



Lamoille County Mental Health Services

Where people & possibilities come together



2014 Annual Report



Main Offices

72 Harrel Street
Morrisville, Vermont 05661
(802) 888-5026
www.lamoille.org

Developmental Services
520 Washington Highway
Morrisville, Vermont 05661

Residential Care

Copley House
Morrisville, Vermont
(802) 888-7323

Johnson Group Home
Johnson, Vermont
(802) 635-7174

Crisis Care

Oasis House
Hyde Park, Vermont
(802) 851-8368

ASAP
(Alcohol & Substance Awareness Program)
Morrisville, Vermont
(802) 888-3103

Front Cover: A mosaic of artwork by the Collaborative Artists Group, an LCMHS consumer group, was created by Christina Havemeyer, a NYC artist, with a grant from the Vermont Community Foundation. It hung on Portland Street in Morrisville for the Rocktober celebration in October 2014.



MISSION

Lamoille County Mental Health Services is a nonprofit organization providing quality developmental and mental health services to the Lamoille Valley area, enhancing independence and quality of life.



VISION

A community with wellness at its core and clear access to a comprehensive continuum of quality care of services.



FROM THE CEO

I am pleased to present the performance report for Lamoille County Mental Health Services for Fiscal Year 2014. The accomplishments of LCMHS staff throughout the fiscal year are reflected in the high quality of the services we are able to provide to our consumers, and I would like to highlight some of those accomplishments.

LCMHS has once again been granted “Designated Agency” status by the Department of Mental Health and the Department of Aging and Independent Living through 2018.

We are making significant progress in the implementation of our Electronic Medical Records (EMR) system, although it is not proceeding as quickly as we would like because of budget, staffing, and resource limitations. Our Developmental Services division is completely on the EMR system, and we are working to get EMR fully implemented for other programs as quickly as possible.

Financially, we are on solid footing. LCMHS’ operations produced a 0.7% positive change in net assets for the year. Our current ratio (current assets/current liabilities) is 1.406%, an increase of 0.048% over the previous fiscal year. The Agency’s total revenues increased by 7.2%, compared to FY13, and expenses increased by 8.4%.

We have also begun the process of reviewing and revising our clinical and administrative policies and procedures in order to gain accreditation by The Joint Commission. We are beginning that work by establishing a more explicit agency-wide quality improvement process. We anticipate earning accreditation will be a multi-year project, but each step in the process will help us to continue improving the quality of services LCMHS provides.

The Developmental Services division has seen growth and success this past year. DS saw an increase of 11% in the total number of consumers it serves. The College Steps program continues to grow in numbers as well, and we will have seven consumers in the program for the upcoming year. In addition, the DS Supported Employment Program exceeded its Vocational Rehabilitation job placement target and, as a result, received a 10% bonus in funding.

The LCMHS Behavioral Health division also accomplished great things in the past year. The Adult Out-patient Program (“AOP”) has continued to mature with the addition last year of a third AOP Therapist and Adult Case Manager (ACM) services. AOP staff have been growing their expertise, particularly in services for persons with co-occurring conditions of substance use and mental health.

Oasis House, LCMHS’ two-bed adult psychiatric emergency program, had an average occupancy of 83%, with the latter part of the year showing occupancy above 90%. A survey of persons who used the program indicated that 86% of respondents felt that they met their own goals; 84.3% of respondents reported feeling better upon discharge, 15.7% the same and 0% reported feeling worse.

The Community Rehabilitation and Treatment (CRT) program also grew in size during the past year. As June closed, CRT had served over 120 consumers with an average of three new admissions per month. In the most recent full year data, the LCMHS Supported Employment program had the third highest percentage of CRT consumers when compared to the other designated agencies in the state. Peer support continues to evolve within the CRT program and is linked with the development of a Wellness Recovery Action Plan, or WRAP, group which was co-led by an AOP therapist and a peer.

The Alcohol and Substance Awareness Program (ASAP), LCMHS’ public inebriate program, had to endure potential significant cuts in funding in the past year, but support and advocacy from local police and health partners helped to secure the program for another year. In the past fiscal year, ASAP served the greatest number of persons in its four-year history, providing 188 alcohol/drug screenings

and diverting 84% of the persons referred to the program from possible incarceration. ASAP provided 131 stays and assistance to 26 other persons who were able to link with friends and family to provide care. The program is collaborating with community partners to refer individuals for post-screening services and supports.

LCMHS' Children, Youth and Family Services division (CYFS) has also made great gains during the past year—we served 400 children and youth, along with their families, in a wide variety of programs, interventions and treatments.

CYFS' school-based supports in particular have grown significantly in the last year. The Redwood Program, which provides behavioral intervention services to 14 schools in four school districts, has doubled in size, currently serving 45 students. The Redwood Summer Camp also attracted more students in the summer of 2014 than in any other previous summer. CYFS has also added to the number of schools using an LCMHS school-based mental health clinician; we now serve four schools in this capacity.

With the growth of our school-based services, our CYFS Mental Health Programs have received more referrals for services and they are growing as well. For instance, we have increased the number of children we serve under the age of six by one third, providing this level of support to ten additional families. Over the course of the last year, three of the CYFS staff members have earned their licenses, either as a Licensed Clinical Mental Health Counselor or as Licensed Independent Clinical Social Worker. An additional five staff members have earned their master's degrees while working for the agency. This growth in expertise of the staff supports our efforts to continue providing increasingly higher quality treatment and services.

The Green Mountain Psychiatric Care Center moved from its leased space at 72 Harrel Street to its new location in Berlin, Vermont, in July of 2014. The State of Vermont has been remodeling the portion of the building formerly occupied by the GMPCC to restore it for use by LCMHS once again. Work on that portion of our building is due to be completed in mid- to late October. The loss of space and current construction has placed a hardship on the staff of LCMHS; I acknowledge this and am grateful to LCMHS staff for their generosity and continued patience.

We have been able to fill key positions, including hiring Michael Hartman as our Behavioral Health Director and Lynda Marshall as the Human Resources Director and Compliance Officer. I would also like to take this opportunity to congratulate Virginia Havemeyer, the new Adult Outpatient and CRT Manager, and Leslie Chilton, the new ASAP Program Manager, on their promotions to these key positions.

Finally, I would like to thank the compassionate and dedicated staff of LCMHS for all their hard work, accomplishments, and sacrifices. I am proud and privileged to know LCMHS staff and applaud the work you do for our consumers. I would also like to thank our Board of Directors for their support and direction as we work to provide quality services and supports to our consumers. I look forward to working closely with all of you and to another successful year at LCMHS.



Savi Van Sluytman
Chief Executive Officer





FROM THE BOARD PRESIDENT

I am happy to report that LCMHS has had a successful year; we have multiplied the number of consumers we are able to serve and programs that were in their infancy a year ago are flourishing. The Board of Directors is proud to be associated with an organization that makes a difference in the lives of so many residents of Lamoille County, young and old.

The very capable and experienced staff at LCMHS works with difficult cases and situations on a daily basis, yet continues to pour out their energy and dedication on behalf of consumers. We applaud all of them for their efforts and job well done. Filling some key leadership positions has created a strong leadership team inside the organization, and we are convinced that leadership will help support staff in making LCMHS a first-class service provider and one of the best places to work in the State of Vermont.

For two years, the staff of LCMHS has generously made room for the Green Mountain Psychiatric Care Center in the facility at Harrel Street so that we could assist the State of Vermont through a time of need following Tropical Storm Irene. We are pleased to note that the State of Vermont has been able to adhere to the schedule it had for opening a new facility in Berlin, Vermont, and that their space at Harrel Street is in the midst of renovation back to its original state. I would like to thank all the staff who moved or gave up offices, squeezed into parking spaces, and generally made room for the State's needs with such grace and good humor.

LCMHS gained two new board members in FY14: Phil Lovely and Sharon Menard. We welcome them to the organization, and have appreciated their input and insight.

In closing, I would like to thank Myles Kouffman, Craig Provost, and Ed French, whose terms of service to the Board have ended. They served LCMHS well during their tenure on the Board, and we appreciate their dedication and support.

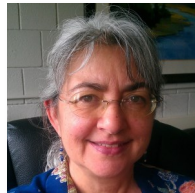
Ted Lambert

Ted Lambert
President, Board of Directors

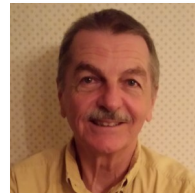
LCMHS Board of Directors



*Ted Lambert,
President*



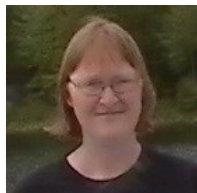
*Cynthia Hennard,
Vice-President*



Ken Hoepner



Bev Allen



Lori Jones



Phil Lovely



Sharon Menard

*Not Pictured:
Paul Griswold, Treasurer
David Vinick, Secretary*

LCMHS Senior Leadership Team



**Marc Adams,
CYFS Director**



**Virginia Havemeyer,
CRT/AOP Manager**



L to R: Robyn Daley, CYFS Clinical Director; Christina Glowac, Redwood Program Director; Denis Houle, Controller; Savi Van Sluytman, CEO; Jennifer Stratton, DS Director; Dr. David Mooney, Medical Director



**Michael Hartman, Behavioral Health
Director; Lynda Marshall, Human
Resources Director**

INDIVIDUALS SERVED

July 2013 through June 2014



Cambridge	26
Craftsbury	10
Eden/Eden Mills	59
Elmore/Elmore Lake	1
Hardwick/East Hardwick	51
Hyde Park/North Hyde Park	70
Jeffersonville	45
Johnson	193
Morrisville	372
Stowe	53
Waterville	14
Wolcott/ North Wolcott	60
Other	114
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Total	1,068

SHIRLEY HAYDEN AWARD

Shirley Hayden was a valued employee of LCMHS for many years. She showed compassion, loyalty, honesty, and a dedication to human services which became a benchmark for all employees, past and present. Each of the final nominees, below, for the 2041 Shirley Hayden Award has demonstrated the qualities for which we remember and honor Shirley.

Stephanie Beattie, CYFS Case Manager



Stephanie has been with the agency only since March of 2013, but her work with families of children under 6 years old has made a tremendous impact. Stephanie is an incredibly caring case manager who goes the extra mile for all of her clients. Stephanie's participation as a CYFS team member has been brilliant—she is a curious, direct, gentle, and clinically-driven partner to all of her co-workers. She is able to support her peers through difficult work and bring creative thinking to challenges they face as a team.

Bryanne Castle, LCMHC, Intake Coordinator



Bryanne began working at LCMHS in 2011, and is central to the services LCMHS provides, interfacing with all divisions. Bryanne consistently goes above and beyond in her work with consumers to identify the correct and most effective services. She is always professional, empathetic, knowledgeable, and motivated, and works seamlessly with all divisions.

Kimberly Cookson, RN, CPS Manager



Kimberly has been a part of LCMHS for 20 years; in that time, she earned her licensure as an RN and is now the manager for the Community Psychoeducational Services (CPS) program. Over the past year, Kimberly has played a key role in improving the standards of our residential facilities during changes in leadership and staffing. She has worked long hours tirelessly to make sure our services meet or exceed standards, to educate CPS consumers, and to ensure their questions and concerns are addressed quickly.

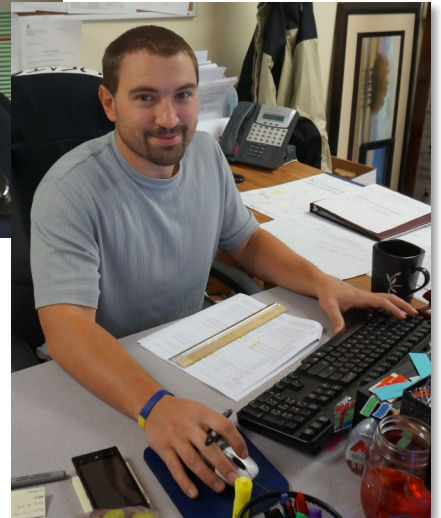
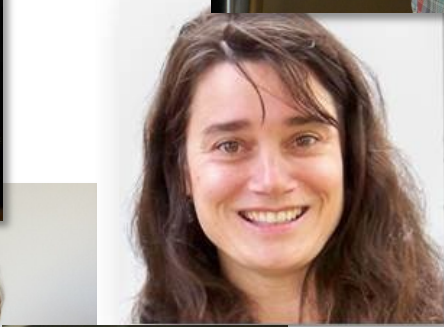
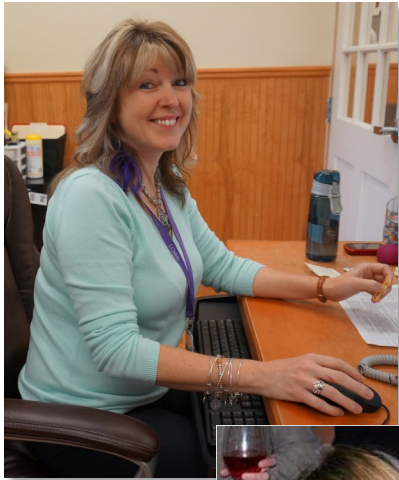
Kelly Renaud, DS CIS Coordinator



Kelly began working for LCMHS in August 2008 as an on-call substitute in the DS Program. Through her hard work and dedication, she now holds the title of Community Integration Specialist (CIS) Coordinator. On a daily basis, Kelly successfully manages many levels of need from consumers, families, home providers, service coordinators, CIS and community partners, all with grace and compassion, even in the most challenging situations. Kelly's dedication, hard work, and vision of what makes DS a superior program are a model for all her co-workers.







Alone we can do so little; together we can do so much.

Helen Keller

THROUGH THE YEAR



2013 Thanksgiving Dinner



Miranda Bevins &
Candace Houghton
2014 NAMI Walk



2014 NAMI Walk



Louise Allen, CYFS Case Manager
2013 Annual Meeting



Renata Blanchard, Crisis Clinician; Savi;
Mary Ellen Sudol, DS Service Coordinator
2013 LCMHS Christmas Party



2014 DS Direct Support Recognition
Vermont State House
(Marylis Walker, DS Council;
Savi; and Jennifer Stratton, DS Director)

MILESTONES

A number of employees are celebrating milestones in their service to LCMHS this year. Their dedication to LCMHS and its consumers has continued through changing circumstances. We recognize their crucial importance and contribution to the quality of services LCMHS provides its consumers.

10 Years

Lisa Coffman, CRT Case Manager

Michael Hendon, DS Community Integration Specialist

Louise Morrissey, CPS Med Specialist

Chris Player, CYFS School-Based Clinician

James Poirier, CRT Supported Employment Coordinator

15 Years

Diane Couture, Housekeeper

20 Years

Kimberly Cookson, RN, CPS Program Manager

Patricia Mack, DS Service Coordinator

Pat Turner, CRT Case Manager

25 Years

Monique Reil, Mobile Crisis Team Manager

Roger Hamel, CRT Support Staff Manager, retired from LCMHS on September 4, 2014, after 26 years of service to the Lamoille County Community. His concern and care for consumers and the employees who reported to him were apparent in all he did, and we wish him the very best on his retirement.





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