On the Journey Together

Counseling Service of Addison County (CSAC)
Annual Report FY18

Annual Meeting
Kirk Alumni Center, Middlebury
November 15, 2018
On the Journey Together
The Counseling Service of Addison County, Inc. — Annual Report FY18

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Board of Directors
Louise Sandberg, Board President
Barbara Doyle-Wilch, Vice President
Kitty Oxholm, Secretary
Joanne Scott, Treasurer
Members at large: David Andrews,
Sarah McGowan Audet, Lewis Holmes,
Gary Margolis, David Roberts,
Len Rowell, Ted Tighe

Management Team
Robert Thom, Executive Director
Bill Claessens, Chief Financial Officer
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Keith Grier, Compliance and Quality Assurance Officer
Cheryl Huntley, Operations Director: Youth and Family Program and Addiction Recovery
Greg Mairs, Operations Director: Community Associates, Adult Outpatient, and Emergency Services
Sandy Smith, Director, Community Rehabilitation and Treatment Services

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.
A message from Bob Thorn, CSAC Executive Director, and Louise Sandberg, Board President

Small changes can make a big difference.

What if we all connected just a bit more than we normally do from a sense of togetherness and a little less from a place of separateness?

What if we were more accepting of each other? We believe that the world would be a better place if we could master acceptance of ourselves and others. What if we looked for opportunities to accompany each other on our respective journeys? Seems like a small change — perhaps it would make a big difference.

The theme for this year’s annual meeting is “On the Journey Together.” As we write this letter we are appreciative that our journeys have brought us to this time and place. Addison County residents understand that we are all connected, that we all benefit when we work together to make the lives of everyone more fulfilling.

We are fortunate to be in a place where people come together to address the needs of friends and neighbors. Working with schools, healthcare providers and organizations — we are proud to be a part of a number of important enterprises. An excellent example is the Resiliency Project, a joint venture with many community partners to build resiliency and lower anxiety levels among Addison County youth. Lack of resiliency is associated with future mental health and substance abuse issues. CSAC’s “Community Bridges” initiative and cutting edge “Open Dialogue” methodology bring a new voice and new hope to our fellow citizens who deal with life impacting mental health challenges. We are also fortunate to be part of a population where there is the combined support of medical professionals and CSAC to help fellow travelers who are working hard to end their drug dependencies.

We are all “on the journey together” and at CSAC, we are thankful to be in a community that understands that we are at our best when we value everyone.

Thank you for supporting the work of CSAC!

You bring COMPASSION to this journey!

Service Hours by Town

<table>
<thead>
<tr>
<th>Town</th>
<th>Total hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addison</td>
<td>32,613</td>
</tr>
<tr>
<td>Bridport</td>
<td>6,423</td>
</tr>
<tr>
<td>Bristol</td>
<td>125,077</td>
</tr>
<tr>
<td>Cornwall</td>
<td>10,447</td>
</tr>
<tr>
<td>Ferrisburgh</td>
<td>23,194</td>
</tr>
<tr>
<td>Goshen</td>
<td>17,317</td>
</tr>
<tr>
<td>Hancock</td>
<td>8,502</td>
</tr>
<tr>
<td>Leicester</td>
<td>30,094</td>
</tr>
<tr>
<td>Lincoln</td>
<td>4,842</td>
</tr>
<tr>
<td>Middlebury</td>
<td>320,001</td>
</tr>
<tr>
<td>Monkton</td>
<td>564</td>
</tr>
<tr>
<td>New Haven</td>
<td>35,035</td>
</tr>
<tr>
<td>Orwell</td>
<td>22,652</td>
</tr>
<tr>
<td>Panton</td>
<td>11,832</td>
</tr>
<tr>
<td>Ripton</td>
<td>9,781</td>
</tr>
<tr>
<td>Salisbury</td>
<td>62,082</td>
</tr>
<tr>
<td>Shoreham</td>
<td>27,228</td>
</tr>
<tr>
<td>Starksboro</td>
<td>11,447</td>
</tr>
<tr>
<td>Vergennes</td>
<td>66,992</td>
</tr>
<tr>
<td>Waltham</td>
<td>6,844</td>
</tr>
<tr>
<td>Weybridge</td>
<td>4,299</td>
</tr>
<tr>
<td>Whiting</td>
<td>11,000</td>
</tr>
</tbody>
</table>

Town total 848,266
Other towns 60,828
Grand Total 909,094
Addiction Recovery

Core Services
- Individual and Group Counseling
- Consultation/Assessment/Outreach
- Employee Assistance Programs

The Addiction Recovery program provides treatment for adolescents and adults struggling with substance abuse. Treatment begins with an individual assessment, resulting in recommendations for the level and type of care that will be most helpful. Individual and group treatment services are currently offered at CSAC while referrals are made for more intensive levels of care.

Adult Outpatient

Core Services
- Counseling
- Psychiatric Services
- Consultation/Assessment/Outreach
- Eldercare Services
- Employee Assistance Programs
- Emergency Services

CSAC’s Adult Outpatient division provides short- and long-term mental health services to adults. These services can take place in one of our offices or in community settings. Staff providing counseling, assessment, consultation, emergency, psychiatric, and/or mediation services are all committed to making Addison County a better place to live.

The staff of Adult Outpatient Services truly believes "We're here to help." We pride ourselves on our responsiveness to the needs of individuals who make up our county community. Each individual has different needs and we tailor our services to meet these needs. Some consumers engage our services on their own in a planned way to meet a personal need or to accomplish a life goal. Some are referred to us by physicians, human service workers, courts, clergy, or family friends. Others access us in an emergency situation.
Community Rehabilitation and Treatment

Core Services
Psychiatric Services
Employment Services * Housing Services
Community Supports and Case Management
Crisis Intervention and Stabilization Services and Supports
Clinical Services including Assessment, Individual, Group, and Family/
Network Therapy/ Open Dialogue
Wellness and Recovery Groups and Activities at Evergreen House and The Center@17 Court

The CRT program continues a broad inquiry into practices that can help deliver meaningful outcomes for the people we serve. We strive to:

- increase emphasis on treatment stances that are collaborative and conducive to strengthen personal agency;
- engage in broader, deeper support of personal networks;
- develop practices that are deferential to the personal processes of meaning making and understanding of one’s own experience;
- broaden possibilities for optimal community housing, venues, and employment for meaningful life engagement;
- broaden the range of community based crisis support options; and,
- create engaging, effective wellness programs while increasing coordination with health care providers.

With the experience, skill, and commitment of our staff, CSAC continues to seek paths and possibilities that provide new reference points and paradigms to guide our efforts to help people cope with and recover from life disrupting mental health conditions.
Thank you to our FY18 donors for sharing in the journey

Alice Van Tuyl
Amy Hastings and Larry Yarbrough
Ann and Jim Ross
Ann Lafiandra
Ann S. Barker
Anne Rulon N. Fisher
Anonymous (4)
Art and Anne Cohn
Barbara and Mark Wilch
Barbara Brooker
Beth Davis
Betsy and Patrick Stine
Bill and Gail Miller
Bill Eichner and Julia Alvarez
Catherine Rickerby
Charles Sabukewicz and Helen Marsh
Charlie and Marie Kireker
Chip and Jack Mayer
Cody Stanley
Dan and Diane DaPolito
David and Diana Raphael
David and Jean Rosenberg
David and Patty Hallam
David Andrews
David Roberts
Donald and Katrina Matthews
Donnaleen Farwell
Dr. Dayle Klitzner and John Kellner
Ed and Mary McGuire
Eleanor Ignat

Elizabeth Karnes Keefe
Elizabeth Stabler and Robert Ruggiero
Ellen Oxfeld
Estate of Lana J. Prime
Fairchild Fund
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Gerry and Bobbie Loney
Greg Dennis
Hal Schmitter
Harry Colwell
Helen Haerle
Howard D. and Bonnie L. Campbell
Jack and Louisa Anderson
Jeffrey and Joy Minns
Jessica Hoagland
Joanne Scott and John Rubright
John and Bonnie Cooney
John and Joan McEvoy
John and Mireille McWilliams
John and Nancy Clarke
John LaFountain
Judy Jaubert and Richard Swanson
and accompanying others on their own personal journeys.

Ken and Carolyn Perine
Ken and Phyllis Severson
Kitty Oxholm
Larry and Connie Simino
Len and Ann Rowell
Linda and William Norton
Lindi Bortney and Jerry Shedd
Louise Sandberg
M. Charlene and Murray Stavenow
Margaret and John O'Brien
Mark and Kathryn LaFramboise
Mark and Nancy Benz
Mary and Don Pepe
Mary Jane Washburn
Michael and Judith Olinick
Michael Boston
Michael Bouska
Middlebury Friends Meeting
Natalie Peters
Natelle Fraioli
Neat Repeats
Patricia and William Munoff
Peggy Peabody
Penny Battison
Peter Straube
Priscilla R. Baker
R. Bruce and Ginny Hiland
Red Cedar School
Richard Althier and Ray Repp
Robert and Karin Hardy
Robert and Nancy Foster
Roberto and Susan Veguez
Rosemary Spahn
Sandra Tucker
Scott and Cheryl Mullins
Steve Maier and Priscilla Bremser
Sue and Charlie Grigg
Susan Humphrey
Susan Klaiber and Molly Bidwell
Susan Prager
Susan Rahr
Suzanne J. Ward
The Congregational Church of Middlebury
Thomas & Carol Wells
Thomas Dickinson
Timothy D. and Patti Cassidy Marrinan
Tom and Carol Spencer
Tom and Dorothy Walsh
Verena and Spencer Putnam
Vermont Community Foundation, Anonymous
Vermont Community Foundation, Bellerose Family Fund
Victor and Betty Nuovo
Victoria Blewer
Virginia Faust
Warren and Barry King
Wendy and Todd Daniels
Weybridge Congregational Church
Wilton Covey
Zen Affiliate of Vermont
Youth and Family Services

Core Services
- Case Management
- Community Supports
- School-based Services
- Prevention and Consultation
- Individual, Group, and Family Treatment
- Employment for Transition-aged Youth
- Consultation in Pediatric Practices

Crisis Services
- Psychiatry

Youth and Family (Y&F) serves children and families through our Integrated Family Services (IFS) team and our school services. We provide individual, family, and group office-based therapy, crisis services, psychiatry evaluations, both home and community based family and group treatment, and consultation and prevention services.

Under our school services contracts we provide school-based clinicians in most area schools, as well as Intensive School Supports Program (ISSP) and our Champlain Valley Academy (CVA) education treatment program.

CSAC supports children and individuals up to age 22 and their families 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 and their family.

Emergency and Crisis Services

The Counseling Service provides 24/7 health crisis support. The team helps resolve immediate crises related to depression, acute anxiety, suicidal thoughts or behaviors, homicidal thoughts or behaviors, family problems, increased symptoms or the onset of symptoms of mental illness, as well as alcohol or drug emergencies.

The Emergency Team helps with:
- risk assessment;
- safety planning;
- supportive counseling;
- critical incident/post-traumatic stress management;
- short-term and follow-up treatment referral;
- coordination of additional services, such as hospitalization, intensive outpatient programs and community resources; and
- psychiatric consultation.

Services are provided by telephone or face-to-face at CSAC offices, UVM/Porter Medical Center’s Emergency Department, Middlebury College Health Services or in the field.

24/7 Emergency Number
802-388-7641
What I Thought I Would Need

Can I save our conversation? you ask.
I want to remember your love.
So I can play it back
and not have to make up

your voice, pretend you’re here.
When you’re away walking the far side
of yesterday’s mountain. Counting
the fruit trees that blossomed.

Counting the empty branches.
The leaves that have fallen.
I like to think of you alone
with your thoughts and the stones

the stream drags down
the mountain. The sound of stone
upon stone and the remembering
water. The song you sing to

yourself to keep from feeling
lonely. Although loneliness,
you’ve told me, is a tree,
branching its feelings. A shade
to sit under and imagine
your love is there. The love
you know. The love that is
yet to be. Somewhere between

where you’re sitting and the crest
of the mountain. Snow-
in-the-clouds. Sky-beyond-
the stars. And any recording.

Which is what you said
when I thought you were speaking
to me for later. All I thought
I would need.

by Gary Margolis, Board of Directors
### INCOME

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>State Grants/Contracts</td>
<td>$1,682,237</td>
<td>7.31%</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>$66,108</td>
<td>0.29%</td>
</tr>
<tr>
<td>Client &amp; Insurance Fees</td>
<td>$1,318,330</td>
<td>5.73%</td>
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<tr>
<td>Medicaid Fees</td>
<td>$18,158,229</td>
<td>78.93%</td>
</tr>
<tr>
<td>Other Contracts</td>
<td>$1,263,815</td>
<td>5.49%</td>
</tr>
<tr>
<td>Local Funds</td>
<td>$517,831</td>
<td>2.25%</td>
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**Total Income**: $23,006,549

### EXPENSES by Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth &amp; Family</td>
<td>$6,980,139</td>
<td>30.80%</td>
</tr>
<tr>
<td>Adult Outpatient</td>
<td>$1,106,565</td>
<td>4.88%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>$454,086</td>
<td>2.00%</td>
</tr>
<tr>
<td>Community Rehabilitation &amp; Treatment</td>
<td>$3,003,179</td>
<td>13.25%</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>$1,212,052</td>
<td>5.35%</td>
</tr>
<tr>
<td>Administration</td>
<td>$2,083,930</td>
<td>9.20%</td>
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<tr>
<td>Developmental Services</td>
<td>$7,821,435</td>
<td>34.52%</td>
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</table>

**Total Expenses**: $22,661,386
Administrative Offices
109 Catamount Park, Middlebury, VT 05753 * (802) 388-6751

Adult Mental Health, Emergency, Psychiatric and Addiction Recovery
89 Main Street, Middlebury, VT 05753 * (802) 388-6751

Community Associates and Employment Associates
109 Catamount Park, Middlebury, VT 05753 * (802) 388-4021

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

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

Youth & Family Services
67 Catamount Park, Middlebury, VT 05753 * (802) 388-6751

Emergency 24/7 hotline (802) 388-7641

Visit us at www.csac-vt.org or on our Facebook page @csacvt
CSAC’s MISSION

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.

The Counseling Service of Addison County
On the Journey Together
Since 1959

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