



Community Health and Counseling Services
Home Health, Hospice and Mental Health Services

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November 9, 2018

Mr. James Bennett, City Manager
Town of Biddeford
P.O. Box 586
Biddeford, ME 04005-0586

Dear Mr. Bennett:

Thank you to the citizens of Biddeford for your past support. Your continued support will help Community Health and Counseling Services (CHCS) to provide home health, hospice, and mental health services to adults and children throughout Maine.

CHCS believes that, whenever possible, care is best given in a familiar setting where family and friends can become a part of the support and recovery process. Your appropriation will support community-based services in Biddeford to:

- adults with severe and persistent mental illness who need assistance in achieving and maintaining independence while living within their communities.
- children and their families who are in need of intensive help in dealing with emotional and behavioral problems.
- homebound individuals with a serious illness or those dealing with a disability and need home health services.
- end-of-life-care (hospice).

As a private not-for-profit organization, CHCS understands the importance of delivering quality services in an efficient and cost effective manner. CHCS collaborates with many resources to provide quality care which benefits the individual and their community.

We recognize the economic challenges facing all Maine communities and municipalities. **Our request for your support in the amount of \$353**, is submitted with an understanding that you face many difficult decisions and constraints. Municipality support helps us to maintain these important services in your community. Any assistance you can provide will help us with our services.

I have included some information relevant to our services in York County. Please do not hesitate to contact me at 922-4701 should you have any questions. Thank you for consideration of our request.

Sincerely,

Dale Hamilton
Executive Director

Community Health and Counseling Services York County - 2018



About Us Our Mission What We Do

Community Health and Counseling Services (CHCS) is a private non-profit organization that provides community-based home health, hospice and mental health services to adults and children in central, eastern, and northern Maine. More than 9,000 people benefit each year from the efforts of over 430 professional, support, and management staff of the agency.

CHCS is Medicare and Medicaid certified, with the healthcare services accredited by the Community Health Accreditation Program (CHAP).

Home Health and Hospice services are not provided in Androscoggin County.

Our Mission

Community Health and Counseling Services will provide community health services, which are needed and valued by the communities and individuals we serve.

Community-Based Services

CHCS supports adults with severe and persistent mental illness and often co-occurring substance use disorders who need assistance in achieving and maintaining independence while living within their communities; children and their families who are in need of intensive help in dealing with emotional and behavioral problems; homebound individuals who are recuperating from surgery, a serious or terminal illness or who may be in need of home health services while dealing with a disability; and end-of-life-care (hospice).

Quality of Life Measurable Benefits

CHCS believes that, whenever possible, care is best given in a familiar setting where family and friends can become a part of the support and recovery process. The services that are offered are designed to enhance the quality of life for those who are facing health challenges.

This is done through services like home health, hospice, physical therapy, adult and child therapy, child treatment foster care, adult community integration services, adult medication management, and adult residential programs.

The community-based nature of the services provided by CHCS helps to prevent admission to more expensive forms of care.

Since our services are developed in partnership with the individual, treatment plans are developed which foster improvement for the individual.

Measurable Benefits

CHCS aggressively measures outcomes for its programs and services. Our home health and hospice services are required to participate in an outcome measurement process called OASIS. OASIS is a national outcome data tool that is mandatory throughout the home health industry.

All of the outcome data collected by CHCS and other entities demonstrates that CHCS is successful in improving the overall quality of lives of individuals who are experiencing significant health needs.

York County Residents Served in 2018

CHCS serves the needs of children, adults and families in York County within 10 communities through its office located in Augusta.

1 resident of York County is part of our caring staff.

CHCS provided support to more than **21 residents** in York County through its services. CHCS community-based services allow residents to remain in their community.

York County received 225 health care visits from CHCS professionals with 197 hours spent in direct patient contact and 409 days in residential care (child).

CHCS Practices Good Stewardship

CHCS establishes a request amount for each county in which we provide service. After determining this request amount, each town's specific request is determined by the amount of services provided to residents in that town in relation to the total population served in the county.

CHCS understands that communities receive many well deserving requests. We attempt to keep our requests to a reasonable level. As such, CHCS caps the total request of any town at \$5,000. This year we are **requesting \$1,000 from York County municipalities.**

CHCS organizational overhead is 11.95%. All other costs are service delivery related. Flexible dollars are used to bridge the gap between reimbursement and the cost of service delivery.