



SPURWINK

ANNUAL REPORT

Fiscal Year 2015



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MISSION, VISION, & VALUES

MISSION

Spurwink Services provides behavioral health and education services for children, adults and families.

VISION OF SUCCESS

Children, adults and families affected by behavioral health challenges and developmental disabilities living healthy, engaged lives in their communities.

VALUES

COMMITMENT

We go the distance in order to change lives. We bring to bear clinical and educational expertise as well as our ingenuity in creating solutions with clients and their families in order to meet their needs. While deeply committed to evidence-based practices, we embrace new methods, technologies and resources to serve our clients.

RESPECT

Our relationships with one another and with our clients are built on a foundation of unconditional positive regard. We believe that growth and transformation occur within relationships where humility and mutual respect are evident, clear, honest and timely feedback is the norm—even when it is uncomfortable, and mutual acceptance is coupled with personal responsibility.

EXCELLENCE

We are committed to continuous learning in order to improve what we do. We exercise rigor and accountability in evaluating the outcomes of our work, reflect on how we can improve, incorporate proven, effective models into our practices, and hold one another accountable in a culture of continuous improvement.

PARTNERSHIP

“With”, not “To”... We view clients and their families to be dynamic partners in achieving growth and change. We are sensitive to the unique needs of families, and inclusive and flexible in developing approaches to care that reflect the strengths and challenges of both clients and their families.

PERSON CENTERED

We believe that growth happens best when high expectations tap into each person’s unique readiness for new learning and development. This is why we collaboratively tailor plans for growth and development with every client we serve and in the professional development we provide to our employees.

CARING

We are sensitive to the reality that many people today have experienced trauma in their lifetimes. We strive to make informed choices in our interactions with one another and our clients, and in the design of our systems and programs, to enhance the level of emotional safety in our workplace and to foster awareness of what each of us can do to enhance the processes of healing.

SERVICES PROVIDED

Spurwink provided 7,550 services to 6,432 unique children, adolescents, adults and families through 18 programs during FY15. This continues the agency’s trend of increasing the number of services provided to better meet the needs of children, adults and families affected by behavioral health challenges and developmental disabilities in Maine. Since last year, the agency increased the number of services provided by 25%. For services and programs open this and last fiscal year, 71% increased the number of individuals served.

CHILD, YOUTH & FAMILIES

AUTISM & INTELLECTUAL DISABILITIES

Outpatient and Community

Education

Residential Treatment

BEHAVIORAL HEALTH

Outpatient and Community

Education

Residential Treatment

ADULT & FAMILIES

AUTISM & INTELLECTUAL DISABILITIES

Outpatient and Community

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BEHAVIORAL HEALTH

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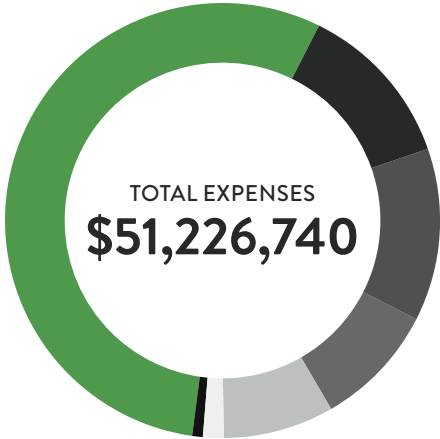
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HIGHLIGHTS

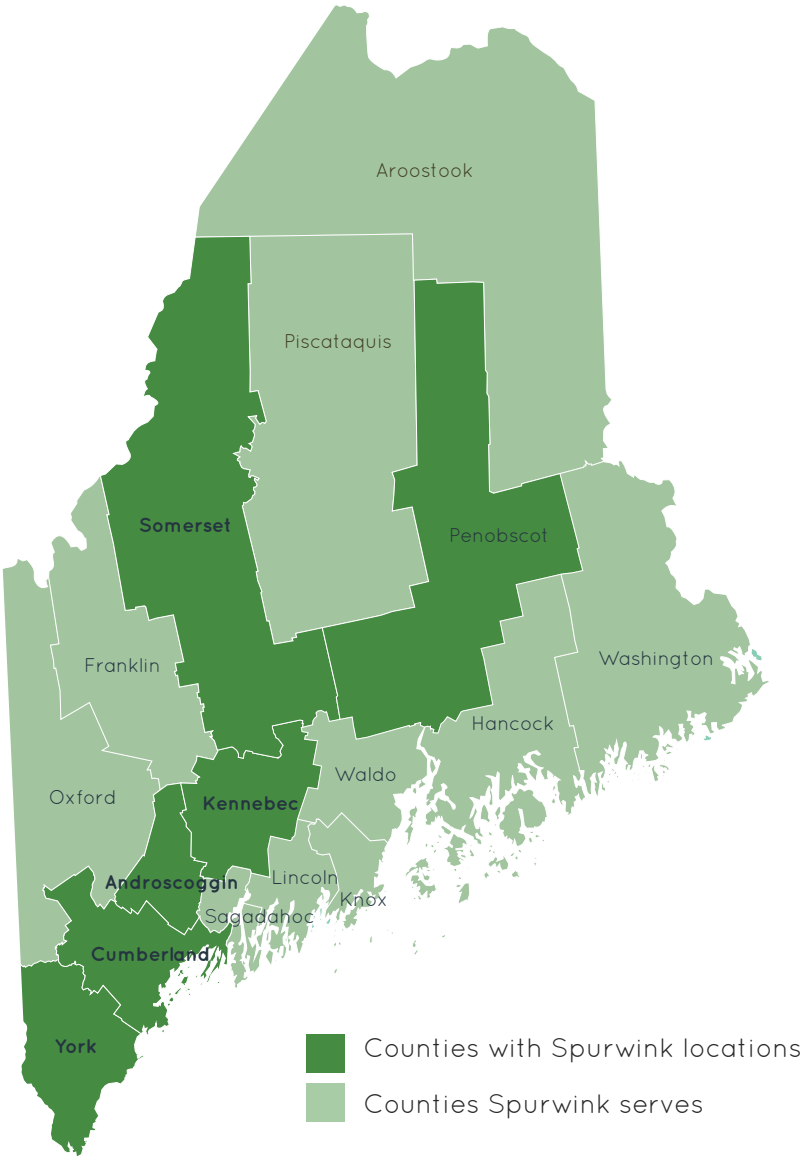
- Spurwink's Child Abuse Program was recently selected to house the new Cumberland County Children's Advocacy Center. The CAC is a child-focused program that brings together representatives from law enforcement, child protection, prosecution, mental health, medical and victim advocacy, and child advocacy to conduct interviews and make team decisions about investigation, treatment, management, and prosecution of child sexual abuse cases. The Cumberland County CAC opened in June 2015 at Spurwink's Child Abuse Program in Portland.
- The Spurwink Therapeutic Preschool Berwick Program opened in January 2015, serving children with social and emotional regulation challenges. Spurwink was asked by Child Development Services (CDS) to open a program in Berwick to meet the needs of children in the southern portion of York County.
- The 7th Annual Southern Maine Autism Conference, co-presented by Spurwink and Pine Tree Society, welcomed nearly 500 attendees in March 2015. The keynote presentation by Derek and Dylan Volk explored Dylan's experience growing up with autism and Derek's journey as a father of a child with autism.
- The Spurwink Psychiatric Clinic marked its one year anniversary in April 2015 and has served over 800 clients. The Clinic increases community access to mental health services in downtown Portland, providing psychiatric medication management and outpatient therapy to children, youth, adults, and families.
- Spurwink was awarded a new contract to provide the Transition to Independence Program (TIP) through the competitive Healthy Transitions program. The service provides case management services to transition-aged youth 16-25 in both Cumberland and Androscoggin Counties.
- Spurwink on the Slopes was a huge success in 2015 - 38 different children with Autism Spectrum Disorder participated in 64 ski lessons supported by Spurwink volunteers at Sugarloaf in Carrabassett Valley, Maine. Many children with autism spend hours in different therapies and receive specialized services - but when they come to ski school and get on the slopes, they experience the joy of learning to ski, just like every other child on the mountain.
- The Spurwink Sprout Touring Film Festival in April 2015 featured short films by, for, and about individuals with developmental disabilities. The films were attended by more than 400 people, with screenings in Portland, Lewiston, and at the newly-added location of the University of Maine at Farmington.
- Spurwink increased our service array to local schools to strengthen behavioral health services for Maine students. In South Portland, we developed a school-based curriculum for mixed-refugee groups and Iraqi refugees with Boston Children's Hospital for implementation in FY16, in Westbrook Spurwink clinicians provided outreach to homeless youth and their families, and in Biddeford Spurwink clinicians were co-located in the primary schools to provide counseling to students and behavioral health training and assistance to staff.
- The Spurwink Chelsea residential program recently received a grant to expand their therapeutic and educational organic garden program. The garden, which is now 12,480 square feet and includes a large greenhouse for year-round growing, supplies the school and nine residential houses with nutritious, seasonal vegetables. Students gain exposure to gardening and eating fresh, local, unprocessed foods; gain confidence, self-esteem and vocational skills; and learn valuable lessons about the natural world. Students' families also benefit as we provide CSA shares to the low-income families that we serve.



FINANCIALS



- Program Revenue – 89.8%
- Private Pay – 5.3%
- Foundations & Grants – 4.2%
- Fundraising – 0.7%
- Program Wages – 51.6%
- Program Operations – 18.9%
- Taxes, workers comp, health & other – 9.3%
- Administration – 10.8%
- Program facility costs – 7.7%
- Client transportation & travel – 1.5%
- Recruitment & training – 0.3%



AREAS SERVED

- Androscoggin
- Aroostook
- Cumberland
- Franklin
- Hancock
- Kennebec
- Knox
- Lincoln
- Oxford
- Penobscot
- Piscataquis
- Sagadahoc
- Somerset
- Waldo
- Washington
- York

2015 GOALS & PRIORITIES

The goals for 2016 reflect the four priorities of our strategic plan.

1. MISSION IMPACT

Spurwink is committed to increasing our Mission Impact in order to rise to the challenge of meeting the significant unmet need for behavioral health and special educational services in Maine. Over the next five years Spurwink will increase mission impact by expanding the reach and concentration of programs and services, improving agency sustainability by growing revenue. The pathways to growth will be multi-faceted yet focused on leveraging the core mission strengths of the agency.

2. PROGRAMMATIC EFFECTIVENESS

Spurwink is known for the depth of its professional and clinical expertise and its ability to work with clients who have significant challenges and serve them well. Spurwink was the first agency in Maine to publish client outcomes data and maintains a robust commitment to measurable outcomes and improvements in client care. Over the next five years, Spurwink seeks to deepen the effectiveness of its clinical and educational services through evidence-based models of practices and use of evaluation and outcomes data, becoming more purposeful, systematic, and efficient at translating new learning into the agency's clinical and educational practices while meeting the needs of an increasingly diverse clientele.

3. OPERATIONAL EXCELLENCE

Across our many programs and locations, there is a recognizable Spurwink culture that has made the agency strong and well respected within its field. In the coming years, the agency will enhance this culture through a focus on communication effectiveness, greater consistency in policies and procedures implementation, and stronger recognition and rewards for great performance. In five years Spurwink seeks to be recognized as an Employer of Choice offering competitive wages at every level of the agency and professional development opportunities that assist the agency in retaining the very best and brightest employees.

4. POSITION

Moving into the future Spurwink will maintain its position as an independent behavioral health and educational services provider in Maine. Spurwink will solidify and expand its partnerships and alliances to assure its position as a key source of services within the region's integrated healthcare delivery system. The agency will strengthen its brand recognition as an exceptional provider of behavioral health and education services. Spurwink will also build a culture of philanthropy and a sustainable fundraising program that embraces annual giving, special projects and endowment-building. The agency will become better at eliciting and using client feedback to improve the satisfaction and engagement of the families it serves.



PHILANTHROPIC SUPPORT

Spurwink is grateful to the many individuals, foundations and corporations who support our mission every year. The following list represents charitable contributions made to Spurwink between July 1, 2014 and June 30, 2015.



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In Memory of Margot Cory Daffron & Tommy Daffron
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KRISTEN FARNHAM, JD
Vice President of Development
901 Washington Avenue
Portland, ME 04103
207.871.1211 x 2186
kfarnham@spurwink.org

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