

Charlotte White Center

Creating Hope and Opportunity

2013 Annual Report



www.charlottewhitecenter.org info@charlottewhite.org

Dover-Foxcroft Location: 572 Bangor Rd., Dover-Foxcroft, ME 04426 • (207) 564-2464 • Toll-Free 1 (888) 440-4158 • TTY (207) 564-2708

Bangor Location: 38 Penn Plaza, Bangor ME 04401 • (207) 947-1410 • Toll-Free 1 (877) 258-7278

Waterville Location: 105 Main St. Suite B, Waterville, ME 04901 • (207) 872-4582

Letters



Mary Louise McEwen, *Board President*



Richard M. Brown, *CEO*

February 14, 2014 will be a significant landmark in the history of the Charlotte White Center. It marks the 35th anniversary of our founding. In March of 1979, after a month of planning and renovations, Charlotte White and I cut the ribbon to open the day program to which she so generously lent her name. We began our services in the bottom floor of the Masonic Temple building in Dover-Foxcroft with fifteen participants in the day treatment program and a staff of four. Today we serve over twelve hundred individuals and families annually including ninety-six residents in the mix of our housing and residential support programs and twenty-five other service offerings delivered with a staff of nearly five hundred.

As we have grown through the years, we have met and overcome many challenges. We have been aided and supported in this journey by hundreds of kind supporters and concerned citizens. We have been able to create possibilities and opportunities to develop and deliver social service and healthcare programs to some of Maine's most vulnerable citizens in one of the poorest regions of the state. We have been invited to partner with courageous individuals as they faced their own struggles to transform their lives to align with their personal needs and goals.

Our own motivation emerges from our compassion and our caring. We know the richest moments of humanity are not when we seek to save ourselves but when we seek to save each other. As much as we need to pay attention to it, we have never been driven solely by the bottom line. And the truth is told in the many, many lives we have been fortunate enough to touch and to help over the years. Wolf Wolfensberger, a great philosopher, once wrote regarding the dignity of risk, "If you cannot fail, you cannot succeed". We have taken that truth to heart at the Charlotte White Center and its principle of promoting choice and independence has been the ethical mantra which we live by daily.

There is one thing the Charlotte White Center succeeds in exceedingly well: planting seeds of trust within the minds and hearts of those who are seeking that connection with us. When those planted seeds begin to flourish and grow, the most amazing transformations can occur. This is what makes us who we are. We provide the template for people to paint new pictures of the possible and then we support them in achieving the vision of that intention. We encourage people as, Thomas Merton noted, "to make choices that are based on the ability to become more living; more humane; and more involved in life." Powerful choices people can make at any time in their lives.

Over the last year, we have been engaged in several new initiatives. We were able to create strong partnerships with DHHS; Community Housing of Maine; Disability Rights Center and the plaintiffs in the Maine Equal Justice Partners waiver petition. This resulted in the opening of Knights Court, a seven unit apartment facility in Bangor for adults with special healthcare needs. We opened a new two bed residential facility in Bangor for adults with intellectual disabilities and will be opening a new four bed home for adults in recovery from behavioral health challenges. We are collaborating with Acadia Hospital to provide psychiatric services in Piscataquis via telemedicine and we have expanded our school based Counseling services to include both Guilford and Greenville.

We have secured two significant grants from the Maine Health Access Foundation. One grant will allow the Charlotte White Center, in coordination with other health care providers, to pursue the option of transforming some of our case management systems into a new model for integrated care as a Behavioral Health Home. A second grant was also recently awarded to CWC to aid seniors and people with disabilities or significant medical needs to "thrive across the continuum of care".

We now offer four career tracks for new and veteran staff including credentialed programs for Direct Support Professionals, Behavioral Health Professionals, Mental Health Rehabilitation Technicians Level I and MHRT-Community Level II. These are lifelong career trainings and credentialing. We also employ over one hundred staff between the ages of 18 to 35. This directly impacts and reverses the effects of the concept "rural brain drain" when young people with talents and skill must move away from rural areas in search of work, thereby weakening the economic life of the areas from which they depart.

Our donor base has expanded over the last year as well as more and more people becoming acquainted to the importance and the long lasting value of our mission. It does take a village, a really big village, to make this all work and we could not achieve the stability and long term objectives to improve the lives of those we support without a wide range of community support.

For thirty-five years, the Charlotte White Center has stood as a beacon of hope and opportunity for people seeking a partner in expressing their voice and in gaining choice and independence in their lives. Our mission of service calls upon us to assist those who are disenfranchised and those striving for a quality of life. While the light from that beacon is now subject to threats on many fronts, our core values of compassion and caring help us thrive and survive and continue our mission. We are creating pathways to hope and opportunity during troubled and confusing times. We know we can be at our best when times are at their worst. This is the essence of the Charlotte White Center. We shall endure.

A handwritten signature in blue ink that reads "Mary Louise McEwen".

A handwritten signature in blue ink that reads "Richard M. Brown".

Service Overview



Our programs and resources support individuals and families in Piscataquis, Penobscot, Somerset, Hancock, Kennebec and Waldo counties.

The Charlotte White Center opened in 1979. The agency has expanded in over three decades from a single service in one location to include over twenty-five distinct services in six counties for over twelve hundred individuals annually.

SERVICES CURRENTLY PROVIDED:

- Day Programs
- Licensed Assisted Living Homes
- Supportive Living Services
- Shared Living
- Residential Outreach Services
- Home and Community Based Service for Adults
- Assisted Housing Program for Individuals with Acquired Brain Injuries
- Behavioral Health Residential Supported Living Program
- Daily Living Support Services
- Skills Development Services Program
- Rehabilitative and Community Support Services for Children with Cognitive Impairments and Functional Limitations
- Children's Case Management
- Adult Behavioral Health Community Integration
- Adult Community Case Management Services
- Outpatient Clinical Counseling Services
- Psychiatric Services
- Supportive Employment Programs
- Personal Care Services
- Domestic Violence Prevention



Agency Donors

We are deeply grateful for all our Corporate Donors' generosity and support year round

COMPANIES/ORGANIZATIONS

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Center Theatre
Chili's
Christmas Tree Shop
Day's Jewelers
Deja'vu Hair Salon
Downtown Windjammer Cruises
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Dysarts Restaurant
Eaton & Peabody
Electrolysis Center
Emerson's
Erda Leather
First Universalist Church
Five Guys
Freihofer's Bakery Outlet
Fusion HT
Gold's Gym
Governor's Restaurant
Great Skates Entertainment Center
Green Mountain Coffee
Hammond Lumber
Hampden Hardware
Labree's Bakery
Lovell's Guilford Hardware
Maine Discovery Museum
Maine Jump
Margarita's Restaurant
Massimo's
Midas
Neurology Associates of Eastern Maine,
New York Community Trust
Northern Reflection
Office Max
Oli's Trolley
Oriental Jade
Olive Garden
Penquis
Red Sox Baseball
Reny's
Rn'K Garage
Rocky Knoll Country Club
Sam's Club
Scott's Save A Lot
Sea Dogs Baseball
Shaw's Supermarket
Starbucks
Subway
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Will's Shop 'n Save
Z-62 Radio

Agency Donors

We are deeply grateful for all our Individual Donors' generosity and support year round

INDIVIDUAL DONORS:

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ANGEL DONORS: CWC Staff

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Catherine L Soden
Debbie L Steeves
Ronald Swee
Jamie R Way
Lisa M Weese
Heather D. Willey
Rod Willey
Donald E Woodward

Our Team

BOARD OF DIRECTORS:

President: Mary Louise McEwen
Vice President: Cindy Freeman Cyr
Secretary/Treasurer: Duane Olson

Richard M. Brown, *Ex-officio*
Roger Wilson, M.D.
Rev. Darren Morgan
Christopher Cox
David Green
Joyce Tyler

SENIOR MANAGEMENT STAFF:

Richard M. Brown, *Chief Executive Officer*
Charles G. Clemons, *Chief Operating Officer*
Dale Shaw, *Chief Financial Officer*
Meg Dexter, *Senior Program Director*
Betty Carolin, *Senior Program Director and Clinical Coordinator*
Mary Dunn, *Director of Programmatic and Quality Assurance*
Bridgett Ireland, *Director of Human Resources*
Rod Willey, *Senior Program Director*

CLINICAL STAFF:

Mayo/CWC Collaborative:

Richard Davis, LCSW, *Clinical Counselor*
B. Anne Perkins, LCPC, *Clinical Counselor*
Catherine Soden, LCPC, *Clinical Counselor*
Thomas Barrett, LCPC-CC, *Clinical Counselor*

Office at C.A. Dean Hospital:

Catherine Soden, LCPC, *Clinical Counselor*
Louis Harson, LCSW, *Clinical Counselor*

School Counseling, SAD #4 Guilford:

Catherine Soden, LCPC, *Clinical Counselor*

Pisacataquis County Jail:

Diane Soo, LCSW, *Clinical Counselor*

Psychiatric Medication Management:

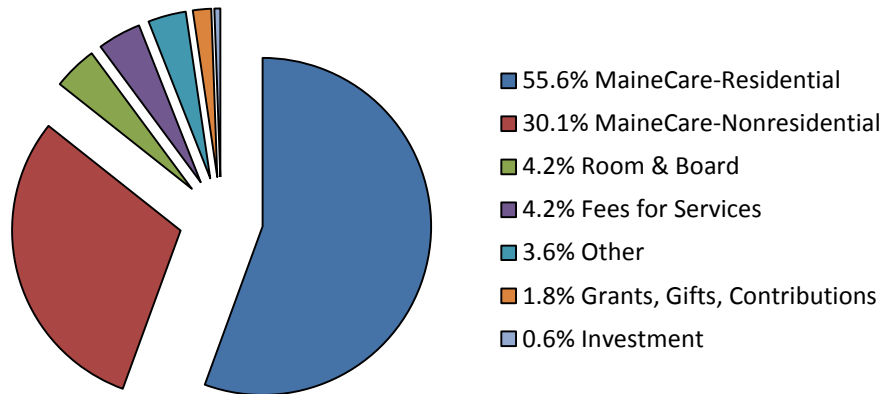
Sandra E. St.Germain, *PMH-NP*

MANAGEMENT TEAM MEMBERS:

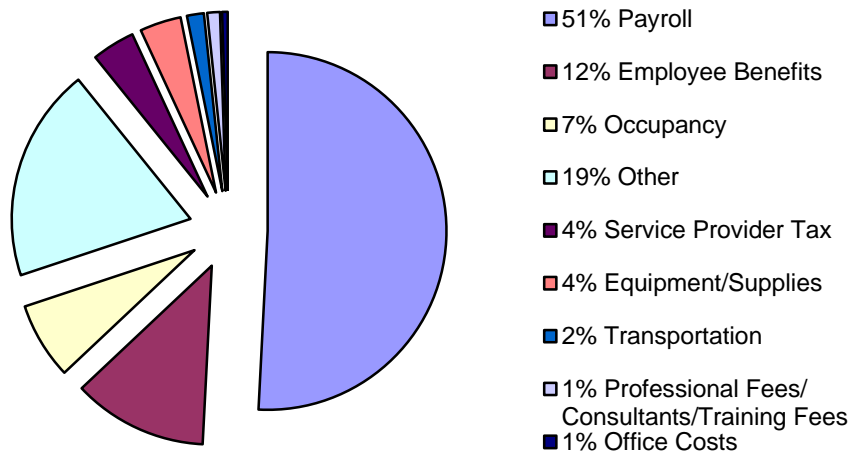
Cindy Blodgett, Director – Residential Support Services – Dover
Barbara Brown, Treatment Planner
Elizabeth Buchanan, Administrator – Section 28
Meg Callaway, Elder Services Coordinator
Sherri Crossman, Director of Shared Living
Amanda Day, Treatment Planner
Lori-Ann Desjardin, Administrator – Section 28
Mary Ellen Dunfield, Administrator – Knight’s Court
Laurie Foley, Bangor Office Manager
Chris Gaudet, Administrator – Church Road
Michelle Gerald, Administrator – Section 28
Andrea Gray, Director – Community & Residential Services – Dover
Ruby Herring, Director – Finance
Brian Hurd, Administrator – Community & Residential Services – Bangor
Erica Hutchinson, Development Director
Pamela Jacobson, Children’s Services Administrator
Aimee Kerrigan, Director – Skills/DLSS
Robert Labelle, IT Manager
Lynn Lamb, Billing Specialist
Michelle Lasselle, Director – Case Management
Ernest Livingstone, Assistant Director – ID Residential Support Services
Laura Maguire, Assistant Director – Community & Residential Services
Michele Marden, Director – ID Residential Support Services
Randy McKenzie, Maintenance Supervisor
Steve Mozsgae, Assistant Director – ID Residential Support Services
Cassie Pelletier-Cyr, Lead Community Case Manager
Jennie Peterson, Assistant Director – ID Residential Support Services
Josie Porter, Administrator – Section 28
Lynn Priest, Director – Community Case Manager
Laura Rand, Administrator – Garland Road Residential
Wynona Randall, Professional Development Coordinator
Pamela Raymond, Treatment Planner
Christine Rice, Director – Day Program
Mary Riitano, Assistant Director – Human Resources
Shanna Robshaw, Assistant Director – ID Residential Support Services, Bangor
JoAnn Roy, Assistant Director – ID Residential Support Services – Dover
Kerry Sack, Strategic Planner
Amanda Sandy, Resource Coordinator
Jane Sawyer, Director – Community Case Management
Diane Sharrow, Assistant Director – ID Residential Support Services – Dover
Cindy Smith, Director – Residential Support Services – Bangor and Dover
Terri Smith, Billing Specialist II
Jaime Way, Team Leader – Eastern & Madison Avenues
Melody Webber, Administrator – Section 28
Lisa Weese, Human Resources Generalist
Don Wilson, Assistant Director – Day Program

Financial Information

FY 13 * CHARLOTTE WHITE CENTER REVENUE
\$15,157,121



FY 13 * CHARLOTTE WHITE CENTER EXPENSES
\$15,820,157



Mission

The Charlotte White Center (CWC) mission is to provide quality community health and social services for adults, children, and families affected by intellectual or cognitive disabilities, behavioral or mental health challenges, domestic violence, or acquired brain injuries.

Vision

CWC is committed to improving the quality of life of those we serve and of our employees by providing opportunities for personal growth, learning, transformation, employment, and self-fulfillment.



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