



VERMONT CARE PARTNERS

A statewide network of sixteen non-profit, community-based agencies providing mental health, substance use, and intellectual and developmental disability services and supports.

FY2018 OUTCOMES AND DATA REPORT



For More Information:

Vermont Care Partners

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*Community-Based Care:
High Quality and Cost Effective for Vermont*

www.vermontcarepartners.org

An Introduction To This Report

In the following pages, we review the impact of VCP network agencies' work on the lives of Vermonters. The information is organized around the Results Based Accountability format to describe the number of people served, quality indicators about the services, and finally, the ways in which people's lives have improved. The data for this report was obtained from the VCP Network, the VCN Data Repository, and State and Federal Sources. Inquiries about specific data elements can be obtained by contacting the Vermont Care Partners Quality Director.



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This publication was made possible by a grant from the Health Resources and Services Administration (HRSA), an operating division of the U.S. Department of Health and Human Services, Grant Number: DO6RH27764. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of the Health Resources and Services Administration or the U.S. Department of Health and Human Services.



From the Vermont Care Partners Board Presidents and Executive Directors

Vermont Care Partners is pleased to present our fiscal year 2018 Outcomes Report. It is full of information about how our dynamic community-based provider network has achieved positive outcomes for Vermonters who have mental health conditions, substance use disorders, and intellectual and developmental disabilities.

The 16 designated and specialized service agencies that make up the Vermont Care Partners network strive to achieve excellence in delivering person-centered care to any Vermonter in need, regardless of their income. The diversity of the children, youth, and adults served include some of Vermont’s most vulnerable residents. By supporting these individuals and families through education, health promotion, prevention, early intervention, treatment, and crisis services and supports, we are strengthening Vermont’s communities and the state’s economy. We are proud of the network’s accomplishments at each and every level.

The outcomes in this report tell the story of our work in schools, homes, health care, and other community settings. You will learn how our services enable Vermonters to achieve healthy, safe, and satisfying lives.

We can not do this work alone. By addressing the whole person and partnering with health and other community providers, we enable Vermonters to tackle challenges caused by trauma, addictions, disabilities, and acute and chronic illnesses. With our support, Vermonters achieve vocational and educational goals; support their families; thrive in school; seek and secure stable housing; work through crises; recover from acute symptoms of mental illness; and achieve life goals. Many of the people we serve use their lived experiences to help peers achieve their goals.

The data demonstrates the high quality and cost effectiveness of our work. We provide the right services at the right time in the right place. This report presents information for policy makers on the value of investment in our services to the State of Vermont, which has important implications for fiscal and health care policy development. We demonstrate that investment in community-based care saves the state Medicaid dollars that otherwise would have been spent in hospitals and institutional care.

As an integral sector of Vermont’s health care system, we are actively engaged in payment and health care reform to improve health outcomes, reduce health costs, and improve quality of care. We are constantly forging new relationships with health care providers to more comprehensively and effectively provide integrated care. One of our network’s strongest contributions to health reform is our extensive expertise in care management; our model of care is defined by a team- and community-based approach to meeting the needs of people with complex health conditions.

None of this work would be possible without the tremendous dedication of the staff of the network agencies, including clinicians, care managers, direct support professionals, and shared living providers. Many of these people hold down more than one job to make ends meet and could easily find better paying jobs elsewhere. They stay because of the rewards of making a difference in peoples’ lives. We honor and congratulate our workforce for the quality outcomes they create for those we serve.

Julie Tessler
Executive Director
Vermont Council

Simone Rueschemeyer
Executive Director
Vermont Care Network

Todd Bauman
Executive Director
Northwestern Counseling
and Support Services

Lorna Mattern
Executive Director
United Counseling Services



UCF staff preparing for Camp Be A Kid



The Street Outreach Team with an award from the Burlington Police Department



Howard Center 2018 Arts Collective Exhibit



Staff and volunteers build a playground at LCMHS



Agency youth enjoying a peaceful walk

- CLINICAL SERVICES
- EMPLOYMENT SUPPORTS
- HOUSING
- CRISIS RESPONSE
- MEDICAL SERVICES
- PUBLIC HEALTH PROMOTION
- WELLNESS PROGRAMS
- EDUCATION SUPPORTS
- HOSPITAL DIVERSION AND CRISIS BEDS
- CRIMINAL JUSTICE PROGRAMS
- PUBLIC EDUCATION
- RESIDENTIAL SUPPORTS AND FACILITIES
- INTEGRATED HEALTH CARE

Vermont Care Partners Overview

Vermont Care Partners (VCP) supports Vermonters to live healthy and satisfying lives community by community. Our mission is to provide statewide leadership for an integrated, high quality network of comprehensive services and supports. Our network of 16 non-profit community-based agencies support people living with intellectual and developmental disabilities, mental health conditions, and substance use disorders.

We achieve this mission through:

- Advocacy and Policy Development
- Data Collection and Analysis
- Education and Training
- Health Care and Payment Reform Initiatives
- Identification of New Opportunities and Markets
- Network Planning and Support
- Technology and Program Innovation
- Quality Assurance and Improvement
- Consulting Services
- Grant Writing and Management
- Program Planning and Support

Vermont Care Partners Staff

- 1 Julie Tessler, Executive Director, Vermont Council of Developmental and Mental Health Services
- 2 Simone Rueschemeyer, Executive Director, Vermont Care Network
- 3 Cath Burns, Quality Director, Vermont Care Network
- 4 Dillon Burns, Mental Health Services Director, Vermont Council
- 5 Erin Campos, Administrative Director, Vermont Council
- 6 Ken Gingras, Health Information Technology Director, Vermont Care Network
- 7 Lynne Cleveland Vitzthum, Developmental Services Director, Vermont Council



7 1 6 4 5 3 2

Agency Staff Make A Difference

Our staff are the heart of our network agencies and they provide support, treatment, and care to Vermonters, in some cases, 24 hours per day, 7 days per week. Their dedication to the mission of the network and the people we support is unparalleled.

96% of people supported by VCP network agencies indicated that they were treated with respect

Our network agencies promote excellence in Vermont's human services field

- 33% of clinical staff received training and supervision to obtain their professional licensure
- Clinical staff received more than 3 hours of individual and 4 hours of group supervision per month
- Agencies provide excellent post-graduate experience and professional development
- Many staff providing developmental services obtain certification as a Qualified Developmental Disability Professional

Our network agencies are a great place to work

- Agencies provide competitive insurance, vacation, and sick leave packages
- Agencies are experimenting with cutting-edge approaches to promote staff retention
- Agencies provide continuing education support and professional development opportunities
- Vermont Care Partners provides statewide education and training and actively advocates for improved compensation for staff
- Agencies are mission-based

Staff continue to struggle with low pay but continue to provide high quality services

Staff Satisfaction Survey FY18 (% Agree)



Above: UCS Mentoring Program at Annual Bowling Fundraiser

Right: LCMHS Staff going the extra mile!



Network Overview

VCP network agencies support over 32,000 clients and touch the lives of 50,000 Vermonters each year.

People seek VCP network agency services to help them with issues related to mental health, substance use and intellectual and developmental disabilities. Vermonters contact the agencies for crisis support even if they are not a client of an agency. VCP network agencies also educate communities to promote the health and well-being of people in Vermont. Agencies work with people to determine the services and supports that would be most helpful to them: clinical services, supports with obtaining housing or employment, and/or long term services and supports for a life-long condition. VCP network agencies are there to support individuals, families, schools, communities, and community partners in times of need.



All of these programs contribute to the following Agency of Human Services Act 186 Indicators of Well-being for Vermonters:

- Elders and people with mental conditions live with dignity and independence in the settings they prefer
- Pregnant women and young people thrive
- Children are ready for school
- Vermont's families are safe, nurtured, stable, and supported
- Vermont communities are safe and supported
- Vermonters are healthy
- Youth choose healthy behaviors
- Youth successfully transition to adulthood



Above: A young boy enjoying a Sensory Fair
Below: UCS staff at a Wellness Fair



People from UCS enjoying a local arts festival in Bennington County

Core Programs Provided By Network Agencies

Adult Mental Health Outpatient Services:

Support for Vermonters seeking services for mental health concerns and conditions through:

- Outpatient mental health therapy
- Assessment services
- Case management support and care coordination
- Co-occurring treatment
- Coordination with psychiatric providers
- Use of evidenced based practices for varied mental health conditions
- Embedded services in primary care practices, schools, and other community settings
- Eldercare services in homes and congregate housing sites



Children, Youth, and Family Services:

Support for children and their families experiencing mental health concerns to fully achieve their potential, including:

- Care coordination
- Clinical interventions based in evidence-based practices
- Individual, family, and group therapy
- Medication and medical support
- Clinical assessment
- Service planning and coordination
- Community supports
- Emergency/crisis assessment support and referral
- Emergency/crisis beds
- Housing and home supports
- Respite services
- Residential treatment
- Vocational supports
- Behavioral supports in schools
- Independent therapeutic schools for children and youth with significant emotional disturbance



Developmental Services:

Services for Vermonters living with intellectual and developmental disabilities, including:

- Service coordination
- Family supports
- Community supports
- Residential supports
- Therapy services
- 24/7 crisis services
- Respite
- Representative payee supports
- Employment support
- Integrated family services
- Bridge services for children



Emergency Services:

Services for Vermonters experiencing mental health and behavioral crises:

- 24/7 mobile emergency and crisis assessment in all communities
- 24/7 emergency/crisis beds
- Supports for individuals immediately after discharge from a mental health hospitalization
- Post-vention and disaster response supports
- Peer-run crisis support programs
- Short term therapeutic supports
- Access to psychiatric and other therapeutic services
- Crisis clinicians embedded in Emergency Departments and Law Enforcement teams

6,704
Vermonters
supported

Substance Use Disorder Programs:

Support for Vermonters who are in recovery or who are experiencing difficulties with substance use issues. All mental health agencies provide co-occurring treatment services. Eight out of the 10 mental health agencies receive funding from the Vermont Department of Health Alcohol and Drug Abuse Prevention Program to support Substance Use Disorder Treatment Services include:

- Outpatient substance use disorder services for adults and youth
- Intensive outpatient programs
- Medication Assisted Treatment (Hub and Spoke Model)
- Project CRASH (Drinking Driver Rehabilitation Program)
- Public inebriate beds
- Substance use treatment court programs
- Short term social detoxification programs
- Coordination with intensive residential treatment programs
- Anonymous treatment for intravenous drug users
- Care coordination

5,123
Vermonters
supported

Community Rehabilitation and Treatment:

Support for Vermonters experiencing serious and persistent mental illness to live and work in their communities by providing recovery-oriented services including:

- Individual and group therapy
- Psychiatric support
- Clinical assessment
- Day services
- Service planning and coordination
- Community supports
- Employment services
- Emergency services
- Crisis beds
- Housing and home supports
- Peer services and supports
- Representative payee supports

2,781
Vermonters
supported

We Reach Vermonters Who Need Us

VCP network agencies make Vermont a leader in the United States for services to people with mental health conditions, substance use disorders, and intellectual/developmental disabilities.

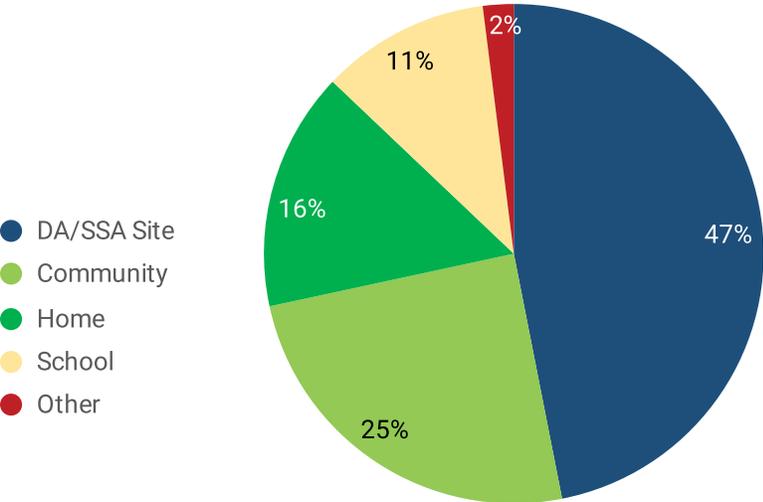
- We support 1.6 times more people in Vermont with a mental health conditions than the national average
- Vermont ranked second by the United Cerebral Palsy Case for Inclusion Practices

Our Services are Accessible

- Most agencies have a single point of contact so anyone can call and access the services they need
- Crisis supports are available 24 hours per day, 7 days per week
- 97% of people inquiring about intellectual and developmental disabilities services were contacted within 48 hours of their request - often providing interim services at no cost while families wait for funding through State partners
- People seeking outpatient support for substance use concerns were seen within 10 days of their call with many agencies providing same-day services
- People referred for intensive outpatient support for substance use concerns were seen within 3 days of their call

Over 2 million services were provided in homes, schools, workplaces, and neighborhoods

- 99% were provided outside of a hospital setting.



“We are living and working in a time where children and families need more support than ever before. So many of our children are trying to navigate their daily lives while experiencing complex traumas within their world. The support from Northwestern Counseling & Support Services is an invaluable resource to our public school systems. Experts from NCSS are highly trained to work with children with complex needs including trauma and other mental health challenges. Not only does NCSS provide high quality support for children demonstrating extraordinary levels of need within the school setting, they also provide our faculty and staff with training and resources to help us all better understand how best to support children with behavioral and mental health needs in the classroom. The partnership that has developed between NCSS and the schools in Franklin Northeast is something we feel is making a real difference for our students and families and we value their support tremendously.”



Greg loves skiing!

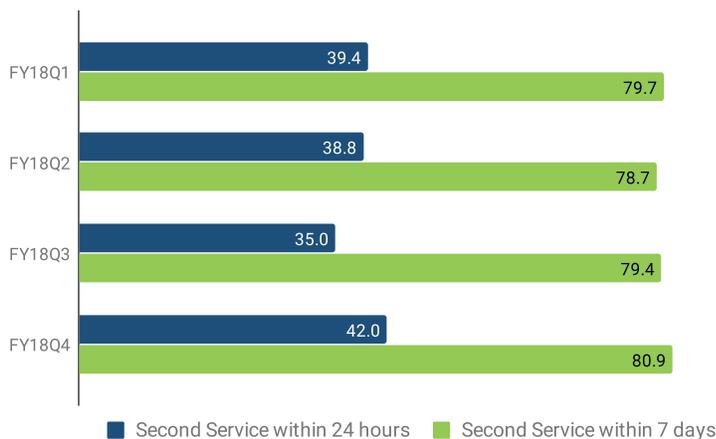
No Matter Where You Are, We Are Here For You

Crisis response is provided to all Vermonters 24 hours per day, 7 days per week

- Vermonters with intellectual and developmental disabilities in crisis are supported through a creative and effective network of community-based programs to prevent placement in hospitals or residential settings. Supports include:
 - Crisis beds tailored to the needs of people with intellectual and developmental disabilities
 - Collaboration with providers and families for support
 - Transportation to and from specialized supports and services
 - A network of respite providers
 - Mobile outreach teams providing on-site support and intervention
 - Extra staffing and clinical support
 - Peer mentors
 - Funding for hotels and/or support in homeless shelters

When Vermonters Experience a Mental Health Crisis, Agency Staff Quickly Provide Follow-up Supports

Clients seen following a mental health crisis contact (%)



The LCMHS mobile crisis team supports the residents of Lamoille County 24/7

When Disasters Occur, Agency Staff are There to Support Communities in Need

- Agency staff responded to **72 emergency events** including supports for community members, school communities, first responders, hospital emergency room staff, and others following:
 - Traumas
 - Untimely deaths and suicides
 - Averted school shooting
 - Floods and fires
 - Homicides
 - Robberies
 - Emergency preparedness drills
- Nearly **700 community members, including first responders, received support and counseling** in their homes, places of work, and schools.

VCP Network Agencies Support Community Integration of All People

Community-based supports improve well-being and prevent the need for care in more expensive, acute care settings. Community-based services support people's regular involvement in their community where they live, attend school, and go to work, promoting a culture of wellness, inclusion and recovery.

Our services include:

- Service coordination to help people find jobs, housing and benefits
- Family supports
- Community supports
- Residential, housing, and home supports to help people remain in their communities
- Crisis services and beds to avoid more costly hospitalizations
- Respite care
- Representative payee supports
- Vocational Rehabilitation employment support
- Clinical services including individual, family and group supports
- Psychiatric support
- Day services
- Employment services
- Emergency services
- Peer services
- Educational supports and independent schools for youth with mental health needs



HCRS employees at employee appreciation day

The Way2Work supported employment program at Champlain Community Services provides job training and placement and career development for people with intellectual and developmental disabilities. During FY18, we helped 56 individuals find and maintain employment in the community. Collectively, they earned more than \$168,000 and saved more than \$75,000 in SSI payments.

The positive impact of employment goes well beyond dollars and cents. As one client said, "Now that I have my job I am a different person. For example, I am now interested in new skills. I am also now Secretary of the Self-advocacy group Champlain Voices. I want to live independently, so I can live life my way."

• 59% of services support stability and involvement in the community

Vermont is ranked second in the country for inclusion for people with intellectual and developmental disabilities.



Champlain Community Services enjoys gardening on a sunny day

Crisis Programs are Embedded in Your Communities with Community Partners

VCP network agencies help those we serve find housing to help promote stability and a sense of community.

Enhancement Funds Successfully Expand Crisis Intervention and Prevention Programs

Act 79 was passed in 2012 to rebuild the mental health system of care after Tropical Storm Irene destroyed the Vermont State Hospital. All of the Designated Agencies participated in developing additional services and enhancing those services that were already in place, in order to provide more timely access to and response for those in crisis.

Act 79 supported programs include:

- Evidenced-based and/or innovative clinical practices and/or treatment program
- Expansion of mobile crisis capacity
- Non-categorical case management
- Programs/Initiatives with law enforcement
- Peer services
- Increased housing options for people at risk of hospitalization

At the end of FY 2017*, Act 79 enhanced funding was supporting over **50 unique initiatives** at network agencies including:

- Close coordination between agency mobile crisis response and local law enforcement teams
- Embedded social workers in police departments and street outreach services working closely with law enforcement to support at-risk individuals
- Opiate Alliance meetings between community providers and law enforcement to develop a coordinated community response to the opiate crisis
- Support for Mental Health and Substance Use Courts and related programs using evidenced-based approaches with nonviolent offenders to achieve recovery
- Peer programs supporting people who are experiencing mental health crises

*FY18 data not available from state partners.

The Northeast Kingdom Human Services, Inc. (NKHS) Emergency Services Program served over 800 individuals in FY 18 with almost 600 of those individuals served in settings other than the hospital. This team provides mobile outreach and is embedded with local police for a team approach to a community crisis.

INTRODUCING
FIRST CALL FOR CHITTENDEN COUNTY

**Our newly integrated Crisis Service
— for everyone, regardless of age**

**ONE TEAM, ONE NUMBER
802-488-7777**

First Call
FOR CHITTENDEN COUNTY
802-488-7777

HOWARD CENTER
Help is here.

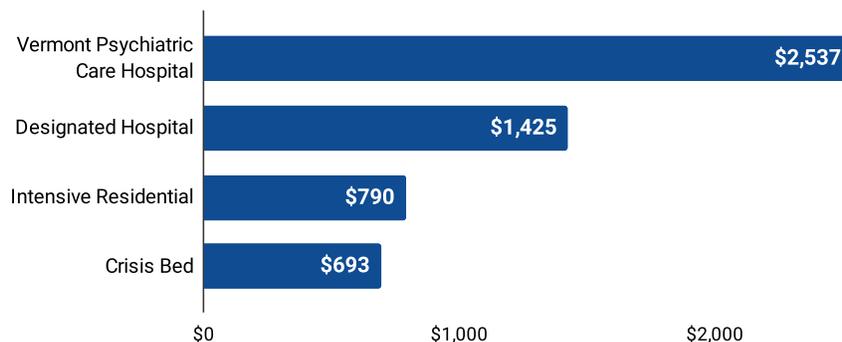
A group photo of approximately 25 diverse staff members of the crisis service team, standing and sitting in front of a brick wall.

VCP Network Agency Programs Support Vermonters in Crisis and Provide Cost-Effective Alternatives to Hospitalization

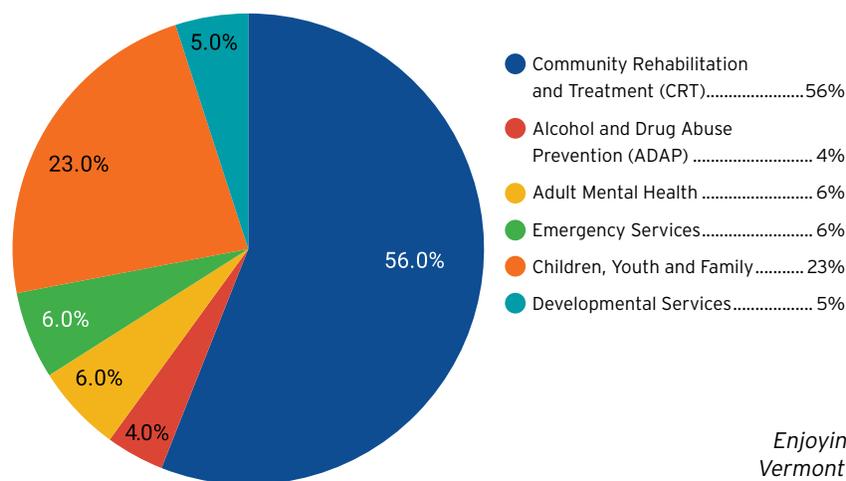
Crisis Beds

- VCP network agencies operate mental health crisis beds that provide 24 hour therapeutic supports, medication management, and other needed resources to Vermonters experiencing a mental health crisis
- Crisis beds provide care in communities, allowing people to recover close to home at a cost that is substantially lower than a psychiatric hospitalization
- 100% of the network’s mental health providers provide crisis beds as an alternative to hospitalization
- 100% of developmental services providers operate programs that support people staying in their community even when they are experiencing a crisis
- The number of crisis beds have increased from 49 pre-Irene to 87, contributing to a drop in psychiatric admissions for CRT clients from 375 in FY11 to 245 in FY17

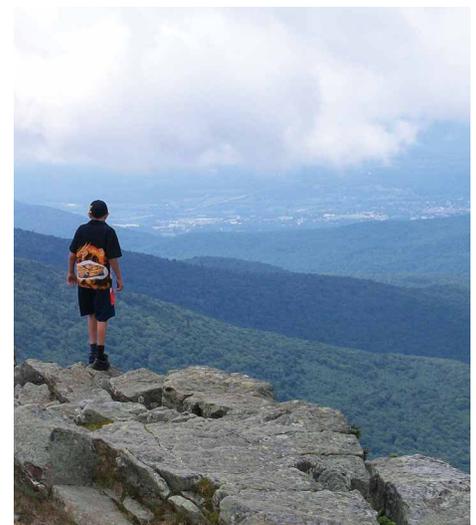
Crisis bed programs cost significantly less than other alternatives:



14,439 Crisis bed days were used by people from a variety of VCP Network programs:



Maple House is a peer run crisis program operated by Washington County Mental Health Services, which opened in 2013. It is the oldest peer crisis bed program in the state and this past year fiscal year had 49 admissions, 18 of which diverted the individual from a higher level of care either at a psychiatric hospital unit or home intervention. All staff are trained in the provision of peer support, with an expectation that they will be trained in the internationally recognized Intensive Peer Support model within their first two years of hire.



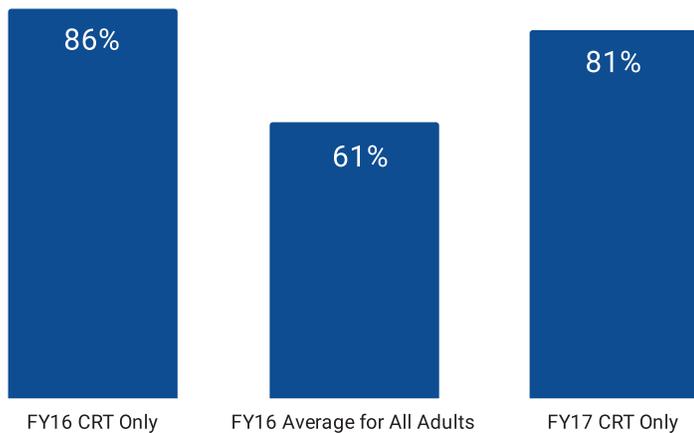
Enjoying Vermont's vistas

We Support People When They Return Home From Higher Level Care

Agency staff coordinate with hospital and crisis bed staff when someone is transitioning back home. Many times, staff provide transport home, settle people back into their lives, and ensure necessary follow up care is in place. This targeted support helps prevent costly readmissions back to higher level care.

46% of CRT clients were seen the same day as they were discharged from a psychiatric hospitalization. **81% were seen within one week of discharge.**

CRT clients (%) seen within one week of discharge from psychiatric hospitalization:



Note: FY18 data not available from State partners



Howard Center staff helping with meal preparations at one of the residential homes

Network Agency Programs Provide Housing and Housing Stability

People who have a place to live, thrive. Network agencies help Vermonters find housing to promote stability and a sense of community.

- Agencies work with local housing authorities and community action agencies to secure housing and maintain independent community housing
- Agencies support people with landlord and building manager relationships to maintain housing
- Agencies serve as “payee” to ensure landlords and other housing costs are paid on time
- Agencies navigate Section 8 and other bureaucratic pressures to reduce homelessness
- Agencies provide housing and residential supports including: shared living homes, group residences, home modifications, and staff support in one’s own home

3.6% of people served by our agencies were homeless or in a shelter

85.4% of clients with serious mental illness, adults with mental illness, and children with serious emotional disturbance live in a private residence

30% of people with intellectual and developmental disabilities report that they own their residence

92% report they like where they live

100% report that they have a place to be alone

Safe Haven is a 4-bed transitional living shelter for people who are homeless and have a mental illness, primarily serving residents of Orange County, Washington County, and the upper towns of Windsor County. Safe Haven provides a place to live within the community while working on personal goals in a safe and supportive recovery oriented environment. Since its inception in 1998, a focus of the Safe Haven project has been to build a community of people with lived experience, to provide supports for guests both within the house, as well as within the larger community.



CCS staff and consumer share the vision: "Do with, not for"

We Help Children And Youth Engage In Education

Our programs, based in child care, public schools and independent school settings, support children and youth to be successful in school. Our therapeutic supports help children and their families participate fully in educational programming.

Children's Integrated Services (CIS)

All agencies participate on community CIS teams designed to assess and deliver important early childhood services for children ages birth to five. Children and families who participate in these programs are more likely to succeed in schools and maintain important early childhood program placements.

Success Beyond Six (SX6)

SX6 is a funding mechanism between the state Department of Mental Health and the Agency of Education that allows VCP network agencies to provide community mental health services and consultation in any setting, including schools. In FY18:

- 77% (228) of Vermont Schools had a SX6 provider
- 44% (132) had a school based clinician
- 40% (118) had a behavior interventionist

Services were provided by a total of 820 full time equivalent staff including:

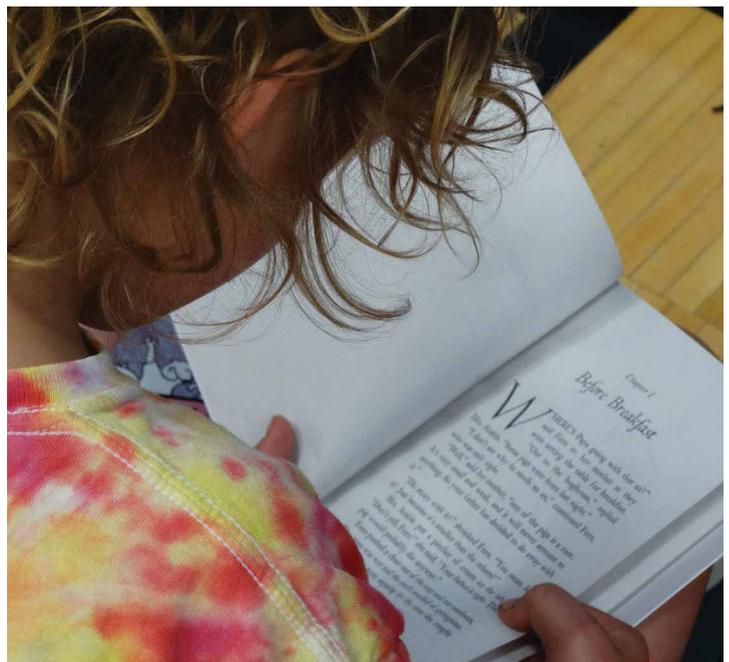
- 585 behavior interventionists providing targeted support to youth in their schools
- 209 mental health clinicians providing psychotherapy and family support
- 25 Board Certified Behavioral Analysts (BCBAs) providing behavioral consultation and planning
- Agency psychiatric providers

Network agency programs provide support to youth with intellectual and developmental disabilities which allows them to participate in higher education.

Developmental Services providers support youth with intellectual and developmental disabilities participation in post-secondary education.

100% were employed upon graduation.

The Redwood Program at LCMHS provides individualized behavior supports to students within the setting of the school environment. In FY18, Redwood served 83 students. Of those students, 18 of them graduated from the Redwood Program. Redwood continues to work in collaboration with our surrounding school districts and community partners to ensure that we are offering the students and families we serve the very best outcome.



Young Baird School student reading a book she received from the CLiF visit to the school

The VCP Network Provides Effective Solutions to Ve

PROBLEM #1

The number of people eligible for intellectual and developmental disability services has increased by 50% since 2006.



SOLUTION

Person-centered, innovative and cost-effective programs that promote employment and housing options. 95% of people with I/DD like where they work and 91% like where they live.

PROBLEM #2

1 in 5 people will experience a mental health disorder in their lifetime. 60% will not seek support because of stigma.



SOLUTION

Timely access to community based supports and services that promote stability in housing, education and employment.

PROBLEM #3

1 in 10 Medicaid beneficiaries has a substance use disorder.



SOLUTION

Co-occurring outpatient treatment programs, intensive outpatient programs and medication assisted treatment address the opioid crisis.

PROBLEM #4

Suicide rates have increased 25% in the last 20 years.



SOLUTION

24/7 crisis response for people experiencing a mental health crisis. 1 First Aider for every 21 youth has been trained in suicide prevention through Youth Mental Health First Aid.

Vermont's Challenges

If 30% of the current crisis bed days occurred at a community hospital, Vermont would spend at least **an additional \$6 million.** This does not include additional emergency room beds and evaluations required before the hospital admission.

Crisis Beds provide a cost-effective alternative to community hospitalization.

+ VCP Agencies serve 1.6 times more people in Vermont than the national average.

\$50 Million
Medicaid Dollars Saved

If VCP agencies did not provide this level of support, more than 9,200 people would go without services. Likely, 30% more would clog our emergency departments for assessment for hospitalization, and more would require psychiatric hospitalization costing **an additional \$45 million** in Medicaid dollars.

Agencies Support Employment

Employment supports mental health recovery, increases income, supports our economy, contributes to the tax base, creates social connections, and increases skills and confidence.

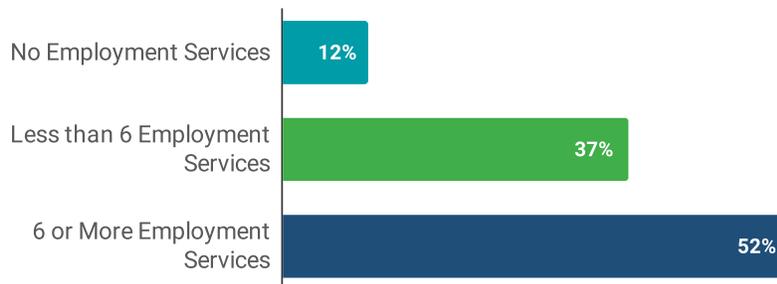
Vermont ranked second for employment in the country for people with intellectual and developmental disabilities:

- 47% of people with intellectual and developmental services were employed an average of 8 hours per week and earned an average of \$10.83 per hour
- 41% with an individual job in the community
- **People who are employed contribute wage and payroll taxes to the Vermont economy and save the state millions of dollars in Social Security Savings**

Overall, 27.8% of adults with mental illness were employed compared to 20.9% nationally. Only 12.84% of people supported by VCP network agencies reported that they were unemployed.

The more adults with significant mental illness participate in network agency employment services, the more likely they are to be employed:

People are more likely to be employed when they participate in our CRT employment programs (% Employed)



We support youth engagement in employment:

- Jump On Board for Success (JOBS) Programs provided pre-employment transition services, supported employment and intensive case management to 16-21 year olds with significant emotional and behavioral disorders

HCRS Developmental Services (DS) Division serves people living with a disability by providing residential, community, and employment services. In FY18, our DS Program provided employment services to 129 clients. Of these 87% are now employed. One client, who the DS Employment Team has supported for four years, has been promoted to store manager by his employer and no longer requires HCRS supports. Theresa Earle, HCRS' DS Division Director reflects, "We love it when we work ourselves out of a job."



CCS Bridging program student receives her certificate of completion at year-end gala at VPR

Programs Support People in Recovery from Substance Use Disorders Including Opioid Use

Eight VCP agencies provide services funded by Vermont's Alcohol and Drug Abuse Prevention Program including:

- Outpatient individual and group treatment for substance use disorder
- Intensive outpatient treatment
- In some agencies: Medication Assisted Treatment

Nearly half of the people discharged from these programs were rated as improved upon discharge (range 43% - 55%)

- All agencies screen for substance use upon intake
- All agencies provide co-occurring treatment where appropriate

2,931 people were discharged from agency substance use disorder programs in FY18. At discharge:

- 50% were engaged in treatment
- 58% reduced their frequency of use
- 51% improved their functioning
- 34% completed treatment or transferred to another provider

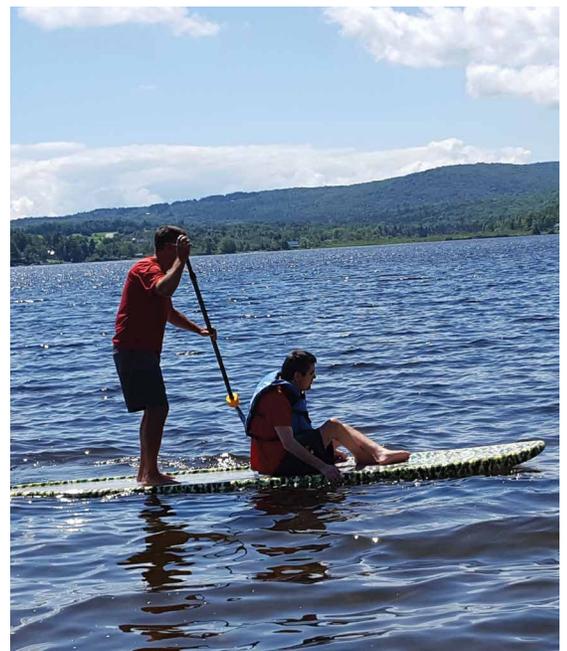
VCP Agencies Provide Public Inebriate Beds

This program provides a safe place for people detained for public inebriation to safely return to sobriety as an alternative to jail.

In FY18 **53.4%** of people screened for public inebriation were **diverted from jail** and supported in a public inebriate bed where they were offered support and follow up care. **61%** of all screened **accepted referrals for substance use disorder treatment.**

Innovative programs provided by VCP agencies for substance use disorder include:

- Parent education and support for parents in treatment at the Howard Center Chittenden Clinic for opiate use disorder
- Public inebriate services within emergency departments and inpatient units at community hospitals to screen and connect people with treatment services
- Substance use disorder treatment courts for adults and adolescents
- Supported alcohol withdrawal programs
- DUI docket expansion providing intensive services to reduce recidivism for people with multiple DUI offenses
- Collaboration with the Lund Center



Enjoying a summer day

VCP Network Agencies Provide a Range of Clinical and Support Services

All of our network agencies provide a wide variety of clinical services beyond traditional psychotherapy. Services are evidenced-based and informed in order to promote the well-being and recovery of those we support.

Over 40 different evidenced-based practices are provided, including:

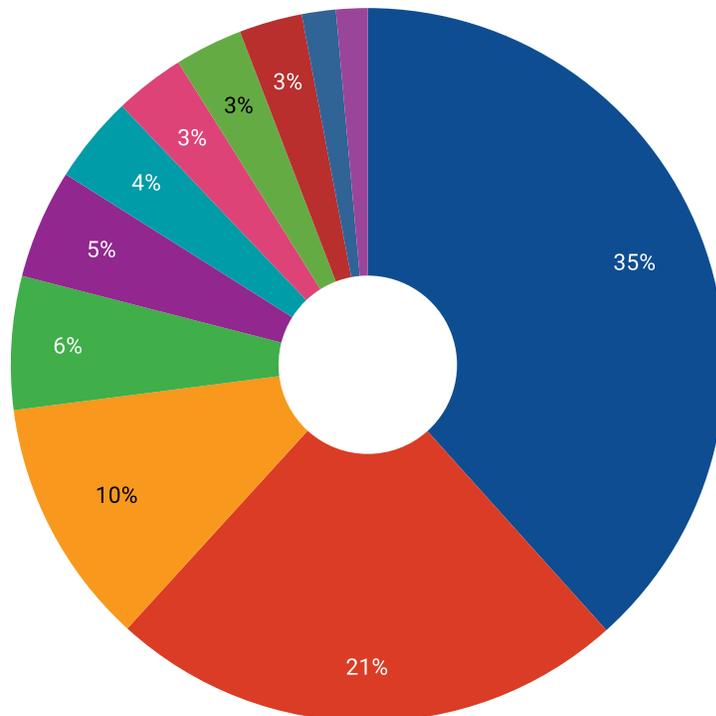
- Child and Family Traumatic Stress Intervention
- Trauma Focused Cognitive Behavioral Therapy
- Trauma Focused Integrated Play Therapy
- Attachment, Regulation, and Competency Model
- Motivational Interviewing
- Acceptance Based Therapy
- Cognitive Behavioral Therapy
- Person-centered Planning
- Dialectical Behavior Therapy
- Applied Behavioral Analysis
- Open Dialogue
- Parent Child Interaction Therapy (PCIT)

(A complete list of Evidenced-based Practices can be obtained from VCP)

HCRS serves children, youth, and families dealing with emotional, behavioral, and developmental challenges so that children and youth may develop to their full potential. In FY18, HCRS served 1,567 children and youth, providing over 136,500 hours of service through office visits, one-on-one support in our local schools, and in families' homes. In addition, over 270 children attended our summer therapeutic program. 97% of clients served in our Children, Youth, & Families Division reported that services have made a difference in their lives. One family member said, "HCRS has been very helpful in creating strategies to make life better for our family."

Our agencies provide a wide variety of services to help people in need including:

- Community Support
- Service Planning and Coordination
- Unlicensed home providers/Foster Families
- Individual Therapy
- Unbillable Support Services
- Group Treatment/Living
- Ongoing support to
- Community Supports
- Medicaid and Medical
- Emergency Crisis Services
- Group Therapy



Agency Programs Promote Staff and Client Wellness

VCP agencies creatively support staff and clients through programs designed to prevent health problems.

Staff programs include:

- Programs supporting fitness both at home and at work
- Wellness education events
- Social events to promote connection with other co-workers and programs
- Employee assistance programs
- Crisis intervention
- Financial incentives and support
- Community events
- Flexible work environments
- Nutritional counseling and support

Client programs include:

- Health and education prevention programs
- Fitness activities in agency programs and in the community
- Nursing services
- Nutritional services
- Tobacco cessation services
- Peer supports
- Engagement in the community

GMSS has a very active Wellness Committee, open to all employees, that meets monthly. In 2018 they were recognized by the Vermont Department of Health as a Gold Level 3-4-50 Employer. We offer a \$1,300 bonus to employees who quit smoking, and we provide resources and support to help make that possible.



WCMHS Wellness Team supports wellness for staff and clients



HCRS staff participate in a 5K

Network Agencies Provide Coordinated and Integrated Health Care Services

VCP agency programs address the three levels of integrated care models including:

1. Coordination with other health care providers

- 100% of agencies ask about medical providers at intake and support people to find primary care if needed
- 100% of agencies coordinate with health care and community providers
- VCP providers assist people's participation in care by providing in person support during medical appointments if needed

2. Co-location of agency services with primary care

- More than 56 primary care practices in Vermont have support from a VCP agency clinical staff member
- 100% of designated agencies have co-located services providing another entry point into services

3. Integrated practice change

- 100% of designated agencies participate in Unified Community Collaboratives within their Health Service Area (HSA)
- 70% report using shared care plans for people with complex needs
- Some VCP agencies are providing bi-directional care with Federally Quality Health Centers and other community health care providers

Staff participate in wellness fair at Lamoille County Mental Health



VERMONT CARE PARTNERS

Providing statewide leadership for an integrated, high quality system of comprehensive services and supports

2018 Webinar Series

FREE to Vermont Care Partners Member Agency Staff

<p>Vermont Care Partners Center of Excellence</p>	<ul style="list-style-type: none"> • A Primer in Quality Improvement for Community Based Agencies • Presenter: Cath Burns, PhD • Friday, June 8, 12pm-1pm. • https://www.eventbrite.com/e/vermont-care-partners-center-of-excellence-tickets-46017108410 to register
<p>Three Vermont Laws Every Clinician Should Understand</p>	<ul style="list-style-type: none"> • What You Need to Know about Involuntary Commitment, "Duty to Warn," and New Gun Safety Laws • Presenter: Kristin Chandler, JD • Friday, August 10, 12pm-1pm. • https://www.eventbrite.com/e/three-vermont-laws-every-clinician-should-understand-tickets-46081171023
<p>Depression 101 for Care Coordinators</p>	<ul style="list-style-type: none"> • What to Look For, How to Help • Presenter: Julie Parker, LCMHC of NCSS • Friday, November 9, 12pm-1pm • https://www.eventbrite.com/e/depression-101-for-care-coordinators-tickets-46083787850 to register

CEUs available for Allied Mental Health Practitioners, Psychologists, and pending for Social Workers. CEUs for ADCs for June 8 only.

With technical support provided by:

Northwestern Counseling & Support Services

These webinars are made possible by a grant through Vermont Care Network/Vermont Care Partners from the U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA), Grant Number: D06RH27764. Contents are solely the responsibility of Vermont Care Partners and do not necessarily represent the official views of the Health Resources and Services Administration or the U.S. Department of Health and Human Services.



Innovative health integration activities have included:

- Integrated Family Services (IFS) enhances access to prevention and upstream services for children, youth and their families leading to reduced use of more expensive intensive services
- Providing psychiatric consultation to Federally Qualified Health Centers
- Collaborating with local school districts and the Vermont Department of Health on a resilience project and public health campaign
- Embedding Elder Care Clinician in Support and Services at Home (SASH) residences to provide supports to elders and prevent higher level care
- Co-locating clinicians within emergency departments
- Providing bi-directional care with primary care providers, Federally Qualified Health Centers and agency locations
- Providing a Medical Care Coordinator to work with case managers who support people with significant mental illness with medical needs
- Embedding a clinician with Planned Parenthood
- Piloting Supported Alcohol Withdrawal Programs (SAWP)
- Screening for Adverse Childhood Experiences (ACEs) in Pediatric Practices to identify young children and families at risk for mental health conditions due to early trauma

Staff and youth enjoy summer fun

VCP network agencies are active partners and leaders in their community Unified Community Collaboratives promoting population health.

- Integration of health and human services by addressing both the medical and non-medical needs through collaboration between providers within a health service area
- Decreasing readmissions to hospitals and emergency departments
- Increasing wellness visits to primary care
- Increasing prevention activities by making community services more accessible
- Improving community satisfaction with community healthcare programs
- Coordinating care for higher needs people using shared care planning models
- Coordinating with RiseVT to promote healthy lifestyles and choices
- VCP agencies are voting members and leaders on these collaborative groups. Some agencies provide staff as mental health services care coordinators



Staff and consumer enjoying a day of skiing



Peers are Leaders in Agency Programs

People with lived experiences (Peers) provide critical services and supports across VCP agencies, increasing access to services and decreasing stigma by:

- Participating in 24/7 crisis response teams around the State
- Providing warm line telephone support to people experiencing mental health crises or who need support
- Staffing residential programs including crisis programs and transitional living shelters
- Managing and staffing wellness centers and programs
- Advocating and educating communities and individuals
- Providing Family Consult Teams who support other families who have a loved one experiencing crisis
- Participating in Champlain Voices, a person-led advocacy group that provides training on the history of developmental services in Vermont
- Supporting and participating in peer mentor training by the Green Mountain Self-Advocates
- Advocating for services for people with intellectual and developmental disabilities by sitting on local funding committees, chairing an advocates program, and helping with new employee orientation



LCMHS leader honored for her achievement

START (Stabilization, Treatment, And Recovery Team) is a community program within Crisis Services that provides support to individuals ages 18 and older who are experiencing emotional distress and/or an increase in mental health symptoms. The goal of the program is to help prevent the need for higher levels of care services, such as the hospital or police, through short term supports. The program relies on peers to provide face-to face contact, and draws on the personal experiences of staff to connect with clients and work with them in their homes or in the community to develop the skills and receive the support necessary to maintain stability.



Cooking barbeque chicken for friends

Agencies Develop Innovative Programs and Initiatives

VCP agencies have to be innovative and creative in order to effectively meet the needs of people with intellectual and developmental disabilities, mental health and substance use disorders. Some of these innovations include:

Taking a leadership role as state and nationally recognized experts on:

- The conversion of sheltered workshops to community-based employment for people with intellectual and developmental disabilities
- Person-Centered thinking to inform program development and individual care plans
- Developing natural supports
- Family Therapy Systems
- Child Parent Psychotherapy Training Collaborative

Providing leadership for healthcare integration programs:

- Models of bidirectional care with federally qualified health centers and larger medical centers
- Actively collaborating with community partners and health care providers to improve services for people with complex needs
- Supporting preventative care and wellness

Promoting quality improvement by participating in the Vermont Care Partners Centers of Excellence Review

Expanding wellness programs for people living with significant mental illness

Improving access to care, including:

- Reducing wait times for care
- Expanding Open Dialogue and the Collaborative Network approach
- Providing home-based care to elders with mental health and substance use disorders
- Engaging in bi-directional care models with community health partners
- Expanding access to Medication Assisted Treatment by using APRN's
- Community-based outreach and clinical supports in collaboration with One Care and SASH

Implementing and expanding innovative treatments and program models including:

- Zero suicide actively working to decrease the rate of suicide in Vermont
- Project SEARCH - a higher education program for people with intellectual and developmental disabilities
- Child Parent Psychotherapy Training Collaborative
- Safe Alcohol Withdrawal Program (SAWP)
- Dialectical Behavior Therapy (DBT) expansion across whole agency
- Intentional peer support models
- Resource Parent Curriculum (RPC) training for foster parents and kinship care to increasing knowledge about the effects of trauma on children
- Expanding trauma informed programming

Improving staff retention and satisfaction:

- Flexible work schedules
- Wellness activities
- Financial support for continuing education
- Onsite training and education to expand professional knowledge

Providing leadership in cultural diversity and inclusion work:

- Developing effective models of on-boarding
- Ongoing training for staff
- Seeking consultation from content experts to expand knowledge and challenge agency practices



LCMHS Co-occurring disorder E Learning Collaborative

Agency Programs Promote Public Safety

Network agencies work closely with law enforcement, first responders, community agencies and members to promote public safety.

Suicide Prevention

Youth Mental Health First Aid (YMHFA)

Training is an early intervention program for Vermont Youth geared at reducing stigma related to mental illness, increasing community knowledge about the suicide warning signs, and improving community knowledge about the VCP network and other resources. Currently the VCP network and collaborating partners have trained one Youth Mental Health First Aider for every 21 youth statewide.

As a result of YMHFA

- 99% of participants were better able to recognize the signs that a young person may be dealing with a mental health challenge or crisis
- 99% of participants were more aware of their own views and feelings about mental health problems and disorders
- 96% of participants felt more confident to ask a young person whether they were considering killing themselves
- 98% were better able to understand and support a young person to access professional support

Promoting knowledge of mental health conditions with First Responders

Team Two is a statewide training curriculum where law enforcement and mental health crisis workers train together to strengthen collaboration when responding to a mental health crisis.

In FY18 140 people were trained by 37 instructors:

- 61 were law enforcement officers
- 38 were crisis workers
- 35 were dispatchers, legislators, recovery center staff, judiciary members, peers, school staff, and an advocate

- Entities trained include Vermont State Police, 5 new police departments, the Medical Reserve corps

Act 80 trainings were provided to police academy students to increase awareness and understanding of mental health conditions.

Developmental Services

Our programs support people with Developmental Disabilities who pose a public safety risk (Act 248). These specialized programs provide intensive community-based supports designed to lower individual public safety risk.

Responding with law enforcement on scene with NCSS embedded clinicians illustrates rapid response and working collaboratively to minimize unnecessary hospitalization, ER admissions, psych or incarceration.

In all of contacts that had law enforcement involvement NCSS was able to assist 56% of those visits and 30% of on scene responses resulted in referrals and additional outreach support for people who may not have accessed services otherwise.

"This is the most beneficial program I have been affiliated with since I began at the Vermont State Police. With the current and constant pressure on how law enforcement deals with people in crisis, this might be an opportune time to ask for assistance from other state departments in helping to fill the crisis worker role(s)."

**—Lt. Maurice Lamothe,
St. Albans Station Commander
of the VT State Police**

Agencies Educate the Community

Our network agencies provided over 370 education and training events to community members and organizations, often at no cost. This is one of the ways they promote high quality service, understanding and inclusion of the individuals and families served. Events are designed for a variety of audiences and provide information about mental health, substance use, intellectual and developmental disabilities, and related topics such as:

Workshops and Conferences

- VCP Annual Conference promoting Healthcare Equity

Community and Collaborative Partner Trainings

- Legislative trainings
- Youth Mental health First Aid
- Mental Health first Aid
- Team Two
- Applied Behavioral Analysis
- Umatter for youth
- Trauma Informed Services
- Critical Incident Debriefing
- Collaborative Assessment for Management of Suicide
- Crisis Intervention Services
- ALICE (Alert, Lockdown, Inform, Counter, and Evacuate)
- Zero Suicide
- Person centered thinking
- Transformational power of relationships
- Trauma Informed Care
- Creating, Destroying, and Restoring Sanctuary
- Enhancing Resilience
- Psychology of the Oppressed
- Legal and Ethical Challenges Facing Clinicians
- Child Parent Psychotherapy
- Developmental Trauma
- Attachment, self-regulation and competency

- Advocacy and support services for Blueprint for health
- Supporting LGBTQ youth and families
- Executive functioning and scaffolds to reduce the effects of toxic stress
- Resource parent curriculum

Information Sessions

- How to effectively talk to your children about alcohol and substance abuse
- Opiate addiction education
- Safe injection sites; Part of the opiate solution
- Welcome to Vermont: Four stories of resettled identity
- ADHD Across the Lifespan
- Opiates: Scientific, political, and social perspectives
- Marijuana: Legalization or not?
- Becoming bulletproof - film screening and panel discussion
- Real Boy film screening and panel discussion
- Habits: To change ourselves and the world
- Developmental Services and Eligibility
- Better partnerships to better health: Addressing intimate partner violence through team-based healthcare

Supportive Events

- Survivor of suicide support group
- Family nights out
- Voter registration



LCMHS Staff Development Day

Howard Center presents
THE MARNA AND STEPHEN WISE TULIN
FALL COMMUNITY EDUCATION SERIES
FREE AND OPEN TO THE PUBLIC
Registration not required.

Vaping, E-cigarettes, and JUUL:
The Facts Behind the Smokescreen with panel led by Vermont Commissioner of Health, Dr. Mark Levine, MD.

THURSDAY, NOVEMBER 1, 6 – 7:30 pm
DEALER.COM
1 HOWARD STREET, BURLINGTON

DEALER.COM

Vermont Community Access Media | Vermont State Police | United Way | Hickok & Boardman INSURANCE GROUP
Here when you need us!

Agencies Provide Quality Care



Vermont Care Partners Center of Excellence is a quality improvement and certification process that:

- Is relevant to the community-based work provided by the VCP network agencies
- Applies to individual agencies and also provides information about the network in aggregate
- Supports assessment of an agency's current state on the identified elements
- Promotes continuous quality improvement across all services using consistent measures and standards within individual agencies and across the network
- Promotes peer learning and support to raise the quality of our services and maximize our impact upon the individuals and communities in our charge
- Highlights the value contributed by each agency and by the VCP Network as a whole towards promoting the overall health and wellness of individuals, families and communities
- Uses 42 measures that overlap with 5 areas of excellence from the National Council and with State and National measure sets, some of which have informed mental health payment reform
- Evaluations by peer experts from network agencies and by the Jeffords Institute for Quality at the University of Vermont

Agencies that are a certified Vermont Care Partners Center of Excellence are excellent places to obtain high quality care from dedicated staff. Certified agencies are an important part of the "health neighborhood" that promote resilience and recovery. As a result, the people supported by certified agencies achieve excellent outcomes and report high satisfaction.

Three Year Certified Agencies:



Provisionally Certified Agency:



All VCP Agencies will be reviewed by June of 2020.



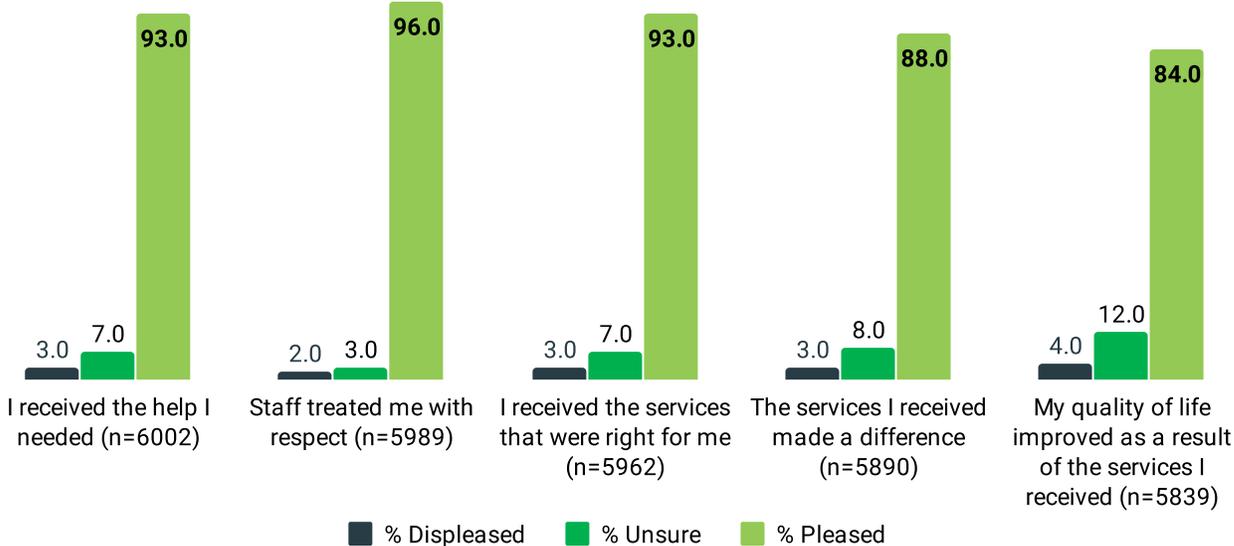
Agency of Human Services Secretary AI Gobeille presents the VCP Centers of Excellence award to Lorna Mattern, Executive Director of United Counseling Service

People Are Pleased With Our Services

Annually, we ask people who use our services how we are doing and how our services impact their lives.

With nearly 6,000 responses, network agencies continue to get high marks about the quality and impact of services provided.

Consumers Report We Provide High Quality Service that Makes a Difference



The People We Serve Continue to Shape Services and Programs:

Input from the people we support about how programs are structured and the services they provide is important to all network agencies. Agencies highly value consumer input and involvement through:

- Local standing committee participation
- Regular feedback through consumer surveys
- Advocacy events at the Statehouse and other prominent events
- Participation in peer programming
- Membership on agency boards and work groups

UCS is providing excellent services to their community. 91% of people served in their crisis beds reported satisfaction in measures of caring, respect and empathy and 92% of Developmental Services respondents reported their quality of life improved as a result of services received. UCS provide over 1,000 face to face emergency assessments in the emergency room in 2017-18 and 96% of staff would recommend UCS services to their friends or family members.

“UCS is doing an excellent job changing lives and helping those in need.”

“I would be lost without the services at UCS.”



A young fisherman with his catch of the day

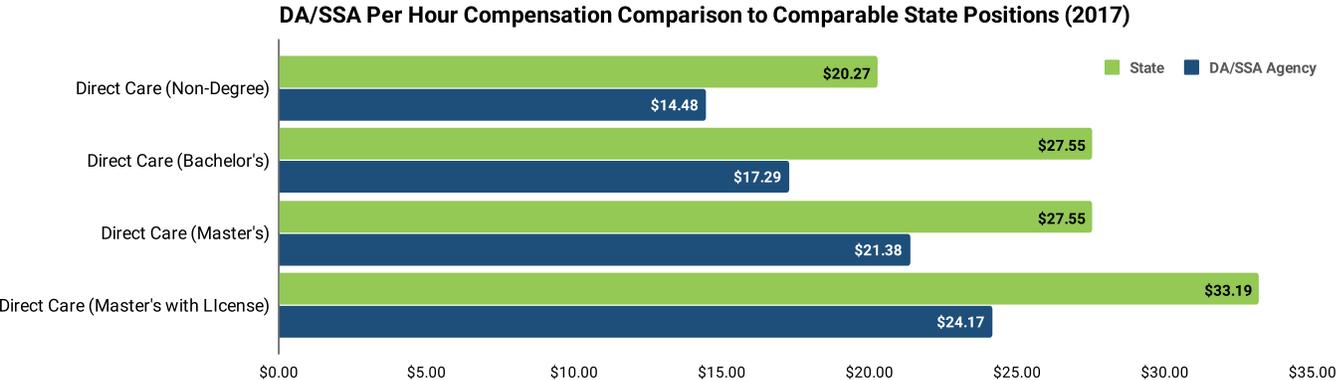
Fiscal Challenges

Providing community-based work is effective, but also is very challenging, particularly when working with a historically underfunded system.

VCP agencies struggle with:

- Staff turnover
- Low Staff Salaries and staff recruitment
- Technology challenges related to developing and implementing a new Electronic Health Record
- Increased administrative burden and tasks
- Changing regulations and requests without additional resources
- Increased client acuity
- Limited funding due to funding cuts
- Transportation issues related to rural living
- Building space issues - physical plant
- Finding shared living providers
- Limited marketing funds to promote the entire network
- Providing ongoing training for staff about best and effective practices in our field

Agency Staff are Paid Less than State Counterparts Negatively Impacting Staff Retention



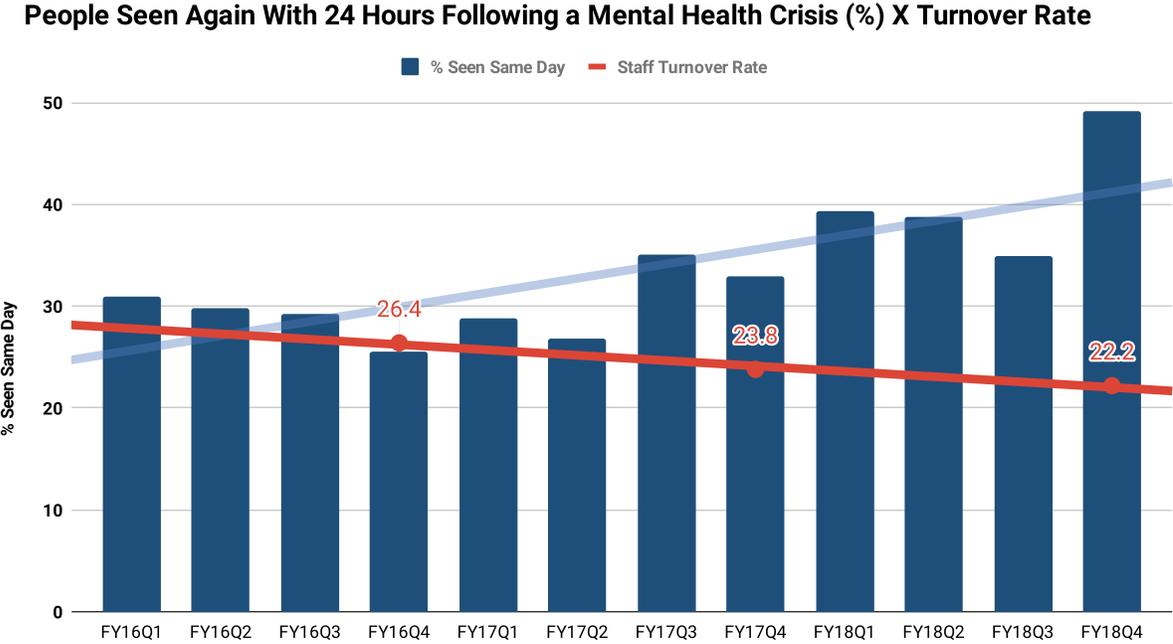
Left: Staff at the LCMHS staff development day



Right: A young participant in the NCSS Autism Walk gets ready with some face painting

Impact upon Access to Services

Paying staff well supports staff retention. When staff stay in their positions and turnover is reduced, we are better able to provide follow up services to people experiencing mental health crises. The graph below shows that lower turnover (red line going down) leads to more people seen in the same day they needed help. (blue bars go up) This is a positive trend that needs support to continue.



Left: Staff at USC COE Celebration picnic



Right: WCMHS staff provides support to JOBS participant

Legislative and Advocacy Issues

Advocacy Works! Highlights of FY18 Legislative Successes

Funding:

- \$4.3 million was appropriated for stage 2 of mental health workforce investments
- \$4.3 million reduction to I/DD services was restored
- \$9.1 million in new caseload funds was appropriated for people with I/DD
- \$5 million in Tobacco Settlement Funds for substance use disorder and mental health workforce development over 4 years
- \$200,000 for Statewide housing vouchers, plus funding for Chittenden Mobile Crisis Program
- \$2.5 million for substance use disorder initiatives over 4 years



Sen. Ashe and Sen. Westman meet with staff at LCMHS to learn more about their services

Policy:

- **Mental Health Systems:** Act 200 supports improvements in the mental health system
- **Trauma:** Act 201 ensures coordinated approach to childhood adversity and promotes resilience
- **Health Reform:** Act 167 requires Green Mountain Care Board to address social determinants of health and review mental health expenditures
- Payment Reform for Mental Health and Developmental Services

Average Vacancy Rates (%) July 1, 2018 for key positions in mental health designated agencies



Highlights of our FY19 Legislative Agenda

- Invest in VCP Network agency infrastructure and workforce to insure agencies have qualified and experienced staff
- Invest in VCP Network agencies to expand care coordination and integration with health care providers to improve health outcomes and reduce medical costs.
- Support health reform that strengthens the integration of care through the All Payer Model (APM), the Accountable care organization (ACO), the Blueprint for Health and health homes
- Fully fund new individuals and individuals requiring more developmental disability services
- Improve payment rates and resource to meet continuing demand for opiate and all substance use disorder outpatient treatment
- Address emergency room back-up and the need for inpatient psychiatric beds
- Establish a state holiday commemorating the closure of Brandon Training School

You Can Help!

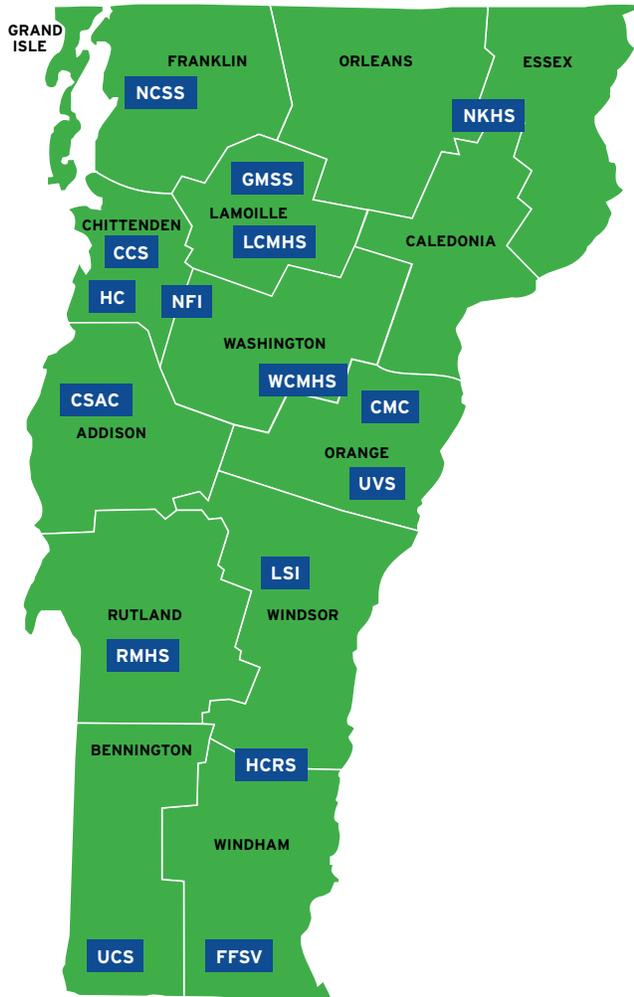
Invest in Vermont's Community-based System of Care

- **Donate** to your local VCP Network agency
- **Volunteer** at your local VCP Network agency
- **Serve** on local and state advisory groups
- **Support** VCP's Legislative Agenda - contact us to receive Legislative Updates to stay abreast of what's happening
- **Contact** your representatives during the Legislative session. Look up contact information on the Legislative website: <https://legislature.vermont.gov>
- **Attend** Mental Health Advocacy Day on January 30 and Disability Awareness Day on February 27, 2019
- **VOTE** and participate in political events
- **Thank and support** legislators and state leaders who prioritize community-based services
- **Join and participate** in statewide advocacy organizations such as: NAMI-VT, VAMHAR, Green Mountain Self-Advocates, Vermont Psychiatric Survivors, Vermont Federation of Families for Children's Mental Health, Disabilities Rights Vermont Coalition for Disability Rights
- **Educate yourself and others** on issues related to mental health conditions, substance use disorders, and intellectual and developmental disabilities



LCMHS team participates in the annual NAMI-VT walk

Vermont Care Partners Network Agencies



- Champlain Community Services (CCS): www.ccs-vt.org
- Clara Martin Center (CMC): www.claramartin.org
- Community Care Network/Rutland Mental Health Services (RMHS): www.rmhsccn.org
- Counseling Service of Addison County (CSAC): www.csac-vt.org
- Families First in Southern Vermont (FFSV): www.familiesfirstvt.org
- Green Mountain Support Services (GMSS): www.gmssi.org
- Health Care & Rehabilitation Services (HCRS): www.hcrs.org
- Howard Center (HC): www.howardcenter.org
- Lamoille County Mental Health Services (LCMHS): www.lamoille.org
- Lincoln Street, Inc. (LSI): www.lincolnstreetinc.org
- NFI Vermont Inc. (NFI): www.nfivermont.org
- Northeast Kingdom Human Services (NKHS): www.nkhs.org
- Northwestern Counseling & Support Services (NCSS): www.ncssinc.org
- United Counseling Service of Bennington County (UCS): www.ucsvt.org
- Upper Valley Services (UVS): www.uvs-vt.org
- Washington County Mental Health Services (WCMHS): www.wcmhs.org



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