



On the Journey Together

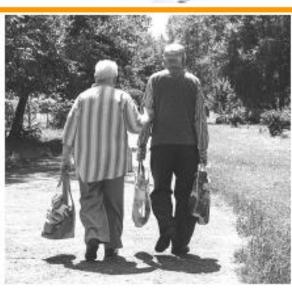


Counseling Service of Addison County (CSAC)

Annual Report FY18

Annual Meeting Kirk Alumni Center, Middlebury







On the Journey Together

The Counseling Service of Addison County, Inc. — Annual Report FY18

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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.

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

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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

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!

Service Hours by Town

Town	Total hours		
Addison	32,613		
Bridport	6,423		
Bristol	125,077		
Comwall	10,447		
Ferrisburgh	23,194		
Goshen	17,317		
Hancock	8,502		
Leicester	30,094		
Lincoln	4,842		
Middlebury	320,001		
Monkton	564		
New Haven	35,035		
Orwell	22,652		
Panton	11,832		
Ripton	9,781		
Salisbury	62,082		
Shoreham	27,228		
Starksboro	11,447		
Vergennes	66,992		
Waltham	6,844		
Weybridge	4,299		
Whiting	11,000		
Town total	848,266		
Other towns	60,828		
Grand Total	909,094		

How many have been served?

- Addiction Recovery: 312 people
- Adult Outpatient: 639 people
- Community Associates*: 178 people
- Community Rehabilitation & Treatment: 159 people
- Youth and Family Services: 1002 people

*Community Associates is also known as Developmental Services

2358

Total number of dients served by CSAC, FV18

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 Associates

Core Services

Educational, Social and
Recreational Opportunities
Traumatic Brain Injury Services
Elder/ Adult Family Home Services
Case Management Services
Supported Employment Services
School-Aged Benefits * Residential Services
Community Supports * Respite Services
Eligibility Determination * Family Support

Community Associates (CA) facilitates opportunities for people to be active participants and valued members of their community. CSAC offers individualized services to persons with developmental disabilities throughout Addison County.

CSAC's role is to assist people in learning the skills and building the relationships each individual needs to achieve these goals. To accomplish this, we offer a wide array of support to people with varying degrees of disability. Plans are individually tailored to meet the specific needs of each person, and may include one or several of the services we offer.

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

AnneRulon 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

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Charles Sabukewicz and Helen Marsh

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Estate of Lana J. Prime

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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 Alther and Ray Repp

Robert and Karin Hardy

Robert and Nancy Foster Roberto and Susan Veguez

Rosemary Spahn Sandra Tucker

Scott and Cheryl Mullins

Steve Majer 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

It really made a huge difference in my life. I wouldn't be where I am today without the help I got here.

Customer/ Client Survey, Spring 2018

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

941

Number of clients who received support in the community

444

Number of people served in schools

141

Number of people who received residential support

32

Families and support networks benefiting from Open Dialogue in Addison County

88

Number of clinicians providing care in schools, clinics and doctors' offices

186

Number of people served in Employment Services

518

Number of people served in their own homes

444

Number of people who received crisis care

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

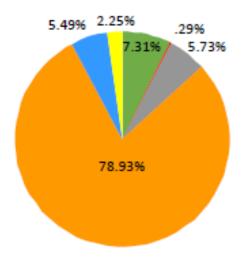
to sit under and imagine your love is there. The love you know. The love that is yet to be. Somewhere between

where you're sitting and the crest of the mountain. Snowin-the-clouds. Sky-beyondthe 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

FINANCIALS unaudited, 7.1.2017-6.30.2018

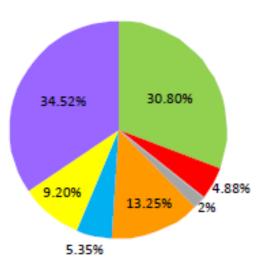


INCOME

State Grants/Contracts	\$1,682,237	7.31%
Federal Funds	\$66,108	0.29%
Client & Insurance Fees	\$1,318,330	5.73%
Medicaid Fees	\$18,158,229	78.93%
Other Contracts	\$1,263,815	5.49%
Local Funds	\$517,831	2.25%

\$23,006,549

Town funds from municipal taxes	\$35,379	0.15%
United Way	\$14,783	0.07%
Program fund raising	\$66,097	0.29%
Local contracts	\$216,768	0.94%
Other	\$184,804	0.84%
	\$517,831	2.25%



EXPENSES by Program

Extract by Frogram				
Youth & Family	\$6,980,139	30.80%		
Adult Outpatient	\$1,106,565	4.88%		
Substance Abuse	\$454,086	2.00%		
Community Rehabilitation &Treatment	\$3,003,179	13.25%		
Crisis Intervention	\$1,212,052	5.35%		
Administration	\$2,083,930	9.20%		
Developmental Services	\$7,821,435	34.52%		

\$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

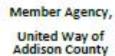
17 Court Street , Middlebury, VT 05753 * (802) 388-3468

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.



On the Journey Together Since 1959

Addison County





