

Government Operations Committee Meeting
Homelessness Related Services Summary
April 4, 2022

Video Recording at www.bangormaine.gov/video

Agency Website: [Dirigo Counseling](#) | [Individuals & Families](#) | [Locations in Central Maine](#)

Dirigo Counseling Clinic

Robin Sandau, Jonathan Sandau

- Dirigo Counseling Clinic was started in 2004. They are a licensed for-profit mental health agency and in 2010, picked up case management and substance use disorder treatment.
- Three buildings in Bangor: 555 Hammond Street – Mental Health hub, 875 Hammond Street – Substance Use hub, 97 Allen Street – Case manager hub. Have 31 employees in Bangor including admin and maintenance.
- Remotely serves Hancock County. Noted that these areas are facing similar concerns as Bangor.
- Has four interns from post-secondary graduate programs that assist approximately 80 client's pro-bono through 2023.
- Services – Substance use counseling and offers assessments for a variety of agencies including courts; contracts for testing; IOP – intense nine hour a week treatment. Mental health counseling for kids, teens, and adults, including trauma. Offer behavioral health services, skills development, and case management services.
- These services do also apply to those experiencing homelessness.
- Because Dirigo is a for-profit mental health agency, there are a lot of barriers, regardless, but different ones due to nature of agencies.
- Safe and affordable housing is biggest need.
- Case management over the years has changed. It is often difficult to get people approved for the help they need, as being homeless by itself does not qualify a person for services; they must meet other requirements, such as mental health diagnosis qualifies under section 17 case management.
- Behavioral health home is a methodology that provides model for how they offer services including a step-down service that often is insufficient to meet the need.
- It was shared that they could double the amount of case managers and it would not be enough. Case managers can only handle so many clients, but there is significant demand with long wait lists.
- Works closely with Public Health and other agencies. Believe numbers are higher than estimated for those experiencing homelessness in Bangor. Vouchers aren't moving due to lack of housing. Not enough man-power and resources to house people.

This document was compiled by the City of Bangor based on information provided at a City meeting. For complete information and for questions related to this agency's services, please contact them directly.