

Eagle Lake Office
PO Box 310
Eagle Lake, ME 04739
Telephone (207) 444-5152
Fax (207) 444-6099



Caribou Office
PO Box 187
Caribou, ME 04736
Telephone (207) 492-1036
Fax (207) 492-1830

FOR IMMEDIATE RELEASE
Media Contact: Michelle Raymond, CEO
(207) 444-5152
michelle.raymond@nmgeneral.org

Northern Maine General Announces Closure of its Outpatient and Case Management Programs

CARIBOU, Maine (Jan. 30, 2026) – After careful consideration, Northern Maine General has decided to close its Outpatient and Community-Based Behavioral Health and Case Management programs. The closure will be finalized by March 30.

The Aroostook County social services agency provides its Outpatient and Case Management programs primarily out of its Caribou Office. Within those programs, the agency supports 154 clients with 12 direct employees. (Out of its Central Office in Eagle Lake, NMG will continue to provide its residential Home and Community Supports program for adults with Brain Injuries or with Intellectual and Developmental challenges.)

The decision to close its Outpatient and Case Management programs is due, in large part, to persistent workforce shortages across social services, and reimbursement structures that fail to adequately support the complexity and regulatory mandates of the delivery of these services.

“It was a difficult decision,” said CEO Michelle Raymond. “We understand that Outpatient and Case Management services are essential to residents of Aroostook County. However, the combination of staffing shortages and, in some programs, inadequate and complicated reimbursement models have made it financially and operationally unsustainable for us to continue delivering those services.”

“We want to reassure all parties involved that we are fully committed to providing support throughout this transition,” said Raymond on behalf of herself and the Board of Trustees. “Our primary focus remains on the well-being of our clients and employees. The Behavioral Health and Targeted Case Management Team will work closely with each client or family to ensure a

Our mission is to provide individuals with the highest standard of care and help all of the people we serve enjoy life to the fullest potential.

smooth discharge and referral to other agencies that can provide the needed care and services.” Each resident and/or their representative will be contacted directly by their NMG Case Manager, Health Home Coordinator, or Section 28 Program Manager, to make a transition plan.

“I have collaborated with industry colleagues to evaluate available capacity for accepting additional clients and onboarding impacted staff,” Raymond said. “NMG is dedicated to making this process as seamless as possible. We are committed to making sure that each individual is well taken care of during this transition period, and would like to thank our community stakeholders, staff, and families for their support of NMG and its provision of these services throughout the years.”

Reflective of challenges facing many in the industry, NMG’s operating expenses have – for several years - exceeded program revenue, resulting in the need for the agency to close programs. Most significantly, NMG closed Mercy Home, its nursing home and long-term care facility in Eagle Lake, in May 2025, as a means to address workforce shortage and revenue shortfall. The agency is continuing to explore multiple avenues to sustain its operations.

Questions from clients/guardians, and/or inquiries from available service providers, should be directed to Lydia Christie, Targeted Case Management Program Manager; Esther Cyr, Clinical Director; Tammy Michaud, Section 28 Program Manager; or Paula Evens, Health Home Coordinator. They can be reached at (207) 444-5152.

All other questions/inquiries may be directed to Raymond at the same number, 444-5152.

Affected:

- NMG’s **Behavioral Health Services** provides Outpatient Mental Health Counseling for adults, children and families; Behavioral Health Homes, a community-based mental health service licensed by the State of Maine; and Skills Development, a teaching based service. **Clients: 40**
- NMG’s **Case Management for Adults** provides case management services to families affected by a Developmental Disability or Mental Health Diagnosis. **Clients: 107**
- NMG’s **Home & Community Supports for Children** provides Section 28 in-home and community services to children ages 21 and younger, with autism, intellectual disabilities and functional limitations. **Clients: 7.**

#

One of the oldest, most respected nonprofits in Aroostook County, Northern Maine General has provided compassionate, quality care since 1907 when it was formally founded as the first American hospital north of Bangor. Now a social services agency, NMG has helped many thousands of northern Mainers enjoy life to the fullest.