A Message from Executive Director Rachel Lee Cummings

It is difficult to reflect on FY20 without focusing exclusively on the global pandemic. But CSAC has shown its grit and moved forward. The pride I have in our agency and the community during every challenge has only increased. I am confident that we are a more nimble, responsive, and resilient organization.

Most significantly, CSAC has remained open and available for the community throughout the COVID-19 health crisis. We have continued providing crisis and emergency services, community outreach, school-based services, and outpatient therapy both in-person and remotely throughout every phase of the pandemic. We have mentored hundreds of families experiencing crises and provided services to people temporarily housed in hotels.

Safety remains the top priority. We created, improved, and maintained safe environments in all our facilities, and collaborated with community partners to secure essential PPE. The agency’s seven residential homes stayed staffed.

CSAC received full approval as a Center of Excellence from Vermont Care Partners. This certification promotes quality improvement and high-quality services through agencies.

Also, CSAC purchased a 5-unit apartment building to establish permanent, 24/7 supportive housing that reduces expensive, long-term hospitalization for people living with acute mental health illnesses.

I would be remiss not to mention our awareness of the national attention to race and equity disparities. Already responsive to mental and behavioral health stigmas, the systemic effects of racism directly connect to CSAC’s commitment to pursue equality for all people. CSAC is committed to becoming an anti-racist organization. CSAC will engage in dismantling systems that oppress historically marginalized groups in our community and the agency.

I am thankful to our donors, partners, the board of directors, and our incredible staff for their efforts to that ensure CSAC will continue to provide excellent mental health, developmental, and substance use services.

We invite you to visit CSAC’s newly refreshed website: [www.csac-vt.org](http://www.csac-vt.org)

Visit us on Facebook @csacvt and Instagram at csac_vt89

<table>
<thead>
<tr>
<th>CSAC FY20 EXPENSES BY PROGRAM (UNAUDITED)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Developmental Services</td>
<td>$8,466,456</td>
</tr>
<tr>
<td>Youth &amp; Family</td>
<td>$6,678,928</td>
</tr>
<tr>
<td>Adult Mental Health</td>
<td>$4,385,438</td>
</tr>
<tr>
<td>Administration</td>
<td>$2,322,031</td>
</tr>
<tr>
<td>Crisis Intervention</td>
<td>$1,388,141</td>
</tr>
<tr>
<td>Substance Use Recovery</td>
<td>$489,259</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$23,720,253</strong></td>
</tr>
</tbody>
</table>

COVER ART: A little gallery has opened in the lobby of the Community Associates building at 109 Catamount Park, Middlebury, featuring artwork created by CSAC-Community members. Janice of Salisbury was the gallery’s first exhibitor. She creates bright, balanced mandalas in pencil on paper. Janice likes to depict nature and tries to interpret “the beauty of God’s creation.” She now includes letters and words in her work. Janice also enjoys knitting, shopping, playing the dice-game Farkle, and attending activities at Evergreen House in Middlebury.
A Message from Board President David Hallam

No one expected to spend the past year adjusting to the most serious virus to overtake the world in our lifetime.

I believe four words define CSAC’s response to the COVID-19 pandemic: adaptability, resilience, dedication, and bravery. CSAC responded by quickly adapting ways to provide critical services to our community. As exposure threats grew and continually changed in the fall of 2020, CSAC remained resilient. Staff remained and continue to remain dedicated to serve the community and bravely put aside personal safety to do so.

Over the past year, the Board of Directors has worked hard to increase skills and depth of understanding. We reorganized our core committees: Nominating and Governance, Finance, Development, and Quality & Compliance. Each committee designated a leader and established specific annual goals. Committees meet monthly to discuss and work on their goals, then report to the full board. CSAC’s Board of Directors is now positioned to be more efficient, knowledgeable, and available to the agency’s complex and dynamic needs.

I have a quote posted on my refrigerator that reminds me every day of the power of the human spirit:

Do not pray for easy lives: pray to be stronger women and men.
Do not pray for task equal to your powers,
but for power equal to your tasks.
Then, the doing of your work will be no miracle,
you will be the miracle.
Every day you will wonder at yourself and the richness of life
that has come to you by the grace of God.

Adapted, Rev. Phillip Brooks

On behalf of the Board of Directors, I thank CSAC’s staff for their adaptability, resilience, dedication, and bravery.

CSAC FY20 INCOME (UNAUDITED)

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
<th>Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid Fees</td>
<td>80.76%</td>
<td>$19,396,519</td>
</tr>
<tr>
<td>State Grants/Contracts</td>
<td>8.10%</td>
<td>$1,946,954</td>
</tr>
<tr>
<td>Other Contracts</td>
<td>6.39%</td>
<td>$1,534,215</td>
</tr>
<tr>
<td>Client and Insurance Fees</td>
<td>3.09%</td>
<td>$742,844</td>
</tr>
<tr>
<td>Local Funds, see inset</td>
<td>1.55%</td>
<td>$372,277</td>
</tr>
<tr>
<td>Federal Funds</td>
<td>0.11%</td>
<td>$25,500</td>
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<tr>
<td><strong>REVENUE TOTAL</strong></td>
<td></td>
<td><strong>$24,020,309</strong></td>
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</table>
When CSAC put out a request for cloth masks, the community was quick to respond. About 500 masks were sewn for our staff and clients—such generosity! Thank you answering the call, dear friends! Your actions exemplified CSAC’s motto: people helping people.

**CSAC LEADERSHIP TEAM**
Rachel Lee Cummings, Executive Director
Bill Claessens, Chief Financial Officer
Alexa Euler, Director of Human Resources
Cheryl Huntley, Operations Director, Youth and Family Services
Dr. Bob Jimerson, Medical Director
Dr. Joe Lasek, Medical Director as of January, 2021
Greg Mairs, Operations Director, Developmental Services
Alexander “Sandy” Smith, Director, Adult Mental Health Services

**CSAC BOARD OF DIRECTORS, UP TO JUNE 2020**
David Hallam, President
Barbara Doyle-Wilch, Vice-President
Joanne Scott, Treasurer
David Roberts, Secretary

**CSAC MEMBERS AT LARGE**
David Andrews, Sarah McGowen Audet,
Matt Birong, Lewis Holmes, Gary Margolis,
Thelma “Kitty” Oxholm, Leonard “Len” Rowell,
Louise Sandberg, Jane Spencer, Ted Tighe

**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.

**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.

24/7 EMERGENCY HOTLINE 802.388.7641 WWW.CSAC-VT.ORG 802.388.6751 @CSACVT CSAC_VT89

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

Member Agency
United Way
United Way of Addison County

Member Agency
Vermont Care Partners

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