

Counseling Service of Addison County Annual Report November 2014

People helping people live emotionally healthy and satisfying lives for 55 years

2014 Board of Directors

Kitty Oxholm, President
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ACCESSIBILITY POLICY

Auxiliary aid and reasonable accommodations will be made upon request to ensure that all benefits, services, and activities of CSAC are fully accessible to all individuals.

www.csac-vt.org
<https://facebook.com/csacvt>



Member Agency
United Way
of Addison County

Service Hours Provided in

Addison County Towns

Addison	36,370
Bridport	15,279
Bristol	74,509
Cornwall	807
Ferrisburgh	17,569
Goshen	8,794
Hancock	1,602
Leicester	33,898
Lincoln	10,718
Middlebury	303,489
Monkton	529
New Haven	30,108
Orwell	31,470
Panton	21,123
Ripton	11,264
Salisbury	68,375
Shoreham	34,058
Starksboro	18,359
Vergennes	91,721
Waltham	1,233
Weybridge	3,063
Whiting	21,072
Addison County	835,410
Other Towns	68,081
Total	903,491



89 Main St.
Middlebury, VT 05753

Mission Statement

The Counseling Service of Addison County is committed to promoting stable and safe communities by helping people live emotionally healthy and satisfying lives.

We strive to provide the best mental health, substance abuse, and developmental services to improve the quality of life for all community members. We work collaboratively with community organizations to help individuals and families achieve maximum wellness.

Fiscal Year 2014 Statistical Report (Unaudited)

INCOME

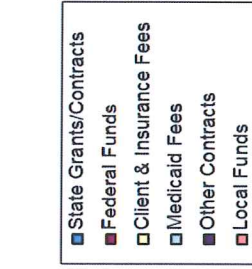
State Grants/Contracts
Federal Funds
Client & Insurance Fees
Medicaid Fees
Other Contracts
Local Funds

Town Funds from municipal taxes
United Way
Program Fund Raising
Local contracts
Other (interest, sold off assets, conference ,etc)

Total Income

1,577,776	8.18%
153,898	0.80%
717,114	3.72%
15,780,236	81.82%
801,492	4.16%
254,861	1.32%
35,408	0.18%
11,492	0.06%
57,090	0.30%
49,945	0.26%
100,927	0.52%
19,285,377	

INCOME



EXPENSE

Youth & Family
Adult
Substance Abuse
Community Rehabilitation & Treatment
Crisis Intervention
Administration
Developmental Services
Total Expense

5,494,119	28.61%
1,291,251	6.73%
270,935	1.41%
2,943,970	15.33%
933,671	4.86%
1,853,083	9.65%
6,414,820	33.41%
19,201,849	

EXPENSE



Dear Friends,

The year 2014 has been a year of change for our agency. Driven by Healthcare Reform we welcome a move away from an emphasis on illness toward a system of quality and value that rewards prevention, wellness and a positive client and consumer experience. As a result we are now more focused on the entire wellbeing of each person we serve as well as the entire Community.

Concurrently, we have been reaffirming our values and as part of that exercise we have asked people connected with our Agency to identify the words that best represent the spirit of who and what we are. The result is five powerful words: COMPASSION, SUPPORT, DEDICATION, HOPE, and RESPECT. These words will serve as a guide as we travel into new and uncharted territories.

Bob Thorn, Executive Director
Kitty Oxholm, Board President

Alíbe

Let there be one word
for the two us,
consumer and counselor
alíbe.
Let hope find us
in the middle
of the night.
Let respect be
compassion's night
light.
Love is support
and dedication.
How five words
find us, when we let them.



Gary Margolis
Cornwall, VT
CSAC Board Member

Emergency and Crisis Services

24 hour hotline (802)388-7641

Emergency and Crisis services are available 7 days a week, 24 hours a day for residents of Addison County experiencing a mental health crisis such as :

- Depression
- Acute anxiety
- Suicidal or homicidal behavior
- Family problems
- Mental illness
- Alcohol/drug emergencies

Callers are assisted in resolving the immediate crisis and in making plans for follow-up services if needed. Services are provided by telephone, in-person at our offices, at Porter Emergency room, Middlebury College Health Services, or in the community, depending on the situation.

"I honestly think you saved my life."



Psychiatric Services

At the Counseling Service of Addison County, psychiatrists and Advanced Practice nurses offer pharmacologic treatment and supports across the spectrum of community mental health services through consultation as well as individual treatment. Services include:

- Evaluation and medication management of complex cases
- Medication assessment
- Individually designed services for CSAC consumers and clients

Ongoing medication management may be referred to primary care physician.

CSAC LOCATIONS

Administrative Offices

109 Catamount Park
Middlebury, VT 05753
(802) 388-6751

Adult Mental Health, Emergency, Psychiatric and Addiction Recovery Services

89 Main Street
Middlebury, VT 05753
(802) 388-6751

Evergreen House and The Center

17 Court Street
Middlebury, VT 05753
(802) 388-3468

Addison County Employment Services

89 Main Street
Middlebury, VT 05753
(802) 388-8185

Community Associates

109 Catamount Park
Middlebury, VT 05753
(802) 388-4021

Employment Associates

109 Catamount Park
Middlebury, VT 05753
(802) 388-3488

Youth & Family Services

67 Catamount Park
Middlebury, VT 05753
(802) 388-6751

Bristol Office

25 Mountain View Lane
Bristol, VT 05443
(802) 388-6751

Mental Health Services

Adult Outpatient Services provides recovery and treatment services which emphasize individual needs, strengths, choices, and involvement in service planning and implementation. Services include:

- Wellness and stabilization programs
- Intensive outpatient
- Peer support & services
- Substance abuse treatment
- Eldercare services

The Community Rehabilitation and Treatment (CRT) program

provides clinical, case management and other support services to adults coping with and recovering from the impact of severe and persistent psychiatric conditions. We provide flexible and respectful services based upon individual values, goals, and strengths. Services include:

- Community support
- Residentially based short-term crisis support
- Individual and group counseling
- Recovery and wellness services at Evergreen House and the Center at 17 Court St.



The Youth and Family Services

Program provides services to youth, children and their families in school, office, home and community-based settings. We often work as a team with parents and caregivers, schools and other agencies to develop coordinated service plans.

Services include:

- Therapy
- Case management
- Assessments
- Life skills development
- Parenting supports
- Substance abuse treatment
- Adventure-based programs
- Intensive supports for youth in schools and educational treatment program for youth struggling with emotional and behavioral disorders
- Access Team that provides crisis response for children and their families during the week.

941

Individuals Served

Employment Services

Employment services provides individualized, supported employment opportunities utilizing the guiding principles of best practices. Services include:

- **Employment Associates (EA)** - Employment service for those with developmental disabilities
- **Addison County Employment Services (ACES)** - Community Rehabilitation and Treatment employment program
- **Jump on Board for Success (JOBS)** - Youth employment services
- **Adult Outpatient (AOP)** - Adult addiction recovery employment services
- **Employment Training Specialist (ETS)** - Employment services for Vocational Rehabilitation services eligible clients not in other programs.

138

Individuals employed across all programs
1.3 million in earnings per year

We honor the trials, accomplishments and individual journey of each human being. We reject stigma, ignorance and negativity toward any person.



Developmental Services

198 Individuals Served

Community Associates is a division of the Counseling Service of Addison County that provides services to people with developmental disabilities living in Addison County. While the services provided are different for each individual depending upon need, all are based upon the belief that all people can experience rewarding and gratifying lives in their community. Services include:

- Residential services and supports
- Personal care
- Respite and family support
- Community involvement
- School age benefits
- Case management services
- Service coordination
- Educational, Social and Recreational opportunities
- Community Integration Services
- Traumatic Brain Injury Services

Accomplishments

- A child psychiatrist was hired to be available two days a week.
- The Youth and Family intake system was redesigned so that families may be seen face to face within five business days.
- Clarification of data and outcome reporting
- Work with the community in the development of a ten point plan to improve outcomes for Addison County families.
- Development and implementation with Porter and Bristol Internal Medicine for a Medication Assisted Treatment Program
- Expanded staffing resources to include the availability of services provided by individuals with the lived experience of mental illness. These peer services include: community outreach, supportive listening, emotional support, advocacy; transition support between hospital and community treatment settings; and social support. Multiple sources of support not only reduce a person's sense of isolation, but also increase their activity in the community, allowing them to obtain an integral role in society. Currently, we have peers working within our 17 Court Street and crisis team services.
- Open Dialogue meetings have been held with over 30 of our clients with their families and support team networks.