



SPURWINK

# ANNUAL REPORT

WITH PROGRAM OUTCOMES

Fiscal Year 2016

Dear Friends,

We are delighted to share Spurwink's 2016 Annual Report. In our first-ever digital Annual Report, you'll find highlights of this past fiscal year. Our organization is in sound financial condition, served more people than at any time in our 57-year history, and deepened our impact for those in need of behavioral healthcare. This year, we worked with refugee families, with people impacted by the opioid epidemic, with children in crisis, with siblings in need of a loving foster care home, and with families impacted by trauma. With every client, we meet them where they are and offer safe, individualized treatment and a path toward a healthy and productive future.

We could not do this work without you. We are grateful for the investment of so many individuals, businesses, and foundations. Your impact is real and important — children who found a safe haven in a Spurwink home, students who connected with a teacher for the first time, adults with disabilities who found stability and continuity of care.

While the challenges facing the mental health landscape are real, we will continue to advocate for and with our clients across the state. We welcome you on this journey with us. Together, we can go the distance and make Maine a stronger, healthier place to live and work.

Eric Meyer  
President & CEO

Matthew Winch  
Chair, Board of Directors



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# WHO WE ARE:

## IT ALL STARTED WITH EIGHT BOYS IN 1960.

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 7,500 people each year through the good work of 900-plus 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 NEW 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 for 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.



# SPURWINK

# SAMANTHA'S STORY

Spurwink serves over 1,600 children in crisis every year. "Samantha's Story" shares the journey of one of our students. Samantha is 13 and has been in thirteen different placements. With her team at Spurwink, she has found safety and security. This is exactly what every child wants, needs, and deserves.

[Click here](#) to learn about Samantha's journey in this short video.



# BOARD OF DIRECTORS, COMMITTEES & STAFF LEADERSHIP

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Sean Martin  
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Ed Simmons  
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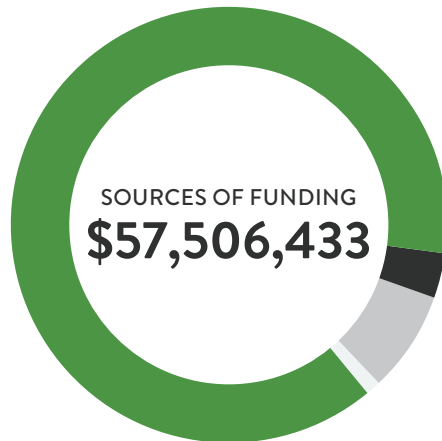
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Eileen Bartlett  
Nicole Bishop  
Sarah Boone  
Kelly Bouchard  
Richard H. Daniels  
Kathryn Danylik-Lagasse  
Kristen Farnham  
Gabrielle Gallucci

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Jon Normand, Vice President of Education Services  
Mary Celia O'Neil, Director of Human Resources

# FINANCIALS FISCAL YEAR 2016

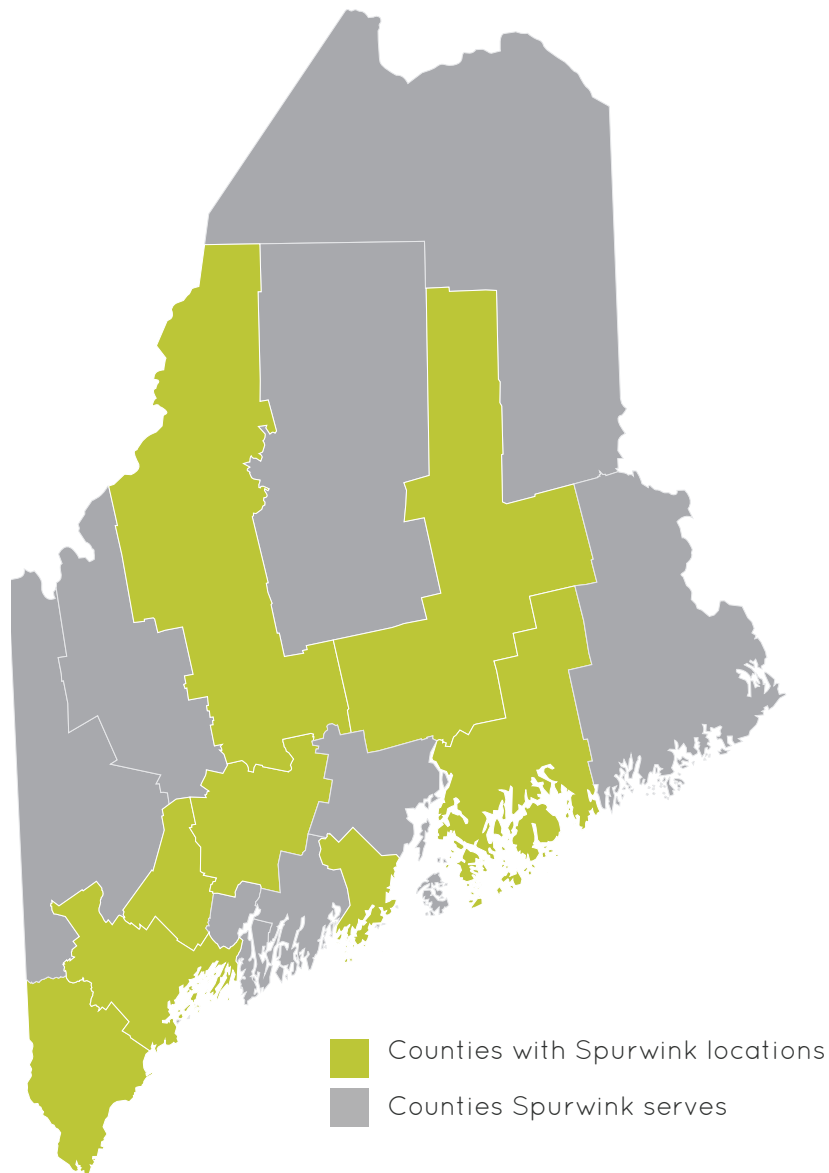


- Program Revenue: 88.1%
- Private Pay: 3.4%
- Foundations & Grants: 7.5%
- Other Fundraising: 1%



- Program Wages: 55.2%
- Program Operations: 19.3%
- Taxes, Workers' Comp, Health & Other: 12.2%
- Administration: 4.2%
- Program Facility Costs: 6.6%
- Client Transportation & Travel: 2.0%
- Recruitment & Training: 0.5%





## COUNTIES SERVED

Androscoggin

Aroostook

Cumberland

Franklin

Hancock

Kennebec

Knox

Lincoln

Oxford

Penobscot

Piscataquis

Sagadahoc

Somerset

Waldo

Washington

York

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

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, 2015 and June 30, 2016.

## \$15,000+

Cate Street Capital\*\*  
Davis Family Foundation  
KeyBank Foundation\*\*  
Sun Life Financial US\*\*  
The Curtis L. Carlson Family Foundation

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Maine Women's Fund

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## \$1,000 - \$2,499

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\*\* Denotes three or more years of consecutive giving



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York's Wild Kingdom  
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## HONORARY & MEMORIAL GIFTS

### **In Memory of Margot Cory Daffron & Tommy Daffron**

Dr. Ann Babbitt and Deb Smith\*\*  
Charles and Katharine DeGrace\*\*  
Mr. Thomas A. Daffron and The Honorable  
Susan M. Collins\*\*

### **In Memory of Tommy Daffron**

Thomas and Kathleen Bright  
Thomas and Marianne Miller

### **In Memory of Barbara Hull**

Rachel Dibiase

\*\* Denotes three or more years of consecutive giving

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!

**In Memory of Peter McPherson &  
Peter Goldfine, MD**

Catherine and Michael Gentile

**In Memory of Gerald Roberge**

Blanche Roberge

**In Honor of Maya Advani**

Sheila E. Advani and Dr. M.T. Advani

**In Honor of the Berman Family**

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**In Honor of Daniel Fishbein**

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Deborah and Judd Volk

**In Honor of Jennifer Wickes and**

**Deanna Wickes**

Chris and Cynthia Burger\*\*

# 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 the 7,500 children and adults served by Spurwink each year. We are delighted to recognize our inaugural Corporate Partners below.

Please contact Kristen Farnham, Vice President of Development, to learn more about how your business can be a partner in creating a stronger Maine.

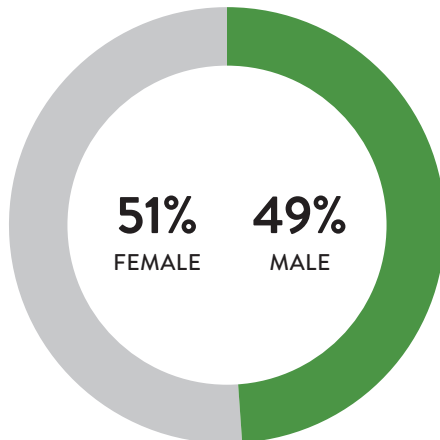


# PROGRAM OUTCOMES

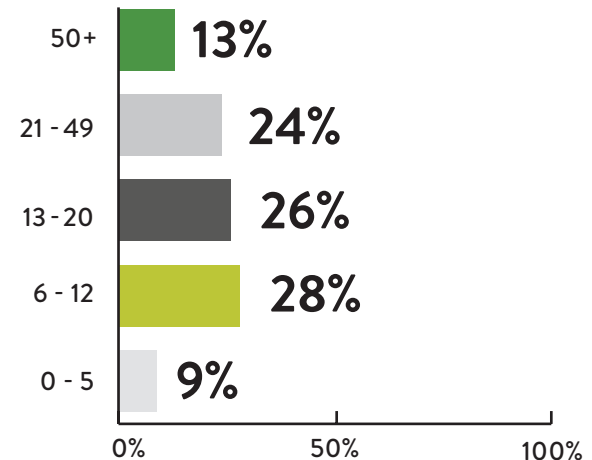
At Spurwink, all of our work is evidence-based and centered on the human relationship. We also are firmly committed to outcomes and look to our data for confirmation of skilled, effective interventions. We continue to find that the children, adults, and families who seek services with Spurwink leave satisfied with the treatment received and experience improved emotional health.

The metrics and surveys indicate that our clients are leading healthier, more productive lives after working with Spurwink's professionals. But their words, which follow, speak louder than our analysis. Please read on to learn about Spurwink's successful program outcomes.

TOTAL CLIENTS SERVED



CLIENT AGE



Spurwink serves clients from all over the state of Maine, though most clients in 2016 were from Cumberland, York, and Androscoggin Counties.

COUNTY	PERCENTAGE
Cumberland	50%
York	16%
Androscoggin	15%
Kennebec	6%
Knox	4%
Oxford	2%
Sagadahoc	1%
Lincoln	1%
Penobscot	1%
Somerset	1%
Hancock	1%
Waldo	1%
Aroostook	1%
Out of State	1%
Washington	0.4%
Franklin	0.4%
Piscataquis	0.2%

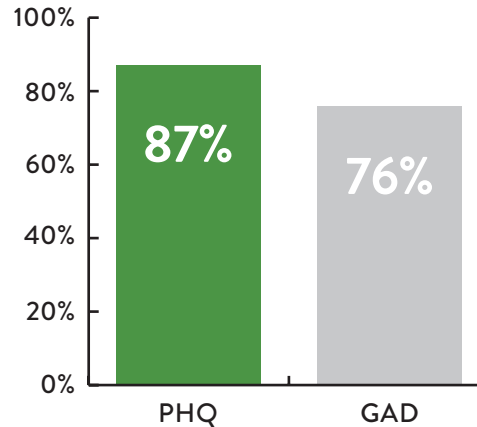
Overall, Spurwink served 8,767 individuals in FY16, an increase of 17% over the previous year. Notable increases were in outpatient services such as Affiliate Practices, Community Case Management (a new program), Public School Counseling, and Integrated Behavioral Health.

PROGRAM	# SERVED FY15	# SERVED FY16	CHANGE
Adult Community Supports	41	41	0%
Adult Residential	49	47	-4%
Community Case Management	4	46	1050%
Affiliates	1236	1907	54%
Autism Clinic	9	4	-56%
Child Abuse Program	1185	1156	-2%
Functional Family Therapy	69	94	36%
Home & Community Treatment	82	27	-67%
Integrated Behavioral Health	680	904	33%
Portland Help Center	430	372	-13%
Public School Counseling	1207	1489	23%
Spurwink Psych Clinic	930	1030	11%
Targeted Case Management	979	1114	14%
Treatment Foster Care	65	65	0%
Therapeutic Preschool Program	68	76	12%
Youth Day Treatment	246	235	-4%
Youth Residential Treatment	182	160	-12%
<b>TOTAL</b>	<b>7462</b>	<b>8767</b>	<b>17%</b>

Spurwink served a number of individuals who are living with autism spectrum disorder (ASD) in FY16. Below are the programs that served the most individuals as a percentage of the total clients served in each program.

PROGRAM	INDIVIDUALS WITH ASD
Adult Community Supports	66%
Adult Residential	70%
Community Case Management	46%
Home & Community Treatment	22%
Targeted Case Management	12%
Therapeutic Preschool Program	24%
Youth Day Treatment	30%
Youth Residential Treatment	38%

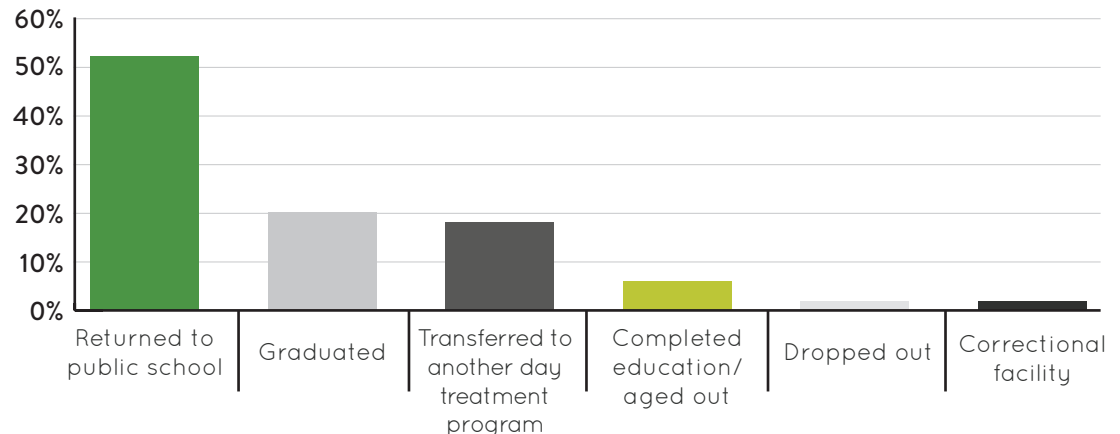
## PERCENTAGE OF CLIENTS IMPROVED



In Spurwink's Integrated Behavioral Health Services, in which the agency embeds behavioral health specialists in primary care practices, a measure called the PHQ is used to screen for depression and a measure called GAD is used to screen for anxiety. Most clients who entered treatment with clinical levels of depression or anxiety reported improvement over the course of treatment. In fact, 73% of those clients no longer scored in the clinical range at discharge.

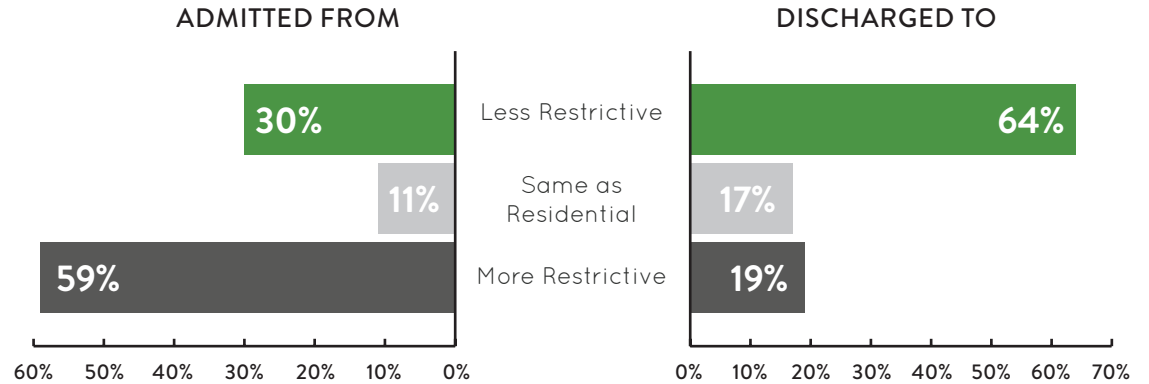
## SPURWINK DAY TREATMENT DISCHARGES – FY16

Of students discharged from Spurwink's Day Treatment programs during the year, 52% returned to their public school, while 26% graduated or otherwise completed their education as young adults.

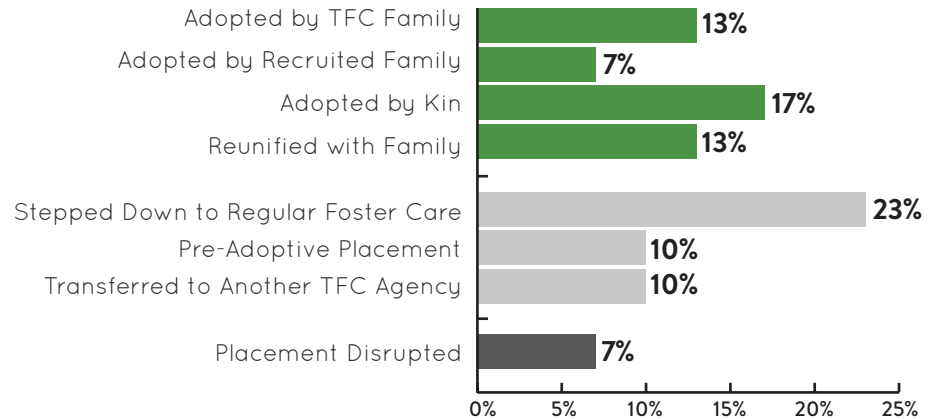




Two-thirds of youths discharged from Spurwink's residential program in FY16 were discharged to less restrictive placements such as home, independent living, or a foster home. By comparison, that same set of youths were largely admitted from more restrictive placements.



A positive outcome for Spurwink's Treatment Foster Care (TFC) program occurs when children are reunified with their family or are adopted. Of children discharged from the program in FY16, 50% were placed in permanent families.



# PROGRAM OUTCOMES:

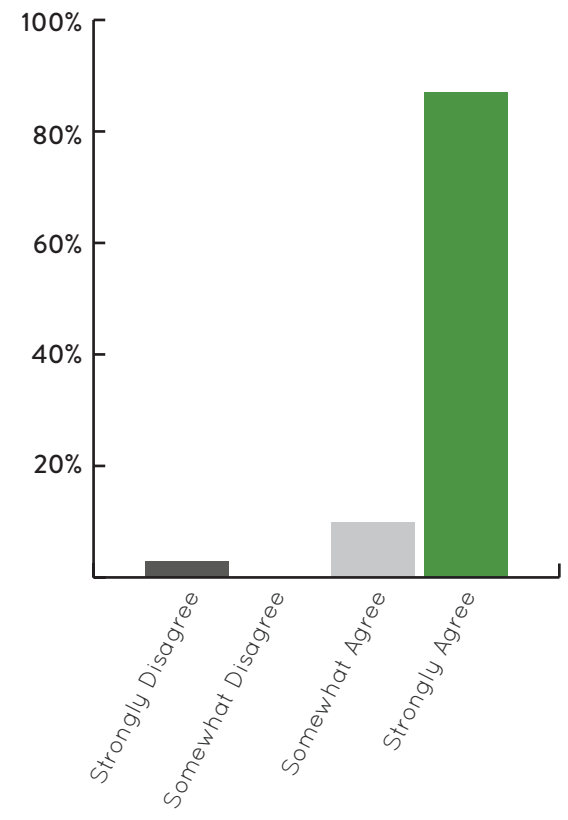
## CLIENT FEEDBACK BY PROGRAM



# PUBLIC SCHOOL COUNSELING SERVICES

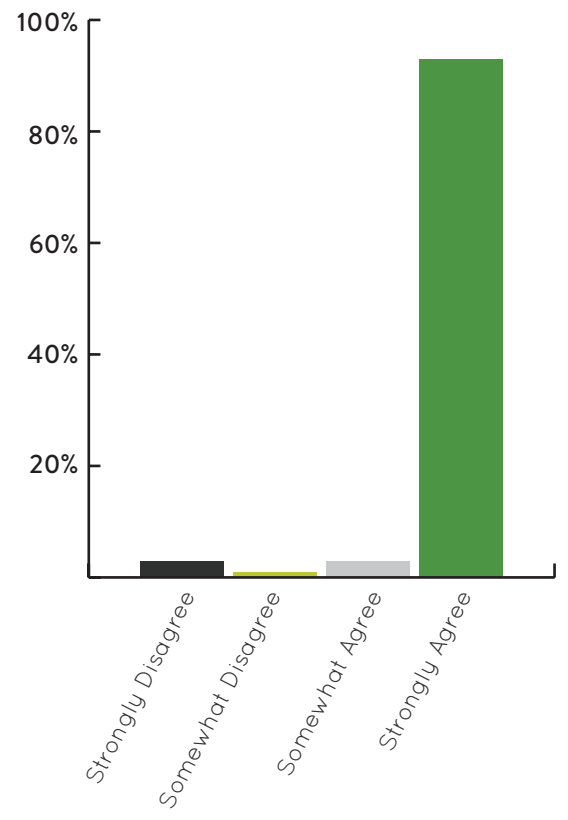
## PARENT/GUARDIAN SURVEY

I feel confident that my child’s counselor is able to meet the needs of my child.



## PARENT/GUARDIAN SURVEY

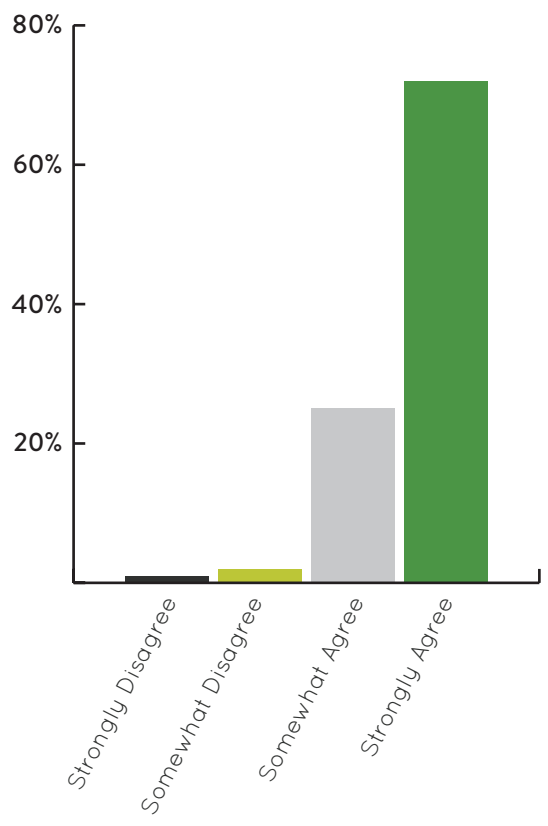
Overall, I am happy with the counseling my child receives from Spurwink.



# PUBLIC SCHOOL COUNSELING SERVICES

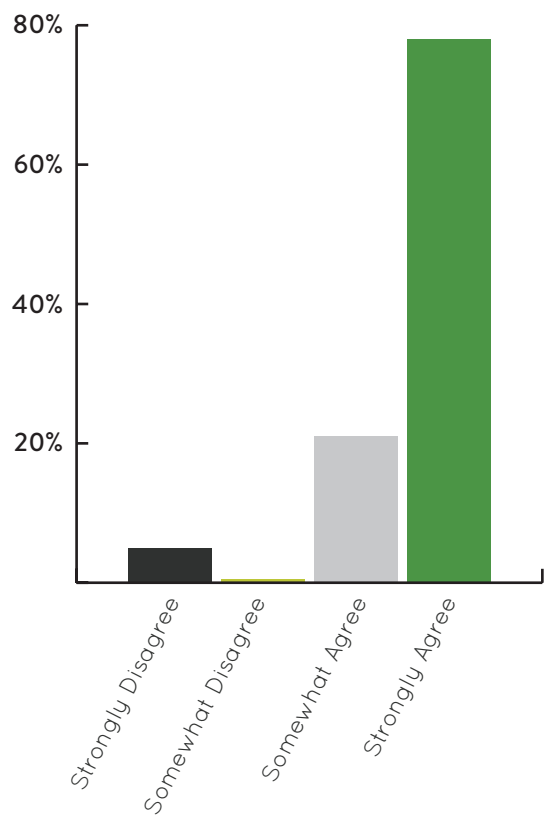
## CLIENT/YOUTH SURVEY

My counselor helps me learn new skills that are helpful.



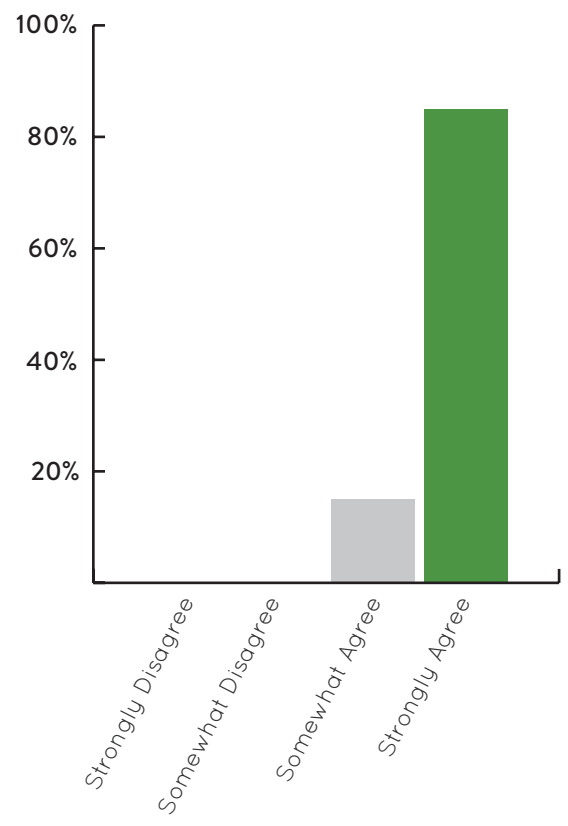
## CLIENT/YOUTH SURVEY

Overall, the counseling I am getting is helpful.



## SCHOOL PARTNER SURVEY

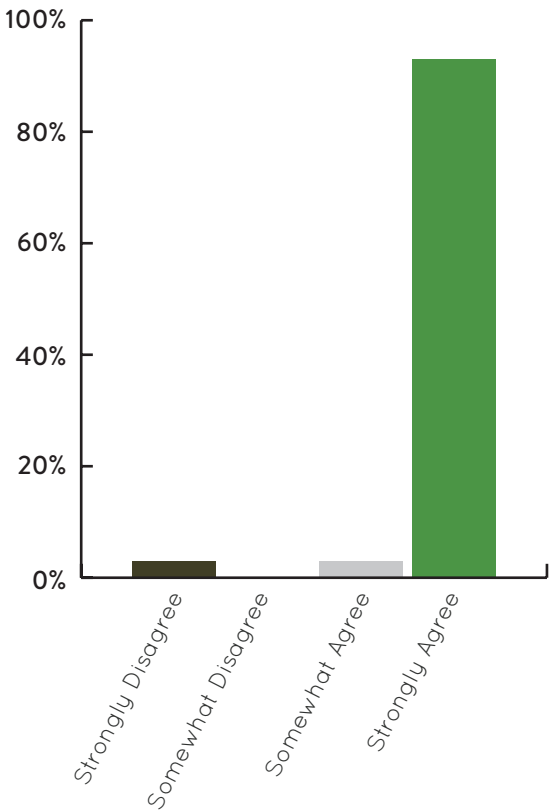
The counselor has made a positive difference in the students' lives.



# TARGETED CASE MANAGEMENT SERVICES

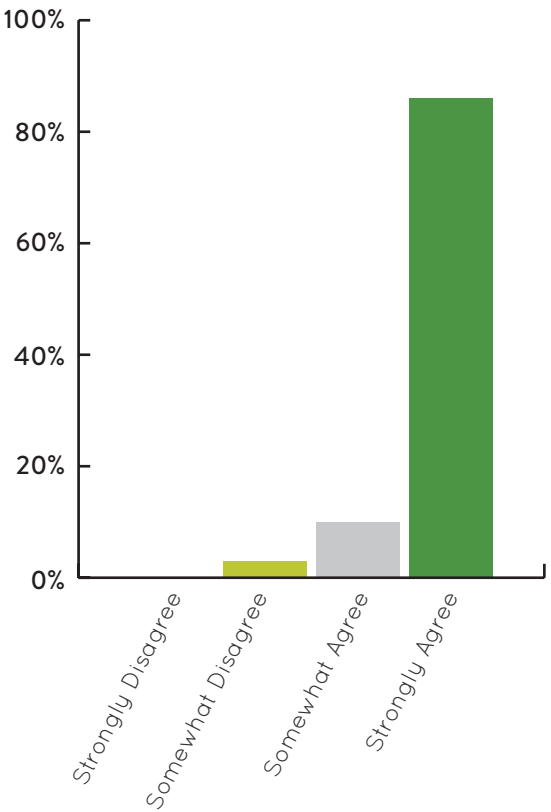
## YOUTH SURVEY

My case manager asks me what I think about things and really listens to what I have to say.



## YOUTH SURVEY

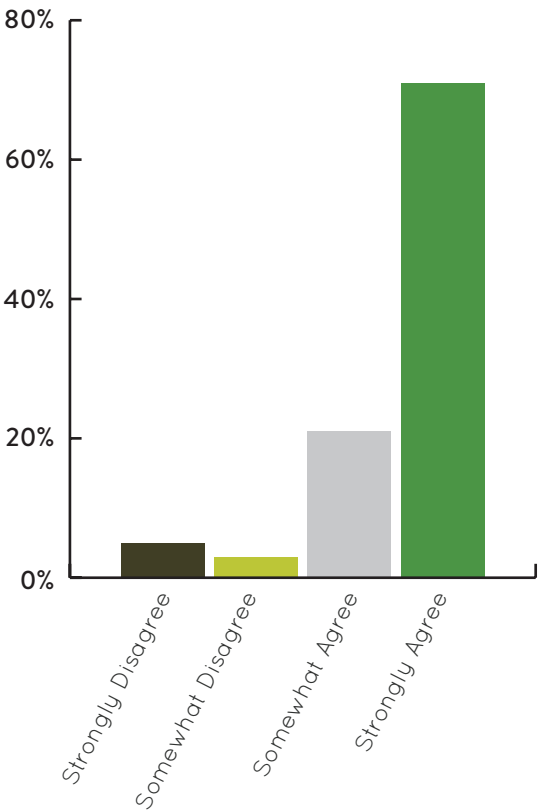
My case manager does what they say they are going to do.



# DAY TREATMENT/SCHOOL SERVICES

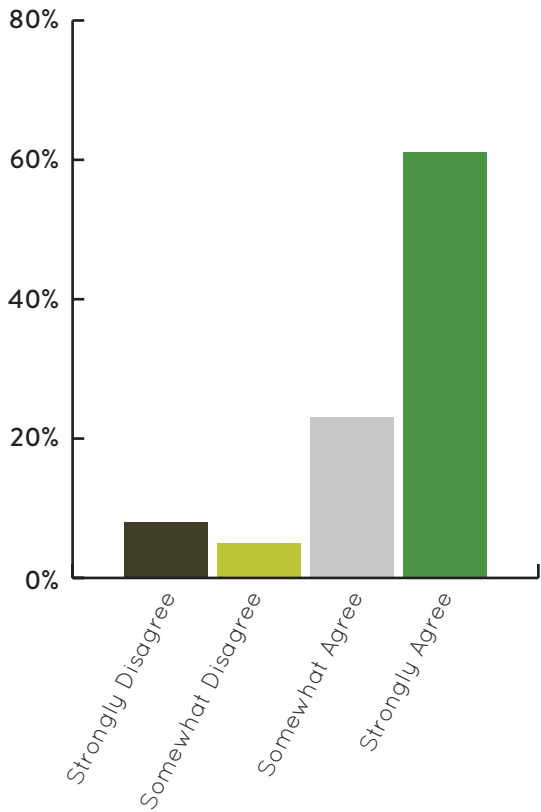
## YOUTH SURVEY

School staff help me learn new skills that are helpful in reaching my goals.



## YOUTH SURVEY

School staff accept me for who I am.

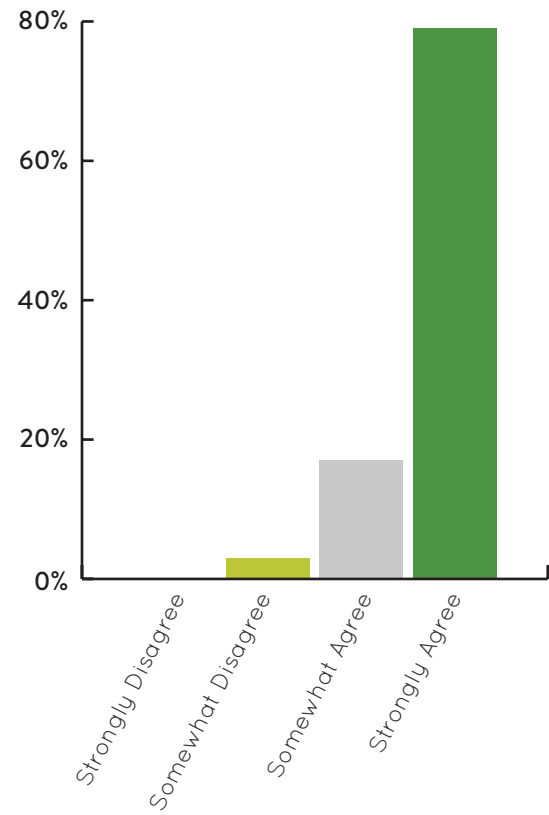




# MARTIN'S POINT INTEGRATED BEHAVIORAL HEALTH SERVICES

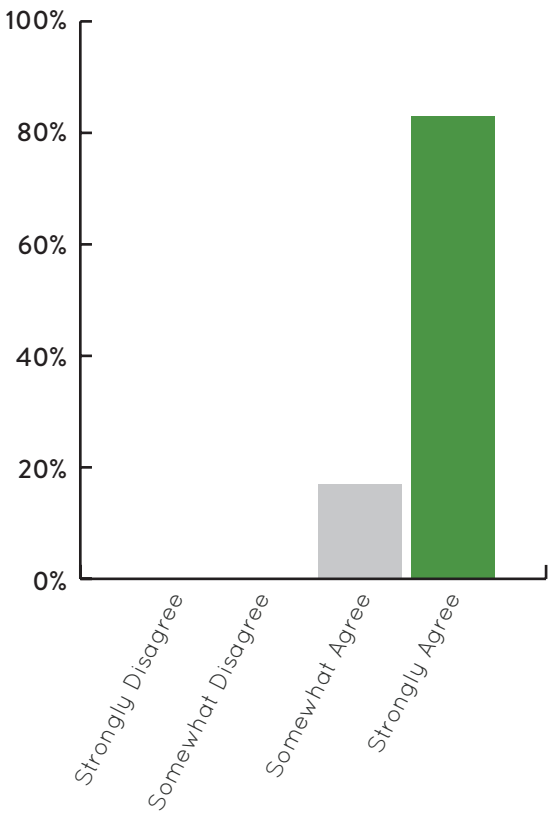
## CLIENT SURVEY

The services I received helped me deal more effectively with my problem(s).



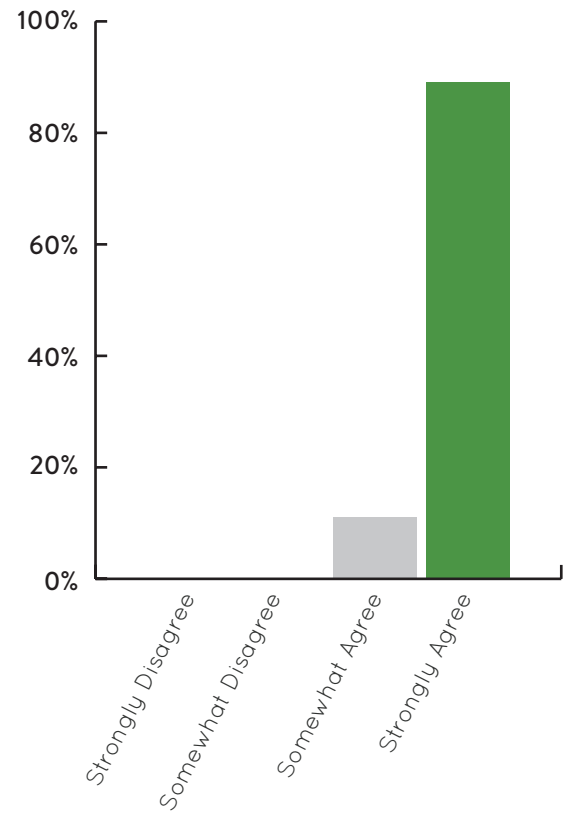
## CLIENT SURVEY

If a friend were in need of similar help, I would recommend this program to him or her.

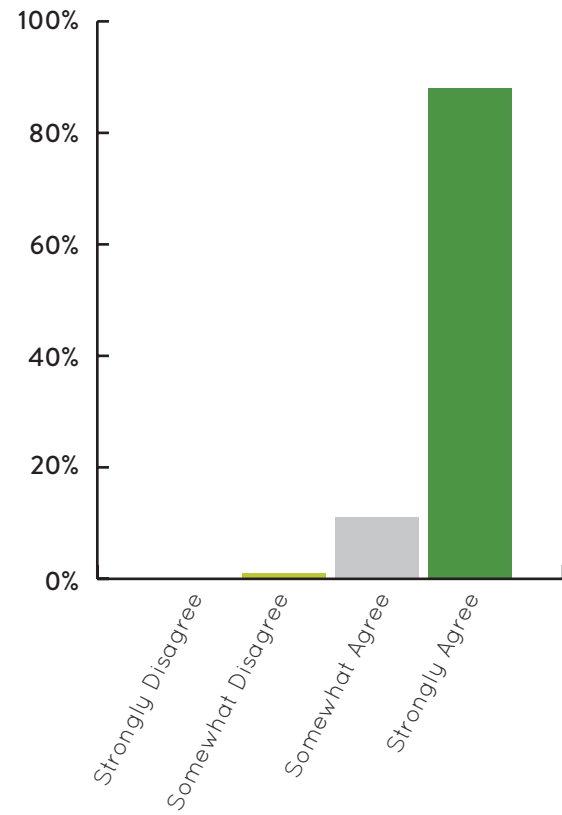


# SPURWINK PORTLAND HELP CENTER SERVICES

**CONSUMER SURVEY**  
My team answers my questions.



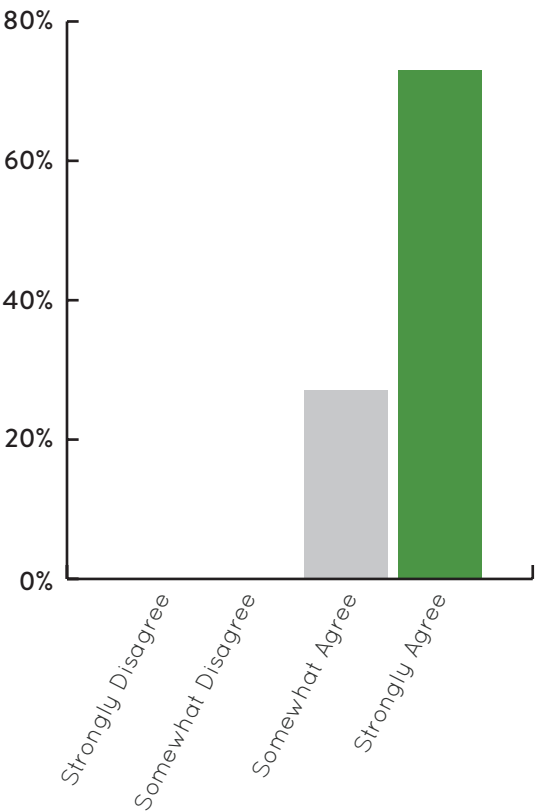
**CONSUMER SURVEY**  
My team cares about me.



# TREATMENT FOSTER CARE

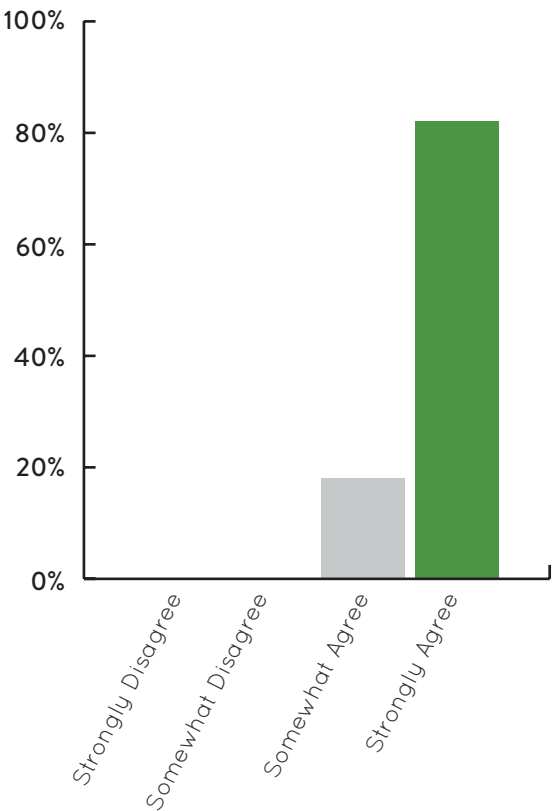
## FOSTER PARENT SURVEY

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



## FOSTER PARENT SURVEY

I would recommend Spurwink Treatment Foster Care to others.



# HOW ARE WE DOING?

## FEEDBACK ON SPURWINK'S PROGRAMS FROM OUR CLIENTS

### PUBLIC SCHOOL COUNSELING

"My child's counselor communicates with me regularly via email, telephone, or in person. She shares great information or resources, and ALWAYS takes her time listening to my concerns or feedback. I can talk A LOT, but she has never made me feel rushed or made me feel like the things I have to say are not important."

"I feel my daughter has come a long way to get to where she is with the help of her counselor. I can say I made a good decision to have my child meet with her school counselor. She has done a wonderful job working with my daughter. She's a great counselor."

"Counseling has been really helpful to me. I don't know what I would do without my counselor!"

"My counselor is the biggest carton of awesome sauce evah!"

"My counselor has been a huge help for me since I started, and I'm super glad that I get to meet with her."

"We see tangible positive change in our students and families."

### DAY TREATMENT/SCHOOLS

"They try to help me when anxious and listen to me."

"Spurwink continues to provide the best environment for my son. They are willing to accept my ideas and are also willing to provide ideas I can do at home. I trust my son's clinician to always have my son's best interest. I trust the school to always think outside the box and support my son in academics and mental health."

### MARTIN'S POINT INTEGRATED BEHAVIORAL HEALTH SERVICES

"I experienced a number of positive supports, kind interventions, helpful and effective behavioral treatment, and convenient location."

"I am so glad I came here, as I feel so much better; even my children agree."

"My counselor has helped remind me of ways I can help my mood improve. She listens well and readily to me. Her suggestions are not imposed, but encouraged, and I'm very comfortable with her. She is interested in me, not just my problems. The take-home papers are immeasurably useful."

## TARGET CASE MANAGEMENT

"I think more people should know about the program, because it is very useful to me and helped lift some weight off my shoulders and point me in the right direction."

## SPURWINK PORTLAND HELP CENTER

"Portland Help has been there through thick and thin for me. I'm glad they're in my life and never want to lose them. They're very helpful."

"Best place I've ever gone to! All friendly!"

"The nurses and doctor are really nice! I love Boo!"

## THERAPEUTIC PRESCHOOL PROGRAM

"I am so grateful for this program. The difference Spurwink has made for my child and family is truly miraculous! We thank God for the marvelous care, education and encouragement we have all received from Spurwink Therapeutic Preschool!"

"I can't thank Spurwink enough for how they have taken care of my child. He is blossoming and I have Spurwink to thank!"

"We have had nothing but good experiences with your school. I am eternally grateful for all the things you've done for both of us!"

"I cannot thank the Spurwink team enough. They have helped our son in a way that no words can express. Having my son, although not very vocal, make all these improvements in his life since the time he joined Spurwink melts our hearts. I'm very hopeful about the future based on the foundation of the Spurwink team. For my son to wake up on a Saturday and Sunday and ask to go to school not only proves to us how much he enjoys school but also how he loves and misses the school. I wish nothing but the best for every single person who has worked and touched my son's life for all this time he has been in Spurwink. It takes a special person to take care of a special child in need like our son. Thank you, and thank you so much to the entire Spurwink team."

## CHILDREN'S RESIDENTIAL TREATMENT

"I don't know where my son would be at this time in life if it wasn't for Spurwink. They have helped my son accomplish so much. I'm forever grateful for this program."

# GOING THE DISTANCE





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