

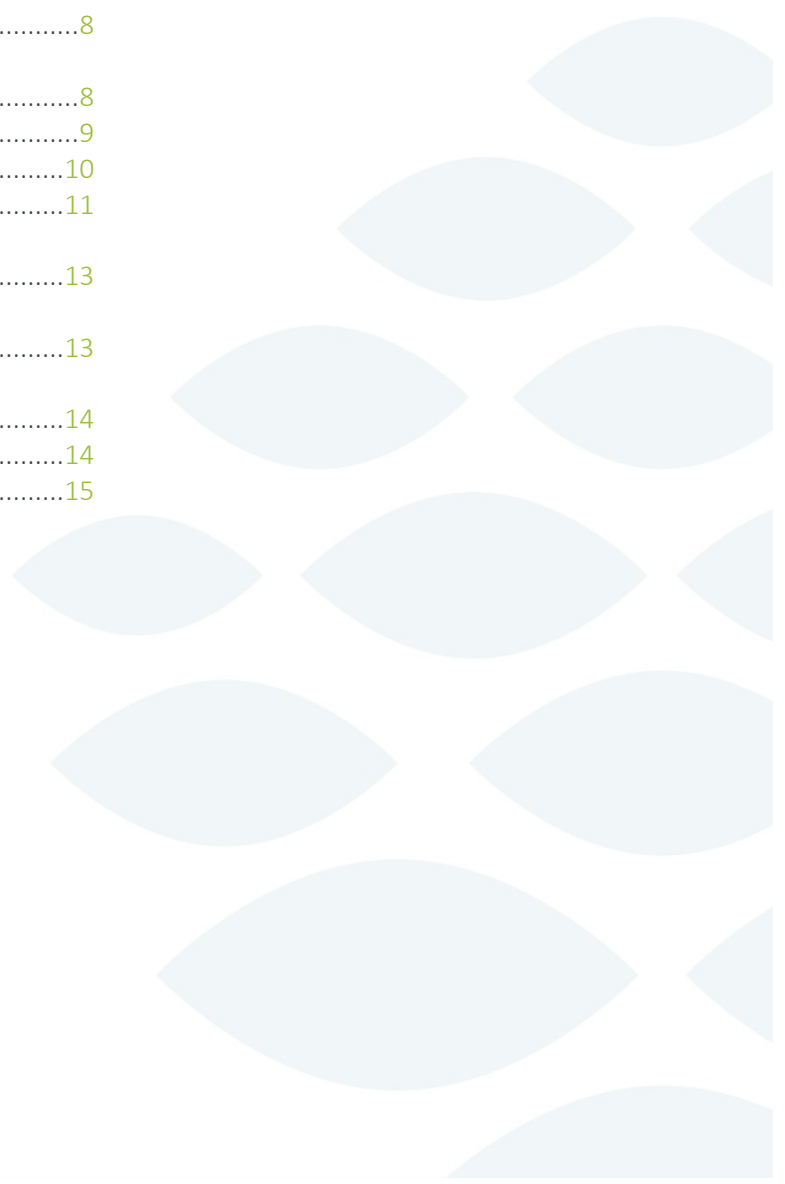


## Community Health Implementation Strategy

Addressing Community Health Needs  
Fiscal Year 2026-2028

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## Letter from the President and Board Chair

Mainers have developed a reputation throughout the years for our hard work and willingness to lend a helping hand to a neighbor in need. It's our goal to uphold those same standards when it comes to providing healthcare for our community. In order to do so, we engage our community members and work with partners to ensure we understand the greatest barriers preventing our neighbors from living their healthiest lives.

Every three years, through the Maine Shared Community Health Needs Assessment (CHNA), Northern Light Health collaborates with Central Maine Healthcare, MaineGeneral Health, MaineHealth, Maine Community Action Partnership, and the Maine Center for Disease Control and Prevention to work with local organizations to engage communities to help identify priority health needs through a statewide assessment of community health needs. The data collected informs our community health improvement efforts for the next three years, resulting in this Community Health Implementation Strategy - our road map toward building healthier, thriving communities. Within, you will find our identified data-driven priority areas accompanied by the reasons for their selection and our intended actions to address the need.

We hope that you will take a moment to review the content within and please reach out with any questions or ideas you may have at [communitybenefits@northernlight.org](mailto:communitybenefits@northernlight.org). By continuing our collaborative efforts and addressing our local priorities, we can build a healthier Maine today, and for generations to come.



Randy Clark, MBA  
President, Northern Light Sebasticook Valley Hospital  
Senior Vice President, Northern Light Health



Stacey Fitts  
Chair, Board of Trustees  
Northern Light Sebasticook Valley Hospital

# Introduction

Northern Light Health and our employees care deeply about our neighbors and communities. Our member organizations work hard to understand and address priority needs. We meet regularly with community partners to plan and implement local solutions that make it possible for people in our communities to lead healthier lives. By working together, we promote a culture of stewardship and foster vibrant communities.

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

## About Northern Light Health

At Northern Light Health, we're building a better approach to healthcare because we believe people deserve access to care that works for them. As an integrated health delivery system serving Maine, we're raising the bar with no-nonsense solutions that are leading the way to a healthier future for our state. Our care team—in hospitals, primary and specialty care practices, long-term and home healthcare, behavioral healthcare, and ground and air medical transport and emergency care—are committed to making healthcare work for you: our patients, communities, and employees. For additional information, visit <https://northernlighthealth.org/About-Us> to access our annual report.

## About Northern Light Sebasticook Valley Hospital

Northern Light Sebasticook Valley Hospital is a 25-bed critical access hospital in Pittsfield, Maine. Our hospital was created from community interest and need and continues to move ahead based on the needs of our region.

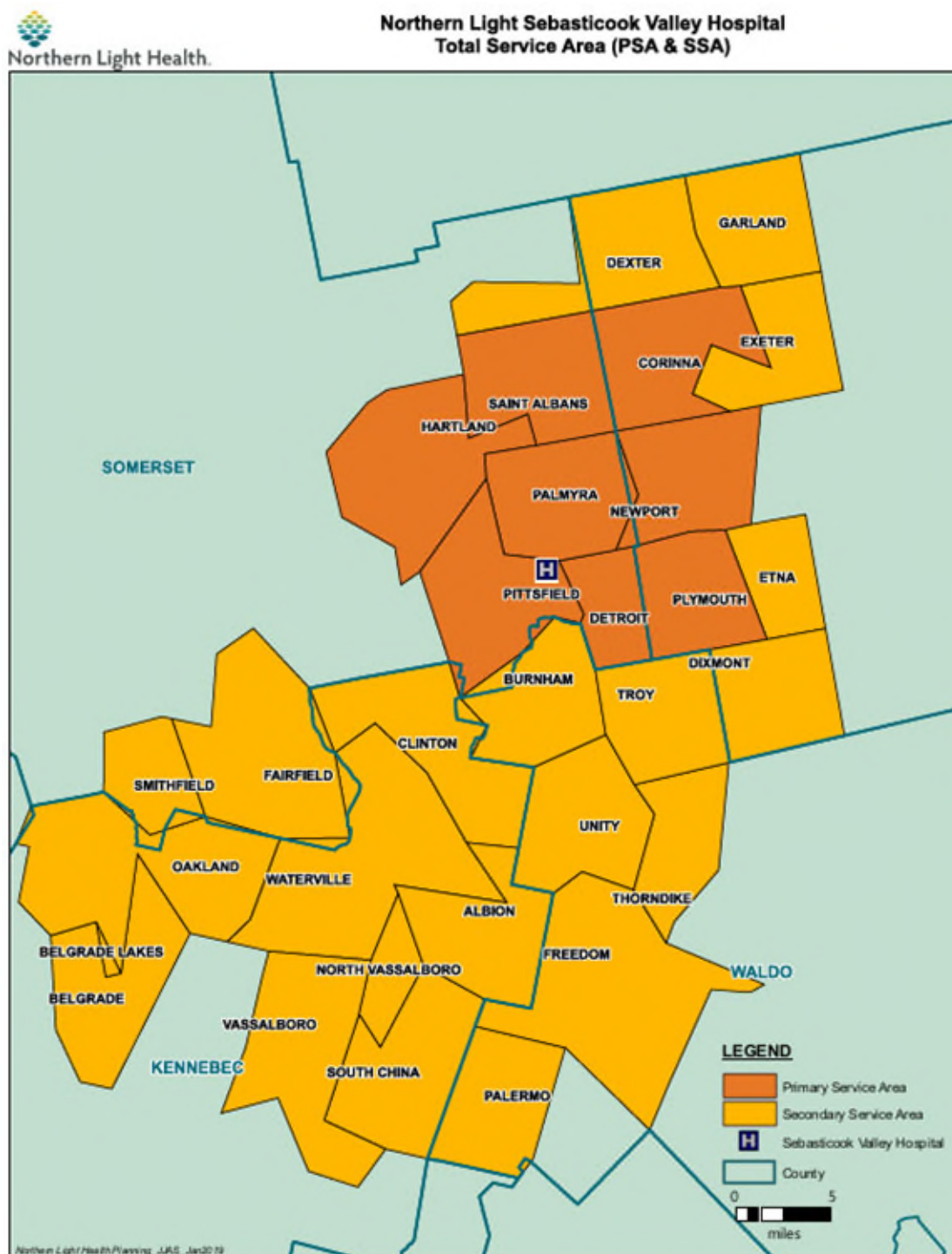
A group of community leaders established the hospital in 1963. Today, the hospital serves an area encompassing a population of approximately 40,000 people in central Maine as a critical-access hospital and a laboratory.

Northern Light Sebasticook Valley Hospital is a member of Northern Light Health, an integrated health delivery system in Maine with nine hospitals, home care and hospice, emergency transport network, population health company, and retail pharmacy.

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## Definition of Community Served

Located in Pittsfield, Maine, Northern Light Sebasticook Valley Hospital has a service area comprised of both primary and secondary service areas, together referred to as the total service area. Total service areas (TSAs) are developed by the Northern Light Health Planning department based on neighboring zip codes from which a majority of a hospital's inpatient admissions originate. TSAs can sometimes overlap due to hospital locations or because of the specialty services provided by the hospitals.



Reference the associated Somerset [County Health Profile](#) for key demographic information.

# Addressing Community Health Needs

## Shared Community Health Needs Assessment

In 2025, Maine’s four largest healthcare systems – Northern Light Health, Central Maine Healthcare, MaineGeneral Health, and MaineHealth – as well as the Maine Community Action Partnership, and the Maine Center for Disease Control and Prevention partnered to research and publish a shared Community Health Needs Assessment (Shared CHNA). The Shared CHNA provides a comprehensive review of health data and community perspective on a broad set of health issues in Maine. Value in partnering is derived from the recognition that the partners’ missions cut across the multitude of factors that influence a person’s health and well-being and the overlap in service areas, patient populations, and services and programs.

This assessment cycle, the Maine Shared CHNA continued its collection and analysis of data covering community conditions and social drivers of health, protective and risk factors, and health conditions and outcomes at the urban, county, state, and national level. This cycle saw expanded efforts to engage communities across Maine; conducting statewide focus groups with the following populations: multigenerational Black/African American; veterans; people who identify as a protected class; women; youth; and young adults. In addition, county-level focus groups engaged people having low-income, key informant interviews were held with individuals having specialized knowledge or experience relevant to community health and well-being issues, and a statewide community survey, which was open to anyone in living in Maine, to learn about local resources and strengths of their communities and their own health and well-being. Both the quantitative and qualitative data were used to inform a health and well-being prioritization process held with stakeholders at county-based forums. These reports and the community input received are fundamental to achieving our goal of being a trusted and valued partner to improve the health of the people and communities we serve.

Results of the 2025 Shared CHNA along with community input were used to inform the development of this three-year Community Health Implementation Strategy by Northern Light Sebasticook Valley Hospital. The efforts identified within help demonstrate our commitment to our community, as we provide benefits reflective of our mission and tax-exempt status. These benefits include a focus on the clinical, social, and environmental factors that influence the ability of people to lead healthier lives.

## Community Health Implementation Strategy

This Community Health Implementation Strategy was developed with input from community stakeholders including those who serve priority populations, public health partners, business leaders, and community advocates.

Priorities were selected after weighing the severity of each priority area, availability of known and effective interventions, determination that the priority area was un-addressed or under-addressed, and community collaborations underway with Northern Light Sebasticook Valley Hospital.

Northern Light Sebasticook Valley Hospital reserves the right to amend this Community Health Implementation Strategy as circumstances warrant. For example, certain community health needs may become more pronounced and require enhancements or a refocus to the selected priorities of focus.

## Process and Methods for Priority Selection

Community members and stakeholders identified priority areas based on three domains as detailed in the county-level Community Health Needs Assessment (CHNA) report:

[Community conditions](#)



- Factors that affect people's health and well-being in the places where they live, work, and play.

#### Protective and risk factors

- Protective factors are characteristics associated with more positive health and well-being outcomes.
- Risk factors are characteristics associated with a higher likelihood of negative outcomes.

#### Health conditions and outcomes

- Health conditions refers to a person's state of health.
- Health outcomes are the changes in one's health status as a result of healthcare services or interventions.

The county CHNA forum priority voting revealed that *mental health, substance use, and chronic conditions* were among the top priorities identified in almost every county. Northern Light Health recognized the value, reach, and impact of aligned engagement efforts with a shared purpose and therefore, identified these three priority areas for Northern Light member hospitals to engage in common strategies to achieve greater statewide impact. We are uniquely positioned to have the most impact on these priorities through system and community-clinical collaborations to meet the needs of those we serve.

Northern Light Sebecook Valley Hospital's Community Health Implementation Strategy was developed to include our systemwide shared priority areas of work reflecting upon the quantitative health profile indicators and qualitative prioritization derived from the Shared CHNA's community engagement process. Sebecook Valley Hospital's planning team also considered local readiness and capacity to address these needs in partnership with our communities. Our planning team included representatives with knowledge and insight of the communities we serve.

Members of Sebecook Valley Hospital's Community Health Implementation Strategy team included individuals representing the following organizations:

- Kennebec County Community Action Program, Director of CSGB & Data Management
- Maine CDC, Central Public Health District Liaison
- Maine Central Institute, Head of School
- MSAD 53, Superintendent
- Northern Light Sebecook Valley Hospital, Ambulatory Performance Program Manager
- Northern Light Sebecook Valley Hospital, Director of Business Development/Community Health
- Northern Light Sebecook Valley Hospital, Director of Physician Practices
- Northern Light Sebecook Valley Hospital, Director of Quality
- Northern Light Sebecook Valley Hospital, Patient Navigator
- Northern Light Sebecook Valley Hospital, SVP & President
- Northern Light Sebecook Valley Hospital, VP Primary Care & Specialty Practices
- Somerset Public Health, Director

The following criteria were used for the health need selection process:

- **Shared CHNA prioritization:** How the health priority ranked in the Shared CHNA.
- **Systemwide:** Priority areas of work as determined by Northern Light's Community Health Workgroup.
- **Health equity:** Which populations are disproportionately affected by the priority area of focus; which populations may be experiencing unique barriers to resolve the issue; and what data or themes emerged from the CHNA Forums, the County Data Health Profile, and the Community Engagement Profile that reinforce selecting one or more populations of focus.
- **Ability to leverage local community assets:** Identification of potential community partnerships to engage in order to address the priority need, or to build on current programs, emerging opportunities, or other community assets.
- **Expertise:** Northern Light Sebecook Valley Hospital experts and local partnership experts in various priority areas.

- **Feasibility:** Northern Light Sebasticook Valley Hospital has the ability to have an effect given the community benefit resources available.

Annually, our internal team will convene to determine if changes need to be considered to best address the priority health needs of our community.

NOTE: There were no written comments received related to the most recently conducted Shared CHNA and Community Health Implementation Strategy for inclusion in this report.

## Evaluation Efforts

Northern Light Sebasticook Valley Hospital will monitor and evaluate the strategies related to this priority area of work for the purpose of tracking the implementation of those strategies as well as to document the anticipated impact. Through internal quarterly reporting practices, we plan to document and track measures, approaches and resources used, partners engaged, and highlights related to this priority area of work. These quarterly reports will inform our fiscal year-end Progress Report to Our Community that will be made publicly available on our Community Health Implementation Strategy web page.

## Feedback Opportunity

Contact [communitybenefits@northernlight.org](mailto:communitybenefits@northernlight.org) with feedback on this report.

## Approval from Governing Board

Northern Light Sebasticook Valley Hospital's Community Health Implementation Strategy and Community Health Needs Assessment (CHNA) were reviewed by the hospital's governing board and a resolution was made to approve and adopt both the Shared CHNA and the Community Health Implementation Strategy on May 19, 2025.

## Selected Priorities of Focus

Northern Light members will engage in the following three systemwide priorities to leverage the effect in our communities in a consistent and measurable way:





# Behavioral Health

## Rationale

Behavioral health encompasses mental health, substance use, and health behaviors. Untreated behavioral health needs stemming from a variety of factors such as adverse childhood experiences (ACEs), post-traumatic stress disorder (PTSD), and other factors, are associated with financial and housing instability through increased unemployment or underemployment and fragmentation of supportive social relationships. Individuals with unaddressed behavioral health needs often cycle in and out of poverty and homelessness, worsening their mental and physical health outcomes. Behavioral health can affect an individual's ability to practice good health behaviors and seek care or resources when needed. Limited healthcare options, lack of support, and fear of stigma may prevent individuals from seeking help, indicating an ongoing need to increase mental health awareness, dispel common misperceptions, and address barriers to accessing behavioral healthcare.

The Northern Light Sebasticook Valley Hospital's Community Health Implementation Strategy team recognizes that addressing behavioral health through specific mental health and substance use needs are priorities for our community with a focus on health equity, especially for those who may be experiencing health disparities. There are substantial local community assets and Sebasticook Valley Hospital has resources available to help support these needs. Furthermore, there are many options for evidence-based mental health and substance use interventions and services that promote appropriate and effective prevention, identification, and treatment for behavioral illnesses.

## Priority: Mental Health

### Intended actions to address the need

Northern Light Sebasticook Valley Hospital will strengthen communities and care environments to improve awareness of mental health needs and improve health outcomes by:

- Providing identification and treatment of depression through routine screening.
- Providing evidence-based training and education to schools and other youth-serving organizations.
- Reducing the stigma surrounding mental health through education, community-based programs, and promotion of available resources.
- Collaborating with community organizations to increase community awareness of mental health needs and strengthen resources and support networks.
- Promoting Northern Light Health's [findhelp.org](https://findhelp.org) as a resource for community services and supports.

### Anticipated impact of these actions/expected outcomes

Northern Light Sebasticook Valley Hospital anticipates we will:

- Provide and promote evidence-based trainings to youth/youth serving groups to reduce mental health stigma.
- Collaborate with partners to provide community education and resources on mental health needs.
- Stigma reduction programming (e.g., mental health trainings for youth-serving entities) and messaging efforts through various media campaigns to normalize/promote the use of crisis lines.

### Programs and resource allocation

Northern Light Sebasticook Valley Hospital will:

- Dedicate internal staff resources to address and promote activities related to this priority.
- Maintain and optimize depression screening rates and increase rates of follow-up plans provided to individuals in the primary care setting.
- Implement and promote mental health resources such as Youth Mental Health First Aid trainings, and other relevant resources from the National Alliance on Mental Illness and Maine's Center for Disease Control & Prevention, an office of the Maine Department of Health and Human Services.

## Planned collaborations

Northern Light Sebecook Valley Hospital will collaborate with:

- Local libraries (Pittsfield, Hartland, Corinna, Newport)
- Local school districts (Maine Central Institute, RSU19, and MSAD53)
- Local social drivers of health resource organizations (Kennebec Valley Community Action Program, Penquis Community Action Program, food pantries)
- Maine CDC
- Maine DHHS, Strengthen ME
- National Alliance on Mental Illness Maine
- Northern Light Acadia Hospital

## Population of focus

Northern Light Sebecook Valley Hospital has resources and partnerships available to be leveraged in support of this need specific to the following populations:

- Youth with mental health needs
  - Over 32% of Somerset County's middle school students reported feeling sad and hopeless for two weeks or more in a row causing them to stop engaging in some of their usual activities. Similarly, over 37% of high school students in the county reported feeling sad and hopeless which is higher than the percentage reported for the state. Youth experiencing mental health needs can be linked to substance use, other unsafe behavior, and issues at school.
- People who identify as a protected class
  - Discrimination based on race, color, sex, national origin, age, or disability, was identified in the survey as impacting the community and the individual, and certain groups of protected classes are at a higher risk of experiencing mental health needs and chronic conditions due to discrimination, stigma, and barriers to health care.
- Individuals living in poverty
  - Almost 17% of Somerset County residents, including over 19% of children, live in poverty, which are significantly higher than the state rates. Over 31% of Somerset households live above the federal poverty level but below the Asset Limited Income Constrained Employed (ALICE) threshold, leaving these households at greater risk of being unable to meet basic cost of living needs. Individuals living in poverty are more likely to experience mental health needs than those not living in poverty.

## Priority: Substance Use

### Intended action to address the need

Northern Light Sebecook Valley Hospital will improve access and services to reduce the impact of substance use in our communities through prevention, treatment and recovery by:

- Increasing access to Medication Assisted Treatment through primary care offices.
- Providing community education and promotion of substance use prevention and treatment options.
- Partnering with community organizations to support and promote substance use recovery resources.
- Promoting Northern Light Health's findhelp.org as a resource for community services and supports.

### Anticipated impact of these actions/expected outcomes

Northern Light Sebecook Valley Hospital anticipates we will:

- Increase access to Medication Assisted Treatment and overdose reversal medication in clinical settings.
- Provide and/or promote evidence-based substance use prevention programming and trainings to the community.
- Partner with community organizations to promote and support recovery resources.

## Programs and resource allocation

Northern Light Sebecook Valley Hospital will:

- Dedicate internal staff resources to address and promote activities related to this priority.
- Develop and maintain partnerships focused on addressing substance use and prescriptions for controlled substances, including but not limited to, Community Care Partnership of Maine.
- Offer initiation of buprenorphine (including bridging prescriptions) in hospital, emergency department, and primary care settings.
- Provide timely referrals of patients from emergency departments/hospitals to primary care/Medication-Assisted Treatment and other resources.
- Provide naloxone kits in pharmacy and clinical settings.

### Planned collaborations

Northern Light Sebecook Valley Hospital will collaborate with:

- Community Care Partnership of Maine
- Local school districts (RSU19, Maine Central Institute, MSAD53)
- Local social drivers of health resource organizations (Kennebec Valley Community Action Program, Penquis Community Action Program)
- Northern Light Acadia Hospital

### Population of focus

Northern Light Sebecook Valley Hospital has resources and partnerships available to be leveraged in support of this need specific to the following populations:

- Individuals with substance use disorders
  - Somerset County experiences a higher rate of overdose deaths compared to state and national statistics, as well as higher rates for overdose emergency medical service responses, including overdoses from drugs, medications, alcohol, and inhalants, compared to the state. Marijuana use rates are almost 19% for adults, 21% for high school students, and 8% for middle school students. Additionally, over 20% of Somerset adults are current cigarette smokers, which is a higher proportion than state and national rates.
- Individuals living in poverty
  - Over 19% of Somerset County children live in poverty, which is significantly higher than the state and national rates. Additionally, almost 55% of school-aged children live in households where the total income of the family is less than 185% of the established Federal Poverty Level, which is higher than the state's rate. Individuals experiencing poverty are at an increased risk for substance use disorders and social and emotional impacts across the lifespan.

## Chronic Conditions

### Priority: Chronic Conditions

#### Rationale

Chronic conditions such as cardiovascular disease, cancer, and obesity result in significantly higher rates of healthcare utilization and costs and cause poorer health outcomes and decreased quality of life. Individual behaviors such as avoiding smoking, limiting alcohol consumption, maintaining a healthy diet, and engaging in regular physical activity can significantly reduce the risk of developing chronic conditions. Community conditions such as poverty, housing instability, poor housing quality, and transportation issues are associated with higher risks of chronic conditions because they make it harder to access healthcare and maintain good health. A comprehensive approach to addressing chronic conditions, including environmental approaches, healthcare system interventions, and community programs, can support healthy individual behaviors and communities and improve access to services to prevent and manage chronic conditions.

The Northern Light Sebecook Valley Community Health Implementation Strategy team determined it was feasible

to address this need with a focus on health equity, especially for those who may be experiencing health disparities. There are substantial local community assets and Seabasticook Valley Hospital has resources available to be leveraged in support of this need. Furthermore, there are many options for evidence-based interventions and services that promote appropriate and effective prevention, early detection, and treatment of chronic conditions.

### Intended action to address the need

Northern Light Seabasticook Valley Hospital will improve chronic condition outcomes for our communities through chronic disease preventions, early detection, and health outcomes by:

- Ensuring that community members have access to chronic conditions screening and preventive care services.
- Partnering with community organizations to educate and empower community members in the prevention and management of chronic conditions through healthy behaviors.
- Supporting prevention and management of chronic conditions by providing access to healthy food options through distribution of food bags and pop-up produce markets in partnership with local food pantries.
- Promoting Northern Light Health's [findhelp.org](https://findhelp.org) as a resource for community services and supports.

### Anticipated impact of these actions/expected outcomes

Northern Light Seabasticook Valley Hospital anticipates we will:

- Increase access to screening for chronic conditions
- Increase awareness of chronic disease prevention through community health education and programming (e.g., childhood obesity, cancer prevention, etc.).

### Programs and resource allocation

Northern Light Seabasticook Valley Hospital will:

- Dedicate internal staff resources to address and promote activities related to this priority.
- Provide food security screening and emergency food bag assistance in primary care practice settings.
- Develop and maintain partnerships focused on improving access to community health education and evidence-based programming (e.g. Healthy Living for ME's Diabetes Prevention Program, A Matter of Balance, Living Well for Better Health, etc.).

### Planned collaborations

Northern Light Seabasticook Valley Hospital will collaborate with:

- Local social drivers of health resource organizations (Kennebec Valley Community Action Program, Penquis Community Action Program)
- Primary care practices
- Spectrum Generations and Health Living for ME (HL4ME).

### Population of focus

Northern Light Seabasticook Valley Hospital has resources and partnerships available to be leveraged in support of this need specific to the following populations:

- Individuals living in poverty
  - Almost 17% of Somerset County residents, including over 19% of children, live in poverty, which is significantly higher than the state and national rates. Over 31% of Somerset households live above the federal poverty level but below the Asset Limited Income Constrained Employed (ALICE) threshold, leaving these households at greater risk of being unable to meet basic cost of living needs. Across the lifespan, individuals living in poverty are at an increased risk for chronic conditions and lower life expectancy.
- Individuals living with three or more chronic conditions
  - Almost 21% of individuals living in Somerset County experience three or more chronic conditions, which is higher than the rate for the state of Maine.

- Leading causes of death in Somerset County include heart disease and cancer. In Somerset County, the rate for all cancer deaths is significantly higher than the state's rate.
- The incidence rate for lung cancer and late-stage lung cancer in Somerset County are significantly higher than the state's rates
- In Somerset County, cardiovascular disease deaths, coronary heart disease deaths, and heart attack deaths are all significantly higher than the state's rate. Additionally, almost 43% of Somerset residents have high blood pressure, which is higher than the state and national rates.
- Patients who are uninsured and underinsured
  - 8% of Somerset County residents are uninsured and over 37% are enrolled in MaineCare. More than 9% of residents report cost barriers to health care.

## Health Priorities Not Addressed

Northern Light Seabasticook Valley Hospital considered all priorities identified in the Shared CHNA, as well as other sources, through an extensive review process. We recognize that domain specific priorities may inherently be linked to one another and that for priorities not specifically selected by Northern Light Seabasticook Valley Hospital, community based organizations are poised to address and lead effective efforts. Priorities not selected, are listed below:

### Community Conditions

- Housing was not selected as a standalone priority of focus, but we understand its connection to higher risks of chronic conditions and will look to community benefit organizations focused on this issue to lead efforts.
- Provider availability was not selected as a standalone priority of focus as Northern Light Health currently has efforts to attract and retain providers. Northern Light recognizes the importance of provider availability to care for our community members and feel confident that our planned work on these efforts, in addition to our identified priority areas of work within this strategy, will have a positive impact on provider availability.
- Transportation was not selected as a standalone priority of focus, but we understand its connection to higher risks of chronic conditions and will look to community benefit organizations focused on this issue to lead efforts. Our hospital collaborates with patients in need of transportation to and from their healthcare needs by providing access to rides (e.g., taxi, vans, ride share programs, buses, etc.).

### Protective and Risk Factors

- Adverse Childhood Experience (ACEs) was not selected as a standalone priority of focus, but we understand its impact on our behavioral health priority areas of work and will look to community benefit organizations focused on this issue to lead efforts.
- Adult screening and preventive visits were not selected as a standalone priority of focus as these efforts are connected to many of our other identified priority areas of work. We'll continue to engage in collaborative work and initiatives focused on adult screening and preventive visits.

## Conclusion

Northern Light Seabasticook Valley Hospital is thankful for the participation and support of our community members and many area organizations in the Shared CHNA process and for contributing their knowledge of local community health needs. Through existing and future partnerships, collaborative efforts will be essential in addressing the identified community health implementation strategies prioritized within.

Northern Light Seabasticook Valley Hospital will engage in another Shared CHNA in 2028 and looks forward to ongoing community participation in these important efforts.

# Appendix

## Evaluation of Impact

Progress report on selected priorities from Northern Light Seabasticook Valley Hospital's last (2022) Community Health Needs Assessment.

Northern Light Health and Northern Light Seabasticook Valley Hospital are committed to promoting a culture of community stewardship and partnering together with community stakeholders to address high priority health issues. To do so effectively, we regularly monitor the effect of our community health efforts and make this information widely available to our communities in the form of annual Community Benefit statements, and this triennial Community Health Implementation Strategy. The following annual Progress Report to Our Community provides a summary evaluation of impact of the actions taken by Seabasticook Valley Hospital to address community health priorities adopted in 2022.

Measuring and reporting on progress is critical to making a difference in the communities we serve, and in the lives of those we care for. The following annual Progress Report to Our Community is provided:

- Progress Report to Our Community Fiscal Years 2023-2025

For additional information, visit <https://northernlighthealth.org/Community-Health-Needs-Assessment/2022-Community-Health-Strategy>

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# Progress Report to our Community

Fiscal Years  
**2023-2025**

Addressing community health needs.

Northern Light Sebasticook 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, Sebasticook 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, Sebasticook 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 Sebasticook 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 Sebasticook 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 Sebasticook 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 Sebasticook Valley Hospital Ambulance
Maine Resilience Building Network (MRBN)	Service*
Mr. Sean Presents	Pittsfield Public Library
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](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 Sebasticook 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](https://findhelp.org) platform.

- In fiscal years 2023 and 2024, Sebasticook Valley 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 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 platform as specific "folders" containing a minimum of five relevant community resource links providing findhelp 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, 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 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 CPPM staff use of findhelp 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 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 Farmers' 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 Sebasticook Valley 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 MaineGeneral Harm Reduction, Sebasticook 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 Sebasticook 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.

<sup>1</sup> [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.