



Counseling Service of Addison County Impact Report

**Celebrating
Success**

**Strong
Partnerships**

**Supporting
Youth**

**Community
Connection**

**Visit us online!
www.csac-vt.org
or use our QR code**



FY 2025

www.csac-vt.org



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Visit www.csac-vt.org to sign up for our e-newsletter, *Reaching You*. Get the latest CSAC news, events, and opportunities to support community wellness!



A United Way of Addison
County Funded Agency

Letter from the Executive Director

01



Rachel Lee

Executive Director

Responding to Community Need

Each year, the Counseling Service of Addison County (CSAC) grows in new ways—responding to the changing needs of our community while holding fast to our mission of supporting wellness, inclusion, and high-quality care in mental health, substance use, and developmental services. This year marked an especially important milestone: the completion of our **Community Needs Assessment (CNA)**, one of the most comprehensive efforts in our history.

The CNA reflects the voices of hundreds of community members, partners, and staff who shared what they see, experience, and hope for in Addison County's system of care. It shows both our progress and our remaining challenges. Thousands of people in our region experience mental health or substance use challenges each year. At the same time, the data show that CSAC reaches far more people with serious mental illness than national averages—and that our services are deeply trusted by those who depend on them most. These findings are guiding our transformation into a Certified Community-Based integrated Health Center (CCBHC). This model—now being implemented statewide—will strengthen crisis response, expand access to care, and ensure that services are available to everyone, regardless of insurance or income. It's an ambitious goal, but one rooted in our **belief that high-quality, coordinated care should be a community standard, not a privilege.**

While we prepare for this next chapter, we continue to invest in what makes CSAC strong: our people and our partnerships.

Letter from the Executive Director

02

Connection & Collaboration

We're also strengthening the connections that make Addison County such a special place to live. Events like our annual **Bocce Tournament** remind us that community is built not only through services, but through laughter, teamwork, and shared purpose. **Our collaborations with schools, housing organizations, and healthcare partners continue to grow,** creating a network of care that wraps around individuals and families, meeting them where they are.

Stories of Resilience

Behind every number in this report is a story of resilience: a young person who found stability in school, a parent who felt heard for the first time, an elder who regained connection and purpose. These stories are possible because of you—our donors, partners, and friends—who believe in a community where everyone has access to help, hope, and healing.

Your Support

As we look ahead, your financial support will allow us to continue building the system our community deserves—**one that is responsive, sustainable, and grounded in dignity.** Join us in this next phase of growth. Together, we can ensure that CSAC remains a place of care and belonging for generations to come. We're prioritizing competitive pay, strong leadership, and professional growth, knowing that when our staff thrive, our clients and communities do, too.



Our website is getting an update for 2026!

www.csac-vt.org

Same place, new look.

Stay tuned for announcements
and visit us in the new year.

Mission, Vision & Values

03



Mission

By offering comprehensive services and supports for social and emotional well-being, CSAC helps nurture communities where individuals and families thrive.

Vision

CSAC envisions a compassionate and resilient community that honors everyone's full potential.

Values

We commit to:

- People-Centered Care
- Collaboration
- Innovation
- Justice, Equity, Diversity, and Inclusion
- Resourcefulness
- Client inclusion

Developmental Services

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CSAC's Developmental Services (DS) Program

is at the heart of a strong, inclusive community—empowering individuals with intellectual and developmental disabilities to thrive. Together with families, we create opportunities for independence, connection, and personal growth.

Over the past year, we've supported 186 individuals through tailored services, including residential and shared living, supported employment, independent living, and individualized goal-setting.

Speak Up: CSAC's Disability Rights Self Advocacy Group

The Addison County chapter of statewide disability self-advocacy groups meets twice a month. *Meetings focus on a variety of self-advocacy topics.* Recently members wrote to local legislators about changes to DS services.

Speak Up participants also plan fun gatherings based on participant interest, like last January's game night with music, dancing, and food.



Celebrating Success

05



Congratulations Mark & Ashley!

CSAC's Supported Employment supports individuals in achieving **meaningful** employment, building skills, developing relationships and increasing connections. Both Mark and Ashley recently celebrated 20 years in their respective careers!

Mark began his career by working in culinary service in 2009 and has been with the same employer over a few locations for 20 years! Mark shares, "My favorite part of my job is learning to do prep work. I make cookies, bacon, marinate chicken and other things. This atmosphere is relaxed, I enjoy my coworkers. I like that I have been given more opportunities to move around. I look forward to learning more from my manager."



Ashley celebrated 20 years with the same grocery store! "Some of my responsibilities are cleaning bathrooms, bagging groceries and sweeping. My favorite part is getting the shopping carts from outside. Everyone likes me there and it's a good place to work. When I'm not working, I like to go fishing."

Kudos to Mark & Ashley!

Adult Mental Health Services

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CSAC's Adult Mental Health program provides personalized, holistic care to meet the diverse needs of our community. From counseling and addiction recovery to psychiatric services, we support each person's path to wellness. With timely access to care, in-office individual and group therapy, *Evergreen House*, therapeutic and transitional group residences, and a continuum of crisis services—including our 24/7 Emergency & Crisis Team, *Interlude Mental Health Urgent Care*, and *Rapid Access*, which ensures quick access to mental health services when individuals need it—we're here when it matters most.

CSAC's Interlude Adult Mental Health Urgent Care team was there for individuals in times of urgent mental health need and crisis—supporting sixty-four individuals, totaling 387 visits and follow up services in FY 2025

CSAC's Clinical Internship Program Expands Access

- CSAC's Adult Mental Health internship program for master's level clinical interns *reduces barriers, quickly connects people to critical services, and provides consistent curriculum* and well-rounded introduction to community mental health experience for those entering the field.
- Six interns provided 461 hours of outreach and mental health support to Charter House guests in FY 25.

"The coolest part about the intern outreach is that no one even realizes it's happening. There's something about stepping through the walls of an office building where connection opportunities are lost. With the outreach you have organic moments where you find yourself building trust in a less formal way. It's a huge win to get more of that in our community."
Heidi Lacey, Charter House Coalition ED

Evergreen House, CSAC's day site center, offers therapeutic opportunities



Pat Burns,
CSAC's Evergreen House Manager

Adult Mental Health Services

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Safe, Stable Housing is Essential to Mental Health

When people face housing insecurity or unsafe living conditions, stress and instability can intensify existing mental health challenges. *CSAC's Adult Mental Health program helps address this critical connection* by providing consultation, support, and resources to secure and maintain housing. We connect clients to Department of Mental Health housing contingency funds to assist with housing related costs like rent, security deposits, moving costs, and safety needs like air conditioners and grab bars. We ensure clients have the stability they need to focus on recovery and well-being. Over the past year, CSAC provided housing contingency support to 22 individuals working toward greater stability and independence, many of whom live on fixed Social Security income.

Group Residences Offer Stability and Support

Our Intensive Adult Mental Health Program staffs and manages two **group residences**. Robinson House is a licensed Therapeutic Community Residence, while Hill House is a transitional group residence. Both provide safe, stable housing and individualized supports.

CSAC's Robinson House & Hill House Adult Mental Health Staff Teams



Youth and Family Services

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We believe that **supporting children, youth, and families is the foundation of a strong, healthy community.** Our Youth and Family Services program helps young people ages 5–22 and their families navigate life’s challenges with care and expertise. We provide support for anxiety, depression, trauma, substance use, ADHD, autism, and family conflict—empowering youth and families to build resilience and thrive.

Our services include individual, family, and group counseling; school-based therapy and one-on-one supports; 24/7 crisis response; family care coordination; psychiatric care; and our JOBS program, which helps youth ages 16–22 prepare for and succeed in employment.



832 YOUTH AND FAMILIES SERVED

Explorers Group: Mindfulness For Resiliency, Awareness, and Skill Building

Paul Caron, Family Outreach/Access Clinician has been with CSAC for almost 24 years! For the past 6 years, Paul has co-run the *Explorers* group, a mindfulness-based therapy group for elementary age kids which supports resilience, awareness of body and emotions, and prosocial/friendship skills.

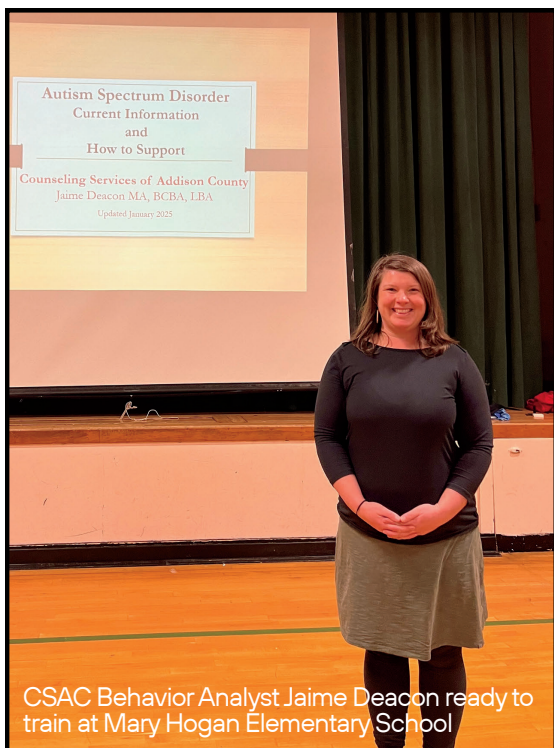
"You see kids come out of their shells & really enjoying themselves. It feels like such a gift. We don't post a 'schedule,' for the kids, I think they feel comfort and safety in the routine and ritual of how we do things. I see impact in the moment—happy kids. It's all about giving kind attention to yourself and other people. It's about being aware in the moment of what you are feeling. Kids also have agency within Explorers: opportunities for them to lead activities & volunteer for certain things." Paul Caron



Explorers uses games, breathing exercises, and sensory experience to enhance emotional, social, and sensory awareness. These can include yoga, singing, short meditation exercises, nature, and art experiences. *Explorers* supported twenty-one youth in FY 2025!

Youth and Family Services

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Trainings for School Staff Bring CSAC and School Districts Together

CSAC Youth and Families Intensive School Supports Program (ISSP) staff offers **monthly training for school district teachers and support staff** in supporting students with unique emotional and behavioral needs in our schools—an offering unique to Addison County.

*"We began these trainings in Spring 2024 because we saw an **increase in acuity and student needs**, coupled with widespread staffing shortages across school districts—coming together was essential."*
Dave Thompson, CSAC's ISSP Program Director.

The first training was so popular, **CSAC now offers monthly trainings for all Addison County school districts**: ANWSD, ACSD, MAUSD, and Lincoln. Teachers, paraprofessionals, and any staff working directly with the students are welcome, and CSAC ISS staff facilitate the trainings. One hundred people on average attend!

Example training topics:

- Foundational principals that are relevant to supporting students
- How to identify skill deficits and various need
- How to support kids in the moment
- Neurodiversity and Autism
- Teaching kids frustration tolerance

The team bases trainings on feedback from school staff: what do they see in the classroom and what resources and skills do they need to to best support their students?

Trainings bring CSAC and school districts together, exemplifying shared belonging, skill building, and community resiliency building!

Community Connection

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In May, CSAC hosted ***Me2/ Classical Music for Mental Health: an evening of music and connection*** at Middlebury Union High School. Save the date for a return performance: May 19, 2026. Location TBD.



In September, **32 teams and over 100 volunteers gathered for connection, community and laughter** at CSAC's annual ***Bocce Tournament***.

Sponsors, teams, and individuals raised over \$34,500 for CSAC's programs and services. We are so **grateful!**



CSAC staff, volunteers and friends joined local law enforcement and Special Olympic athletes in the Middlebury leg of Torch Run, law enforcement's annual fundraiser for Special Olympics.

Thank You, Volunteers!

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CSAC Volunteers Have our Heart!

Thank you to all our volunteers, pictured *and not pictured* who helped make this past year extra special.



FY2025 CSAC Financials

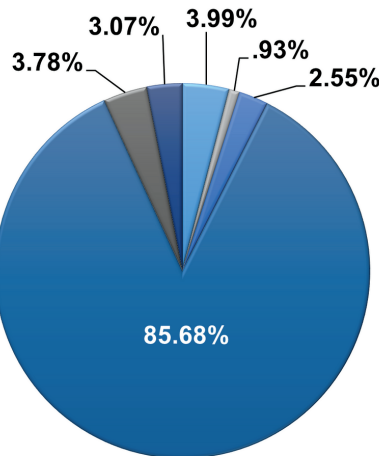
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Service Hours by Town

Town	Service Hours
Addison	30,362
Bridport	26,026
Bristol	58,687
Cornwall	16,917
Ferrisburgh	24,227
Goshen	24
Granville	116
Hancock	591
Leicester	30,335
Lincoln	2,050
Middlebury	310,857
Monkton	1,314
New Haven	3,571
Orwell	14,195
Panton	11,752
Ripton	8,291
Salisbury	27,790
Shoreham	108,877
Starksboro	1,683
Vergennes	52,949
Waltham	108
Weybridge	1,547
Whiting	10,232
	742,501
Other towns	111,929
Total Service Hours	854,430
Total People Served	1864

Statement of Operations Fiscal Year 2025

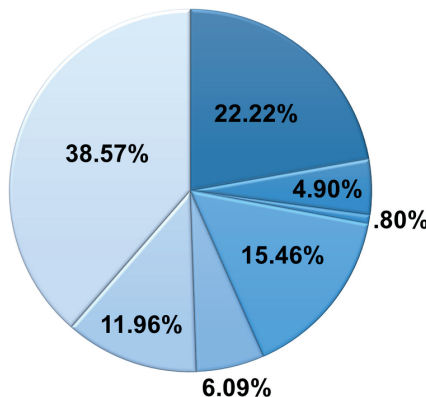
Revenue Total:
\$30,460,905



Income

State Grants/Contracts	\$1,216,273	3.99%
Federal Funds	\$282,387	0.93%
Client & Insurance Fees	\$777,096	2.55%
Medicaid Fees	\$26,100,484	85.68%
Other Contracts	\$1,150,021	3.78%
Local Funds	\$934,644	3.07%
	\$30,460,905	

Expense Total:
\$29,146,831



Expenses by program

Youth & Family	\$6,477,294	22.22%
Adult Outpatient	\$1,428,175	4.90%
Substance Use	\$233,936	0.80%
Adult MH-TPL (formerly Community Rehabilitation & Treatment)	\$4,505,802	15.46%
Crisis Intervention	\$1,773,603	6.09%
Administration	\$3,485,361	11.96%
Developmental Services	\$11,242,660	38.57%
	\$29,146,831	

***Updated as of November 2025**
Unaudited financials. Audited financials will be available on our website upon completion.

Save the Dates

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CSAC Hosts Me2/Classical Music for Mental Health

Me2/

*Classical Music
for Mental Health*

Me2/ ("me, too") is the world's only classical music organization created for individuals with mental illnesses and the people who support them. Join us for their Addison County return performance!

Tuesday, May 19, 2026, 7:00pm

- A free, ticketed event
- Location TBD



CSAC Annual Bocce Tournament Returns September 2026



Join the fun and help raise money for CSAC's work towards community wellness.

Coming September 2026. Stay tuned for details!



Contact Us

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Counseling Service of Addison County, Inc

Main number: 802-388-6751

24/7 Emergency & Crisis Services:

802-388-7641 | Call/Text 988

www.csac-vt.org

Our website is getting an update.
Same place, new look. Stay tuned!

89 Main St. Middlebury, VT 05753

Donate today!

Make a gift online on our website, use this QR code, or send via mail, checks payable to "CSAC."



Thank you for your support!



Leadership Team

Rachel Lee, Executive Director

William Claessens, Chief Financial Officer

Alexa Euler, Director of Operations and Organizational Development

Alexander "Sandy" Smith, Director, Adult Mental Health Services

Mindy Hammann, Operations Director, Developmental Services

LuAnn Chiola, Operations Director, Youth and Family Services

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