

# Progress Report to our Community

Fiscal Years  
**2023-2025**

Addressing community health needs.

Northern Light Acadia Hospital is committed to shaping health improvement efforts in our service area based on sound data, personal and professional experience, and community need. Through collaborative efforts, Acadia Hospital creates healthier communities through the provision of services, resources, and programs beyond our hospital's walls.

We used the results of the 2022 [Community Health Needs Assessment](#) along with community input to inform the development of our three-year [Community Health Strategy](#). As a member of Northern Light Health's Community Health Council, Acadia Hospital recognized the value, reach, and influence of aligned engagement efforts with a shared purpose. The following three priority areas were adopted as shared priorities where Northern Light Health member organizations would engage in common strategy to achieve greater statewide impact:

- Mental health
- Social determinants of health
- Substance use

This report is an update on Northern Light Acadia Hospital's progress on our community health strategy for fiscal years 2023 (October 2022 – September 2023), 2024 (October 2023 – September 2024), and 2025 (October 2024 – September 2025) representing the three years of our three-year health improvement plan.

## PRIORITY: Mental Health

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Provide youth and families with the mental and behavioral health resources they need to thrive.	Partner with schools and other community organizations to ensure youth and their families have improved access to mental health prevention, early intervention, and treatment services.	Educate and empower others to recognize, support, and respond to mental and behavioral health needs of youth.

### Shared objective:

Increase the number of individuals trained to support the mental health needs of youth.

Northern Light Acadia Hospital trained staff in Psychological First Aid (PFA), an evidence-informed approach to help anyone — children, adolescents, adults, and families — in the immediate aftermath of a traumatic experience and has proven to be effective when someone is experiencing a mental health crisis at any time. PFA shines a light on the impact of collective trauma, builds resiliency, and assists in self-care action plans by incorporating five evidence-based principles: safety, calming, connectedness, self and community reliance, and hope.

Certified Acadia Hospital staff then engaged schools and/or youth serving organizations to educate and empower individuals to respond to mental and behavioral health needs of youth using the PFA training model. Attendees received training in eight core elements: engagement, safety, stabilization, information gathering, practical assistance, connection to social supports, information on coping, and connecting with collaborative services. Systemwide collective impact of our shared objective, since this effort began in 2023, has resulted in 110 training sessions with 2,066 individuals trained.

## Fiscal Year 2023 Partners and Community Impact

### PARTNERS ENGAGED:

Bangor YMCA*	Maine Pediatric & Behavioral Health Partnership
Camp G. Peirce Webber*	Northern Light Acadia Hospital's new employees*
Camp Jordan*	Old Town YMCA*
Northern Light Eastern Maine Medical Center's Emergency Department DEA (Diagnosis, Evaluation, & Assessment)*	Penquis Community Action Program*
Health Equity Alliance*	Regional School Unit #34*
School Administrative Unit (Leeds Central School/ Turner Elementary)*	Mental Health in the School Setting Project ECHO series
	School Based Behavioral Health Rapid Project ECHO series
	Southern Penobscot Regional Program for Children with Exceptionalities (SPRPCE)*

- 12 community organizations\* trained in Psychological First Aid (PFA); 336 individuals trained in PFA.
- Peer to Peer consults between Acadia providers and pediatric primary care providers (internal and external to Northern Light Health).
- 21 peer-to-peer pediatric psychiatry and care coordination consultations done within the Maine Pediatric & Behavioral Health Partnership.
- Monthly webinars and Project ECHO sessions.

- CARES (Child-Adolescent Resource and Educational Series) surveys distributed statewide to stakeholders, educators, and community organizations. CARES 2.0 updated Maine version and new national version development in process.
- RACES (Responding to Adverse Childhood Experiences) series; filming completed, curriculum in development.

## Fiscal Year 2024 Partners and Community Impact

### PARTNERS ENGAGED:

Army National Guard*	Northern Light Medical Transport*
Bangor Housing - Residence Services staff*	Project ECHO
Bangor Public Health & Community Services*	RSU 34 Old Town Schools & PREP*
Bangor YMCA (staff, Camp G. Pierce Webber, Camp Jordan)*	RSU 57*
Equality Maine*	RSU 67 Lincoln Schools*
Maine Department of Education	SAD 52 Greene Central School
Maine Air National Guard*	Southern Maine Community College (Nursing Students)*
Maine Pediatric and Behavioral Health Partnership	Thomas College Education Students
MCD Global	Turner Elementary School*
MSAD #53	University of Maine at Augusta (Nursing Students)*
Northern Light Acadia Hospital (new employees, behavioral health, nursing students)*	Victim Advocates – Maine Air & Army National Guard*

- Held 23 training sessions with 15 community organizations\* in Psychological First Aid (PFA); 687 individuals trained in PFA.
- Provided 43 peer-to-peer consultations and/or resource coordination to pediatric primary care providers through the Maine Pediatric & Behavioral Health Partnership Program grant.
- Worked with Bangor Housing to provide additional training specifically in trauma informed practices.
- Continued work with the Maine Department of Education to connect with critical school districts, districts that have experienced loss or trauma, to provide PFA.
- Hosted a Yellow Tulip Project Hope Day with community organizations: Bangor Y Teen Center, Rape Response, Evans Rocks the World, Inspired Consulting Group, Orono High School, Maine Behavioral Health Youth Peer Support, Community Health and Counseling Services, and Acadia Addiction Care. Several teens from the area spoke about their experiences with mental health and the barriers and success they have had.
- Collaborating with MCD Global and Maine DOE to provide Project ECHO sessions to Maine school staff, teachers, and administrators to address mental and behavioral challenges in schools.

## Fiscal Year 2025 Partners and Community Impact

### PARTNERS ENGAGED:

Calais School Department*	My Place Teen Center*
Camp G. Piece Webber*	Northern Light Acadia Hospital new employees*
Camp Jordan*	Community Training at Maine Discovery Museum*
EMMC Youth Summit	RSU 22*
Husson University Employees x2*	RSU 76*
Husson University Students*	Southern Maine Schools*
Maine Air Guard*	Stronger Connections ECHO (Maine DOE)
Maine Audubon*	The Maine Pediatric and Behavioral Health Partnership
Maine Dept. of Education	Thornton Academy*
Maine Discovery Museum*	UMaine Red Cross group/Vol. Ambulance Service*
Maine Behavioral Health/Maine Pediatric & Behavioral Health Partnership	

- 17 community organizations\* trained in Psychological First Aid (PFA); 332 individuals trained in PFA.
- Participated in the Stronger Connections ECHO (Extension for Community Healthcare Outcomes) sponsored by the Maine Department of Education that connects educators across the state with mental and behavioral health subject matter experts to discuss cases and create solutions that educators can use in their classrooms.
- Provided 16 peer-to-peer consultations and/or resource coordination to pediatric primary care providers through the Maine Pediatric and Behavioral Health Partnership Program grant.
- Hosted community Lunch and Learn events during eating disorders week, to bring awareness to eating disorders.
- Presented numerous topics at Northern Light Eastern Maine Medical Center's Youth Summit including the connection between social media use and mental health, eating disorders in teens including prevalence, symptoms, and resources; team building, and the connection between nature and mental health.
- Presented "Healthy Coping Skills" for middle school aged students at the Penquis Youth Summit workshop.
- Collaborated with the Maine Discovery Museum to launch a mental health exhibit to invite visitors to write words of encouragement using markers on the mirror for others to see.
- Acadia staff led a "pay it forward" opportunity with young leaders at the Bangor YMCA Leaders School to make friendship bracelets for youth in outpatient programs.

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## PRIORITY: Social Determinants of Health

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Improve health outcomes for vulnerable populations.	Partner with community to improve equitable access to social supports, community resources, and healthcare services.	Connect individuals with community resources they need to improve their health and wellbeing.

### Shared objective:

Increase community partner engagement with [findhelp.org](https://findhelp.org).

Findhelp.org is the nation's leading social care network, making it easier to connect patients and their families with free or reduced-cost programs from local partners and national support services with dignity and ease, and is one component of Northern Light Health's response to need in the communities we serve. [Northern Light findhelp](https://findhelp.org) will continue to develop, allowing users to search and connect to community services.

Northern Light Acadia Hospital engaged in meaningful, trusted community partnerships to reach priority populations with equitable access to community resources and social supports and connect individuals with community resources they need to improve their health and well-being through the [findhelp.org](https://findhelp.org) platform.

- In fiscal years 2023 and 2024, Acadia Hospital participated in a monthly systemwide workgroup focused on engagement efforts to educate community partners on the availability and uses of [findhelp.org](https://findhelp.org). We assisted those community partners with adding their program information to the platform directory and with activating the ability to receive referrals or requests for information through the platform. Systemwide collective impact of our community engagement shared objective, since this effort began in 2023, has resulted in 69 partners offering 148 programs that increased engagement with FindHelp.
- In fiscal year 2025, Northern Light Community Health researched [findhelp](https://findhelp.org) data, and engaged clinical user feedback, to understand the most frequently searched social health needs in our geographic region to meet the needs of specific populations. These topic areas were featured on the [findhelp](https://findhelp.org) platform as specific "folders" containing a minimum of five relevant community resource links providing [findhelp](https://findhelp.org) users with easy access to the resources compiled by our organization. In fiscal year 2025, collectively across Northern Light Health, there were 50,990 searches for assistance conducted using [Northern Light Health findhelp](https://findhelp.org) compared to 21,027 searches in 2023. Search data trends show that food assistance remains the dominant need across Maine. This work is ongoing as we continue to identify best options for quick and easy access to resources.
- Additionally, in 2025, Northern Light Community Health participated in a food security resource collaborative convened by the Maine CDC Chronic Disease Prevention and Control Program that included staff from [findhelp](https://findhelp.org), Maine 211, MaineHealth, Community Care Partnership of Maine (CCPM) ACO, and community partners. This group identified food security resources in counties with high prevalence of cardiovascular disease (Somerset, Piscataquis, Aroostook, and Washington) that were not listed within [findhelp](https://findhelp.org) and Maine 211. Members of this collaborative added these missing resources to their respective platforms and plan to pursue a quality improvement project to increase CCPM staff use of [findhelp](https://findhelp.org) and Maine 211 to address food security and other patient needs.

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## Fiscal Year 2023 Partners and Community Impact

### PARTNERS ENGAGED:

Aroostook Mental Health Services (AMHC)\*  
Good Shepherd Food Bank  
Health Equity Alliance (HEAL)\*

Heart of Maine, United Way  
Wings for Children & Families\*

- Three community partners\* added nine programs to the findhelp directory:
  - AMHC: County Ride Program
  - HEAL: Youth who identify as a protected class group, Community Food Pantry, Naloxone Distribution, Needle Exchange Program, Case Management, HIV/HCV Testing, Sexual Health Services
  - Wings: Wraparound Process Case Management
- 231 food bags distributed to individuals with behavioral health conditions in collaboration with Good Shepherd Food Bank
- 44 gallons of milk given to clients in Addiction Care Services
- 166 diapers and 112 Wipes distributed in collaboration with Heart of Maine United Way
- 3153 lbs. of fresh produce to be given to patients/ clients/staff of Northern Light Acadia

## Fiscal Year 2024 Partners and Community Impact

### PARTNERS ENGAGED:

BangorHousing\*  
Christine B. Foundation\*  
Good Shepherd Food Bank

KidsPeace\*  
Pittsfield Schools  
University of Maine nutrition students

- Three community partners\* added four programs to the findhelp directory:
  - BangorHousing: Housing Choice Voucher (Section 8) Program, and HUD Public Housing Program
  - Christine B. Foundation: Cancer Nutrition Assistance Program
  - KidsPeace: Outpatient Mental Health Clinic
- Fresh Produce Day averages 775 lbs. of produce per month
- 350 emergency food bags provided
- Worked with University of Maine nutrition students to develop monthly newsletters handed out during Fresh Produce Day. The newsletters focused on health recipes, food safety tips, and the importance of good nutrition.
- Participated in Bangor Housing's Block Party and Maine Air Guard Family Day to distribute information about Acadia services along with building better relationships with community partners.

## Fiscal Year 2025 Partners and Community Impact

As a result of ongoing community engagement and promotion of [Northern Light Health findhelp](#), use of the platform to find assistance continues to increase. In 2025, there were 18,111 searches by Penobscot County residents compared to 6,939 searches in 2023. Search data trends show that food assistance remains the dominant need in Penobscot County.

Northern Light Acadia Hospital created the following findhelp resource folders:

### **Domestic violence support**

1. Rape Response Services – Penquis
2. Legal Services – Partners for Peace
3. Family Shelter – Partners for Peace

4. Domestic Abuse Hotline – Partners for Peace
5. Household Goods Bank – Welcome to Housing
6. 24-Hour Help Line – Maine Coalition to End Domestic Violence

#### **Mental Health resources**

1. Mental Health – Community Health and Counseling Services
2. Outpatient Mental Health Clinic – KidsPeace
3. Mental Health Counseling – Dirigo Counseling Clinic
4. Employment Connections – Maine Mental Health Connections, Inc.
5. Group Therapy for Adults – Northern Light Health
6. Mental Health Services - Full Circle Wellness Center, Inc.
7. Community Family Support Services – Community Care
8. Outpatient Mental Health Clinic – Community Care
9. Together Place Housing – Maine Mental Health Connections, Inc.
10. Pediatric Behavioral Care – Northern Light Health
11. Mental Health Services - New Communities
12. Mental Health Support and Crisis Text Hotline – Crisis Text Line

#### **Substance use treatment/recovery**

1. Needle Exchange Program – Health Equity Alliance (HEAL)
2. Medication Assisted Therapy (MAT) – Northern Light Health
3. Naloxone Distribution – Health Equity Alliance (HEAL)
4. Recovery Support Services – Bangor Area Recovery Network
5. Counseling Services – Molly Ministries
6. Better Life Partners: Substance Use Treatment – Better Life Partners
7. Substance Use Disorder (SUD) Program – US Department of Veterans Affairs (VH)
8. Adult Services – Dirigo Counseling Clinic
9. Opioid Health Home – Brighter Heights Maine
10. Addiction Care – Northern Light Health
11. Outpatient Substance Use Counseling – Maine Immigrant and Refugee Services (MEIRS)
12. Group Therapy for Adults – Northern Light Health

#### **Youth support resources**

1. Youth who identify as a protected class group – Health Equity Alliance (HEAL)
2. Sexual Health Services – Health Equity Alliance (HEAL)
3. Wraparound Process Case Management – Wings for Children and Families
4. Teen Wilderness Adventures – Appalachian Mountain Club (AMC)
5. Domestic Violence Hotline for Teens & Young Adults – Loveisrespect
6. After School Activity Program (ASAP) – Old Town – Orono YMCA
7. Online Community for Teens who identify as a protected class group – Q Chat Space
8. Shaw Care – Shaw House
9. Teen Line Hotline – TEEN Line
10. TEEN Text Support – TEEN Line



## PRIORITY: Substance Use

Three-year approach (2023-2025)		
Goal	Strategy	Objective
Reduce deaths, disability, and suffering associated with substance use disorder.	Leverage community partnerships to reduce barriers and improve access to and availability of substance use prevention, treatment, recovery, and harm reduction services. Optimize relationships with partners who can help us engage effectively with populations in need.	Improve pathways to prevention, treatment, and recovery for individuals with substance use disorder.

### Shared objective:

Improve distribution and preventive access to state sponsored Naloxone kits.

In collaboration with other Northern Light Health member organizations and community-based organizations, trained Northern Light Acadia Hospital staff representing pharmacy and community health departments worked diligently to improve processes and partnerships to reduce barriers and provide equitable access to state-sponsored naloxone (Narcan) kits for priority populations.

Northern Light Acadia Hospital participated in the Maine Naloxone Distribution Initiative<sup>1</sup>, which provides state-purchased naloxone to community organizations, clinical sites, and end-users throughout Maine to distribute free of charge. Through a collaboration with Bangor Public Health & Community Services, Acadia Hospital provided education on the use of these naloxone kits to end-users to facilitate the reversal of private overdoses in the community. Systemwide collective impact of our shared objective, since this effort began in 2023, has resulted in 3,257 naloxone kits distributed throughout Northern Light Health's service area.

### Fiscal Year 2023 Partners and Community Impact

#### PARTNERS ENGAGED:

Maine Pediatric & Behavioral Health Partnership  
Maine Substance Use Disorder (SUD) Learning Collaborative  
Reel Recovery Film Festival

The Prevent Prescription Drug/Opioid Overdose-Related Deaths Workgroup  
TreatMe: Adolescent SUD conference

- 302 state-sponsored naloxone kits distributed
- Addiction Care Clinic clients receive ongoing access to Narcan, access to resources, and individual meetings in groups receive ongoing information regarding pathways to prevention treatment in recovery.
- Provided organizations within Northern Light, training on Trauma Informed Care

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<sup>1</sup> [Distribute Naloxone – Maine Drug Data Hub](#)



## Fiscal Year 2024 Partners and Community Impact

### PARTNERS ENGAGED:

Bangor Area Recovery Network (BARN)	Recoverypalooza
Bangor Public Health and Community Services	Together Place
Maine General Medical Center	WABI
MaineCare	WMTW

- 155 state-sponsored naloxone kits distributed.
- Established the EConsult for substance use disorder.
- Presentations provided on the following topics: Screening, Brief Intervention and Referral to Treatment; Level-setting and Person First Language and Assessing Potential Risk of Harm for Families Affected by substance use disorder; Older Adults and Substance Use Disorders: Trends and Supportive Interventions; Trauma Informed Care for Patients with substance use disorder; MAT (Medication-Assisted Treatment) in Primary Care; Dry January.

## Fiscal Year 2025 Partners and Community Impact

### PARTNERS ENGAGED:

Bangor Area Recovery Network (BARN)	Recovery Palooza
New England Crisis Negotiator Association	Together Place
Opioid Clinical advisory council	

- 82 state-sponsored naloxone kits distributed.
- Addiction Care staff participated in Opioid Clinical advisory council and the Opioid Stewardship group.
- Northern Light Acadia Hospital staff inclusive of a licensed clinical professional counselor, certified clinical supervisor, licensed alcohol and drug counselor, and psychiatric-mental health nurse practitioner, participated and served as subject matter experts on numerous community groups and coalitions focused on substance use initiatives as follows: Governor's 7th Annual Opioid Response Summit; Recovery Palooza; Extension for Community Healthcare Outcomes (ECHOs), Treating Addiction in Rural Areas and Responsive Care for Aging Adults with Substance Use Disorder; School supply drive for Addiction Care patients; Media engagements related to International Overdose Awareness Day and other segments; Facilitated substance use scenarios for the New England Crisis Negotiators Association.