



SPURWINK

ANNUAL  
**OUTCOMES  
REPORT**

Fiscal Year 2015





# ANNUAL OUTCOMES REPORT

Fiscal Year 2015

PREPARED BY  
CQI/OUTCOMES  
DEPARTMENT



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Dear Friends & Supporters of Spurwink,

I am pleased to present Spurwink's FY15 Annual Outcome Report. The report shows the progress of children, adolescents, adults and families positively affected by Spurwink. The impact of our many therapeutic services and educational programs is notable.

As part of our commitment to maintain Spurwink's position as a behavioral health agency of excellence, all 900+ employees of Spurwink continue to refine and improve our work. As the agency continues to go the distance in all aspects of caring for and treating individuals, we look to our data for confirmation of skilled, effective interventions. We continue to find that children, adults and families who seek services with Spurwink leave satisfied with the treatment received and with improved emotional health.

I am thankful to everyone who participates in our agency's extensive data collection efforts. That work is important to knowing our impact in a measurable way. Indeed, behavioral health progress is evident not only by quantitative data, but also by experiencing happier, healthier children, adolescents, adults and families, living engaged lives in their communities. We are gratified to be making such a positive difference in human lives.

Sincerely,

A handwritten signature in cursive script that reads "Eric Meyer".

Eric Meyer, LCSW, MBA  
President & CEO

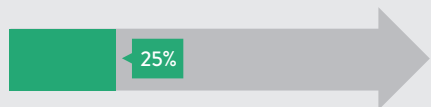




## CLIENT & CONSUMER PROFILE

Spurwink provided 7,550 services to 6,432 unique children, adolescents, adults and families through 18 programs during FY15.

Total services provided increased 25% since last FY.

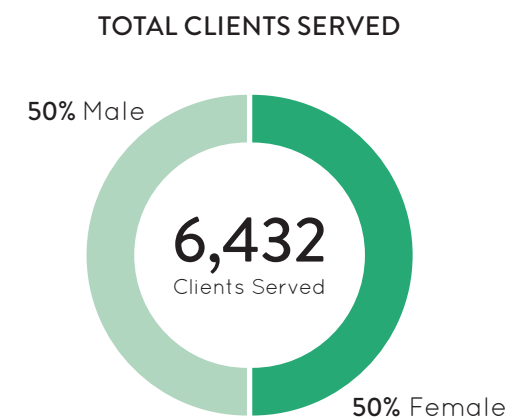
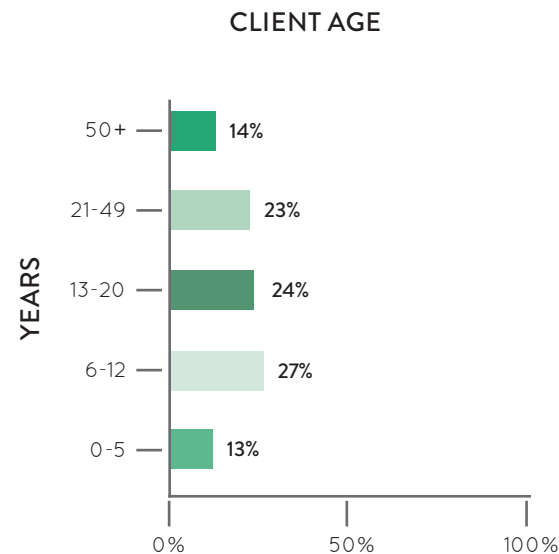


Three quarters of services and programs increased the number of individuals served.



	FY13	FY14	FY15
OUTPATIENT SERVICES			
Affiliates	652	620	1,227
Psychiatric Clinic	---	342	911
Integrated Behavioral Health	352	658	679
Portland Help Center	326	402	430
YOUTH COMMUNITY SERVICES			
Public School Counseling	977	1,132	1,205
Targeted Case Management	898	875	980
Home & Community Treatment	103	124	82
Treatment Foster Care	38	44	65
Functional Family Therapy	146	67	69
YOUTH RESIDENTIAL & DAY TREATMENT SERVICES			
Youth Residential Treatment	161	188	183
Youth Day Treatment	253	242	248
Therapeutic Preschool	65	55	68
ADULT RESIDENTIAL & COMMUNITY SERVICES			
Adult Residential	52	55	42
Adult Community Supports	42	41	41
Community Case Management	---	---	4
CHILD ABUSE PROGRAM SERVICES	1,225	1,196	1,316
TOTAL	5,290	6,041	7,550

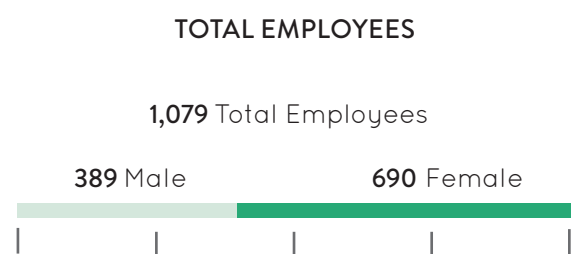
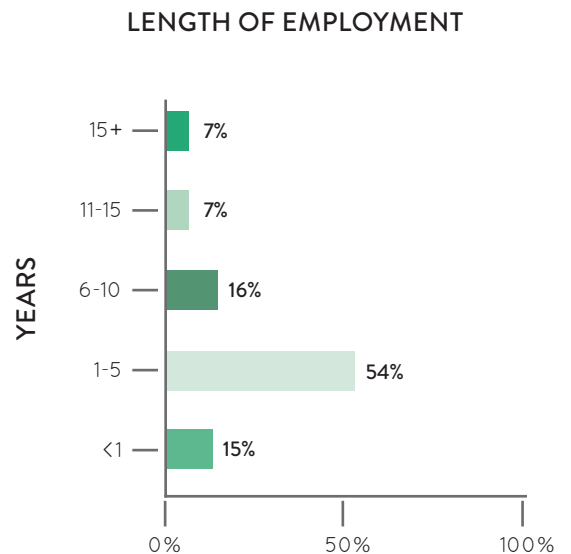
## CLIENT & CONSUMER PROFILE



LOCATION

COUNTY	PERCENT
Androscoggin County	16%
Aroostook County	0.8%
Cumberland County	50%
Franklin County	0.5%
Hancock County	0.5%
Kennebec County	6%
Knox County	3%
Lincoln County	1%
Oxford County	2%
Penobscot County	1%
Piscataquis County	0%
Sagadahoc County	1%
Somerset County	1%
Waldo County	1%
Washington County	0.4%
York County	16%
NH - Strafford County	0.3%

## EMPLOYEE PROFILE





Outpatient Services

# INTEGRATED BEHAVIORAL HEALTH SERVICES

Spurwink, in partnership with Martin’s Point Health Care, provides Integrated Behavioral Health Services (IBHS) in primary care offices.

IBHS assists adults and youth with concerning behaviors, worry, stress or emotional concerns that affect their overall health and well-being.

Behavioral Health Specialists offer brief, solution-focused interventions to help clients manage barriers to improved health. A goal of the service is to refer clients to specialty mental health care that can best suit their needs.



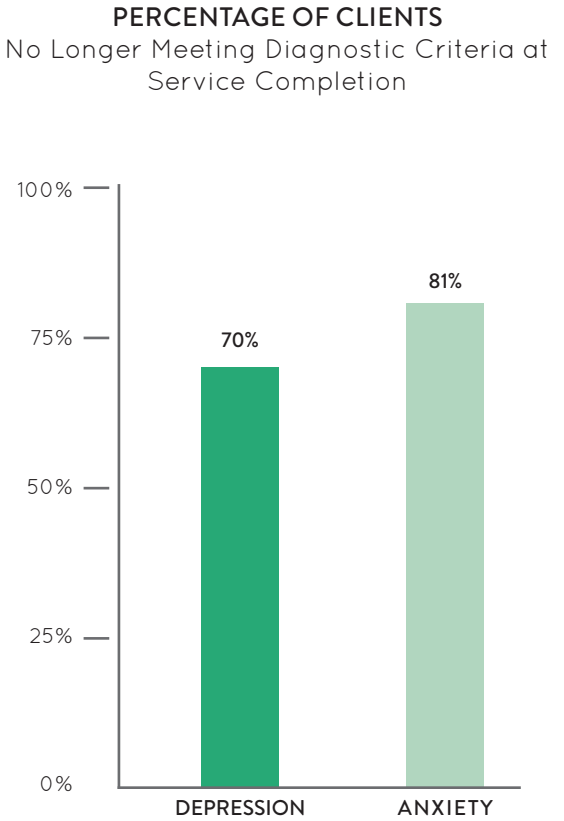
**LOCATED** in Martin’s Point medical offices in Portland & Gorham



**679** Clients Served

## SYMPTOM REDUCTION

Of clients with diagnosed behavioral health challenges, a significant percentage completed services with substantial symptom reduction.




## CLIENT OPINIONS & COMMENTS


“This program is very beneficial and has been a positive for me. I appreciate having completed this program.”

• • • • •

“I am very pleased with the service provided by Spurwink. It has changed my life 180 degrees and I’m glad to have had this treatment.”



**95% AGREED**  
*My Spurwink Behavioral Health Specialist was helpful to me.*




**87% AGREED**  
*My overall health has been positively impacted through my experience with the Behavioral Health Specialist.*


Outpatient Services

# PORTLAND HELP CENTER

Portland Help Center (PHC) provides outpatient psychiatric medication management, nursing, social work, case management, and Assertive Community Treatment (ACT) to impoverished adults with severe and persistent mental illness, many of whom are homeless. Therapeutic services involve helping these individuals sustain the most healthy and functional lifestyles possible.



**LOCATED** In Downtown Portland



**430** Clients Served

## STABILITY OF PROVIDER

Maintenance of a clinical provider is one of the most critical components of a patient’s ongoing health.

The stability of the patient-provider relationship positively impacts PHC consumers’ ability to maintain their quality of life by sustaining needed medication and support.

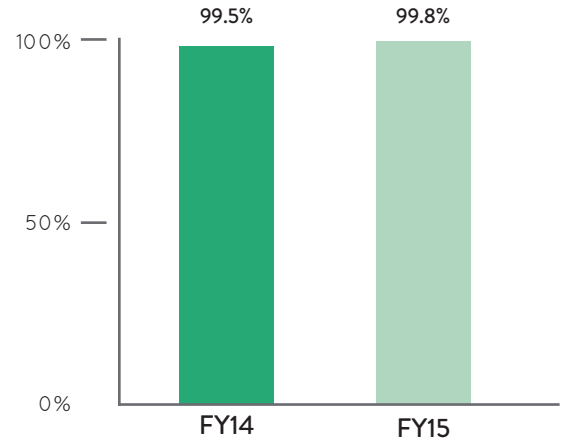
As of the end of FY15, half of patients served have maintained a relationship and received treatment from PHC for 6 or more years.

LONGEVITY OF PATIENT-PROVIDER RELATIONSHIP			
	FY13	FY14	FY15
New Patients	8	41	68
1-2 Years	43	73	94
3-5 Years	39	65	54
6-9 Years	41	59	61
10+ Years	195	164	151
TOTAL	326	402	428


## PRIMARY CARE PHYSICIAN ESTABLISHED

Relationship with a primary care physician is considered equally important for overall health and well-being.

In the past 2 years, virtually all patients were supported in establishing a relationship with a primary care physician.



**PATIENT OPINION**



**98% AGREED**  
*Portland Help Center is helpful to me.*




Youth Community Services  
PUBLIC SCHOOL  
COUNSELING

Public School Counseling services support youth in Maine schools with mental health needs, including social, emotional, and behavioral difficulties.

Master level clinicians provide evidence-based individual and family counseling, parent support/skill training, crisis intervention, and consultation with school staff. Goals include reducing emotional and behavioral challenges, and promoting success within the school setting.

Services are also available in family homes and in the community after school hours and in evenings.

 **SERVICES** available in 7 counties & 38 public schools in Southern, Central, Coastal & Western Maine

 **1,205** Clients Served

PARENT OPINIONS



**99% AGREED**

*My views/values are respected by my child's counselor.*



**98% AGREED**

*Overall, I am happy with the counseling my child receives from Spurwink.*

PARENT COMMENTS

*"Very happy with all Spurwink has done for our child and family. Our child has come a long way with your guidance. We are very appreciative of her efforts and results."*

YOUTH OPINIONS



**100% AGREED**

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



**98% AGREED**

*My counselor understands the differences between their culture and mine.*

YOUTH COMMENTS

*"My counselor is the best I've had and helps me progress."*

Youth Community Services  
TARGETED CASE  
MANAGEMENT

Targeted Case Management (TCM) is a youth-centered, family driven, multi-cultural community-based program that focuses on supporting a youth's ability to function and remain in his or her home, school, and community.

Case managers assess a youth's needs and strengths, advocates and links them to appropriate services. Youth functioning is monitored and developing needs are

 **SERVES** youth & families in 10 counties in Southern, Coastal, Western & Central Maine

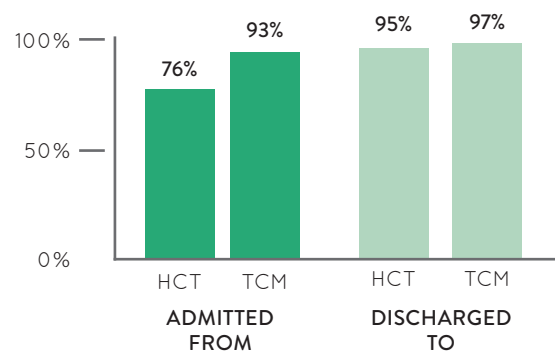
 **980** Youth/families served

MAINTENANCE OF  
COMMUNITY LIVING

One of the primary goals of TCM and HCT is to help youth return to their home communities, and support them to remain living there after services are completed.

Virtually all youth were continuing to live in their communities at the end of services. The balance of youth resided in a residential or specialized program or detention facility.

PERCENTAGE OF YOUTH LIVING IN THE  
COMMUNITY AT DISCHARGE



YOUTH & PARENT OPINIONS



**83% AGREED**

*I feel my case manager is helping me reach my goals.*



**100% AGREED**


*Overall, I am satisfied with the service my family receives & would recommend Spurwink case management to others.*

Youth Community Services  
HOME & COMMUNITY  
TREATMENT

Home and Community Services (HCT) provides clinical intervention in the home and in the community to families with youth challenged by a behavioral health diagnosis who may be at risk for treatment at higher levels of care.

Clinicians and Behavioral Health Professionals work collaboratively with families to build upon strengths and develop new skills that help address challenges and crises, with the goal of stabilizing children in their homes and communities.

 **SERVICES** provided to youth & families in Cumberland, Kennebec, Lincoln, Sagadahoc & York counties

 **82** Youth/families served



Youth Community Services  
TREATMENT  
FOSTER CARE

Treatment Foster Care provides collaborative support to foster families caring for youth with special needs. Services include a team approach, after-hours on-call availability, case management, facilitated foster family networking, and access to extensive training programs that benefit foster parents.

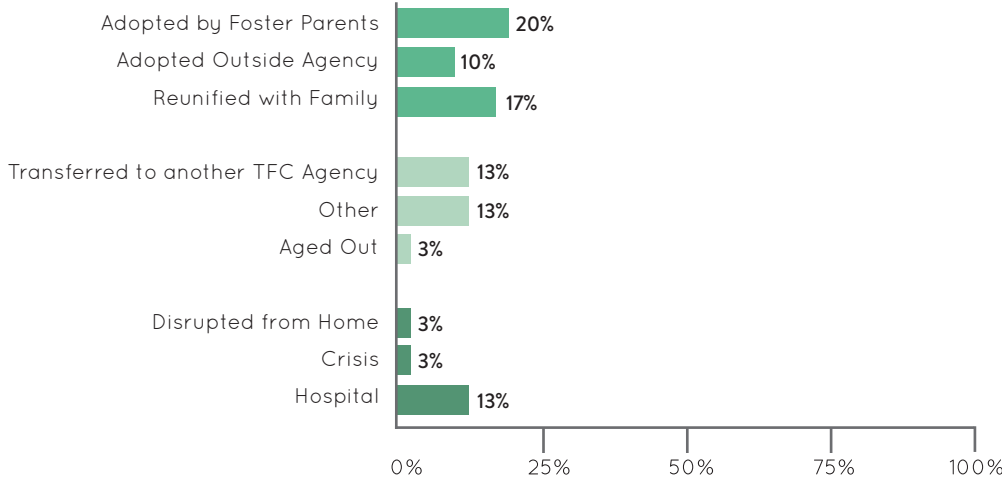
The program helps families successfully care for foster youth and enables a permanent home placement, ideally adoption.

 **SERVES** families in 11 counties throughout Southern, Central, Western & Coastal Maine

 **65** Youth Served

ADOPTED / FAMILY REUNIFIED YOUTH

Of 30 youth discharged during FY15, 93% left specialized foster care. Half of these children were adopted or reunified with their families.



FOSTER PARENT COMMENTS

“We receive excellent support from Spurwink.”

• • • • •


“I think I have the best support from everyone at Spurwink. I highly recommend Spurwink to other foster parents.”

Youth Community Services  
FUNCTIONAL  
FAMILY THERAPY

Functional Family Therapy (FFT) is an empirically- grounded, well-documented, and highly successful family intervention program for youth with serious behavioral challenges who struggle to live successfully with their families.

Its unique treatment approach not only improves family functioning, but helps reduce legal involvement for youth referred by the Department of Corrections.

 **FAMILIES** served in York, Cumberland Sagadahoc & Franklin counties

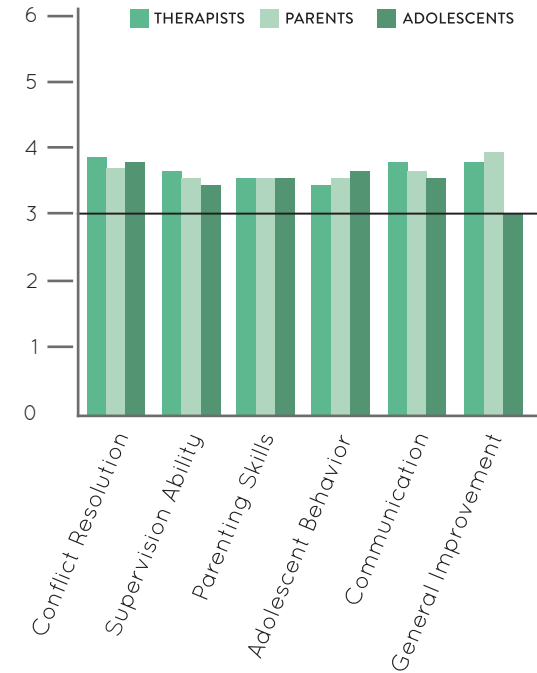
 **69** Clients Served

The 2013 Maine Association of Nonprofits report states that FFT is “thousands of dollars less expensive than equivalent juvenile detention intervention or residential treatment. National FFT research shows that not only are recidivism rates lower for those who receive this, but the significantly fewer crimes committed are much less severe. . . Every dollar spent on FFT has the potential of saving society \$7.50 in costs for correctional and other services.”

SUCCESSFUL FAMILY  
FUNCTIONING

Six family functioning features were rated at the conclusion of FFT by adolescents, parents, and therapists. A satisfactory treatment success score is indicated by a rating of 3 or greater on a 6-point scale.

On average, families that completed services in FY15 rated all family functioning features as having improved to a threshold that indicates successful treatment.



GOAL ATTAINMENT AT  
PROGRAM END



100%  
*Enrolled in school or work*



97%  
*Living at home*



87%  
*Legal-violation free*

PARENT OPINIONS

“My FFT clinician has showed us a way of looking at our children which no other service provider has given us before.”

• • • • •

“You are the first person who has given me permission to not have everything already figured out and I feel relief at not having to be in the know.”



## YOUTH RESIDENTIAL TREATMENT

Youth Residential Treatment serves children and adolescents, ages 5-21, with severe emotional and behavioral disturbances, intellectual disabilities, developmental delays, and autism spectrum disorder.

Individualized programming in 35 community-based homes offers youth an interdisciplinary treatment and educational team of professionals that includes psychiatry, psychology, nursing, social work, special education, occupational therapy, speech and language therapy, therapeutic couples, and youth and family specialists.



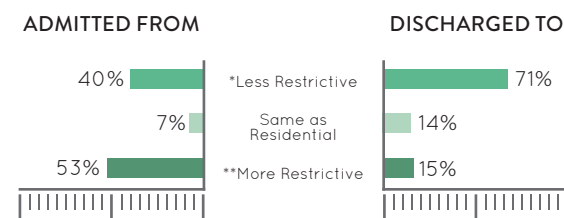
**RESIDENCES** are located in Cumberland, Kennebec, Somerset & Androscoggin counties



**183** Youth Served

### DISCHARGE TO LESS RESTRICTIVE ENVIRONMENTS

59 youth were discharged during FY15. While 53% were admitted from more restrictive environments than residential treatment, 71% were discharged to less restrictive environments. Although only 29% came from their biological homes, 46% were discharged to their biological homes.



\*Less Restrictive includes biological home living independently, adoptive home, foster home, transitional or educational facility, or group home.

\*\*More Restrictive includes psychiatric hospital, crisis facility, locked secure facility, or detention center.

### PARENT/GUARDIAN OPINIONS

**96% AGREED**

*I feel confident that Spurwink can meet the goals of my child.*

**92% AGREED**

*I am happy with the services my child receives at Spurwink.*

### YOUTH OPINIONS

**88% AGREED**

*Spurwink staff help me learn new skills and reach goals.*

**88% AGREED**

*Spurwink has been helpful to me.*









Youth Educational Services  
**YOUTH DAY  
TREATMENT**

Small classroom specialized academic instruction is offered to students with mental health diagnoses, intellectual disabilities, and autism spectrum disorder.

Educators are supported by clinical evidence-based treatments provided by a multidisciplinary support team including psychiatry, psychology, nursing, social work, occupational therapy, and speech therapy.

Safe, structured intervention includes vocational and transitional services.

 **SCHOOL** locations in Maine: Portland, Casco, Brunswick, Lewiston & Cornville; NH: Rochester

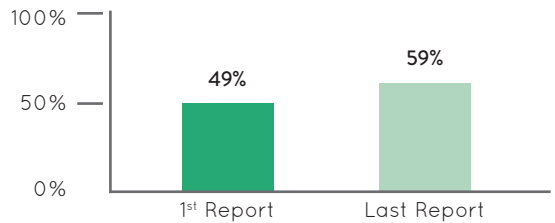
 **248** Students Served

**DAY TX YOUTH OPINIONS**

*"I am graduating this year and I am so thankful. Spurwink changed my life in a positive way."*

**PERCENT OF SOCIAL  
COMMUNICATION GOALS ATTAINED**

On average, during the school year, preschool children made 10% progress toward achieving their Social Communication goals from their 1st progress report to their final progress report. This level of accomplishment is within the expected programmatic goal range for youth challenged by social-emotional and communication challenges.



Youth Educational Services  
**THERAPEUTIC  
PRESCHOOL**

Classrooms supporting Social Emotional Enhancement and Comprehensive Development serve preschoolers ages 3-5 with autism spectrum disorder, communication disorders, and disruptive behaviors. Educators are supported by social work services to offer children and their families instruction and therapeutic guidance.

 **PRESCHOOLS** are located in Saco & Berwick, ME.

 **68** Children Served

**PRESCHOOL PARENT OPINIONS**

*"The staff at Spurwink have been fantastic with my son. He has made leaps and bounds and gained so much confidence since going to Spurwink."*



ADULT RESIDENTIAL  
& COMMUNITY  
SUPPORTS

Adult Residential and Community Supports programs provide both residence-based and day-only therapeutic services to adults with developmental delays, intellectual disabilities, autism spectrum disorder, and other mental health conditions.

Emphasis is placed on support for adults in areas of community engagement, social relationships, personal care/physical health, and daily living skills.



**RESIDENCES & SERVICES**  
are offered throughout York & Cumberland counties.



**54** Consumers Served

HEALTH & WELLNESS

**WEIGHT LOSS**  
Losing 5% of one's body weight is associated with a reduction in risk for developing health problems such as type 2 diabetes.

Of 27 adult residential consumers whose BMI category was overweight or obese, almost half experienced weight loss.

WEIGHT CATEGORY	
Lost 5% of body weight	20%
Lost any weight*	41%

\*includes those who lost more 5% or more of their body weight

**DIABETES**  
The percentage of agency adult consumers with diabetes is below the rate of Maine's adult population (CDC, 2013).

	SPURWINK ADULTS	ME ADULTS
Diabetes Rate	1.9%	8.4%

PARENT OPINIONS & COMMENTS

*"I am so thankful that my son is in the Spurwink program. He seems quite happy there. Staff are such good house parents."*

*"Overall, I appreciate the care and attention my family member receives from Spurwink. The direct support staff are concerned and invested in my family member's well-being. Staff have been very supportive of me as a parent. I'm very impressed by Spurwink."*



**100% AGREED**  
*My child's needs are individually addressed.*

*I am satisfied with the services and care received.*

REFERRAL SOURCE OPINIONS



**100% AGREED**  
*Spurwink is equal to or better than similar agencies.*

*I would recommend Spurwink to others.*







Child Abuse Services  
**FAILURE TO  
THRIVE CLINIC**

The Failure to Thrive Clinic is a specialty clinic that evaluates and treats children of all ages with nutritional failure to thrive. Children are primarily referred by pediatricians and involve Department of Health and Human Services (DHHS). Common family stressors include substance abuse, domestic violence, and parental mental health issues.

Since a lack of coordination of treatment services is a strong predictor of ongoing risk, the clinic offers integrated comprehensive medical, nutritional, and case management services.

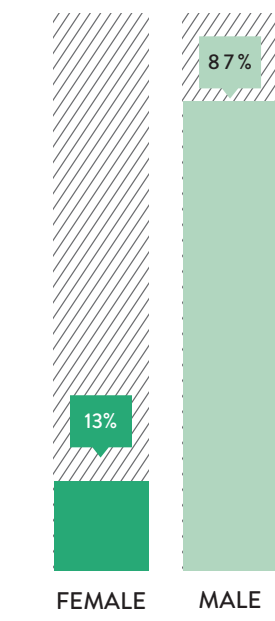
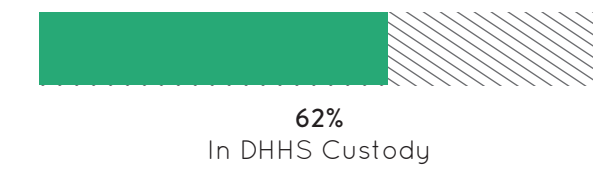


**SERVES** children in 10 counties in Southern, Coastal, Western & Central Maine



**13** Youth/Families Served

**CHILD PROFILES**

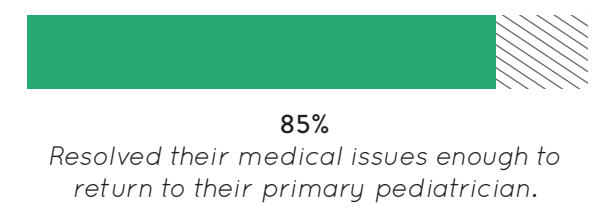


AVERAGE AGE

**10**  
MONTHS

AVERAGE LENGTH  
OF TREATMENT

**4**  
MONTHS







SPURWINK

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1.888.889.3903

[www.spurwink.org](http://www.spurwink.org)