

# Lamoille Community Connections

## 2012 Annual Report



*PREVENTION ~ RECOVERY ~ QUALITY OF LIFE*



*72 Harrel Street, Morrisville, VT 05661*

*(802) 888-5026*

[www.lamoille.org](http://www.lamoille.org)

### **Residential Homes**

Copley House

Morrisville, VT 05661

(802) 888-7323

Johnson Group Home

Johnson, VT 05656

(802) 635-7174

### **LCC Crisis Care Centers**

Oasis House

Hyde Park, VT

(802) 851-8368

ASAP (Alcohol Substance Awareness Program)

Morrisville, VT 05661

### **Other LCC Office Locations—DS Office**

520 Washington Highway

Morrisville, VT 05661



## **Mission**

Lamoille Community Connections is a non-profit 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.

# Letter From the CEO

I am pleased and privileged to present LCC'S Performance and Accountability Report for FY 2012. This has been an extraordinarily eventful year for LCC and the state of Vermont, filled with many challenges but at the same time with many opportunities.

The past year started like many others but then came "Irene" in August of 2011. The State Hospital was completely flooded and the fifty-four patients of the hospital displaced. In the face of this looming crisis we witnessed the 'hearts' of Vermonters (health care providers, community partners and individuals) as they unselfishly came to the rescue. LCC's opportunity to help out in this crisis came in February 2012, when the State approached me to use some of our office space as a temporary hospital. We had just about settled into this new space having consolidated our operations into one building when this request was made. I would be forever grateful to our staff for their unhesitating support at this critical time. To all those staff members, especially the Developmental Services and Administrative staff, who have had to give up their offices, my heartfelt "Thank You." I would also like to say a special "Thank You" to all our neighbors who have been gracious in accommodating and supporting us during this trying period.

As circumstances around us evolve we continue to explore new operational formats as a way of ensuring our future sustainability. Change, while inevitable, can be very painful and difficult, but it is at this time when we must work harder and smarter than ever to ensure that the opportunity to steer the change is not lost. During the past few years we have responded and evolved to our changing environment while being sensitive and respectful of our values. However, we recognized that the best way to honor our values was to be careful not to allow them to become so inflexible as to become barriers

to our being able to recreate ourselves as we continue to implement our vision and mission. Some of the changes implemented over the past have been the restructuring and strengthening of the senior management team. New hires have been Dr. David Mooney, Medical Director: Mourning Fox, Behavioral Health Director; Marc Adams, CYFS Director and Eric Lane, HR Director. Another three of the new positions came from within the Agency – Kim McClellan, Chief Operating Officer; Christina Glowac, Assistant Director CYFS and Kelley Longe, Assistant Behavioral Health Director. I want to extend my congratulations to them all and look forward to working with them closely as we build a strong and committed team.

During this year we have also implemented our new EMR system. This is still an ongoing process and to help in the smooth transition we have hired Troy Metcalf as our IT manager. Welcome aboard Troy.

As we prepare to navigate our way through the winding roads of the future, I am hopeful and optimistic that with the strong leadership team and our dedicated and committed staff, ours will be an exciting and rewarding trip.

In closing, I want to thank our Board of Directors and our talented and dedicated staff for their ongoing support and commitment in fiscal year 2012. Our work is far from done, but we can take great satisfaction in knowing that the work we did has contributed to improving the quality of life for the most vulnerable members in our community.

Finally, I wish to reiterate my commitment to the mission and vision of our Agency, and to pledge to spare no effort in maintaining the highest level of service to our consumers and the highest level of support for our staff.

*Savi Van Sluytman*  
Chief Executive Officer

*"Thank you to all our neighbors who have been gracious in accommodating and supporting us during this trying period."*



# Letter From the Board President

On behalf of myself and the other members of the Board of Directors of Lamoille Community Connections, I want to express my sincere gratitude for the opportunity to serve our community through our agency. We are so pleased to have a dedicated, compassionate, and competent Executive Director in Savi Van Sluytman, and a large family of care providers who have devoted themselves to serving our wide range of consumers in the entire Lamoille Valley Region.

I don't need to convince anyone that we have made incredible progress over the last few years. Our Board of Directors now has depth and diversity, and is fully committed to the mission of providing comprehensive mental health services to our community. Our Executive Director has made great progress in organizing our agency, and in effectively networking with other social service agencies, businesses, and other organizations in our region. Our dedicated care providers believe in our mission and have shown their willingness to make the extra effort to make the lives of those we serve more meaningful, and to increase our stature in the community. We are in a better position than ever to carry out our work efficiently and with the greatest impact.

Our Agency is financially sound and we have the respect of other mental health agencies and the State of Vermont Department of Mental Health. We have a welcoming facility and many appreciative and supportive consumers

There are challenges ahead. For the next two years we have to work in a reduced space in order to lend our help to the State of Vermont in its time of need. With continuing economic pressures, we will most certainly have to make even better and smarter use of our resources. There are new initiatives and programs to implement. There is the constant need for creativity, imagination, and hard work to both keep up and be better at what we do.

At the same time, we are very well positioned to meet and overcome the challenges that we face, and to deal with any adversity that may arise. For this reason, I dedicate our next year to the motto of "positive thinking and cooperative action". I look forward to working with everyone at LCC and serving with pride as your President for another year.

*Ed French*  
Board President







## BOARD OF DIRECTORS

**Ed French** , *President*  
**Ken Hoepfner**, *Vice President*  
**Ted Lambert**, *Treasurer*  
**David Vinick**, *Sectary*  
**Lori Cyr**  
**Jason McArthur**  
**Craig Provost**  
**Myles Kouffman**  
**Bev Allen**  
**Paul Griswold**  
**Cynthia Hennard**



## SENIOR LEADERSHIP TEAM

**Savi Van Sluytman**, *Chief Executive Officer*  
**Kim McClellan**, *Chief Operating Officer*  
**Denis Houle**, *Controller*  
**Eric Lane**, *Human Resources Director*  
**David Mooney, M.D.**, *Medical Director*  
**Jennifer Stratton**, *Developmental Services Director*  
**Marc Adams**, *Children, Youth & Family Services Director*  
**Christina Glowac**, *Children, Youth & Family Services Assistant Director*  
**Mourning Fox**, *Behavioral Health Director*  
**Kelley Longe**, *Behavioral Health Assistant Director*

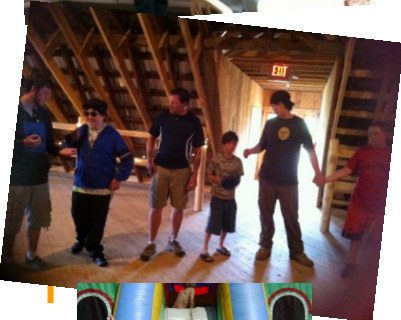


## PEOPLE SERVED

July 2011—June 2012



Town	Number Served
Cambridge	27
Craftsbury	7
Eden/Eden Mills	95
Elmore/Elmore Lake	24
Hardwick/East Hardwick	55
Hyde Park/North Hyde Park	105
Jeffersonville	85
Johnson	308
Morrisville	829
Stowe	81
Waterville	16
Wolcott/North Wolcott	91
Other	169
<b>Total</b>	<b>1892</b>





## Developmental Services

Our mission is to provide person-centered disability, aging, and mental health services which promote self-directed, productive lives within the community. It is our belief that even the most disabled individuals can be assisted to lead a “life worth living” and make choices about their lives. The types of services vary depending on individual needs.

The people served by DS must have a developmental disability as defined by the Developmental Disabilities Act of 1996. In this law, “developmental disability” means mental retardation, autism, or pervasive developmental disorder that starts

before age 18 and results in severe deficits in adaptive behavior function. In addition to having a disability, individuals must

demonstrate a significant need for the services that are available. Priority is given to adults who require assistance to maintain paid employment, are at risk for health and safety issues, or are homeless. Children at risk of institutionalization are also prioritized.

The Developmental Services Program at LCC provides the following services: Home and Community Based Waivers, Flexible Family Funding, Targeted Case Management, Bridge Program, and Choices for Care for the Elderly.

The College Steps program is in its second year of existence. This is a program in collaboration with Johnson State College, Think College, and College Steps. This is a post-secondary

opportunity for individuals who have a developmental disability between the ages of 18 to 26 to participate in a two year non-degree certificate. This program has grown this year. Currently we have four consumers participating and receiving regular inquiries about the program. This partnership allows students to interact and participate in a typical college experience. Students focus on Academic Enrichment, Socialization, Independent Living Skills, Self-Advocacy skills, Integrated Work Experiences, and Career Skills.

The self-advocacy group, GATSA, has had a busy year. They testified at the State House in February about the budget cuts. In March they testified

about the Respectful Language Bill which did pass. GATSA attended the Voices and Choices Conference where four consumers lead presentations. GATSA also lead a twelve week relationship training class. Self-

advocates also gave back to the community this year by donating turkeys to the food shelf at Thanksgiving time, and money at Christmas time to DCF and the First Congregational Church. LCC’s DS Supported Employment Services assists individuals to achieve career and work goals by providing Employment Assessments, job development, job training and ongoing support to maintain employment. We currently have 45 consumers in the DS Supported Employment Program. This year in our contract with AHS we have exceeded our outcomes and received a 10% grant increase for FY 13.





## Children, Youth & Family Services

Over the last year Children, Youth and Family Services has restructured our supports and programming to create a flow of services to address the varied needs of our community. This is also in response to the states identifying outcomes that are being focused on, to measure our effectiveness and role in the system of care. So

in our internal continuum of care we are trying to have services target important aspects of the communi-

ties need, for example crisis, access to supports, intensity of need, and avoidance of out of home care. We have also looked at consumer satisfaction, efficiency and effectiveness as critical elements of how we are organizing and delivering our services. The other critical element of our restructuring and focus of services is our connection and integration with our community partners. Our goal within this context is to ensure that our charge of delivering mental health services and supports to children, youth and families is coupled, aligned and not duplicating supports and services that other agencies are providing. This has included restructuring the case review requirement of the ACT 264 process, also known as the coordinated services plan process. CYFS is leading and coordinating this aspect of the states continuum of care requirements. CYFS must integrate within the larger community system with emphasis on ensuring connected seamless supports, services and treatment.

Along with these changes we have also focused on all of the CYFS staff working together as one team doing a variety of different supports and treatments. All of the staff have participated in a number of trainings and activities to work on our communication, teaming, norms and connections. This in tandem with our focus on

whole family supports, collaboration with our community partners, and connecting family voice to service planning.

### **Highlights of the last year include:**

We have continued our participation in the ARC (Attachment, Regulation and Competency) training grant. Over the last year we have completed as many ARC assessments as some of the other much larger designated agencies. We



are also participating in the train the trainer's work that the state is providing through this grant.

We participated in the HNC (Helping the Non-compliant Child) training and supervision series provided by the Department of Mental Health and University of Vermont. This was training on parent focused support and education connected to increasing parent and child skills in regard to connection, routine and discipline. Three of our CYFS staff achieving Vermont State Licensure to provide mental health therapies and treatment, through our clinical group and individual supervision supports.

### **Program highlights include:**

The BI Summer Camp, with this years focus on the Circle of Courage and the four tenets, Belonging, Generosity, Independence, and Mastery, had 28 children for 5 weeks this summer enjoying outings, academics, skill building, connections and friends.

Our Respite Program is solidifying and beginning to hire and train respite staff to partner with families to enable them to participate more effectively with treatment and supports. We provided 75 children with respite supports that were family driven and connected to the treatment children were receiving.

It has been a very productive and creative year for our team; this could not have happened without all of the amazing and committed staff that is the CYFS team.

## Community Rehabilitation and Treatment & Adult Out Patient

The Community Rehabilitation and Treatment (CRT) program has accomplished many goals to enhance services this year. The overall CRT employment rate in Lamoille County is 19%, which is 6% higher than the statewide average in CRT programs. CRT consumers who are also being served in our Supported Employment Program have had much greater success in finding paid employment than those who are not participating in Supported Employment. The employment rate for those participating in Supported Employment is 43%. This was the highest rate of employment in the state Supported Employment Programs.

The CRT program has seen a significantly larger number of consumers graduating from CRT than in past years. This is likely due in part to the addition of a new position within our Adult Outpatient Services. We have added a Non-Categorical Case Manager to our AOP services. This position helps provide short term case management to people who are not in our CRT program but could still benefit from case management services. This has two major impacts; the first is that it helps prevent people from potentially requiring CRT services in the first place, and second, it provides additional supports to those who have recently graduated from CRT to help insure that people are successful in the community.

This position, along with the addition of more therapy, has expanded our Adult Out Patient program as well, creating a culture that enable's individuals currently utilizing CRT services to graduate from them and feel empowered to continue on



their road to recovery using minimal services. We are also offering more group therapy to better meet the needs of our consumers.

One of the largest changes in the CRT and AOP this year is the addition of our new Medical Director, Dr. David Mooney. Dr. Mooney comes to us with many years of experience working with both adults and children. Because of Dr. Mooney, we are able to have complete psychiatric evaluations done for our AOP, CRT and children services. Dr. Mooney also provides services to our

residential facilities, Johnson Group Home and Copley House on a regular basis. Our residential facilities have been very busy this year. We have seen the addition of a number of

new residence and both homes have been consistently full. The staff at both homes has been working tirelessly to meet the changing needs of the consumers who live there

As we move into this next year we are looking at adding more therapist to enhance our growing CRT and AOP needs, with a focus on providing more group therapy to meet the needs of our consumers and the community. We hope to continue the trend of CRT graduations as our consumers work towards more and more independence.

## Emergency Care Services

Emergency Care Services Program provides immediate mental health crisis intervention, stabilization and referral service for children, adults and families of the greater Lamoille Valley Region 24 hours a day, 7 days a week, 365 days a year. We cover all of Lamoille County; in addition we provide services for children and their families in

Hardwick, Craftsbury, Greensboro, Stannard and Woodbury.

Most of the calls we receive were for referrals to Outpatient services both therapeutic and psychiatric, support calls, inter-agency assist calls, general information, various screenings at schools, police departments and Copley hospital. Only a small percentage of our contacts resulted in a referral to a psychiatric hospital or crisis bed.

We offer assessments for hospitalizations and crisis beds at the request of community members. Local law enforcement and courts seek our consultation for court ordered assessments as well as managing difficult situations in the community. As we are a 24 hour service, we also provide the after hour coverage for Access beds for children's respite and LINK beds for runaways. We also provide the crisis response to the Redwood Program and collaborate with all of CYFS and DS. A growing aspect of our work is related to the strong collaborative relationship with our local law enforcement agencies. We also provide Critical Incident Stress Debriefings for responders, as well as those experiencing a critical incident.

#### **Emergency Services/Mobile Crisis Team 2012 Briefs:**

There has been a great deal of activity within the Emergency Services this past year. One of first changes was to eliminate the title of "screeener", because the work that our staff does is clearly much more than that, so the staff became "Crisis Clinicians". Second was the introduction of the Mobile Crisis Team where we would have the capacity to go to people's homes, places of business, or the local community in addition to the traditional places of police departments, emergency room or schools. We merged the PACE Team with ES to create the Mobile Crisis Team. Staff on the MCT has embraced these changes as we tackle the challenges for the people in our community and the state. In addition to all of this, we are excited at the fact that LCC has a full time Medical Director/Psychiatrist. Dr. David Mooney joined us this spring and has been a tremendous addition to the agency. Having Dr. Mooney on board has allowed us to see patients on an emergent basis, have psychiatry support in all of our residential programs, and on the occasions when we have to involuntarily hospitalize someone, we no longer have to rely on a judge for the order as Dr. Mooney takes on this role.

#### **ASAP 2012:**

LCC saw the end of the first year of operation for the Alcohol and Substance Awareness Program. The program saw over 100 people come through its doors in the first year, most of which were diverted from being lodged at the St. Johnsbury Correctional Facility. As the local law enforcement agencies become more aware of us, our use continues to rise. Already during this fiscal year, we have seen a significant rise of the number of screenings and diversions from corrections. ASAP continues to grow its relationships with Behavioral Health and Wellness, North Central Vermont Recovery Center and other substance use resources. ASAP has also seen itself become a resource for information regarding ongoing treatment to both individuals and other concerned community members.

#### **OASIS House:**

This fall saw the opening of LCC's new Crisis Bed home. We have a brand new house in Hyde Park that is set up to help divert people from in-patient hospitalizations. We have 24 hour staff that is there to provide therapeutic support for up to 2 adults in crisis. We are excited to have this option for people in our community, as this has never existed in Lamoille County. Our services are available to other people in the state who are in need of crisis beds. At Oasis House we employ evidence based interventions, provide medication monitoring, support, connection to psychiatry and crisis stabilization.

#### **Moving Forward:**

As we move into this next year we are looking to continue to round out our Mobile Crisis Team with additional staff. Continue to strengthen our relationship with local law enforcement agencies in an effort to best meet the needs of the community in an effective and safe manner. We would like to see the doors to ASAP open to the Northeast Kingdom so that we can provide more services to people throughout the state who are in need.



# SERVICE AWARDS



## **25+ YEARS AWARDS**

Will Baker, Service Coordinator, Developmental Services

Alice Bourdeau, Medical Specialist, Community Rehabilitation & Treatment

## **20+ YEARS AWARDS**

Terri Devlin, Case Manager, Community Rehabilitation & Treatment

Roger Hamel, Support Manager, Community Rehabilitation & Treatment

Michael Johnson, Case Manager, Community Rehabilitation & treatment

Monique Reil, Emergency Care Services Manager, Behavioral Health

## **15+ YEARS AWARDS**

Melissa Bourdeau, Community Integration Specialist, Developmental Services

Kimberly Cookson, RN, Community Rehabilitation & Treatment

Kathleen Greenmun, ES Screener, Behavioral Health

Patti Mack, Service Coordinator, Developmental Services

Pat Turner, Therapist, Community Rehabilitation & Treatment

Cheryl Verderber, Residential Manager, Community Rehabilitation & Treatment

## **10+ YEARS AWARDS**

Louise Allen, Case Manager, Children, Youth & Family Services

Christina Bellavance, Community Integration Specialist, Developmental Services

Amy Brochu, Senior Service Coordinator, Developmental Services

Kathy Burnor, Behavioral Interventionist, Children, Youth & Family Services

Peter Gallo, Service Coordinator, Developmental Services

Cindy Peake, Behavioral Interventionist, Children, Youth & Family Services

Nancy Pope, School Based Clinician, Children, Youth & Family Services

Jennifer Stratton, Developmental Services Director

Lori Sweeney, Administrative Assistant, Administration

Shirley Hayden was a valued employee of our agency for many years. She showed compassion, loyalty, honesty, and a dedication to human services which became a benchmark for all employees past and present. The nominees for 2012 Shirley Hayden Award are:



Mary Leikert has been with Lamoille Community Connections since March of 2003. For the first 3 years Mary worked in Admin as a Records Librarian and as the agency began to grow, so did Mary. Mary became a Behavioral Interventionist in 2004. Mary presents as an individual with a true commitment and loyalty to The Redwood Program. Over the years Mary has gone from a 1:1 Behavioral Interventionist to one of our full time subs. Within this role Mary demonstrates her working knowledge of the philosophy and protocols of The Redwood Program. She has the amazing ability to be flexible at 6am each morning while being informed of which of the 28 students she will be working with on that day. Thank you Mary for doing what you do on a daily basis.



Sherry Jones has worked for LCC since 2005 and is Supported Employment Coordinator in Developmental Services. For the past two years Sherry has exceeded the outcome measure in our Master Grant in several categories. This has enable LCC Developmental Service program to be a leader in Supported Employment around the state. Sherry has a unique ability to hand craft supported employment opportunities that enable our consumer to meet their fullest potential. Once Sherry has obtained a job for a consumer she does whatever it takes to make sure it is successful. This includes working wee hours of the morning to late weekend nights. Sherry doesn't look for recognition she does this because she is so passionate and dedicated to the consumer we serve. We are very fortunate here at LCC to have Sherry's dedication, passion and determination to meet our mission and philosophy.



Rita Hammond has been with LCC for two years as an Administrative Assistant and has brought an interesting back ground with her with working in a residential home and she worked with kids with disabilities. Rita has a heart of gold and it is the size of Texas. She is always there to lend a hand or brighten someone's day. Her smile is an asset to the job she does so well. Another asset of Rita's is that if something or someone needs help all you have to do is ask her and she is right there to pitch in. In addition to her past, her current work at LCC, she also volunteers with animals, the Shriners and local sweetheart dances which shows her dedication to human services and her compassion throughout all areas of her life.



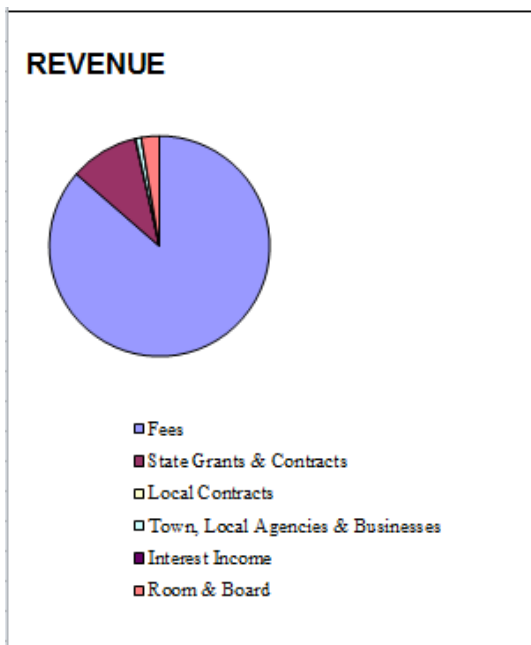
Sherry Marcelino has been with the agency for 7 years, and has experience in a variety of programs including both residential, day treatment, case management, supported employment, and has been on the senior leadership team. Her new role as specialized care manager and supported employment specialist comes with some of the CRT's most acute clients. Sherry is one of the most resilient employees at LCC. Not only has she embraced the changes at LCC, but she has willingly taken on any additional responsibilities. Her strong work ethic, willingness to help anyone in the agency is commendable. Sherry consistently goes above and beyond her role, is always willing to fill in for coverage when staff is out. She's willing to help anyone in the agency who is in need of anything, and has a vibrant personality that makes people smile throughout the day.

# SHIRLEY HAYDEN AWARD

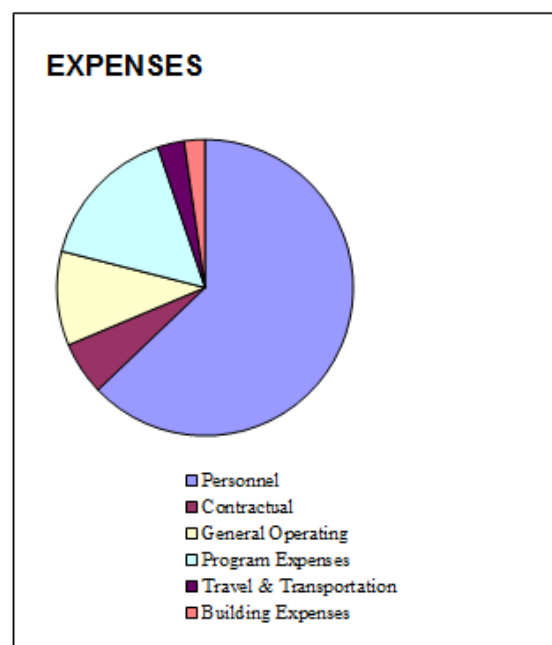
# Revenues & Expenses FY 2012

July 1, 2011—June 30, 2012

LCC staff has risen to the challenges of another tough fiscal year. The pride and dedication to the consumers and Lamoille Valley communities served by all staff, contributed to our continued strong financial position. In light of a 1% budget reduction by the Department of Mental Health and Department of Aging and Independent Living, LCC's operations produced a 1.3% positive change in net assets for the year. This enables LCC to meet the strategic goal of continued financial security. LCC's current ratio (current assets/current liabilities) is 1.443%, which rose from FY'11's 1.295%. The chief causes for this slight increase were a decrease in expenses and a decrease in deferred revenue. The agency total revenues decreased by 4.9% compared to FY'11 and expenses decreased by 3.4%, so our efforts to operate efficiently have been tested. We continually look to improve our operating efficiencies, while consistently delivering the high quality of services our consumers deserve and expect.



REVENUE		
Fees	9,919,461	86.38%
State Grants & Contracts	1,153,029	10.04%
Local Contracts	11,717	0.10%
Town, Local Agencies & Businesses	94,178	0.82%
Interest Income	580	0.01%
Room & Board	303,986	2.65%
<b>TOTAL REVENUE</b>	<b>11,482,951</b>	



EXPENSES		
Personnel	7,127,417	62.88%
Contractual	656,600	5.79%
General Operating	1,166,473	10.29%
Program Expenses	1,799,551	15.88%
Travel & Transportation	328,702	2.90%
Building Expenses	256,005	2.26%
<b>TOTAL EXPENSES</b>	<b>11,334,748</b>	

## Summary Statement of Financial Position

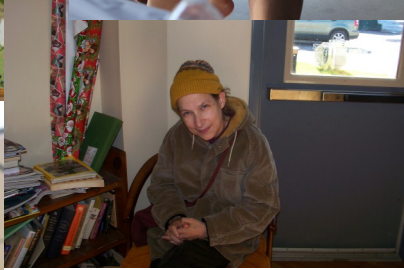
### ASSETS

Current Assets	
Cash	1,832,541
Accounts Receivable	418,792
Other Current Assets	25,519
Fixed Assets	2,117,019
<b>Total Assets</b>	<b>4,393,871</b>

### LIABILITIES & FUND BALANCE

Accounts Payable	1,310,131
Deferred Revenue	267,879
Fund Balance	2,815,861
<b>Total Liabilities &amp; Fund Balance</b>	<b>4,393,871</b>









*Recovery Ribbon*

## LAMOILLE COMMUNITY CONNECTIONS

72 Harrel Street ~ Morrisville ~ VT 05661

802-888-5026

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