

Progress Report to our Community

Fiscal Years
2023-2025

Addressing community health needs.

Northern Light Seabasticook Valley 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, Seabasticook Valley 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, Seabasticook Valley 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 Seabasticook Valley 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 Sebecook Valley 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 Sebecook Valley 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:

Healthy SV Coalition	National Alliance on Mental Illness (NAMI) Maine
Maine Central Institute (MCI)*	Northern Light Sebecook Valley Hospital Ambulance Service*
Maine Resilience Building Network (MRBN)	Pittsfield Public Library
Mr. Sean Presents	
Maine School Administrative District (MSAD) #53	

- Two community organizations* trained in Psychological First Aid (PFA); 44 individuals trained in PFA.
- "Stress less" kits provided to youth in collaboration with Healthy SV, MSAD #53, and Pittsfield Public Library.
- Provided presentation to MCI staff in partnership with MRBN (Adverse Childhood Experiences) and Strengthen ME (Acadia); Engaged MSAD #53 via staff book club on mental health and resiliency.
- Engaged social media platforms to increase awareness of youth mental health by promoting the new 988 suicide and crisis lifeline.
- Partnered with Mr. Sean Presents to host a six-week puppet pals program to reach youth and use puppetry to talk about emotions, increase empathy, and identify what brings them happiness.

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Fiscal Year 2024 Partners and Community Impact

PARTNERS ENGAGED:

Kennebec Behavioral Health	RSU 18*
NAMI Maine (National Alliance on Mental Illness)	Warsaw Middle School*
Pittsfield Public Library	

- Two community organizations* trained in Psychological First Aid (PFA); 62 individuals trained in PFA.
- Continued efforts listed under FY23 through FY24, “Stress less kits”, Adverse Childhood Experiences, book clubs, and Mr. Sean Presents.
- Patient Navigator has maintained relationships with organizations that support equitable access to mental health resources, including NAMI Maine and Kennebec Behavioral Health.
- Partnered with National Alliance on Mental Illness (NAMI) Maine to host one Youth Mental Health First Aid Training for community members who serve youth.

Fiscal Year 2025 Partners and Community Impact

PARTNERS ENGAGED:

Alfond Youth and Community Center	Kennebec Valley Community Action Program, South End Teen Center*
Augusta Teen Center*	NAMI Maine (National Alliance on Mental Illness)
Augusta YMCA	Pittsfield Police Department
HealthySV Coalition	RSU19

- Two community organizations* trained in Psychological First Aid (PFA); eight individuals trained in PFA.
- Promoted resources from NAMI Maine to coalition partners and community members, as well as continued partnership with NAMI to coordinate and offer Youth Mental Health First Aid training to the community.
- Sponsored Puppet Pals, a program focused on promoting kindness, making friends, and social emotional learning for youth, as part of grant work between SVH and HealthySV, at the Hartland Public Library.

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.

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 Seabasticook Valley 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 platform.

- In fiscal years 2023 and 2024, Seabasticook Valley Hospital participated in a monthly systemwide workgroup focused on engagement efforts to educate community partners on the availability and uses of 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

Fiscal Year 2023 Partners and Community Impact

PARTNERS ENGAGED:

Alpha One	Maine Street Dental Care (Waterville Maine)
Catholic Charities	Penquis Community Action Program (CAP)
Department of Health and Human Services	Pittsfield Public Library*
Kennebec Valley Community Action Program (KVCAP)	Redington Fairview General Hospital*
Local food pantries	Sarah's House*
Maine Cervical and Breast foundation	

- Three community partners* added three programs to the [findhelp](https://findhelp.org) directory:
 - Pittsfield Public Library: Library Connect Telehealth Program
 - Redington Fairview General Hospital: Car Seat Safety Program
 - Sarah's House: Temporary lodging
 - 296 community members referred to SDOH resources via our Patient Navigator

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Fiscal Year 2024 Partners and Community Impact

PARTNERS ENGAGED:

Bangor Career Center	Penquis CAP
Catholic Charities of Maine	Skowhegan Community Food Cupboard*
Corinna United Methodist Church*	Somerset County Options Liaison
Eastern Area Agency on Aging	Spectrum Generations
Gateway Pentecostal Church*	St. Anthony's Soup Kitchen
Kennebec Valley Community Action Program (KVCAP)	The Open Door*
Newport Community Food Bank*	Tri-Town Food Cupboard*
Notre Dame de Lourdes - Christ the King*	Widows and Orphans Food Cupboard*

- Eight community partners* added eight programs to the findhelp directory:
 - Corinna United Methodist Church: Food Pantry
 - Gateway Pentecostal Church: Food Pantry
 - Newport Community Food Bank: Food Bank
 - Notre Dame de Lourdes - Christ the King: St. Anthony's Soup Kitchen
 - Skowhegan Community Food Cupboard: Food Pantry
 - The Open Door: Food Pantry
 - Tri-Town Food Cupboard: Food Pantry
 - Widows and Orphans Food Cupboard: Food Pantry
- Patient Navigator position connects patients with outside organizations that provide access to SDOH resources and social supports needed to improve their health and well-being. The navigator maintains relationships with local organizations focused on social determinants of health resources and supports, including Penquis CAP, Kennebec Valley Community Action Program (KVCAP). In FY24, 501 referrals were made as follows:
 - 49 transportations, 28 fuel help, 58 food insecurity, 162 insurance application (MaineCare/free care), 25 home health care help, 49 housing, 15 dental, 7 care management team, 3 vision, 2 medication help, 14 electricity, 17 miscellaneous, 1 grieving counselor, 36 general resources, 10 billing questions, 8 meals on wheels, 7 primary care provider help, 10 medical devices.
- Northern Light Seabasticook Valley Hospital collaborated with local businesses to host two food mobile event in which produce, and dried goods were distributed to community members.

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 remains steady. In 2025, there were 2,834 searches by Somerset County residents compared to 1,413 searches in 2023. Search data trends show that food assistance remains the dominant need in Somerset County.

As food assistance remained a dominant need in the community for FY25, Northern Light Seabasticook Valley Hospital coordinated two mobile food drive events, providing free food to community members through partnerships with Good Shepard Food Bank and the Pittsfield Business Consortium, made up of local businesses and volunteers. Seabasticook Valley Hospital also distributed food resource guides to community organizations to increase access and outreach to those in need.

Northern Light Seabasticook Valley Hospital created the following findhelp resource folders:

Housing

1. Foreclosure Prevention Services - KVCAP
2. Low Income Assistance Program (LIAP) - KVCAP

3. Homeless Shelter - Bread of Life Ministries
4. Shelter - Family Violence Project
5. Home Energy Assistance Program (HEAP) - Maine State Housing Authority
6. Day Shelter - Mid-Maine Homeless Shelter
7. Women's Shelter - New Hope Women's Shelter
8. Domestic Abuse Hotline - Partners for Peace
9. HUD Public Housing Program - Waterville Housing Authority
10. Section 8 Housing Chronic Vouchers - Waterville Housing Authority

Transportation

1. KV Van - KVCAP
2. Penquis Transportation Brokerage - Penquis
3. Road to Recovery - American Cancer Society
4. Volunteer for Veterans - Disabled American Veterans (DAV)
5. Non-Emergency Medical Transportation (NEMT) - ModivCare Solutions, LLC
6. Long Distance Medical Program - Tri-County Cap Transit

Food Security Resources

1. SUN Bucks - Maine DHHS
2. Food Distribution - Volunteer Regional Food Pantry
3. Women, Infants and Children Supplemental Food Program (WIC)
4. Food Pantry - Skowhegan Community Food Cupboard
5. Food Trailer - Winslow Community Cupboard
6. Food Cupboard - Tri-Town Food Cupboard
7. Maine Senior FarmShare Program - Maine Dept. of Agriculture, Conservation and Forestry
8. Maine Harvest Bucks - Maine Federation of Famers' Markets

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 Sebecook Valley 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 Sebecook Valley Hospital participated in the Maine Naloxone Distribution Initiative¹, which provides state-purchased naloxone to community organizations, clinical sites, and end-users throughout Maine to distribute free of charge. Through a collaboration with MaineGeneral Harm Reduction, Sebecook Valley Hospital worked in the community setting to provide 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:

Cianbro	Pittsfield Police Department
Hometown Health Center	Regional School Unit #19
Kennebec Valley Community Action Program (KVCAP)	Rural Communities Opioid Response Program
Maine Central Institute	Sonoco

- 386 state-sponsored naloxone kits distributed.
- Distributed 95 Sebecook Valley Opioid Response Network Recovery Resource Guides to community members in partnership with the Rural Communities Opioid Response Program Coordinator, Pittsfield Police Department, Cianbro, and Kennebec Valley Community Action Program.

Fiscal Year 2024 Partners and Community Impact

PARTNERS ENGAGED:

Kennebec Behavioral Health	Somerset County Substance Use Taskforce
Somerset County Options Liaison	

- Distributed 197 state-sponsored naloxone kits.
- Maintain and encourage certification for MAT (Medication-Assisted Treatment) certified providers.
- Patient navigator assists with referrals to recovery resources to individuals with substance use disorders.
- Through our CARA grant we aim to improve pathways to prevention for priority populations by increasing youth prevention programming throughout our service area.

Fiscal Year 2025 Partners and Community Impact

PARTNERS ENGAGED:

Pittsfield Police Department	Pittsfield Police Department
Newport Women's Group	MSAD 53
Kennebec Valley Community College	MCI
KVCAP	Hartland Public Library
Danforth’s Supermarket	Pittsfield Public Library

- 177 state-sponsored naloxone kits distributed.
- Presented overdose prevention and naloxone administration education at the Maine Association of Health, Physical Education, Recreation, and Dance annual conference.

¹ [Distribute Naloxone – Maine Drug Data Hub](#)

- Promoted and participated in the bi-annual national prescription drug take back programs with Pittsfield Police Department and Danforth's Supermarket. This partnership collects unwanted, expired, and unused medications for safe disposal. Northern Light Seabasticook Valley Hospital provided community members with educational materials on prescription drug safety, locking medication bags, and local resources.
- Promoted substance use disorder prevention efforts with area youth through partnerships with MSAD53, MCI, Hartland Public Library, KVCAP, and Pittsfield Public Library, including efforts through the CARA (Comprehensive Addiction and Recovery Act) Grant.