Counseling Service of Addison County, Inc.

Annual Report

2015

We can help...

Emergency and Crisis Services

24 hour hotline

(802) 388-7641

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**Locations**

**109 Catamount Park**
- Community Associates  802.388.4021
- Employment Associates  802.388.4021
- Administrative Offices  802.388.6751

**89 Main St**
- Adult Mental Health, Psychiatric & Substance Abuse Services  802.388.6751
- Addison County Employment Services 802.388.8185
- Emergency Services 802.388.7641

**67 Catamount Park**
- Youth and Family Services 802.388.8188

**17 Court St**
- The Center  802.388.3093
- Evergreen  802.388.3468

**Bristol**
- Bristol Office 802.388.6751

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**Board Letter**

This year the Counseling Service of Addison County has joined health and human service providers across the country in moving closer to an integrated/holistic model of care – a shift from treating people only when they are sick and financial incentives that reward doing more (fee-for-service) to a system that intervenes to keep people healthy, prevents the need for costly services, and rewards good health of populations and positive outcomes.

Our **2015 Annual Strategic and Quality Improvement Plan** identifies five elements that capture the essence of what CSAC needs to focus on to be successful in the future: Easy Access, Customer Service built on a culture of engagement and wellness, comprehensive care, excellent outcomes and excellent value. CSAC’s Board of Directors has endorsed and fully supports a planning strategy consistent with movement toward a wellness model. We are excited about the innovations and collaborations that are developing in this evolving concept of wellness within Addison County communities.

Barbara Doyle-Wilch  Bob Thorn
Board President  Executive Director

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**Master Guide Award**

**2015 Recipient**

**Alexa Euler, SPHR**

**Director of Human Resources**

“Paddling in earnest and leading us through unknown and unmapped territory.”
When Staff were asked;
Why do you work for CSAC?

“CSAC opens doors for community engagement and personal growth.”

“CSAC gives me the ability to be engaged in my community, collaborate with creative peers, and grow both professionally and personally.”

“I work at CSAC because it is an organization that highly values its employees, is family friendly, and we have an excellent HR department that proves it with their actions every day.”

“Staff are encouraged to be creative, to collaborate with each other. My coworkers at CSAC are compassionate, dedicated, experienced and welcoming of honest and healing conversations. They provide a context in which it is possible to do this work with all its emotional rewards and demands.”

“I work at CSAC because it is a hopeful living example that a Community Mental Health Agency can break through the system related limitations and provide good service to youth and families and good work environment to employees. Good leadership coupled with devoted clinicians can make this possible. This just keeps my spirit going in spite of the high emotional and physical demands that the nature of this job brings to my life.”

“I feel extremely rewarded every time someone I’m working with attains personal goals.”
“I love social living.”

“I’m happier here than I’ve ever been.”

“I feel safe here.”

We can help...

Home

166
People we helped find housing or remain in their homes

605
People served in their own homes
We can help...

The Wilton W. Covey Community Award

is presented annually to a community member in recognition of their commitment to enhancing the quality of life in the Addison County Community.

2015 Recipient
Martha Halnon
Executive Director,
Mountain Health Center
A Federally Qualified Health Center

I have personally been very fortunate to have both Bob Thorn and Larry Goetschius (Home Health and Hospice) in our local service area to work with. CSAC in particular has been a gift in collaborating and being open to ideas on how to utilize our existing health partners and their expertise to better serve our community’s needs, without harming the organizations in place. Finding ways to maximize that local expertise and care for our patients in this collective manner is a win for the patient and a win for each organization that occurs as a result of working together, rather than creating yet another duplicated health care service.

Being a Federally Qualified Health Center has poised Mountain Health Center to contribute to the community in ways they were never able to before. For example: we have expanded our services to include community and health-oriented activities such as smoking cessation workshops and blood drives. Our community room is available at no charge to non-profit organizations or organizations whose work helps to strengthen our communities, such as the Parkinson’s support group that meets monthly here.

After 3 long years of collaborating with private dental offices to create affordable care to the uninsured and under insured our organization recently secured a grant to expand oral health services. We will now be able to provide this much needed service in our existing space as a 2-chair dental office – this provides much needed dental services to the community – and for our private dental partners that cannot afford to care for the Medicaid population and stay in a viable business. This program will open early in 2016 at our site in Bristol.

~Martha Halnon

“1,097 CSAC clients who receive support services in the community”

“I work at CSAC because I am a member of the community who would like to give back. We are privileged to live here in this beautiful and supportive environment. Making a difference in the lives of children is the most gratifying job I have held.”

~CSAC Staff
A 30 year old woman was referred to our employment program. She had been referred repeatedly over the past ten years, and had less than a week of paid employment in her entire life.

We agreed to start at the beginning. The first step was to develop an employment profile and then identify potential career paths. Once a plan was developed, we hit the road together.

We settled on a two prong approach when we visited a potential employer. The first check was if the consumer approved of the atmosphere- “Does it ‘feel’ like a place I could work?” If so, then together we would talk with the employer to understand the various employment opportunities. We visited eight employers, and many didn’t have the right feel. The few that felt like a good fit to the consumer didn’t have any opportunities.

She was feeling a bit down and frustrated- but the ninth place was the ticket. The vibe was fantastic- the owners of the business greeted us with tremendous warmth. They were looking for something like our program. After a discussion of needs, schedules, and insurance, we set up and began an eight week work experience in association with Vermont Vocational Rehabilitation.

Every check-in across the eight weeks was more positive than the previous one. The young woman had just the right skills to learn the delicate work. It became obvious this was a fantastic match. She is now on the payroll part-time as an apprentice jeweler. The plan is for her to be a full time employee by the holiday season. The only remaining steps are to assist the employer with the work opportunity tax credit paperwork, and to stop in and visit to see all of the smiles.

77
New Job
Placements

239
People we helped
find/keep jobs
We can help...

Counseling Service of Addison County

The Wilton W. Covey Staff Award is presented annually to a Counseling Service of Addison County employee, in recognition of their commitment to enhancing the quality of life in the Addison County Community.

2015 Recipient
Heather Bessette,
CSAC Family Outreach Clinician

I work for CSAC because we offer a service to help others who otherwise wouldn’t be able to help themselves. We provide the means for an individual to go out into the community and make a better life for themselves. We support, encourage, advocate, teach, and care for people who don’t know how to do these things for themselves. It’s such a rewarding feeling to watch someone grow and become a better version of themselves. Knowing that I helped someone, possibly even changed their life, that is a feeling I can never get used to, I love it. That’s why I work for CSAC.

~Amber Thornton
Community Integration Specialist
Community Associates

437 People received crisis care

65 Clinicians providing care in schools, clinics and doctors offices

Artwork by: Joyce Warner

Indispensable
Truth of Dignity

Seeing the beauty Within
We are so grateful for the community support that raised $20,980 for CSAC’s 5th Annual Bocce Tournament. Each year since it began the tournament has grown, thanks to you! Last August, 36 teams of all abilities came to play, from as far away as New York, Massachusetts and southern Vermont. Everyone played to the best of their ability and most left smiling, whether or not they won. We want to express our gratitude to our sponsors, donors, volunteers, players and for everyone who made the tournament the success it was! Thank you!
Addison County Transit Resources
Rev. Dr. Leon & Bonnie Totten Adkins
Amy Tarrant Foundation
Jack & Louisa Anderson
Kathleen M. & Edmund O. Andich
David Andrews
Steve Maier & Priscilla Baker
Bank of America
Charitable Gift Fund
Fred & Marian Baser
George & Paula Casey Bellerose
Mark & Nancy Benz
Dr. Donald & Elizabeth Bicknell
James L. & Krisss Bolton
Michael Boston
Patricia Brakely
Heidi & Donald Branca
Breadloaf Corporation
Barbara Brooker
Tucker Burns
Carol Calhoun
Klara Calitri
Peter & Margaret Carothers
Casella Waste Management, Inc.
Champlain Valley Universalist Society
Jonathan T. Chapin
John Clarke
Art and Ann Cohn
Harry Colwell
John & Bonnie Cooney
Cooperative Insurance Company
Mac & Laurie Cox
Beth Davis
Chris & Becky Dayton
Greg Dennis
Don & Marty Dewees
Lisa Dickinson
Dinse, Knapp & McAndrew, P.C.
Fred Kniffin & Caryn Etherinton
Frank E. Fahey
Scott Fahey
FairPoint Communications
Allen & Carol Farnsworth
Virginia Faust
Annerulon Fisher
Nancy Baker & Brian Flynn
Donna Fogel
Samuel Fogel
Foster & Son Catering
Funders Collaborative, UWAC & VCF
Robert & Juliet Gerlin
Ann Gibson
Wendy N. Grace
Marv & Diane Greenberg
Sue & Charlie Grigg
Helen Haerle
David & Patty Hallam
Health Care and Rehabilitation Services
Ursula Heibeges
Hickok & Boardman HRI
Hickok & Boardman Insurance Group
Bruce & Ginny Hiland
Jessica Hoagland
Bruce & Ann Hodgeman
Holden Insurance
Lewis Holmes
William O. Hopkins
Gale Hurd
Linda Johnson
Dr. Dayle Klitzner & John Kellner
Mary Kerr
Kevin Lehman Family Fund
Warren & Barry King
Charlie & Marie Kireker
Susan Klaiber
George & Margaret Klohck
Ann LaFiandra
John LaFountain
Matt LaFountain
Audry LaRock
Emily Sunderman and Michael Lee
Janett Leggett
Leggett Family
David Littlefield
Kathryn & Christopher Livesay
Gerrie & Bobbie Loney
Gary Margolis & Wendy Lynch
Sarah Harrison Lynn
Charles Sabukewicz & Helen Marsh
MassMutual
Chip & Jack Mayer
Jay & Joan McEvoy
Ed & Mary McGuire
John & Mirielle McWilliams
Christine F. Metcalf
Michael W. Furey Assoc.
Middlebury Bagel & Deli
Middlebury Friends Meeting
Middlebury Union High School
Jeff & Joy Minnns
Monument Farms
Virginia & Tom Moser
Scott & Cheryl Mullins
MVP Health Care
John & Margaret Myhre
National Bank of Middlebury
Mary & William Nawn
Karen Nawn-Fahey
Victor & Betty Nuovo
Dennis & Judith O'Brien
Michael & Judith Olinick
Kitty Oxoihm
Paydata
Lucy Pelligrini
People's United Bank
Mary & Don Pepe
Natalie Peters
Susan Prager
Verena & Spence Putnam
David and Diana Raphael
Richard Alther & Ray Repp
Residence at Otter Creek
Catherine Rickerby
Vern & Yvonne Riley
Jan & Kirk Roberts
Rock N' Roll Evergreen Team
Ropes & Gray, LLP
David & Jean Rosenberg
Rotary Club of Middlebury
Len & Ann Rowell
Jane & Eugene Roy
Joanne Scott & John Rubright
Louise Sandberg
Joyce T. Sargent
Tiffany Sargent
Ira & Linda Schiffer
Hal Schmitter
Robin J. Scott
Lindi Bortney & Jerry Shedd
Larry & Connie Simino
Cronin Sleeper
Rosemary Spahn
Elizabeth Stabler
David Starr
Gary & Kathy Starr
Peter Straube & Richard Swanson
Judith 1 Sweeney
Cy & Roth Tall, Jr.
The Rolling Stones
Aaron Townshend
United Counseling Service & Developmental Services
United Methodist Church of Middlebury, VT, Inc.
Vergennes Lions Club
Vermont Community Foundation, Bellerose Family Fund
W.B. Mason
Tom & Dorothy Walsh
Dolores B. Walton
Suzanne J. Ward
Mary Jane Washburn
Nancy Bruck & Weinstein
Thomas & Carol Wells
Vivian Werner
Weybridge Congregational Church
Barbara and Mark Wilch
Thomas & Mary Williams
Jonathan & Geraldine Willis
Frank & Janet Winkler
Wm. Wrigley Jr. Company Foundation
Ric Wheeler & Barbara Hammerlin
Dan & Peggy Wright
Zen Affiliate of Vermont

Thank You
CSAC Friends & Supporters
Open Dialogue is a way of involving family and personal networks in times of mental health crisis or in situations of “stuckness” that involves listening carefully to everyone’s perspectives and looking for new meanings and understandings that might help to open new possibilities. Research from Finland where Open Dialogue originated has shown it to be particularly effective as an early response model for emerging experiences of psychosis. CSAC is one of just a few community mental health systems in the US piloting this approach. We have now held dialogic network meetings with over 70 different families and personal support networks.

The findings, from by far the most rigorous trial to date conducted in the United States, concluded that schizophrenia patients who received smaller doses of antipsychotic medication and a bigger emphasis on one-on-one talk therapy and family support made greater strides in recovery over the first two years of treatment than patients who got the usual drug-focused care.

~The New York Times

5 community mental health programs in The United States practicing Open Dialogue

67 families and support networks benefiting from Open Dialogue in Addison County
To: Addison County Counseling Staff

From a kid in counseling

I really appreciate what you’re doing to help kids around the world to control their anger and treating them very kindly. What I am writing may draw tears from your very caring eyes. It is really nice that you are the best counselors ever. Nobody has had as much care and kindness to me ever. My life has been bad, but you have helped that. So now that my life is so much better and I make this letter as a thanks to all of the counselors who have helped me.

Signed by a kid in counseling.

Youth and Family serves children and families through our Integrated Family Services Team and through our school services. We provide individual, family, and group office-based therapy, crisis services, psychiatry evaluations, home and community based family and group treatment, consultation and prevention services. Under our school services contracts we provide school-based clinicians in most area schools, intensive supports through our Intensive School Supports Program and in our Champlain Valley Academy education/treatment program. We support children and their families up to age 22 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/family.

“I chose to pursue a career at CSAC because I want to make a tangible difference in the lives of children in my community, supporting them in building a better future for themselves and, therefore impacting, the community as a whole.”

~ISSP Staff
Financials

INCOME

State Grants/Contracts 1,445,364 7.09%
Federal Funds 118,406 0.58%
Client & Insurance Fees 935,266 4.59%
Medicaid Fees 16,396,255 80.41%
Other Contracts 1,151,717 5.65%
Local Funds 342,622 1.68%

Town Funds from municipal taxes 35,352 0.17%
United Way 21,759 0.11%
Program Fund Raising 67,614 0.33%
Local contracts 27,937 0.14%
Other (interest, sold off assets, conference etc) 189,960 0.93%

EXPENSE

Youth & Family 6,233,972 30.79%
Adult Out Patient 1,007,189 4.97%
Substance Abuse 352,020 1.74%
Community Rehabilitation & Treatment 2,829,768 13.98%
Crisis Intervention 1,122,222 5.54%
Administration 2,011,616 9.94%
Developmental Services 6,690,269 33.04%

20,247,056
94% Satisfaction rate with services received

91% Of people feel our services made a difference

95% Of people felt they were treated respectfully

94% Of people say that services were right for them

*Satisfaction Surveys Spring 2015

Service Hours By Town

<table>
<thead>
<tr>
<th>Town</th>
<th>Service Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addison</td>
<td>19,445</td>
</tr>
<tr>
<td>Bridport</td>
<td>8,393</td>
</tr>
<tr>
<td>Bristol</td>
<td>85,208</td>
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<tr>
<td>Cornwall</td>
<td>5,174</td>
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<tr>
<td>Ferrisburgh</td>
<td>22,884</td>
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<td>Goshen</td>
<td>6,608</td>
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<td>Hancock</td>
<td>5,112</td>
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<td>Leicester</td>
<td>21,139</td>
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<tr>
<td>Lincoln</td>
<td>3,645</td>
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<tr>
<td>Middlebury</td>
<td>275,714</td>
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<td>Monkton</td>
<td>919</td>
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<td>New Haven</td>
<td>33,587</td>
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<td>Orwell</td>
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<td>Panton</td>
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<td>Ripton</td>
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<td>Salisbury</td>
<td>50,432</td>
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<td>Shoreham</td>
<td>15,597</td>
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<tr>
<td>Starksboro</td>
<td>13,032</td>
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<tr>
<td>Vergennes</td>
<td>58,758</td>
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<tr>
<td>Waltham</td>
<td>1,132</td>
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<tr>
<td>Weybridge</td>
<td>3,685</td>
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<tr>
<td>Whiting</td>
<td>17,657</td>
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<tr>
<td>Addison County Total</td>
<td>700,640</td>
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<tr>
<td>Other Towns</td>
<td>60,161</td>
</tr>
<tr>
<td>Total</td>
<td>760,801</td>
</tr>
</tbody>
</table>
All That Is Meant To Be

Beyond degrees and titles.
Beyond diagnosis.
Past appointment times
and clinical notes.
Now and in the past.
Here among people.

Between two chairs.
Or in a circle.
All that is meant to be
said and heard.
To be made sense of:
To love on its own terms.

Call it making a whole
person.
An agency, a family.

Call it our
Counseling Service
of Addison County.

Gary Margolis
Cornwall VT
CSAC Board Member

Board of Directors, 2015

Barbara Doyle-Wilch, President
Louise Sandberg, Vice President
Kitty Oxholm, Secretary
Joanne Scott, Treasurer

Members-at-large:
Beth Davis
Michael Furey
David Hallam
Lewis Holmes
Gary Margolis
Leonard G. Rowell
Ted Tighe

“CSAC is warm, supportive, and creative place to work at. Staff are always willing to try new things and go out of their way to help each other and the community they support.”

“I think it is so fulfilling to help others in need. We have our tough days, but it doesn’t change the positive feelings I get at the end of the day to know that maybe, not immediately, but in the next year I get to see results.”

“I work at CSAC because the people we serve are amazing. They inspire me every day to live to my full potential, and even with challenges and struggles, be the best person I can be.”

“CSAC management and staff have the best approach to team compensation and community care! This agency changes lives everyday!”

We can help...
**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.

**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.

**Our Website**

www.csac-vt.org

Like us on Facebook!

[www.facebook.com/csacvt](http://www.facebook.com/csacvt)

“We honor the trials, accomplishments, and individual journey of each human being. We reject stigma, ignorance and negativity toward any person.”

**Emergency and Crisis Services**

24 hour hotline (802) 388-7641