

## Accomplishments

Over this past year, CSAC is proud to have successfully continued to provide high quality individualized services in Vermont's changing community mental health environment. Challenges have been embraced and new models of services are emerging. CSAC strives to be a leader in this change process and is proud to respond as an innovator and forward thinker.

- New funding, as a result of the passing of ACT 79 from the VT legislature in response to the closing of the VT State Hospital, has allowed us to establish new and exciting community based services for all adults, regardless of diagnosis. For example, the opening of The Center at 17 Court St., which offers wellness and stabilization groups and activities; continued development of our Adult Stabilization Program which provides enhanced case management and clinical services; development of mobile emergency services, and incorporation of peer supports.
- Collaboration across clinical programs to integrate the principles of "Open Dialogue", an innovative model of working with individuals and families coping with a mental health crisis.
- Enhancement and expansion of existing Elder Care to incorporate comprehensive services into community care systems and community care homes, including new opportunities for psychiatric consultation
- The establishment of Adult Foster Homes Service for Elders through Choices for Care which provides a new supportive housing option that previously was not offered to elders in our community.
- All five supportive employment programs were merged into a single entity. Merging programs has made job development and employment retention more efficient and collaborative across all programs.
- CSAC continues to pilot Integrated Family Services (IFS). IFS features increased clinical focus on family treatment and additional training for staff on family focused interventions; increased services to children and families with developmental disabilities; and increased numbers of children served in schools due to the change in the school funding mechanism.

### **200 Year Anniversary of 89 Main Street**

To commemorate the 200th Anniversary of the construction of 89 Main Street, known as the Phelps House because it was inhabited for over 80 years by the Phelps family, the Counseling Service of Addison County (CSAC) has commissioned a historic display. The 40" by 60" panel, designed by Danielle Rougeau, Archives and Exhibits Designer at Middlebury College, includes 19th century photographs and lithographs, contemporary images, and historical text.

"89 Main Street has been a community landmark for 200 years. We are delighted that we can share its rich history with the town." -Bob Thorn, Executive Director of CSAC



(Excerpted in part from a press release written by George Bellerose)

## LOCATIONS

### **Administrative Offices**

109 Catamount Park  
Middlebury, VT 05753  
(802) 388-6751

### **Adult Mental Health, Emergency, Psychiatric and Substance Abuse Services**

89 Main Street  
Middlebury, VT 05753  
(802) 388-6751

### **Evergreen House**

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

### **Addison County Employment Services**

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

### **Community Associates**

109 Catamount Park  
Middlebury, VT 05753  
(802) 388-4021

### **Employment Associates**

109 Catamount Park  
Middlebury, VT 05753  
(802) 388-3488

### **Youth & Family Services**

67 Catamount Park  
Middlebury, VT 05753  
(802) 388-6751

### **Bristol Office**

25 Mountain View Lane  
Bristol, VT 05443  
(802) 388-6751

### **Website**

[www.csac-vt.org](http://www.csac-vt.org)



## 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.

## Service Hours Provided in Addison County Towns

Addison	43,308
Bridport	9,854
Bristol	89,848
Cornwall	657
Ferrisburgh	17,979
Goshen	8,820
Hancock	10,509
Leicester	39,935
Lincoln	9,300
Middlebury	340,889
Monkton	739
New Haven	30,474
Orwell	31,436
Panton	21,500
Ripton	10,347
Salisbury	55,928
Shoreham	25,771
Starksboro	7,372
Vergennes	82,868
Waltham	1,080
Weybridge	4,481
Whiting	23,403
<b>Addison County</b>	<b>866,951</b>
<b>Other Towns</b>	<b>70,134</b>
<b>Total</b>	<b>937,085</b>

## Emergency and Crisis Services

**24 hour hotline (802)388-7641**



## **Annual Report November, 2013**

*...Helping people live emotionally  
healthy and satisfying lives since 1959*



Member Agency, United Way of Addison County





**Board President**  
**Ted Tighe**



### Message from the Board President and Executive Director



**Executive Director**  
**Bob Thorn**

It is always a remarkable experience to reflect on this agency's humble origins and extraordinary achievements over decades of service to Vermonters living with developmental and mental health challenges. As we commemorate the 200<sup>th</sup> anniversary of our 89 Main Street building, we are drawn to consider the rich and eventful history of our community and our role - present and past - in contributing to the health and vitality of our friends and neighbors. Certainly much has changed in the world since our doors opened in 1959, but our mission remains unchanged. *We promote stable and safe communities within Addison County by helping people live emotionally healthy and satisfying lives.*

Within health care there is a growing awareness that we need to find a new path. Health care reform is challenging all of us to question our assumptions about how we take care of each other. The emerging framework for change involves three objectives – the *Triple Aim*. The *Triple Aim* is a framework that describes an approach to optimizing health system performance and involves: improving the patient experience of care (including quality and satisfaction), improving the health of populations, and reducing the per capita cost of health care. New models of service must be developed that simultaneously address all three objectives.

The Counseling Service of Addison County's strategic direction is informed by the Triple Aim. We are committed to work in collaboration with our community partners, including service organizations, primary care, and natural/peer supports. Through this effort we seek to maximize the benefit to each individual we serve while at the same time focusing on the wellness of the entire Addison County community through outreach, prevention, and early intervention. This direction is consistent with efforts throughout the country to integrate the delivery of health and human services.

Our priorities for the year ahead include: rapid access to services, emphasis on the whole person/family, world class customer service, high value services accountable for both cost and quality, and the provision of results/outcomes based care.

This has truly been a successful and exciting year for the Counseling Service! Our Board of Directors and leadership team have worked together to guide our organization during a period characterized by rapid change and uncertainty. We believe that the future will offer challenges but also unparalleled opportunity.

#### 2012-2013 Board of Directors

President: Ted Tighe      Vice President: Kitty Oxholm  
Secretary: Leonard Rowell      Treasurer: Joanne Scott

Penny Battison \* Beth Davis \* Michael Furey \* David Hallam \* Lewis Holmes \*  
Gary Margolis \* Cheryl Mitchell \* Ingrid Pixley

### Mental Health Services

**Adult Outpatient Services** provides recovery and treatment services which emphasize individual needs, strengths, choices, and involvement in service planning and implementation. These services may include:



- Wellness and stabilization programs
- Intensive outpatient
- Peer support & services
- Substance abuse treatment

#### **The Community Rehabilitation and Treatment (CRT ) program**

provides clinical, case management and other support services to adults coping with and recovering from the impact of severe and persistent psychiatric conditions. We provide flexible and respectful services based upon individual values, goals, and strengths. Services include:

- Community support
- Residentially based short-term support
- Individual and group counseling
- Recovery and wellness services at Evergreen House and the Center at 17 Court St.
- Residential and supported housing options



**Children and Families:** The Youth and Family Services Program provides services to youth, children and their families in school, office, home and community-based settings. Partnerships with area agencies help provide mental health services to youth of transition age (16 – 22) and to pre-school age children. We often work as a team with parents and caregivers, schools and other agencies to develop coordinated service plans. Services include:

- Therapy
- Case management
- Assessments
- Life skills development
- Parenting supports
- Substance abuse treatment
- Adventure-based programs
- Intensive supports for youth in schools and educational treatment program for youth struggling with emotional and behavioral disorders
- Access Team that provides crisis response for children and their families during the week.
- Support to communities and schools in the aftermath of critical incidents and tragedies



### Psychiatric Services

At the Counseling Service of Addison County, three psychiatrists and two Advanced Practice nurses offer pharmacologic treatment and supports across the spectrum of community mental health services through consultation as well as individual treatment. Services include:

- Evaluation and medication management of complex cases
- Medication assessment
- Individually designed services for CSAC consumers and clients

*Ongoing medication management may be referred to primary care physician.*

### Emergency and Crisis Services

**24 hour hotline (802)388-7641**

**Emergency and Crisis** services are available 7 days a week, 24 hours a day for residents of Addison County experiencing a mental health crisis such as :

- Depression
- Acute anxiety
- Suicidal or homicidal behavior
- Family problems
- Mental illness
- Alcohol/drug emergencies

Callers are assisted in resolving the immediate crisis and in making plans for follow-up services if needed.

### Developmental Services

**Community Associates** is a division of the Counseling Service of Addison County that provides services to people with developmental disabilities living in Addison County. While the services provided are different for each individual depending upon need, all are based upon the belief that all people can experience rewarding and gratifying lives in their community.

Services include:

- Residential services and supports
- Personal care
- Respite and family support
- Community involvement
- Service coordination
- Educational, Social and Recreational opportunities
- School age benefits
- Case management services



### Employment Services

This year, CSAC merged all of its supportive employment programs into a single entity. This collaboration allows for the continued development of individualized, supported employment opportunities utilizing the guiding principles of best practices. Services include:

- **Employment Associates (EA)**-Employment Service for those with developmental disabilities
- **Addison County Employment Services (ACES)**- Community Rehabilitation and Treatment employment program
- **Jump on Board for Success (JOBS)**- Youth employment services
- **Adult Out Patient (AOP)** -Adult substance abuse employment services
- **Employment Training Specialist (ETS)**- Employment services for Vocational Rehabilitation Services eligible clients not in other programs.

#### 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.



## Fiscal Year 2012- 2013 Statistical Report

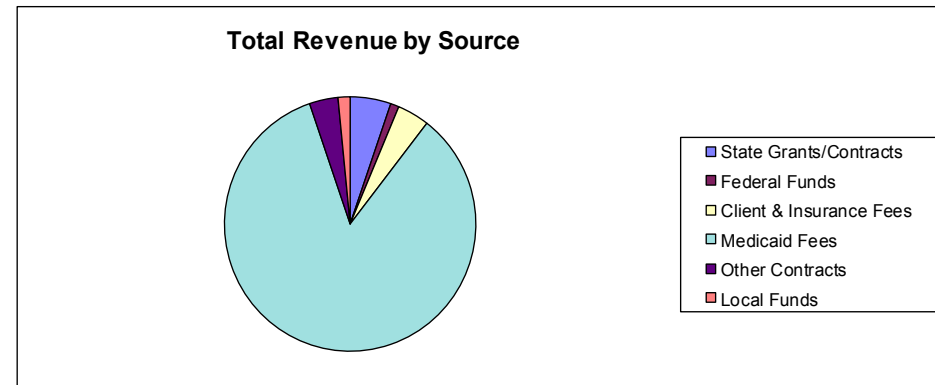
### Total Income by Source (unaudited)

State Grants/Contracts	1,002,828	5.24%
Federal Funds	207,929	1.09%
Client and Insurance Fees	788,913	4.12%
Medicaid Fees	16,128,801	84.31%
Other Contracts	704,416	3.68%
Local Funds	296,588	1.55%

#### Local funds Breakdown

Town Funds from municipal taxes	34,695	0.18%
United Way	10,658	0.06%
Program Fund Raising	45,645	0.24%
Local Contracts	3,544	0.02%
Other (interest, sold off assets, conference, etc.)	202,045	1.06%

Total Income 19,129,475



### Total Expenditures by Program (unaudited)

Youth and Family	5,643,895	29.82%
Adult	1,262,662	6.67%
Substance Abuse	263,417	1.39%
Community Rehabilitation and Treatment	2,633,494	13.91%
Crisis Intervention	855,815	4.52%
Administration	1,847,263	9.76%
Development Services	6,422,092	33.93%

Total Expenditures 18,928,637

