

Counseling Service of Addison County, Inc.

Annual Report

2015

We can help...

Emergency and Crisis Services

24 hour hotline

(802) 388-7641



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Locations

109 Catamount Park

Community Associates 802.388.4021

Employment Associates 802.388.4021

Administrative Offices 802.388.6751

89 Main St

Adult Mental Health, Psychiatric & Substance Abuse Services 802.388.6751

Addison County Employment Services 802.388. 8185

Emergency Services 802.388.7641



67 Catamount Park

Youth and Family Services 802.388.8188

17 Court St

The Center 802.388.3093

Evergreen 802.388.3468

Bristol

Bristol Office 802.388.6751

Board Letter

This year the Counseling Service of Addison County has joined health and human service providers across the country in moving closer to an integrated/holistic model of care – a shift from treating people only when they are sick and financial incentives that reward doing more (fee-for-service) to a system that intervenes to keep people healthy, prevents the need for costly services, and rewards good health of populations and positive outcomes.

Our 2015 Annual Strategic and Quality Improvement Plan identifies five elements that capture the essence of what CSAC needs to focus on to be successful in the future: Easy Access, Customer Service built on a culture of engagement and wellness, comprehensive care, excellent outcomes and excellent value. CSAC's Board of Directors has endorsed and fully supports a planning strategy consistent with movement toward a wellness model. We are excited about the innovations and collaborations that are developing in this evolving concept of wellness within Addison County communities.

Barbara Doyle-Wilch
Board President

Bob Thorn
Executive Director

Master Guide Award 2015 Recipient Alexa Euler, SPHR Director of Human Resources



*“Paddling in earnest and
leading us through unknown and
unmapped territory.”*

*When Staff were asked;
Why do you work for CSAC?*

"CSAC opens doors for community engagement and personal growth."

"CSAC gives me the ability to be engaged in my community, collaborate with creative peers, and grow both professionally and personally."

"I work at CSAC because it is an organization that highly values its employees, is family friendly, and we have an excellent HR department that proves it with their actions every day."

"Staff are encouraged to be creative, to collaborate with each other. My coworkers at CSAC are compassionate, dedicated, experienced and welcoming of honest and healing conversations. They provide a context in which it is possible to do this work with all its emotional rewards and demands."

"I work at CSAC because it is a hopeful living example that a Community Mental Health Agency can break through the system related limitations and provide good service to youth and families and good work environment to employees. Good leadership coupled with devoted clinicians can make this possible. This just keeps my spirit going in spite of the high emotional and physical demands that the nature of this job brings to my life."

"I feel extremely rewarded every time someone I'm working with attains personal goals."

Compassion
Respect
People helping People
Support
Hope
Dedication



We can help...
Home

166

People we helped find
housing or remain in
their homes

605

People served in
their own homes



"I love social living."

"I'm happier here than
I've ever been."

"I feel safe here."



We can help... Community

The Wilton W. Covey Community Award

is presented annually to a
community member in recognition
of their commitment to enhancing the
quality of life in the
Addison County Community.



2015 Recipient

Martha Halnon
Executive Director,
Mountain Health Center
A Federally Qualified Health Center



I have personally been very fortunate to have both Bob Thorn and Larry Goetschius (Home Health and Hospice) in our local service area to work with. CSAC in particular has been a gift in collaborating and being open to ideas on how to utilize our existing health partners and their expertise to better serve our community's needs, without harming the organizations in place. Finding ways to maximize that local expertise and care for our patients in this collective manner is a win for the patient and a win for each organization that occurs as a result of working together, rather than creating yet another duplicated health care service.

Being a Federally Qualified Health Center has poised Mountain Health Center to contribute to the community in ways they were never able to before. For example: we have expanded our services to include community and health-oriented activities such as smoking cessation workshops and blood drives. Our community room is available at no charge to non-profit organizations or organizations whose work helps to strengthen our communities, such as the Parkinson's support group that meets monthly here.

After 3 long years of collaborating with private dental offices to create affordable care to the uninsured and under insured our organization recently secured a grant to expand oral health services. We will now be able to provide this much needed service in our existing space as a 2-chair dental office – this provides much needed dental services to the community – and for our private dental partners that cannot afford to care for the Medicaid population and stay in a viable business. This program will open early in 2016 at our site in Bristol.

~Martha Halnon



1,097

CSAC clients who
receive support
services in
the community

"I work at CSAC because I am a member of the community who would like to give back. We are privileged to live here in this beautiful and supportive environment. Making a difference in the lives of children is the most gratifying job I have held."

~CSAC Staff

We can help...

Employment

The Holly Clook Award

*is presented to any
Counseling Service of
Addison County employee
who enhances workplace vitality
through their creative use of
humor, humanity,
dedication and commitment..*



*2015 Recipient
Steve Reigle
CSAC Employment
Operations Coordinator*



A 30 year old woman was referred to our employment program. She had been referred repeatedly over the past ten years, and had less than a week of paid employment in her entire life.

We agreed to start at the beginning. The first step was to develop an employment profile and then identify potential career paths. Once a plan was developed, we hit the road together.

We settled on a two prong approach when we visited a potential employer. The first check was if the consumer approved of the atmosphere- "Does it 'feel' like a place I could work?" If so, then together we would talk with the employer to understand the various employment opportunities. We visited eight employers, and many didn't have the right feel. The few that felt like a good fit to the consumer didn't have any opportunities.

She was feeling a bit down and frustrated- but the ninth place was the ticket. The vibe was fantastic- the owners of the business greeted us with tremendous warmth. They were looking for something like our program. After a discussion of needs, schedules, and insurance, we set up and began an eight week work experience in association with Vermont Vocational Rehabilitation.

Every check-in across the eight weeks was more positive than the previous one. The young woman had just the right skills to learn the delicate work. It became obvious this was a fantastic match. She is now on the payroll part- time as an apprentice jeweler. The plan is for her to be a full time employee by the holiday season. The only remaining steps are to assist the employer with the work opportunity tax credit paperwork, and to stop in and visit to see all of the smiles.



77

New Job
Placements

239

People we helped
find/keep jobs

We can help...
Care



Artwork by:
Joyce Warner

437

People
received crisis care

65

Clinicians providing care in
schools,
clinics and doctors offices

The Wilton W. Covey Staff Award

*is presented annually to a
Counseling Service of Addison County
employee, in recognition of their
commitment to enhancing the quality of
life in the Addison County Community.*



*2015 Recipient
Heather Bessette,
CSAC Family Outreach Clinician*

I work for CSAC because we offer a service to help others who otherwise wouldn't be able to help themselves. WE provide the means for an individual to go out into the community and make a better life for themselves. We support, encourage, advocate, teach, and care for people who don't know how to do these things for themselves. It's such a rewarding feeling to watch someone grow and become a better version of themselves. Knowing that I helped someone, possibly even changed their life, that is a feeling I can never get used to, I love it. That's why I work for CSAC.

*~Amber Thornton
Community Integration Specialist
Community Associates*



\$20,980

Raised

52

Volunteers

36

Teams



Thank you
Hickok & Boardman
Lead Sponsor
two years running!!!



We are so grateful for the community support that raised \$20,980 for CSAC's 5th Annual Bocce Tournament. Each year since it began the tournament has grown, thanks to you! Last August, 36 teams of all abilities came to play, from as far away as New York, Massachusetts and southern Vermont. Everyone played to the best of their ability and most left smiling, whether or not they won. We want to express our gratitude to our sponsors, donors, volunteers, players and for everyone who made the tournament the success it was! Thank you!

Addison County Transit Resources
 Rev. Dr. Leon &
 Bonnie Totten Adkins
 Amy Tarrant Foundation
 Jack & Louisa Anderson
 Kathleen M. & Edmund O. Andich
 David Andrews
 Steve Maier & Priscilla Baker
 Bank of America
 Charitable Gift Fund
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 George & Paula Casey Bellerose
 Mark & Nancy Benz
 Dr. Donald & Elizabeth Bicknell
 James L. & Krissa Bolton
 Michael Boston
 Patricia Brakely
 Heidi & Donald Branca
 Breadloaf Corporation
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 Klara Calitri
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 Harry Colwell
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 Cooperative Insurance Company
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 Fred Kniffin & Caryn Etherinton
 Frank E. Fahey
 Scott Fahey
 FairPoint Communications
 Allen & Carol Farnsworth
 Virginia Faust
 Annerulon Fisher
 Nancy Baker & Brian Flynn
 Donna Fogel
 Samuel Fogel
 Foster & Son Catering

Funders Collaborative,
 UWAC & VCF
 Robert & Juliet Gerlin
 Ann Gibson
 Wendy N. Grace
 Marv & Diane Greenberg
 Sue & Charlie Grigg
 Helen Haerle
 David & Patty Hallam
 Health Care and
 Rehabilitation Services
 Ursula Heibeges
 Hickok & Boardman HRI
 Hickok & Boardman
 Insurance Group
 Bruce & Ginny Hiland
 Jessica Hoagland
 Bruce & Ann Hodgeman
 Holden Insurance
 Lewis Holmes
 William O. Hopkins
 Gale Hurd
 Linda Johnson
 Dr. Dayle Klitzner & John Kellner
 Mary Kerr
 Kevin Lehman Family Fund
 Warren & Barry King
 Charlie & Marie Kireker
 Susan Klaiber
 George & Margaret Klohck
 Ann LaFiandra
 John LaFountain
 Matt LaFountain
 Audry LaRock
 Emily Sunderman and Michael Lee
 Janett Leggett
 Leggett Family
 David Littlefield
 Kathryn & Christopher Livesay
 Gerrie & Bobbie Loney
 Gary Margolis & Wendy Lynch
 Sarah Harrison Lynn
 Charles Sabukewicz &
 Helen Marsh
 MassMutual
 Chip & Jack Mayer
 Jay & Joan McEvoy
 Ed & Mary McGuire
 John & Mirielle McWilliams
 Christine F. Metcalf
 Michael W. Furey Assoc.
 Middlebury Bagel & Deli

Middlebury Friends Meeting
 Middlebury Union High School
 Jeff & Joy Minns
 Monument Farms
 Virginia & Tom Moser
 Scott & Cheryl Mullins
 MVP Health Care
 John & Margaret Myhre
 National Bank of Middlebury
 Mary & William Nawn
 Karen Nawn-Fahey
 Victor & Betty Nuovo
 Dennis & Judith O'Brien
 Michael & Judith Olinick
 Kitty Oxholm
 Paydata
 Lucy Pelligrini
 People's United Bank
 Mary & Don Pepe
 Natalie Peters
 Susan Prager
 Verena & Spence Putnam
 David and Diana Raphael
 Richard Alther & Ray Repp
 Residence at Otter Creek
 Catherine Rickerby
 Vern & Yvonne Riley
 Jan & Kirk Roberts
 Rock N' Roll Evergreen Team
 Ropes & Gray, LLP
 David & Jean Rosenberg
 Rotary Club of Middlebury
 Len & Ann Rowell
 Jane & Eugene Roy
 Joanne Scott & John Rubright
 Louise Sandberg
 Joyce T. Sargent
 Tiffany Sargent
 Ira & Linda Schiffer
 Hal Schmitter
 Robin J. Scott
 Lindi Bortney & Jerry Shedd
 Larry & Connie Simino
 Cronin Sleeper
 Rosemary Spahn
 Elizabeth Stabler
 David Starr
 Gary & Kathy Starr
 Peter Straube
 Judy Jaubert &
 Richard Swanson
 Judith I Sweeney

Cy & Roth Tall, Jr.
 The Rolling Stones
 Aaron Townshend
 United Counseling Service &
 Developmental Services
 United Methodist Church of
 Middlebury, VT, Inc.
 Vergennes Lions Club
 Vermont Community Foundation,
 Bellerose Family Fund
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 Dolores B. Walton
 Suzanne J. Ward
 Mary Jane Washburn
 Nancy Bruck & Weinstein
 Thomas & Carol Wells
 Vivian Werner
 Weybridge Congregational Church
 Barbara and Mark Wilch
 Thomas & Mary Williams
 Jonathan & Geraldine Willis
 Frank & Janet Winkler
 Wm. Wrigley Jr.
 Company Foundation
 Ric Wheeler &
 Barbara Hammerlind
 Dan & Peggy Wright
 Zen Affiliate of Vermont

Thank You
 CSAC Friends
 &
 Supporters

We can help...
Find new paths...

*William J. Lippert, Jr.
Advocacy Award*



2015 Recipient
*Peter Lebenbaum,
CSAC Youth and Family Outpatient
Clinician and Community Rehabilitation
and Treatment Services,
Open Dialogue Clinician*

This award is presented to a dedicated individual with a vision toward a caring and inclusive community; in particular, to recognize advocates of high integrity who have consistently expressed the values of fairness, justice, compassion, and respect for individual differences.

Open Dialogue

Open Dialogue is a way of involving family and personal networks in times of mental health crisis or in situations of “stuckness” that involves listening carefully to everyone’s perspectives and looking for new meanings and understandings that might help to open new possibilities. Research from Finland where Open Dialogue originated has shown it to be particularly effective as an early response model for emerging experiences of psychosis. CSAC is one of just a few community mental health systems in the US piloting this approach. We have now held dialogic network meetings with over 70 different families and personal support networks .



The findings, from by far the most rigorous trial to date conducted in the United States, concluded that schizophrenia patients who received smaller doses of antipsychotic medication and a bigger emphasis on one-on-one talk therapy and family support made greater strides in recovery over the first two years of treatment than patients who got the usual drug-focused care.

~The New York Times

5

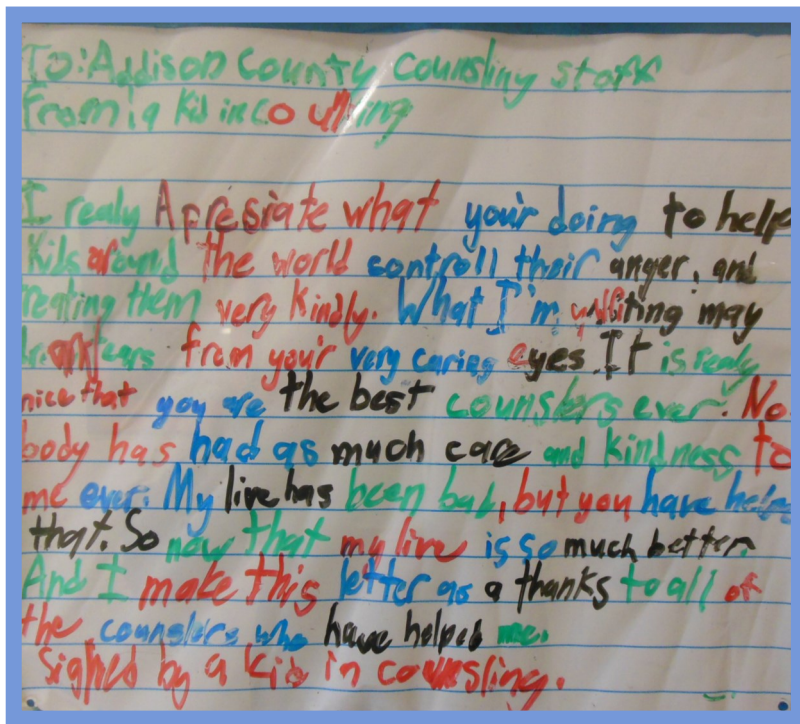
*community mental
health programs in
The United States
practicing
Open Dialogue*

67

*families and
support networks
benefiting from
Open Dialogue in
Addison County*

TFS

Integrated Family Services



To: Addison County Counseling Staff

From a kid in counseling

I really appreciate what you're doing to help kids around the world to control their anger and treating them very kindly. What I am writing may draw tears from your very caring eyes. It is really nice that you are the best counselors ever. Nobody has had as much care and kindness to me ever. My life has been bad, but you have helped that. So now that my life is so much better and I make this letter as a thanks to all of the counselors who have helped me.

Signed by a kid in counseling.

Youth and Family serves children and families through our Integrated Family Services Team and through our school services. We provide individual, family, and group office-based therapy, crisis services, psychiatry evaluations, home and community based family and group treatment, consultation and prevention services. Under our school services contracts we provide school-based clinicians in most area schools, intensive supports through our Intensive School Supports Program and in our Champlain Valley Academy education/treatment program. We support children and their families up to age 22 with social/emotional, behavioral, mental health, addictions and developmental needs. We strive to work as a team with the family, schools, physicians and other important people in the life of the child/family.



"I chose to pursue a career at CSAC because I want to make a tangible difference in the lives of children in my community, supporting them in building a better future for themselves and, therefore impacting, the community as a whole."

~ISSP Staff

Financials

INCOME

State Grants/Contracts	1,445,364	7.09%
Federal Funds	118,406	0.58%
Client & Insurance Fees	935,266	4.59%
Medicaid Fees	16,396,255	80.41%
Other Contracts	1,151,717	5.65%
Local Funds	342,622	1.68%

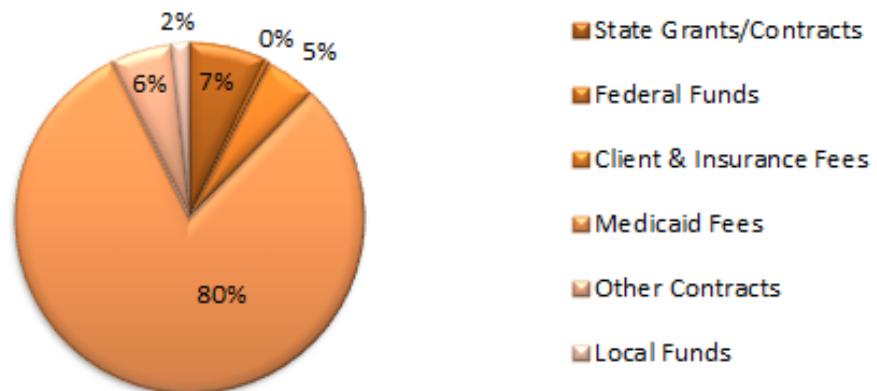
Town Funds from municipal taxes	35,352	0.17%
United Way	21,759	0.11%
Program Fund Raising	67,614	0.33%
Local contracts	27,937	0.14%
Other (interest, sold off assets, conference etc)	189,960	0.93%
	342,622	



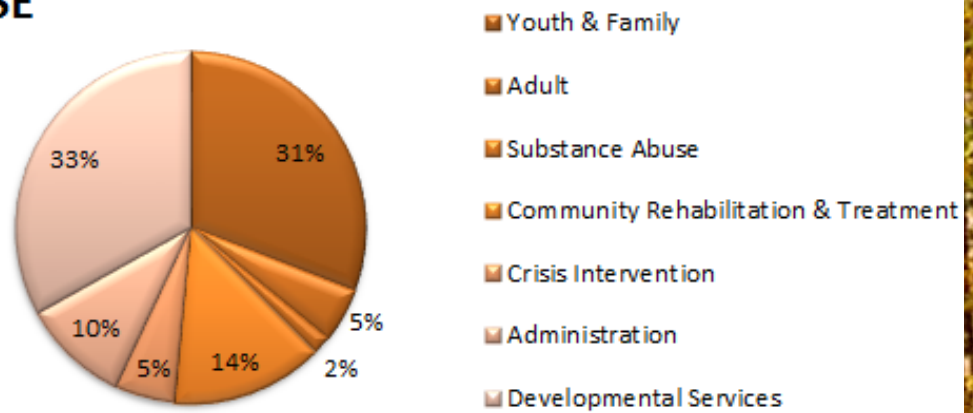
EXPENSE

Youth & Family	6,233,972	30.79%
Adult Out Patient	1,007,189	4.97%
Substance Abuse	352,020	1.74%
Community Rehabilitation & Treatment	2,829,768	13.98%
Crisis Intervention	1,122,222	5.54%
Administration	2,011,616	9.94%
Developmental Services	6,690,269	33.04%
	20,247,056	

INCOME



EXPENSE



It's all in the numbers...



94%

Satisfaction
rate with
services
received

91%

Of people feel
our services
made a
difference

95%

Of people felt
they were
treated
respectfully

94%

Of people say
that services
were right for
them

*Satisfaction Surveys Spring 2015

Service Hours By Town

Addison	19,445	Panton	15,074
Bridport	8,393	Ripton	14,030
Bristol	85,208	Salisbury	50,432
Cornwall	5,174	Shoreham	15,597
Ferrisburgh	22,884	Starksboro	13,032
Goshen	6,608	Vergennes	58,758
Hancock	5,112	Waltham	1,132
Leicester	21,139	Weybridge	3,685
Lincoln	3,645	Whiting	17,657
Middlebury	275,714		
Monkton	919	Addison County Total	700,640
New Haven	33,587	Other Towns	60,161
Orwell	23,415	Total	760,801

All That Is Meant To Be

*Beyond degrees and titles.
Beyond diagnosis.
Past appointment times*

*and clinical notes.
Now and in the past.
Here among people.*

*Between two chairs.
Or in a circle.
All that is meant to be*

*said and heard.
To be made sense of.
To love on its own terms.*

*Call it making a whole
person.
An agency, a family.*

*Call it our
Counseling Service
of Addison County.*



*Gary Margolis
Cornwall VT
CSAC Board Member*

Board of Directors, 2015

Barbara Doyle-Wilch, President

Louise Sandberg, Vice President

Kitty Oxholm, Secretary

Joanne Scott, Treasurer

Members-at-large:

Beth Davis

Michael Furey

David Hallam

Lewis Holmes

Gary Margolis

Leonard G. Rowell

Ted Tighe

“CSAC is warm, supportive, and creative place to work at. Staff are always willing to try new things and go out of their way to help each other and the community they support.”

“I think it is so fulfilling to help others in need. We have our tough days, but it doesn't change the positive feelings I get at the end of the day to know that maybe, not immediately, but in the next year I get to see results.”

“I work at CSAC because the people we serve are amazing. They inspire me every day to live to my full potential, and even with challenges and struggles, be the best person I can be.”

“CSAC management and staff have the best approach to team compensation and community care! This agency changes lives everyday!”

We can help...

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.

Accessibility Policy

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

Our Website

www.csac-vt.org

Like us on Facebook!



www.facebook.com/csacvt



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

Emergency and Crisis Services

24 hour hotline (802) 388-7641

