney's Office and Task Force on Child Abuse, Department of Justice, Concord, NH.

Ricci, L.R. (2006, October). *Photodocumentation*. Presented to Child Abuse Physician Network, Tampa, FL.

Ricci, L.R. (2006, September). *Failure to thrive*. Presented at Pediatric Grand Rounds, Maine Medical Center, Portland, ME.

Ricci, L.R. (2006, August). *Fractures and skin trauma*. Presented to Colby College Forensic Medicine Conference, Waterville, ME.

Ricci, L.R. (2006, May-June). *Photodocumentation and physical abuse*. Presented to Child Welfare Professionals, Jackson, MS.

Ricci, L.R. (2006, May). *Child abuse*. Presented to Child Protective Workers, Augusta, ME.

Ricci, L.R. (2006, April). *Sexual Abuse: Photodocumentation, epidemiology, interviewing and court testimony*. Presented to Nurse Examiners, Portland, ME.

Ricci, L.R. (2006, March). *Child sexual abuse*. Presented to Forensic Nurses, Augusta, ME.

Residential Care & Treatment

Butler, L.S. & Stiles, D.S. (2006, November). *The Power of Culture in Creating and Maintaining a Therapeutic Milieu in Residential Care and Treatment*. Plenary session, American Association of Children's Residential Centers 50th Anniversary Annual Meeting, Chicago, IL.



Nancy Harvey, Spurwink Donor

Nancy Harvey has been a Spurwink Services donor for over 20 years.

“Spurwink is an extraordinary organization,” she states. “I don’t think there is anything else like it.”

A mother of four grown children and retired psychiatric social worker, Nancy learned about Spurwink in 1985 when searching for a residential program for her son, Christopher, who has autism. Diagnosed with the developmental disability when he was very young, Chris spent much of his childhood in various programs before coming to Maine. As he moved toward adulthood, Nancy dreamed of finding “a house in the country with a strong program for Chris.” Her dream came true when she found the Spurwink Residential Program in Limerick, a rural campus consisting of a residence and two day programs for adults with developmental disabilities.

“It’s been a godsend for me to have this program,” Nancy said. “I’m incredibly lucky. I don’t think I could have Chris in a better place.”

Today, Chris is 52 years old; he is an active participant in the farm-like community Spurwink has developed in Limerick. He shares his “country” life with five other adult consumers, 14 staff, a flock of chickens and two pigs.

Nancy has experienced the value of Spurwink’s work firsthand and understands how important it is for families like hers. She chooses to include Spurwink in her annual charitable giving to help the agency continue its good work and encourages her friends to join her with their financial support.

“This has made all the difference in my life – and in Chris’s life,” Nancy said.

“That’s why I’m indebted to Spurwink.”

“In our Adult Program, we have a large number of dedicated staff who have been providing direct support for a long time. As a result, strong relationships are developed with the clients, there is a good base of historical knowledge, and care is very consistent. I think this, as well as our commitment to work through very challenging situations, sets Spurwink apart from other providers.”

Sue Murphy, Senior Program Director, 21-year employee

Our sincere appreciation and gratitude to the following contributors who supported Spurwink Services during our past fiscal year. We are grateful for their interest, support and caring.

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Our Programs

Case Management

110 Maine Street, Suite 1220, Saco, Maine 04072
Phone: 283-0587 Fax: 283-2850

Child Abuse Program

17 Bishop Street, Portland, Maine 04103
Phone: 879-6160 Fax: 871-5668

Day Services and Residential Programs for Adults Administrative Office:

26 Bridgton Road, Westbrook, Maine 04092
Phone: 797-2512 Fax: 797-6398

Day Treatment & Residential Programs for Youth Admissions Office:

899 Riverside Street, Portland, Maine 04103
Phone: 871-7945 Fax: 871-1232

- Auburn (Ages 8 - 18)
- Brunswick Staff Secure (Ages 11 - 18)
- Casco (Ages 13 - 18)
- Chelsea (Ages 5 - 20)
- Cornville Staff Secure (Ages 5 - 14)
- Cummings (Ages 14 - 20)
- Roosevelt (Ages 5 - 15)
- Options Program (Short-term services for youth with urgent placement needs)
- Sanford Staff Intensive (Residential services for youth ages 11 – 16 with primary developmental disabilities and co-occurring emotional or behavioral disorders.)

Functional Family Therapy

Region I – 17 Bishop Street, Portland, Maine 04103
Phone: 871-1234 Fax: 879-6161
Region II – 25 Westminster Street, Lewiston, Maine 04240
Phone: 782-0079 Fax: 782-2636

Juvenile Risk Reduction Case Management Program

9 Hillcrest Road, Randolph, Maine 04356
Phone: 582-1360 Fax: 582-4360

Maine Caring Families

9 Hillcrest Road, Randolph, Maine 04356
Phone: 582-9205 Fax: 582-9653

Portland Help Center

477 Congress Street, Suite 408, Portland, Maine 04101
Phone: 773-7811 Fax: 773-0663

Public School Counseling Program

17 Bishop Street, Portland, Maine 04103
Phone: 871-7692 Fax: 871-7664

Spurwink Clinic

17 Bishop Street, Portland, Maine 04103
Phone: 871-1235 Fax: 879-6161

Therapeutic Preschool

First Parish Church, 12 Beach Street, Saco, Maine 04072
Phone: 283-3846 Fax: 284-8206

Tutorial Program at Spring Harbor Hospital

123 Andover Road, Westbrook, Maine 04092
Phone: 761-2329 Fax: 761-2207

“Spurwink is an energizing environment due to the large group of like-minded people who have a commitment to helping others. The work can be challenging but what has set Spurwink apart has been a core group of employees who understand what constitutes good care and treatment.”

Martin Donlon, Senior Program Director, 30-year employee

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