



Services to help you  
- and your family - thrive.

For Providers & Professionals For Clients & Families Maine Crisis Line 1-888-568-1112 Voice & TTY

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## About Us

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## About Us

Crisis & Counseling Centers is a private, non-profit social service agency licensed by the State of Maine as a comprehensive mental health and substance abuse treatment facility. Crisis & Counseling's clinicians are dually trained in mental health and substance abuse treatment. The agency's clinical services are located in central Maine and its parent support program serves parents throughout the state.

### Mission Statement

*To develop and deliver effective solutions to the diverse behavioral health needs of our community in a professional and respectful manner.*

### Guiding Principles

- We value choice, access, dignity and quality.
- We value diversity, individuality and community inclusion.
- We believe in helping people improve their quality of life consistent with their values, traditions and priorities.
- We support, promote, operate and manage services that are consistent with the best clinical practices.
- We believe responsive, accessible and effective services require the involvement of consumers and their families.
- We value the integrity of individuals, families, and their support systems.
- We demonstrate cultural sensitivity, integrity and commitment in all actions.
- We value responsible management and an environment that promotes staff cohesiveness and growth.

### Board of Directors

The Honorable Beverly Daggett, President  
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 Terry Casey, Chief Financial Officer  
 Michael Mitchell, Clinical Director  
 Sandy Rudman, Operations Director  
 Esther Tuttle, Human Resources Director



October 8, 1971 -  
Signing lease for the  
Rap and Rescue Center

#### *Program Directors*

Bob Kingman, Outpatient Mental Health & Correctional Services

Peter Wohl, Substance Abuse & Co-Occurring Services

Scott Moore, Crisis Mobile Triage

Michele Hylen, Crisis Residential Services

Barbara Bowman, Crisis OutReach

Carol Tiernan, GEAR Parent Support Network

Judi Watters, Development & Public Relations

(For further staff listings and contact information, go to "[Contact Us.](#)")

#### **Organization Description & History**

Crisis & Counseling Centers was originally incorporated in 1970 as "Rap & Rescue." In its early days it operated out of a storefront location in the small town of Hallowell, Maine, just outside the capital city of Augusta.

C&C currently employs approximately 140 individuals who provide:

- **Outpatient** mental health and substance abuse services in Central Maine
- **Crisis** response services to all of Kennebec and Somerset counties
- **GEAR Parent Support** services on a statewide basis to parents of children with special needs.

The agency's clinical programs operate out of five locations. The Augusta headquarters houses the main Crisis call center, the Outpatient department, and Administration. Four renovated houses located in Skowhegan, Waterville, Winslow and Augusta provide crisis residential services as an alternative to emergency psychiatric hospitalization (admissions are generally for 1-7 days). An additional Crisis response center operates out of our Skowhegan location.

Approximately 20 Outpatient clinicians (psychotherapists, substance abuse counselors, and psychiatrists) provide treatment of mental health, substance abuse and co-occurring disorders to more than 800 individuals each year. Services are provided at Crisis & Counseling Centers' Augusta and Skowhegan locations and on-site at local schools and the Kennebec County Jail. In Augusta, a Dual Diagnosis Intensive Outpatient Program serves adults with high mental health and substance abuse treatment needs, and an Adolescent Intensive Outpatient Program serves teens who have developed a dependency on drugs or alcohol.

Crisis & Counseling Centers has been home to GEAR Parent Support Network for 10 years. The program has six part-time parent representatives, located in six regions of the state, and a fulltime Program Director. Each year, they serve more than 4,000 parents throughout the state who have children with a wide range of behavioral health needs. Services include phone support through a toll-free number and local support groups and trainings.

Most of the agency's resources, including 90 staff members, are allocated to its Crisis services. Each month, approximately 1,000 individuals from Kennebec and Somerset counties are directly connected to Crisis & Counseling's mobile triage crisis unit, via the statewide hotline. Each month, 400-500 of these callers receive a face-to-face mental health assessment. A reflection of the Crisis program's commitment to providing responsive, accessible, client-centered service is its high rate of assessments done in the community (52% in 2004) vs. in local emergency rooms.

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