

**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 use, 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.

*"Thank you for making our lives not only livable, but meaningful and enjoyable."*



**CSAC Board of Directors**

David Hallam, *Board President*

Barbara Doyle-Wilch, *Vice President*

David Roberts, *Secretary*

Joanne Scott, *Treasurer*

*Members at large:* David Andrews, Sarah McGowan Audet, Matt Birong, Lewis Holmes, Gary Margolis, Kitty Oxholm, Len Rowell, Louise Sandberg, Jane Spencer, and Ted Tighe

**People helping people for 60 years**



**CSAC Management Team**

Rachel Lee Cummings, *Executive Director*

Bill Claessens, *Chief Financial Officer*

Alexa Euler, *Director, Human Resources*

Cheryl Huntley, *Operations Director: Youth and Family Program and Substance Use Treatment*

Greg Mairs, *Operations Director: Community Associates, Adult Outpatient, and Emergency Services*

Sandy Smith, *Director, Community Rehabilitation and Treatment Services*

Permissions have been given for all image use, including therapy dog Shasta.

*The Counseling Service of Addison County — Annual Report FY19*

**www.csac-vt.org**  
**802-388-6751**



**Counseling Service of Addison County, Inc.**  
89 Main Street  
Middlebury, VT 05753

**24/7 Emergency Services**  
**802-388-7641**



*ok. you've got this*  
**The Resiliency Project**  
okyouvegotthis.org



Member Agency  
**United Way of Addison County**



Member Agency  
**Vermont Care Partners**

### Service Hours, FY19

Addison	42,670
Bridport	5,336
Bristol	126,656
Cornwall	11,082
Ferrisburgh	25,448
Goshen	18,975
Hancock	8,938
Leicester	31,051
Lincoln	1,758
Middlebury	311,780
Monkton	359
New Haven	32,415
Orwell	18,821
Panton	18,450
Ripton	13,875
Salisbury	62,248
Shoreham	32,406
Starksboro	11,332
Vergennes	63,210
Waltham	10,692
Weybridge	6,808
Whiting	10,956
<b>TOTAL</b>	<b>865,266</b>
Other towns	56,451
<b>FINAL TOTAL</b>	<b>921,717</b>

**Need help? Call CSAC's 24/7  
Emergency Services at (802) 388-7641**

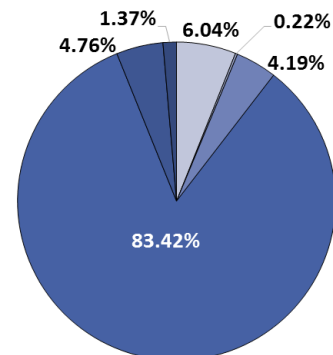
### The Counseling Service of Addison County offers many services, including:

- 24/7 Emergency Services
- Substance Use Treatment
- Counseling and Psychiatry
- Case Management
- Wellness and Recovery groups
- Individualized Services for persons with developmental disabilities
- Eldercare Services and Respite
- Housing for Developmental Services clients
- Housing for Community Rehabilitation and Treatment clients
- Crisis Intervention and Stabilization
- Traumatic Brain Injury Services
- School-Based Services
- Champlain Valley Academy

### FY19 consumer/client satisfaction survey

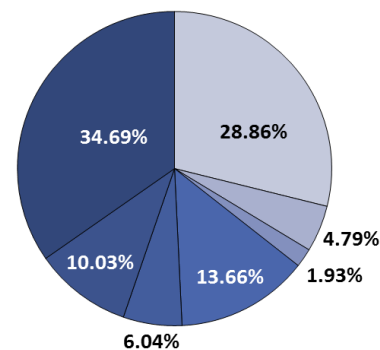
- Received the services right for me: 92%
- Staff treated me with respect: 96%
- Services made a difference: 84%
- Quality of life has improved: 79%

### Statement of Operations Fiscal Year 2019 (July 1, 2018 - June 30, 2019)



### Revenue Total \$23,266,899

- 83.42% Medicaid Fees
- 6.04% State Grants/Contracts
- 4.76% Other Contracts
- 4.19% Client and Insurance Fees
- 1.37% Local Funds
- .22% Federal Funds



### Expense Total \$23,034,057

- 34.69% Developmental Services
- 28.86% Youth & Family
- 13.66% Community Rehabilitation and Treatment
- 10.03% Administration
- 6.04% Crisis Intervention
- 4.79% Adult Outpatient
- 1.93% Substance Use Recovery

**2,316 individuals served in FY19**

### A message from Executive Director Rachel Lee Cummings

This past year has been a busy one for the Counseling Service. Bob Thorn and I began our transition last February, and I assumed the reins as Executive Director in April 2019. It was a remarkably smooth transition because of a strong leadership team, incredible staff and board of directors, and a tight-knit community. Bob's commitment to CSAC and my success as a leader also made this transition go well. We are kindred spirits who are passionate about community-based services, building resilient communities, and supporting staff to their fullest.

We know that rates of human distress are soaring, and Vermont is not immune. Our state bears the burden of a high rate of suicide and substance use, especially by older people. We know kids are struggling, often at younger ages, and requiring more intense interventions. The state is growing older rapidly, and our population and workforce are shrinking. This demographic shift doesn't bode well for state coffers, and budgets will continue to remain tight. CSAC expects to exist in a state of financial scarcity for some time. Despite these headwinds, **I am hopeful.**

CSAC has joined other health care providers across the country in gravitating toward an integrated and holistic model of care with the state and our physical health care provider partners. We are backing away from a system which rewards volume to one that pays for keeping people healthy. We do this by ensuring easy access to services, a culture of radical customer service based on engagement and wellness, comprehensive care, excellent outcomes, and excellent value.

CSAC prioritizes achieving excellence in delivering person-centered care to the residents of Addison County, regardless of their income. We work with the whole person and partner with health and other community providers to tackle challenges caused by trauma, addictions, disabilities, and acute and chronic illnesses. With our support, residents of Addison County 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. Some of the people we serve use their lived experience to help peers achieve their goals.

CSAC will continue to be innovators in the fields of developmental services, mental health care, and substance use. We need to tackle the challenges of meeting the needs of aging clients, severe shortage of housing, a rise in homelessness, and an overwhelming number of children and parents in distress. We have the staff expertise, board leadership, and community support to **make Addison County a vibrant place for all.**

*For more information and to donate online, go to [www.csac-vt.org](http://www.csac-vt.org)*