



**Sweetser**

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### ON THE COVER

A student of Sweetser's Eslie J. Parquette School in Saco enjoys an outing to Lakeview Orchard in Lyman. Thank you to the Lundquists for sharing their beautiful scenic land and apples with our students.



**Providing quality treatment, support and hope to children, families and adults through a network of mental and behavioral health, developmental, and educational services.**

Dear Friends,

As we reflect on this past year, we are so proud of our donors, volunteers and staff who have increased our capacity to care for people in need of our services.

Due to new state contracts, we expanded the delivery of crisis services from Lincoln, Sagadahoc and northern Cumberland counties to also include Androscoggin, Franklin, Knox, Oxford, Waldo and York counties. As of April 1, 2018, we are now the largest provider of mobile crisis intervention and crisis stabilization units in the state.

Our roots in children's residential care, which date back to 1828, continue to flourish with the introduction of the principles of CARE (Children and Residential Experiences), developed by our partners at Cornell University. We are now halfway through our implementation of this best practice.

We welcomed adults with developmental and intellectual disabilities as clients in a service new to Sweetser, a program we have named Developmental Services. As a result, we now support approximately 65 people so they may enjoy living in a community setting in Bangor.

A partnership with the Maine Center for Disease Control and Prevention has resulted in a grant that will provide approximately 300 clinicians with free, evidenced-based training on suicide prevention. As part of the grant, Sweetser has also created a web portal for online training. This is an important step toward achieving our goal of Zero Suicide.

Our Peer Recovery Services staff has trained WRAP (Wellness Recovery Action Plan) facilitators for self-help groups across the state. And we continue to be a leader in recovery services and other peer work.

These are just some of the highlights of our work in the past year! We are so grateful for your support so that we can continue to deliver these important services to children, families and adults who need and deserve them.



*Debra Taylor*  
**Debra D. Taylor**  
*President & CEO*

*Patricia A. Small*  
**Patricia A. Small**  
*Chair, Board of Directors*



Bridging to the future...

## PROMISES KEPT

### *Connecting people to services they need and deserve*

Jacob is most grateful for Sweetser's hospitality.

When he became a student at the Esle J. Parquette School in late September 2016 at the age of 12, he noticed "how welcoming everyone was."

Prior to his first day at Sweetser, Jacob was a middle school student in his hometown of Sanford. But the school staff told his parents that they thought their child was in crisis so they sought help in a hospital crisis unit, where he had two hospital stays only to be told he was fine.

#### **Sweetser has been life changing for our family.**

His family looked around for the right school environment for Jacob and found some options, but they weren't a good fit. Then someone recommended they visit Sweetser, where they found a great fit.

"Sweetser has been life changing for our family," said Christian Burton. "We had a rough start with him in public school." Now his dad says, "He's the same kid, but different. Our experience has definitely exceeded our expectations."

Sweetser's special purpose private schools are located in Saco and Belfast, and assist students in overcoming learning, behavioral and emotional impairments.

Kris Clough is the clinician who has worked with Jacob and his family since his arrival.

He said: "It has been amazing to watch Jacob grow into a smart, confident person. I'll be a little sad to see him leave our program, but I know that he has come such a long way. And he is ready and enthusiastic about returning to public school and accessing all the opportunities that has to offer. I'm confident that the work Jacob has accomplished and the lessons learned from the staff here have prepared him for this next stage in his life and he'll be amazing!"

In January, Jacob entered 9<sup>th</sup> grade at Sanford High School.

Referring to his son's transition back to public school, Jacob's father says: "It's not even a concern anymore. But we're going to miss Sweetser a lot."

# Our Goal is Zero Suicide

Sweetser Training Institute is providing free two-day workshops throughout the state for clinicians on **“Cognitive Suicide Prevention.”** The evidence-based training was made possible by a grant awarded by the Substance Abuse and Mental Health Services Administration (SAMSHA) to Maine Center for Disease Control and Prevention. Sweetser was named a partner for the grant. Marjan Holloway, PhD, of Beck Institute for Cognitive Behavior Therapy is serving as trainer and is in the photo at left along with Sweetser Senior Director Leslie Mulhearn (far left). In the group photo are Sweetser staff and affiliates.



The Suicide Safer Care training portal offers free online training for clinicians and community members at <https://sweetser.academy.reliaslearning.com/>





## Garland Award

Sweetser awarded this year's Garland Award to Senior Residential Clinician Jessica Macomber. Jess has worked at Sweetser for the past 11 years. Laurence "Bud" Garland served on Sweetser's Board of Directors for more than 33 years, and often spoke of his respect and appreciation for Sweetser staff. The Garland Award was created in his honor to acknowledge those who personify his exceptional service to Sweetser and the greater community.



Sweetser hosted first year medical students from the University of New England College of Osteopathic Medicine at the Saco campus in October, where the future physicians learned about our delivery of mental health services to children, families and adults. In the group photo, Sweetser's Medical Director Marc Kaplan (front row at right), a graduate of UNECOM, joins the students. And Sweetser Senior Director of Facilities and Support Services Jon Mistos brings the students on a tour of the campus.

## 2018 SNAPSHOTS



# LEAVING A LEGACY

Sweetser has a longstanding tradition of helping improve the lives of those in need for nearly two centuries. One of the key reasons we have been able to make such an impact on thousands of children, families and adults is gift planning.



Todd E. Henry, Director of Development

New and longtime supporters continue to include Sweetser in their estate plans. These generous contributions have helped build an endowment to ensure that Sweetser services will be available for future generations.

Including Sweetser in a will or trust is one of the simplest ways to leave a legacy and make an impact. Other popular ways to give include outright cash gifts, naming Sweetser as a beneficiary in a life insurance policy or retirement account, charitable gift annuities and gifts of securities.

Some family members continue a legacy of giving established by a parent or loved one. We hope you will continue that tradition. Every gift counts and is greatly appreciated. Please do not hesitate to contact me at 207-294-4484 if you have any questions about making a gift to Sweetser. Thank you for your generosity and support.

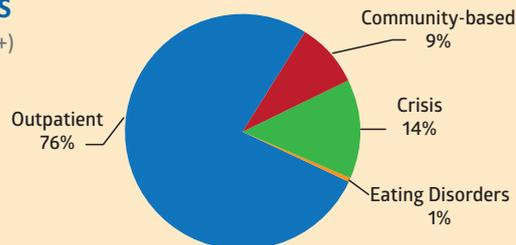
# Your Gift Matters

## CLIENTS SERVED BY PROGRAM

(Clients may receive services from multiple programs)

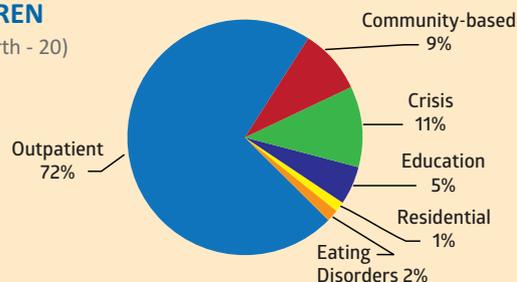
### ADULTS

(Ages 21+)



### CHILDREN

(Ages birth - 20)



## Clients Served By County for FY18

	ADULTS	CHILDREN	TOTAL
Androscoggin	1,330	1,033	2,363
Aroostook	591	326	917
Cumberland	2,198	1,412	3,610
Franklin	79	48	127
Hancock	142	232	374
Kennebec	549	281	830
Knox	327	214	541
Lincoln	479	243	722
Oxford	356	292	648
Penobscot	870	422	1,292
Piscataquis	59	24	83
Sagadahoc	892	589	1,481
Somerset	153	179	332
Waldo	331	406	737
Washington	72	24	96
York	2,873	2,568	5,441
Unknown/Out of State	420	168	588
<b>TOTAL</b>	<b>11,721</b>	<b>8,461</b>	<b>20,182</b>

FISCAL YEAR JULY 1, 2017 - JUNE 30, 2018

# Financial Report



## REVENUE

Net Program Service Revenue	\$55,767,669
Contributions & Grants	\$651,461
Income on Investments	\$2,589,720
Miscellaneous Income	\$619,794
<b>TOTAL OPERATING REVENUE</b>	<b>\$59,628,644</b>

## REVENUE SOURCES

MaineCare	62.74%
State of Maine (DHHS/DOE)	14.19%
Private Insurance	8.10%
Medicare	4.26%
Local School Districts	4.23%
Income on Investments	4.34%
Miscellaneous Income	1.05%
Fundraising	1.09%

## EXPENDITURES

Residential Services	\$10,840,238
Developmental Services	\$2,716,954
Community-based Services	\$6,684,993
Crisis Services	\$5,907,801
Outpatient Services	\$24,834,178
Educational Services	\$7,302,601
Other	\$905,796
<b>Total Expenditures</b>	<b>\$59,192,561</b>

FISCAL YEAR JULY 1, 2017 - JUNE 30, 2018

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*Sweetser Medical Director Marc Kaplan emceeding benefit concert.*

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*Andy Mantis of Pizza By Alex hosting annual party for Sweetser kids.*

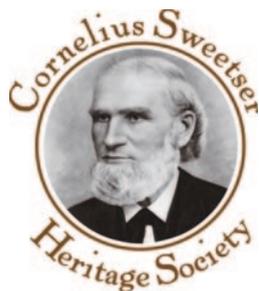
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Raymond L. \* & Mary Hackett  
Judith A. Hakola  
Barbara H. Hall  
Owen & Beryl L. \* Haskell  
Malcolm S. \* & Jennifer C. Hayden  
J. Harrison \* & Barbra G. Holman  
Charles R. & Elizabeth C. \* Huntoon  
Kenneth Hutchins  
Georgina M. Irving  
A. William & Anne B. Kany, Jr.  
Dr. Stanley W. \* & Constance B. Kent  
Phillip M. \* & Madeline Kilmister  
Melvin J. \* & Rena Labbe  
Joanne A. Leete  
David N. & Elaine S. Lewis  
Chase M. & Kathryn L. \* Libby  
Daniel G. \* & Annette P. Lilley  
Lawrence B. \* & Mavis Longfellow  
Andrew R. & Elizabeth Mantis  
Craig & Ann Mason  
Florence M. McCann  
Kathy \* & Irv Meeker  
Suzanne S. Megathlin  
Howard B. & Janice M. Mehlman  
Virginia Moody  
Dr. Conner M. & P. Wendy Moore  
Robert L. & Nancy K. Morrell  
Donald M. \* & Nancy Morse  
Robert R. Mott  
Ernest P. \* & Acquilla S. Muller  
John B. Nason  
Jack H. & Margaret G. \* Neeson  
Dr. Eric F. Nicholas  
John M. Noyes  
Albert L. & Janice K. Overlock  
Eslie J. Parquette  
Carlton D. & Barbara R. Pendleton  
Lorraine M. Perron  
Richard L. & Judith C. Pettengill  
Leif S. & Bernice S. Pettersen  
William L. \* & Katharine Philbrick  
Barbara R. Pillsbury

William B. Pinkham, Jr.  
Marc G. Poulin  
Luverne C. Preble  
William T. Prue  
Louine H. Robbins  
Dr. Hugh P. & Patricia V. Robinson  
Manley E. & Martha W. \* Rogers  
Dr. Jeffrey M. & Susan Saffer  
Henry W. & Marjorie H. Saunders  
Joseph G. Saunders  
Alden H. & Barbara G. Sawyer, Jr.  
David S. & Beverly M. Sherman  
Edward H. \* & Elizabeth M. Shively  
William P. Shumaker  
Winthrop N. & M. Margaret Smith  
Hatherly J. \* & Alice Souther  
S. Peter \* & Hildegarde S. Spalding  
Robert H. & Dolores \* Spencer  
Frederick \* & Anita H. Starrrett  
Henry C. & Gloria B. \* Stover  
Kate Sweetser  
Dr. Richard W. & Nancy A. Taylor  
Betty Thomes  
Philip W. Tiemann, Jr.  
Robert M. Tkacik, Jr.  
David M. Tourangeau & Marjorie Getz  
Philip E. & Linda A. Trudeau  
Philip J. & Claudette C. \* Willandry  
John H. & Lee J. Walker  
Lauriston Ward \* & Dorothy-Lee Jones  
Richard A. & Patricia J. Watson  
Frederick T. Weston  
Robert J. White  
Tammy L. White  
Douglas A. & Pamela Willett  
Douglas E. & Judith F. Woodbury  
George M. & Katharine R. Woodwell  
William E. \* & Eileen Wyatt  
David S. \* & Valerie P. Wyman  
Leonard A. & Alice M. \* Wyman  
Dr. James R. & Diana C. Young  
\* denotes deceased

## IN MEMORIAM

Esther B. Anderson  
Marjorie C. Bailey  
Clayton W. Belyea  
Doris L. Brown  
Margaret Carney  
George A. Chambers  
E. Irving & Priscilla G. Chappell  
Anthony E. & Evelyn K. Cibelli  
Louis S. Cleaves  
Dr. Madelyn E. Conley  
William R. & Barbara R. Couch  
Carol A. Curland  
Leland C. & Bettina S. Davis, Jr.  
Gracienne E. Dussault  
Ellen E. Dutton  
Harriet Jeffrey Ferguson  
Wesley W. Ford

Irvin L. & Rosamond C. Foster  
Stanley W. Frost  
Bennett B. Fuller  
Robert W. & Elinor Goodwin  
John T. Gorman, Jr.  
Carl F. Graesser, Jr.  
Roger C. & Anna R. Grant  
John C. Hamlen  
Annie P. Hennessey  
Merton G. & Harriet P. Henry  
Hugh W. Hopkins  
Robert V. & Rita Marie Hunnicutt  
Shirley S. Jones  
Allan R. Kimball  
Gladys M. Knight  
Lloyd W. & Margaret B. Knox  
Avis D. Latimer

Richard & Eileen Leighton  
Joseph D. Littlefield, Sr.  
Donald & Barbara Lowry  
Cameron & Lois MacGregor  
Alex Mantis  
Dr. Stuart W. & Janet B. McGuire  
Mary D. Merrill  
E. Robert & Dorothy Low Newton  
Anne P. Owsley  
Albert Pilley  
Elizabeth Porteous  
Mary J. Quinn  
Howard A. & Loretta L. Ripley  
Robert E. Rounds  
Virginia Samprakos  
H. Blaine & Hazel Sanborn  
Doris Schmidt

William S. & Sylvia D. Searle  
Irene L. Shevenell  
Howard S. Slosberg  
Elinor L. Soule  
Ernest O. Sprowl  
Dr. Walter P. & Charlene P. Strang  
Thelma C. Swain  
Marie E. Thomas  
Florence Thompson  
Carol G. Thorne  
Bruce S. & Lottie J. Tornquist  
William H. & Virginia Truesdale III  
Martha W. Wallace  
Rita S. Willis  
J. Hollis Wyman  
Stanley & Edith M. Zimmerman

*If you are considering including Sweetser in your estate plans, or have remembered us with a planned gift, please contact Todd Henry, Development Director, at (207) 294-4484.*

# Corporators

Corporators represent Sweetser in their communities, letting us know how and where we can do the most good.

Kimberly Roussin Acquilano	Joan Harrigan	Mark Peterson
Lisa Arnold	Jennifer Hayden	Brenda Piecuch
Tom Arnold	J. David Haynes	Donald Pilon
Donald Ballute	Samuel G.	Helene Plourde
Joann Beaudoin	Henderson III	Muriel Poulin
Raymond Beaudoin	Burton Howe	Gregory Prince
John Beliveau	Keith Jacques	Kathleen Prior-Vaz
Ruth Bentley	A. William Kany, Jr.	Robert Quentin
Laura Blanchette	Carolyn Keddell	Anna Rapp
Blaine Boudreau	Constance Kent	Meredith Richardson
Edward Bull	John Kerry	Melissa Richter
Sheila Bull	Michelle LaChapelle	Brynn Riley
Eric Christensen	Morgan LaChapelle	Louine Robbins
James Cohen	Kimberly Lane	Christine Rogerson
Erin Ehrlenbach	Mary Jo Larned	Susan Rouillard
Collins	Robert Lobis	Kevin Savage
Robert Convery	Ann Luginbuhl	Michael Sawyer
Joan Cook	Jerry Mansfield	Stacey Scott
Allen Cornwall	Linda Mayo	Margaret Shepp
Joshua Cushman	Jack Mazzotti	Patricia Small
Barry Daniels	Amy McGarry	Joan Smith
Robert Davis	Suzanne Megathlin	Wendy Starkey
Michael Del Tergo	Michael Morel	William Sweetland
Neil DeLuca	Phillip Morin	Peter Sylvestre
Jessica Demers	Erin Morse	Debra Taylor
Joan Dickey	Patsy Murphy	Robert Tkacik, Jr.
Diane Donaldson	Timothy Murphy	David Tourangeau
Janna Dyer	Carolyn Noble	Mary Turgeon
Nathanial Dyer	Jessica Noonan	John Walker
Dennis Eagleson	Mark Noonan	James Waltz
Mark Eddy	James Nylund	Kristen Walton
Troy Ellsmore	Margaret O'Brien	Robert Walton
Christopher Emmet	Michael O'Brien	Jay Waterman
Roland Eon	Kathy Pardi	Thomas Wells
Cynthia Fagan	Eslie Parquette	Tammy White
Steven Fennell	Rob Pascale	Douglas Willett
Kelli Fox	Bradley Paul	Mark Willett
Marjorie Getz	Lori Pelletier	Dean Wolfahrt
Brian Gilbert	Barbara Pendleton	Gail Wolfahrt
Karen Goldberg	Carlton Pendleton	Douglas Woodbury
Lee Goldberg	Craig Pendleton	Roberta Wright
Carl Goodwin	Susan Pendleton	Louise Zafirson
Susan Hadiaris	Charles Petersen	William Zafirson
Mark Hampton		



## Our Statewide Network of Care

### Community-based Services

Assertive Community Treatment  
Behavioral Health Home  
Community Integration  
Housing Assistance  
Primary Care Integration  
School-based Services

### Crisis Services

(1-888-568-1112, available 24/7)  
Crisis Stabilization Units  
Mobile Crisis Intervention

### Developmental Services

Supporting independent living in a community setting for adults with intellectual and developmental disabilities

### Outpatient Services

Affiliate Network  
Individual, Family or Group Therapy  
New England Eating Disorders (NEED) Program  
Psychiatric Services/Medication Management  
Substance Use Disorder Therapy

### Peer Services

Intentional Warm Line (1-866-771-9276)  
Peer Training Network

### Residential & Educational Services

Residential Treatment Services  
Day Treatment Services  
FOCUS Through Adventure  
Special Purpose Private Schools





Mental Health  
Recovery  
Education

50 Moody Street, Saco, Maine 04072  
sweetser.org

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NONPROFIT ORG  
PRESORT STANDARD  
**US POSTAGE  
PAID**  
FARMINGTON, ME  
PERMIT NO 30

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## What did Sweetser do for Maine children, adults and families in the last year?

- ✓ The PromiseLine responded to 65,443 calls and completed 1,378 intakes.
- ✓ As of April 1, 2018, Sweetser is the state's largest mobile crisis service provider and supported close to 3,000 mobile interventions in Fiscal Year 2018.
- ✓ The Intentional Warm Line answered a total of 24,987 calls, amounting to 8,042 hours of support time to callers from each of Maine's 16 counties.
- ✓ School-based Clinicians from York to Bangor area served 2,842 children.
- ✓ Special Purpose Private Schools in Belfast and Saco (Eslie J. Parquette School) served 269 children.
- ✓ Served 159 children in our Children's Residential Services.
- ✓ The New England Eating Disorders (NEED) Program served 198 children and adults.
- ✓ Sweetser Training Institute hosted courses for 783 mental health professionals and community members.
- ✓ Volunteers donated more than 17,597 hours of their time supporting Sweetser clients and services.
- ✓ Sweetser served more than 20,000 children and adults!

