



• WHERE PEOPLE & POSSIBILITIES COME TOGETHER •

Annual Report 2009

Lamoille Community Connections Board of Directors

President, Craig Provost
Vice President, Michele Sullivan-DuBois
Secretary, Jean New
Treasurer, Ted Lambert

Ken Hoepfner
Jason McArthur

David Vinick
Lori Cyr

Lamoille Community Connections is fortunate to have a volunteer citizen Board with the dedication and leadership that has seen the agency through several significant changes over the past year. The new facility, new name and the pending change of leadership require a board that is willing to embrace change and have a vision as we move forward. As representatives of our communities they oversee the policy aspects of the organization and direct supervision of the Executive Director. Over the next year the Board will hire a new Executive Director which will be great timing as it is time for the Board to write a new strategic plan. Thanks for everything the Board has done and the benefits you have brought to the community.

Mission

Lamoille County Mental Health Services, Inc. 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.

Senior Leadership Team

William Alexander, Executive Director
Savi Van Sluytman, Chief Financial Officer and Chief of Operations
Richard Lanza, Director, Community Rehabilitation Treatment
James MacDonald, Director, Children, Youth and Family Services
Jackie Rogers, Director, Developmental Services
Jane Modica, Director, Human Resources



A Message from the Executive Director

Twenty-five years ago a thirty-three year old man took the leadership role of Lamoille County Mental Health Services. The agency had a five-hundred thousand dollar debt on an operating budget of nine hundred thousand dollars; the bank was about to foreclose on the facility and the organization had not been paying withholding taxes on employees wages. Besides these issues everything was great. We retired the debt in two years, got current on our mortgage and worked out the withholding tax issue with the state and federal tax departments. Now fast forward to today and I realize how this difficult beginning was the training ground for the years that followed.

This Annual Meeting will be my last. My decision to move on to the next chapter in my life is full of great expectations for the future and a sense of loss for this organization that has become a part of me. I have had the opportunity to work with hundreds of employees whose excellence and dedication has made my job easy. I can not express my gratitude for their tireless efforts to make the Lamoille Valley a healthier place to live.

I want to thank the Senior Leadership Team; Richard, Jim, Savi, Jackie and Jane for their leadership and support. As the Executive Director the leadership you receive from your Board is in direct correlation to your success or failure. I have worked with Boards of high integrity, passion and concern for the community. These volunteers are the back bone of the not for profit organization and Lamoille Community Connections has been fortunate to have so many community leaders on the Board.

Without question the greatest impact on me as a professional and a person has been my contact with those we serve. Every interaction I have had over the years with our consumers has enriched my life and left a never ending impact on who I am.

I have belonged to the Vermont Council as long as I have been an Executive Director. I want to thank my colleagues, past and present, for the valuable work they do in the public interest. These leaders have built a high quality system of care that has resulted in Vermont being recognized as a national leader.

The most important people who have been there through the good times and the challenging times have been my family. My Mother, Bother and Sister and their families have always been a constant source of support. My Children; Harte, Aimee and Kasey have inspired me with their transition from children to adulthood and the wonderful individuals they have become. They will always be my greatest source of pride. Most importantly my wife Linda, with her positive view on life and seeing the bright side of life has been my rock. She is the most incredible person I have ever met and feel so fortunate to have her love.

There is saying that states that "He who wishes to know the path through the mountain must ask those who have already taken it". Over the past months I have received some valuable insights from those who know the path I am taking and I feel confident and comfortable with my decision to move on. I will miss working with the Board and Staff. I'll miss the drive in everyday. It will be odd when the day comes and I will not be coming here. But I have a life time of fond memories and hope that history will recognize that from our humble beginnings twenty-five years ago we have grown to be an important part of our communities and have made a difference. I wish for good health, prosperity and happiness for everyone. Thank you for being an important part of my life and more importunity for allowing me to be a part of yours.

William K. Alexander
Executive Director

Total People Served July 2008 through June 2009



<u>Town</u>	<u>#Served</u>
Cambridge	31
Craftsbury	14
Eden/Eden Mills	53
Elmore/Elmore Lake	7
Hardwick/East Hardwick	92
Hyde Park/North Hyde Park	95
Jeffersonville	59
Johnson	142
Morrisville	331
Stowe	73
Waterville	19
Wolcott/North Wolcott	81
Unknown*	20
Out of County*	159
Total Served	1176

* Unknown and Out of County are people that are served by our Emergency Service Program that also cover Greensboro, Stannard and Woodbury.

A Very Special Thank You!!

Lamoille Community Connections wants to recognize the staff through which the people we serve receive the highest quality services. Their dedication and commitment makes the Lamoille Valley a healthier and positive place to live. At every level of the organization the collaboration and sharing of expertise has a positive impact on those we serve. Our communities are fortunate to have these Individuals who take such pride in what they do as they touch the lives, in a positive way, of those they come in contact with. Thank You!

Children from the Children, Youth and Family Services, benefited from the generosity from the **Roesnner Foundation** with their summer programs and having the continuity of year round services.

Thank you to the **Knights of Columbus** for their donation that supported many individuals in the Community Rehabilitation Treatment Program.

Bisson Plastering & Stakepole and French Law Office kind donation furnished the carpet for the Children, Youth and Family Services Sensory Treatment Room.

The **Merchants Bank** gave a donation which was used to create a kitchen off the conference center.

Thank you to **Chauvin Co.** for their generous donation to Lamoille Community Connections.



For the many people in the community who gave donations and for all the anonymous donations...
thank you.

You make a difference!

Children, Youth and Family Services CYFS



The Division of Children, Youth and Family Services (CYFS) of Lamoille Community Connections (LCC) provides a variety of community-based and comprehensive services to children, adolescents, and families where the child or adolescent has a severe emotional disturbance or is at risk of developing a severe emotional disturbance. We strive to provide these services in a timely and responsive manner to those served.

This year the CYFS program's overall goal was to increase collaborative relationships and opportunities for shared cases across agencies. To ensure children and families needs are met effectively and the System of Care objectives are met, it is critical that the CYFS program maintain and enhance collaborative relationships with community partners and schools. Currently the CYFS Management team has more than 25 formal collaborative relationships with partner agencies and schools. In addition to these formal relationships the CYFS team meets with partners and all 16 schools in the valley to present programming updates and receive feedback on services.

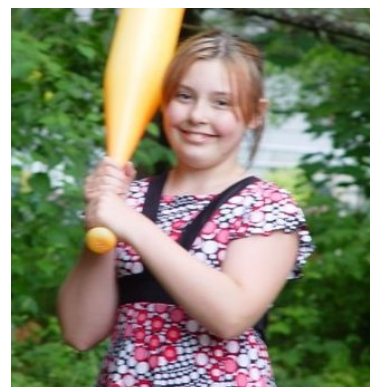
The core areas of cross agency collaboration in 2009 and 2010 are developing strong partnerships in Crisis Services, Youth in Transition, Clinical Care, and Training. Our goal is to integrate services among partners, where appropriate, and to increase competencies in common treatment modalities across community agencies and schools.

In keeping with our overall goal of increasing collaboration we determined that it was time to look closely at how we collaborate internally, among programs, to ensure that we are utilizing our current resources in the most effective way to deliver quality services. Specifically, we took a close look at the existing Behavior Intervention program structure. Given the complexity of the needs of children with emotional disturbance we had previously developed a two program track for children needing these services. The complexity of running two models, simultaneously, caused some service delivery issues and inconsistencies. To resolve these issues we determined that "best practice" would be to develop a Behavior Intervention model that incorporates the best of both of our existing program models and to add additional clinical expertise where gaps exist. It was also evident that our model needed to shift to one that allowed schools to enter through one "door" to provide clarity and consistency in accessing the Behavior Intervention Program. Our new model began with the start of the new school year. We are currently supporting 26 of the highest risk children in the valley with a 1:1 behavior intervention approach.

For the past several years we have provided Adventure Camp opportunities for children during the winter and summer school breaks. Our focus is to provide an activity based social skills building program for our most at risk children and youth. The Roessner Foundation has provided a grant to CYFS for several years to allow us to provide these services. The Adventure Camp model is broken into three age groups; 3 – 6, 7- 9 and 10 – 12. Age appropriate activities are provided to each group. Staff to child ratio is 1:1, due to the intensive nature of the service and needs of the children involved in these programs.

Twenty three children were served through the camps last year. There is a high need in the community, especially during the summer vacation period, to provide these services to children. Many children have few opportunities to participate in structured activities during the summer. Many are left at home with minimal supervision and opportunity to build upon strengths gained throughout the school year. They return to school in the fall and often have to regain skills lost over the summer. Our goal has been to provide a "bridge" over the summer to ensure skill gains are not lost. If we are going to provide this "bridge" for more children than we will to build additional staff resources. Otherwise, we can only meet the needs of a limited number of children.

It takes a number of strong collaborative relationships both internally and externally, to the organization, to ensure that the needs of children and families are met. CYFS staff works hard everyday to establish and foster positive relationships with schools and partner agencies in the community. With the recent downturn in the economy and cut backs in funding it will be more necessary now than ever before to ensure that the resources we have are efficiently and effectively utilized to serve families. An effective community services system is only as effective as its collaborative relationships. Our number one goal this coming year is to continue to nurture our collaborative relationships with our community partners and schools to build a stronger service system for children, youth and families.



For more details please refer to the Annual Board Report 2009.

James MacDonald, CYFS Program Director

Community Rehabilitation Treatment CRT

The program's goal of recovery is based on improving our client's sense of self and competency which empowers clients and facilitates increased community tenure and improved quality of life. This collaboratively achieved through developing and maintaining critical life skills in the areas of managing their disability, community integration, employment, education, self help and relationships. This year we collected data from our consumer and family survey, from DMH's data on hospitalization and from Department of Employment and training data on employment. Our program continued to have the lowest utilization rates for hospitalization at both VSH and the designated agencies as well as the highest employment rate for CRT clients.



A program culture change brought about by the program redesign has been the conversion of our recovery day services from a Clubhouse program to a Wellness Center. The Wellness Center is based on recovery, peer supports, peer initiatives, peer decision making and peer services along with educational groups ranging across 7 life domains (recovery, education/work, health, social relations, community living, symptoms management, and substance use). The peers run the weekly policy meeting where all decisions are made regarding the groups, by-laws, peer initiatives, and changes. Paid peer staff runs 15 out of the 30 weekly groups. Staff run groups have a peer co-leader. An evidence-based contingency management voucher model is used to enhance group participation. There are numerous peer initiatives including an annual Recovery Education series, newsletter, computer course, monthly movie night, recovery garden, and 4th of July float.

A pre-agenda for supervision for the evidence-based supported employment practice was also developed by our program. The pre-agenda for supervision facilitates outcome focused supervision based on the fidelity of the evidence-based supported employment model. The pre-agenda for supervision addresses 15 fidelity items. These fidelity items are organized by the stages of treatment. This clarified and simplified applying supported employment to the fidelity scale. Not only was this pre-agenda used for this program but also was incorporated in Copley House, Group Home, Wellness Center, CARETeam, and with the case managers. Martin Brutus and Kathy Peirce presented a paper on the pre-agenda for multiple evidence-based practices and for supported employment at the National Association for Case management conference in Duluth, Minnesota last month in September.

The Supported Employment Steering Committee is comprised of a work group and a stakeholders group. The work group meets weekly and reviews program outcome data; makes the necessary program adjustments based on the data; reviews the pre-agenda for supported employment supervision; reviews client progress and outcomes; reviews supported employment documentation; reviews the Voc Rehab Supported Employment contract; reviews the fidelity assessments and the corresponding action plans; and discusses the feedback from the quarterly Stakeholders Steering Committee. The Stakeholders Steering Committee group meets quarterly, that has representation from consumers, Voc Rehab and DMH. The Supported Employment Program has increased its Fidelity Score, had visitors from Japan, and spoke at a conference in Minnesota regarding the pre-agenda for supervision. The Supported Employment Program has increased our Fidelity Score, had visitors from Japan and have developed and are implementing a 5 year Supported employment Strategic Plan.

For more details please refer to the Annual Board Report 2009.
Richard Lanza, CRT Program Director



Developmental Services DS

Our mission is to provide person-centered disability, aging, and mental health services which promote self-directed, productive lives within the community. The types of services vary depending on individual needs.

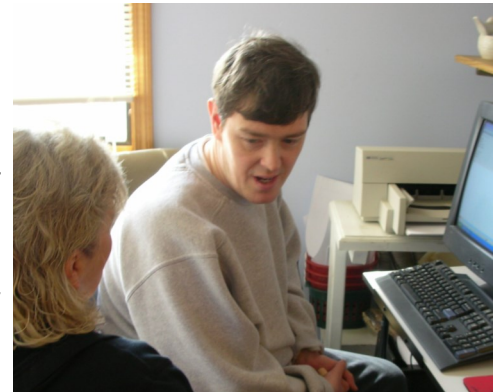
Developmental Services provides Home and Community Based Waivers, Flexible Family Funding, Targeted Case management, Bridge Program, School-Based Supports, and Choices for Care for the elderly. The Bridge Program is a new program that was developed to provide time-limited care coordination to assist families of children under age 22 who have developmental disabilities and are Medicaid eligible.



Despite the two rescissions that occurred in FY'09 (annualized reduction of \$150, 792), the Developmental Services Program has continued to grow by serving additional people and serving individuals with significant challenges and support needs. Currently, we have 2 Team Leader positions and 3 Senior Service Coordinator positions to handle the growth we have experienced, and this has provided room for

career development within the agency.

The self-advocacy group, GATSA, has been very active this year with political activism. They have had multiple interactions with the State Legislators and the Governor on behalf of the services that have been placed at risk by the financial crisis. They have attended the Voices and Choices Conference in Burlington as well as the National Conference in Indianapolis, Indiana. A few self advocates made their debut on the local television show, *Lamoille Now*, where they explained what self advocacy is all about.



The Supported Employment Program has been very successful again this year. There are currently 47 individual in the Supported Employment Program and 42 of the consumers have employer paid jobs. The hourly wages range from \$8.06 to \$15.00 an hour. Our Supported Employment Program obtained an additional grant from Vocational Rehabilitation to provide time-limited supports to individuals who are not quite eligible for DS. In addition our Supported Employment Program has been successful in placing 6 individuals in jobs utilizing stimulus dollars through Vocational Rehabilitation Services.

For more details please refer to the Annual Board Report 2009.

Jackie Rogers
DS Program Director



Emergency Services ES

Lamoille Community Connections Emergency Services Program provides immediate crisis intervention for individuals, families and the community. Serving Lamoille County and services for children and their families in Hardwick, Craftsbury, Greensboro, Stannard and Woodbury. Services are provided 24 hours a day, 7 days a week, 365 days a year.

Goals and Accomplishments

In November, Dave Anderson moved to a new job in Burlington. Dave continues to work for Emergency Services on an as needed basis. We have hired Helene Gosselin to fill that vacancy. Helene comes to us having been a screener for NEKMH in St. Johnsbury; she is a welcome addition to our team. Also in October, Sara Brown our ACCESS case manager took a new position at Behavioral Health and Wellness. Jen Stocks was hired and again is another welcome addition to our Emergency Service Access Team. Jen is currently training to become a Qualified Mental health Professional.

In January LCC ES along with Access, LINK and CYFS started meeting with DCF every Monday morning to discuss treatment and placement issues from the previous week. As a result of this meeting communication and collaboration with our community partners has significantly improved.

LCC ES continued efforts to sustain and foster good working relationships with area school, police departments, and mental health treatment providers, by meeting with staff and keeping open communication.

In October Melody Lapierre, our long term access home provider left our services which resulted in the development of two new access homes, which we have utilized to effectively keep many children out of DCF custody.

The collaboration with Behavioral Health and Wellness in hiring a case manager for dual diagnosed clients is going well. We now meet every Monday to discuss ongoing issues and treatment plans and options.

Goals for the Coming Year

We are presently working with our community partners and entertaining the idea of locating some similar services in the old clinic. This would improve communication, collaboration, response time and potentially expand the depth of crisis services in our community.

Continued efforts with Johnson State College and other community members to create an alternative placement for people who have been deemed to be incapacitated.

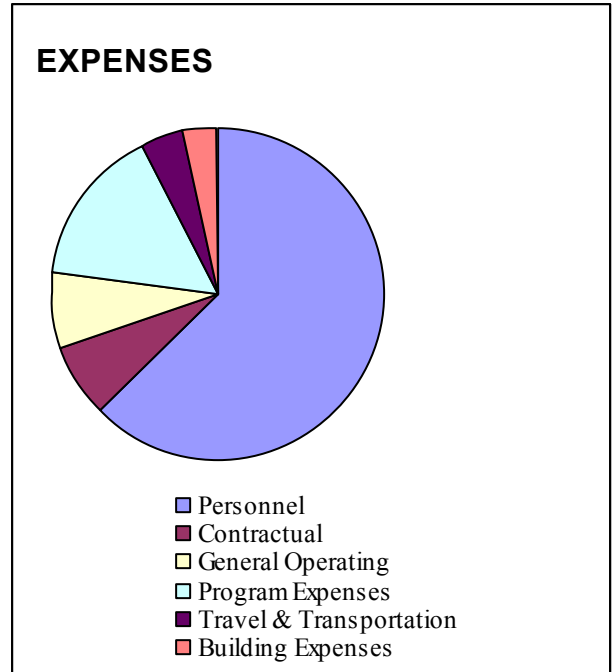
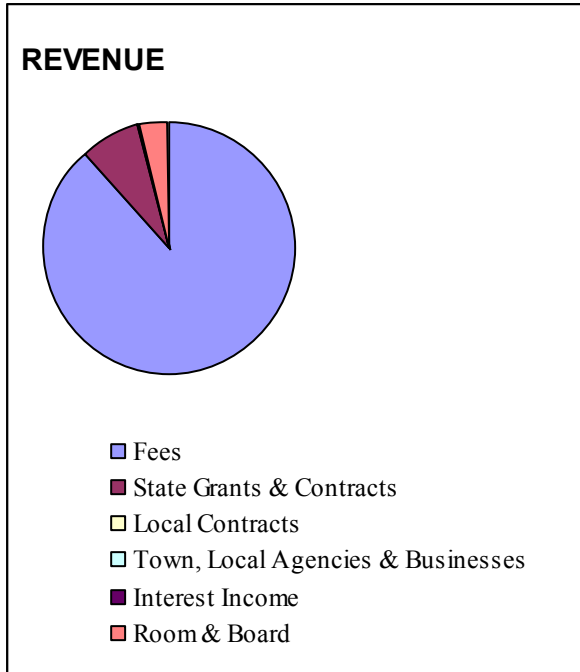
Working with community partners to create crisis beds for both children and adults here in our community.

To continue to work with other agencies, school systems and agency programs to develop comprehensive programs to meet the needs of our community.

James Berry
Emergency Services Manager

Revenues & Expenses FY 2009

July 1, 2008 - June 30, 2009



REVENUE		
Fees	10,998,240	88.29%
State Grants & Contracts	966,320	7.76%
Local Contracts	28,241	0.23%
Town, Local Agencies & Businesses	17,322	0.14%
Interest Income	7,778	0.06%
Room & Board	438,955	3.52%
TOTAL REVENUE	12,456,856	

EXPENSES		
Personnel	7,657,108	62.40%
Contractual	892,541	7.27%
General Operating	896,731	7.31%
Program Expenses	1,900,371	15.49%
Travel & Transportation	530,025	4.32%
Building Expenses	394,637	3.22%
TOTAL EXPENSES	12,271,413	

Summary Statement of Financial Position

ASSETS

Current Assets	
Cash	1,684,662
Accounts Receivable	845,597
Other Current Assets	40,107
Fixed Assets	1,595,540
Total Assets	4,165,906

LIABILITIES & FUND BALANCE

Accounts Payable	1,493,466
Deferred Revenue	631,054
Other Current Liabilities	9,902
Long Term Liabilities	182,967
Fund Balance	1,848,518
Total Liabilities & Fund Balance	4,165,906



The 2009 Annual Report is Dedicated to
William K. Alexander



This year's Annual Report is appreciatively dedicated to William "Butch" Alexander for his 25 years of dedicated service to our agency. At the end of the year, Butch will be closing this chapter of his life and will begin a new volume concentrating on spending time with his family, creating music and tracking through Vermont woodland in search of that elusive prize buck.

When Butch began his career, Lamoille County Mental Health had a handful of staff and worked out of one office within Copley Hospital. Since that time Butch has been instrumental in leading that small agency through the development of Copley House, the acquisition of Johnson Group Home and most recently the purchase and renovation of a new home for Lamoille Community Connections. He has seen the agency's budget grow to +\$12M and have a staff numbering over 200.

But Butch has given us more than what we can see in bricks and mortar or a financial statement. He has shown us all how to care about the whole individual, how to appreciate strengths and work together to overcome challenges. Butch takes care of each and every one of our staff while always putting our consumer's needs first.

The staff and consumers at Lamoille Community Connections deeply appreciate Butch's many years of service. He will be greatly missed.

Lamoille Community Connections
72 Harrel Street
Morrisville, VT 05661
(802) 888-5026

Copley House

379 Washington Highway
Morrisville, VT 05661
(802) 888-7323

Emergency Services

520 Washington Highway
Morrisville, VT 05661
(802) 888-**** (8am—4pm)
(802) 888-4231 (4pm—8am and weekends)

Johnson Group Home

Stearns Street
Johnson, VT 05656
(802) 635-7174